

Oregon Child Support Program
Online Account
Participant Desktop User Guide

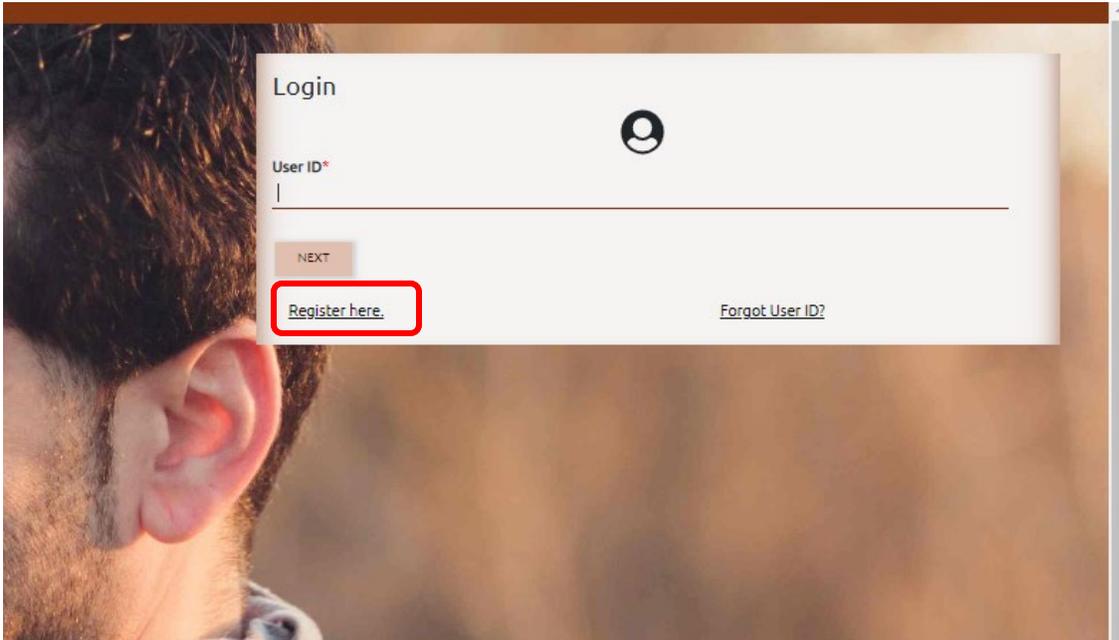
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Account Registration

Click “Register here” link to create new account.



User Registration page opens.

OREGON DEPARTMENT OF JUSTICE
Child Support
Supporting Parents to Support Children

All fields marked with * are required.

User Registration

My Role*
-Select- ▼

First Name* **Last Name***

Active and valid email* **Confirm Email***
Test@email.com

Create User ID and Password

Rules for User ID

1. Your User ID must be 6-10 characters.
2. You may use numbers and letters.
3. Special characters are not permitted.

User ID*

Rules for Password

1. Must be 14-40 characters.
2. Case sensitive.
3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g., 123456#z).
4. May use special characters (optional).
5. Cannot be same as User ID.

Password*

- ✔ Minimum 14 characters.
- ✔ Maximum 40 characters.
- ✔ At least one alpha character.
- ✔ At least one numeric character.

Select your role from the dropdown menu.

Options are:

- I have a child support case
- I want to apply for child support services
- I am an attorney associated with a child support case
- I am a child support professional inquiring about income verification requests related to housing



All fields marked with * are required.

User Registration

My Role*

-Select- ▼

- I have a child support case
- I want to apply for child support services
- I am an attorney associated with a child support case
- I am a Child Support Professional inquiring about income verification requests related to housing

Enter First Name and Last Name.

Enter the email address where you want us to send communications.

All fields marked with * are required.

User Registration

My Role*

I have a child support case ▼

First Name* **Last Name***

Joe Example

Active and valid email* **Confirm Email***

example@email.com example@email.com

If an account already exists with the email address you entered, you will receive an error message and cannot proceed.

example@email.com example@email.com

Email address is already in use.

If you receive this error and have an account but don't remember your login and password, use Forgot User ID and Forgot Password to retrieve the information.

If you receive this error and aren't sure if you already have an account, call Customer Service at 800-850-0228.

Create your User ID.

Create User ID and Password

Rules for User ID

1. Your User ID must be 6-10 characters.
2. You may use numbers and letters.
3. Special characters are not permitted.

User ID*

example1



Create your Password. Note the requirements!

Rules For Password

1. Must be 14-40 characters.
2. Case sensitive.
3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g., 123456#z).
4. May use special characters (optional).
5. Cannot be same as User ID.

Password*

.....

Confirm Password*

.....

- ✔ Minimum 14 characters.
- ✔ Maximum 40 characters.
- ✔ At least one alpha character.
- ✔ At least one numeric character.
- ✔ Password must contain at least one capital letter.

Choose five security questions and answers.

Submit your security questions and answers

Rules For Answers

1. Answers must be between 3 and 40 characters.
2. Allowable characters are letters, numbers, spaces, and the following special characters (#&-'./).
3. Answers are not case specific.
4. Spaces may not be placed at the end of the answer.
5. Remember the Security questions and answers, this will help in unlocking and resetting the password.

Security Question 1*

In which city or town did your mother and father meet ?

In which city or town did your mother and father meet ?

What is the last name of your favorite high school teacher ?

What is the name of your favorite childhood friend ?

What is the name of your favorite childhood teacher ?

What is your eldest cousin's name ?

What is your father's middle name ?

What is your mother's middle name ?

What is your oldest sibling's middle name ?

What was the first car you drove ?

What was the first concert you attended ?

What was the first film you saw in theater ?

What was your favorite place to visit as a child ?

Answer:

Security Question 3*

Answer:

Security Question 4*

Answer:

Security Question 5*

Answer:

All five security questions must be answered to proceed.



Choose a SiteKey and give it a name.

Create a SiteKey and name

Select a SiteKey image* and enter a name for the image you selected. The SiteKey image and name will help you know that you are entering your Child Support Program online account. You will be shown your SiteKey before you enter your password when logging onto this website.

SiteKey Name*

Create a SiteKey and name

Select a SiteKey image* and enter a name for the image you selected. The SiteKey image and name will help you know that you are entering your Child Support Program online account. You will be shown your SiteKey before you enter your password when logging onto this website.

SiteKey Name*

Sports

Terms of Agreement

The checkbox to agree to the terms is grayed-out until you scroll through and read all the Terms of Agreement.

Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below. Scroll to the bottom to accept the terms and conditions.

Oregon Department of Justice, Oregon Child Support Program

Online Account

TERMS OF AGREEMENT

Use of this Online Account for the Oregon Department of Justice (DOJ), Oregon Child Support Program is subject to the terms and conditions of this Online Account Agreement (Agreement). You (User) must accept the terms of this Agreement to be granted access to an Online Account. All references to "you" or "USER" mean both User and each individual acting on behalf of User in using User's Online Account. Affirmative acceptance by indicating below or by accessing and using this Online Account is User acceptance of the terms, conditions, and notices contained in this Agreement without modification. By

I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT

After you scroll to the bottom, you can check the box.

Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below. Scroll to the bottom to accept the terms and conditions.

any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the parties will be construed and enforced as if this Agreement did not contain the particular term or provision held to be invalid.

13. **No Intended Beneficiaries.** Nothing in this Agreement gives, is intended to give, or may be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons.

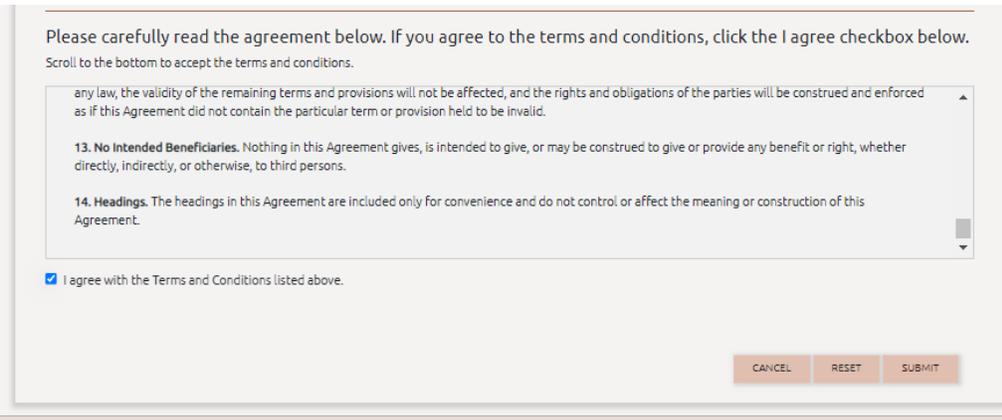
14. **Headings.** The headings in this Agreement are included only for convenience and do not control or affect the meaning or construction of this Agreement.

I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT



After the box is checked, click the SUBMIT button.



Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below.
Scroll to the bottom to accept the terms and conditions.

any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the parties will be construed and enforced as if this Agreement did not contain the particular term or provision held to be invalid.

13. No Intended Beneficiaries. Nothing in this Agreement gives, is intended to give, or may be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons.

14. Headings. The headings in this Agreement are included only for convenience and do not control or affect the meaning or construction of this Agreement.

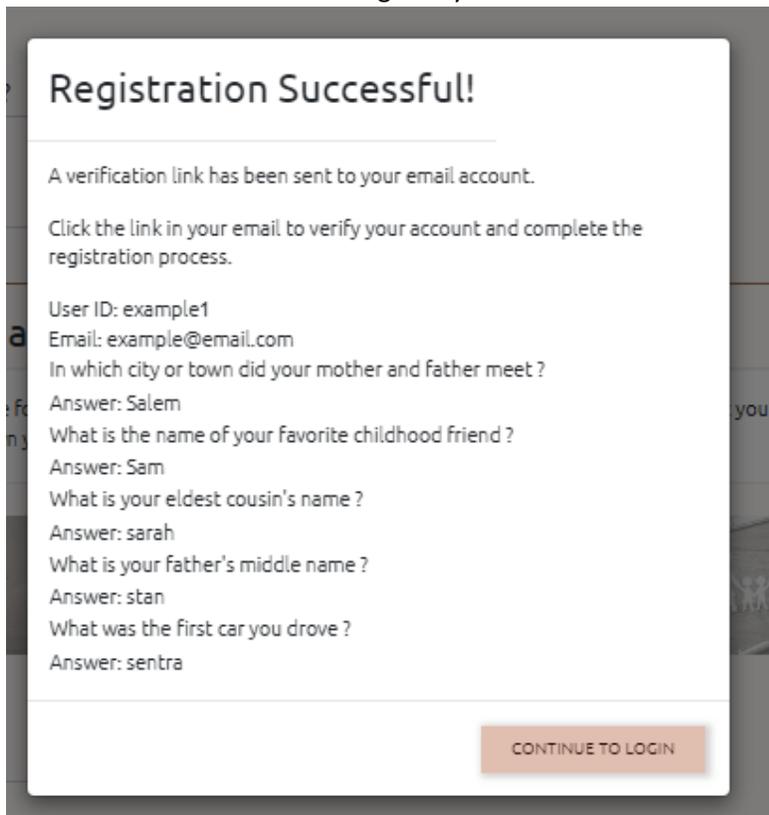
I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT

If the SUBMIT button is still unavailable, you're missing information in a required field above on the page. Review each step to find the missing data.

Registration Successful!

A pop-up will display with all your important account information. Save this information for future use. Click CONTINUE TO LOGIN to log into your account.



Registration Successful!

A verification link has been sent to your email account.

Click the link in your email to verify your account and complete the registration process.

User ID: example1
Email: example@email.com
In which city or town did your mother and father meet ?
Answer: Salem
What is the name of your favorite childhood friend ?
Answer: Sam
What is your eldest cousin's name ?
Answer: sarah
What is your father's middle name ?
Answer: stan
What was the first car you drove ?
Answer: sentra

CONTINUE TO LOGIN



You'll receive an account confirmation email. If you don't receive it, check your junk or spam folder. The email will include a link to verify the email address you used to register.

Email verification required - Oregon Child Support Program online account

 DoNotReply@doj.state.or.us
To **Your email address**

 Reply  Reply All  Forward  

Tue 10/11/2022 11:46 AM

You have successfully created an Oregon Child Support Program online account.

Please click the link below to verify your email address and complete your registration.

If you did not create this account, contact Customer Service immediately at 800-850-0228.

[Verify Email Address.](#)

This link is valid for 1 year from the date the account was created.

*Do not reply to this email. If you have questions about your online account, call 800-850-0228.

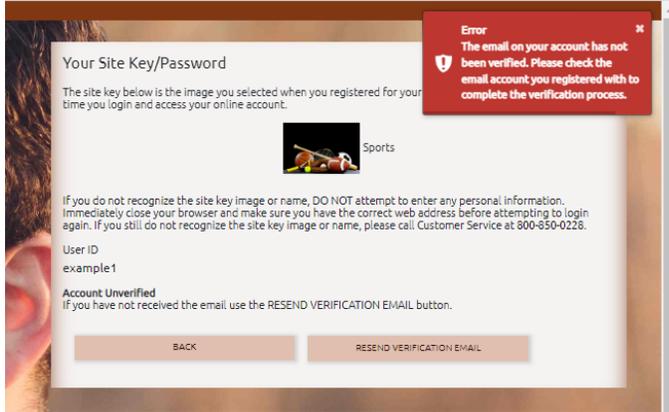
IMPORTANT NOTICE: This email (and any attachments) may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the content that you have received this email in error, please call us immediately at 800-850-0228, keep the contents confidential, and immediately delete the message and any attachments from your system.



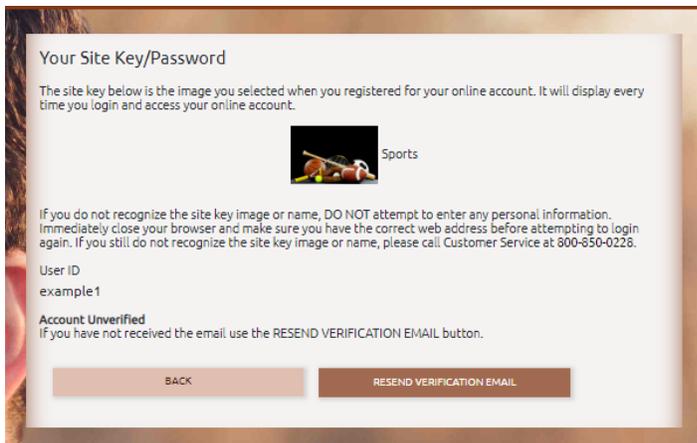
Account Login

Logging in for the first time with new account credentials

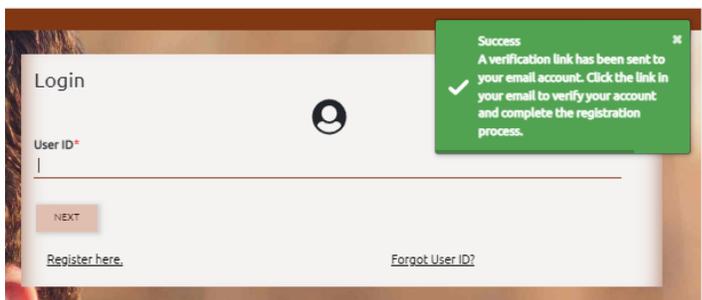
You'll receive a red error pop-up if you're attempting to log in and have not verified your email.



