

VISIT the Warren County CSEA

If the Common Pleas Court Building is open, then our office will be open as well. There are online options for making payments and checking your case:

- **Payments** – Our Payment Window hours are from 8:00 am to 4:30 pm Monday through Friday. The Window is closed for a half hour during the day for lunch.
 - You can make payments online at <https://oh.smartchildsupport.com/> by checking/savings account or debit/credit card, 24 hours a day, seven days a week.
- **Account Status** – Can be reviewed at our Child Support Customer Service Web Portal at <http://jfs.ohio.gov/OCS/>.
- **Online Customer Service** - You can contact us thru the Web Portal above or email us at WCCSEA@jfs.ohio.gov.
- **Call Center** - You can call us at 513-695-1580. Our Call Center hours of operation are 9:00 am to 4:00 pm Monday through Friday. The Call Center is closed from 12:30 pm to 1:30 pm to accommodate employee lunch schedules.
- **Hearings** – Please refer to the hearing notification letter or the hearings link on the website for more information. Administrative hearings currently scheduled are being held by phone. Please call our Customer Service Line at 513-695-1580 to provide a good phone number for your hearing. You may send us documents to review at our Customer Service Email WCCSEA@jfs.ohio.gov. Documents should be sent at least 48 hours prior to your hearing.