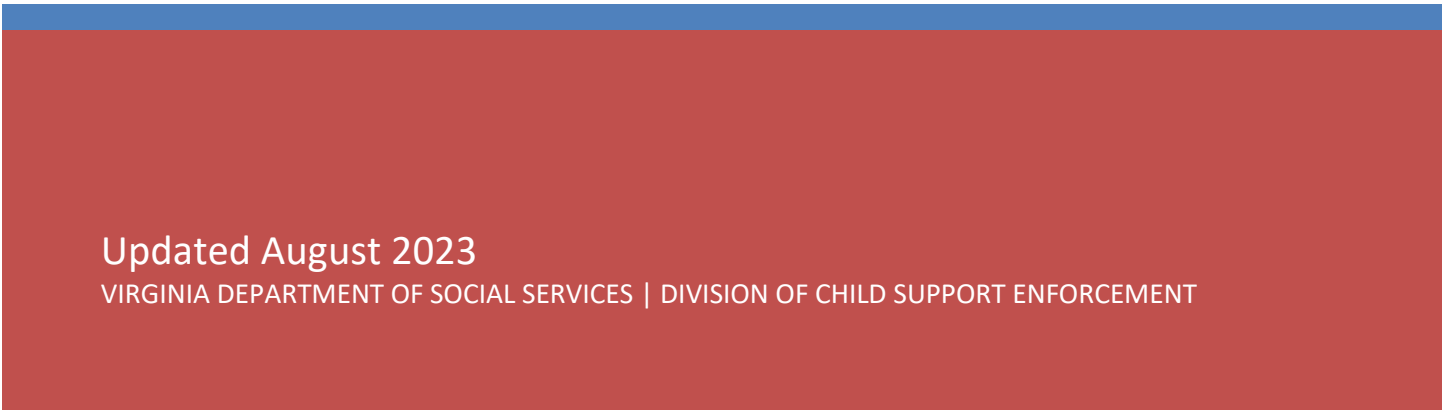




MyChildSupport

Updated August 2023

VIRGINIA DEPARTMENT OF SOCIAL SERVICES | DIVISION OF CHILD SUPPORT ENFORCEMENT



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I. Purpose

The Virginia Department of Social Services – Division of Child Support Enforcement’s (DCSE) MyChildSupport portal provides customers, employers, and third parties with access to a variety of online child support services. Customers have the ability to view and update case information, obtain, and manage payment information, and make payments. Employers and third parties have the ability to manage and make payments on behalf of parents.

This resource guide is designed to help all employers who provide information about MyChildSupport to parents, employees and other parties making payments.

Since its release, there have been several updates and enhancements made to the MyChildSupport portal. These enhancements include:

- How to view recently visited sites
- The ability for employers to enter a dollar amount when making payment(s)
- A customer feedback tool
- Targeted system messages
- Allow the employer to upload case specific documents

This resource guide will discuss, in further detail, these enhancements, the many features of the MyChildSupport portal, how to maneuver within the portal, how to utilize the portal, and where to find a variety of information.

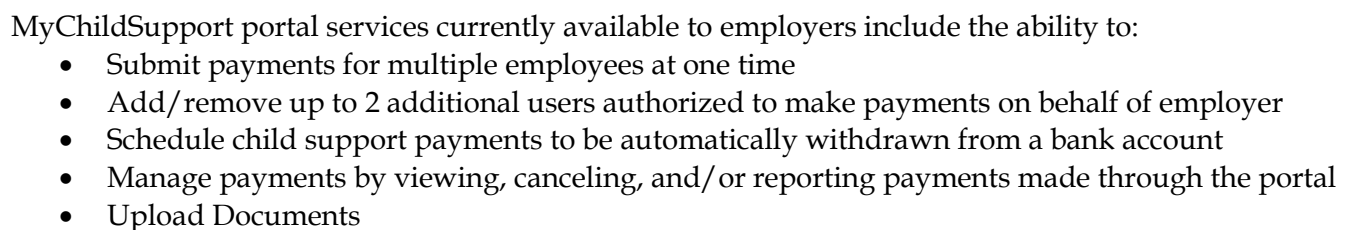
II. Access

The MyChildSupport portal can be accessed from a computer, tablet, or smart phone (Android, iOS) by visiting the [Virginia Department of Social Services website](#), clicking on “Child Support” on the top ribbon and “My Child Support” from the drop-down list.



The portal can also be accessed directly through its URL, <https://mychildsupport.dss.virginia.gov/>.

The **MyChildSupport** home page provides a brief description of the services provided by the Virginia Division of Child Support Enforcement (DCSE) as well as current portal services available to employers . Users can click on “Parents/Guardians”, “Employers”, or “Others” for a drop-down list of services provided to each participant type.



The **MyChildSupport** portal home page allows employers to sign in using a username and password they create, register for a MyChildSupport account, and make payments.

Register/Sign In: In order to schedule, make, and/or manage payments, employers must first register for a **MyChildSupport** portal account. Once registered, the employer will use the username and password they created to sign into their account.

Additional Payment Information: The blue ribbon located at the **bottom of the home page** provides additional payment options for employers. Employers can also access frequently asked questions and answers in this section.



Employers can remit payments via online banking, mailing a check or money order, via their payroll company, ExpertPay, direct deposit, electronic funds transfer or by phone via the MyChildSupport voice response system. The frequently asked questions include information regarding enrollment, payments, the processing of payments, and contact information for technical assistance.

V. **Register/Sign In**

The employer will choose 'If you are an employer, click here.'

A. Employer

Once selected, the employer will be directed to the **Account and Personal Information** page where they will be prompted to enter their contact information, create a username and password, enter bank account information, and select and answer security questions.

The screenshot displays the MyChildSupport registration process. At the top, a progress bar shows three steps: 'Account & Personal Information' (active), 'Service Agreement', and 'Email Activation'. The main content area is divided into two columns. The left column, titled 'Step 1: Contact Information', contains input fields for Email Address, Company Name, Employer FEIN, First Name, Last Name, Address 1, Address 2 (marked as optional), City, State (a dropdown menu currently showing 'Virginia'), and Postal Code. The right column, titled 'Step 3: Bank Account Information', includes an 'ACH Debit Block Notice' section with explanatory text and a 'Company Identification Number' (3540959533 - VADCSE - MYCHILDSUPPORT). Below this are radio buttons for 'Account Type' (selected: 'Checking Account', unselected: 'Saving Account'), and input fields for Bank Name, Account Holder Name, Routing Number, and Account Number. A note below the Account Number field states 'Please include leading zeros, if any'. At the bottom of the right column is 'Step 4: Security Questions', which includes a dropdown menu for 'Question 1' currently set to '-Select-'.

https://mychildsupport.dss.virginia.gov/Home | MyChildSupport | Register E... | DCSE - Search and Select

Account & Personal Information | Service Agreement | Email Activation

Step 1: Contact Information

Email Address

Company Name

Employer FEIN

First Name

Last Name

Address 1

Address 2
Optional

City

State
Virginia

Postal Code

Step 3: Bank Account Information

ACH Debit Block Notice

If you have an ACH Debit Block, please be sure to provide your financial institution our Company Identification Number at least two (2) days prior to scheduling a payment.

Company Identification Number
3540959533 - VADCSE - MYCHILDSUPPORT

Account Type ☒ Checking Account ☐ Saving Account

Bank Name

Account Holder Name

Routing Number

Account Number

Please include leading zeros, if any

Step 4: Security Questions

Question 1
-Select-

The screenshot shows the 'Step 2: Username and Password' registration form. It includes fields for 'Phone' (Optional), 'Ext.' (Optional), 'Question 2' (dropdown), 'Username', 'Password' (with a 'Very Weak' strength indicator), and 'Confirm New Password' (with a 'No Match' indicator). A 'Go' button is at the bottom right. The footer contains contact information for the Virginia Department of Social Services, additional payment options, and copyright information.

Phone: Optional
Ext.: Optional

Question 2: --Select--

Step 2: Username and Password

Username:

Password: Very Weak

Confirm New Password: No Match

Go

Virginia Department of Social Services
801 E Main Street
Richmond VA 23219-2901

Additional Payment Options
[For Parents](#)
[For Employers](#)
[FAQs](#)

© Copyright 2004-2017, DCSE
Build: 2.0.6416.25503 - 7/26/2017 6:18:06 PM
Supported browsers include: Firefox, Chrome, IE 11 and Safari

Once the employer has completed all required fields, the employer will click “Go” which will direct them to the **Terms of Service**. The employer must agree in order to continue with the registration process.

The screenshot shows the 'Terms of Service' page. It includes a progress bar with three steps: 'Account & Personal Information', 'Service Agreement', and 'Email Activation'. The 'Terms of Service' section contains a disclaimer and two main sections: '1. ACCURACY, CHANGES, AND CONTINUITY OF SERVICE' and '2. SECURITY'. At the bottom, there is a 'Yes' button and a footer with contact information, additional payment options, and copyright information.

Home | Register | MyChildSupport | Register

Account & Personal Information | Service Agreement | Email Activation

Terms of Service

INFORMATION ON THE COMMONWEALTH OF VIRGINIA'S COMPUTER SYSTEMS IS MADE AVAILABLE AS A PUBLIC SERVICE, WITHOUT EXPRESS OR IMPLIED WARRANTIES OF ANY KIND, AND IS SUBJECT TO THE FOLLOWING DISCLAIMERS:

1. ACCURACY, CHANGES, AND CONTINUITY OF SERVICE

The Commonwealth of Virginia (State) tries to ensure that the information made available on the DCSE MyChildSupport Web site is accurate and complete. The State may make changes to a Web page at any time to update, add, or correct the information made available. The state may also suspend or discontinue making the information available to users for various reasons including abuse and misuse of the site.

2. SECURITY

We take very seriously the integrity of the information and systems that we maintain. As such, we have instituted security measures for all information systems under our control so that information will not be lost, misused or altered.

For site security purposes and to ensure that our internet services remain available to all users, we employ software programs to monitor traffic to identify unauthorized attempts to upload or change information or otherwise cause damage.

Your DCSE account information is password-protected for your privacy and security.

By checking "I Agree" you agree to these terms of service. ☐ I Agree ☒ I Disagree

