



MyChildSupport

RESOURCE GUIDE



[Update August 2023](#)

VIRGINIA DEPARTMENT OF SOCIAL SERVICES | DIVISION OF CHILD SUPPORT ENFORCEMENT

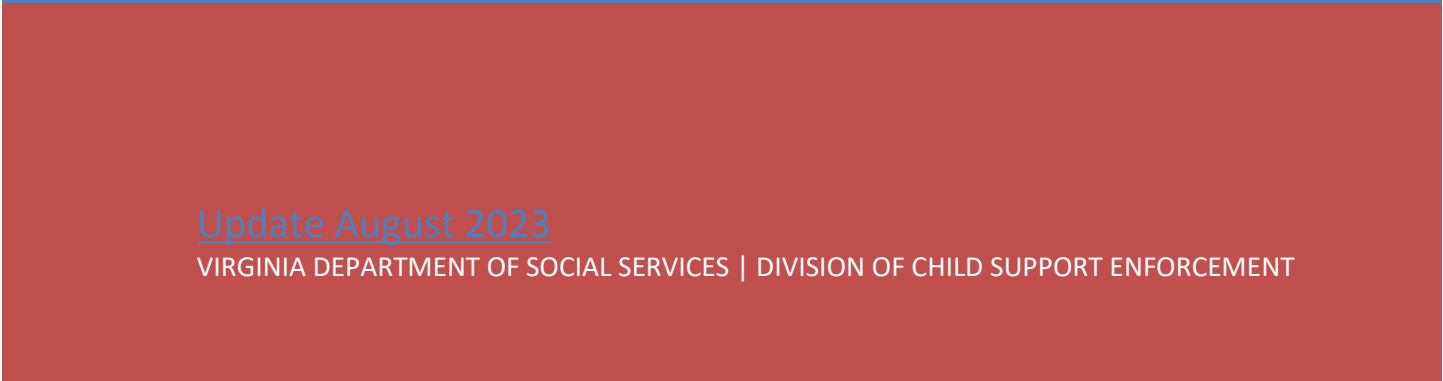


Table of Contents

I. Purpose	3
II. Access	4
III. Home Page	5
IV. Apply for Child Support Services	7
V. Register/Sign In	12
A. Parent or Guardian	13
B. On Behalf of Another Individual	16
C. Reactivate an Account	19
VI. Forgot Username or Password	20
A. Username	22
B. Password	24
VII. Dashboard	32
VIII. My Account	36
A. Update Contact Information	36
B. Contact Preferences	40
C. Change Password	42
D. Update Security Questions	42
IX. Message	44
A. Inbox	45
B. Sent	45
C. Compose	46
D. Trash	47
X. Payment Options	47
A. Make a Payment	47
B. Recurring Payments	57
C. Manage eCheck Account	61
D. Payments through MyChildSupport	62

XI. My Cases	65
A. Case At-a-Glance	66
B. Payment Record	67
C. Case Actions	72
D. Request Documents	74
E. Payments to Me	75
XII. Income Verification	75
XIII. Document Upload	78
XIV. Guest Payment	81



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 provide customers with information about MyChildSupport portal for parents and other parties making payments.

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

- How to view recently visited sites
- A customer feedback tool
- Targeted system messages
- The ability for customers to view case actions with participant-specific details and expanded information for certain case actions, and
- Allow the customer to update their contact information and contact preferences
- Allow the customer to apply for services online
- Allow the customer to upload case specific documents
- Allow the customer to request copies of case documents
- Allow the customer to send and receive messages

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

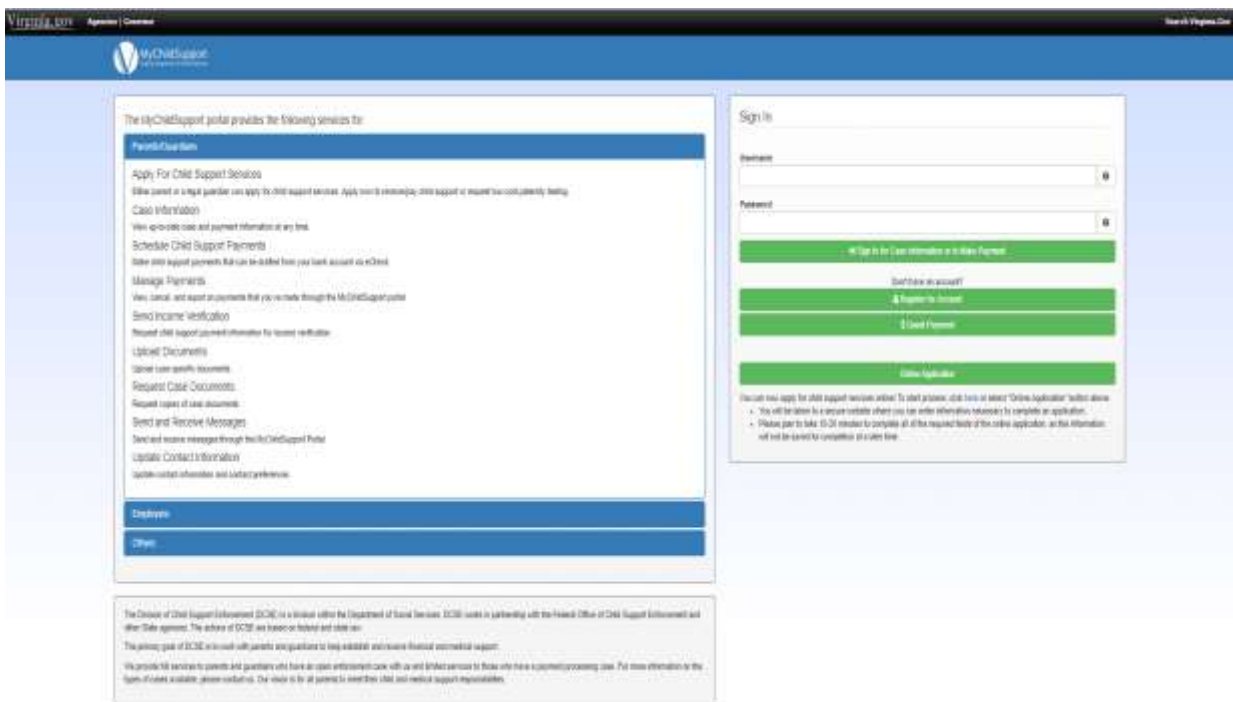
The MyChildSupport portal can be accessed from a computer, tablet, or smart phone (Android, iOS) by visiting the [Virginia Department of Social Services website](https://www.dss.virginia.gov/), clicking on “Child Support” on the top ribbon and “My Child Support” from the drop down list.



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

III. Home Page

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 parents and others (third parties). Customers can click on “Parents/Guardians” or “Others” for a drop-down list of services provided to each participant type.



MyChildSupport portal services currently available to parents/guardians include the ability to:

- Apply for child support services
- Update personal contact information and contact preferences
- View up-to-date case and payment information at any time
- Schedule child support payments that can be drafted from a bank account
- Manage payments by viewing, canceling, and/or reporting payments made through the portal
- Request child support payment information for income verification
- Upload Documents
- Request case documents
- Send and receive messages through the portal
- MyChildSupport portal services currently available to others include the ability to:

- Make child support payments on behalf of other individuals
- Schedule child support payments to be automatically withdrawn from a bank account
- Manage payments by viewing, canceling, and/or reporting payments made through the portal

The **MyChildSupport** portal home page allows customers to sign in using a username and password they create, register for a MyChildSupport account, make guest payments, and apply for child support services.

Register/Sign In: In order to access case and payment information, schedule, make, and/or manage payments, customers must first register for a **MyChildSupport** portal account. Once registered, the customer will visit the home page to sign in by entering the username and password they created.

Multi-factor Authentication: Upon entering their username and password a message will be displayed stating that an 8-digit verification code has been sent to the email address on file and be prompted to enter that code to verify their identity. Only after the customer successfully enters the correct code and selects validate MFA token will the customer be logged into their MCS account. The multi-factor authentication tokens will expire after 24 hours. Customers will not be prompted to enter another code until after that time has elapsed or after changing their password.

Guest Payment: Parties who do not wish to register for an account but would like to make a payment via the MyChildSupport portal may choose the “Guest Payment” option. This option provides third parties and individuals without an email address an alternative payment method rather than mailing their payment or visiting a TouchPay kiosk located at a district office. Payments can be made via the portal at any time and typically take approximately two (2) to five (5) business days to post to the case.

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



For parents, payments may also be made through online banking, ExpertPay, MoneyGram, mailing a check or money order, MyPay for military personnel, by phone via the MyChildSupport voice response system or at a TouchPay Kiosk located in District Offices throughout the state.

IV. Apply for Child Support Services

- The applicant can apply for child support services for establishment of paternity and child support. The customer does not have to create a MyChildSupport account to apply for services.
- The customer will need to apply on the website by selecting online application.

This will cause an "applicant acknowledgement" pop-up box to display. Applicant will need to select yes or no to proceed.

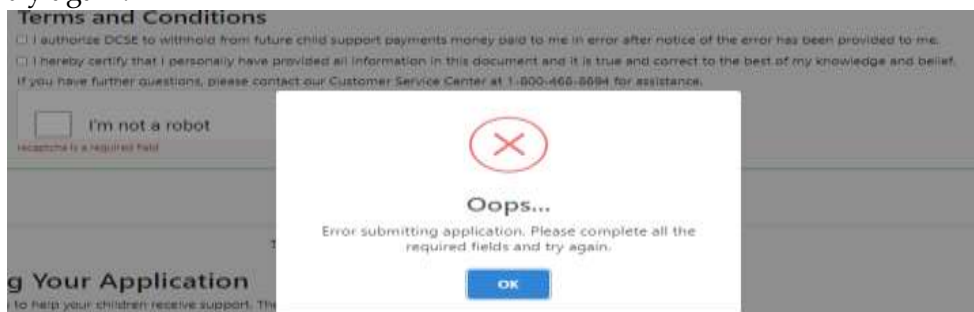
If the customer selects "no" they will be redirected back to the home page. If the customer selects "yes" they will be directed to the online application.

For a successful submission, the customer will be required to fully complete all required fields within the application.

The **required fields** are:

- Applicant Type
- Applicant's First Name, Last Name, Date of Birth, Gender, Ethnicity, Email, Home Phone, Current Street Address, City, State and Zip Code
- Custody of Child(ren)
- Dependent's First Name, Last Name, Ethnicity and Date of Birth
- Non-applicant's (Mother or Father) First Name, Last Name, Gender, and Ethnicity
- Review Confirmation of the Rights and Responsibilities Section

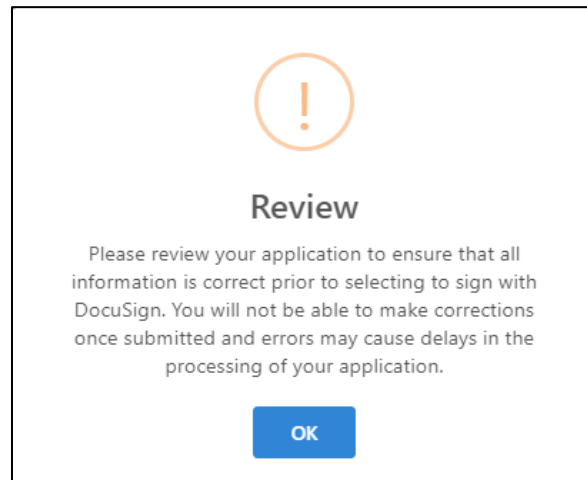
Until all required fields are completed, the customer will receive the below error message advising them to try again.



The customer will also need to complete the Terms and Conditions section, which includes reCAPTCHA verification and electronically sign their application by selecting "Sign Application with DocuSign".

A screenshot of the "Terms and Conditions" section of the application. It includes two checkboxes: "I authorize DCSE to withhold from future child support payments money paid to me in error after notice of the error has been provided to me." (unchecked) and "I hereby certify that I personally have provided all information in this document and it is true and correct to the best of my knowledge and belief." (checked). Below these is a reCAPTCHA verification area showing "I'm not a robot" with a green checkmark. At the bottom of the form is a large blue button labeled "Sign Application with DocuSign".

Once selected, the customer will receive a prompt to review their application to ensure that all information is correct. It is important that the thoroughly review the application as they will not be able to make any edits to the document once routed to DocuSign for electronic signature.



Note: The customer will be required to repeat the reCAPTCHA validation prior to moving forward.

Once review is completed, the customer will be routed directly to DocuSign services to adopt a signature and sign their application.

- The customer will need to read and agree to the use of electronic records and signature in the completion of their application.



- The customer will be directed to review the document and select **START** to be directed to area of document that requires a signature.

Please review the documents below.

START

DocuSign Envelope ID: E4BA86CD-88B9-426A-8D55-676C3995FA8F

Commonwealth of Virginia
Department of Social Services
Division of Child Support Enforcement

Online Child Support Application

You must complete a separate application for **each** parent from whom you are seeking support.

DEMONSTRATION DOCUMENT ONLY
PROVIDED BY DOCUSIGN ONLINE SIGNING SERVICE
999 3rd Ave., Suite 1700 • Seattle, WA 98101-3200
www.docuSign.com 1-800-468-8894

FINISH

DOCUSEIGN ONLY
Date Request Received: _____

7. Electronic Signature Required

I agree to submit this application by electronic means. By signing this application electronically, I understand that an electronic signature has the same legal effect as a handwritten signature and can be enforced in the same manner as a legal signature.

SIGN

Sign

Signature _____ Date: 7/13/2021

If you have any further questions, please contact our Customer Service Center at 1-800-468-8894 for assistance.

- The customer will be directed the area where a signature is requirement within the document. The applicant selects *Sign* and will be prompted to adopt a signature. The date is automatically defaulted to the current date.
- The customer will need to confirm full name, initials and adopt a signature (selected signature will be viewable in the preview pane). Once complete, the applicant will select *Adopt and Sign* to add signature to document.

Adopt Your Signature

Confirm your name, initials, and signature.

* Required

Full Name*
Test Green

Initials*
TJG

SELECT STYLE **DRAW** **UPLOAD**

PREVIEW [Change Style](#)

DocuSigned by:
Test Green
A88B8E5A7EDC477...

DS
TJG

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN **CANCEL**

- The signature appears within the document reflecting as DocuSigned by with a unique identification number assigned by DocuSign.

7. Electronic Signature Required

I agree to submit this application by electronic means. By signing this application electronically, I understand that an electronic signature has the same legal affect and can be enforced in the same manner as a legal signature.

DocuSigned by:
Signature: Test Green **Date:** 7/13/2021
ABBBESAT8DC477...

If you have any further questions, please contact our Customer Service Center at 1-800-468-8894 for assistance.

- Once done, the customer will need to select **FINISH** to submit the completed document with the electronic signature included.

Done! Select Finish to send the completed document.

FINISH

- Upon submission, the customer will receive a successfully submitted message and the application will be routed as appropriate for processing.

Thank You!

You have successfully submitted your application. You will be contacted if additional information is required to process your application.

Close

Note: The district office should encourage the customer to create a MyChildSupport account after their case opens with the division.

V. Register/Sign In

Customers must first register before they are able to access case and payment information via the portal. To register, customers will click on the “Register for Account” button.

Virginia.gov Agencies | Governor Search Virginia.gov

MyChildSupport
Virginia Department of Social Services

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.

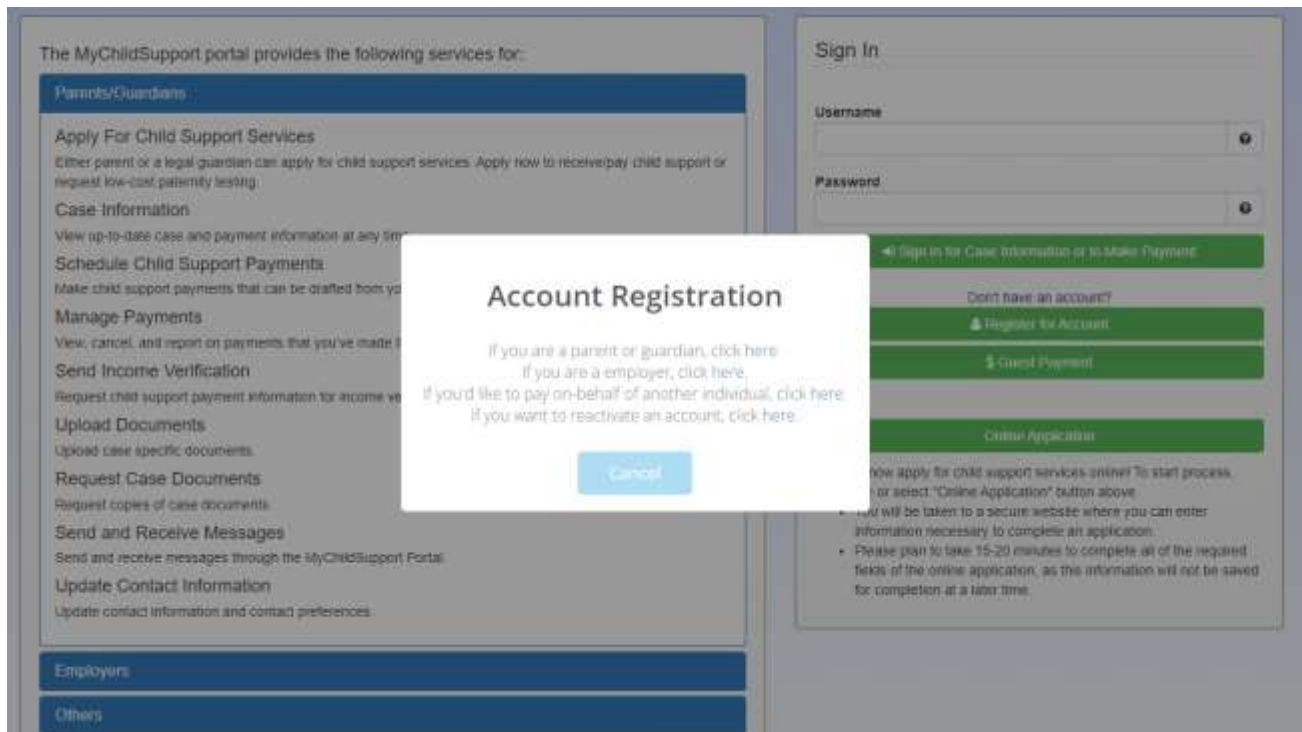
- You will be taken to a secure website where you can enter information necessary to complete an application.
- Please plan to take 15-20 minutes to complete all of the required fields of the online application, as this information will not be saved for completion at a later time.

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.

This will cause the “Account Registration” pop up box to display.



The customer will choose whether they are a parent or guardian if they would like to pay on behalf of another individual or reactivate an account.

A. Parent or Guardian

If the customer chooses Parent or Guardian, the **Register Participant** page will appear which prompts the customer to enter in their case number or participant ID as well as the last 4 digits of their SSN.

The screenshot shows the MyChildSupport registration page on the Virginia.gov website. The page has a blue header with the Virginia.gov logo and navigation links. Below the header, there is a progress bar with four steps: "Find Case File", "Verify Questions", "Service Agreement", and "Email Activation". The "Find Case File" step is currently active. In the center of the page, there is a "Register Participant" form with two input fields: "Case Number or Participant ID" and "Last 4 of SSN". A blue "Go" button is located at the bottom right of the form. The footer of the page contains contact information for the Virginia Department of Social Services, additional payment options, and copyright information.

Virginia.gov Agencies | Contact Us Search & Virginia.gov

MyChildSupport
Virginia Department of Social Services

Home Register Participant

Find Case File Verify Questions Service Agreement Email Activation

Register Participant

Case Number or Participant ID

Last 4 of SSN

Go

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

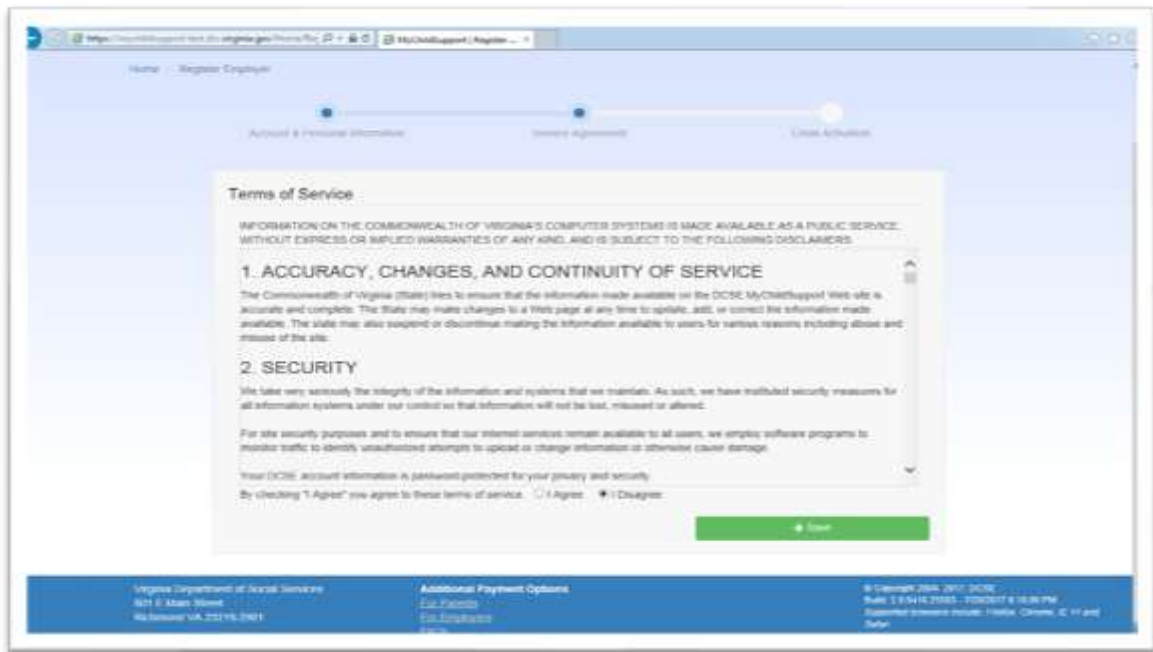
Additional Payment Options
Get Payments
For Questions
Help

© Copyright 2016 2017, DCSS
Build: 2.0.0.0.2017-10-03 11:11:11 PM
Supported browsers include: Firefox, Chrome, IE 11
and Safari

The customer will then click “Go”. This will direct the customer to the next step of the registration process. The customer will enter their cell phone number, choose a username and password, and select and answer security questions.