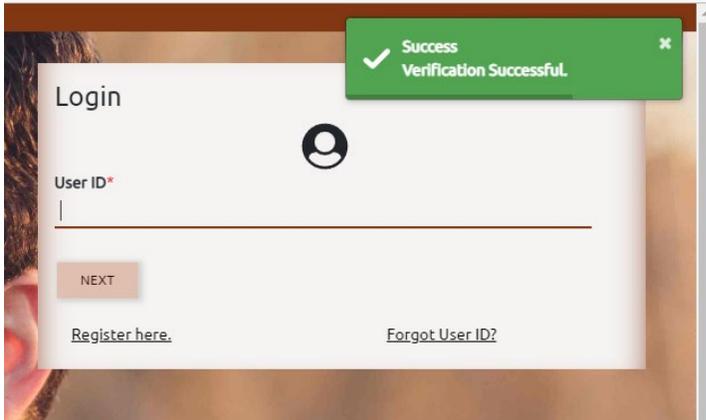
If you did not receive the verification email, check your junk or spam folders. If you still can't find it, click RESEND VERIFICATION EMAIL.



You'll see a green pop-up message when the new confirmation email is successfully sent.

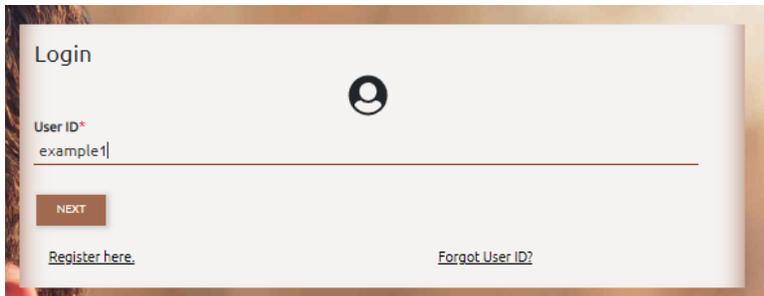


After clicking the “Verify Email Address” link in the confirmation email, you’re taken back to the login page. You’ll see a green pop-up message that verification was successful.



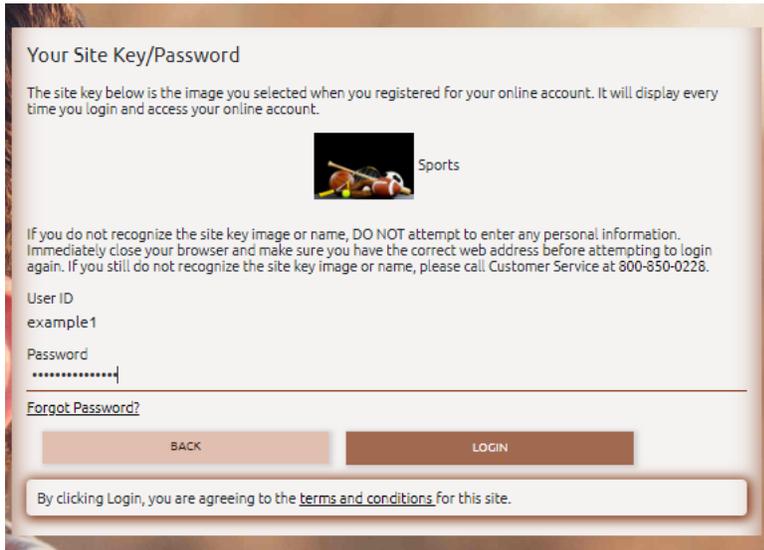
Login

Enter your User ID and click NEXT.

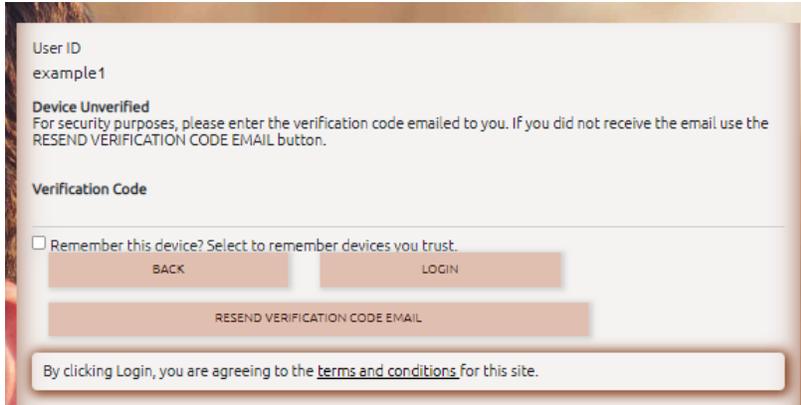


Enter your Password and click LOGIN. Your selected sitekey and name are displayed.

If your sitekey image is not displayed, go back to the login page and re-enter your login information.

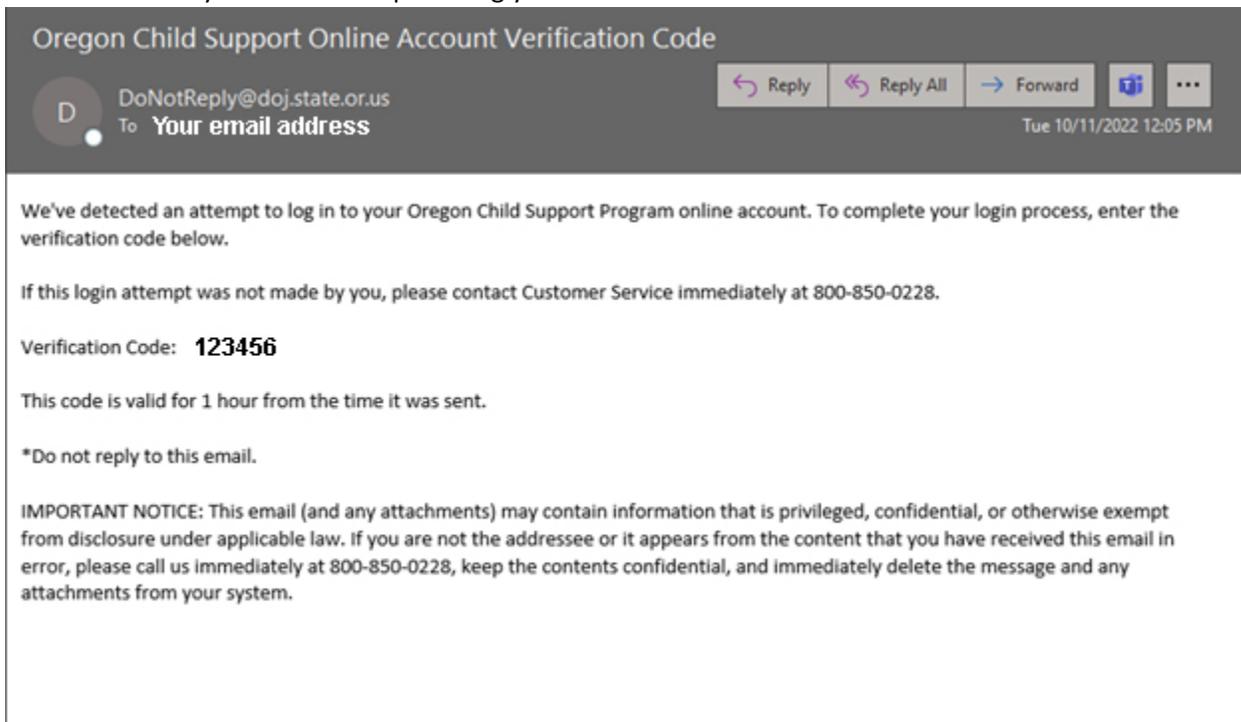


You'll be prompted to enter a verification code each time you ~~open~~ log in to your account. This requirement is in place to keep your data secure. The code is emailed to you after you enter your user ID and password. It must be used within 1 hour from the time it was sent. The email can take up to 3 minutes to be delivered.

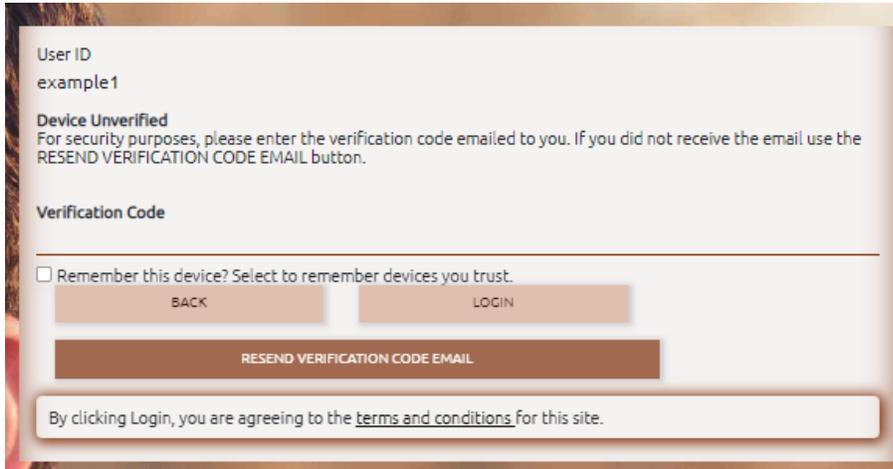


The screenshot shows a login verification interface. At the top, it displays 'User ID' as 'example 1'. Below this, a 'Device Unverified' message states: 'For security purposes, please enter the verification code emailed to you. If you did not receive the email use the RESEND VERIFICATION CODE EMAIL button.' A 'Verification Code' input field is present. Below the input field, there is a checkbox labeled 'Remember this device? Select to remember devices you trust.' and two buttons: 'BACK' and 'LOGIN'. A 'RESEND VERIFICATION CODE EMAIL' button is located below the 'LOGIN' button. At the bottom, a footer note reads: 'By clicking Login, you are agreeing to the [terms and conditions](#) for this site.'

This is the email you will receive providing your verification code.



You can resend the email if you did not receive it by clicking on RESEND VERIFICATION CODE EMAIL.



User ID
example1

Device Unverified
For security purposes, please enter the verification code emailed to you. If you did not receive the email use the RESEND VERIFICATION CODE EMAIL button.

Verification Code

Remember this device? Select to remember devices you trust.

BACK LOGIN

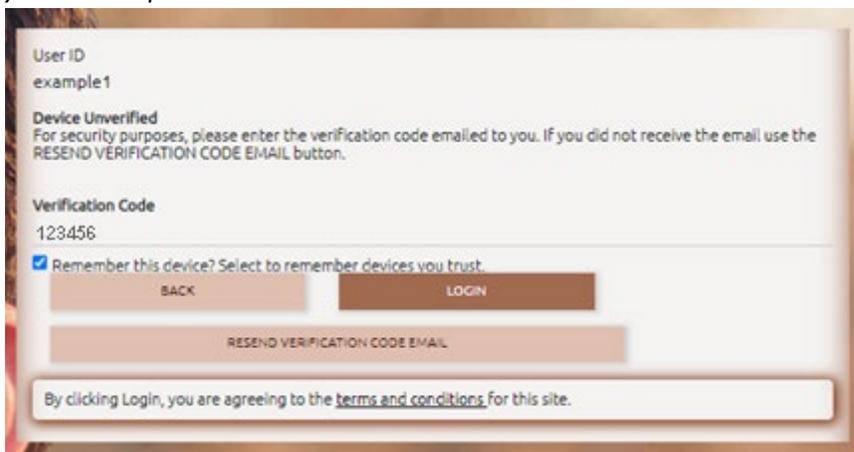
RESEND VERIFICATION CODE EMAIL

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.

Enter the provided verification code.

You can check the **Remember this device** box to trust your device for this browsing session. If checked, you will not have to enter a new code to log back in during the same browser session.

Tip: If you close your session, the code will no longer be valid and you will need to request a new one. If you are accessing the code on the same device you're logging onto your online account, we recommend you use a separate browser or a new window.



User ID
example1

Device Unverified
For security purposes, please enter the verification code emailed to you. If you did not receive the email use the RESEND VERIFICATION CODE EMAIL button.

Verification Code
123456

Remember this device? Select to remember devices you trust.

BACK LOGIN

RESEND VERIFICATION CODE EMAIL

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.



Logged In

Default page after successfully logging in.

The screenshot shows the user interface of the Oregon Department of Justice Child Support website. At the top, there is a header with the state seal and the text "OREGON DEPARTMENT OF JUSTICE Child Support Supporting Parents to Support Children". Below the header, a navigation bar includes "Welcome Joe", "Apply for Services", "View My Case", "Pending Application", and "Log out". The main content area features a large background image of a smiling man and a young girl. Overlaid on this image is a table titled "Applications". The table has columns for "APPLICATION NUMBER", "APPLICATION START DATE", "APPLICANT", "NON APPLICANT", "APPLICATION TYPE", and "STATUS". The table body is currently empty. At the bottom of the page, there are two columns of contact information: "Contact By Phone" with "Customer Service" and phone numbers (800-459-0523 and 503-373-7300), and "Online Support" with links for "Oregon.gov", "Legal Notice", "Privacy Policy", and "Terms and Conditions".



View My Case (for participant users, not attorney users)

Link your online account to your child support case.

Apply For Services | View My Case | Pending Application

All Fields marked with * are required.

View Case Information

For security purposes, please enter the details below to view your case information.

You will need the PIN included on the Notice of Online Account Access mailed to you and your 15-digit case number. You will only need to do this the first time you access your case information.

Case Number:* Your case number is 15 digits and begins with 41. It can be found in the Footer after CSP# on most forms sent to you.

Date of Birth:* MM/DD/YYYY

PIN:* A PIN was included in the Notice of Online Account Access sent to your mailing address on file. If you did not receive your PIN or misplaced it, use the "Forgot Pin" link below.

[Forgot PIN?](#)

CANCEL SUBMIT

Contact By Phone
Customer Service
800-850-0228
503-373-7300

Online Support
Oregon.gov
Legal Notice
Privacy Policy
Terms and Conditions

If you do not have your PIN, use the Forgot PIN link to have one resent.

Apply For Services | View My Case | Pending Application

All Fields marked with * are required.

View Case Information

For security purposes, please enter the details below to view your case information.

You will need the PIN included on the Notice of Online Account Access mailed to you and your 15-digit case number. You will only need to do this the first time you access your case information.

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[Forgot PIN?](#)

CANCEL SUBMIT

Contact By Phone
Customer Service
800-850-0228
503-373-7300

Online Support
Oregon.gov
Legal Notice
Privacy Policy
Terms and Conditions



From the **View My Case** page, enter required information and then click SUBMIT. You can't click SUBMIT without all the required information.

*Note: Date of Birth field is your date of births.

View Case Information All fields marked with * are required.

For security purposes, please enter the details below to view your case information.

You will need the PIN included on the Notice of Online Account Access mailed to you and your 15-digit case number. You will only need to do this the first time you access your case information.

Case Number* Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.

Date of Birth*

PIN* A PIN was included in the Notice of Online Account Access sent to your mailing address on file. If you did not receive your PIN or misplaced it, use the "Forgot Pin" link below.

[Forgot PIN?](#)

Your case is now linked to your online account.

If you click SUBMIT and receive an error message, you will need to contact Customer Service to resolve the issue.