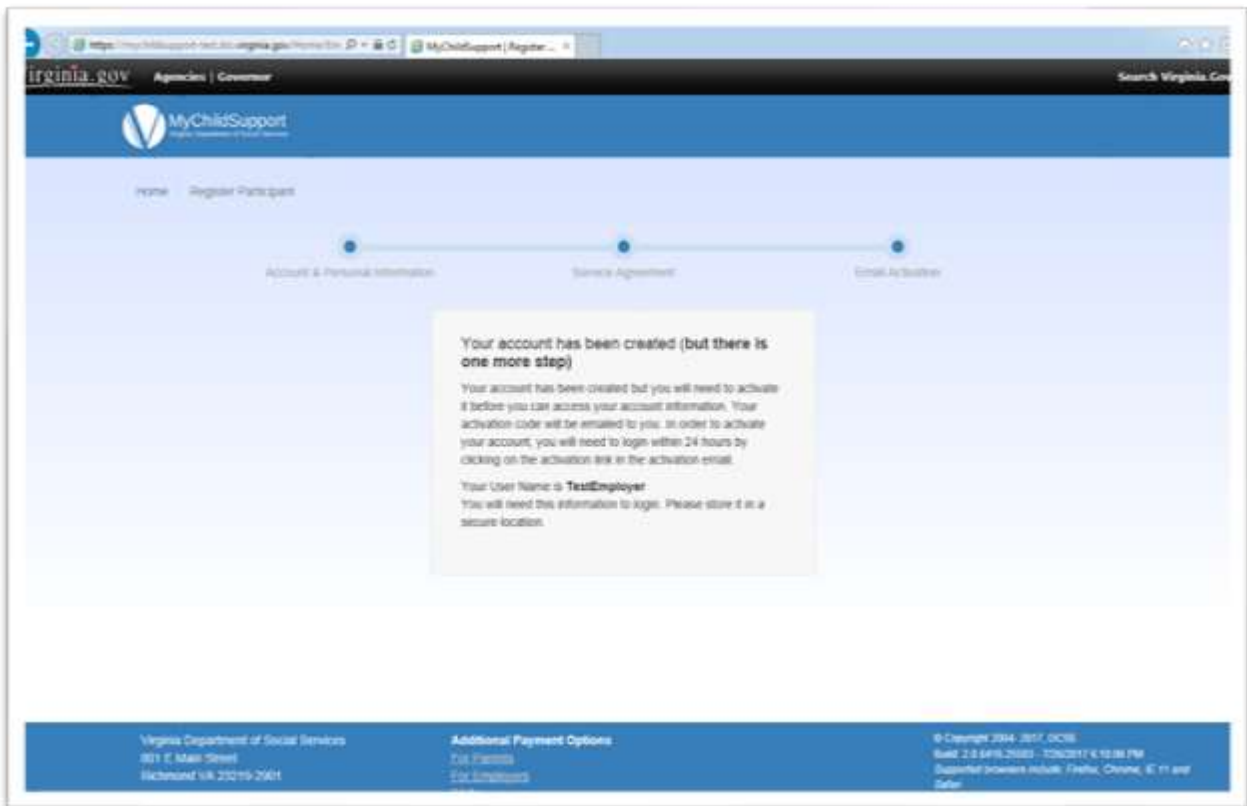
Yes

Virginia Department of Social Services
801 E Main Street
Richmond VA 23219-2901

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© Copyright 2004-2017, DCSE
Build: 2.0.6416.25503 - 7/26/2017 6:18:06 PM
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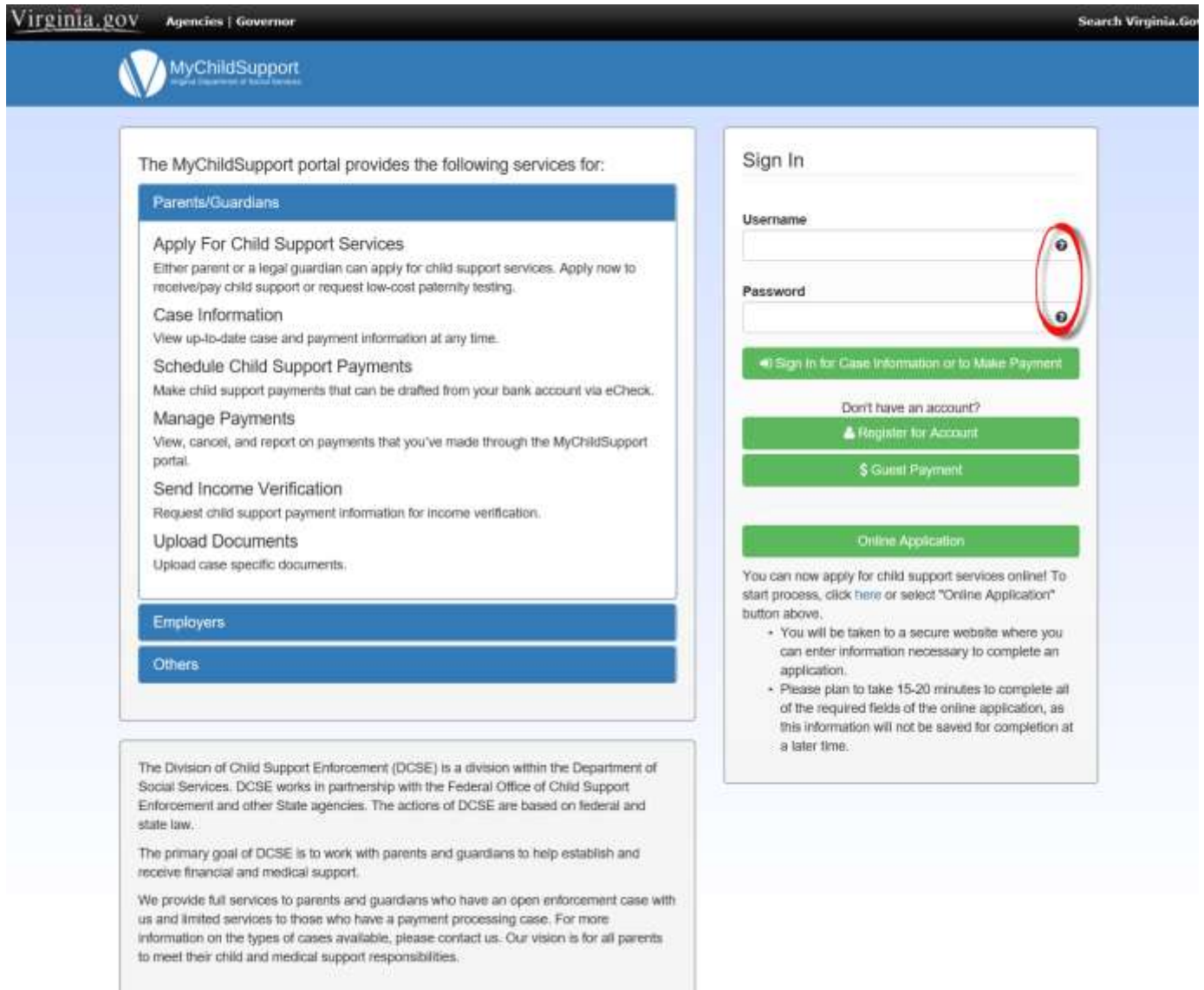
The employer will click “I agree” then “Save”. The “Email Activation” message will display advising the employer that their account has been created however, the employer **must** click the activation link in the email, which is automatically generated by the portal within 24 hours to complete the activation process. Once the employer has activated their account, they may return to the home page and sign in using the username and password they chose.



If the employer selects “I Disagree”, they will be redirected back to the **MyChildSupport home page**, and their account will not be created.

VI. Forgot Username or Password

If the employer forgets their username or password, they can click on the “?” to retrieve their username or reset their password.



The MyChildSupport portal provides the following services for:

Parents/Guardians

- Apply For Child Support Services**
Either parent or a legal guardian can apply for child support services. Apply now to receive/pay child support or request low-cost paternity testing.
- Case Information**
View up-to-date case and payment information at any time.
- Schedule Child Support Payments**
Make child support payments that can be drafted from your bank account via eCheck.
- Manage Payments**
View, cancel, and report on payments that you've made through the MyChildSupport portal.
- Send Income Verification**
Request child support payment information for income verification.
- Upload Documents**
Upload case specific documents.

Employers

Others

Sign In

Username 

Password

[Sign In for Case Information or to Make Payment](#)

Don't have an account?

[Register for Account](#)

[Guest Payment](#)

[Online Application](#)

You can now apply for child support services online! To start process, click [here](#) or select "Online Application" button above.

- You will be taken to a secure website where you can enter information necessary to complete an application.
- Please plan to take 15-20 minutes to complete all of the required fields of the online application, as this information will not be saved for completion at a later time.

The Division of Child Support Enforcement (DCSE) is a division within the Department of Social Services. DCSE works in partnership with the Federal Office of Child Support Enforcement and other State agencies. The actions of DCSE are based on federal and state law.

The primary goal of DCSE is to work with parents and guardians to help establish and receive financial and medical support.

We provide full services to parents and guardians who have an open enforcement case with us and limited services to those who have a payment processing case. For more information on the types of cases available, please contact us. Our vision is for all parents to meet their child and medical support responsibilities.

A. Username

To retrieve the username, the employer should click on the “?” next to the username field. This will prompt the “Forgot your username? Click here” hyperlink to appear.

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Parents/Guardians

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Either parent or a legal guardian can apply for child support services. Apply now to receive/pay child support or request low-cost paternity testing.
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Sign In

Username ?

[Forgot your username? Click here](#)

Password ?

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The employer will click on the hyperlink, which will direct them to the **Forgot Username** page. Here, the employer will be prompted to enter their email address to have their username emailed to them.

The screenshot shows a web browser window displaying the MyChildSupport website. The address bar shows the URL <https://mychildsupport-test.dss.virginia.gov/Home/Use...>. The page header includes the Virginia.gov logo, 'Agencies | Governor', and a search bar. The main content area features a 'Forgot Username' form with the following text: 'Enter your email address and your username will be emailed to you.' Below this is a text input field labeled 'Email Address' and a green button with a right-pointing arrow and the text 'Go'. The footer contains contact information for the Virginia Department of Social Services, additional payment options for parents and employers, and copyright information.

Forgot Username

Enter your email address and your username will be emailed to you.

