

## ONLINE PAYMENT ACCOUNT USERNAME & PASSWORD

When creating your account online, use this card below as a reminder of what your login information is. That information is displayed towards the end of the setup process. It will be displayed on the **confirmation screen**, please print this information. You can mark your username and password on this card, so you retain your log in information.

**KEEP THIS INFORMATION IN A SAFE PLACE FOR FUTURE USE:**

**USER NAME:** FIRST NAME • LAST NAME \*

*\*If a user has the same name as another user or multiple cases then a # suffix will follow the users last name (ex. •Smith01/•Smith02)*

**PASSWORD:**

**E-MAIL USED TO CREATE ACCOUNT:**

<https://www.cseinfo.dhs.ri.gov/>

PAYMENT INFORMATION IS ALSO AVAILABLE USING OUR INTERACTIVE VOICE RESPONSE TELEPHONE SYSTEM.

TO ACCESS CASE SPECIFIC INFORMATION, YOU WILL NEED YOUR PIN & CASE NUMBER.

INFORMATION IS AVAILABLE IN BOTH ENGLISH AND SPANISH.

LISTEN CAREFULLY TO EACH OPTION. THEY ARE LISTED BELOW.

**401-458-4400**

**INTERACTIVE VOICE RESPONSE MAIN MENU**

AVAILABLE SERVICES/REQUEST	
AN APPLICATION	PRESS 1
PAYMENT INFORMATION	PRESS 2
CASE SPECIFIC INFORMATION	PRESS 3
DIRECT DEPOSIT/ KIDS CARD	
EMPLOYER	PRESS 4
I V-D AGENCY	PRESS 5
(FROM ANOTHER STATE)	PRESS 6
ATTORNEY/REPRESENTATIVE FROM	
BANK/INSURANCE COMPANY	PRESS 7
OFFICE LOCATION/HOURS	PRESS 8

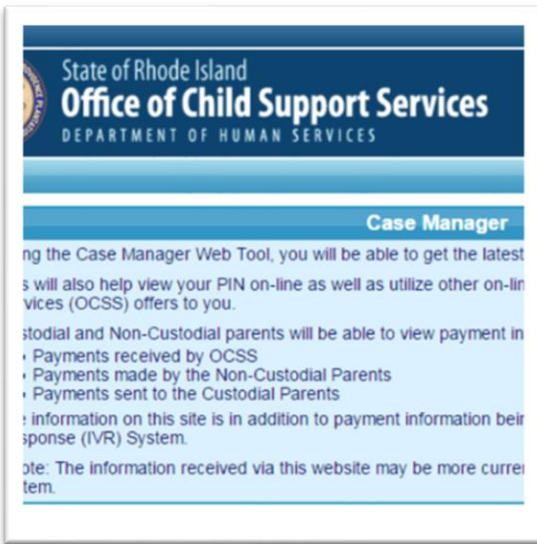
## STATE OF RHODE ISLAND DEPARTMENT OF HUMAN SERVICES OFFICE OF CHILD SUPPORT SERVICES

### ONLINE PAYMENT ACCOUNT INFORMATION GUIDE



### OUR MISSION:

TO ENHANCE THE WELL-BEING OF CHILDREN BY ASSURING THAT ASSISTANCE IN OBTAINING SUPPORT, INCLUDING FINANCIAL AND MEDICAL, IS AVAILABLE TO CHILDREN THROUGH LOCATING PARENTS, ESTABLISHING PATERNITY, ESTABLISHING SUPPORT OBLIGATIONS, AND MONITORING AND ENFORCING THOSE OBLIGATIONS.



## ONLINE PAYMENT HISTORY CASE MANAGER

Using the Case Manager Web Tool, you will be able to get the latest information regarding your case.

This will also help view your PIN on-line as well as utilize other on-line services the Office of Child Support Services (OCSS) offers.

Custodial Parents' will be able to view payment and non-custodial parents' information:

- View last 13 Months of payments made by the NCP and received by the OCSS.
- View current court orders or past due balance information.
- View future court dates or upcoming appointment information.
- View child support enforcement actions taken on your case and dates the action was taken.
- View your case PIN (personal identification number)
- Update your case information.

The information on this site is in addition to payment information being provided to by the Interactive Voice Response (IVR) System.

\* Note: The information received via the website may be more current than the information received via the telephone system.

## HOW DO I LOG IN?

To log in to this application, you need to create your account profile. **The information needed to create your profile can be found in the "Welcome Letter" you received from OCSS.**

If you already have created an account profile, you will need to enter the Username that was created for you and the Password that you chose when you created your account profile.

## I FORGOT MY USERNAME

If you forgot your Username, click the **Forgot my Username** link located in the Account Manager section of the **Login** page.

You will need to:

- Enter your case number (*and if you have more than one case, enter any of your case numbers*).
- **ENTER YOUR EMAIL ADDRESS THAT YOU USED WHEN YOU SET UP YOUR ONLINE PROFILE.**

After entering this information and clicking the **Next** button, you will be prompted to:

- Enter the answer to your security question when it is presented.

Your Username will be sent to the email address that is **stored in your account profile.** Usually it is your first name . last name in lowercase letters (*firstname.lastname*).

## I FORGOT MY PASSWORD...

If you forgot your password, click the **Forgot my Password** link located in the Account Manager section of the **Login** page.

You will need to:

- Enter your account Username
- **Enter the email address that you provided when you created your account profile**

After entering this information and clicking the **Next** button, you will be prompted to:

- Enter the answer to your security question when it is presented.

A "temporary password" will be sent to the **email address that is stored in your profile.**

You must now create a "permanent password" for access to your account. **Be sure to write this down along with your Username for future reference.**

## HOW DO I GET ADDITIONAL INFORMATION ABOUT OCSS?

For Office of Child Support Services (OCSS) contact information, please refer to the **Contact US** link on our website.

## CONTACT US

THE STATE OF RHODE ISLAND  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF CHILD SUPPORT SERVICES  
77 DORRANCE STREET  
PROVIDENCE, RI 02903  
401-458-4400  
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