VA DCSE TEXT MESSAGING

FREQUENTLY ASKED QUESTIONS

This FAQ addresses frequently asked questions about the Division’s text messaging services.

You may contact us at 1-800-468-8894, email askdcse@dss.virginia.gov or access our MyChildSupport Portal at https://mychildsupport.dss.virginia.gov/ to obtain case-related information.

1. I received a text about child support services; what is it for?

   The Division of Child Support Enforcement is introducing a new feature—text messaging services. Text messaging services will allow us to communicate with you about important, case-related information in the future. You received this text, because your cell number is listed as belonging to a participant in our system. This is an initial text to allow you an opportunity to opt out, prior to our launching services, which should occur in mid-August.

2. How do I sign up?

   You do not need to take any action. Once you receive the initial text message, unless you choose to opt out, which you can do at any time, we will assume you want to sign up and we will start sending you correspondences via text when the program launches.

3. How do I remove my number?

   To remove your number, reply with “STOP” at any time to one of our text messages. You can also contact your caseworker or our Customer Service Center at 1-800-468-8894 to request to have your number removed.

4. What if I want to add my number back later?

   To add your number back to our contact list, you can contact your worker or our Customer Service Center at 1-800-468-8894.

5. Am I able to contact my caseworker through text messaging?

   At this time, you will not be able to contact your caseworker via text messaging. However, two-way communication is scheduled to launch in mid-August. Stay tuned for future updates.
6. **When will services start?**

   Two-way communication is scheduled to launch in mid-August. Stay tuned for future updates.

7. **How will I know that the text is from the Division of Child Support?**

   All text messages from the Division of Child Support will start with VA DCSE, and the Division will never ask for your password via text message.

8. **What are examples of text messages that I may receive?**

   1) Appointment confirmations and reminders
   2) Notice if your case transfers to another office
   3) A reminder of the last payment date on your case(s)
   4) Updates on the current arrears balance for your case(s)
   5) Answers to your case-specific inquiries