Email Address

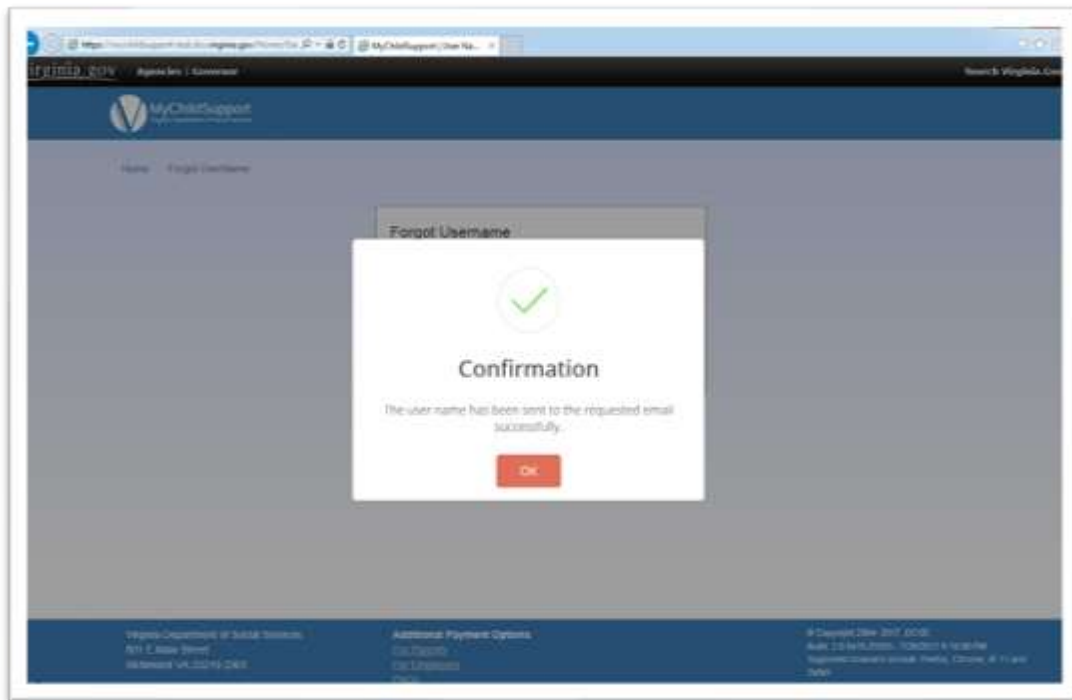
Go

Virginia Department of Social Services
801 E. Main Street
Richmond VA 23219-2901

Additional Payment Options
For Parents
For Employers
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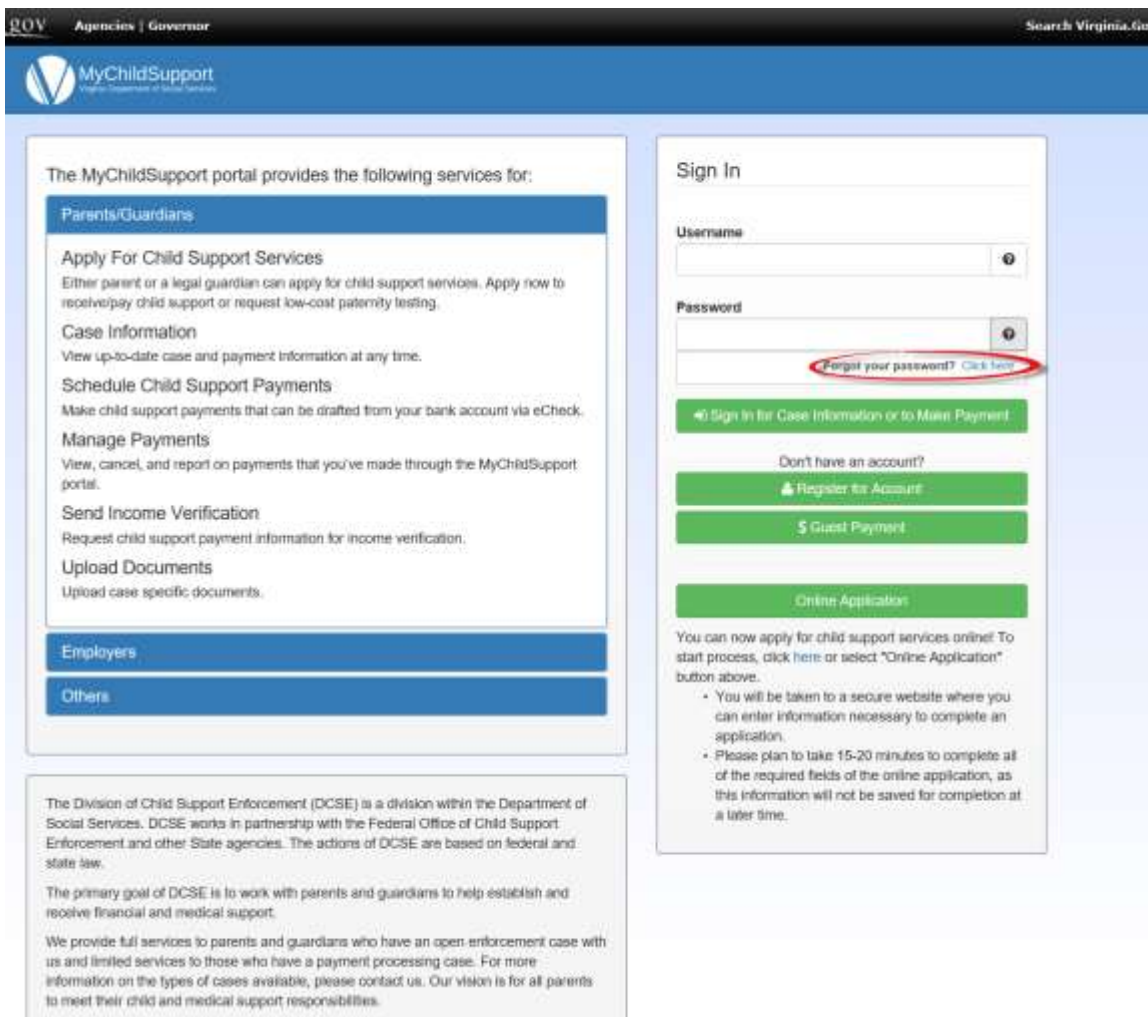
© Copyright 2004-2017, DCSE
Build: 2.0.6416.25583 - 7/26/2017 6:10:06 PM
Supported browsers include: Firefox, Chrome, IE 11 and Safari

Once the employer has entered a valid email address and clicks “Go”, a confirmation message will display that advises the employer that their username has been sent to the requested email address. The employer should click “OK” to be returned to the Homepage and a confirmation email from donotreply@dss.virginia.gov will be sent providing their username.



B. Password

If the employer forgets their password, the employer should click on the “?” next to the password field. This will cause the “Forgot your password? Click here” hyperlink to appear.



The MyChildSupport portal provides the following services for:

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- Apply For Child Support Services**
Either parent or a legal guardian can apply for child support services. Apply now to receive/pay child support or request low-cost paternity testing.
- Case Information**
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Request child support payment information for income verification.
- Upload Documents**
Upload case specific documents.

Employers

Others

Sign In

Username

Password

[Forgot your password? Click here](#)

[Sign in for Case Information or to Make Payment](#)

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The employer will click on the link to be directed to the **Password Reset Request** page where the employer will enter their username and last four (4) digits of their phone number.

The screenshot shows the MyChildSupport website interface. At the top, there is a navigation bar with the Virginia state logo and the text "MyChildSupport". Below this, a breadcrumb trail reads "Home > Password Reset Request". A progress indicator shows four steps: "User Information" (active), "Security Questions", "Email Confirmation", and "Username Verification". The "User Information" form contains two input fields: "User Name" and "Last 4 of Phone Number". A blue "Go" button is located at the bottom right of the form. The footer contains contact information for the Virginia Department of Social Services, additional payment options, and copyright information.

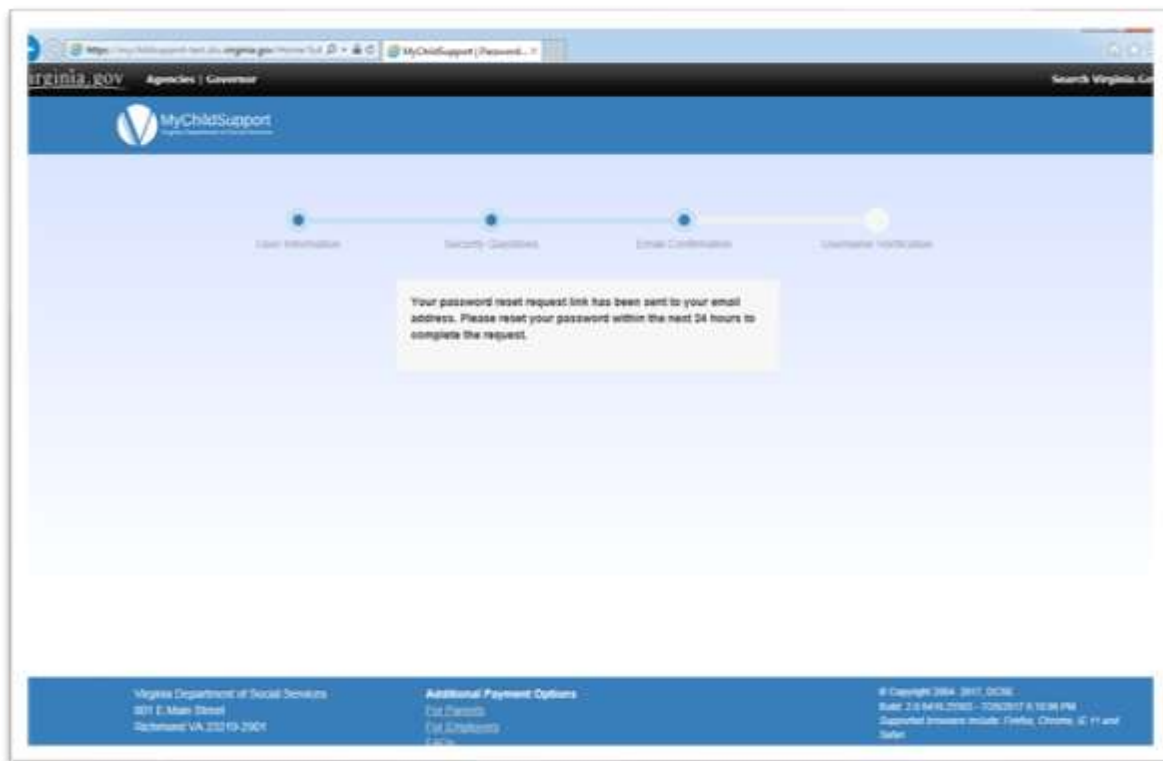
Once the employer has completed the required field, the employer will click the “Go” button, which will direct them to the **Security Questions** page. The employer will answer three (3) security questions and click “Go”.

The screenshot shows a web browser window displaying the MyChildSupport portal. The page title is "MyChildSupport" and the URL is "https://mychildsupport.hhs.virginia.gov/PasswordResetRequest". The page has a blue header with the Virginia.gov logo and a search bar. Below the header, there is a navigation bar with links for "Home" and "Password Reset Request". A progress bar indicates the current step is "Security Questions". The main content area is titled "Security Questions" and contains three questions with input fields:

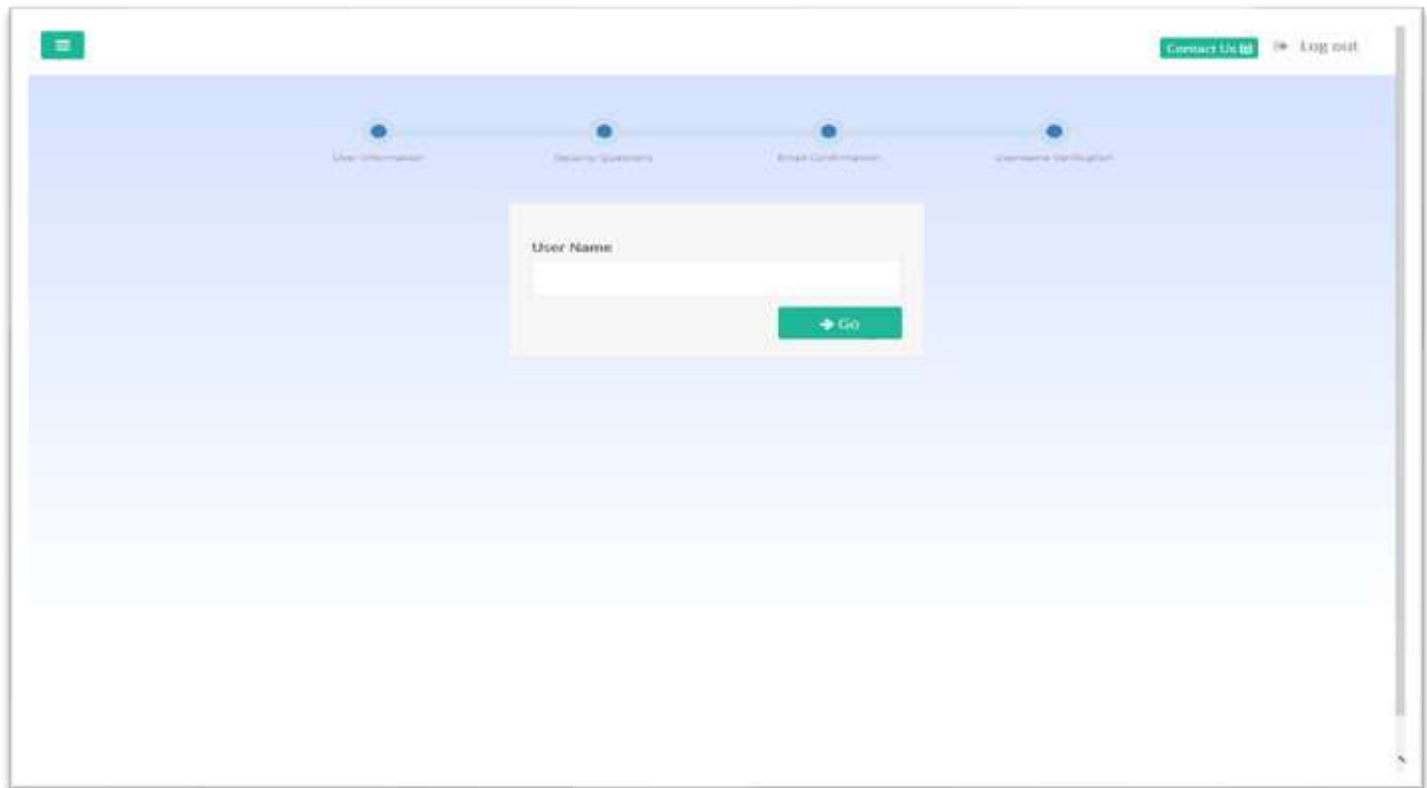
- Question 1: What are the last 5 digits of your driver's license number?
- Question 2: In what city did you attend high school?
- Question 3: In what city was your mother born?