The screenshot displays the MyChildSupport registration interface. At the top, the Virginia.gov logo and navigation links are visible. A progress bar indicates the current step is 'Security Questions'. The form is divided into two main sections: 'Participant' and 'Security'. The 'Participant' section includes fields for Name, Email Address, and Cell Phone, followed by a 'Username and Password' section with fields for Username, Password (labeled 'Very Weak'), and Confirm New Password (labeled 'No Match'). The 'Security' section contains three security questions, each with a dropdown menu for selection. A blue 'Go' button is located at the bottom right of the form.

Once the required fields have been completed, the customer will click “Go” which will direct them to the **Terms of Service** page where the customer must agree to proceed.



The customer will click “I agree” then “Save”. The “Email Activation” message will display advising the customer that their account has been created however, the customer **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 customer has activated their account, they may return to the home page and sign in using the username and password they chose.

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

Note: The Registration steps are the same for both the custodial parent and non-custodial parent.

B. On Behalf of Another Individual

The customer may choose the “If you’d like to pay on-behalf of another individual” option. If the customer chooses this option, they will be directed to the **Account and Personal Information** page where they will enter their contact information, create a username and password, enter bank account information as well as select and answer the security questions.

virginia.gov Agencies | Governor Search Virginia.Gov

MyChildSupport
Virginia Department of Social Services

Home Register On-Behalf-Of

Account & Personal Information Service Agreement Email Activation

Step 1: Contact Information

Email Address
First Name
Last Name
Address 1
Address 2
Optional
City

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
MYCHILDSUPPORT

Account Type
☒ Checking Account
☐ Saving Account

Bank Name
Account Holder Name
Routing Number

State
Virginia

Postal Code

Phone
Optional
Ext.
Optional

Step 2: Username and Password

Username

Password
Very Weak

Confirm New Password
No Match

Account Number
Please include leading zeros(0), if any

Step 4: Security Questions

Question 1
--Select--

Question 2
--Select--

Question 3
--Select--

Go

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

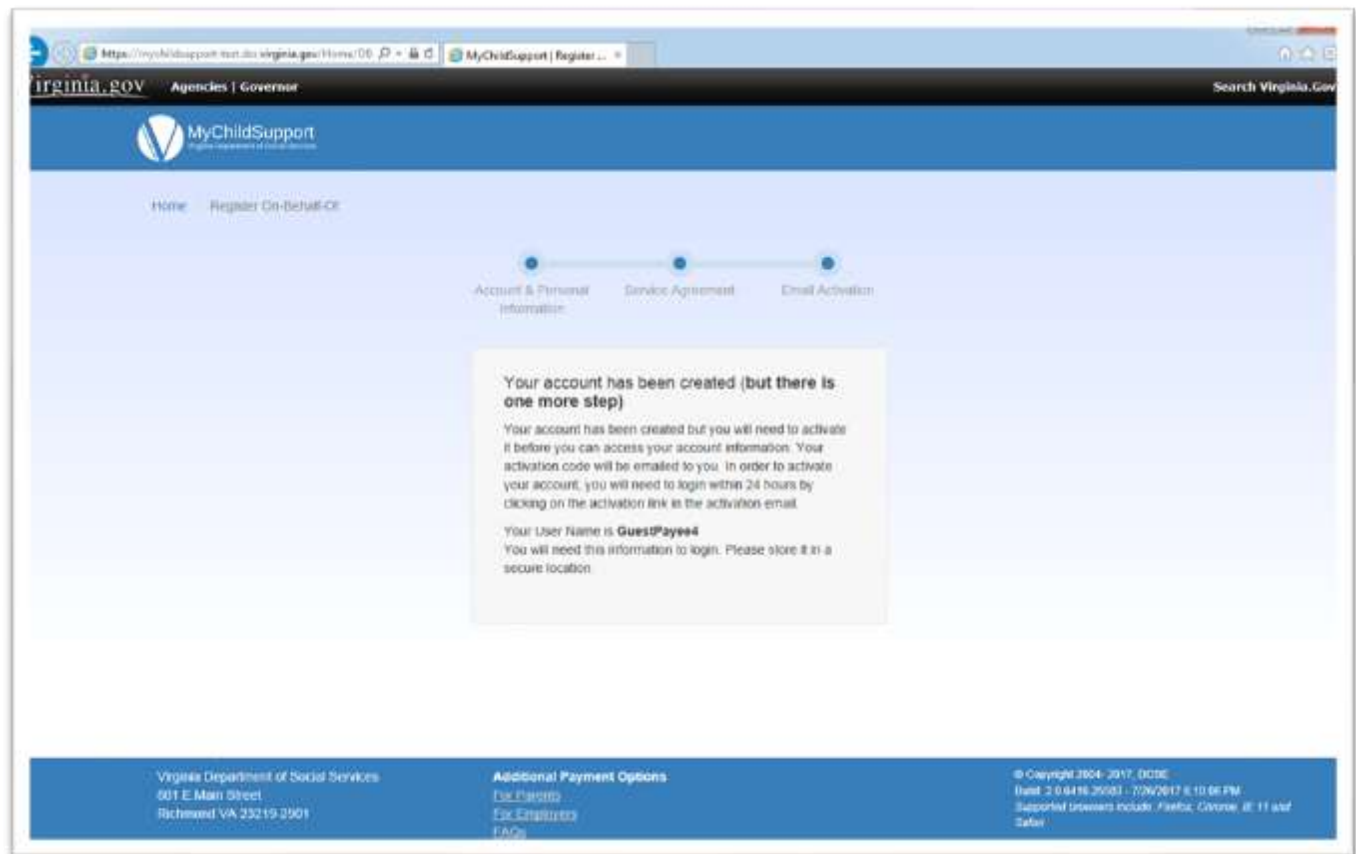
Additional Payment Options
[For Parents](#)
[For Employers](#)
[FAQs](#)

© Copyright 2004-2017, DCSE
Built 2.0 0416 25503 - 7/26/2017 6:10:56 PM
Supported browsers include: Firefox, Chrome, IE 11 and
Safari

Once the customer has completed all the required fields, the customer will click “Go” which will direct them to the “Terms of Service” where the customer must agree to continue with the registration process.

The screenshot shows a web browser window displaying the MyChildSupport registration page. The browser's address bar shows the URL <https://mychildsupport.hhs.virginia.gov/Form/Reg>. The page header includes the Virginia.gov logo and navigation links for Agencies and Governor. The MyChildSupport logo is prominently displayed. Below the header, a progress bar indicates the registration steps: Account & Personal Information, Terms Agreement (current step), and Email Activation. The main content area is titled "Terms of Service" and contains a disclaimer about the Commonwealth of Virginia's computer systems. It lists two sections: "1. ACCURACY, CHANGES, AND CONTINUITY OF SERVICE" and "2. SECURITY". At the bottom, there is a checkbox for "I Agree" (which is checked) and a "Save" button.

The customer will click “I agree” then “Save”. The “Email Activation” message will display advising the customer that their account has been created however, the customer **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 customer has activated their account, they may return to the home page and sign in using the username and password they chose.



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

C. Reactivate an Account

The customer may choose the “If you want to reactivate an account” option. If the customer chooses this option, they will be directed to the **Reactivate Participant** page where they will enter their case number or participant ID and the last 4 digits of their SSN.

The screenshot shows a web interface for 'ReActivate Participant'. At the top, there is a breadcrumb trail: 'Home > ReActivate Participant'. Below this is a horizontal progress bar with four steps: 'Find Case File', 'Security Questions', 'Service Agreement', and 'Email Activation'. The 'Find Case File' step is currently active, indicated by a blue dot. In the center of the page is a 'Register Participant' form. This form contains two input fields: 'Case Number or Participant ID' and 'Last 4 of SSN'. At the bottom right of the form is a blue button with a white arrow and the text 'Go'.

Once the customer has completed all required fields, the customer will click “Go” which will direct them to the **Security Questions**.

VI. Forgot Username or Password

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

[Virginia.gov](#)
[Agencies | Governor](#)

[Search Virginia.gov](#)


MyChildSupport
Virginia Department of Social Services

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

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.

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.

A. Username

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

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 ?

[Forgot your username? Click here](#)

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.

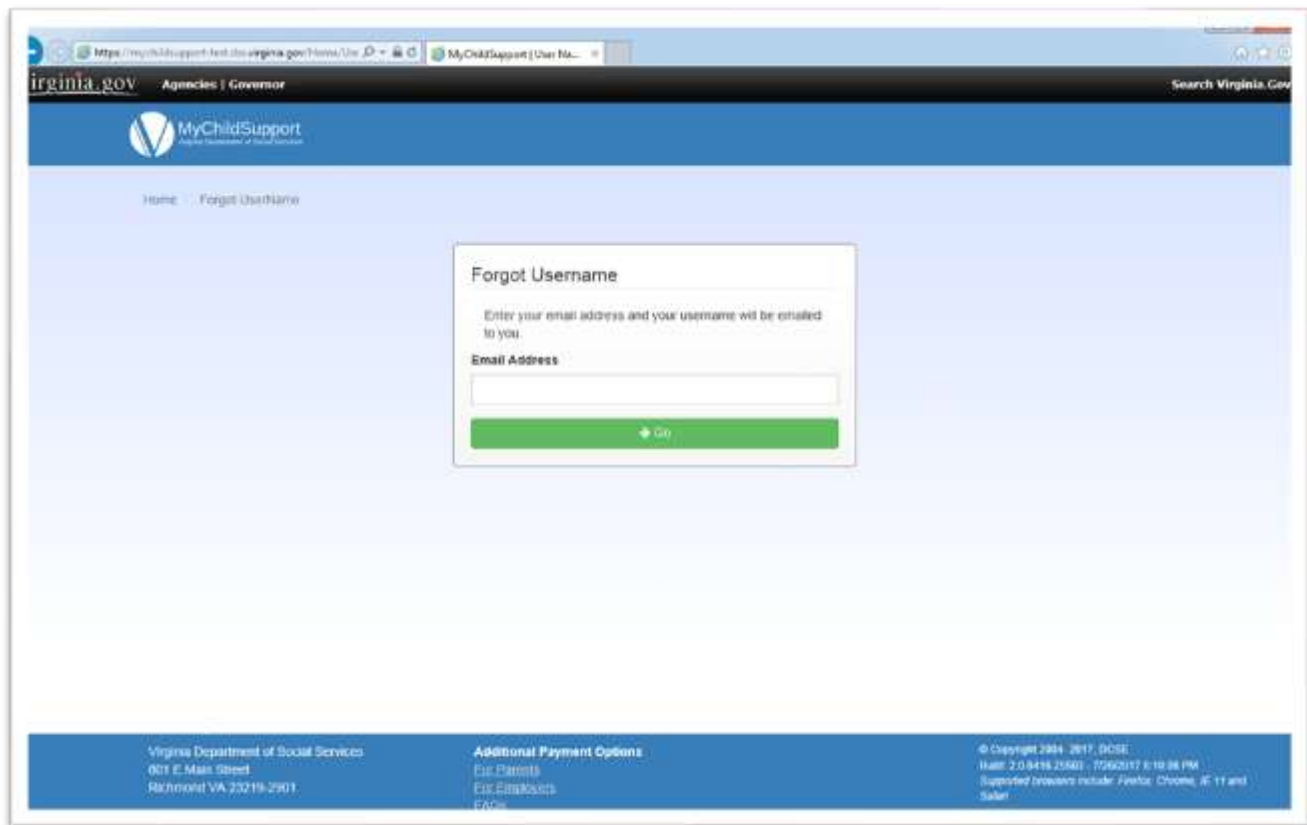
- You will be taken to a secure website where you can enter information necessary to complete an application.
- Please plan to take 15-20 minutes to complete all of the required fields of the online application, as this information will not be saved for completion at a later time.

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.

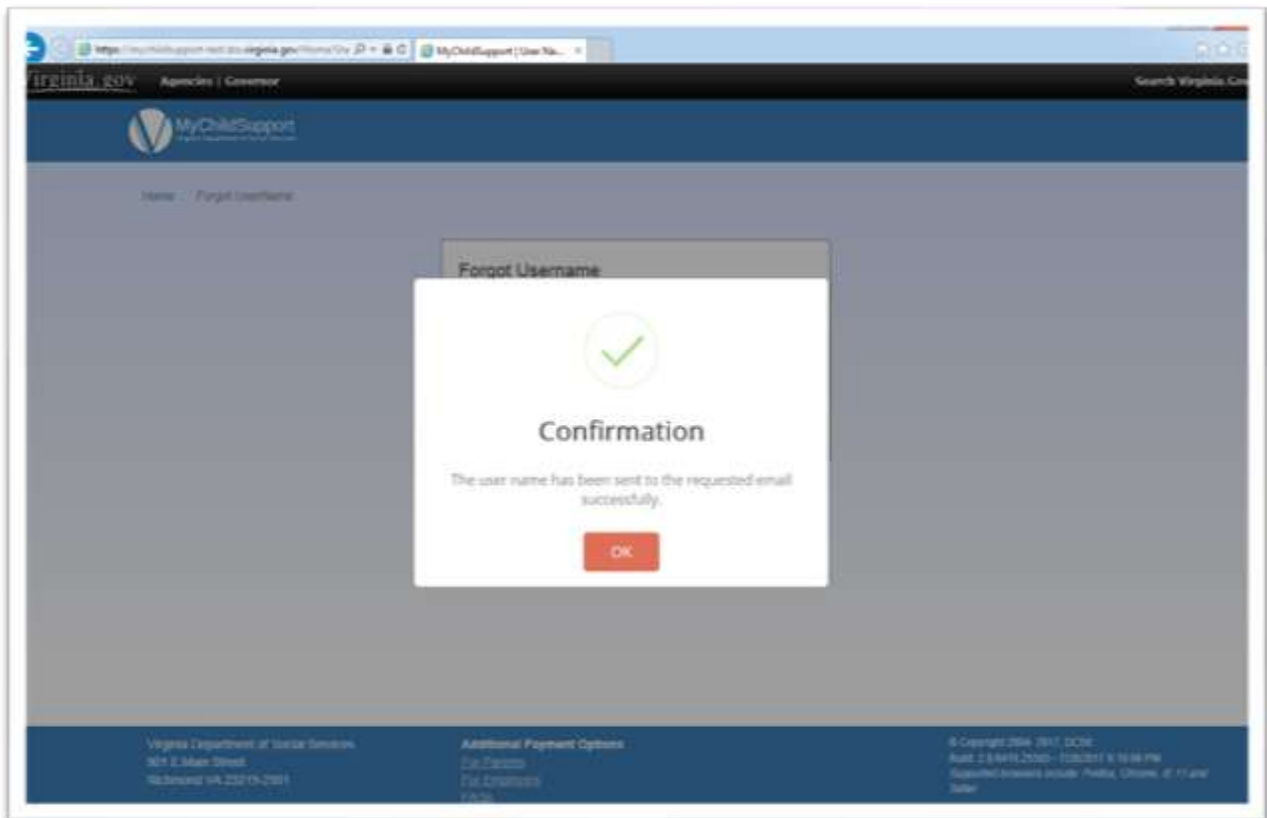
We provide full services to parents and guardians who have an open enforcement case with us and limited services to those who have a payment processing case. For more information on the types of cases available, please contact us. Our vision is for all parents to meet their child and medical support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

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



The screenshot shows a web browser window displaying the 'Forgot Username' page of the MyChildSupport portal. The page has a blue header with the 'virginia.gov' logo and 'MyChildSupport' text. Below the header, there is a navigation bar with 'Home' and 'Forgot Username' links. The main content area is light blue and features a white box titled 'Forgot Username'. Inside this box, there is a message: 'Enter your email address and your username will be emailed to you.' Below this message is a text input field labeled 'Email Address' and a green button with a right-pointing arrow and the text 'Go'. The footer of the page is dark blue and contains contact information for the Virginia Department of Social Services, additional payment options, and copyright information.

Once the customer has entered a valid email address and clicks “Go”, a confirmation message will display that advises the customer that their username has been sent to the requested email address. The customer 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 customer forgets their password, the customer 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:

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

[Forgot your password? Click here](#)

[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.

The customer will click on the link to be directed to the **Password Reset Request** page where the customer 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 "Virginia.gov Agencies | Governor". The main header area is blue with the "MyChildSupport" logo and tagline "Help. Parents. In Good Hands." 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", followed by a blue "Go" button. The footer contains contact information for the Virginia Department of Social Services, additional payment options (eCheck, Credit Card, Debit Card), and copyright information.

Virginia.gov Agencies | Governor

MyChildSupport
Help. Parents. In Good Hands.

Home > Password Reset Request

User Information

User Name

Last 4 of Phone Number

Go

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

Additional Payment Options
eCheck
Credit Card
Debit Card

© Copyright 2014. All Rights Reserved.
Build: 2.0.0.10000 - 10/20/14 10:10 PM
Supported browsers include: Firefox, Chrome, IE 11 and
Safari.

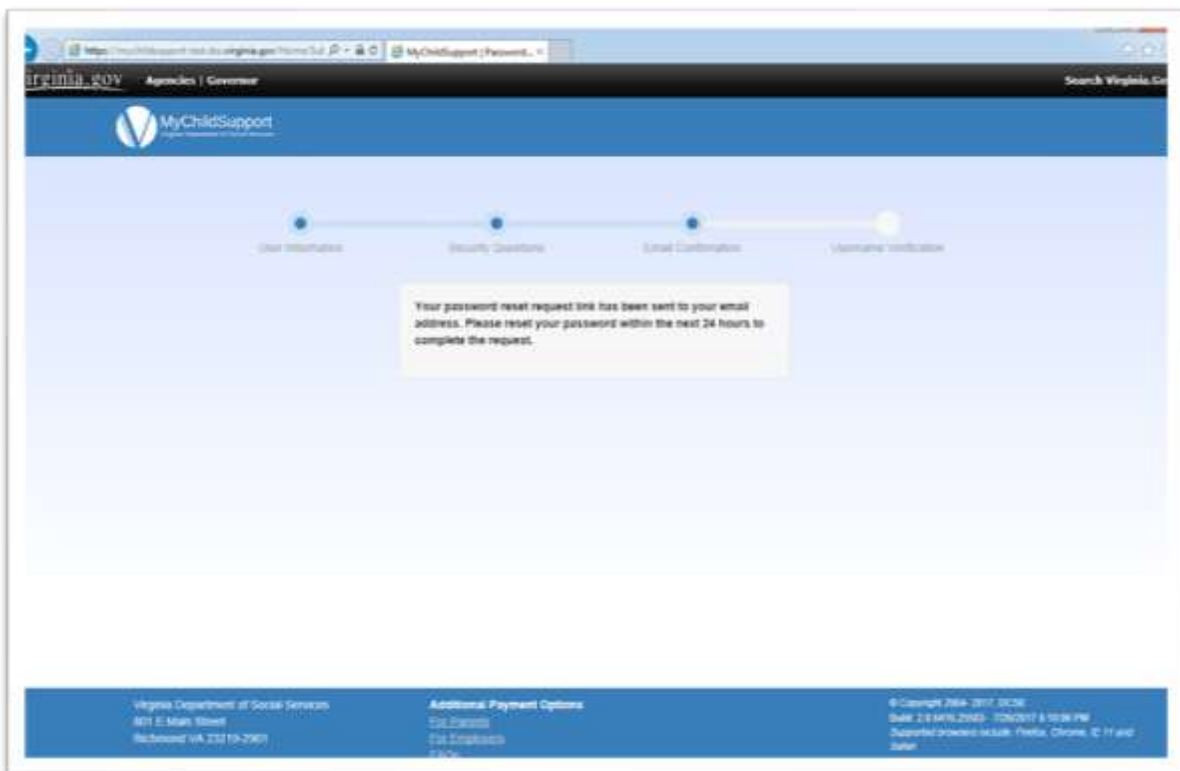
Once the customer has completed the required field, the customer will click the “Go” button, which will direct them to the **Security Questions** page. The customer will answer three (3) security questions and click “Go”.

The screenshot shows a web browser window displaying the MyChildSupport portal. The browser's address bar shows the URL <https://mychildsupport.hhs.virginia.gov/PasswordReset.aspx>. The page header includes the Virginia.gov logo and the MyChildSupport logo. A progress bar at the top indicates the current step in the process: User Information, Security Questions (active), Email Confirmation, and Username Verification. The main content area is titled "Security Questions" and contains three questions with corresponding 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 text input field below it. A blue "Go" button is located at the bottom right of the form. The footer of the page contains contact information for the Virginia Department of Social Services, additional payment options (E-Check, Credit Card, Debit Card), and copyright information.

