



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 the purpose of the message?

The Division of Child Support Enforcement is introducing a new feature: two-way text messaging services. Text messaging services will allow us to communicate with you about important, case-related information. You received this text, because your cell number is listed as belonging to a participant in our system.

2. 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 to request to have your number removed.

3. 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.

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

At this time, you are only able to respond to text messages received directly from a caseworker. We are researching options to allow you to send direct text messages to caseworkers. Stay tuned for future updates.

5. When did services start?

Two-way text messaging services launched on August 17.



6. How will I know that a text is from the Division of Child Support?

All text messages from the Division will start with VA DCSE, and the Division will never ask for your password via text message. If you suspect you have received a fraudulent message, please do not hesitate to contact us.

7. 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

8. How does this process work?

Two-way text messaging services allow customers to receive quick and friendly text messages in response to questions related to their cases as well as provide an additional avenue of communication between the Division and customers. Starting August 17, customers can start receiving text messages from staff in reference to their cases.

9. What should I do if I receive a text in error and do not have a case?

If you receive a text message in error, reply to that text with STOP. We will not send further correspondence to that number.

10. Can I ask questions about my personal child support account?

Yes, customers can ask direct questions about their cases. Staff will not include any Personally Identifiable Information (PII) or Federal Tax Information (FTI) in their text messages. Because of that limitation, depending on the nature of your questions, staff may return your inquiry by phone or another method that allows us to discuss PII or FTI.

11. Can I respond to text messages?

Yes, our two-way text messaging services allow you to respond directly to texts as well as save the contact number for future correspondences with caseworkers.