Each question has a corresponding input field. A blue "Go" button is located at the bottom right of the form. The footer contains contact information for the Virginia Department of Social Services, additional payment options, and copyright information.

The portal will display a message advising the employer that a password reset request link has been emailed to them and they must reset their password within 24 hours.



The employer should click on the “Reset My Password” link provided in the email. This will automatically open a new, separate Internet Explorer tab to the portal to complete the username verification step in the reset password process. Here, the employer will be prompted to enter their username.

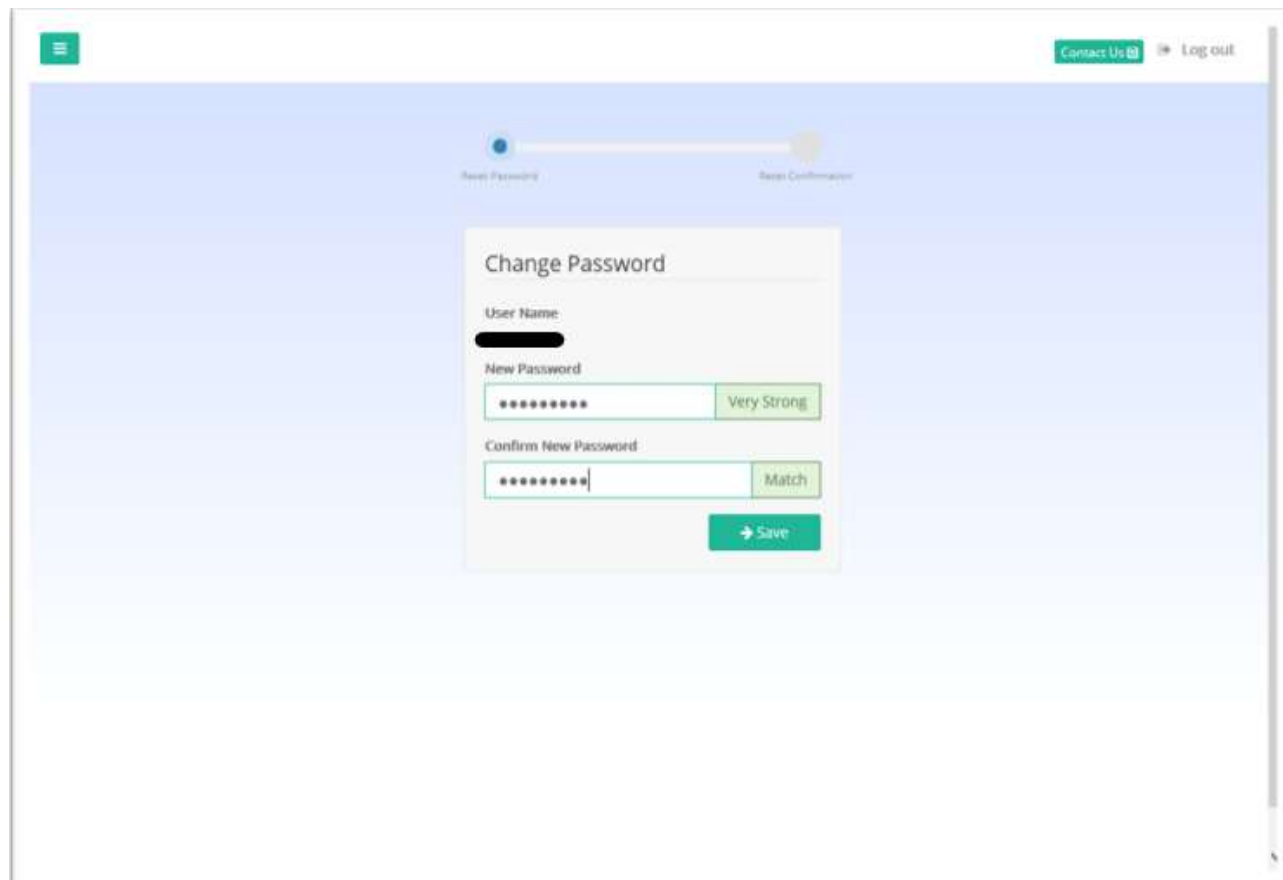


The screenshot shows a web application interface for MYCHILDSUPPORT. At the top, there is a red header bar with the text "MYCHILDSUPPORT" on the left and "RESOURCE GUIDE" on the right. Below the header, the main content area has a light blue background. At the top of this area, there is a navigation bar with a green "Contact Us" button and a "Log out" link. Below the navigation bar, there is a horizontal line with four blue dots, each representing a step in a process: "User Information", "Security Questions", "Email Confirmation", and "Username Verification". In the center of the page, there is a white box with a "User Name:" label and a text input field. To the right of the input field is a green button with a white right-pointing arrow and the text "Go".

Once the employer has entered their username and clicks the “Go” button, the employer will be directed to the **Change Password** page to enter their new password.

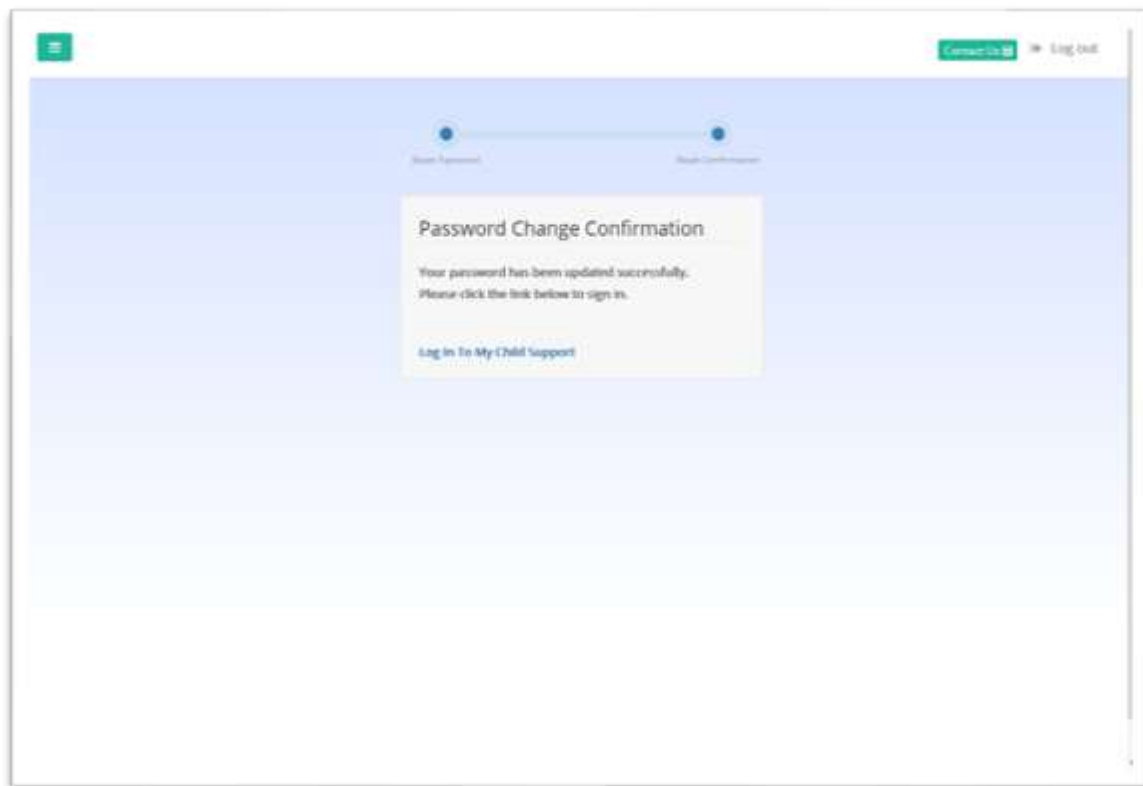
The screenshot shows a web portal interface for changing a password. At the top, there is a navigation bar with a menu icon on the left and 'Contact Us' and 'Log out' links on the right. Below the navigation bar, a progress indicator shows two steps: 'Reset Password' (completed) and 'Reset Confirmation' (current step). The main content area features a 'Change Password' form. The form includes a text input field for the current password, which is pre-filled with 'HNeaveil1'. Below this are two password input fields: 'New Password' and 'Confirm New Password'. The 'New Password' field has a red 'Very Weak' status indicator to its right. The 'Confirm New Password' field has a red 'No Match' status indicator to its right. At the bottom of the form is a green 'Save' button with a right-pointing arrow.

The portal will automatically detect and advise the employer of the security strength of the new password. Additionally, the portal will advise the employer that the “Confirm New Password” field matches the “New Password” field. The employer will click the “Save” button.



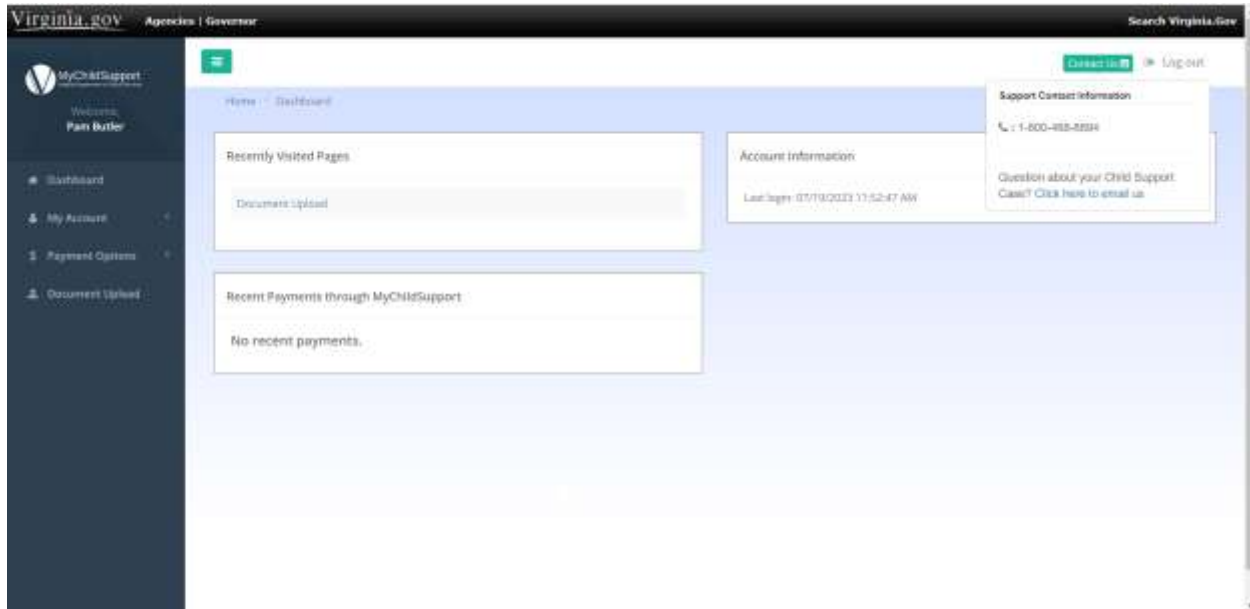
The screenshot shows a web portal interface for changing a password. At the top, there is a navigation bar with a menu icon on the left and 'Contact Us' and 'Log out' links on the right. Below the navigation bar, a progress indicator shows 'Reset Password' as the current step and 'Reset Confirmation' as the next step. The main content area features a 'Change Password' form. The form includes a 'User Name' field with a masked value, a 'New Password' field with a strength indicator showing 'Very Strong', and a 'Confirm New Password' field with a 'Match' indicator. A green 'Save' button is located at the bottom right of the form.

A message will display that advises the employer their password has been updated successfully and provide a link to the portal home page to allow the employer to sign in with their new password. Additionally, the portal will send an email to the employer advising of the password change.



VII. Employer Dashboard

Once the employer has registered and signed into the portal, the **Dashboard** will automatically display.



Menu: The left side of the page displays menu options, which allows the user to navigate to additional content available on the portal.