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



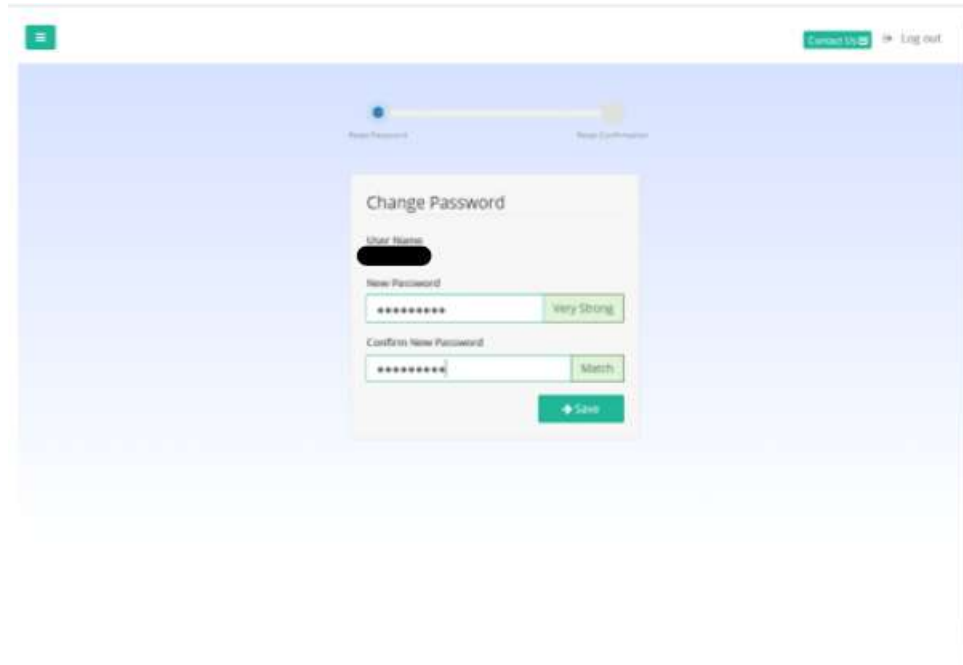
The customer should click on the “Reset My Password” link provided in the email. This will automatically open a new, separate Internet Explorer tab to the portal to complete the username verification step in the reset password process. Here, the customer will be prompted to enter their username.

This screenshot shows the 'User Name' verification step of a user registration or login process. At the top, a progress bar indicates four steps: 'User Information', 'Security Questions', 'Email Confirmation', and 'Username Verification'. The 'Username Verification' step is currently active. The main form area contains a label 'User Name' above a text input field. To the right of the input field is a green button with a right-pointing arrow and the text 'Go'. In the top right corner of the page, there are links for 'Contact Us' and 'Log out'.

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

This screenshot shows the 'Change Password' page. The progress bar at the top now shows 'New Password' as the active step, with 'Email Confirmation' as the next step. The form contains several fields: a 'User Name' field (which is pre-filled with a blacked-out name), a 'New Password' field, and a 'Confirm New Password' field. To the right of the 'New Password' field is a red button labeled 'Very Weak'. To the right of the 'Confirm New Password' field is a red button labeled 'No Match'. At the bottom of the form is a green button with a right-pointing arrow and the text 'Save'. The 'Contact Us' and 'Log out' links remain in the top right corner.

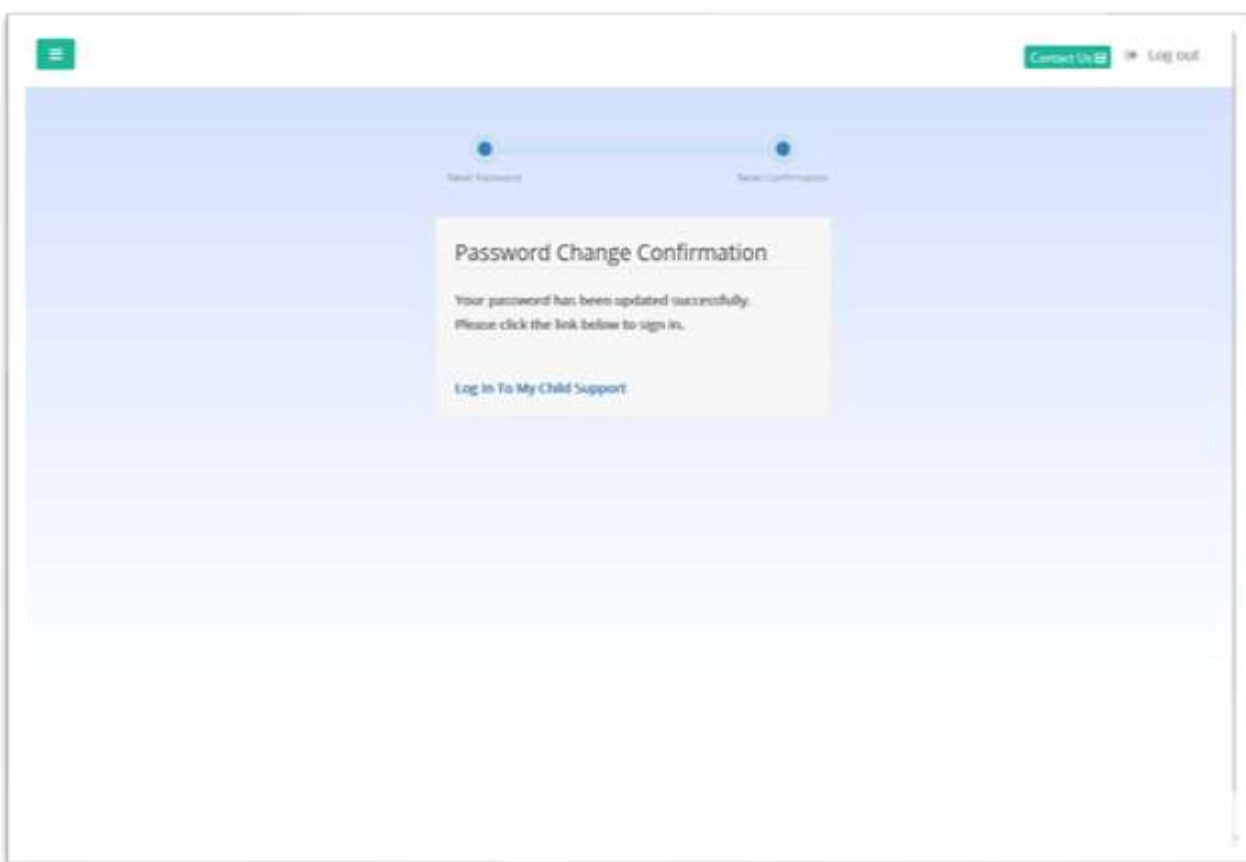
The portal will automatically detect and advise the customer of the security strength of the new password. Additionally, the portal will advise the customer that the “Confirm New Password” field matches the “New Password” field. The customer will click the “Save” button.



The screenshot shows a web browser window with a 'Change Password' form. At the top of the browser window, there is a navigation bar with a green 'Contact Us' button and a 'Log out' link. Below the navigation bar, there is a progress indicator with two steps: 'Reset Password' (active) and 'Reset Confirmation'. The 'Change Password' form is centered on the page. It contains the following fields and feedback:

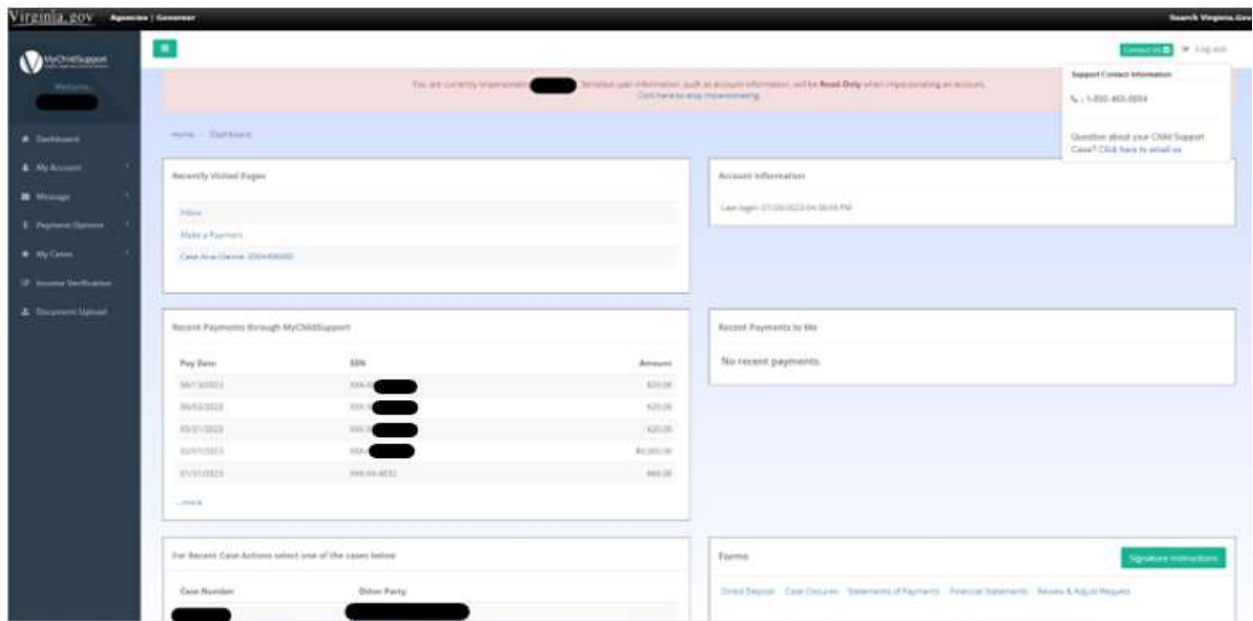
- User Name:** A text field with a blacked-out username.
- New Password:** A text field containing eight asterisks. To its right is a green box with the text 'Very Strong'.
- Confirm New Password:** A text field containing eight asterisks. To its right is a green box with the text 'Match'.
- Save:** A green button with a white arrow icon and the text 'Save'.

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



VII. Dashboard

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



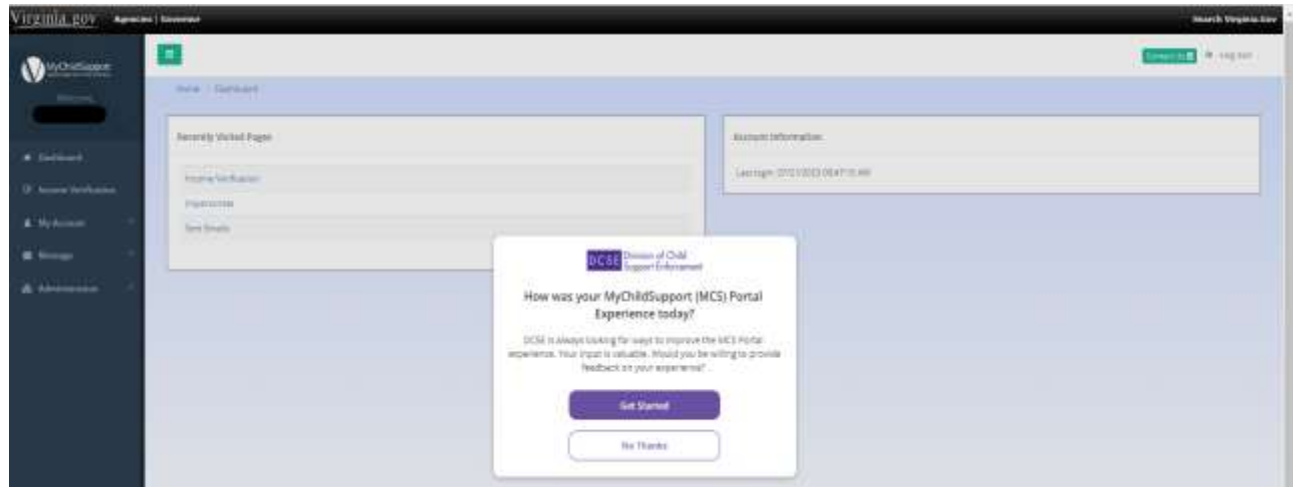
Menu: The left side of the page displays menu options, which allows the customer to navigate to additional content available on the portal.

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

Contact Us: The Contact Us button displays the telephone number for the Call Center and the option to click on the “Questions about your Child Support Case? Click here to email us” hyperlink. This will open a separate window for the customer to send an email to DCSE.

The “Customer Survey” pop up box appears “How was your MyChildSupport (MCS) Portal Experience today?” allowing customer to select “Get Started” to take survey or “No Thanks” to decline the survey.

The survey allows the customer to provide comments and feedback regarding their experience rating the helpfulness of the MyChildSupport (MCS) Portal, provide comments, and ask a question or report a concern regarding their child support case.



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

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

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

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

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

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

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”.

Recent Payments to Me: This section will display all payments made by the non-custodial parent within the last 30 days. This section will display all payments not just those made through the MyChildSupport portal. The “...more” hyperlink will take the customer directly to the Payment History page.

For Recent Case Actions select one of the cases below: The **For Recent Case Actions** select one of the cases below section of the dashboard lists each case that is linked to the customer. This section allows the customer to select the desired case and view case-specific details and expanded information for the following case actions only:

- State and Federal Offset Certification
- Credit Agency Reporting
- Issuance of an Income Withholding Order
- Income Withholding Released
- Issuance of a Healthcare Coverage Order

- Healthcare Coverage Order Released
- Notice of Intent to Suspend Driver's License
- Driver's License Suspended
- Petition Filed (upon entering a hearing date)
- Filing of a Lien
- Lien Released
- Initial Transmittal for Assistance (to another state agency and/or entity)
- Transmittal Sub-Action
- Case in Locate Status
- Notification of Emancipation of a Dependent
- Emancipation Notice
- Closure Intent Notice
- Case Closure
- Non-IV-D Case Opened
- Financial Statements
- Case Coded "I" – Virginia is Initiating State (state providing services and initiates interstate action).
- Case Coded "R" – Virginia is Responding State (state that receives interstate request to initiate action).

NOTE: Case Opening does not show as a case action in the MyChildSupport portal.

Forms: This section provides a list of often used fillable documents that customers can download, complete and sign using the Signature Instructions provided. They include:

- Direct Deposit Authorization
- Case Closure Request
- Statement of Payments
- Financial Statement
- Review & Adjustment Request

The **Signature Instructions** provide the customer with instructions to download the Adobe Acrobat Reader DC app so they can complete, sign, and save the document, without having to print, which can then be returned using the Document Upload function within the portal.

Account Balance: This section displays the total arrears due on cases that are linked to the customer. The total arrears balance viewable on the dashboard only includes arrears and interest owed on the case. It does not include fees. This section allows the customer to select the desired case number and view the expanded Case At-a-Glance detail for specified case. Accounts with a zero balance only reflects that DCSE is no longer involved.

VIII. My Account

The **My Account** section of the portal allows the customer to update their profile, including contact information, password, and security questions.

A. Update Contact Information

The customer may update their address, email address and phone information. If the customer selects “My Account” and contact information menu option, they will be redirected to the customer address update screen. Once the customer enters their address, email address and phone information and clicks “Submit”, an “Update Successful!” message appears. All address, email address and phone information updates interface with iAPECS immediately and a worklist will be generated notifying their case manager that an address has been updated.

The screenshot displays the MyChildSupport portal interface. The browser address bar shows the URL: <https://mychildsupport-test.dss.virginia.gov/Account/ContactInfo>. The page header includes the Virginia.gov logo and navigation links for Agencies and Governor. The left sidebar contains a menu with options: Dashboard, My Account (highlighted with a red circle), Contact Info (highlighted with a red circle), Change Password, Update Security Questions, Payment Options, My Cases, Income Verification, and Document Upload. The main content area is titled "Contact Information" and contains the following form fields:

- Email Address: TEST@GMAIL.COM
- Cell Phone: (555) 123-4567
- Home Phone: (555) 876-5432
- Work # : 77
- First Name: [Redacted]
- Last Name: [Redacted]

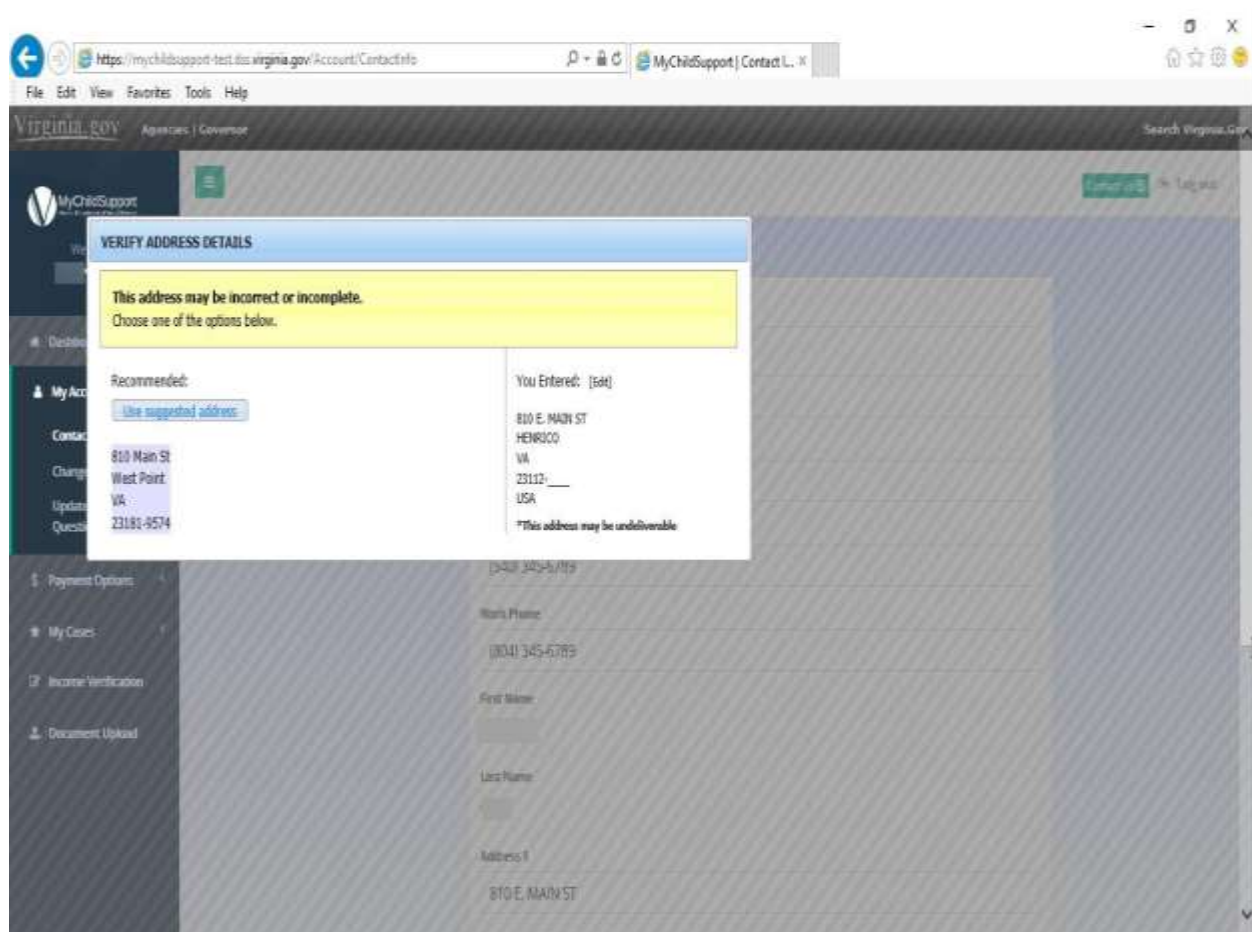
At the top right of the page, there are links for "Contact Us" and "Log out".

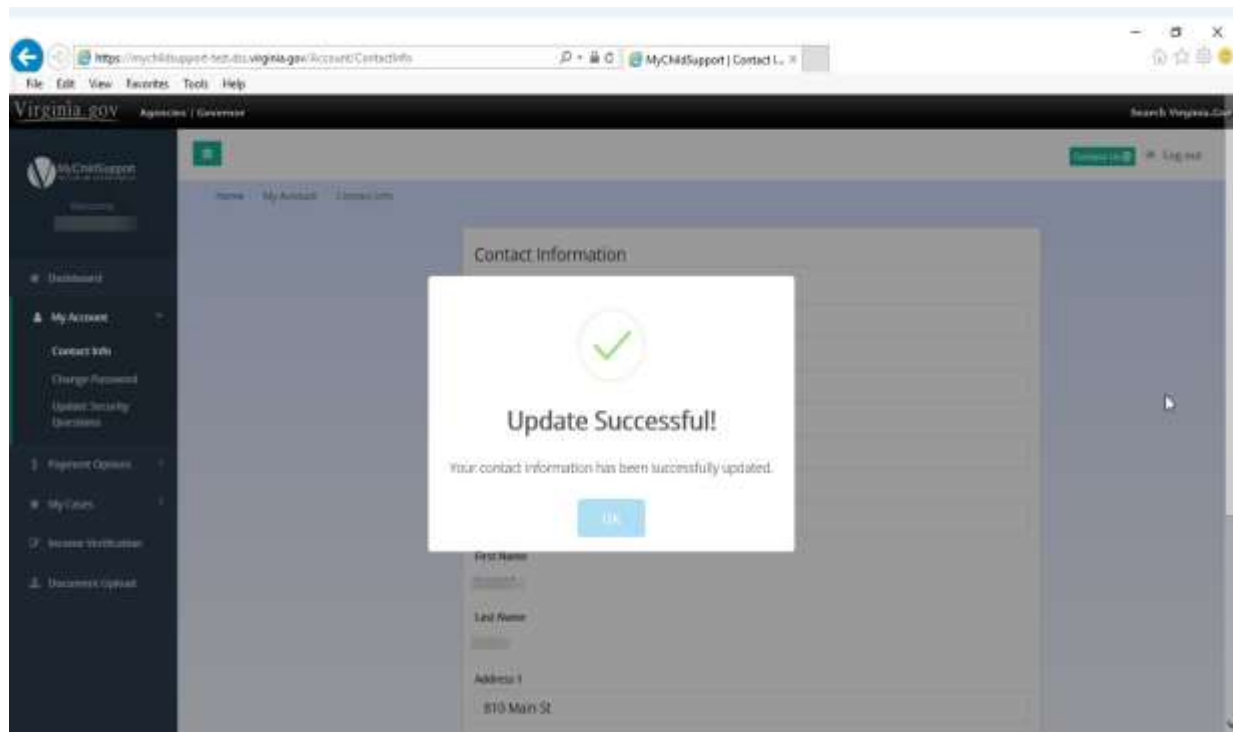
The screenshot shows a web browser window with the URL <https://mychildsupport-test.its.virginia.gov/Account/ContactInfo>. The browser's address bar and tabs are visible. On the left side of the page, there is a dark blue sidebar with a menu containing the following items: "Payment Options", "My Cases", "Income Verification", and "Document Upload". The main content area is white and contains a form titled "Contact Info". The form fields are as follows:

- Phone: (555) 876-5432
- Work Phone: (555) 804-7577
- First Name: [Empty field]
- Last Name: [Empty field]
- Address 1: 810 E. MAIN ST
- Apartment/Suite/Unit number: [Empty field]
- City: Henrico
- State: VA
- Postal Code: 23112- [Empty field]

A blue "Submit" button is located at the bottom right of the form.