Home Page Overview

Your home page has four boxes:

- To Do
- Cases
- Appointments
- Applications



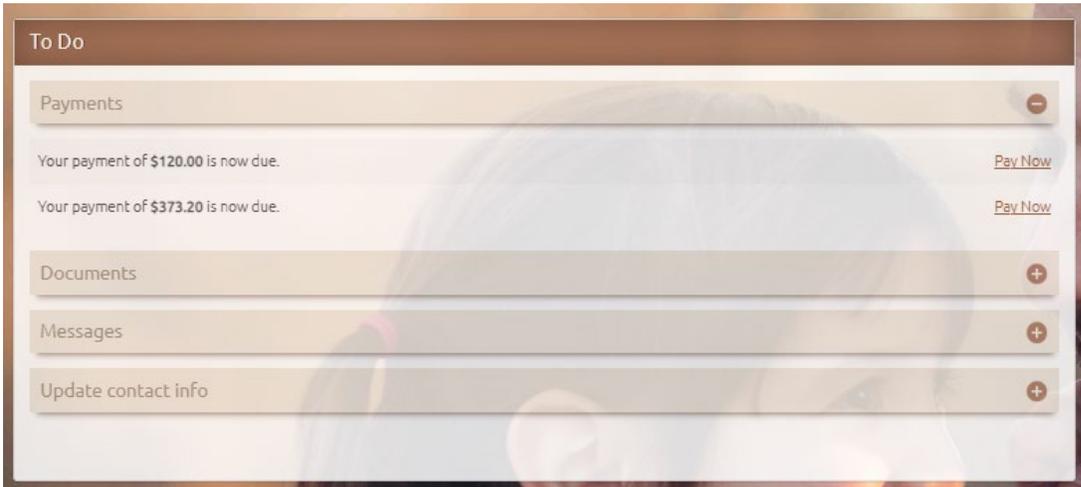
The To Do box (top left) displays:

- Payments
- Documents
- Messages
- Update contact info



Payments

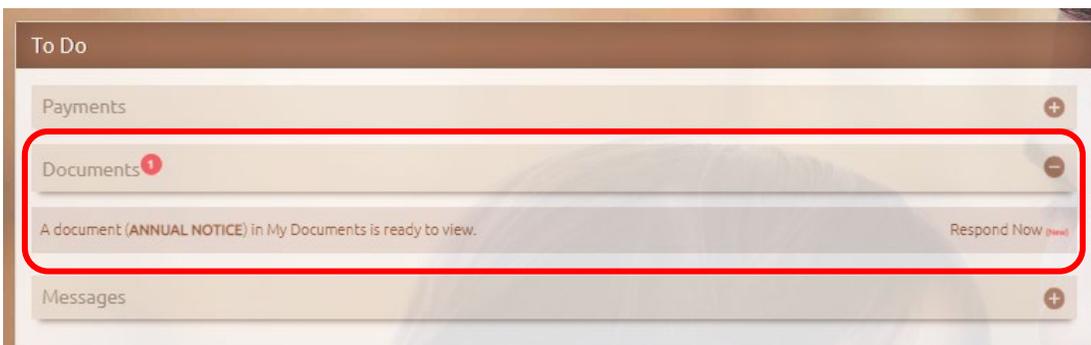
If you pay child support, the Pay Now link will take you to MyPaymentPortal.com to submit payments electronically.



Documents

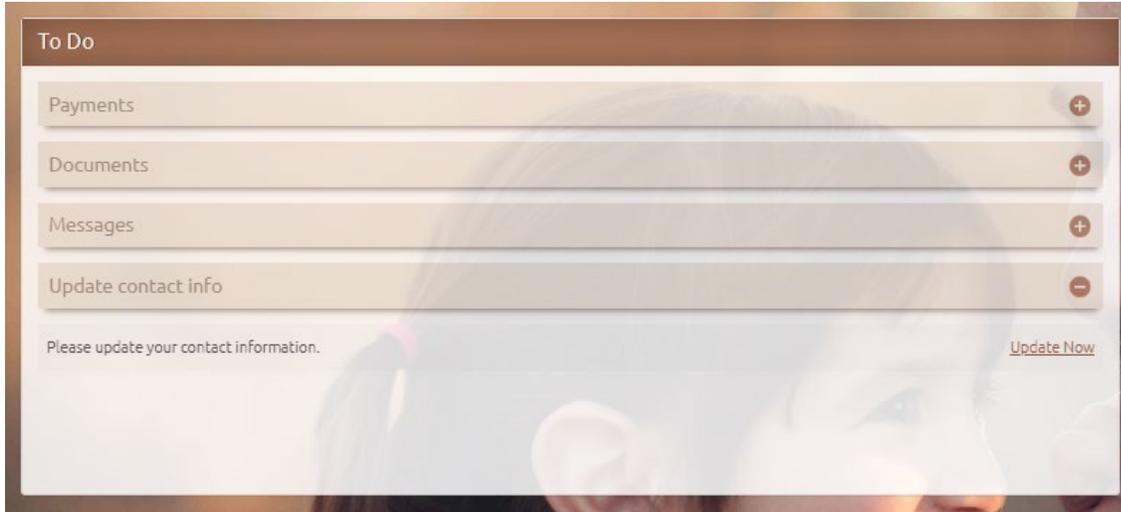
You can see Documents by expanding the Documents line.

Click Respond Now next to a document to navigate to the Documents page for more information.



Update Contact Information

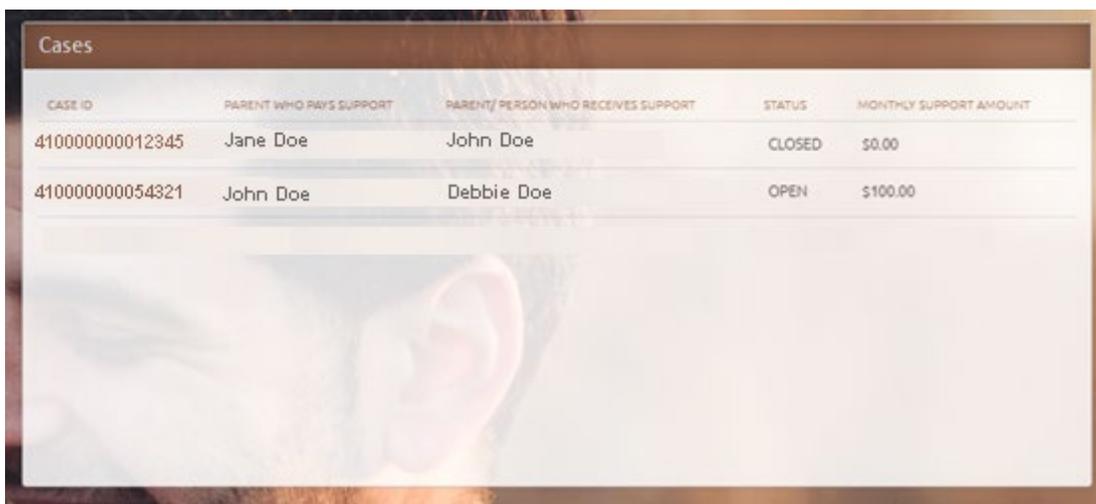
The Update Now link takes you to the **My Profile** page where updates can be submitted for phone, address, employer, or communication preferences. The updated information is submitted but will not display in your account.



Cases box (top right)

Lists all your cases and includes:

- Parent who pays support
- Parent or person who receives support
- Case status
 - Open or Closed
- Monthly Support Amount

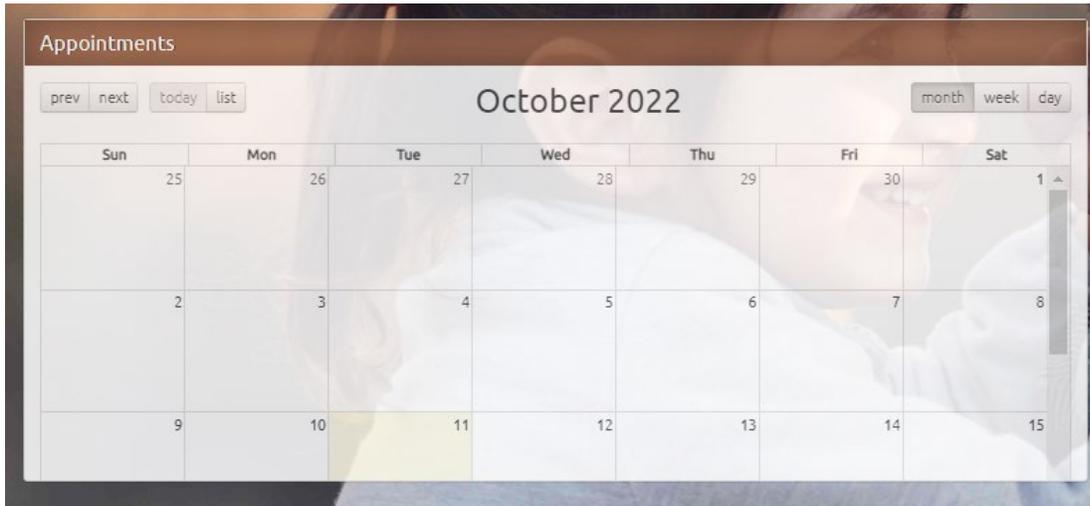


CASE ID	PARENT WHO PAYS SUPPORT	PARENT/ PERSON WHO RECEIVES SUPPORT	STATUS	MONTHLY SUPPORT AMOUNT
410000000012345	Jane Doe	John Doe	CLOSED	\$0.00
410000000054321	John Doe	Debbie Doe	OPEN	\$100.00



Appointments box (bottom left)

Shows your appointments currently scheduled with the Oregon Child Support Program.

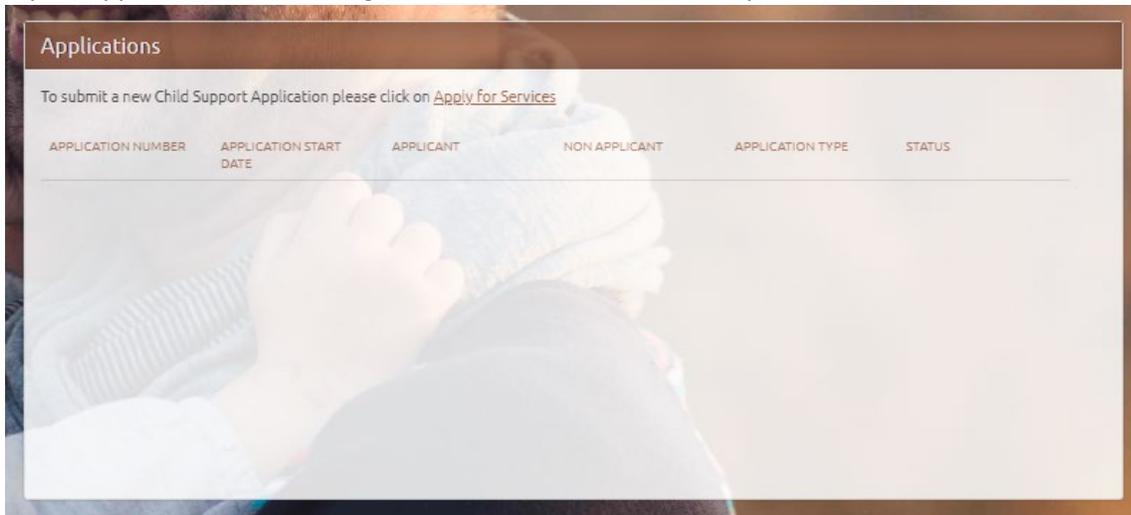


Applications box (bottom right)

Shows completed or pending applications you submitted from your online account.

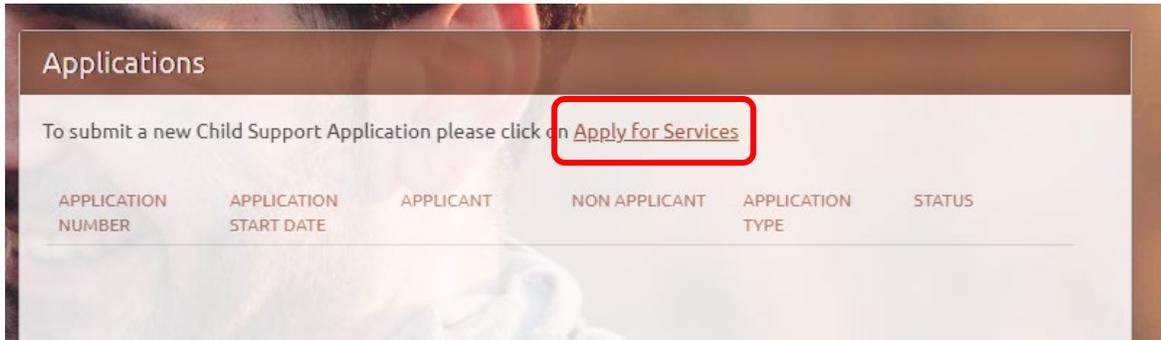
A pending application is an application that has been completed or partially completed and saved, but has not been submitted to the Oregon Child Support Program.

If your application is in Pending status, we cannot view it until you submit it.

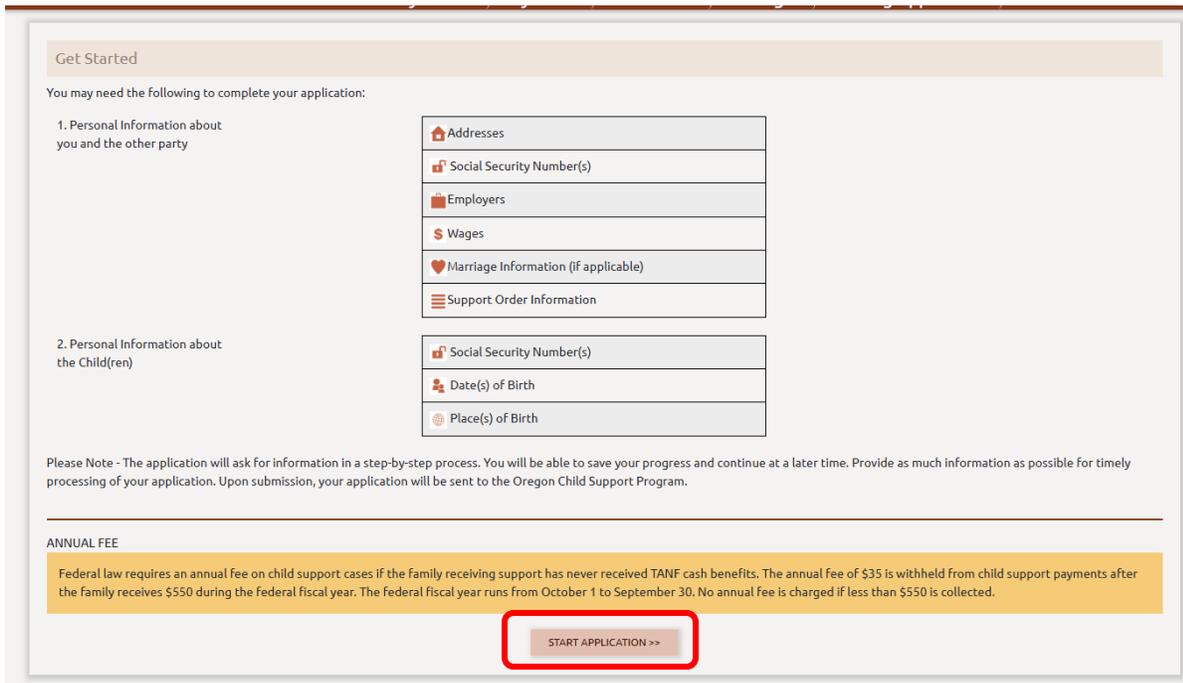


Applications

If you already have a case linked to your online account and you need to start a new application, from the **Applications** section on the home page, click Apply for Services.



The **Get Started** page will display on your screen. This page tells you the information you need to complete the application and explains the annual fee. When you've reviewed all the information you've added, click **START APPLICATION**.