Recently Visited Pages: The Recently Visited Pages section will display the last three most recently visited pages since the employer's last login into the portal.

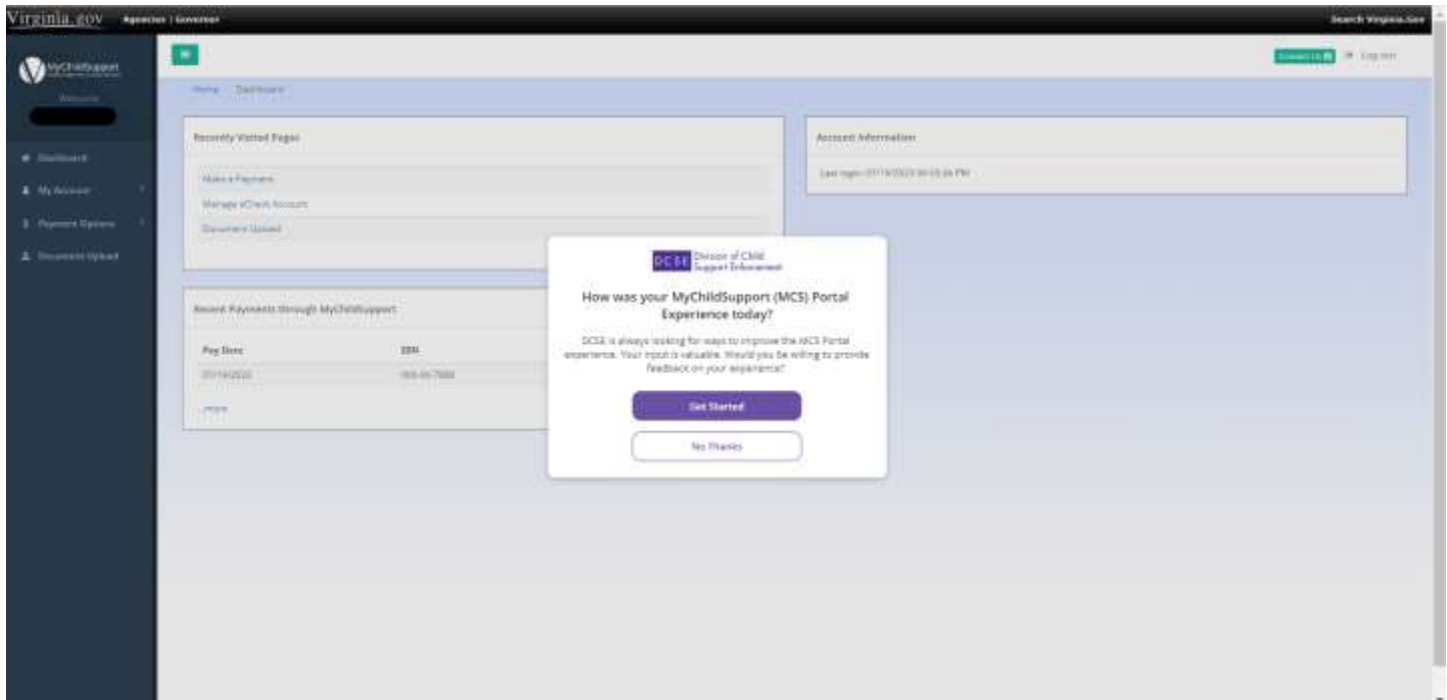
Change View button: The "Change View" button allows the menu options on the left side of the page to appear and disappear.

Recent Payments through MyChildSupport: The **Recent Payments** through MyChildSupport section of the Dashboard will display all MyChildSupport portal payments made within the last 30 days. If no payments have been made via the portal within the last 30 days, a message will display that reads "No recent payments".

Account Information: This section of the portal will display the date and time the employer last logged into the portal.

Contact Us: The Contact Us button displays the telephone number for the Call Center as well as a hyperlink that provides users with the opportunity to provide feedback regarding the portal. If the user clicks on the "Have feedback? Click here" hyperlink, the "Customer Feedback" pop up box appears "How was your MyChildSupport (MCS) Portal Experience today?" allowing employers to

select “Get Started” to take survey or “No Thanks” to decline the survey. The survey allows employer provide comments and feedback regarding their experience utilizing the MyChildSupport (MCS) Portal.



If the employer has a specific case question or concern, the user should click on the “Questions about your Child Support Case? “Click here to email us” hyperlink. This will cause a new, separate Internet Explorer tab to open directly to the Virginia Department of Social Services website and allow the user to email DCSE directly.

NOTE: After approximately twenty (20) minutes of inactivity, users will be automatically logged out of the MyChildSupport portal.

The screenshot shows the Virginia Department of Social Services MyChildSupport portal. The header includes the Virginia.gov logo, the department name, and navigation links. The main content area is titled 'E-mail DCSE' and contains a list of subject options for email support. Below the list are input fields for Name, Case #, E-mail, and Phone. A large text area for details is also present. At the bottom, there is a captcha field labeled '*Select Captcha:'.

01. Subject:

- ☐ My Child Support - Forgot Username
- ☐ My Child Support - Forgot Password
- ☐ My Child Support - malfunction
- ☐ Request general child support information
- ☐ Case specific question or issue
- ☐ Employer (from employers only)
- ☐ Not a child support issue

02. Name:

03. Case #:

04. E-mail:

05. Phone:

06. Details:

*Select Captcha:

Log out: Users can exit the portal by clicking on the “Log out” button, located in grey, at the top right corner of the page.

System Messages: System Messages will display any system notifications to the user such as scheduled maintenance, portal unavailability, etc. System messages are unique to each individual user. Users may receive messages pertinent to their case and/or account. As such, users may not receive the same message(s) as another user.

VIII. My Account

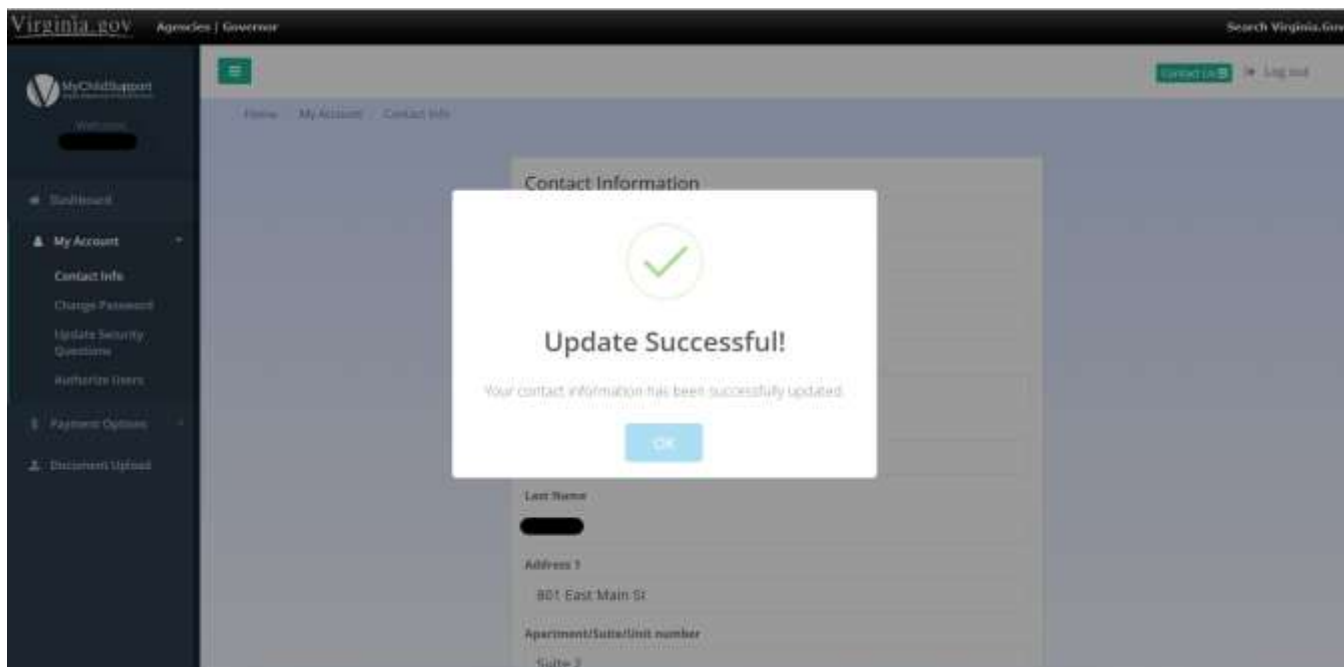
The **My Account** section of the portal allows the employer to update their profile, including contact information, password, security questions and authorize users. Employers are also able to add authorize users to make payments on behalf of the employer.

A. Update Contact Information

The employer may update their address, email address and phone information. If the employer selects “My Account” and contact information menu option, they will be redirected to the employer address update screen. Once the employer enters their address, email address and phone information and clicks “Submit”, an “Update Successful!” message appears.

A screenshot of the MyChildSupport portal's 'Contact Information' update form. The form is titled 'Contact Information' and includes fields for 'Current Address', 'Company Name', 'Phone Number', 'Email Address', 'Address 1', 'Address 2', 'City', 'State', 'Zip', and 'County'. A 'Save' button is located at the bottom right of the form. The portal's navigation menu is visible on the left side, and the top of the page shows the 'MyChildSupport' logo and a search bar.

The portal will display a message advising the employer to verify their address if the address is considered undeliverable by the United States Postal Service (USPS). Once the employer selects the recommended address and clicks “Save”, a message will display that advises the employer their address has been updated successfully.



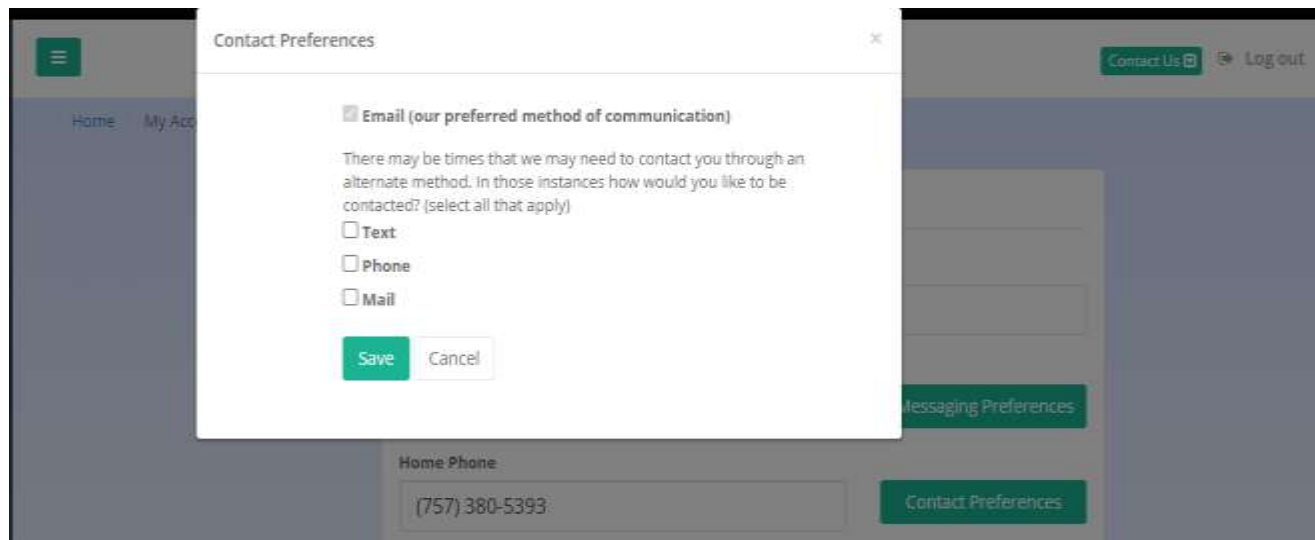
NOTE: Employers are able to update their addresses up to three (3) times within a 30-day period. Once this limit has been reached, they will receive a message advising that the limit of updates has been reached. The employer will then need to contact customer service to have their address verified and updated by a worker.