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

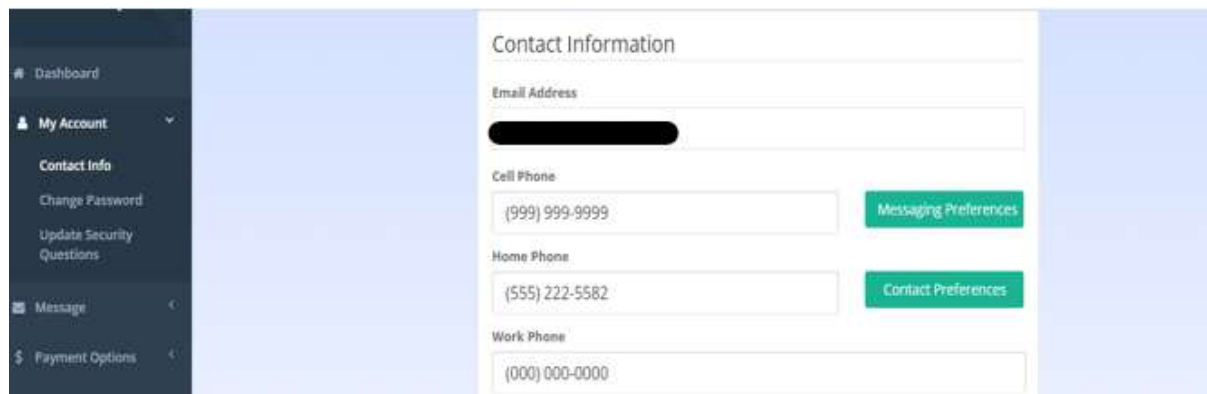




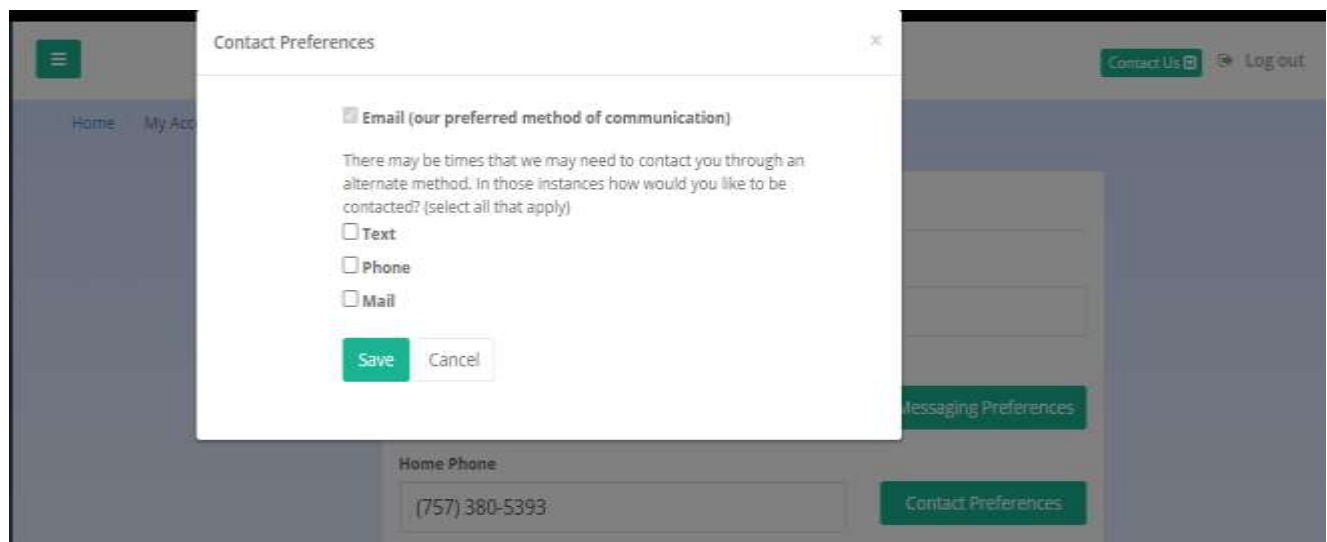
NOTE: Customers are able to update their addresses up to three (3) times within a 30-day period. Once this limit has been reached, the customer will receive a message advising that the limit of updates has been reached. Customers will then need to contact customer service to have their address verified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

B. Contact Preferences

The Contact Preferences button allows the customer 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.

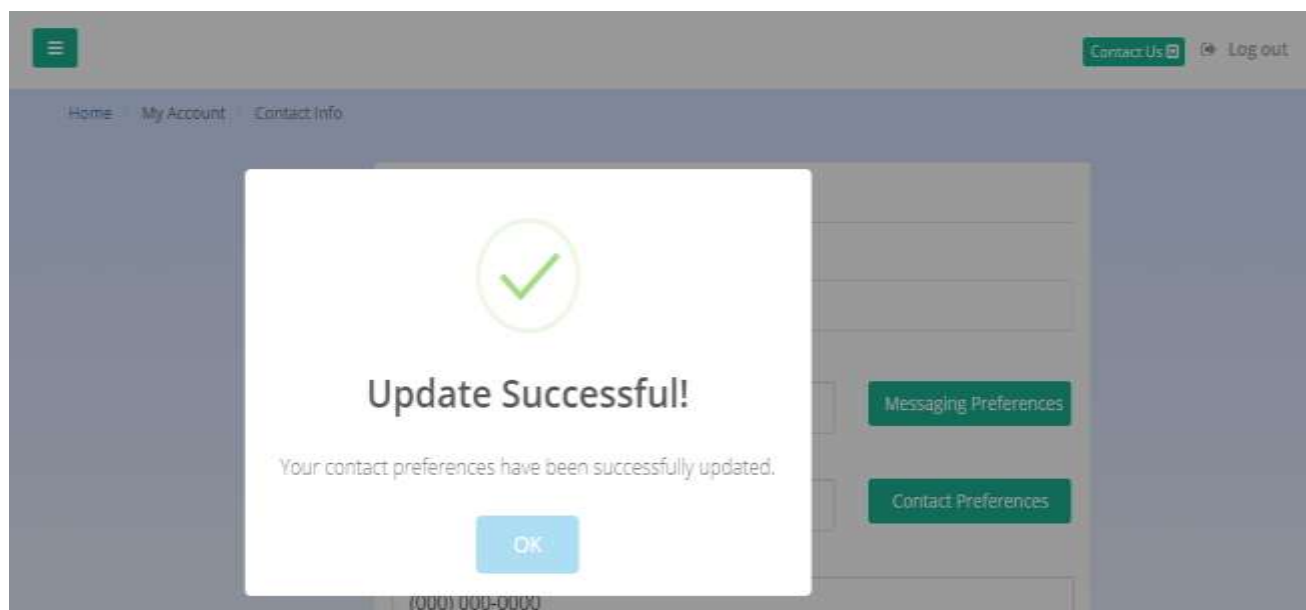


The screenshot displays the 'Contact Information' form within the MYCHILDSUPPORT interface. On the left is a dark sidebar menu with options: Dashboard, My Account (expanded), Contact Info, Change Password, Update Security Questions, Message, and Payment Options. The main content area has a light blue background. The form itself is white and titled 'Contact Information'. It contains three input fields: 'Email Address' (with a blacked-out value), 'Cell Phone' (with '(999) 999-9999'), and 'Home Phone' (with '(555) 222-5582'). Below the Home Phone field is a 'Work Phone' field with '(000) 000-0000'. To the right of the Cell Phone field is a green button labeled 'Messaging Preferences'. To the right of the Home Phone field is a green button labeled 'Contact Preferences'.



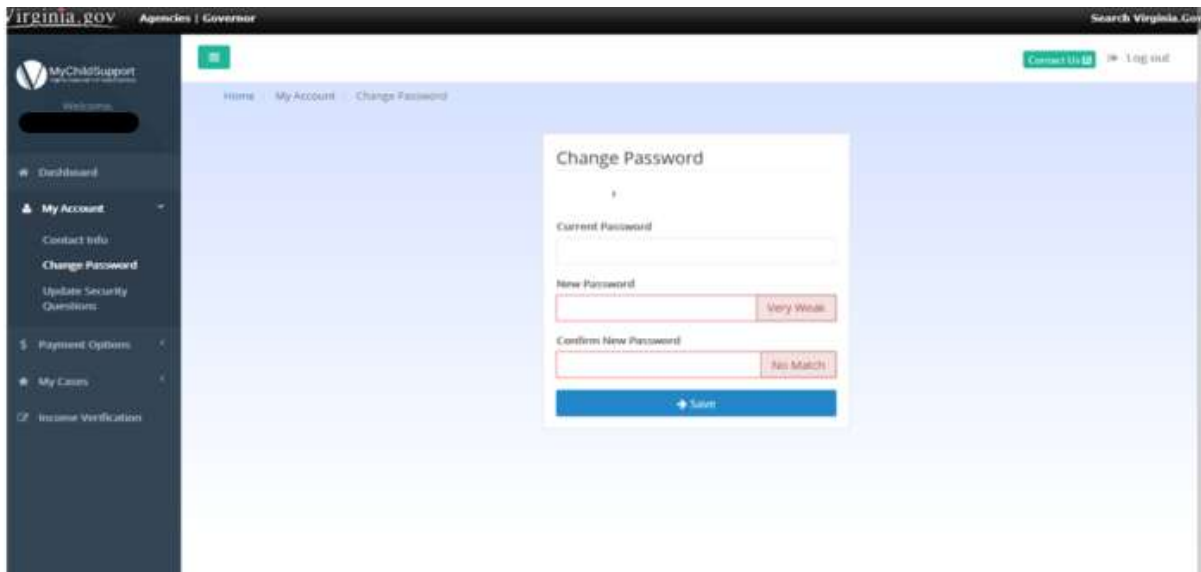
Email is the preferred contact method of the Division and is pre-selected as the defaulted contact preference. Customers are unable to deselect this field.

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



C. Change Password

The **Change Password** page allows the customer 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.

A screenshot of the MyChildSupport web portal's "Change Password" page. The page has a dark blue sidebar on the left with navigation links: Dashboard, My Account (selected), Contact Info, Change Password, Update Security Questions, Payment Options, My Cases, and Income Verification. The main content area is light blue and contains a white "Change Password" form. The form has fields for "Current Password", "New Password", and "Confirm New Password". Below the "New Password" field is a red "Very Weak" strength indicator. Below the "Confirm New Password" field is a red "No Match" indicator. A blue "Submit" button is at the bottom of the form. The top of the page shows the Virginia.gov logo and a search bar.

NOTE: Customers are able to change their password as often as they like, however, the portal requires that the customer **change their password every 90 days**. Approximately 5 days prior to the password expiration date, the customer 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.

D. Update Security Questions

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

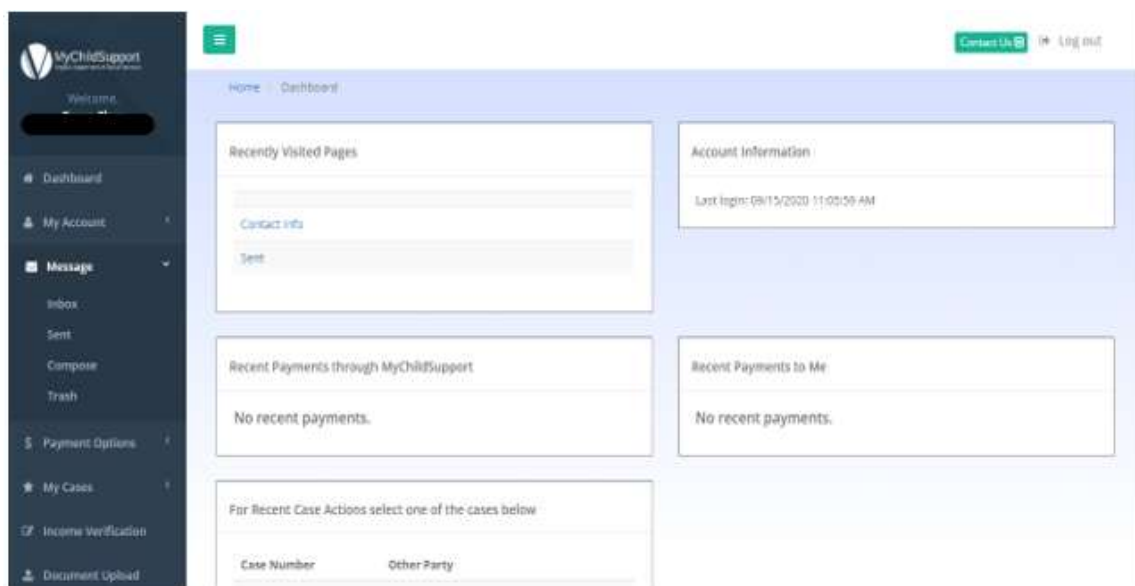
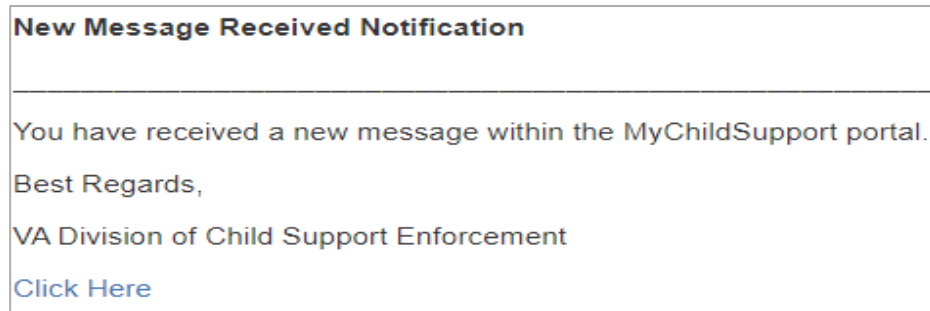
The screenshot shows the 'Step 1: Verify Account' page in the MyChildSupport system. The page has a dark blue sidebar on the left with navigation links: Dashboard, My Account (selected), Contact Info, Change Password, Update Security Questions, Payment Options, My Cases, and Income Verification. The main content area has a light blue background with a progress bar at the top showing 'Verify Account' as the current step and 'Security Questions' as the next step. Below the progress bar is a form titled 'Step 1: Verify Account' with a 'Password' input field and a blue 'Next' button. The breadcrumb trail at the top reads 'Home > My Account > Update Security Questions'.

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

The screenshot shows the 'Security Questions' page in the MyChildSupport system. The page has the same dark blue sidebar as the previous screenshot. The main content area has a light blue background with a progress bar at the top showing 'Verify Account' as the previous step and 'Security Questions' as the current step. Below the progress bar is a form titled 'Security Questions' with two sections: 'Account Information' and 'Security'. The 'Account Information' section has fields for 'Name' (HEATH) and 'Email' (AHL.COM). The 'Security' section has a dropdown menu labeled 'in 1' with a list of questions: 'What are the last 5 digits of your driver's license number?', 'What is the first name of your closest childhood friend?', 'What is the last name of your favorite teacher?', 'What is the name of the high school you attended?', 'What is your favorite city other than where you live now?', 'What street did you live on in third grade?', and 'Who was the headline act for the first concert you attended?'. The dropdown menu is currently open, showing the first question selected.

IX. Message

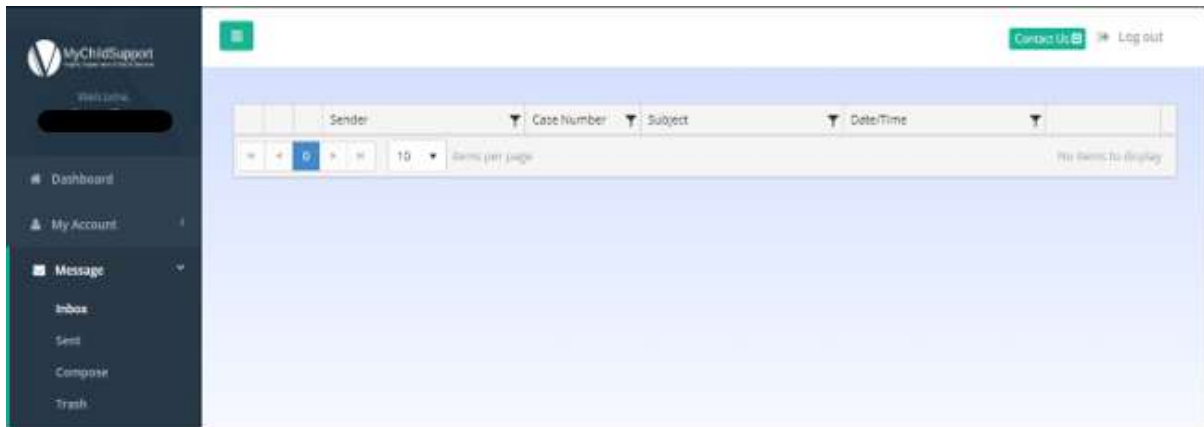
The **Message** section of the portal allows the customer to send and receive messages to a caseworker and vice versa. The customer will receive the below email message when a new message has been received within the portal. This email will be sent to the email address listed in the system; therefore, it is important that customers keep their contact information up to date.



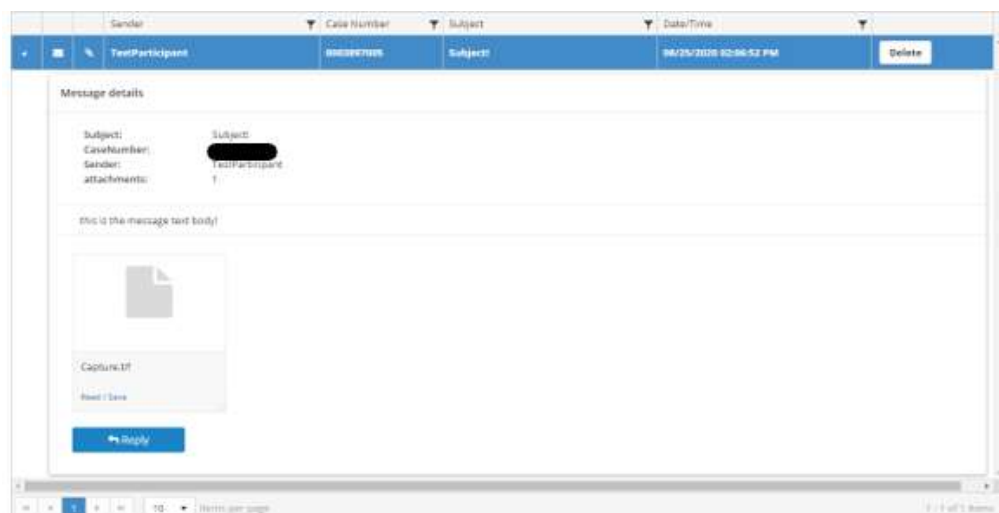
When customer logs in and selects Message tab, they will see inbox, sent, compose and trash options.

A. Inbox

Customers can view all incoming messages received through the portal. Messages will remain bold until customer opens message. To open message customer will select the arrow beside specific message.

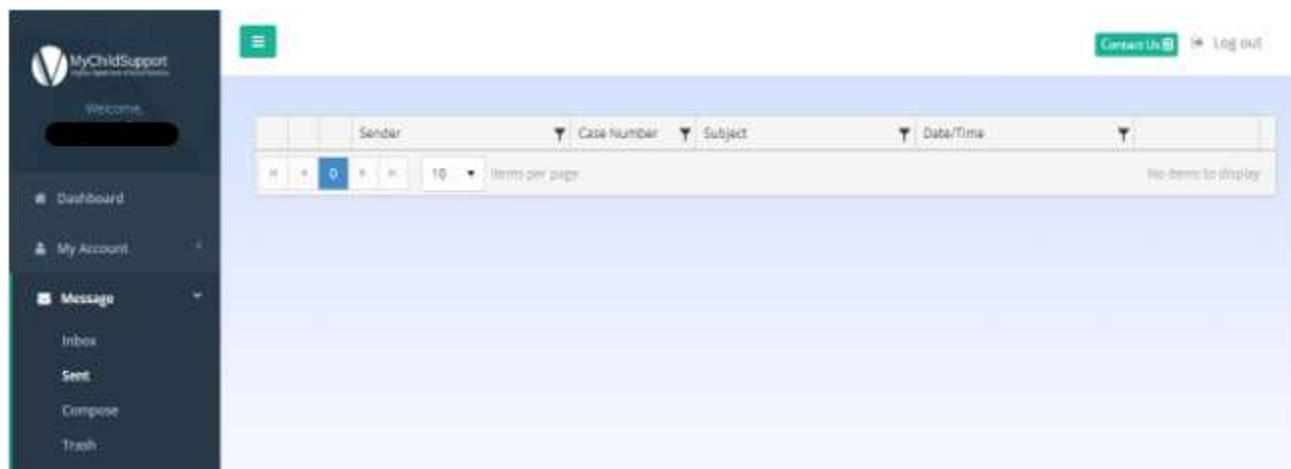


Customer will only be able to see messages associated with their specific case(s) and are able to sort by case number, subject, date/time, and sender. Customers are able to read, reply and delete messages within inbox. Any attached documents can be read and/or saved for customer reference.



