

Announcing Pennsylvania's On-line Child Support Services!!

Dear Child Support Customer,

The PA Child Support Portal, www.childsupport.state.pa.us, is a highly secure web site that provides a "one stop shop" for child support information. This new web site is available to you and others such as employers, Domestic Relations Office (DRO) users, court users, and the general public. This portal web site replaces pachildsupport.com. Although the pachildsupport.com web site will exist for a period of time, it will simply serve as a link to the portal. After several months, pachildsupport.com will go away. Registration for the portal will be similar to the registration process for pachildsupport.com.

If I am the payee (i.e. person receiving the child support)

How can this new web site help me?

- 1) The PA Child Support Portal allows you to view the following information:
 - a. Last five (5) payments sent to you
 - b. The amount of child support you are owed
 - c. Last five (5) events that have occurred on your case (e.g. failure to comply hearing, etc.)
 - d. Future scheduled activities (e.g. conference to modify order)
 - e. Frequently Asked Questions and Answers
 - f. Form for direct deposit
- 2) It allows you to submit changes to your mailing and email addresses, and make corrections to your date of birth (DOB).

Why should I use this new web site?

- 1) You can obtain child support information any time during the day or night seven (7) days a week.
- 2) By keeping your address current you can ensure that child support payments and all of your forms and notices are sent to the correct address.

If I am the payor (i.e. person paying the child support)

How can this new web site help me?

- 1) The PA Child Support Portal web site allows you to view the following information:
 - a. Last five (5) payments credited to you
 - b. Amount of child support due for the current month and your arrears balance
 - c. Last five (5) events that have occurred on your case (e.g. failure to comply hearing, etc.)
 - d. Future scheduled activities (e.g. conference to modify order)
 - e. Frequently Asked Questions and Answers
 - f. Regular Automatic Withdrawal (RAW) form for direct debit
- 2) It allows you to submit changes to your mailing and email addresses and make corrections to your DOB.

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- 1) You can obtain child support information any time during the day or night seven (7) days a week.
- 2) By keeping your address current you can ensure that all of your forms and notices are sent to the correct address.

How do I access the PA Child Support Portal web site?

The Internet site is www.childsupport.state.pa.us

Logging into the web site:

If you are a first time user who has *never* registered at pachildsupport.com, you can register for access to the portal by entering a user name (you may select any user name you would like), social security number (SSN), Case ID, email address, and a personal "hint" question and answer. After you have registered, you can log onto the portal web site by entering your user name and temporary password. When you login for the first time with your temporary password you will be asked to choose your own password. The personal "hint" question and answer will be used if you forget your password.

If you are a first time user who *has* previously registered at pachildsupport.com you can log onto the portal by providing a user name and your current pachildsupport.com password. When you login for the first time you will be asked to choose a personal "hint" question and answer. The personal "hint" question and answer will be used if you forget your password.

If you are currently registered as a portal user, you can log onto the portal web site by entering your user name and password. If you do not remember your password you will be able to request it by clicking the "Forgot your password" link on the login web page. By entering your correct user name and hint answer, you will get your password.

Note: If you are logging onto the portal web site and after three tries you still have not entered the correct user name and password your account will be disabled. To reset the user name and password you will need to call the help desk (1-877-727-7238).

Reminders about State Collection and Disbursement Unit (SCDU) payment processing

If you need SCDU payment coupons:

SCDU only sends payment coupons to people who are not income-attached. If you are not income-attached and you have not received payment coupons, call your Domestic Relations Office (DRO). The DRO will help ensure that SCDU sends you your coupons. (Note: The fastest way for your payment to be processed is to send your payment with your coupon. However, you can send your payment without a coupon if you write your Member ID and/or your SSN on the payment).

SCDU Payment Address:

Send completed coupons with payment to:
Pennsylvania State Collection and Disbursement Unit
P.O. Box 69112
Harrisburg, PA 17106-9112