B. Contact Preferences

The Contact Preferences button allows the employer to update or change their contact preferences at any time. The update or change will interface with iAPECS immediately and changes will be reflected in iAPECS under Participant Detail.

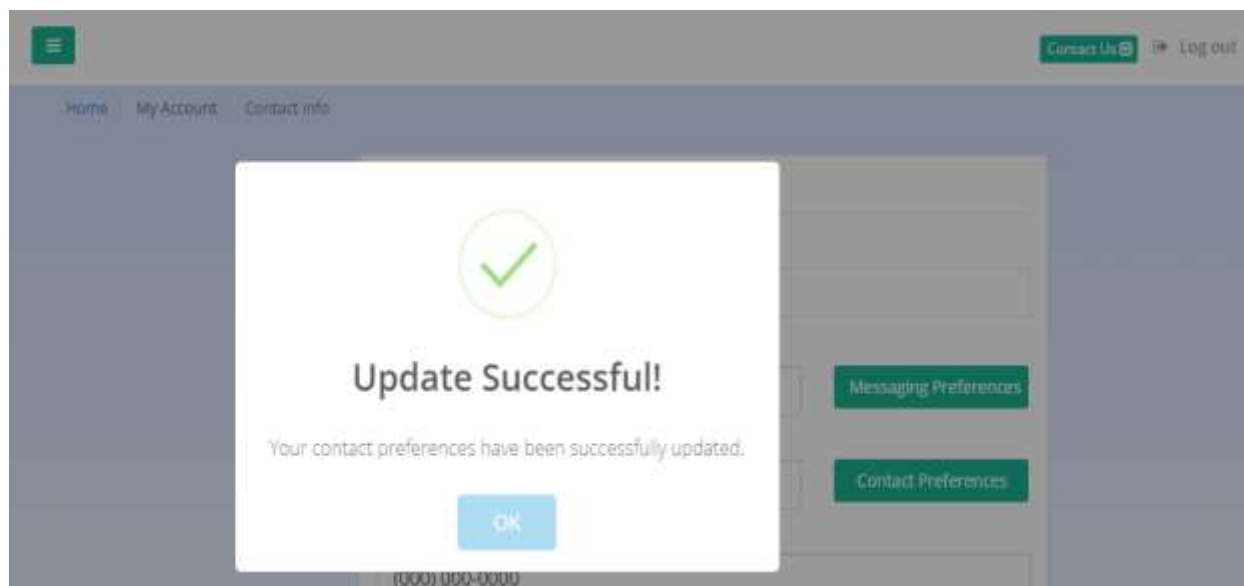
A screenshot of the 'Contact Information' form in the MyChildSupport portal. The form includes fields for Email Address (BCLAY130@GMAIL.COM), Cell Phone ((999) 999-9999), Home Phone ((555) 222-5582), and Work Phone ((000) 000-0000). To the right of the Cell Phone field is a green button labeled 'Messaging Preferences', and to the right of the Home Phone field is a green button labeled 'Contact Preferences'. A dark sidebar on the left contains navigation links: Dashboard, My Account (expanded), Contact Info, Change Password, Update Security Questions, Message, and Payment Options.

Email is the preferred contact method of the Division and is pre-selected as the defaulted contact preference. Employers are unable to deselect this field.



The screenshot shows a 'Contact Preferences' modal window. At the top, it says 'Contact Preferences' with a close button. Below that, there is a section titled 'Email (our preferred method of communication)' with a checked checkbox. A note follows: 'There may be times that we may need to contact you through an alternate method. In those instances how would you like to be contacted? (select all that apply)'. Below this note are three unchecked checkboxes: 'Text', 'Phone', and 'Mail'. At the bottom of the modal are two buttons: 'Save' (in green) and 'Cancel' (in white). The background shows a blurred view of the user's account page with a 'Home Phone' field containing '(757) 380-5393' and buttons for 'Contact Us', 'Log out', 'Messaging Preferences', and 'Contact Preferences'.

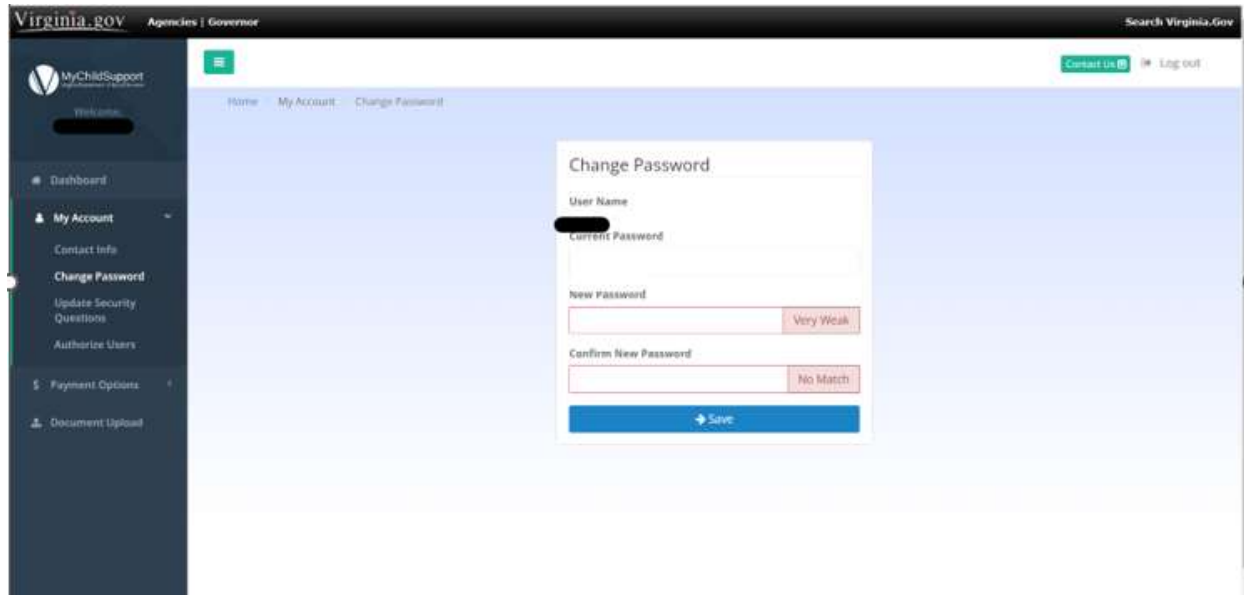
Once the employer updates their preferences and clicks “Save”, a message will display that advises the employer that their contact preferences have been updated successfully.



The screenshot shows a confirmation message box. At the top is a green checkmark icon. Below it, the text reads 'Update Successful!' in bold. Underneath, in smaller text, it says 'Your contact preferences have been successfully updated.' At the bottom of the box is a blue button labeled 'OK'. The background shows the same blurred account page as the previous screenshot, with the 'Contact info' tab selected in the navigation bar.

C. Change Password

The **Change Password** page allows the employer to update or change their current password. The portal will automatically detect the security strength of the new password. Additionally, the system will automatically confirm if the “New Password” and “Confirmed New Password” match.

The screenshot shows the 'Change Password' page within the MyChildSupport portal. The page has a dark blue sidebar on the left with a 'MyChildSupport' logo and a navigation menu including 'Dashboard', 'My Account', 'Change Password', 'Update Security Questions', 'Authorize Users', 'Payment Options', and 'Document Upload'. The main content area is light blue and contains a 'Change Password' form. The form has fields for 'User Name' (with a dropdown arrow), 'Current Password', 'New Password', and 'Confirm New Password'. Below the 'New Password' field is a red label 'Very Weak'. Below the 'Confirm New Password' field is a red label 'No Match'. A blue 'Save' button is at the bottom of the form. At the top of the page, there is a 'Virginia.gov' header with 'Agencies | Governor' and a search bar. A 'Contact Us' button and a 'Log out' link are in the top right corner.

NOTE: Employers are able to change their password as often as they like, however, the portal requires that the employer **changes their password every 90 days**. Approximately 5 days prior to the password expiration date, the employer will receive an email notifying them of their password expiration and necessity to change their password. Passwords cannot be reused and have the same criteria and security strength requirements as their original password. The employer must first enter their current password to verify the account.

D. Update Security Questions

The **Update Security Questions** page will allow the employer to update the security questions and answers completed during the registration process. The employer must first enter their current password to verify the account.

Once the employer enters their current password and clicks the “Next” button, the **Security Questions** page will appear. The employer must select and answer three (3) security questions. The employer will click “Go” to save the changes.

1. Authorized Users

After establishing a primary account, employers are able to authorize up to 2 additional users to make payments on behalf of the employer.

- a) **Add Authorized Users** - To authorize a user, the employer (primary account holder) will send an email request to the selected user. Once user accepts the request, they become an authorized user and are then able to send payments using the portal on the employer's behalf.

Add Authorized Users

From this page, you can add additional users (authorized users) to your account. Your authorized users can then send payments to DCSE on your behalf. By using this system to add authorized users, you acknowledge and agree to the Terms and Conditions stated below.

Email

- b) **Current Authorized Users** - Employers can view a listing of authorized users and their current status.

Current Authorized Users

Full Name	Email	Status	
walker anna	utlry123@gmail.com	Active	Unlink
perce f	casrdola789@gmail.com	Active	Unlink
monro d	thaset23@gmail.com	Active	Unlink

POWER TO ACT ON BEHALF OF EMPLOYER

Term and Conditions:

By granting access to an authorized user, you acknowledge that the authorized user may view your MyChildSupport (MCS) account information and make payments to DCSE on your behalf. You further acknowledge that authorized users have full authority to act on your behalf to initiate child support payments through the MyChildSupport portal. This authorization includes, but is not limited to, authority to perform transactions and make necessary updates to account attributes.

Please note that authorized users DO NOT have access to your stored payment method and will have their own usernames and passwords.

As the employer, you are responsible for the activities of and account usage by any authorized user. The authorized user's access privileges will remain in effect until you remove the individual as an authorized user on your account. If you delete an authorized user, that user can no longer make payments on your behalf and all pending payments scheduled by that authorized user will be canceled.

- c) **Unlink Authorized Users** - Employers can remove/unlink an authorized user whenever authorization is no longer granted by selecting **Unlink** beside that user's name. Once unlinked, user accounts become stand-alone accounts within MCS and will no longer have access to the employer's account.

Note: By unlinking the primary account holder (highlighted in yellow), all secondary accounts become unlinked as well. The employer will need to establish a new primary account holder and resend email requests to complete the process to add authorized users again.

Payment Options

A. Make a Payment

The **Make a Payment** page allows the employer to make child support payments directly to the Division of Child Support through the portal using their established banking information for those employees who are required to pay child support. Employers are able to add, delete or edit employees, enter amount to pay, scheduled payments and request confirmation. If payment should not be made for listed employee, employer can either delete employee from list or enter \$0.00 in the amount field prior to submitting payment.

ID#	Date of Birth	Amount	Pay Status	
000-00-0000	06/15/1975	\$0.00	CARD PLY	Edit Delete
000-00-0000	06/15/1975	\$125.00	DEMONSTRATION	Edit Delete
		Total: \$125.00		

[Next](#)

Once they have entered that information, the employer must choose “Next” in order to move to next portion of the **Make a Payment** process.

Employers are taken to the Account Information page, where the payment amount and date are automatically populated by the system. If edits are needed, employer can select previous to return to the Add Employees page.

Once the employer reviews all payment information for accuracy and agrees to the “Authorization” statement, the employer must click “Submit” to make the payment(s).

Payment Submitted - Confirmation Number: 11029435
An additional copy of this receipt has been sent to your email account on file.