The first page of the application asks about your language preference and information about you so you can complete the correct application.

My Profile | Payments | Documents | Messages | Pending Application

All fields marked with * are required.

Online Services

Do you speak and read English? *

Yes No

BACK CONTINUE >>

As you make selections, more questions will display.

The CONTINUE button will be grayed-out until you complete all required questions.

All fields marked with * are required.

Online Services

Do you speak and read English? *

Yes No

Are you? *

Wanting full child support services, including establishment of a new child support order, enforcement of an existing order, or modification of an existing order?

A child between the age of 17-21 attending school?

Wanting assistance only to determine paternity?

Wanting limited spousal support only services?

We offer limited services for spousal support obligations. For information about what we offer and how to apply, see the [Services](#) page on our website.

BACK CONTINUE >>

When the CONTINUE button becomes available, click CONTINUE.

All fields marked with * are required.

Online Services

Do you speak and read English? *

Yes No

Are you? *

Wanting full child support services, including establishment of a new child support order, enforcement of an existing order, or modification of an existing order?

A child between the age of 17-21 attending school?

Wanting assistance only to determine paternity?

Wanting limited spousal support only services?

We offer limited services for spousal support obligations. For information about what we offer and how to apply, see the [Services](#) page on our website.

BACK CONTINUE >>



You can see your progress across the top.

The grayed-out pages are what you have left to complete.

The screenshot shows a progress bar at the top of a form titled "Application for Child Support Services". The progress bar consists of six numbered steps: 1. My Application, 2. Applicant Info, 3. Other Party Info, 4. Children, 5. Additional Info, and 6. Review & Sign. Step 1 is highlighted in dark brown, while steps 2 through 6 are grayed out. A note in the top right corner states "All fields marked with * are required." Below the progress bar, the "My Application" section contains three questions, each with radio button options for "Yes" and "No":

- 1. Is there an existing child support order? *
- 2. Are there any support, custody, divorce or juvenile court orders for your children, you, or the other parent? *
- 3. Is there a pending child support legal action in any state? *

At the bottom right of the form, there are three buttons: "CANCEL", "SAVE & EXIT", and "CONTINUE >>". The "CONTINUE >>" button is grayed out.

If the CONTINUE button is grayed-out, you have a required question not yet answered.

Review the page and complete the missing question.

All required questions are marked with an asterisk.



On the **Application Info** page, you will complete the information about yourself.

Applicant Information

First Name* Middle Name Last Name*

Date of Birth* Social Security Number or ITIN Gender*

MM/DD/YYYY 000-00-0000 Male Female Non-binary

Race or Ethnicity

Are you an enrolled Tribal member? *

Yes No

What is the role of the applicant? *

Custodial parent Non-custodial parent Caretaker or guardian

Address

City State

-Select-

Zip Code

If the CONTINUE button is grayed-out, you have a required question yes to answer. Review the page and complete the missing question. All required questions are marked with an asterisk.



Other Party Info page is for information you have about the other party.

Application for Child Support Services All fields marked with * are required.

1 My Application 2 Applicant Info **3 Other Party Info** 4 Children 5 Additional Info 6 Review & Sign

Other Party Information

First Name	Middle Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth MM/DD/YYYY	Social Security Number or ITIN 000-00-0000	Gender* <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Non-binary
Race or Ethnicity <input type="text"/>		
Is the other party an enrolled Tribal member? <input type="radio"/> Yes <input type="radio"/> No		
Address <input type="text"/>		
City	State -Select-	
Zip Code <input type="text"/>		

If the CONTINUE button is grayed-out, you have a required question yet to answer. Review the page and complete the missing question. All required questions are marked with an asterisk.



Children page is where you can elect to provide information about the children for whom you're applying for child support services.

Upon selecting yes for question one the fields to complete for the child's first name, last name, date of birth, gender, and social security number, and tribal membership are presented.

Children Information

1. Do you want to provide information for the children? *

Yes No

First Name*

Last Name*

Date of Birth* MM/DD/YYYY **Gender*** Male Female Non-binary

Social Security Number or ITIN 000-00-0000

Is the child an enrolled Tribal member? Yes No

+ADD OTHER CHILDREN

2. Has paternity been established for the children? *

Yes No Unknown

3. Is there health care coverage for the children? *

Yes No Unknown

CANCEL SAVE & EXIT CONTINUE >>

If the CONTINUE button is grayed-out, you have a required question yet to answer.

Review the page and complete the missing question.

All required questions are marked with an asterisk.



The **Additional Info** page asks four questions you must answer to complete your application.

Application for Child Support Services All fields marked with * are required.

My Application Applicant Info Other Party Info Children **Additional Info** Review & Sign

Additional Information

1. Have you or the children ever received cash assistance in any state? *
 Yes No

2. Your **Personal Information** is confidential when it's in child support records. However, documents sent to the other parent, other party, or filed in court may include personal information and could help someone find you. If you think you or the child could be harmed, you can ask to keep your personal information protected while the Oregon Child Support Program helps you get support. Do you want to continue receiving Child Support Services, but report a risk of harm to you or the children? *
 Yes No

3. The law requires that information about you, including your address, be on support orders and other judgments. If you do not want your residence or mailing address to be given to the other party or appear in court records, you can give another address at which you will receive legal papers. This is known as a 'contact address' and must be in the same state as your home address. Do you want to provide a **Contact Address**? *
 Yes No

4. Have you been making/receiving support payments through an escrow agent? *
 Yes No

CANCEL SAVE & EXIT CONTINUE >>

If the CONTINUE button is grayed-out, you have a required question yet to answer.

Review the page and complete the missing question.

All required questions are marked with an asterisk.

The final page is the **Review & Sign** page.

You'll need to read the **Information about the Oregon Child Support Program** section.

Click the box for "I certify that the above information is true and correct to the best of my knowledge and belief". You cannot check the box until you've scrolled to the bottom of the **Information about the Oregon Child Support Program** section.

Our goal is to give you fair, professional, courteous, and accurate service. If you believe you did not receive high-quality service from one of our offices, contact a supervisor at that office. If you are unable to resolve the issue with the supervisor, you may contact Constituent Services at 503-947-4337. You can also submit a grievance form at any time. The form is available at any Oregon Child Support Program office and on our website at OregonChildSupport.gov.

If your complaint is about a decision or action required by federal or state law, we may not be able to resolve the issue. We will explain the reason for our decision.

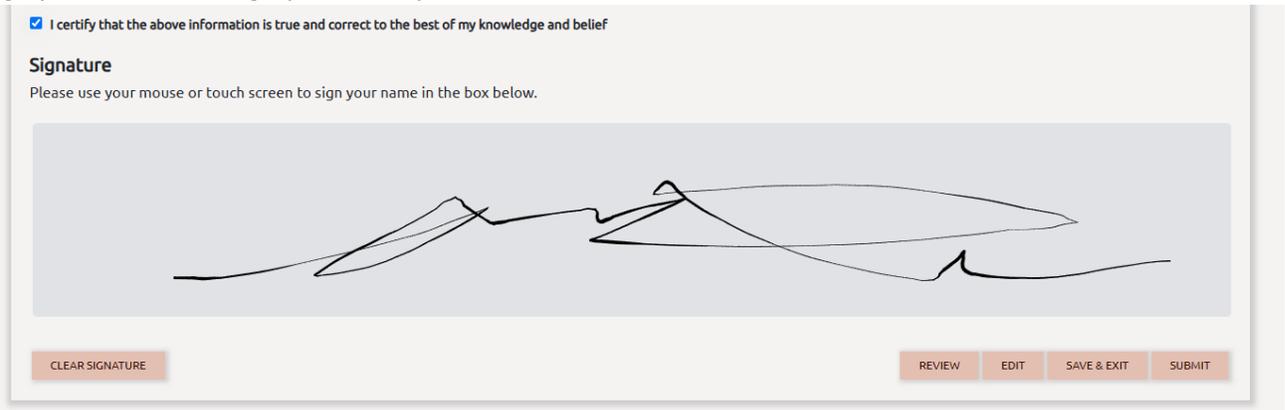
I certify that the above information is true and correct to the best of my knowledge and belief

Signature

Please use your mouse or touch screen to sign your name in the box below.



Sign your name in the gray box with your mouse or touch screen.

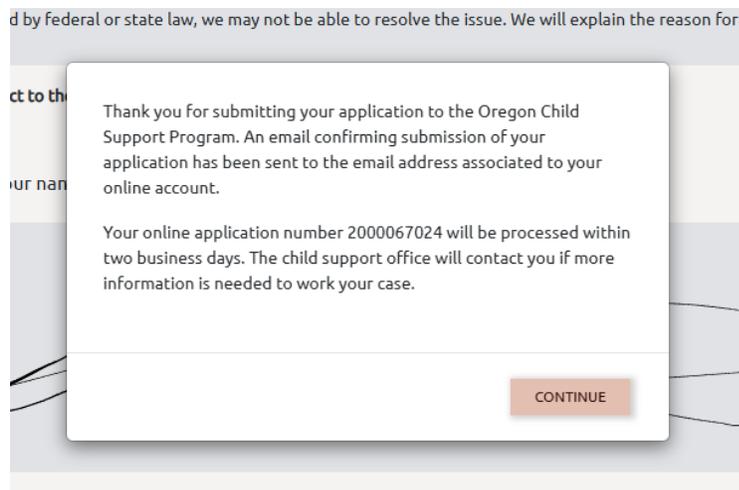


You can click the REVIEW button to see the PDF version of the form you've just completed through this process. The PDF will open in a new browser window.

You can click the SAVE & EXIT button to save the information you've entered, but not submit it yet. This will leave your application in a "Pending" status and you can access it at a later time when you're ready to submit it.

Click SUBMIT to finalize and send your application to the Program.

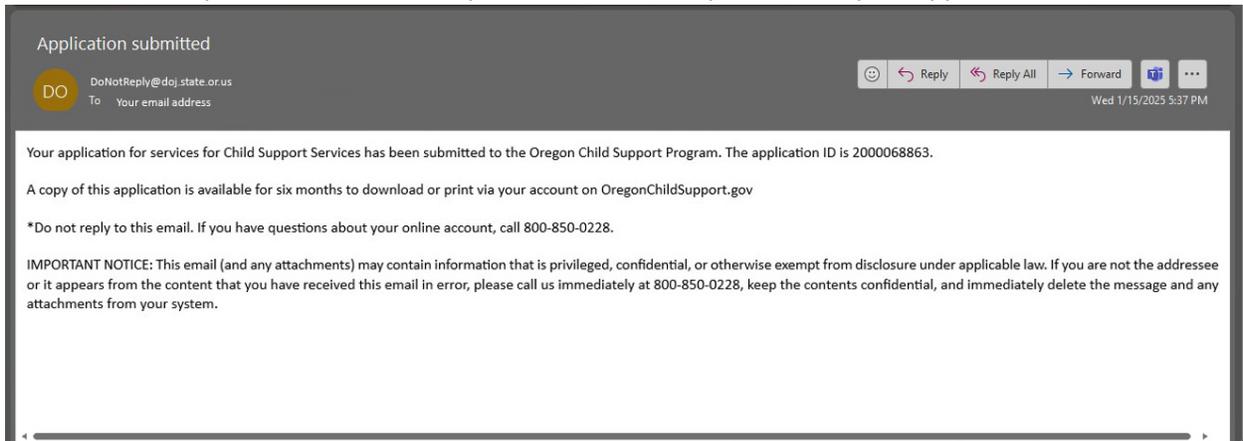
When your application is submitted successfully, you'll see a pop-up box thanking you for submitting your application. This box includes your online application number.



Click CONTINUE to return to your online account home page.



This is the email you will receive when you have successfully submitted your application.



Finishing an application you previously started

If you started an application and used the Save and Exit button, you will see it listed in your **Applications** section as “Pending”.

To return to it, click the Application Number link.

Apply for Services'. A table lists applications with columns: APPLICATION NUMBER, APPLICATION START DATE, APPLICANT, NON APPLICANT, APPLICATION TYPE, and STATUS. The first row shows application number 2000067025, start date 11/18/2024, and status Pending. The second row shows application number 2000067024, start date 11/18/2024, applicant Smith, Bob, and status Submitted. Red boxes highlight the application number 2000067025 and the status Pending in the first row."/>

APPLICATION NUMBER	APPLICATION START DATE	APPLICANT	NON APPLICANT	APPLICATION TYPE	STATUS
2000067025	11/18/2024			Child Support Services	Pending
2000067024	11/18/2024	Smith, Bob		Child Support Services	Submitted

If you have received a the “Notice of Missing Information – Required” form, click the Pending Application option in the menu.



You will be asked to enter the key and application number provided in the form along with your date of birth to link the pending application to your account.

My Profile | Payments | Documents | Message | **Pending Application**

View Pending Application Information

For security purposes, please enter the details below to view your pending application.

You will need the Application Number and Key included in Missing Information Required notice that was mailed to you. If the Missing Information Required notice listed more than one Application Number and Key, you will need to repeat these steps for each applicant.

Application Number:* <input type="text"/>	The application number is 10 digits and can be found in the Missing Information Required notice mailed to you.
Date of Birth:* <input type="text" value="MM/DD/YYYY"/>	
Key:* <input type="text"/>	A key was included in Missing Information Required notice mailed to you.

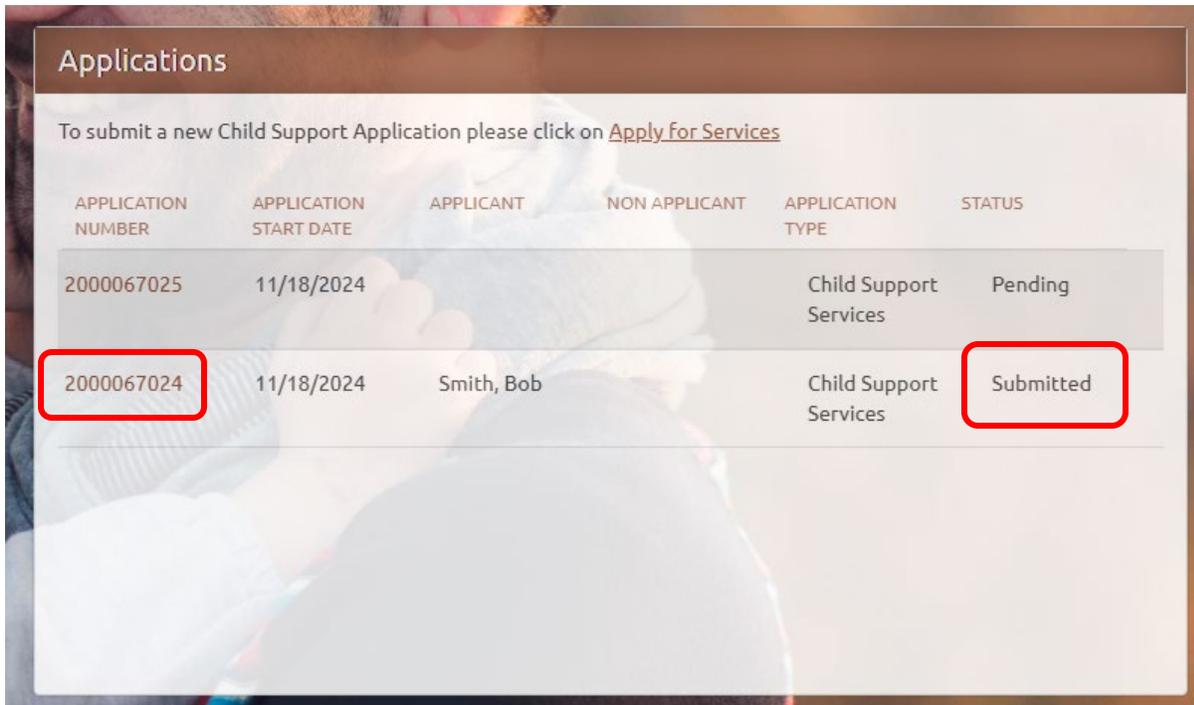


Accessing an application you previously submitted

Any completed and submitted applications, submitted through your online account, will display in the **Applications** section.

