

Main Menu

- If you are the CP or NCP-----**Press or Say 1** → **Enter Member ID & PIN**
- Make a Payment ----- **Press or Say 2**
- NJ Debit Card Program----- **Press or Say 3**
- If you are an employer -----**Press or Say 4**
- Government Entity/Attorney ----- **Press or Say 5**
- For general Info without a PIN-----**Press or Say 6**
- To confidentially report info on a case -----**Press or Say 7**

Note: To repeat information press * at any time. To return to the previous menu press or say 8 at any time.

Custodial Parent Menu

- Payments, support order, direct deposit **Press or Say 1**
- NJ Debit Card Program **Press or Say 2**
- Hearings, conferences, genetic testing appts. **Press or Say 3**
- Establishment activity, genetic testing results **Press or Say 4**
- Case enforcement or modification activity **Press or Say 5**
- Change PIN **Press or Say 6**
- Update contact info/Request forms, **Press or Say 7**
- To select a different case **Press or Say 8**

Non-Custodial Parent Menu

- Payments received, support order **Press or Say 1**
- Make payment or how to make payments **Press or Say 2**
- Hearings, conferences, genetic testing appts. **Press or Say 3**
- Establishment activity, genetic testing results **Press or Say 4**
- Case enforcement or modification activity **Press or Say 5**
- Change PIN **Press or Say 6**
- To update contact info/Request forms **Press or Say 7**
- To select a different case **Press or Say 8**

**Update contact info/CP Forms/Preferred method of contact
Option #7**

- To Update contact information **Press or Say 1**
 - Update phone number **Press or Say 1**
 - Update home or mailing address **Press or Say 2**
- (Email addresses may be updated on line at NJCHILDSUPPORT.org)
- Update your email address with a customer service representative **Press or Say 3**
- To request forms or other documentation **Press or Say 2**
 - Genetic testing appointment **Press or Say 1**
 - Genetic testing Results **Press or Say 2**
 - Copy of court order **Press or Say 3**
 - Quarterly statements for TANF **Press or Say 4**
 - Payment history **Press or Say 5**
- Choose your preferred contact method **Press or Say 3**
 - I see you are calling fromto receive notification from this number **Press or Say 1**
 - To enter a different phone number **Press or Say 2**

**Update contact info/NCP Forms/Preferred method of contact
Option #7**

- To update contact information **Press or Say 1**
 - Update phone number **Press or Say 1**
 - Update home or mailing address **Press or Say 2**
- (Email addresses may be updated on line at NJCHILDSUPPORT.org)
- Update your email address with a customer service representative **Press or Say 3**
- To request forms or other documentation **Press or Say 2**
 - Enforcement hearing notice **Press or Say 1**
 - Genetic testing appointment **Press or Say 2**
 - Genetic testing Results **Press or Say 3**
 - Copy of court order **Press or Say 4**
 - Payment history **Press or Say 5**
 - Payment Coupons **Press or Say 6**
- Choose your preferred contact method **Press or Say 3**
 - I see you are calling fromto receive notification from this number **Press or Say 1**
 - To enter a different phone number **Press or Say 2**

General Info – Option #6 from the Main Menu

- Description of support services and how to apply-----**Press or Say 1**
- Emancipation Information-----**Press or Say 2**
- Support Order Modifications-----**Press or Say 3**
- Enforcement Processes-----**Press or Say 4**
- Local County Office Information-----**Press or Say 5**
- Other Types of Services -----**Press or Say 6**