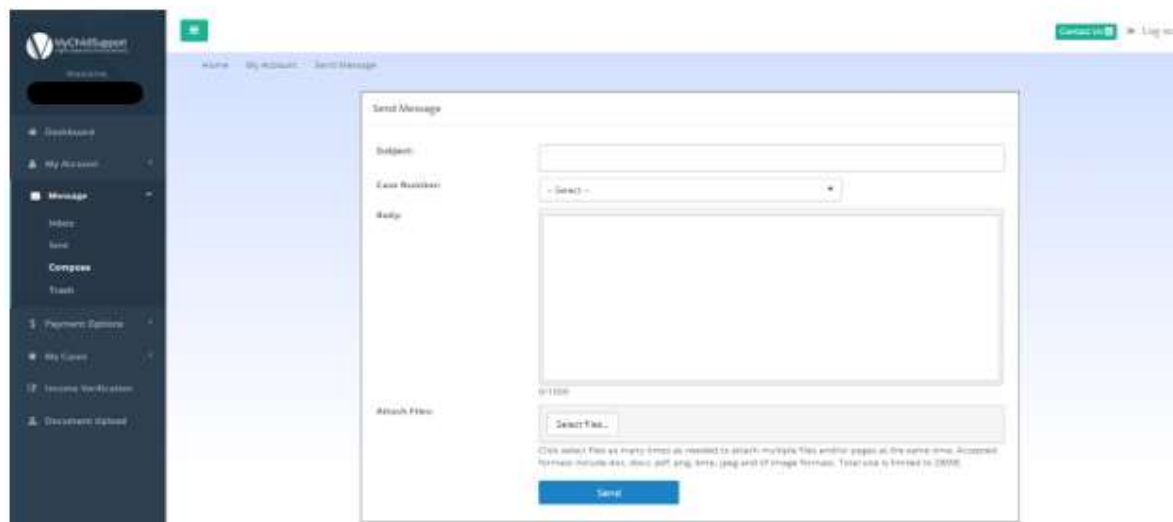
B. Sent

Customers can view all messages sent through the portal. Messages will be listed in descending order but can be sorted by customer as needed.

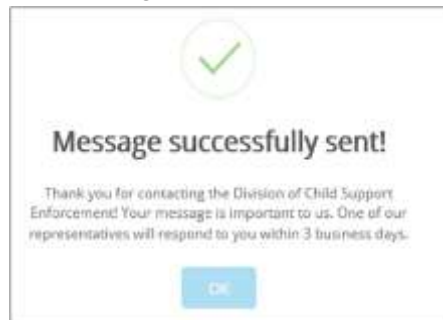


C. Compose

Customers can select Compose to compose messages to be sent through the portal. Customer will provide the subject of the message, select the case number, type body of message and attach documents associated with the message and case number. Only **OPEN** cases associated with participants will be available in the case number drop down list.

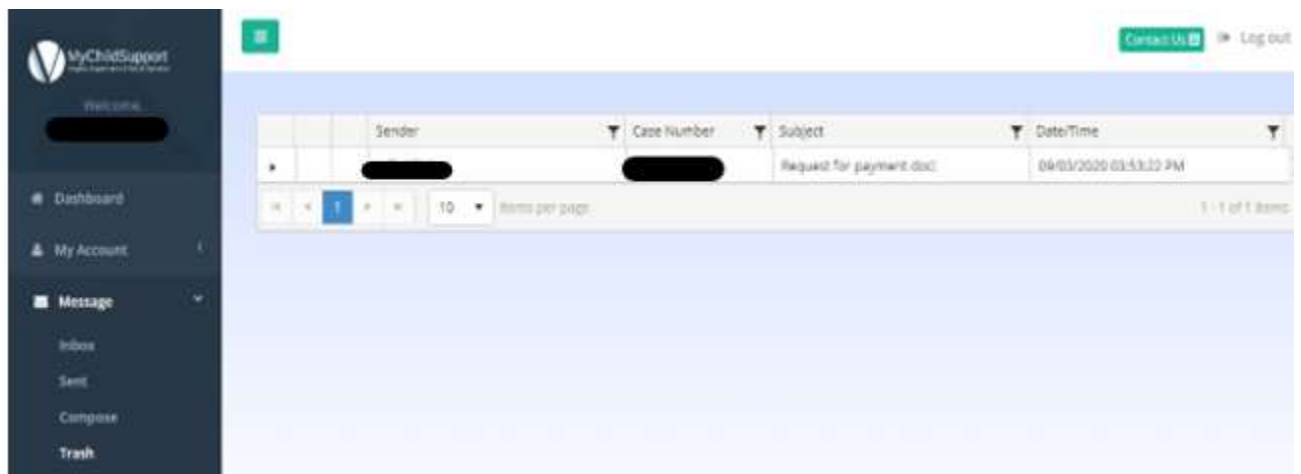


Once the customer clicks “Send”, a message will display that advises the customer that their message was sent successfully. Your assigned worker should respond within 3 business days.



D. Trash

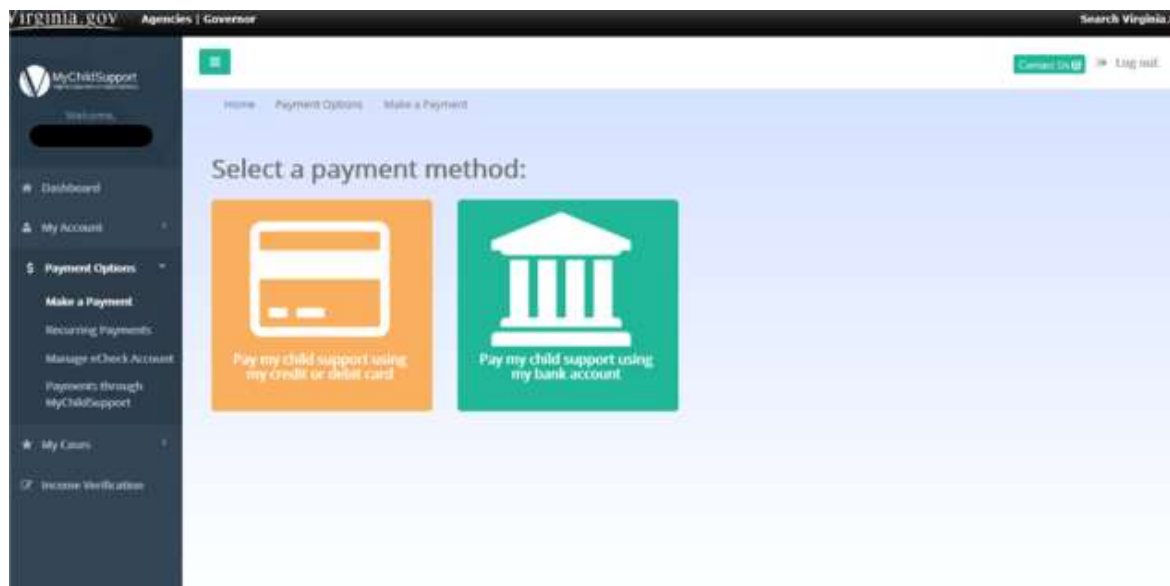
Customers can opt to delete messages from the inbox and sent box. Those messages will be stored in “Trash” for future references.



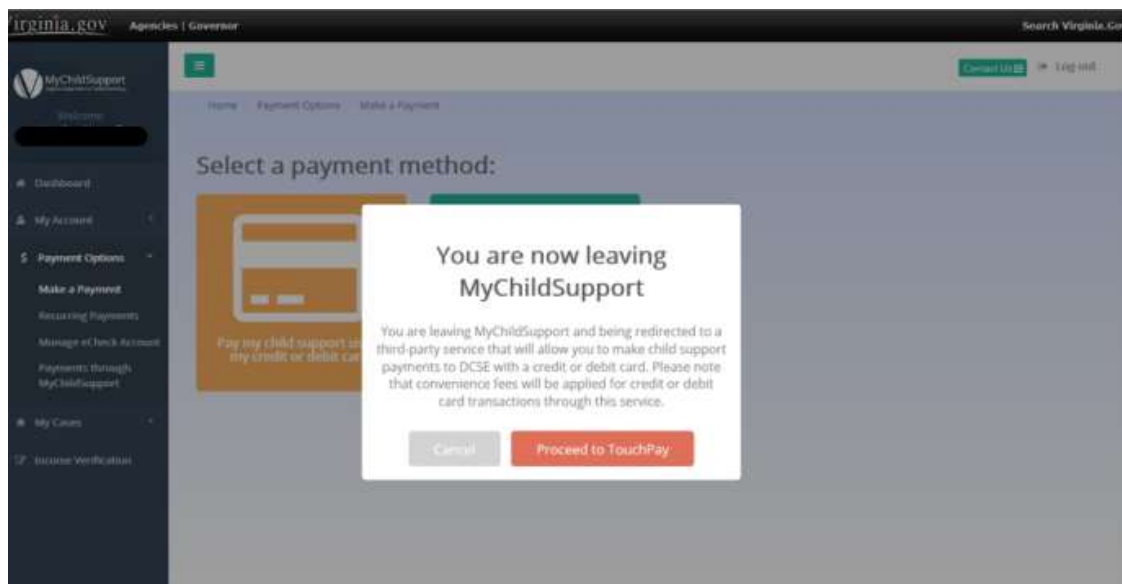
X. Payment Options

A. Make a Payment

The **Make a Payment** page allows the customer to select a payment method for which they would like to make their child support payment. This page gives the customer two options to select from when making a payment: to pay their child support with their credit or debit card or to pay their child support using their bank account.



If the customer chooses “Pay my child support using my credit or debit card”, the following message will appear advising the customer that they will be directed to the TouchPay website to make the payment. *TouchPay requires that customers create a TouchPay account in order to make payments. This includes creating an additional username and password that may be different from the customer’s username and password to access the MyChildSupport portal.



When the customer selects “Proceed to TouchPay”, the customer will be directed to the [TouchPay website](#) where they are able to register for a TouchPay account and make their child support payment using their credit or debit card.



NOTE: When using TouchPay services, a convenience fee will be charged to the customer. This fee is assessed for child support payments made using a debit or credit card and based on the dollar amount of child support paid by the customer. The following Payment Fee Schedule provides the percentage charged per dollar amount.

Online Child Support Transactions	
Credit/Debit Amount	Percentage
\$1 - \$99	2.90%
\$100 - \$399	2.90%
\$400 - \$599	2.90%
\$600 - \$999	2.75%
\$1000+	2.40%
Case Reapplication Fee (\$25)	2.90%

If the customer selects “Pay my child support using my bank account”, the customer 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.

Web portal

Home > Payment Options > Manage eCheck Account

eCheck Account Information

Account Type: ☒ Checking Account ☐ Saving Account

Bank Name: _____

Account Holder Name: _____

Routing Number: _____

Account Number: _____

Please include testing period, if any.

Cancel Submit

What is this information for?

When making a child support payment on MyChildSupport, DCSB will use this account to draft funds via Automated Clearing House (ACH) from the account specified on this page. The funds will be applied to the case(s) you are responsible for. After scheduling a payment, the funds will be drafted from your account within (5) business days of the payment's scheduled date.

If you have an Automated Clearing House (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 - VADCSB - MYCHILDSUPPORT

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

As defined by National Automated Clearing House Association (NACHA), IAT means 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. An office of a financial agency is involved in the payment transaction if the office:

- Holds an account that is credited or debited as part of the payment transaction; or
- Receives payment 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 customer must enter their Participant ID, the last 4 digits of their SSN, and the payment amount. Once they have entered that information, the customer must choose “Next” from the **Make a Payment** page.

virginia.gov Agencies | Governor Search Virginia.gov

MyChildSupport
Welcome, [Name]

Dashboard
My Account
Payment Options
Make a Payment
Recurring Payments
Manage eCheck Account
Payments through MyChildSupport
My Cases
Income Verification

Home Payment Options Make a Payment

Payment Authorization Schedule Payment Payment Confirmation

Please Note:
Payments scheduled after 4:30pm EST will be processed the following business day. Payments will take (2) to (3) business days to be withdrawn from your account and post to the DCSF case (S).

Account Information

Pay To	The Commonwealth of Virginia Division of Child Support Enforcement	Edit
Pay From	HSA	
Payment Method	Auto	

On Behalf Of

Participant ID	
SSN (Last 4 Digits)	XXX-XX-
Payment Amount	\$ 0

Next

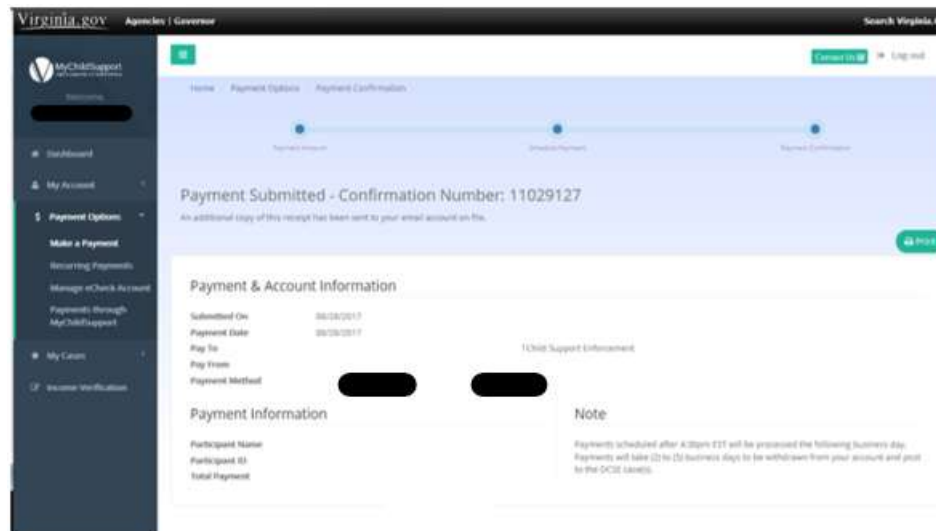
This will display the **Schedule Payment** page, which prompts the customer to review all payment information. There is also an “Authorization” statement provided on the page that reads:

“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 'MyChildSupport' website interface. The top navigation bar includes 'Home', 'Payment Options', and 'Make a Payment'. A progress bar indicates the current step is 'Make a Payment'. The sidebar on the left contains links for 'Dashboard', 'My Account', 'Payment Options', 'Make a Payment', 'Recurring Payments', 'Manage eCheck Account', 'Payments through MyChildSupport', 'My Cases', and 'Income Verification'. The main content area is titled 'Account Information' and includes fields for 'Pay to' (Virginia Division of Child Support Enforcement), 'Pay from' (Langley FCU - Checking Account), 'Payment Method' (eCheck), and 'Payment Date' (06/28/2017). Below this is the 'Payment Information' section with 'SSN' (000-00-0000) and 'Payment Amount' (\$50.00). The 'Authorization' section contains a statement: 'By clicking "Submit", [redacted] authorizes the financial institution above to transfer to the Commonwealth of Virginia Division of Child Support Enforcement from my checking account ending with "3456" a child support payment in the amount of \$50.00 on 06/28/2017.' There are 'Previous' and 'Submit' buttons at the bottom.

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

Once the customer selects "Submit", the payment is submitted, and the confirmation page will appear. The Confirmation page provides the customer 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 customer's email address on file. The customer 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 customer 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.

Virginia.gov Agencies | Governor Search Virginia.gov

MyChildSupport

Home Payment Options Payments through MyChildSupport

Search Criteria

From Date: 08/27/2017 Payment Amount: \$

To Date: 09/23/2017 Payment Status*: All

Confirmation #

Search

Export to PDF

Pay Date	SSN	Amount	Confirmation #	Status	Transaction Date/Time	
08/28/2017	XXX-XX-XXXX	\$50.00	11029127	Scheduled	08/28/2017 11:15:24 AM	Cancel

1 of 1 items

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

Virginia.gov Agencies | Governor Search Virginia.gov

MyChildSupport

Home Payment Options Payments through MyChildSupport

Search Criteria

From Date: 08/27/2017 Payment Amount: \$

To Date: 09/23/2017 Payment Status*: All

Confirmation #

Search

Export to PDF

Would you like to cancel payment 11029127?

Click "Yes" if you would like to cancel the following payment:

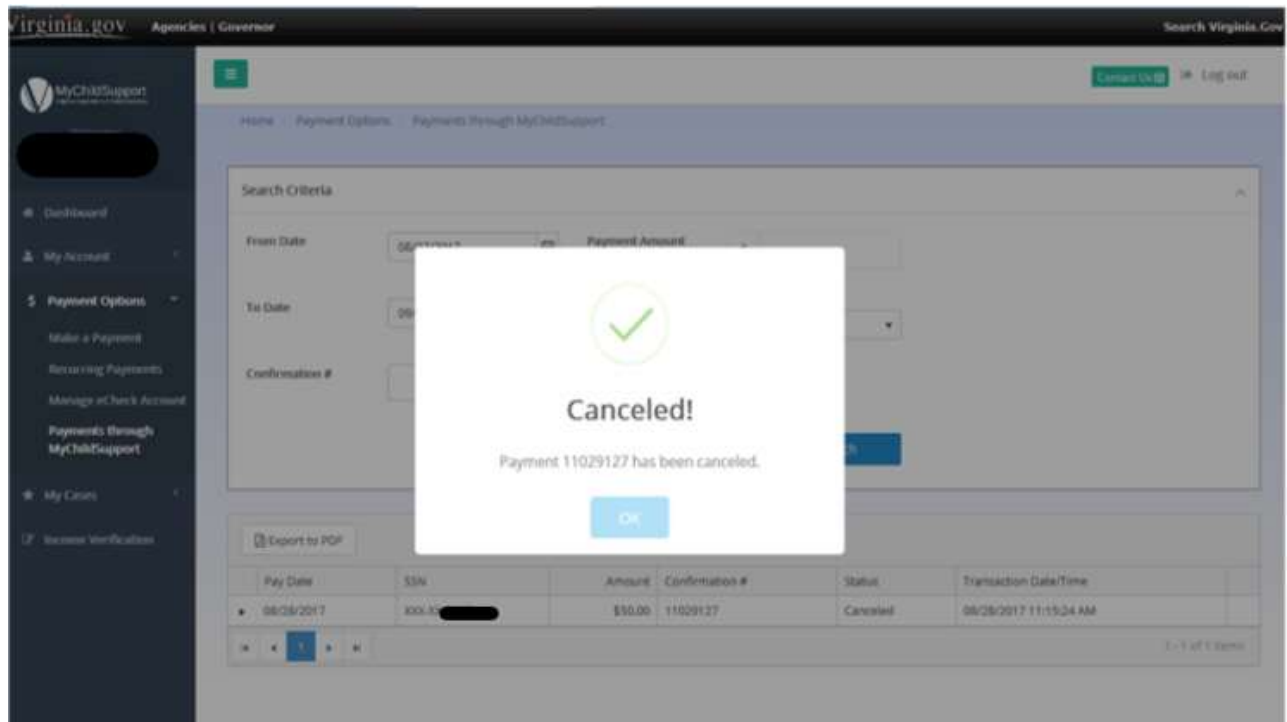
Confirmation Number: 11029127
Payment Am: \$50.00
Participant Name: [Redacted]
Participant ID: [Redacted]

Yes No

Pay Date	SSN	Amount	Confirmation #	Status	Transaction Date/Time	
08/28/2017	XXX-XX-XXXX	\$50.00	11029127	Scheduled	08/28/2017 11:15:24 AM	Cancel

1 of 1 items

If the customer chooses “No” they are returned to the Payments through **MyChildSupport** page. If the customer chooses “Yes”, the portal will confirm that the payment has been canceled.



Once the customer 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.

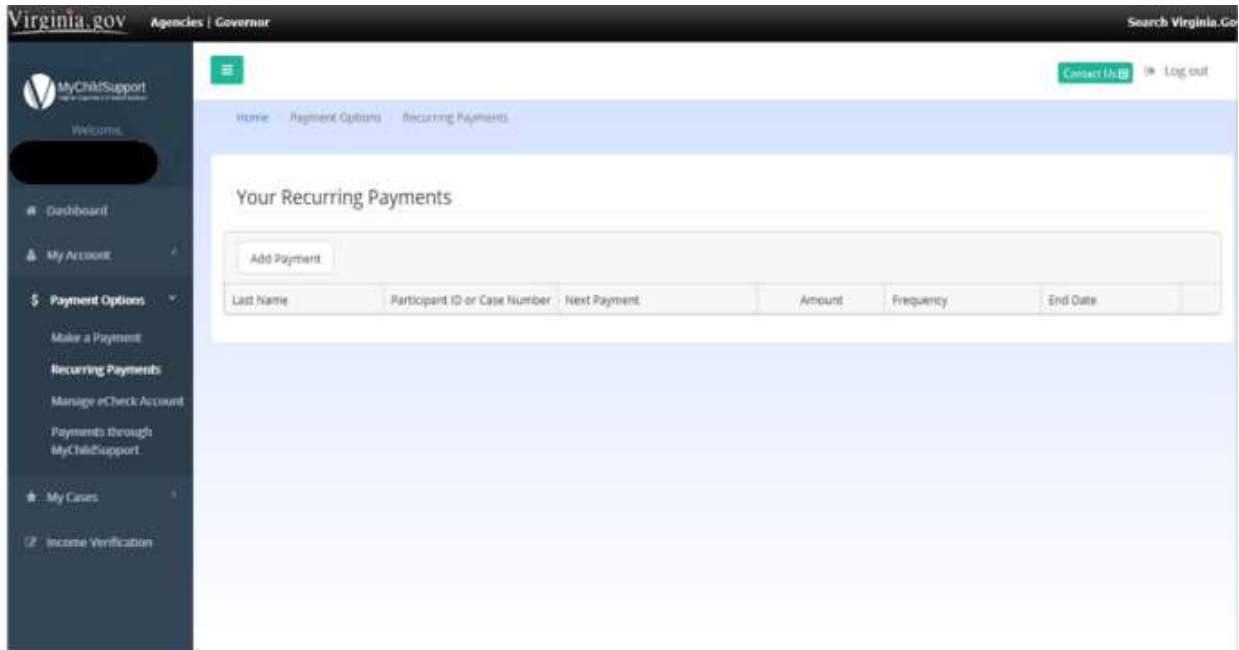
The screenshot shows the MyChildSupport dashboard on Virginia.gov. The left sidebar contains navigation links: Dashboard, My Account, Payment Options, My Cases, and Income Verification. The main content area is divided into several sections:

- Recently Visited Pages:** Includes links for Recurring Payments, Manage eCheck Account, and Payments through MyChildSupport.
- Account Information:** Shows the last login as 06/28/2017 09:25:51 AM.
- Recent Payments through MyChildSupport:** This section is circled in red and contains a table with the following data:

Pay Date	SSN	Amount
06/28/2017	XXX-XX-XXXX	\$50.00
- Recent Payments to Me:** Displays the message "No recent payments."
- For Recent Case Actions, select one of the cases below:** Includes input fields for Case Number and Other Party.