The status will be “Submitted.”

If you want to view a PDF of your submitted application, click the Application Number link.



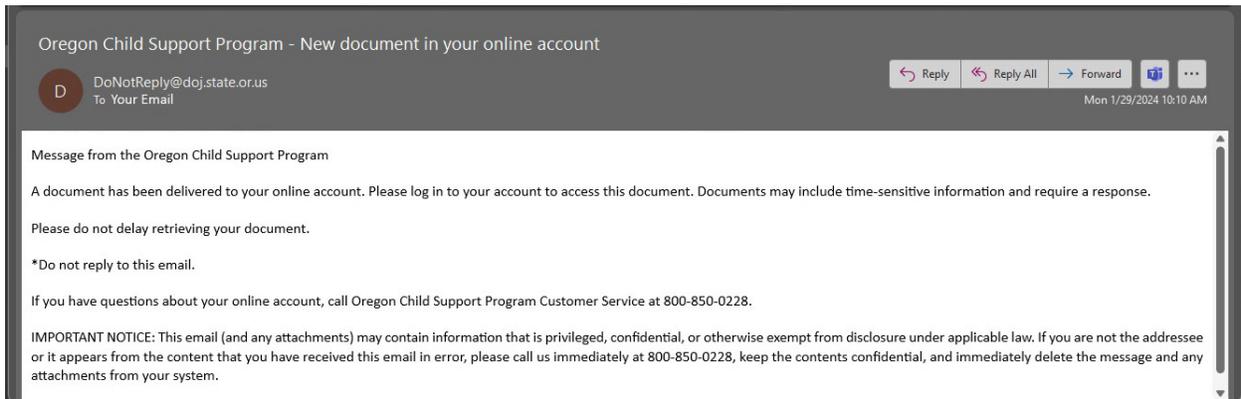
APPLICATION NUMBER	APPLICATION START DATE	APPLICANT	NON APPLICANT	APPLICATION TYPE	STATUS
2000067025	11/18/2024			Child Support Services	Pending
2000067024	11/18/2024	Smith, Bob		Child Support Services	Submitted



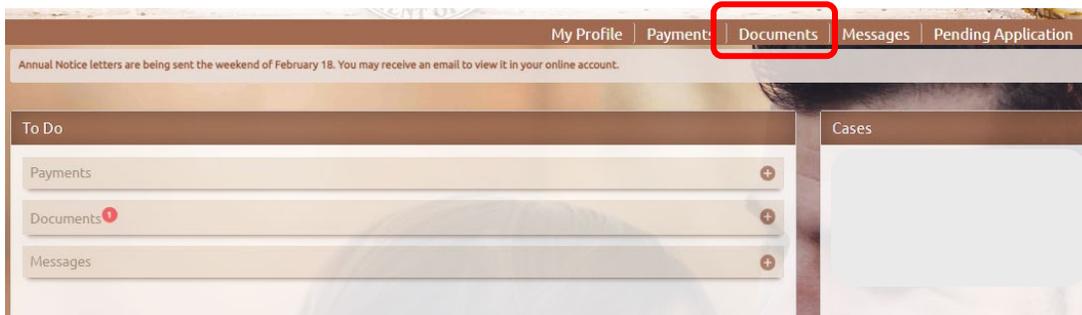
Documents

Documents can be viewed within your online account if you have opted in to electronic document delivery. Some documents are delivered electronically, and some are still mailed by regular or certified mail.

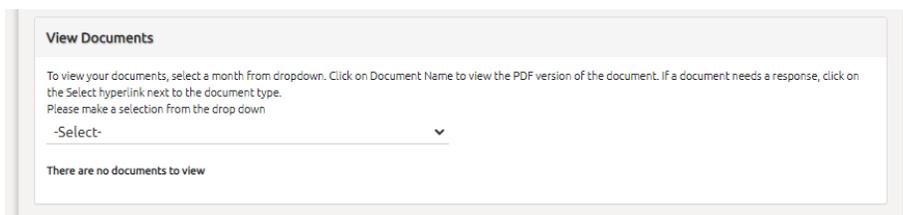
If you received an electronic document, an email is sent to you notifying you have a new document to view in your account.



Navigate to the **My Documents** page by clicking Documents from the menu bar.



On the **My Documents** page, under View Documents, select the month for which you want to view documents.



After you've selected a timeframe, you'll see a list of documents sent during that timeframe. Click the link under the "Document Name" column to open a copy of your notice.



The notice will open a PDF in a new window. You will need PDF viewing capabilities on your device and may need to disable your pop-up blocker.



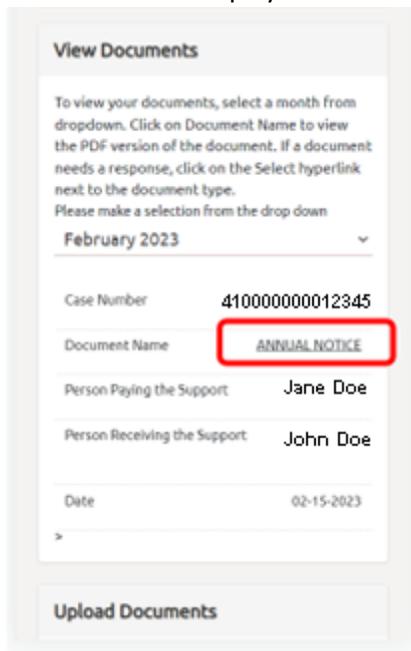
View Documents

To view your documents, select a month from dropdown. Click on Document Name to view the PDF version of the document. If a document needs a response, click on the Select hyperlink next to the document type.
Please make a selection from the drop down

February 2023

Case Number	Document Name	Person Paying the Support	Person Receiving the Support	Date
410000000012345	ANNUAL NOTICE	Jane Doe	John Doe	02-19-2023

If you're accessing your account from a mobile device, the actions required are the same. The section will display like this:



View Documents

To view your documents, select a month from dropdown. Click on Document Name to view the PDF version of the document. If a document needs a response, click on the Select hyperlink next to the document type.
Please make a selection from the drop down

February 2023

Case Number: 410000000012345

Document Name: **ANNUAL NOTICE**

Person Paying the Support: Jane Doe

Person Receiving the Support: John Doe

Date: 02-15-2023

>

Upload Documents



Uploading Documents

You can upload PDF, TIFF, TXT, RTF, or CSV documents to your case through your online account.

To upload a document to your account go to “Document” from the menu. Scroll down to “Upload Documents”.

Upload Documents

To upload a document, choose your document using the Choose File button. Please upload files under 24.9 MB and in PDF, TIFF, TXT, RTF, or CSV format.
Notarized documents cannot be submitted using this feature. You must submit the original in person or via mail.

Case Number Selected:

Choose Document
Please select a Case before uploading a file.

Name	Size	Progress	Actions
------	------	----------	---------

Click SELECT CASE.

Please select the case associated with the document you are uploading

Case Number	Parent Who Pays Support	Parent/Person Who Receives Support	Status
<input type="radio"/> 41000000287254	DAVID BENOIT	FEDERAL FOSTER CARE	
<input type="radio"/> 41000000287255	DAVID BENOIT	CHRISTINA CHAMPLIN	
<input type="radio"/> 41000000347115	DAVID BENOIT	CANDACE KISER	
<input type="radio"/> 41000000347116	DAVID BENOIT	JESSICA WRIGHT	

A pop-up displays with all your case numbers.

Select the radio button next to the case to which you want to upload the document.

Click CLOSE to close the case selection box.

You may only upload to one case at a time.

You will see the case you selected displayed above the SELECT CASE button.

Upload Documents

To upload a document, choose your document using the Choose File button. Please upload files under 24.9 MB and in PDF, TIFF, TXT, RTF, or CSV format.
Notarized documents cannot be submitted using this feature. You must submit the original in person or via mail.

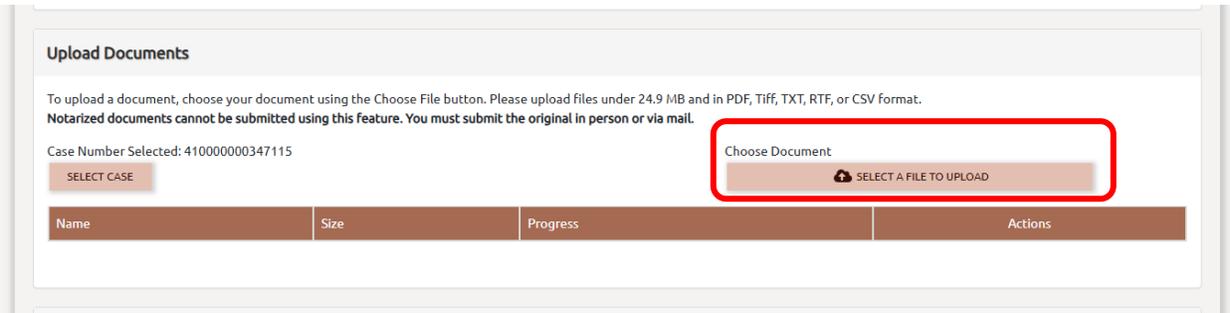
Case Number Selected: 41000000347115

Choose Document

Name	Size	Progress	Actions
------	------	----------	---------

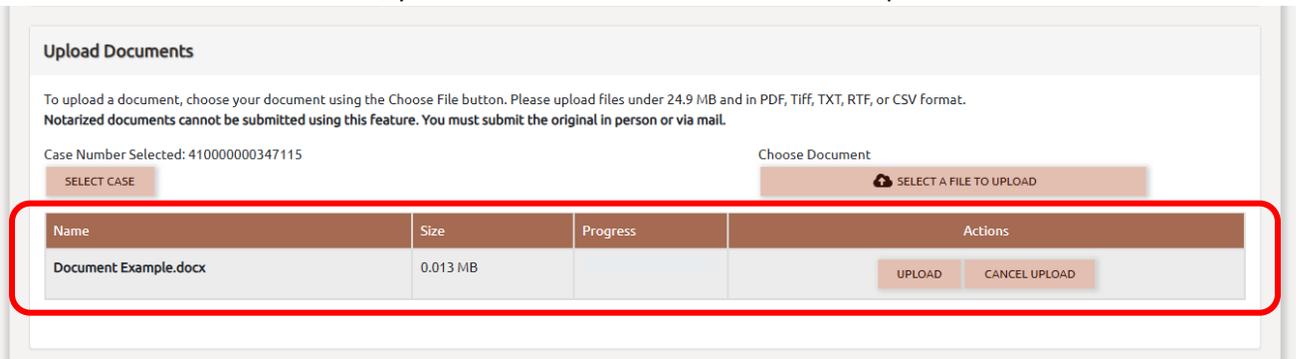


Click SELECT A FILE TO UPLOAD.

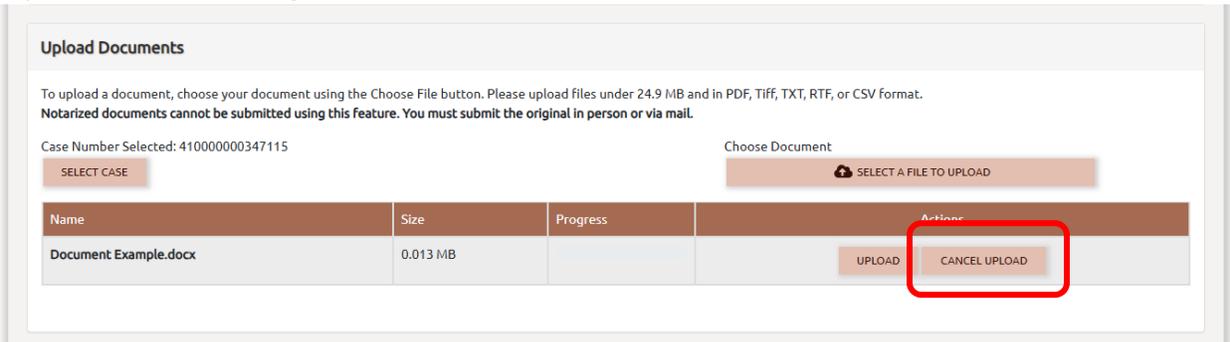


This will open the file navigator on your computer. Go to the location you have your document and select it.

When the document is selected, you will see it listed in the table of the “Upload Documents” section.



If you selected the wrong document, click CANCEL UPLOAD to remove the selected item from the table.



Click UPLOAD under the “Actions” column.

Upload Documents

To upload a document, choose your document using the Choose File button. Please upload files under 24.9 MB and in PDF, Tiff, TXT, RTF, or CSV Format.
Notarized documents cannot be submitted using this feature. You must submit the original in person or via mail.

Case Number Selected: 41000000347115

SELECT CASE

Choose Document

SELECT A FILE TO UPLOAD

Name	Size	Progress	Actions
Document Example.docx	0.013 MB		UPLOAD CANCEL UPLOAD

If your file is not in the correct format, you will get a red message at the top right of your screen telling you the file is not in the correct format.

cation

Your file is not in the correct format. Please upload a file in PDF, TIFF, TXT, RTF, or CSV Format.

OAD

You'll see your document uploading with a blue bar in the “Progress” column.

There are no documents to view

Upload Documents

To upload a document, choose your document using the Choose File button. Please upload files under 24.9 MB and in PDF, Tiff, TXT, RTF, or CSV Format.
Notarized documents cannot be submitted using this feature. You must submit the original in person or via mail.

Case Number Selected: 41000000347115

SELECT CASE

Choose Document

SELECT A FILE TO UPLOAD

Name	Size	Progress	Actions
Document Example.pdf	0.037 MB	<div style="width: 100%; height: 10px; background-color: blue;"></div>	UPLOAD CANCEL UPLOAD



When your document has finished uploading to your case, the progress bar will be complete and you will see a message that reads “Your file was uploaded successfully.” under the completed bar.

The screenshot shows the 'Upload Documents' section of a web application. At the top, there is a header 'Upload Documents' and a sub-header 'To upload a document, choose your document using the Choose File button. Please upload files under 24.9 MB and in PDF, Tiff, TXT, RTF, or CSV format. Notarized documents cannot be submitted using this feature. You must submit the original in person or via mail.' Below this, the 'Case Number Selected: 41000000347115' is displayed. There are two buttons: 'SELECT CASE' and 'Choose Document' with a sub-button 'SELECT A FILE TO UPLOAD'. A table below shows the upload progress for 'Document Example.pdf' (0.037 MB). The progress bar is full, and the message 'Your file was uploaded successfully.' is shown. The 'Actions' column contains 'UPLOAD' and 'CANCEL UPLOAD' buttons.

Name	Size	Progress	Actions
Document Example.pdf	0.037 MB	<div style="width: 100%; height: 10px; background-color: blue;"></div> Your file was uploaded successfully.	UPLOAD CANCEL UPLOAD

Completing Forms

Some forms can be initiated within your online account.

These forms are at the bottom of the **Documents** page.