[Print](#)

Payment & Account Information

Submitted On:	09/04/2022
Payment Date:	09/04/2022
Pay To:	The Commonwealth of Virginia Division of Child Support Enforcement
Pay From:	068616-0000
Payment Method:	check - Checking Account (71627)

On Behalf Of:		Note:
via on 4770:	Unsub/Child	Payments scheduled after 4:30pm EST will be processed the following business day. Payments will take (2) to (5) business days to be withdrawn from your account and sent to the DCSE caseload.
Total Payment:	\$225.00	

Once the employer selects “Submit”, the payment is submitted, and the confirmation page will appear.

The Confirmation page provides the employer with a summary of the payment terms and a confirmation number that may be used in the search criteria on the **Payments through MyChildSupport** page. The confirmation page may be printed by clicking the “Print” button and an additional copy of the payment receipt will be sent to the employer’s email address on file.

The employer is again advised that payments scheduled after 4:30pm EST will be processed the following business day and it will take two (2) to five (5) business days to process the payment.

If the employer selects “Pay my child support using my bank account”, the employer is directed to the **eCheck Account Information** page where they are able to enter their checking or saving account information to make their child support payment if they have not done so already.

NOTE: There is no fee for using a bank account to make a child support payment.

eCheck Account Information

Account Type: ☒ Checking Account ☐ Savings Account

Bank Name:

Bank Number:

Account Number:

What is my eCheck account for?

When making a child support payment on MyChildSupport, DCSE will use this account to draft funds on Automated Clearing House (ACH) from the account specified on this page. The funds will be applied to the amount you are responsible for. After scheduling a payment, the funds will be debited from your account within 10 business days of the payment's scheduled date.

If you have an Automated Clearing House (ACH) Draft Block, please be sure to include your financial institution's Company Identification Number at least 15 days prior to scheduling a payment.

Company Identification Number: 304000000 - WDCS - MYCHILDSUPPORT

Please notice that we do not accept International ACH Transactions ("IAT")

As defined by National Automated Clearing House Association (NACHA), IAT refers to a credit or debit entry that is part of a payment transaction involving a financial agency's office that is not located in the territorial jurisdiction of the United States. For purposes of this definition, a financial agency means an entity that is authorized by applicable law to accept deposits, or that is in the business of issuing money orders or transferring funds, or either of a financial agency is involved in the payment transaction. If any of the following:

- Holds an account that is related to, or used as part of, the payment transaction; or
- Receives payments directly from a Person or makes payment directly to a Person as part of the payment transaction; or
- Serves as an intermediary in the settlement of any part of the payment transaction.

Once the bank account information has been added, in order to submit the payment, the employer must enter their Participant ID, the last 4 digits of their SSN, and the payment amount. Once they have entered that information, the employer must choose “Next” from the **Make a Payment** page.

Add Employees

SSN	Date of Birth	Amount	Full Name	
100	07/01/1970	\$200.00	Unknown	Edit Delete
		Total: \$200.00		

The icon indicates a row containing a SSN and birthdate combination that does not exist in our system.

☒ I acknowledge that my goal is to obtain SSN and birthdate combinations that do not exist in DCSE's system and I would like to proceed with submission anyway.

[Next](#)

This will display the **Schedule Payment** page, which prompts the employer to review all payment information. There is also an “Authorization” statement provided on the page that reads.

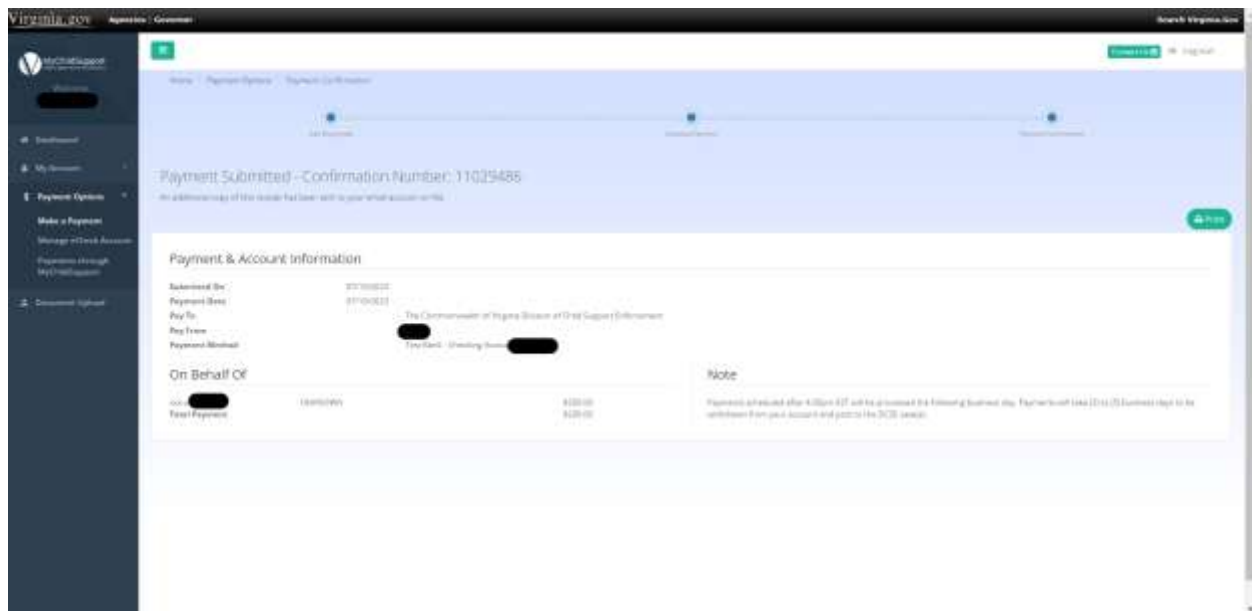
“By clicking “Submit”, I, _____ (payor’s name), authorize the financial institution above to transfer to The Commonwealth of Virginia Division of Child Support Enforcement from my checking account ending with “_____” (last 4 digits of account number) a child support payment in the amount of \$____.____ (payment amount) on _____ (date).”

The screenshot shows the 'Schedule Payment' page on the Virginia.gov MyChildSupport portal. The page is divided into several sections:

- Account Information:** Displays the payor's name as 'The Commonwealth of Virginia Division of Child Support Enforcement'. It includes fields for 'Pay To', 'Pay From', 'Payment Method', and 'Payment Date'.
- Please Note:** A section providing important information about payment processing, including a note about the 4:30pm EST deadline and the 2-5 business day processing time.
- Authorization:** A section containing the authorization statement that the user must agree to by clicking 'Submit'.
- Navigation:** 'Previous' and 'Next' buttons are located at the bottom of the page.

The non-custodial parent’s name, last four (4) of account number, payment amount and date are populated automatically by the system. Once the employer has reviewed all payment information for accuracy and agrees to the “Authorization” statement, the employer must click “Submit” to submit to make the payment.

Once the employer selects “Submit”, the payment is submitted, and the confirmation page will appear. The Confirmation page provides the employer with summary of the payment terms and a confirmation number that may be used in the search criteria on the **Payments through MyChildSupport** page. The confirmation page may be printed by clicking the “Print Button”. An additional copy of the payment receipt is sent to the employer’s email address on file. The employer is again advised that payments scheduled after 4:30pm EST will be processed the following business day and it will take two (2) to five (5) business days to process the payment.



The payment can be viewed on the non-custodial parent's Dashboard under the "Recent MyChildSupport Payments" table, which displays the payment date, last four (4) of the SSN and the amount. This payment can also be viewed under the custodial parent/guardian's "Recent Payments to Me" table.

If the employer clicks on the "more" hyperlink within the "Recent MyChildSupport Payments" or "Recent Payments to Me" table, they will be directed to the **MyChildSupport Payments** page which displays the payment date, last four (4) for the payer's SSN, confirmation number, status (canceled, failed, in process, processed or scheduled) transaction date and time and the option to cancel the payment.

B. Payments through MyChildSupport

The **Payments through MyChildSupport** page displays the payment date, last four (4) digits of the employee's SSN, amount of payment, confirmation number, status (canceled, failed, in process, processed or scheduled) transaction date and time and the option to cancel the payment. Employers can search for a specific payment entering any of the following criteria (From Date, To Date, Confirmation #, Payment Amount or Payment Status*) and selecting search.

Search Criteria

From Date: 03/22/2022 Payment Amount: \$

To Date: 04/22/2022 Payment Status: All

Confirmation #

Search

Export to PDF

Pay Date	SSN	Amount	Confirmation #	Status	Transaction Date/Time		Authorized User
03/24/2022	[REDACTED]	\$125.00	11620399	Scheduled	03/23/2022 10:43:01 AM	Cancel	piers f
03/24/2022	[REDACTED]	\$125.00	11620399	Scheduled	03/23/2022 10:43:01 AM	Cancel	piers f

1 - 2 of 2 items

Employers who have established authorized users will also be able to see who made the payment on behalf of the employer, which can be found in the table under “Authorized User”. If this field is left blank, then the payment was made by the primary account holder under the employer’s account.

Virginia.gov Agencies | Government Search Virginia.gov

myChildSupport

Home | Payment Options | Payments through myChildSupport

Search Criteria

From Date: 03/18/2023 Payment Amount: \$

To Date: 03/18/2023 Payment Status: All

Confirmation #

Search

Export to PDF

Pay Date	SSN	Amount	Confirmation #	Status	Transaction Date/Time	Authorized User
03/19/2023	[REDACTED]	\$250.00	11624488	Canceled	03/19/2023 03:20:00 PM	

1 - 1 of 1 items

Users are also given the opportunity to export the results to PDF format for their records and/or printing by clicking “Export to PDF”.

There are five (5) different payment statuses that the user may see when filtering through results. Those 5 payment statuses are:

- **Scheduled** – the payment has either been scheduled for a future date or has been submitted but has not posted to the case.
- **Canceled** – the payment has been canceled by the payor.
- **In Process** – the payment has been accepted by the process server but has not cleared.
- **Processed** – the payment has been accepted and posted to the case.
- **Failed** – the payment failed to process or was not accepted.

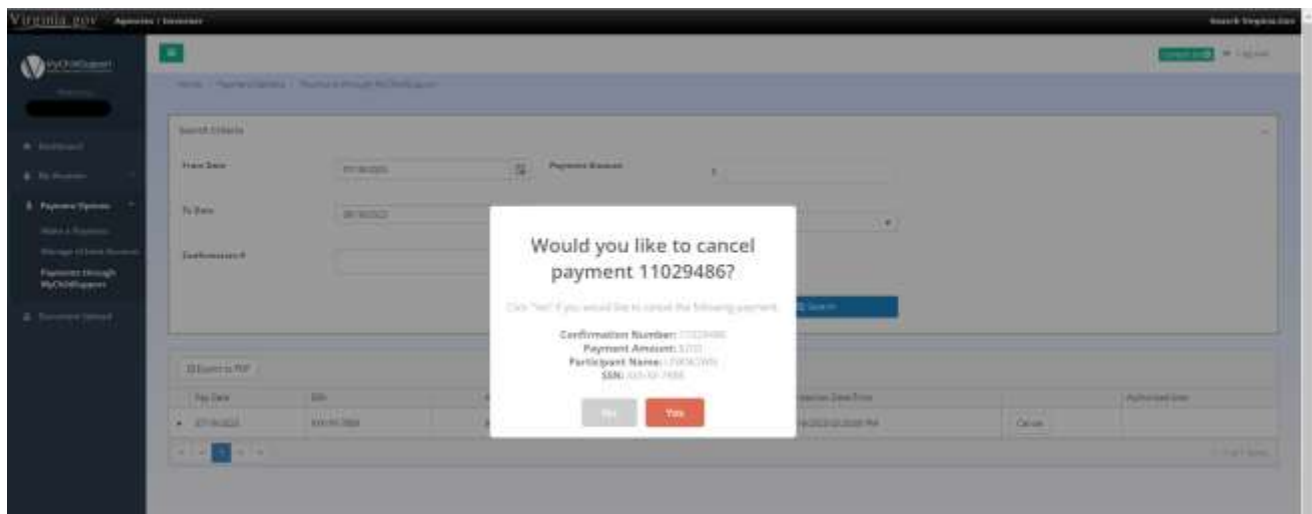
From this screen, the user is able to “Cancel” payments by clicking “Cancel” next to the scheduled payment. Payments can be canceled until 4:30pm EST daily.

