



DIVISION OF CHILD SUPPORT ENFORCEMENT

REQUEST INCOME VERIFICATION

the new way!

The Division of Child Support Enforcement (DCSE) is pleased to announce a process that allows its customers to send support income verification to third parties of their choosing from DCSE's secure MyChildSupport portal. Third parties include, but are not limited to, landlords and local departments of social services. Please note that third parties do not have access to this Income Verification option; it is accessible only to customers with DCSE cases.

DCSE customers may register for access to MyChildSupport at <https://mychildsupport.dss.virginia.gov>. A valid cell phone number and email address are required. When requesting an income verification, the customer will also need to enter a valid email address for the third party.

HOW IT WORKS



MyChildSupport can be accessed from a computer, tablet or smart phone (Android, iOS)

REGISTERED USERS

SIGN IN on the MyChildSupport portal

SELECT Income Verification

COMPLETE Income Verification Request (**all fields required**)

CLICK GO

RECEIVE Email Confirmation Box (**requestor and recipient will receive a copy of the payment history**)

NON-REGISTERED USERS

REGISTER for access to MyChildSupport at <https://mychildsupport.dss.virginia.gov>

PROVIDE a valid cell phone number and email address

FOR ASSISTANCE contact the Enterprise Customer Service Center at 1-800-468-8894 from 7 a.m. to 6 p.m.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES
DIVISION OF CHILD
SUPPORT ENFORCEMENT

If you do not have a child support case and would like to apply contact the Enterprise Customer Service Center at 1-800-468-8894