B. Recurring Payments

The **Recurring Payments** page allows the customer to set up automatic recurring payments to a single case or multiple cases using their checking or savings account information.



The screenshot displays the 'Your Recurring Payments' page on the Virginia.gov MyChildSupport portal. The left sidebar contains navigation links: Dashboard, My Account, Payment Options (with sub-links: Make a Payment, Recurring Payments, Manage eCheck Account, Payments through MyChildSupport), My Cases, and Income Verification. The main content area features a header with 'Home', 'Payment Options', and 'Recurring Payments'. Below this is a section titled 'Your Recurring Payments' with an 'Add Payment' button. Underneath the button is a table with the following columns: Last Name, Participant ID or Case Number, Next Payment, Amount, Frequency, and End Date.

When the customer clicks the “Add Payment” button on the **Your Recurring Payments** page, the customer is directed to the **New Recurring Payment** page. Here, the customer is able to enter their Participant ID or Case Number of the case they would like to apply the recurring payment, the last 4 digits of their SSN, the amount of the recurring payment, the frequency (i.e., weekly, biweekly, monthly, etc.), and the end date of the recurring payment. As a best practice, customer should enter an end date when establishing recurring payments.

At the bottom of the screen, customers are reminded that if the payment date falls on a weekend or holiday, the payment will be scheduled for the following business day. If customers want the payment to process before the weekend or holiday, the payment must be rescheduled at least 3 days in advance.

New Recurring Payment

Participant ID or Case Number

Last 4 of SSN

Amount
\$ 0.00

Frequency
--Select--

Next Payment: Select a Frequency

End Date
[Calendar Icon]

☐ No End Date

In the event that your payment date falls on a weekend or bank holiday, your payment will be scheduled for the following business day. Payments could be rescheduled 3 days in advance. Payments scheduled less than 3 days in advance will default to the next period.

Cancel Submit

When the customer clicks “Submit”, the page refreshes back to the **Your Recurring Payments** page where it displays the newly added recurring payment information as well as the options to edit or delete the scheduled payment.

Your Recurring Payments

Add Payment

Last Name	Participant ID or Case Number	Next Payment	Amount	Frequency	End Date	
J.	0001	09/05/2017	\$50.00	Monthly	01/05/2018	Edit Delete

By selecting the “edit” option, the **Update Recurring Payment** page displays where the customer is able to modify the amount, frequency, payment date, and/or end date of the currently scheduled recurring payment information.

Update Recurring Payment

Warning message

You are modifying an existing payment. Please note that modifying this payment **will not** reschedule or cancel payments that have already been scheduled. Please check MyChildSupport Payments to determine if you have payments scheduled.

Participant ID or Case Number

Last 4 of SSN

Amount

\$ 50.00

Frequency

Monthly

Payment Date

Make my payment on the 4th day of each month.

Next Payment: 08/05/2017

End Date

01/30/2018

☐ No End Date

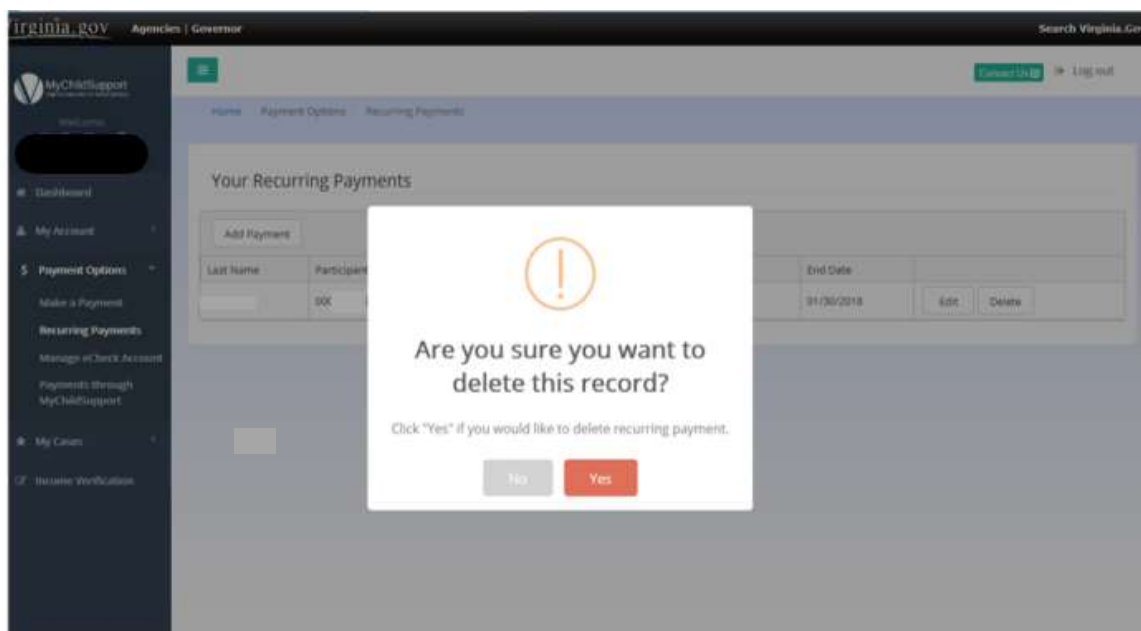
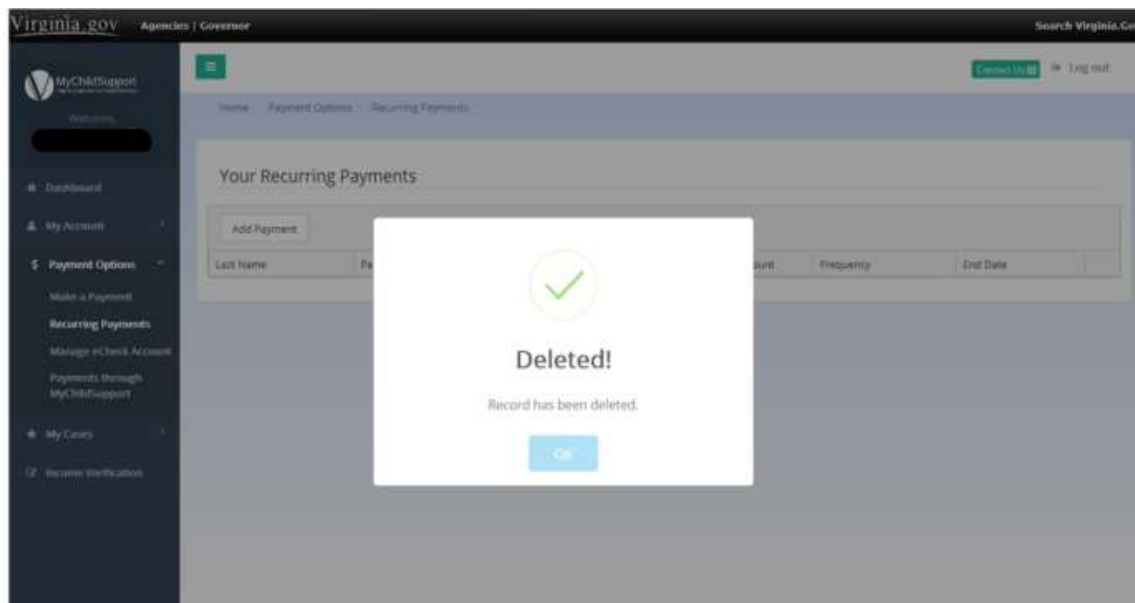
In the event that your payment date falls on a weekend or bank holiday, your payment will be scheduled for the following business day. Payments must be scheduled or rescheduled 3 days in advance. Payments scheduled less than 3 days in advance will default to the next period.

Previous Update

If the customer is attempting to modify the recurring payment, the portal will display a red warning message at the top of the page that reads:

“You are modifying an existing payment. Please note that modifying this payment **will not** reschedule or cancel payments that have already been scheduled. Please check **MyChildSupport Payments** to determine if you have payments scheduled.”

By selecting the “delete” option, a window displays asking whether the customer is sure that they want to delete the record.



By clicking “Yes”, a window displays confirming that the record has been deleted.

NOTE: Only DCSE case participants and guests paying on behalf of another individual have access to scheduling recurring payments. Before the customer is able to schedule recurring payments, they must first have an account set up on the **Manage eCheck Account** page.

C. Manage eCheck Account

The **Manage eCheck Account** page allows customers to enter the checking or savings account information that will be used to make either a single child support payment or recurring payments. Customers must identify the type of account (checking or savings), provide the bank name, account holder name, and routing and account numbers. The portal will automatically verify the routing number.

eCheck Account Information

Account Type: ☒ Checking Account ☐ Saving Account

Bank Name:

Account Holder Name:

Routing Number:

Account Number:

If you have a: number you wish to use, please enter it below.
Otherwise, please use the [New Account Number](#) link.

New Account Number:

Please include leading zeros, if any.

[Submit](#)

What is this information for?

When making a child support payment on MyChildSupport, DCSE will use this account to draft funds via Automated Clearing House (ACH) from the account specified on this page. The funds will be applied to the case(s) you are responsible for. After scheduling a payment, the funds will be drafted from your account within (5) business days of the payment's scheduled date.

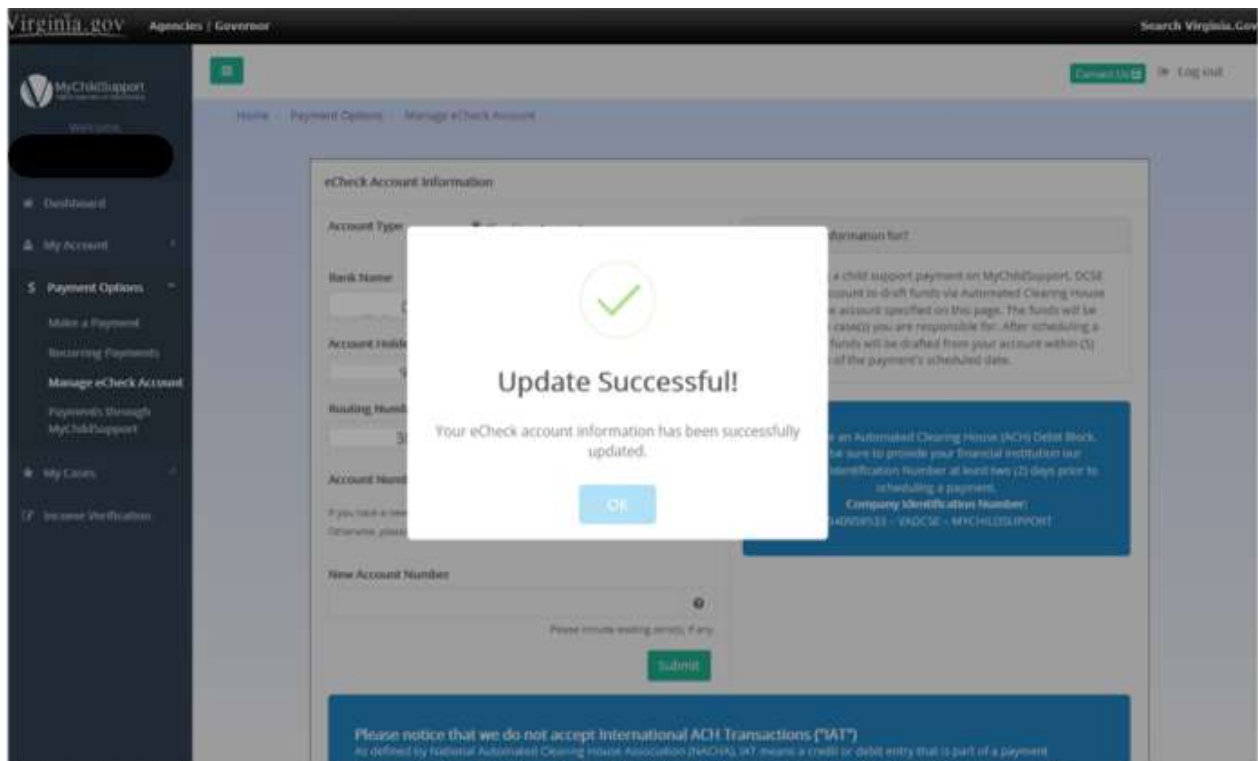
If you have an Automated Clearing House (ACH) Debit Block, please be sure to provide your financial institution our Company Identification Number at least two (2) days prior to scheduling a payment.

Company Identification Number:
3540959533 - VADCSF - MYCHILDSUPPORT

Please notice that we do not accept International ACH Transactions ("IAT")
As defined by National Automated Clearing House Association (NACHA), IAT means 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. An office of a financial agency is involved in the payment transaction if the office:

- Holds an account that is credited or debited as part of the payment transaction; or
- Receives payment 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.

Customers are able to utilize this page to add, modify, and/or update their bank account information. Once this information is added and/or modified, an "Update Successful!" window is displayed.



D. Payments through MyChildSupport

The Payments through MyChildSupport page allows the customer to view payments made and/or received via the MyChildSupport portal. The customer is able to filter the payments made and/or received by date range (From Date – To Date), payment amount, payment status, and/or confirmation number. When the customer clicks “search”, the results will appear.

The screenshot shows the MyChildSupport portal interface. On the left is a dark sidebar with navigation links: Dashboard, My Account, Payment Options (with sub-links: Make a Payment, Recurring Payments, Manage eCheck Account, Payments through MyChildSupport), My Cases, and Income Verification. The main content area has a breadcrumb trail: Home > Payment Options > Payments through MyChildSupport. Below this is a 'Search Criteria' section with fields for From Date (08/27/2017), To Date (08/27/2017), Payment Amount (\$), and Payment Status* (All). A 'Search' button is at the bottom right of this section. Below the search criteria is an 'Export to PDF' button and a table of results. The table has columns: Pay Date, SSN, Amount, Confirmation #, Status, and Transaction Date/Time. One row is visible with the status 'Scheduled'. A 'Cancel' button is next to this row. At the bottom right of the table, it says '1 of 1 items'.

Pay Date	SSN	Amount	Confirmation #	Status	Transaction Date/Time
08/28/2017	XXX-XX-XXXX	\$30.00	11029127	Scheduled	08/28/2017 11:15:24 AM

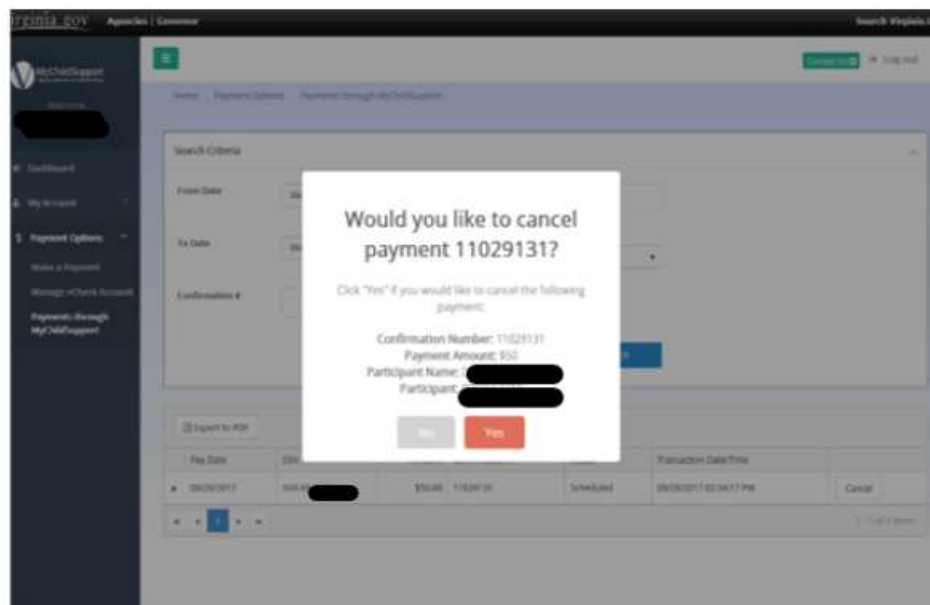
Customers are also given the opportunity to export the results to PDF format for their records and/or printing by clicking “Export to PDF”.

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

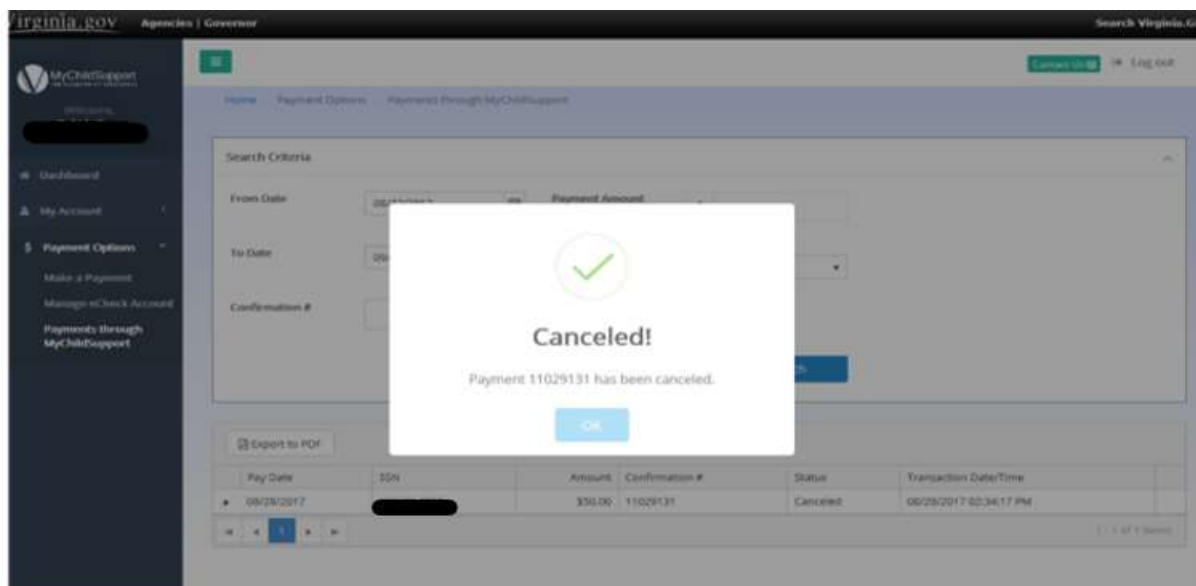
- **Scheduled** – the payment has either been scheduled for a future date or has been submitted but has not posted to the case.
- **Canceled** – the payment has been canceled by the payor.
- **In Process** – the payment has been accepted by the process server but has not cleared.
- **Processed** – the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

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

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



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

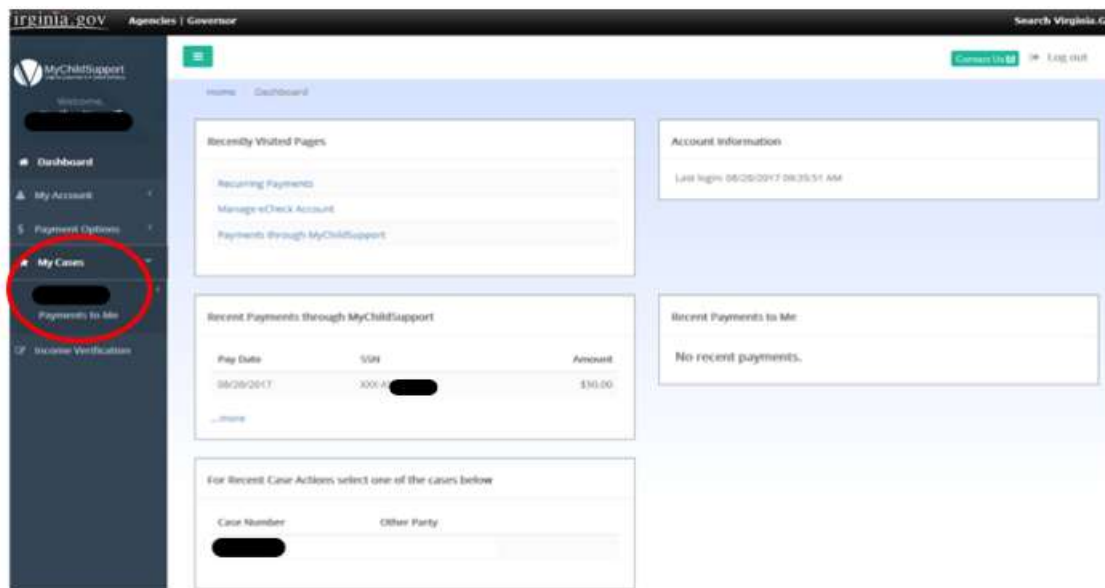


The payment record will now display a payment status of ‘Canceled.’

