

NJ Child Support Automated Phone System Quick Navigation Guide

www.njchildsupport.org



1-877-NJKIDS1

The automated phone system is available 24 hours a day, 7 days a week to obtain case information such as payments, case balance, court date information, etc.

If you are the CP, NCP or Authorized 3rd Party on a child support case – Say “Access my Case”
For Employer, Agency Worker, Attorney, and all other calls – Say “Help Me with Something Else”

“Access my Case”		“Help Me with Something Else”
<p>Calling about Payments – Say “Yes”</p> <p>Login with Member ID/PIN</p> <ul style="list-style-type: none"> • Say or enter 8 digit Member ID (DCN Number) • Say or enter 4 digit PIN • Gives Info (Last 5 Payments, Last Payment, etc.) • Repeat • More Case Information (options) • Court Dates and Results • Other Case Info • Change PIN • Debit Card Questions • Contact Info • Forms • General Information • Representative 	<p>Calling about Payments – Say “No”</p> <ul style="list-style-type: none"> • Court Dates and Results • Other Case Information • Change PIN • Debit Card Information • Change Contact Information • Request Forms • General Information • Confidentially report information about a party in a Child Support or Alimony case 	<p>Speak Available Options</p> <ul style="list-style-type: none"> • Employers • Another Agency (IE: Attorneys, Case Workers, Court Officials, etc.) • General Information • Report - Confidentially report information about a party in a Child Support or Alimony case

Payments Login Main Menu

Custodial Parent		Non-Custodial Parent
<ul style="list-style-type: none"> • Last 5 Payments • Last Payment • Help me with something else --> 	<p>“Help Me With Something Else”</p> <ul style="list-style-type: none"> • Payment History • Lost or Stolen Check • Support Order Information • DEFRA 	<ul style="list-style-type: none"> • Make a Payment • Recent Payments • Support Order Information • Payment History

CP and NCP Main Menu

Say the following options to be transferred

Court Dates and Results	Case Information	Change PIN	Debit Card Questions	Change Contact Info	Forms	General Information	Confidentially Report Information on a child support or alimony case
Case Specific, Login Needed	Case Specific, Login Needed	Transfer to PIN Dept.		Case Specific, Login Needed		<ul style="list-style-type: none"> • Description of services • How to Apply • Stopping Support • Support Order Changes • Enforcement Processes • Forms • County Office Addresses • Main Menu 	
<ul style="list-style-type: none"> • Court Dates • Conferences • Hearings • Genetic test 	<ul style="list-style-type: none"> • Enforcement • Genetic Testing • Case Establishment • Support Order Information 	Change PIN	Debit Card Questions	Change Contact Info	Forms retrieval instructions	<p>Confidentially Report Information on a child support or alimony case</p>	