When the user selects “Cancel”, a pop-window is displayed asking the user if he would like to cancel the payment.

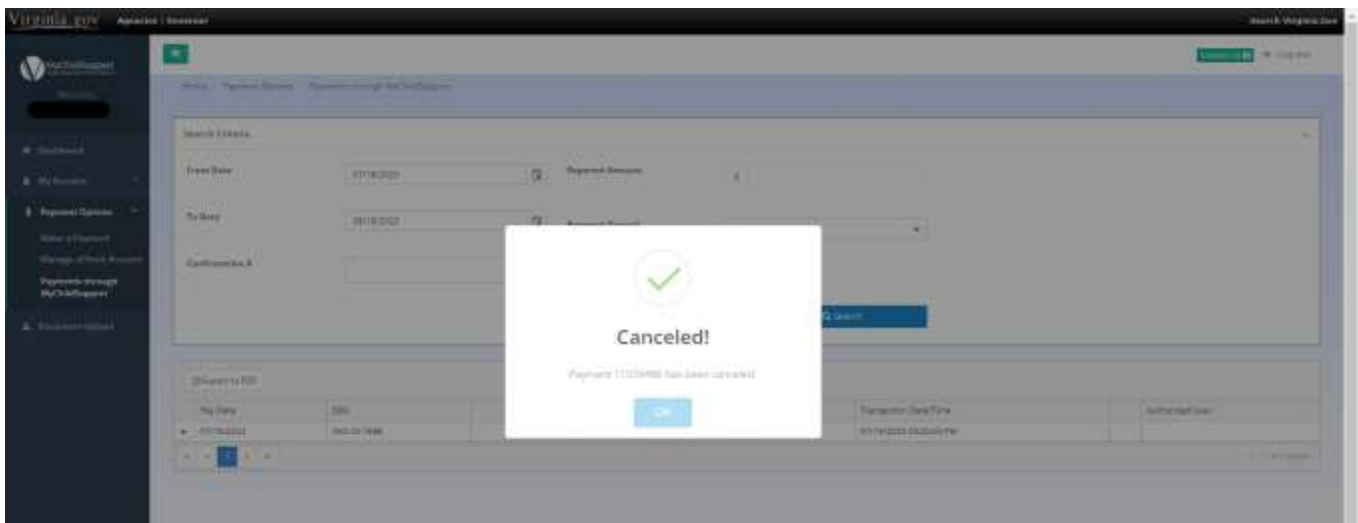
The screenshot shows the 'Payment Options' page on the Virginia.gov MyChildSupport portal. The page has a sidebar with navigation links: Home, My Account, Payment Options, Make a Payment, Manage eCheck Account, Payments through MyChildSupport, and Document Upload. The main content area has a breadcrumb trail: Home > Payment Options > Payments through MyChildSupport. Below the breadcrumb is a 'Search Criteria' section with fields for From Date (07/18/2023), To Date (08/18/2023), Payment Amount (\$), and Payment Status (All). A 'Search' button is at the bottom of the search criteria. Below the search criteria is a table of payment records. The table has columns: Pay Date, DR#, Amount, Confirmation #, Status, Transaction Date/Time, and Authorized User. The first row shows a scheduled payment for \$200.00 on 07/18/2023, with a 'Cancel' button next to it.

Pay Date	DR#	Amount	Confirmation #	Status	Transaction Date/Time	Authorized User
07/18/2023	[REDACTED]	\$200.00	11025488	Scheduled	07/18/2023 03:20:00 PM	[REDACTED]

If the employer clicks “Cancel” to cancel the payment, the following pop-up box appears:



If the employer selects “No”, the window disappears, and the employer is directed back to the Payments through **MyChildSupport** page. If the employer selects “Yes”, a pop-window displays showing that the payment has been canceled.



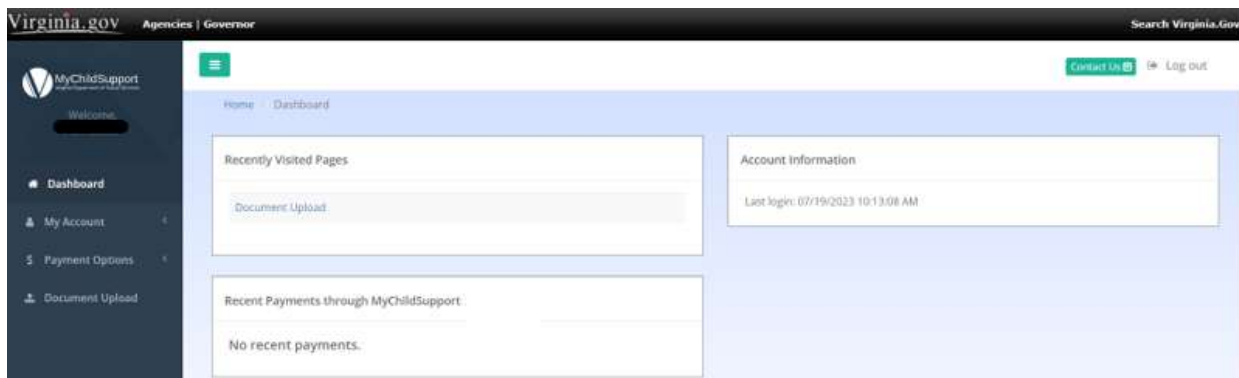
The payment record will now display a payment status of ‘Canceled.’

Once the employer clicks “OK”, the changes are reflected in the Payments through **MyChildSupport** page as “Canceled”; however, the payment will remain visible on the Dashboard under the “Recent Payments through MyChildSupport” section.

NOTE: Payments must be in an amount between \$1.00 to \$9,999.99. The user will receive a confirmation email for all payments made, canceled, and scheduled. If the user has scheduled a recurring payment, he/she will receive an email notifying them of their upcoming scheduled payment. If the user submits multiple payments that fail to process, they may be restricted from making payments via the MyChildSupport portal.

IX. Document Upload

Once signed in, employers are able to select **Document Upload** from the left task bar. Once selected, employers will be directed to the Upload Document(s) window. Employers will need to select the Document Type from the drop-down menu to select the specific name of the document they want to upload. The following Document Types are available for an employer:



Once Document Upload is selected, employers will be directed to the Upload Document window. The following Document Types are available for an employer:

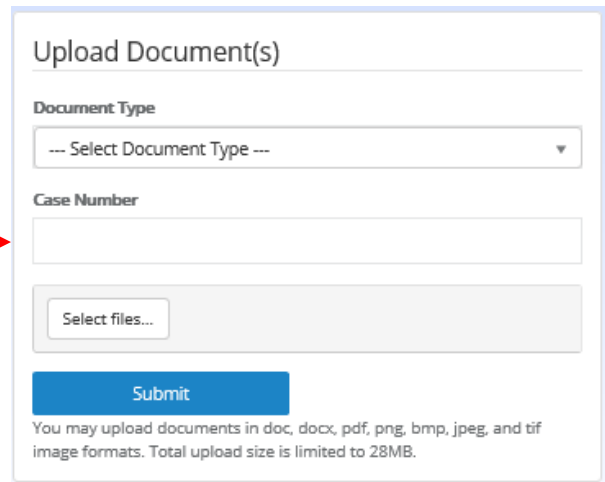
1. General Correspondence
2. Employer Information Request
3. National Medical Support Notice
4. Income Withholding Order

Employers will see a prompt where they must enter the specific case number associated with the document(s).

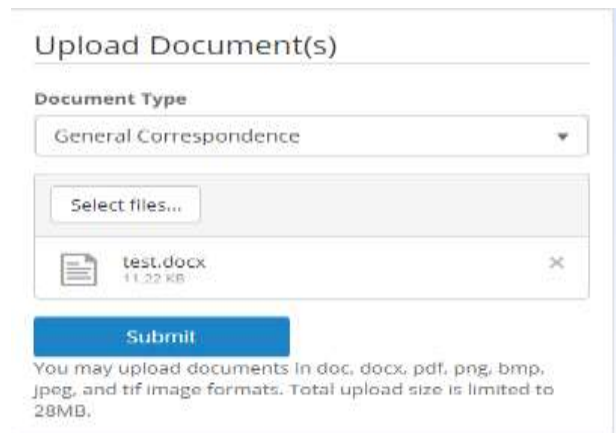
Employers will then need to click select files to be directed to their personal computer's drive where they can browse and select the specific file to upload.

Once document(s) are viewable under select files, customers will need to click submit to complete the document upload process.

Note: Multiple files can be uploaded at the same time under the same document type.



The screenshot shows the 'Upload Document(s)' form. It has a title 'Upload Document(s)' at the top. Below it is a 'Document Type' dropdown menu with the text '--- Select Document Type ---'. Underneath is a 'Case Number' text input field. Below the input field is a 'Select files...' button. At the bottom is a blue 'Submit' button. A red arrow points from the text 'document(s)' in the first paragraph to the 'Case Number' input field. Below the 'Submit' button, there is a note: 'You may upload documents in doc, docx, pdf, png, bmp, jpeg, and tif image formats. Total upload size is limited to 28MB.'



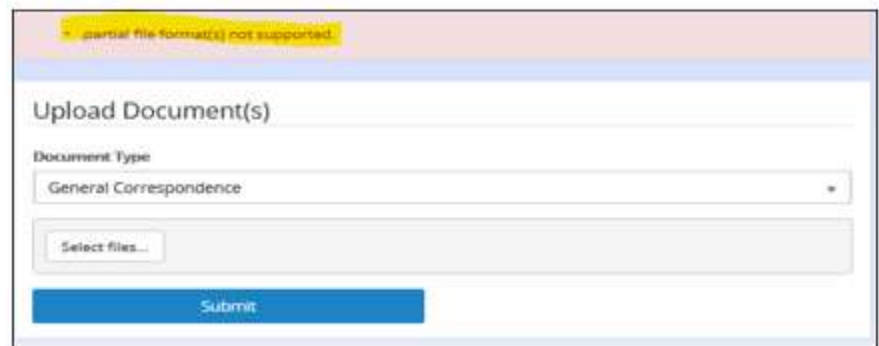
The screenshot shows the 'Upload Document(s)' form after a file has been selected. The 'Document Type' dropdown menu now shows 'General Correspondence'. Below it is the 'Select files...' button. Underneath the button, a file named 'test.docx' is listed with a size of '11.22 KB'. To the right of the file name is a small 'X' icon. At the bottom is a blue 'Submit' button. Below the 'Submit' button, there is a note: 'You may upload documents in doc, docx, pdf, png, bmp, jpeg, and tif image formats. Total upload size is limited to 28MB.'

The acceptable file formats for document uploads are .pdf, .doc, .docx, .bmp, .jpg, .jpeg, .png, .tif, and .tiff.



The screenshot shows a web form titled "Upload Document(s)". At the top, a yellow error banner reads "can file format(s) not supported". Below the title, there is a "Document Type" dropdown menu with "Employer Information Request" selected. Underneath is a "Case Number" field with "0000" and a blacked-out portion. A "Select files..." button is present, followed by a blue "Submit" button.

Employers will receive an error message when the file format is not supported (i.e.. csx &. xlsx) or when a file is not attached prior to clicking submit. Employers will receive an upload successful pop-up box when file(s) have been accepted.



The screenshot shows the same "Upload Document(s)" form. The error banner now reads "partial file format(s) not supported". The "Document Type" dropdown menu now shows "General Correspondence" with an asterisk. The "Select files..." button and the blue "Submit" button are still visible.

After selecting "OK", the employer will be directed back to the Upload Document(s) page, where additional document types can be uploaded, if necessary.