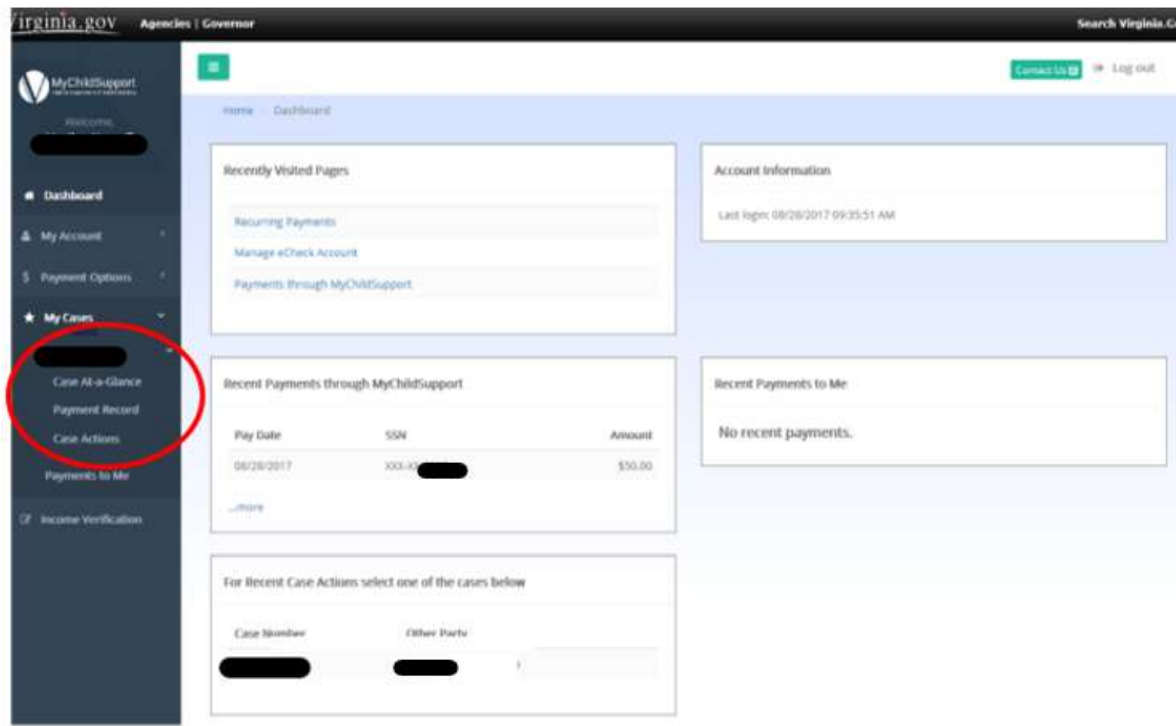
NOTE: Payments must be in an amount between \$1.00 to \$9,999.99. The customer will receive a confirmation email for all payments made, canceled, and scheduled. If the customer has scheduled a recurring payment, he/she will receive an email notifying them of their upcoming scheduled payment. If the customer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

XI. My Cases

The My Cases submenu provides the customer with a list of all of their open cases. Once the customer chooses their desired case, the customer may choose to view the case summary or case payments for each case.



When selecting the desired case number under the “My Cases” menu option, a drop-down menu appears giving the customer the option to look at the “Case At-a-Glance”, “Payment Record”, “Case Actions”, “Request Documents”.

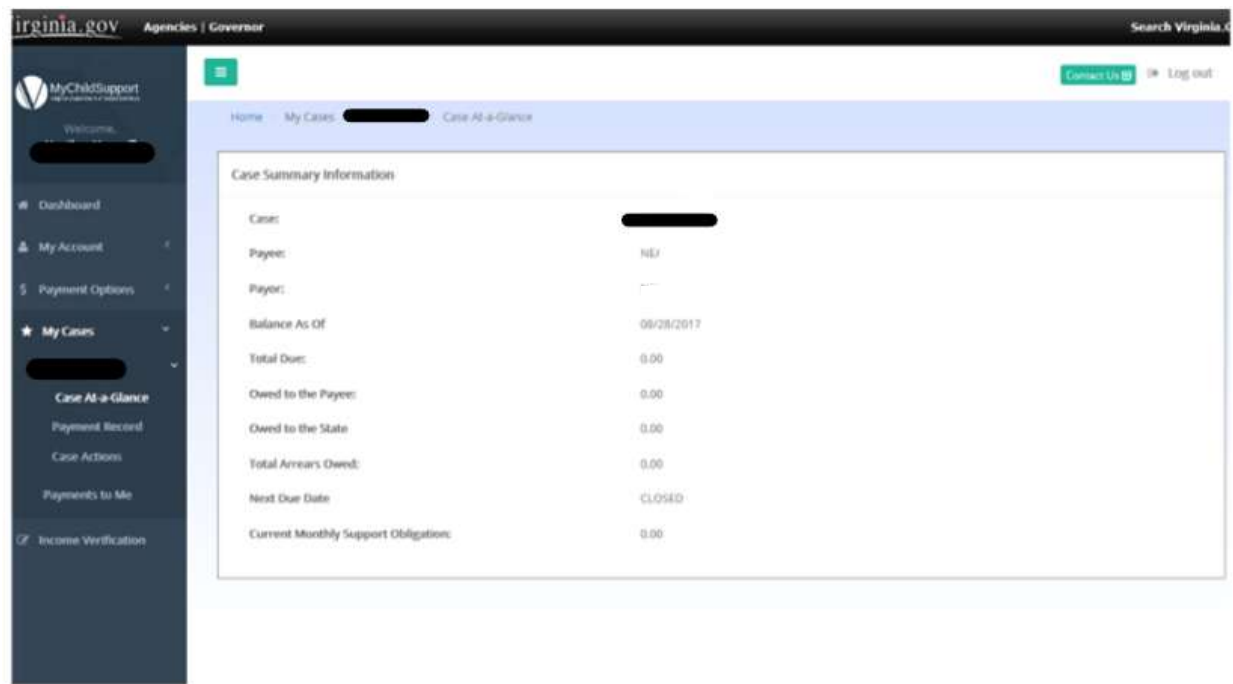


A. Case At-a-Glance

The **Case At-a-Glance** page provides the customer with case summary information including the case number, payee, payor, balance as of date, total due, owed to the payee, owed to the state, total arrears owed, next due date and current monthly support obligation.

If Current Support has not been established on an open case (i.e., cases in Paternity/Establishment) the Next Due Date field will reflect as CLOSED. Once current support has been updated, the Next Due Date field will reflect the next date in which current support is due on the case. For the specific Case Type and Case Status the customer should reference the Case Information section on the Payment Record.

The total due, owed to the payee, owed to the state amounts include the current monthly support obligation amount, depending on the case type.



B. Payment Record

The **Payment Record** page allows customers to view charges (current support and interest) and a detailed summary of payments received and disbursed by DCSE. This summary includes:

- Date of payment
- Adjustment Code
- Current support charge amount
- Payment Amount
- Distribution
- Unpaid Current Support Charge
- Arrears
- Interest
- Fees
- Total balance

★ My Cases

Case At-a-Glance

Payment Record

Case Actions

Payments to Me

Income Verification

Search Criteria

Case Number

From Date

To Date

Q Search

Case Information

Case Number:

Parent Paying Support:

Parent/Custodian Receiving Support:

Case Status:

Case Type:

Last Payment Date:

Order Information

Support Type	Current Support Charge	Charge Frequency	Order Start Date	Next Charge Date
Child Support	406.15	MONTHLY	07/01/2009	06/01/2017

Distribution and Transaction Code Definitions

A

B

C

D

E

F

G

H

I

M

LOM

OPSE

Subtotal

Payment applied to Arrears

Payment applied to both Arrears and Current Support Charge

Payment applied to Current Support Charge

As a result of the 2005 Deficit Reduction Act, 2% is sent each federal fiscal year (Oct 1-Sep 30) to the federal government. This amount is deducted, after \$500 has been paid, from next payment due to Parent/Custodian Receiving Support.

Payment applied to fees

Payment applied to interest

Payment applied to Miscellaneous

Adjustments to the amount owed through the end of the prior month or through the end of the prior Current Support Charge cycle. See Definition of D above in Distribution column.

Amount owed through the last day of the prior month and is also the total amount owed as of the payment record created date. It does not include the Unpaid Current Support Charge balance.

Balance Information

	Owed To		
	Parent/ Custodian Receiving Support	Virginia	Total
Arrears	10,607.60	0.00	10,607.60

Dashboard

My Account

Message

Payment Options

My Cases

Case At-a-Glance

Payment Record

Case Actions

Request Documents

INCOME VERIFICATION

Payments to Me

Income Verification

Document Upload

Search Criteria

Case Number

From Date

To Date

Q Search

Case Information

Case Number:

Parent Paying Support:

Parent/Custodian Receiving Support:

Case Status:

Case Type:

Last Payment Date:

Distribution and Transaction Code Definitions

A

B

C

D

E

F

G

H

I

M

OPSE

Subtotal

Payment applied to Arrears

Payment applied to both Arrears and Current Support Charge

Payment applied to Current Support Charge

As a result of the 2005 Deficit Reduction Act, 2% is sent each federal fiscal year (Oct 1-Sep 30) to the federal government. This amount is deducted, after \$500 has been paid, from next payment due to Parent/Custodian Receiving Support.

Payment applied to fees

Payment applied to interest

Payment applied to Miscellaneous

See Definition of D above in Distribution column.

Amount owed through the last day of the prior month and is also the total amount owed as of the payment record created date. It does not include the Unpaid Current Support Charge balance.

Balance Information			
	Owed To		Total
	Parent/ Custodian Receiving Support	Virginia	
Arrears	8,333.60	566.60	8,900.20
Interest	2.84	22.72	25.56
Fees	0.00	42.35	42.35
Subtotal	8,336.44	631.67	8,968.11
Unpaid Current Support Charge	0.00	0.00	0.00
Total	8,336.44	631.67	8,968.11

Export to PDF									
Support Type(s) Selected: Child Support							Balances		
Date	Adjustment	Current Support Charge	Payment Amount	Distribution	Unpaid Current Support Charge	Arrears	Interest	Fees	Total
◀ 0 ▶ 10 Items per page No items to display									

The filter options will allow customers to filter the transactions by modifying the start and end date fields in the “Search Criteria box”. This record is also exportable to PDF.

NOTE: If a customer is a participant on a non-IV-D case, a non-IV-D disclaimer has been added to the payment record in the MyChildSupport portal informing the non-IV-D customer that the payment record only certifies the payments received and disbursed by DCSE. This disclaimer allows the non-IV-D customer to utilize the portal and obtain their payment record(s) immediately versus waiting three (3) to five (5) business days to receive their payment(s) record in the mail.

This disclaimer is viewable on non-IV-D cases via the **Payment Record** page as well as on the payment record PDF document.

Home My Cases [redacted] Payment Record

This record only certifies the payments received and disbursed by the Virginia Division of Child Support Enforcement for the period indicated. This agency does not certify any arrears balance related to non IV-D cases.

Search Criteria

Case Number: [redacted]

From Date: 08/29/2014

To Date: 08/29/2017

Q Search

Case Information

Case Number: [redacted]

Parent Paying Support: [redacted]

Parent/Custodian Receiving Support: [redacted]

Case Status: OPEN

Case Type: NON IV-D SERVICES

Distribution and Transaction Code Definitions

A	Payment applied to Arrears
B	Payment applied to both Arrears and Current Support Charge
C	Payment applied to Current Support Charge
D	As a result of the 2005 Deficit Reduction Act, \$25 is sent each federal fiscal year (Oct 1-Sep 30) to the federal government. This amount is deducted, after \$500 has been paid, from next payment due to Parent/Custodian Receiving Support.
F	Payment applied to Fees
I	Payment applied to Interest
M	Payment applied to Miscellaneous
EOM	Adjustments to the amount owed through the end of the prior month or through the end of the prior Current Support Charge cycle.
DFEE	See Definition of D above in Distribution column.
Subtotal	Amount owed through the last day of the prior month and is also the total amount owed as of the payment record created date. It does not include the Unpaid Current Support Charge balance.



**VIRGINIA DEPARTMENT OF
SOCIAL SERVICES**

Division of Child Support Enforcement
PO BOX 110
Richmond, VA 23218
<http://www.dcs.virginia.gov/online/dcs/>
(800) 468-6884

Virginia DCSE Payment Record

August 28, 2017

Case Number: [REDACTED]

Date Range Selected: 05/1 05/7

Child Support only certifies the payments received and delivered by the Virginia Division of Child Support Enforcement for the period indicated. This reporting does not include any arrears balance related to Non-TV Orders.

Case Number: [REDACTED]
 Parent Paying Support: [REDACTED]
 Parent/Custodian Received: [REDACTED]
 Last Payment Date: [REDACTED]

Order Information				
Support Type	Cumulative Support Change	Change Frequency	Start Date	Next Change Date
Child Support	406.18	MONTHLY	07/03/2008	06/01/2017

Balance Information			
	Owed To		Total
	Parent/Custodian Owes Support	Virginia	
Arrears	18,807.60	0.00	18,807.60
Interest	5,444.61	0.00	5,444.61
Fees	0.00	0.00	0.00
Subtotal	24,252.21	0.00	24,252.21
Current Cumulative Support Change	406.18	0.00	406.18
Total	24,658.39	0.00	24,658.39

Page 1 of 3

C. Case Actions

The **Case Actions** page allows customers to view case-specific details and expanded information/descriptions for the following case actions only:

- State and Federal Offset Certification
- Credit Agency Reporting
- Issuance of an Income Withholding Order
- Income Withholding Released
- Issuance of a Healthcare Coverage Order
- Healthcare Coverage Order Released
- Notice of Intent to Suspend Driver's License
- Driver's License Suspended
- Petition filed (upon entering a hearing date)
- Filing of a lien
- Lien Released
- Initial Transmittal for Assistance (to another state agency and/or entity)
- Transmittal Sub-Action
- Case in Locate Status
- Notification of Emancipation of a Dependent
- Emancipation Notice
- Closure Intent Notice
- Case Closure
- Non-IV-D Case Opened
- Financial Statements
- Case Coded "I"
- Case Coded "R"

NOTE: Case Opening does not show as a case action in the MyChildSupport portal.

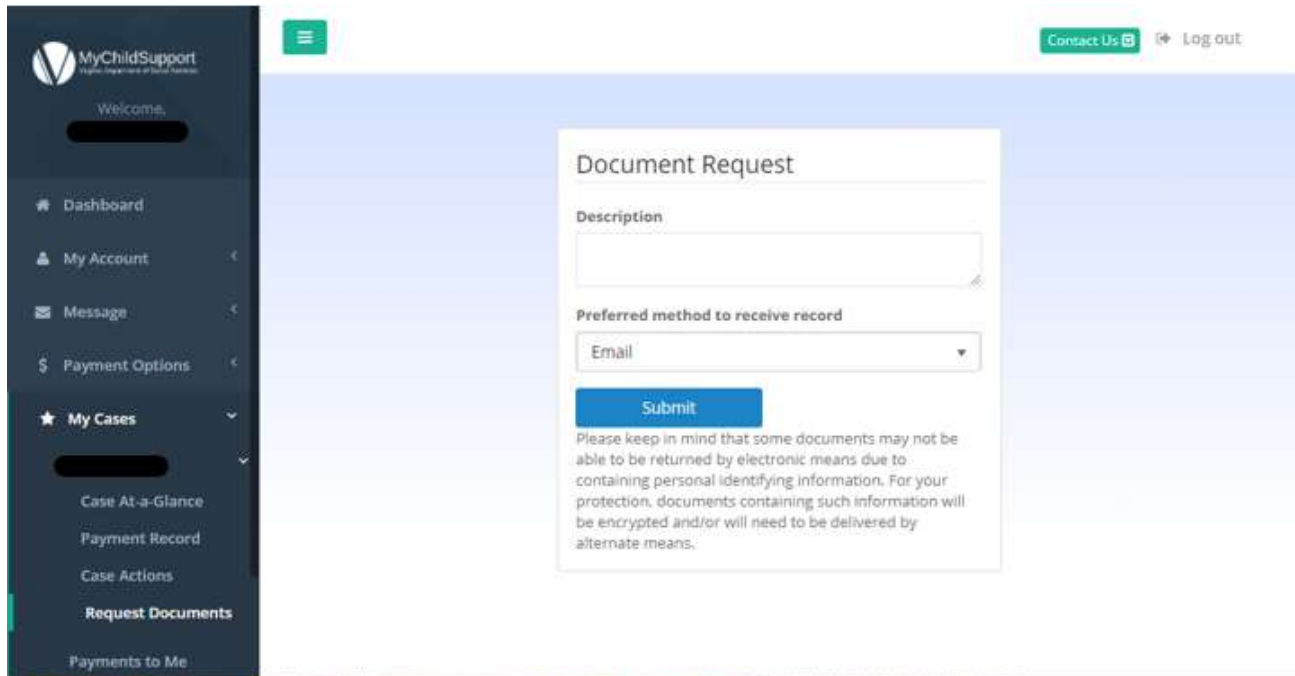
Customers are able to filter case actions by date (From Date – To Date).

The screenshot shows the 'MyChildSupport' interface on the Virginia.gov website. The left sidebar contains navigation links: Dashboard, My Account, Payment Options, My Cases (selected), Case At-a-Glance, Payment Record, Case Actions, Payments to Me, and Income Verification. The main content area is titled 'Case Actions' and includes a search bar with a 'Search' button. Below the search bar, there are two date input fields: 'From Date' (08/26/2014) and 'To Date' (08/28/2017). A table below these fields has columns for 'Create Date', 'Case Action', and 'Description'. The table currently shows 'No items to display'.

If there are any case actions listed, the customer is able to view an expanded description of the action taken by clicking on the action itself.

D. Request Documents

The **Request Documents** page under “My Cases” allows customers to request copies of case specific documents. Customers are able to provide a description of the document(s) requested and select their preferred method in which to receive the requested documentation (email, mail, office pick-up, or fax).



The screenshot displays the MyChildSupport portal interface. On the left is a dark sidebar with a navigation menu including: Dashboard, My Account, Message, Payment Options, My Cases (expanded), Case At-a-Glance, Payment Record, Case Actions, Request Documents (highlighted), and Payments to Me. The main content area has a light blue background. At the top right of this area are links for 'Contact Us' and 'Log out'. The central focus is the 'Document Request' form, which includes a 'Description' text field, a 'Preferred method to receive record' dropdown menu currently set to 'Email', and a blue 'Submit' button. Below the button, a disclaimer states: 'Please keep in mind that some documents may not be able to be returned by electronic means due to containing personal identifying information. For your protection, documents containing such information will be encrypted and/or will need to be delivered by alternate means.'

Once the customer clicks “Submit”, a message will display that advises the customer that their request was successful and to allow time for processing. A worklist will be generated notifying their case manager that a request has been submitted through the portal.



E. Payments to Me

The **Payments to Me** page under “My Cases” allows customers to view all payments made to him/her. These payments may also include payments made outside of the MyChildSupport portal. The customer is able to filter the Search Criteria by Start Date and End Date. The results can be exported into PDF format.

The screenshot displays the 'Payments to Me' interface within the MyChildSupport portal. On the left is a dark sidebar with navigation links: Dashboard, My Account, Payment Options, My Cases (selected), Payments to Me, and Income Verification. The main content area has a breadcrumb trail: Home > My Cases > Payments to Me. At the top right of the main area are links for 'Connect Us' and 'Log Out'. The 'Search Criteria' section includes a text field for 'Participant' (HEATHER HEAVELL), date pickers for 'StartDate' (08/28/2016) and 'EndDate' (08/28/2017), and a blue 'Search' button. Below this is an 'Export to PDF' button. A table with columns 'Payment Date' and 'Payment Amount' is shown, but it is empty. A message 'No records for display' is visible at the bottom right of the table area.

XII. Income Verification

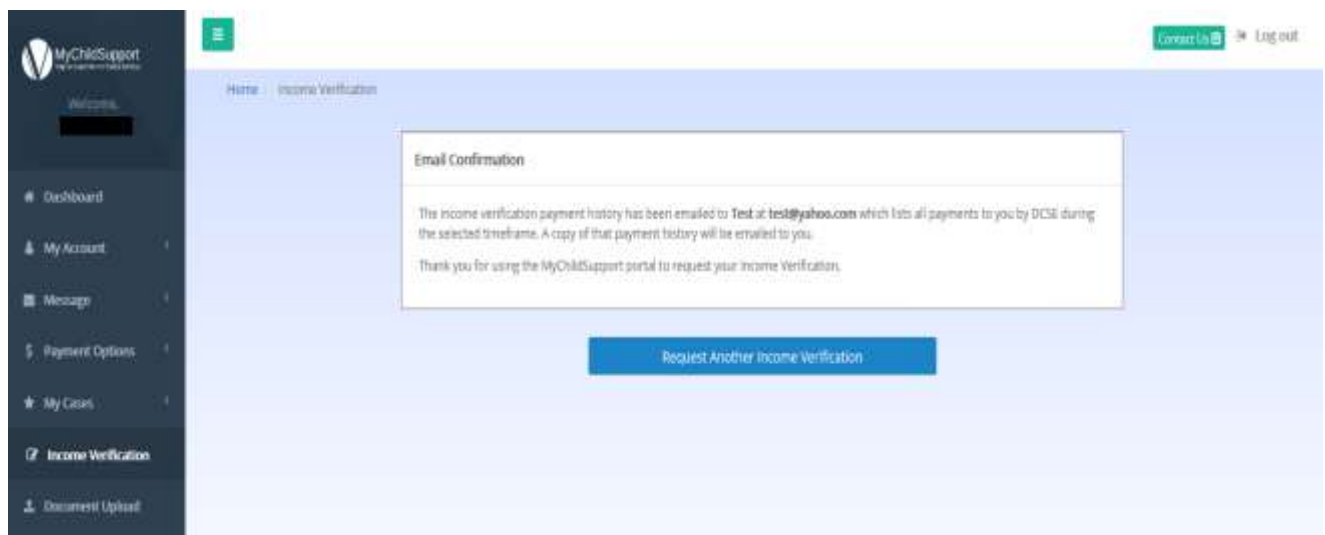
The **Income Verification** page allows customers to request child support payment information be sent to an authorized third party on a one-time basis. Typically, customers request that this information be sent to LDSS for eligibility determination or landlords for income-based housing eligibility however, there may be other reasons customers need the information such as refinancing a mortgage.

Customers should enter the business name, recipient's email address, the reason for the request and requested date range, which is defaulted to 15 years automatically (minimum date range is 1 month). Customers are also provided with an authorization statement, which reads:

"By entry of this third party's email address, I authorize DCSE to provide a payment record for income verification purposes to this third party. I understand that the payment record will include the case number and monthly support obligation per case. The Division is not responsible for the use or dissemination of information by a third party."

The screenshot shows the 'Income Verification Request' form within the MyChildSupport portal. On the left is a dark sidebar with navigation links: Dashboard, My Account, Message, Payment Options, My Cases, Income Verification (highlighted), and Document Upload. The main content area has a light blue header with 'Home' and 'Income Verification' tabs. A green 'Connect Us' button and a 'Log out' link are in the top right. The form itself is titled 'Income Verification Request' and features a prominent red box with the authorization statement: 'By entry of this third party's email address, I authorize DCSE to provide a payment record for income verification purposes to this third party. I understand that the payment record will include the case number and monthly support obligation per case. The Division is not responsible for the use or dissemination of information by a third party.' Below this, a label reads 'I am requesting this information be provided to:'. The form includes input fields for 'Enter Business Name', 'Enter Recipient's Email Address', and 'Re-enter Recipient's Email Address'. There is a dropdown menu for 'The reason for this request is:' with '-Select-' and an asterisk. Date pickers are provided for 'From Date' (defaulted to 07/14/2006) and 'To Date' (defaulted to 07/14/2021). A blue 'Go' button is at the bottom of the form.