The forms available are:

- Safety Packet
- Credit for Direct Payment
- Request for Modification, Termination, or Credit on Arrears
- Child Age 18-21 Looking to Update Information
- Child Age 18-21 Requesting a Notice of Modification of Termination

To complete any of these forms, click the “Submit Form” link under the “Action” column

The screenshot shows the 'Submit Forms' section of a web application. It features a table with the following rows:

Notice	Action
Safety Packet	Submit Form
Credit for Direct Payment	Submit Form
Request for Modification, Termination, or Credit on Arrears	Submit Form
Child age 18-21 looking to update information	Submit Form
Child Age 18-21 Requesting a Notice of Modification or Termination	Submit Form

Below the table, there is a note: 'To find other program forms, visit our Forms page. Forms can be downloaded from the website and uploaded in the Upload Documents section above.'



Select the radio button next to the case for which you want to complete the form.

My Profile | Payments | Documents | Messages | Pending Application

Form Submission All fields marked with * are required.

Select the Case# *

Case Number	Parent Who Pays Support	Parent Who Receive Support
<input type="radio"/> 41000000287254	DAVID BENOIT	FEDERAL FOSTER CARE
<input type="radio"/> 41000000287255	DAVID BENOIT	CHRISTINA CHAMPLIN
<input checked="" type="radio"/> 41000000347115	DAVID BENOIT	CANDACE KISER
<input type="radio"/> 41000000347116	DAVID BENOIT	JESSICA WRIGHT

Make sure your name is populated in the “Printed Full Name” field and click NEXT.

My Profile | Payments | Documents | Messages | Pending Application

Form Submission All fields marked with * are required.

Select the Case# *

Case Number	Parent Who Pays Support	Parent Who Receive Support
<input type="radio"/> 41000000287254	DAVID BENOIT	FEDERAL FOSTER CARE
<input type="radio"/> 41000000287255	DAVID BENOIT	CHRISTINA CHAMPLIN
<input checked="" type="radio"/> 41000000347115	DAVID BENOIT	CANDACE KISER
<input type="radio"/> 41000000347116	DAVID BENOIT	JESSICA WRIGHT

Printed Full Name*
Jim Johnson

If you wish to update your address or other contact information, please do so using the [My Profile](#) page.

Answer the questions on the next pages. The questions will be different depending on what form you are completing.



You must click “Form Preview Link” and mark the checkbox next to the “I acknowledge that I have reviewed the notice above, and the provided information is correct” before you can click SUBMIT. The Form Preview Link will open the document with your answers populated so you can verify the information before you submit.

My Profile | Payments | Documents | Messages | Pending Application

Form Submission - Review and Sign

All fields marked with * are required.

Please review the notice below before submitting your response.

Form Preview Link

I acknowledge that I have reviewed the notice above, and the provided information is correct. *

Please use your mouse or touch screen to sign your name in the box below.

If your form requires a signature, the last page will be “Review and Sign”

Sign your signature in the gray box with your mouse, or touch screen if available.

My Profile | Payments | Documents | Messages | Pending Application

Form Submission - Review and Sign

All fields marked with * are required.

Please review the notice below before submitting your response.

[Form Preview Link](#)

I acknowledge that I have reviewed the notice above, and the provided information is correct. *

Please use your mouse or touch screen to sign your name in the box below.

Signature is required.

BACK SUBMIT

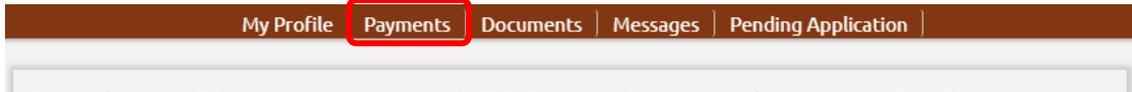
When all required steps are completed, click SUBMIT.

If the SUBMIT button is grayed-out, there is at least one required step that has not been completed.



Payments

Navigate to the **Payments** page by clicking “Payments” from the menu bar.



The page will look slightly different depending if you pay or receive support.

Payments page for paying parents:

The screenshot shows the 'My Payments' page. At the top, there is a section titled 'Case Financial Overview' with a 'Pay Now' link. Below this is a table with columns: 'Check All/Uncheck All', 'Case Number', 'Parent Who Pays Support', 'Parent Who Receives Support', 'Current Support', and 'Arrears Amount'. The 'Check All/Uncheck All' column has a checked checkbox. The 'Current Support' column shows '\$825.00' and the 'Arrears Amount' shows '\$4,800.00'. Below the table is a yellow information box with three bullet points. Underneath are radio buttons for 'Last 3 Months' Payments' (selected), 'Last 6 Months' Payments', 'Last 12 Months' Payments', and 'Custom Date Range'. A 'PRINT PAYMENTS' button is located at the bottom right of this section.

Case Financial Overview [Pay Now](#)

<input checked="" type="checkbox"/> Check All/Uncheck All	Case Number	Parent Who Pays Support	Parent Who Receives Support	Current Support	Arrears Amount ⓘ
<input checked="" type="checkbox"/>				\$825.00	\$4,800.00

- Payment information shows the last three months of payments. Use the radio buttons or date range fields to view more payments.
- You can view more than 12 months, but the maximum date range displayed at one time is 12 months.
- You can view all payment information since your case converted to our new system. If the date range you select includes dates before conversion, you will see a message telling you how to access earlier payments.

Last 3 Months' Payments
 Last 6 Months' Payments
 Last 12 Months' Payments
 Custom Date Range

PRINT PAYMENTS

Payments Recently Made

	Payment Date	Payment Type	Amount
+	07/31/2023	Personal Payment	\$200.00
Case ID: [redacted]		Receiving Parent: [redacted]	Amount Applied: (\$200.00)
+	06/26/2023	Personal Payment	\$200.00
+	05/24/2023	Personal Payment	\$200.00



Payments page for receiving parents:

My Payments

Case Financial Overview

[Pay Now](#)

<input checked="" type="checkbox"/> Check All/ Uncheck All	Case Number	Parent Who Pays Support	Parent Who Receives Support	Current Support	Arrears Amount ⓘ
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	\$825.00	\$4,800.00

- Payment information shows the last three months of payments. Use the radio buttons or date range fields to view more payments.
- You can view more than 12 months, but the maximum date range displayed at one time is 12 months.
- You can view all payment information since your case converted to our new system. If the date range you select includes dates before conversion, you will see a message telling you how to access earlier payments.

Last 3 Months' Payments

Last 6 Months' Payments

Last 12 Months' Payments

Custom Date Range

PRINT PAYMENTS

Payments Recently Made

	Payment Date	Payment Type	Amount
+	There are no payments for the date range selected.		

Payments Recently Received

Date Payment Issued ⓘ	Paid to Me ⓘ	Paid to Other ⓘ	Case Number	Party Who Made Payment
07/31/2023	\$150.00	\$50.00	[Redacted]	[Redacted]
06/26/2023	\$200.00	\$0.00	[Redacted]	[Redacted]
05/24/2023	\$200.00	\$0.00	[Redacted]	[Redacted]



The page defaults to Check All cases and display Last 3 Months' Payments. You can adjust the checkboxes and timeframes to view the payment information you want to see.

Case Financial Overview [Pay Now](#)

<input checked="" type="checkbox"/> Check All/ Uncheck All	Case Number	Parent Who Pays Support	Parent Who Receives Support	Current Support	Arrears Amount ⓘ
<input checked="" type="checkbox"/>	410000000012345	Jane Doe	John Doe	\$380.00	\$0.00

• Payment information shows the last three months of payments. Use the radio buttons or date range fields to view more payments.
• You can view more than 12 months, but the maximum date range displayed at one time is 12 months.
• You can view all payment information since your case converted to our new system. If the date range you select includes dates before conversion, you will see a message telling you how to access earlier payments.

Last 3 Months' Payments
 Last 6 Months' Payments
 Last 12 Months' Payments
 Custom Date Range

PRINT PAYMENTS

Click the + icon to expand the detailed information on a specific payment.

This will display the case to which the payment was applied and who received that amount.

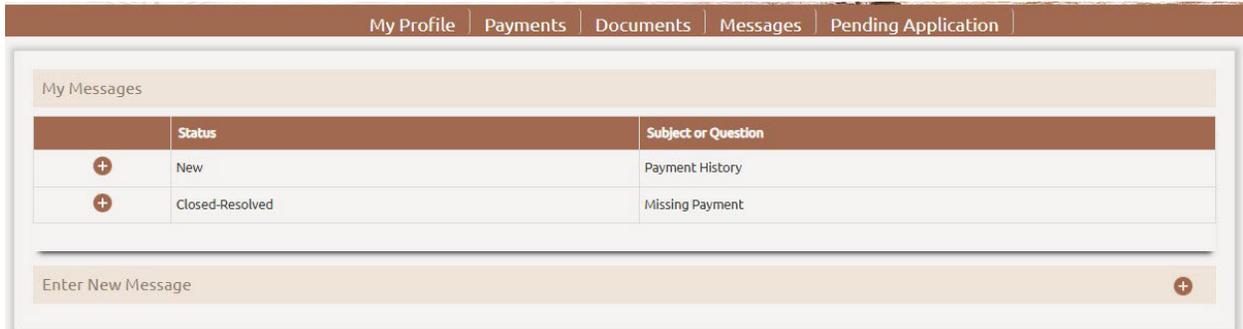
+	12/09/2022	Income Withholding	\$175.38
-	11/25/2022	Income Withholding	\$175.38
Case ID: 410000000012345		Receiving Parent: John Doe	Amount Applied: (\$175.38)



Messages

You can send messages to us using the features on this page.

Messages can also be sent to you from your case manager or other program employee for you to read here and respond if necessary.

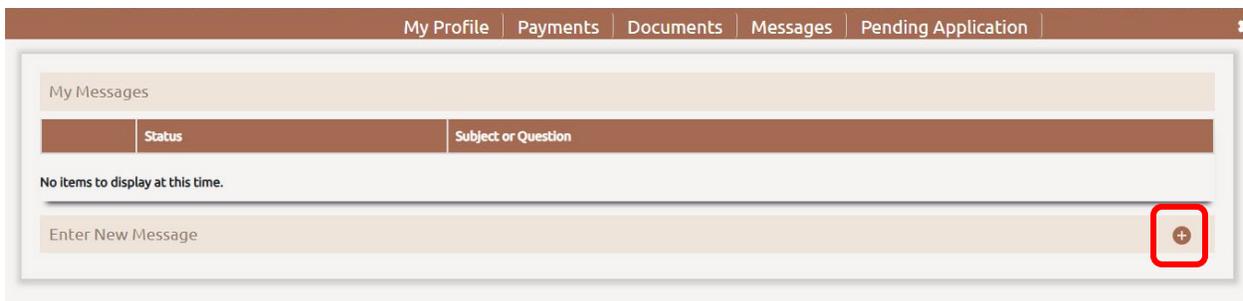


My Messages

	Status	Subject or Question
<input type="radio"/>	New	Payment History
<input type="radio"/>	Closed-Resolved	Missing Payment

Enter New Message

To send a new message, click the radio button with a + icon on the far right of the “Enter New Message” line.



My Messages

	Status	Subject or Question
No items to display at this time.		

Enter New Message

This expands all your cases. Select the radio button next to the case about which you want to send a message.



My Messages

	Status	Subject or Question
No items to display at this time.		

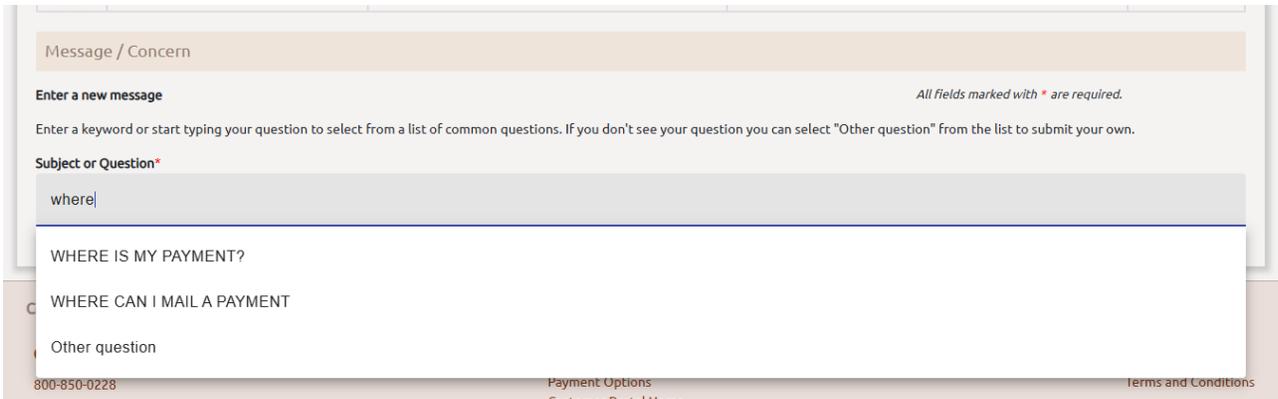
Enter New Message

Select Case

	Case Number	Parent Who Pays Support	Parent Who Receive Support	Status
<input type="radio"/>	41000000287254	DAVID BENOIT	FEDERAL FOSTER CARE	OPEN
<input type="radio"/>	41000000287255	DAVID BENOIT	CHRISTINA CHAMPLIN	OPEN
<input type="radio"/>	41000000347115	DAVID BENOIT	CANDACE KISER	OPEN
<input type="radio"/>	41000000347116	DAVID BENOIT	JESSICA WRIGHT	OPEN

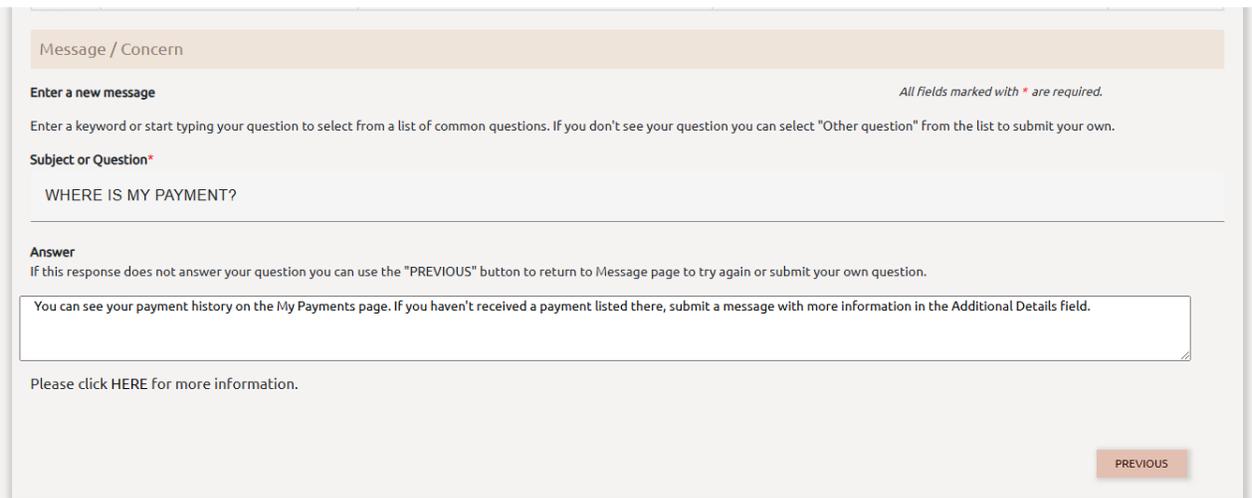


Upon selecting the radio button, a “Message/Concern” section expands.
Start typing your question in the “Subject or Question” field.
As you start typing, common questions will display. You can select one if it matches your question, or you can select “Other question” to enter your own question.



