

Where can you access this Portal?

The portal can be accessed ANYWHERE internet is available.

OCSS Kiosk

A free Kiosk is available for the use of clients at the OCSS. Clients with limited technological experience or internet access are encouraged to come in and receive assistance from an OCSS staff member designated to the Kiosk. The Kiosk is also equipped with a printer if you require a printout.

The Office of Child Support Services

77 Dorrance Street, Providence, RI 02903

Hours: Monday-Friday, 8:30 am– 3:15 pm

13 month Payment History

Housing Authority

The RI housing authority requires applicants to bring in a printout of their 13 month payment history. This history can be accessed by logging into your account, selecting case information in the left-hand blue menu, then clicking on **13 month payment history**

More questions regarding the Housing Authority can be answered within the brochure titled, **Housing Authority/ Child Support: Common Questions which can be found at the OCSS or online at www.cse.ri.gov.



Interactive Voice Response System (IVR)

Payment Information is also available using our Interactive Voice Response telephone system.

To access case specific information you will need your PIN and case number

Information is available in both English and Spanish

Listen carefully to each option.

Available services/requests

An Application	Press 1
Payment information	Press 2
Case Specific information	Press 3
Direct Deposit/ Kids Card	Press 4
Employer	Press 5
IV-D Agency (From another state)	Press 6
Attorney/ Representative from	
Bank or Insurance Company	Press 7
Office Location/Hours	Press 8

RI Department of Human Services

Office of Child Support Services

77 Dorrance Street

Providence, RI 02903

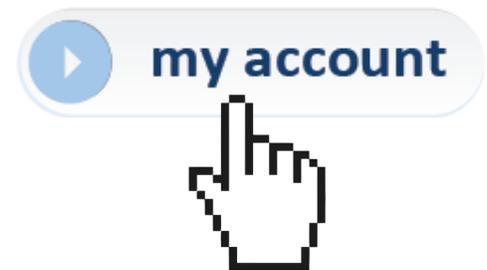
Phone: (401) 458-4400

Fax: (401) 458-4465

www.cse.ri.gov

Child Support Case Manager Portal And Interactive Voice Response System

Providing You with 24/7 Online Access to Your Child Support Payment Information



RI Department of Human Services

Office of Child Support Services



What is the Goal of this Case Manager Web Portal?

The goal of this web portal is to assist in our mission of enhancing the well-being of children by using modern technology to provide valuable payment history to the custodial and non-custodial parents supporting them.

How does the Case Manager Portal assist you?

Using the Case Manager Web Tool, you will have access to the latest information regarding your case.

It allows you to view your PIN online as well as utilize other online services offered by the Office of Child Support Services (OCSS) .

Custodial and Non-Custodial parents will be able to view payment information such as;

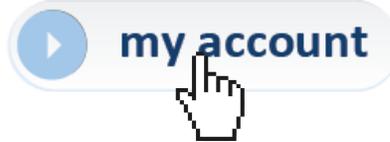
- Payments received by the OCSS
- Payments made by the Non-Custodial Parents
- Payments sent to the Custodial Parents
- Current orders
- Past due balances
- Enforcement actions being applied

Much of this information can also be found using the Interactive Voice Response (IVR) System by calling (401)-458-4400.

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

How to access the Case Manager Portal

Go to www.cse.ri.gov and scroll until you find the **my account** button and click it.

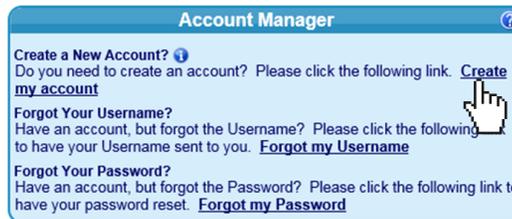


From here you will either create an account or log into your already existing account.

Creating a new account

To create a new account you will need your case number and 4 digit PIN. This information can be found in the Welcome letter you received from the OCSS. If misplaced you can visit the OCSS (location can be found on the back of this brochure) and they may provide you with the necessary information to create your account.

Once you have this information you will select **Create my Account**.



From here you will provide your case number and pin then hit **continue**.



The final steps to the process will include creating a Password, providing an email address and phone number, and selecting 5 security questions before confirming the account.

How to Log into an existing account

To log into an existing account you will enter your username, password, and hit **Log In**



Forgot my Username

If you forget your username select the **Forgot my Username** link in the Account Manager box.

You will need to enter your case number, email address, and answer a security question in order to have your username emailed to you.

Forgot my Password

If you forget your password select the **Forgot my Password** link in the Account Manager box.

You will need to enter your username, email address and answer a security question in order to have a "temporary password" sent to your provided email.

You will then use this "temporary password" to access your account. From here you will then automatically be required to create a new "permanent password".

****It is important to access the portal at least once a month to keep your password current****