Customer will click "Go" to submit the request. A confirmation page will display notifying the customer that the email was successfully sent. The customer is also given the opportunity to submit another income verification request.

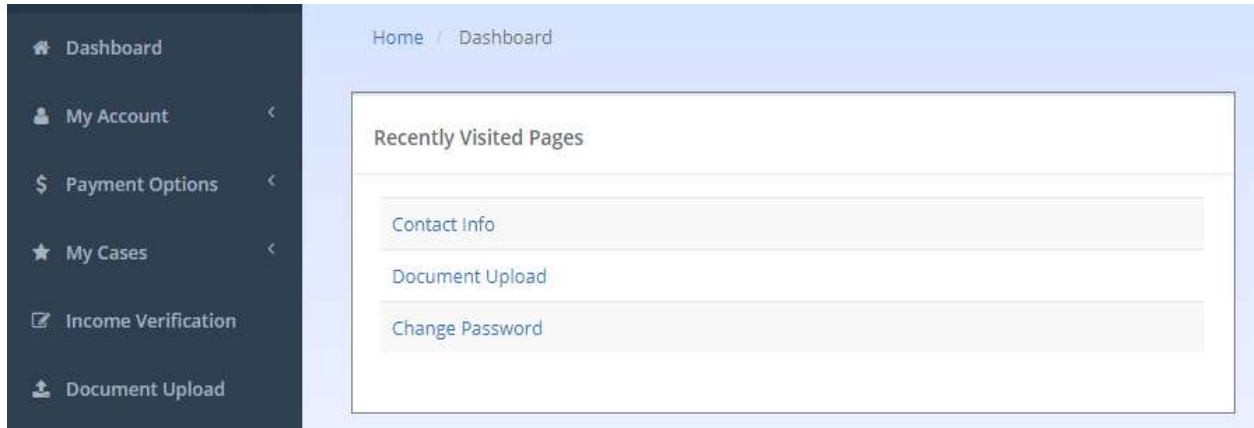


An email confirmation will generate for the recipient in three (3) to five (5) seconds. The portal will confirm that a case payment history has been sent to the recipient's email address as well as the customer. The sender reflects as "DO NOT REPLY DSS". If the customer does not receive the email, they may need to review their "junk mail" email folder and settings.

NOTE: Income Verification requests are only available to DCSE participants (i.e., custodial parents/guardians and non-custodial parents). Third parties/guest customers and employers do not have access to this option.

XIII. Document Upload

Once signed in, customers will be directed to their dashboard where the Document Upload options will be visible. Customers will have the option to select Document Upload from the left task bar or within the recently visited pages section.



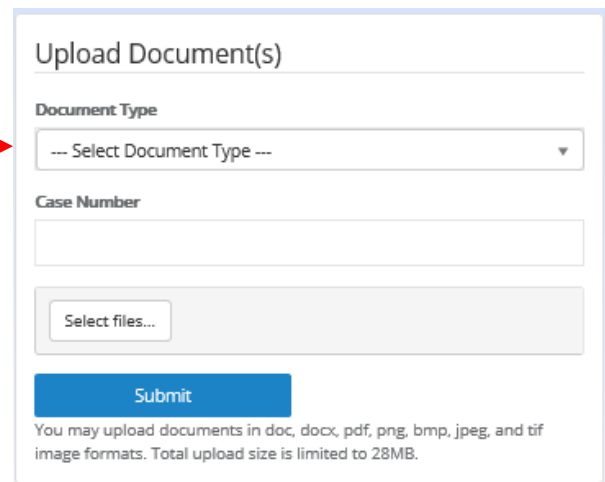
Once Document Upload is selected, customers will be directed to the Upload Document window.

All customers will need to select the Document Type from the drop-down menu to select the specific name of the document they want to upload.

Note: Additional verbiage has been included to notify customers with multiple cases to upload documents pertaining to each case separately.

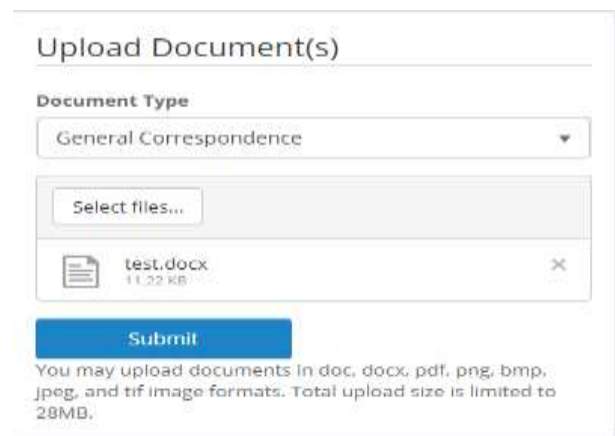
A screenshot of the 'Upload Document(s)' form. The title is 'Upload Document(s)'. Below it is a thank you message: 'Thank you for using this page to provide us with additional documentation to support your DCSE case(s). To ensure proper processing, it is important that customers with multiple cases upload documents for each case separately.' There is a 'Document Type' section with a dropdown menu showing '--- Select Document Type ---'. Below that is a 'Select files...' button. A blue 'Submit' button is at the bottom. At the very bottom, 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.'

All customers 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.



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

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



This screenshot shows the 'Upload Document(s)' form after a file has been uploaded. The 'Document Type' dropdown menu now displays 'General Correspondence'. The 'Select files...' button is still present. Below it, a file named 'test.docx' (11.22 KB) is listed with a document icon and a close button (X). The blue 'Submit' button remains at the bottom. The same note about supported file formats and the 28MB limit is at the bottom.

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

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

Customers will receive an error message when the file format is not supported (i.e., .csx, and .xlsx) or when a file is not attached prior to clicking submit.

...can file format(s) not supported.

Upload Document(s)

Document Type
Employer Information Request

Case Number
0000

Select Files...

Submit

...partial file format(s) not supported.

Upload Document(s)

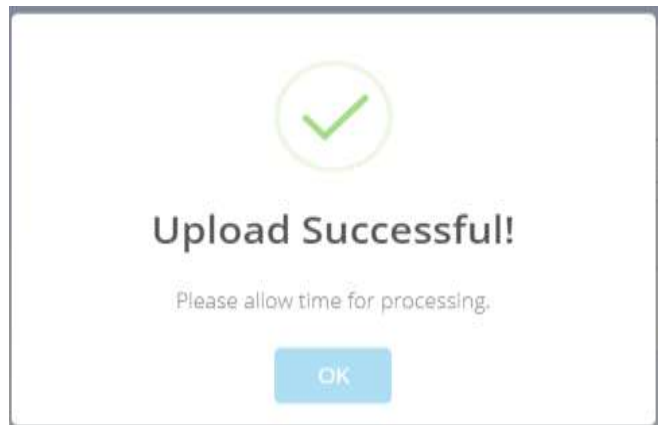
Document Type
General Correspondence

Select files...

Submit

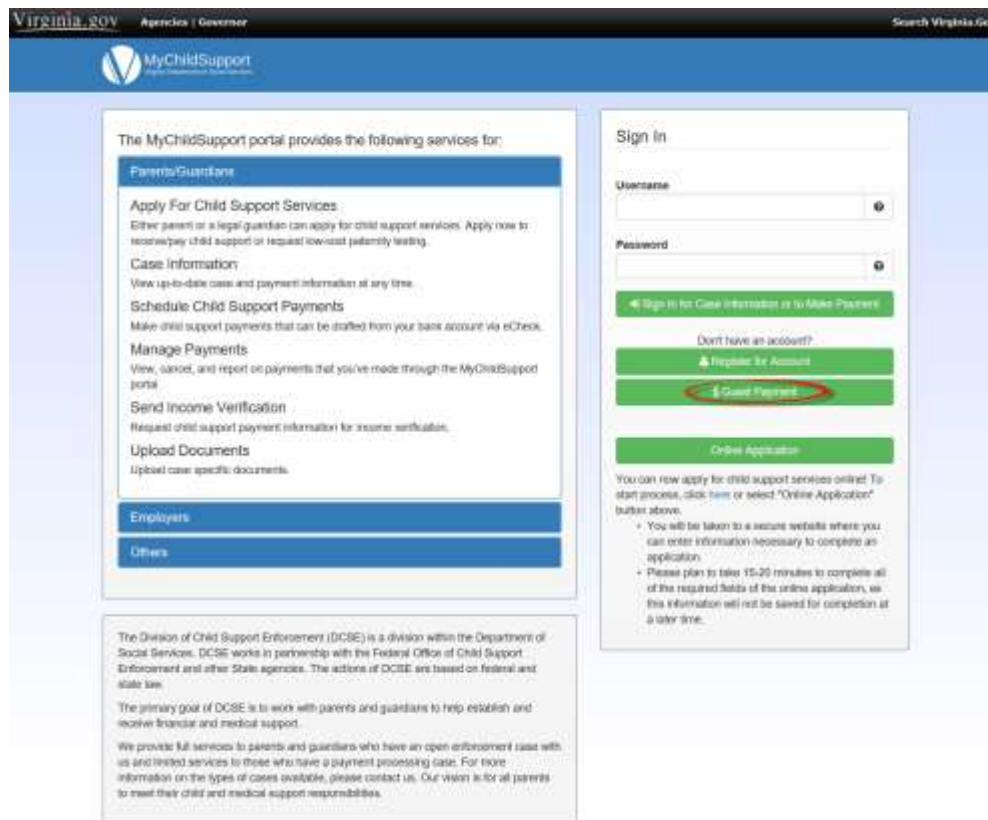
Customers will receive an upload successful pop-up box when file(s) have been accepted.

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

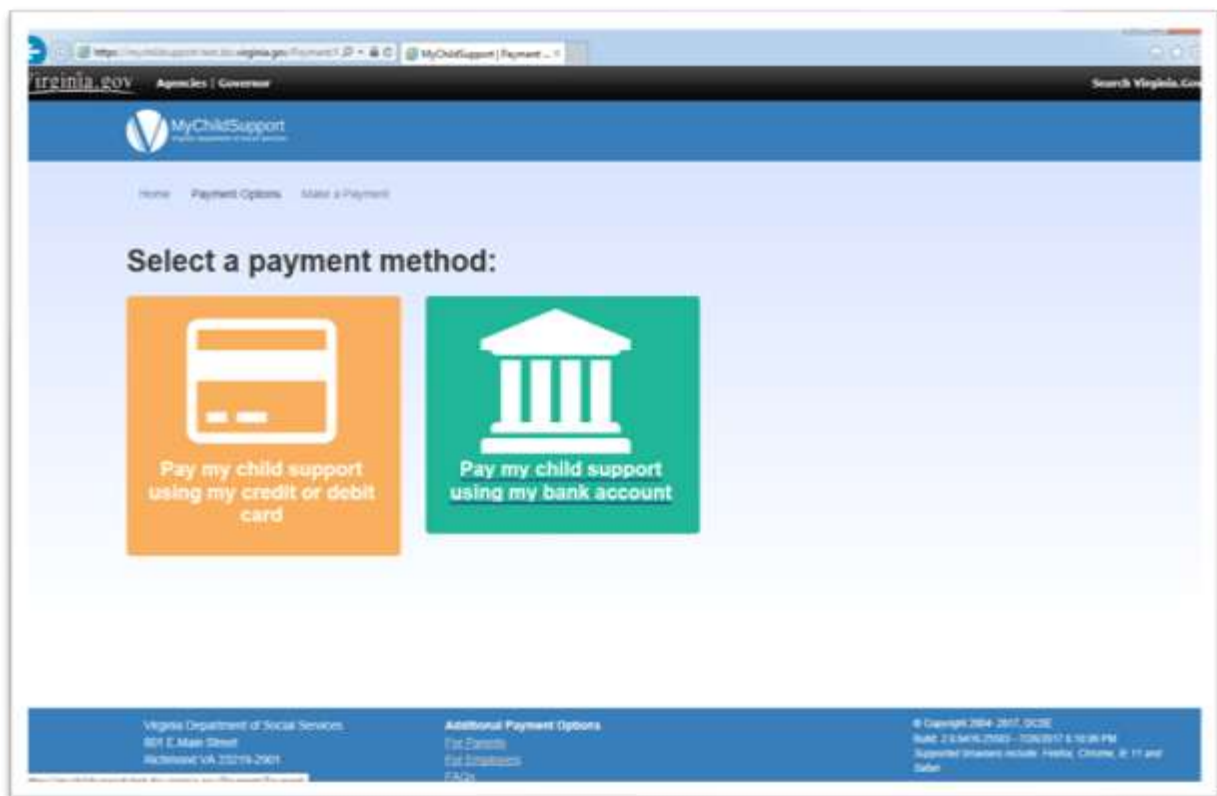


XIV. Guest Payment

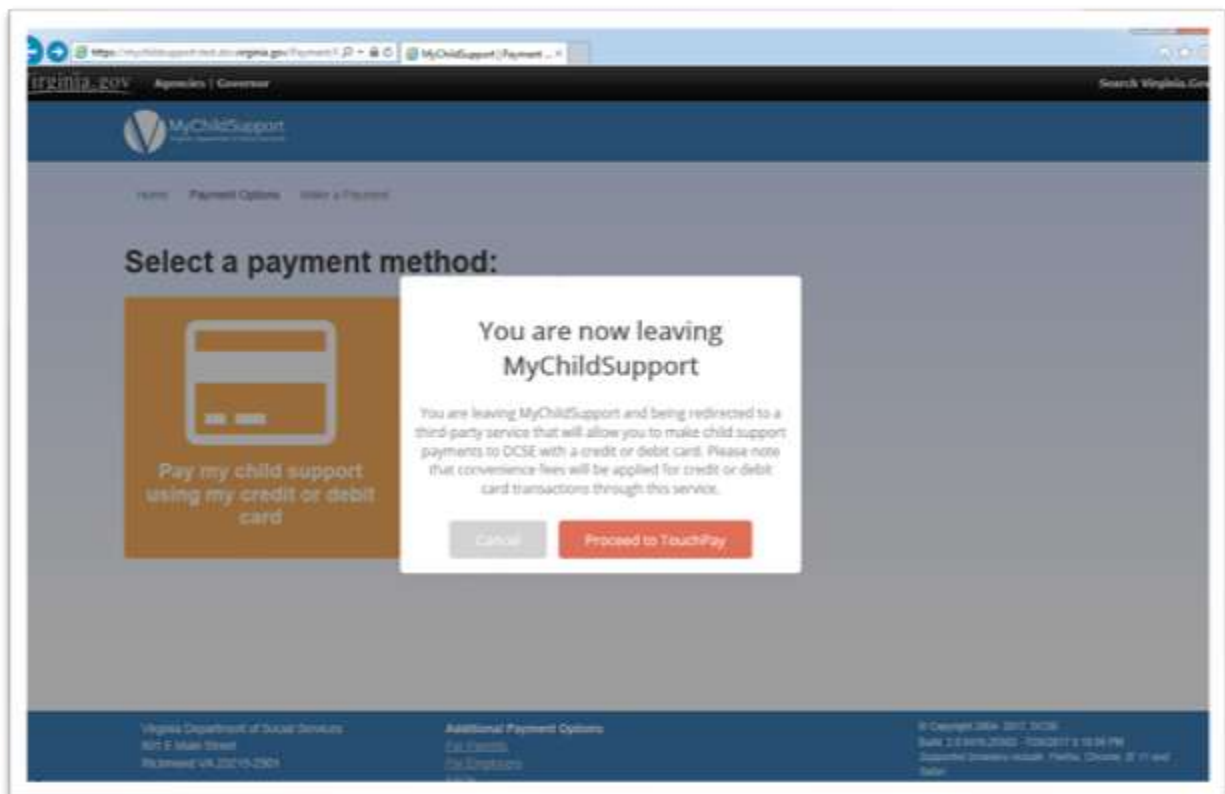
Third parties have the ability to make payments on behalf of a non-custodial parent without registering on the MyChildSupport portal by clicking the “Guest Payment” option on the home page.



The guest is prompted to select a payment method, credit or debit card or bank account.



If the guest chooses “Pay my child support using my credit or debit card”, the following message will appear advising the customer that they will be directed to the TouchPay website to make the payment.



If the guest selects “Proceed to TouchPay”, the guest is redirected to the TouchPay website where they must create a TouchPay username and password and proceed to make their payment via the [TouchPay website](#).



If the guest chooses “Cancel”, the pop-up window disappears and the “Select a payment method” window reappears.

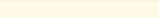
NOTE: When using TouchPay services, a convenience fee will be charged to the customer. This fee is assessed for child support payments made using a debit or credit card and based on the dollar amount of child support paid by the customer. The following Payment Fee Schedule provides the percentage charged per dollar amount.

Online Child Support Transactions	
Credit/Debit Amount	Percentage
\$1 - \$99	2.90%
\$100 - \$399	2.90%
\$400 - \$599	2.90%
\$600 - \$999	2.75%
\$1000+	2.40%
Case Reapplication Fee (\$25)	2.90%

If the guest chooses “Pay my child support using my bank account”, the **Payment Information** page displays. Guests are notified that payments scheduled after 4:30pm EST will be processed the following

business day and it may take two (2) to five (5) business days to process the payment. The guest must identify the account type, provide the bank name, first and last name of the account holder, the bank routing and account number as well as the guest's email address. The portal will automatically verify the routing number. The guest must also enter the non-custodial parent's participant ID number and last four (4) of their SSN as well as the payment amount.

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

https://mychildsupport.virginia.gov/submit/2/ + 

Please Note

Payments scheduled after 4:00pm EST will be processed the following business day. Payments will take (2) to (3) business days to be withdrawn from your account and post to the DCSE Case(s).

Payment Information

Account Type
☒ Checking Account
☐ Saving Account

Bank Name

First Name

Last Name

Routing Number

Account Number

Please include leading zeros, if any

Email Address

On Behalf Of

Participant ID

SSN (Last 4 Digits)

Payment Amount \$

[+ Add](#)

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

Additional Payment Options
[Fast Payments](#)
[Fast Disbursements](#)

© Copyright 2014-2017, DCSE
 Build: 2.0.5419.25585 - 7/26/2017 5:10:38 PM
 Supported browsers include: Firefox, Chrome, @ 11 and higher

If the guest customer enters a Participant ID and SSN combination that does not match, an error message will appear advising the guest customer that the information is incorrect. They must correct this information before they are able to move forward.

Once all the required information has been entered, the guest will click the next button to schedule the payment. This will direct the guest to the “Schedule Payment” page where the customer is prompted to review the payment terms and agree to the following “Authorization” statement:

“By clicking “Submit I, _____ (guest user’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 of payment).”

Virginia.gov Agencies | Governor Search Virginia.gov

MyChildSupport
Virginia Department of Social Services

Home : Make a Payment

Payment Information Schedule Payment Payment Confirmation

Account Information

Pay To: The Commonwealth of Virginia Division of Child Support Enforcement

Pay From: [redacted]

Payment Method: [redacted]

Payment Date: 08/28/2017

On Behalf Of

SSN: XXX-XX-XXXX

Payment Amount: \$150.00

Authorization

By clicking "Submit", [redacted] authorize the financial institution above to transfer to The Commonwealth of Virginia Division of Child Support Enforcement from my checking account ending with "XXXX" a child support payment in the amount of \$150.00 on 08/28/2017.

Previous Submit

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

Additional Payment Options
For Parents
For Employers

© Copyright 2004-2017, DCSE
Build: 2.0.14116.25303 - 7/26/2017 8:10:06 PM
Supported browsers include: Firefox, Chrome, IE 11 and Safari

The guest will click the “Submit” button to submit the payment. The confirmation page will display and provides the guest 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. An additional copy of the payment receipt is sent to the guest’s email address as entered on the payment information page. The guest is again advised that payments scheduled after 4:30pm EST will be processed the following business day and it will take two (2) to (5) business days to process the payment.

The screenshot displays the MyChildSupport portal interface. At the top, the header includes the Virginia.gov logo, navigation links for Agencies and Governor, and a search bar. The main content area features a confirmation message: "Payment Submitted - Confirmation Number: 11029128" with a note that a receipt has been emailed. Below this is a "Payment & Account Information" section containing a table with details such as the submission date (05/29/2017), payment date (05/29/2017), pay to (The Commonwealth of Virginia Division of Child Support Enforcement), pay from (james.holmes@dcyf.virginia.gov), payment method (Langley Federal - Checking Account), and on behalf of information (Participant Name: [REDACTED], NCP ID: [REDACTED], Total Payment: \$11.00). A "Note" section provides instructions on payment processing. At the bottom of the form is a blue "DONE" button. The footer contains the Virginia Department of Social Services logo, additional payment options, and copyright information.

Payment & Account Information	
Submitted On	05/29/2017
Payment Date	05/29/2017
Pay To	The Commonwealth of Virginia Division of Child Support Enforcement
Pay From	james.holmes@dcyf.virginia.gov
Payment Method	Langley Federal - Checking Account [REDACTED]
On Behalf Of	
Participant Name	[REDACTED]
NCP ID (Last 4)	[REDACTED]
Total Payment	\$11.00

Note
Payments scheduled after 4:30pm EST will be processed the following business day. Payments will take (2) to (3) business days to be withdrawn from your account and paid to the DCSE (cash). Please call 1-800-468-8094 before 4:30PM EST if you need to cancel your payment.

[DONE](#)

Virginia Department of Social Services
www.dss.virginia.gov

Additional Payment Options
DCS Services

© Copyright 2004-2017, DCSE
Build: 5.0.4416.20005 - 7/16/2017 4:10:16 PM
Customer Support Center: 24x7x365 - 4011 and 4012

The guest will click done and will be returned to the **MyChildSupport** portal home page.