The screenshot shows a web form titled "Message / Concern". It includes a header with the title and a note: "All fields marked with * are required." Below the header, there is a section "Enter a new message" with a text input field containing "where". A dropdown menu is open below the input field, displaying three options: "WHERE IS MY PAYMENT?", "WHERE CAN I MAIL A PAYMENT", and "Other question". At the bottom of the form, there are links for "800-850-0228", "Payment Options", "Customer Portal Home", and "Terms and Conditions".

The answers to commonly asked questions that don't require additional information will display when selected.



The screenshot shows the same "Message / Concern" form, but now the question "WHERE IS MY PAYMENT?" is selected. Below the question, there is an "Answer" section. The answer text reads: "You can see your payment history on the My Payments page. If you haven't received a payment listed there, submit a message with more information in the Additional Details field." Below the answer, there is a text box with the text "Please click HERE for more information." and a "PREVIOUS" button at the bottom right.

If you select “Other question” to enter your own, two text boxes will become available.



The first box is for your question or subject.

The second box is for additional details related to your question.

The “Preferred Method of Message Response” dropdown lets you choose from phone or online account and is required. If you choose online account, a message will be sent back electronically and accessed through your account.

Message / Concern

Enter a new message *All fields marked with * are required.*

Enter a keyword or start typing your question to select from a list of common questions. If you don't see your question you can select "Other question" from the list to submit your own.

Subject or Question*

Other question

Missing Payment

Add additional details regarding your message. Click the SUBMIT button and a representative will review your message.

Additional Details*

I can't find the payment I submitted in January 2024 within my records.

1929 characters remaining

Preferred Method of Message Response*

Online Account

RESET SUBMIT

Click SUBMIT to send your message.

Once submitted, you will see your message listed in the “My Messages” section.

You can see the status of your messages.

New status means you’ve submitted your message, but the program has not read or addressed it yet.

My Profile | Payments | Documents | Messages | Pending Application

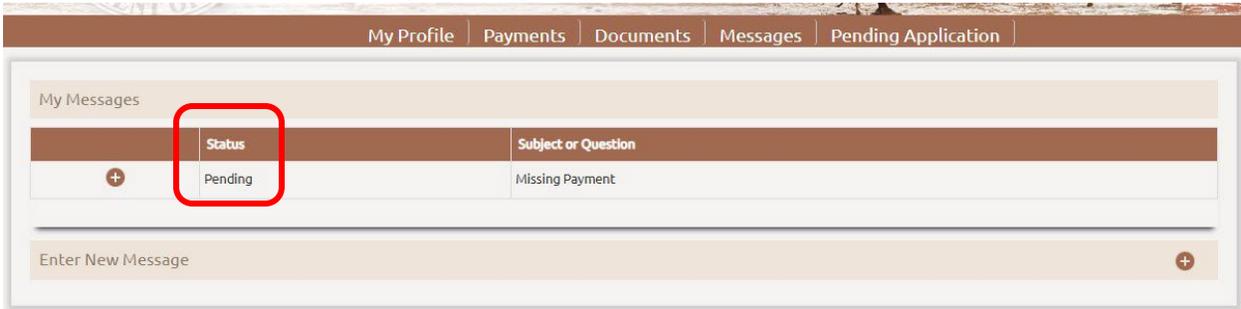
My Messages

Status	Subject or Question
New	Missing Payment

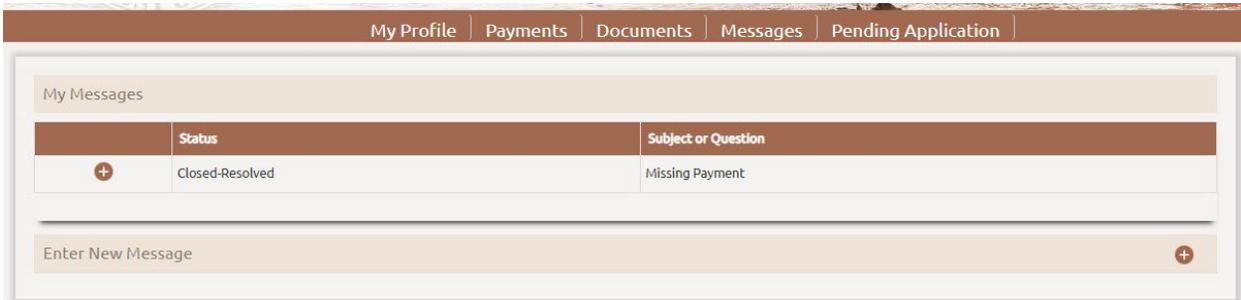
Enter New Message



Pending status means your message is being worked on but has not been resolved yet.



After your message has been addressed, it will be changed to a closed status. Closed status can be labeled "Closed – Resolved" or "Closed – Unresolved."



To see more details of your message, click the radio button with + icon.

This expands the details of your message.

You can see:

- Message ID
- Sent date
- Communication Preference chosen when question submitted
- Case number the question was submitted about
- Additional Details submitted with your question
- Response after it is provided. This will be blank until someone responds to your question.
- Received will show the date your message was read. This will be blank until your question is received.

Status	Subject or Question
New	Missing payment

Message ID : 2001189144
Sent : 11/12/2024
Communication Preference : CUSTOMER PORTAL
Case : 41000000347115
Additional Details : I can't find the payment I submitted in January 2024 within my records
Response :
Received :

If you receive a message initiated from us, or in response to one you've submitted in your online account, you will be notified by email that you have a new message to read.

You have received a message in your online account.

DoNotReply@doj.oregon.gov
To: Your Email

Reply Reply All Forward

Wed 1/22/2025 9:40 AM

You are receiving this email because you have received a message. Please log in to your online child support account to read this message.

*Do not reply to this email. If you have questions about your online account, call 800-850-0228.

IMPORTANT NOTICE: This email (and any attachments) may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the content that you have received this email in error, please call us immediately at 800-850-0228, keep the contents confidential, and immediately delete the message and any attachments from your system.



My Profile

The **My Profile** section is where you can update your phone numbers, addresses, employer, and communication preferences.

The screenshot shows the 'My Profile' page with a navigation bar at the top containing 'My Profile', 'Payments', 'Documents', 'Messages', and 'Pending Application'. Below the navigation bar, there is a header 'My Profile' and a note: 'All fields marked with * are required.' The main content area is titled 'Update my information' and contains four expandable sections: 'Phone', 'Address', 'Employer', and 'Communication Preference', each with a '+' icon on the right. At the bottom of the section, there is a checkbox labeled 'Would you like to update the other party's information?'.

Phone

To add or update phone information, click the + icon on the far right of the “Phone” section title.

You can add or update your:

- Work phone
- Home phone
- Cell phone

You can select a time-of-day preference of Daytime, Evening, or No Preference for each phone number.

You can also select your preferred number from the Preferred Phone dropdown.

Click SAVE at the bottom right of the Phone section after adding information.

The screenshot shows the 'My Profile' page with the 'Phone' section expanded. The section title 'Phone' has a '-' icon on the right. Below the title, there are three input fields for phone numbers: 'Work Phone #', 'Home Phone #', and 'Cell Phone #'. Each field has a placeholder '(000)-000-0000'. To the right of each field is a dropdown menu for time-of-day preference with options: 'Daytime', 'Evening', and 'No Preference'. Below these fields is a 'Preferred Phone' dropdown menu with a '-Select-' option and a dropdown arrow. The dropdown menu is open, showing options: 'Home', 'Cell', and 'Work'. At the bottom right of the section, there is a 'SAVE' button and a '+' icon.



Address

To add or update address information, click the + icon on the far right of the “Address” section title. You can add or update your:

- Physical Address
- Mailing Address

Click SAVE at the bottom right of each address section after adding information.

You have the option to add a Contact Address.

Selecting the Yes radio button will open address fields to complete.

The law requires that information about you, including your address, be on support orders and other judgments. If you do not want your residence or mailing address to be given to the other party or appear in court records, you can give another address at which you will receive legal papers. This is known as a "contact address" and must be in the same state as your home address.

Click SAVE at the bottom right of the **Contact Address** section after adding information.

The law requires that information about you, including your address, be on support orders and other judgments. If you do not want your residence or mailing address to be given to the other party or appear in court records, you can give another address at which you will receive legal papers. This is known as a "contact address" and must be in the same state as your home address. Do you want to provide a Contact Address?

Yes No

Contact Address

Address *

City *

State *

Zip Code *

SAVE



If you need to enter an address that requires more fields than a standard U.S. address, click the link for “Enter an international or military address.”

The screenshot shows a form titled "Mailing Address" with a checkbox for "Same as physical?". Below this are fields for "Address *", "City *", "State *", and "Zip Code *". A "SAVE" button is located at the bottom right. A paragraph of text explains the legal requirement for providing a contact address. Below this text are two radio buttons: "Yes" and "No", with "No" selected. A red box highlights a link that says "Enter an international or military address". Below the link are two expandable sections: "Employer" and "Communication Preference", each with a plus sign icon.

When you click the “Enter an international or military address” link, a box displays to enter the address information.

Click SAVE at the bottom right of the text box after adding information.

To switch back to the fields to enter a standard U.S. address, click the link for “Enter a standard address.”

The screenshot shows the expanded address entry form. At the top is a header bar with the text "Address" and a minus sign icon. Below this is a large text area with the instruction: "Enter an international or military address. For an international address include the country name on the last line." Below the text area is a smaller text area with the instruction: "Enter an standard address". A "SAVE" button is located at the bottom right. Below the form are two expandable sections: "Employer" and "Communication Preference", each with a plus sign icon. At the bottom of the form is a checkbox with the text: "Would you like to update the other party's information?"



Employer

To add or update employer information, click the + icon on the far right of the “Employer” section title. The required fields to complete are:

- Company Name
- Address
- City
- State
- Zip Code

You can also provide phone and FEIN if known.

Use the link for “Enter an international or military address” to provide an employer address that requires more fields than a standard U.S. address.

Click SAVE at the bottom right of the **Employer** section after adding information.

Communication Preference

To add or update Communication Preference, click the + icon on the far right of the “Communication Preference” section title.

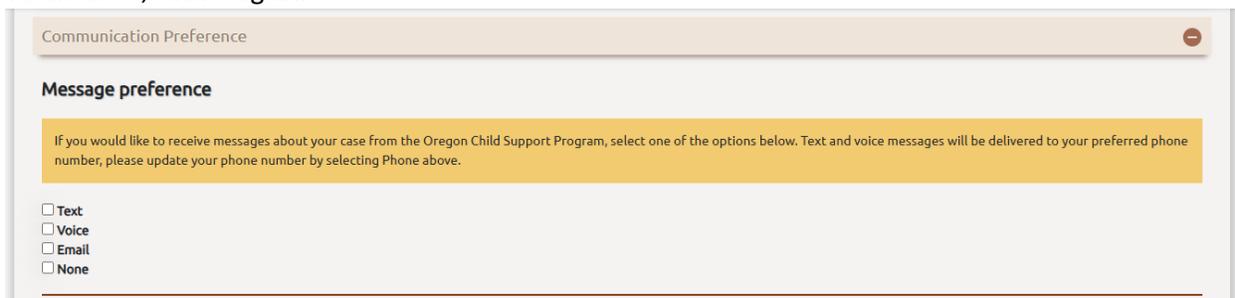
Message preference

You can choose from:

- Text
- Voice
- Email
- None

The options are checkboxes, and you can choose multiple options.

To unselect, click it again.



Communication Preference

Message preference

If you would like to receive messages about your case from the Oregon Child Support Program, select one of the options below. Text and voice messages will be delivered to your preferred phone number, please update your phone number by selecting Phone above.

Text
 Voice
 Email
 None

If you want to receive documents electronically, click the box next to “Enroll to access documents online instead of having them mailed and receive email notifications.”

If you do not check this box, you won’t be able to access documents online and will receive documents only by regular first class or certified mail. Documents already in your online account also will become unavailable.



If you have an attorney who has an online account, your choice regarding document delivery also applies to them.

Enroll to access documents online instead of having them mailed and receive email notifications.
(Clicking the Save button without this box being checked will prevent you from accessing documents online. You will only receive documents by regular mail.)

Update Email

To update your email address, enter the new email address in the **Email** field. You will need to enter it again in the **Confirm Email** field.

Click **SAVE** at the bottom right of the **Communications Preference** section after adding a new email.

Update Email

Email

Confirm Email

Note: Valid email address is needed to produce documents

Language Preference

Select what language you speak from the dropdown.

Select what language you read from the dropdown.

Click **SAVE** at the bottom right of the **Communications Preference** section after making selections.

Language Preference

Notices are provided in English to all participants. If you do not speak or read English, please select your preferred language.

What language do you speak?

What language do you read?

SAVE



Updating the other party's information.

Check the box for “Would you like to update the other party's information?” at the bottom of the page to provide information about the other party on your case.

My Profile | Payments | Documents | Messages | Pending Application

All fields marked with * are required.

My Profile

Enter only new or changed contact details. The new information provided on this page will replace the existing information on file

Update my information

Phone +

Address +

Employer +

Communication Preference +

Would you like to update the other party's information?

When you select the box, additional fields are displayed.

Select the case and other party for which you want to provide information.

Would you like to update the other party's information?

Provide other party's Information

Case Number	Other Party	Role	Case Status
<input checked="" type="radio"/> 41000000287255	CHRISTINA CHAMPLIN	PARENT WHO RECIEVES SUPPORT	OPEN
<input type="radio"/> 41000000347115	CANDACE KISER	PARENT WHO RECIEVES SUPPORT	OPEN
<input type="radio"/> 41000000347116	JESSICA WRIGHT	PARENT WHO RECIEVES SUPPORT	OPEN

Phone +

Address +

Employer +

To expand the sections for which you have information to enter, click the + icon on the far right of the appropriate section.

You can provide:

- Work Phone #
- Home Phone #
- Cell Phone #
- Physical Address
- Mailing Address
- Employer Information

Click SAVE at the bottom right of each section after entering information.



Forgot User ID

To retrieve your User ID, enter the email address you used when you created your account.



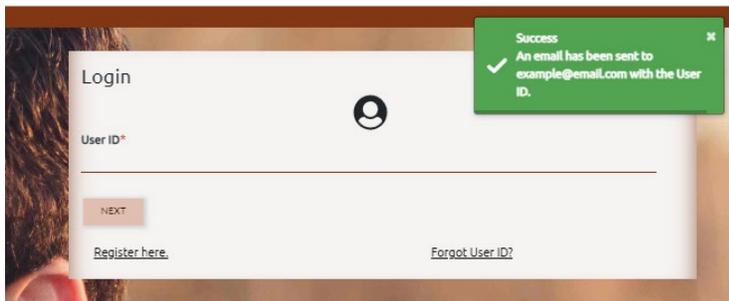
The screenshot shows a web form titled "Forgot User ID". At the top right, it says "All Fields marked with * are required." Below the title is a red error message: "Email is a required field." The form has two input fields: "Email*" and "Re-Enter Email*", both of which are empty. At the bottom right, there are two buttons: "CANCEL" and "SUBMIT".

You can't use the SUBMIT button until the same email address is entered in both fields.



The screenshot shows the same "Forgot User ID" form. The "Email*" field now contains "example@email.com" and the "Re-Enter Email*" field also contains "example@email.com". The error message is gone. The "SUBMIT" button is now visible and active.

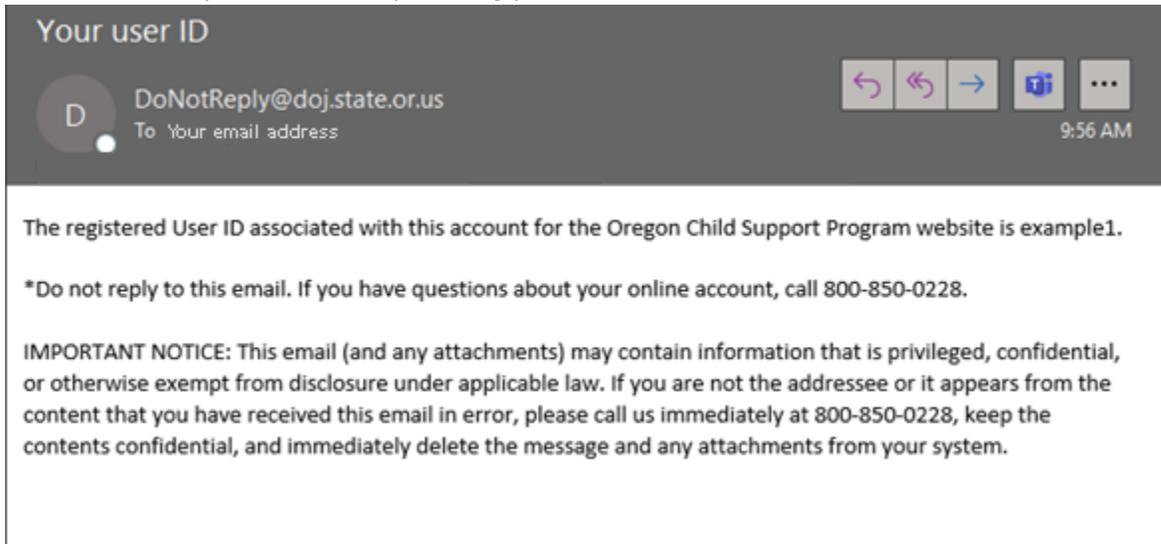
A green success message will pop up confirming an email was sent with your User ID.



The screenshot shows a login page with a "Login" title and a user icon. The "User ID*" field is empty. A green success message box is overlaid on the page, stating: "Success An email has been sent to example@email.com with the User ID." Below the "User ID*" field is a "NEXT" button. At the bottom, there are links for "Register here" and "Forgot User ID?".

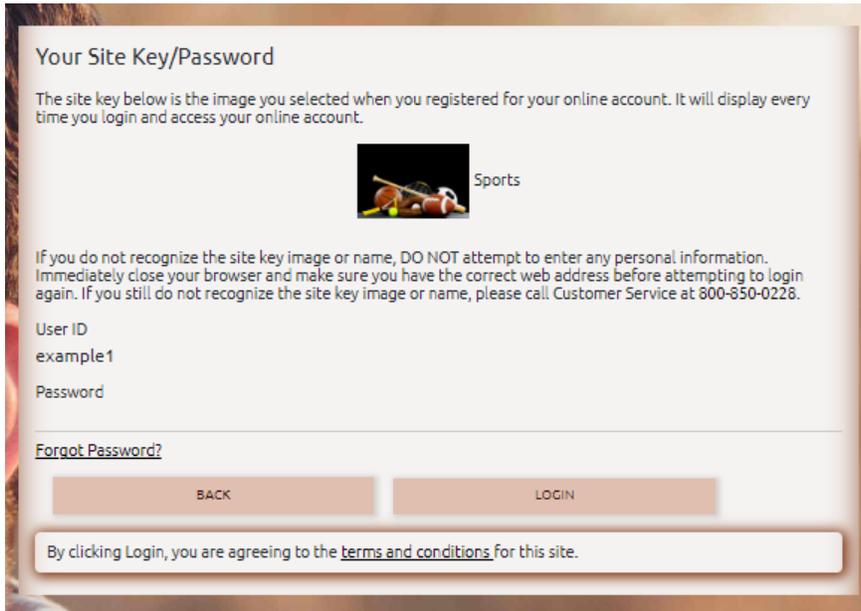


This is the email you will receive providing your User ID.



Forgot Password

After you enter your User ID, click on the “Forgot Password?” link on the next login page.



Your Site Key/Password

The site key below is the image you selected when you registered for your online account. It will display every time you login and access your online account.

 Sports

If you do not recognize the site key image or name, DO NOT attempt to enter any personal information. Immediately close your browser and make sure you have the correct web address before attempting to login again. If you still do not recognize the site key image or name, please call Customer Service at 800-850-0228.

User ID
example1

Password

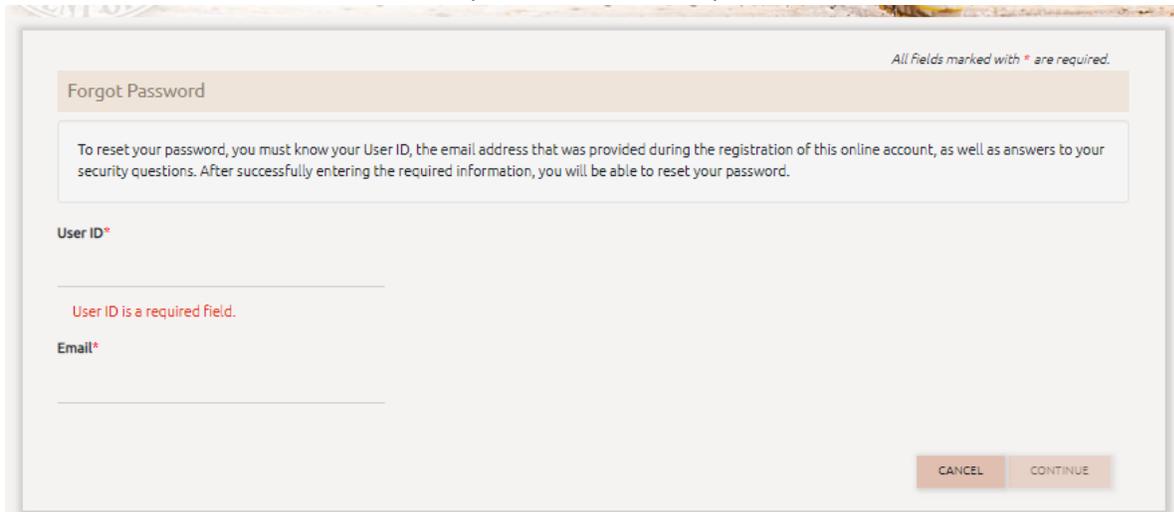
[Forgot Password?](#)

BACK LOGIN

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.

Your User ID and the email address on your account are required to reset your password.

You can't click CONTINUE until both required fields are completed.



All Fields marked with * are required.

Forgot Password

To reset your password, you must know your User ID, the email address that was provided during the registration of this online account, as well as answers to your security questions. After successfully entering the required information, you will be able to reset your password.

User ID*

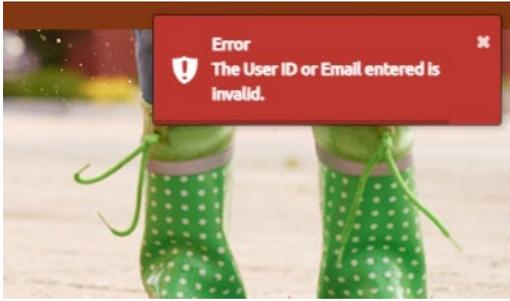
User ID is a required field.

Email*

CANCEL CONTINUE



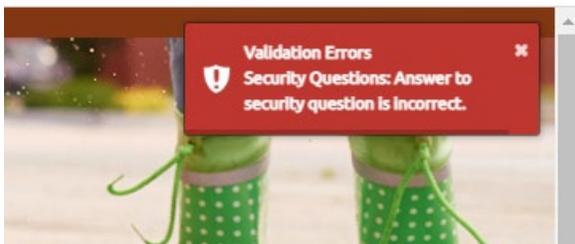
If either the User ID or email address do not match your account information, you'll see a red error box that the User ID or email address is invalid.



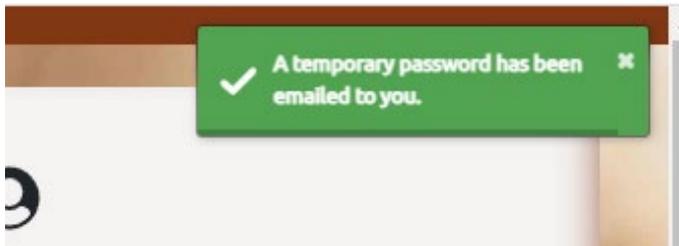
After you successfully enter the User ID and email address from your account, on a new page you'll need to answer three of the security questions you set up during account registration.

A screenshot of a "Forgot Password" form. The form has a title "Forgot Password" and a note "All fields marked with * are required." Below the title is a paragraph: "To reset your password, you must know your User ID, the email address that was provided during the registration of this online account, as well as answers to your security questions. After successfully entering the required information, you will be able to reset your password." The form contains three input fields: "User ID*" with the value "example1", "Email*" with the value "example@email.com", and "Security Question: What is your eldest cousin's name?" with the label "Answer*" below it. A red error message "Answer is a required field." is displayed below the first security question. The second security question is "Security Question: What is the name of your favorite childhood friend?" with the label "Answer*" below it. The third security question is "Security Question: What is your father's middle name?" with the label "Answer*" below it. At the bottom right, there are "CANCEL" and "SUBMIT" buttons.

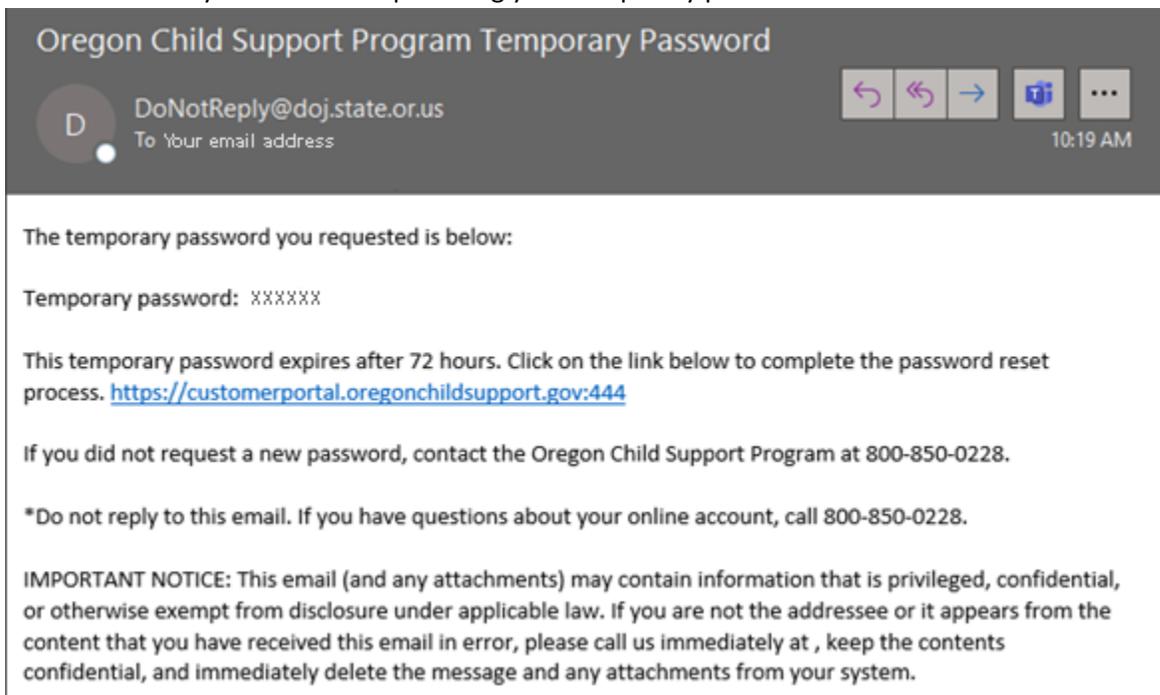
If you answer a security question incorrectly, you'll see a red error box.



After you answer your security questions correctly, you'll see a green pop-up message that a temporary password has been emailed to you.



This is the email you will receive providing your temporary password.



Clicking the link in the email takes you back to the login page.
After you enter your User ID and the temporary password, you'll need to set your new password.

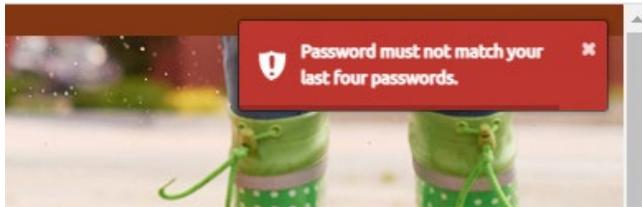
The screenshot shows a web form titled "Change Password" with a header note: "All fields marked with * are required." Below the title is a section for "Rules for Password" with seven numbered requirements: 1. Must be 14-40 characters, 2. Case sensitive, 3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g., 123456#z), 4. May use special characters (optional), 5. Cannot be same as User ID, 6. Cannot reuse last 24 passwords, and 7. Cannot change password more than once within 24 hours. The form contains three input fields: "Temporary Password*", "New Password*", and "Re-Enter New Password*", all of which are currently empty. At the bottom right, there are two buttons: "CLEAR FORM" and "CHANGE PASSWORD".

You must enter the temporary password, and your new password twice, before you can click CHANGE PASSWORD.

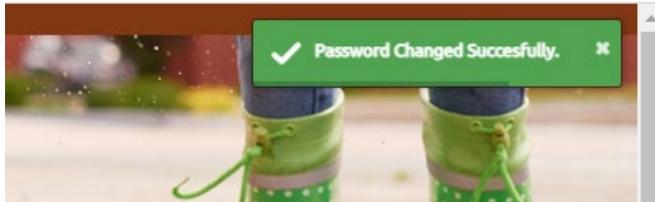
This screenshot shows the same "Change Password" form, but now the input fields are filled with masked characters (dots). The "Temporary Password*" field is filled with 14 dots. The "New Password*" field is filled with 14 dots. The "Re-Enter New Password*" field is also filled with 14 dots. To the right of the "New Password*" field, there is a list of five password requirements, each preceded by a green checkmark: "Minimum 14 characters.", "Maximum 40 characters.", "At least one alpha character.", "At least one numeric character.", and "Password must contain at least one capital letter." The "CLEAR FORM" and "CHANGE PASSWORD" buttons are visible at the bottom right.



If you enter a password you previously used, you'll see a red error pop-up message that the password cannot be one of your last four passwords.



If you successfully changed your password, you'll see a green Password Changed Successfully pop-up message, and you will be logged into your account.



Forgot PIN

*All fields marked with * are required.*

View Case Information

For security purposes, please enter the details below to view your case information.

Case Number:* Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.

Date of Birth:*

MM/DD/YYYY

Social Security No/ITIN:*

000-00-0000

After you enter the required information, click GENERATE PIN.

*All fields marked with * are required.*

View Case Information

For security purposes, please enter the details below to view your case information.

Case Number:* Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.

410000000012345

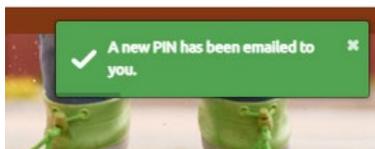
Date of Birth:*

01/01/1975

Social Security No/ITIN:*

999-99-9999

A green success pop-up message will display on the top right and **View Case Information** displays again.



This is the email you will receive with a PIN.

