

New Jersey
ChildSupport.
It's more than just money.

Mobile App
How-To Guide

2019



Getting Started

Login Screen

Enter your Member ID and PIN and tap **LOG IN**.

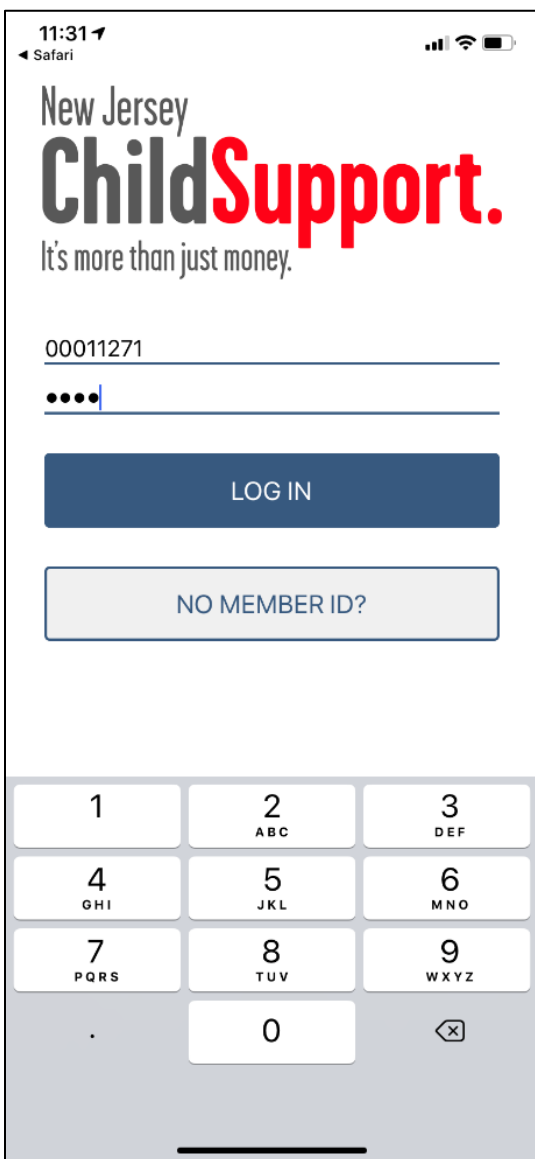
No Member ID

If you do not have a Member ID, tap **NO MEMBER ID?** Tap **OK** to request a Member ID and create a four-digit PIN. Tap **No Thanks** to return to the Login Screen.

Tap **Get New Member ID** and enter your Case ID, last four digits of your Social Security Number and date of birth, and tap **Next**. Select and answer two security questions and tap **Next**.

Enter and confirm a four-digit PIN, and tap **Set PIN**. Tap **Continue** to complete the registration process.

You are now ready to access your case through the mobile app.

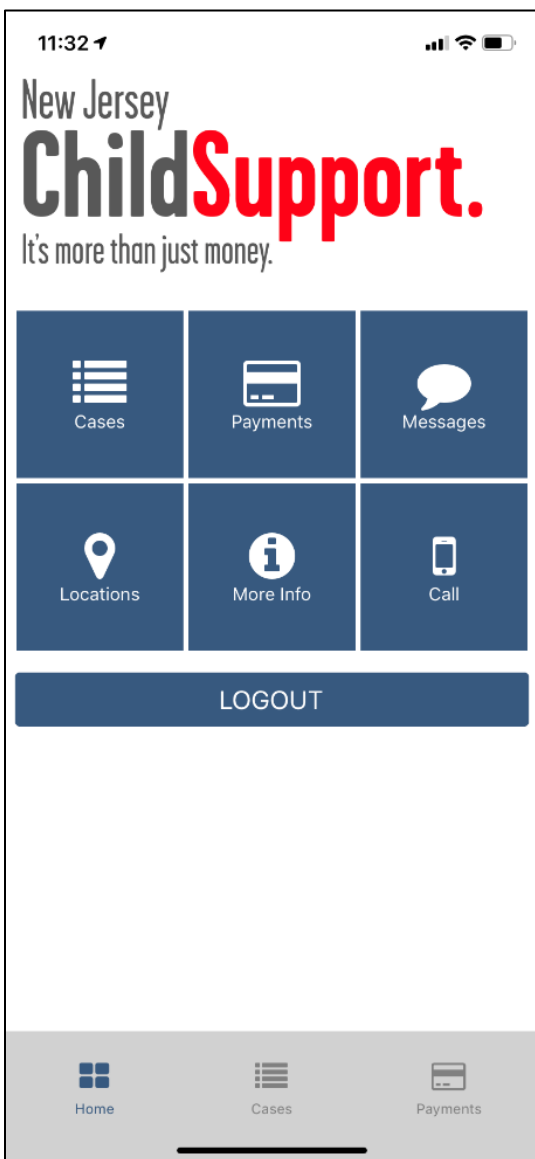


Navigating the App

Dashboard

The Dashboard includes the following options:

- **Cases** – View your case information.
- **Payments** – Make payments, manage saved cards and recurring payments, and view in-app payment history.
- **Messages** – View important updates from the New Jersey Child Support Program.
- **Locations** – Find a local child support office.
- **More Info** – View general program information.
- **Call** – Contact the New Jersey Family Support Services Center (NJFSSC).

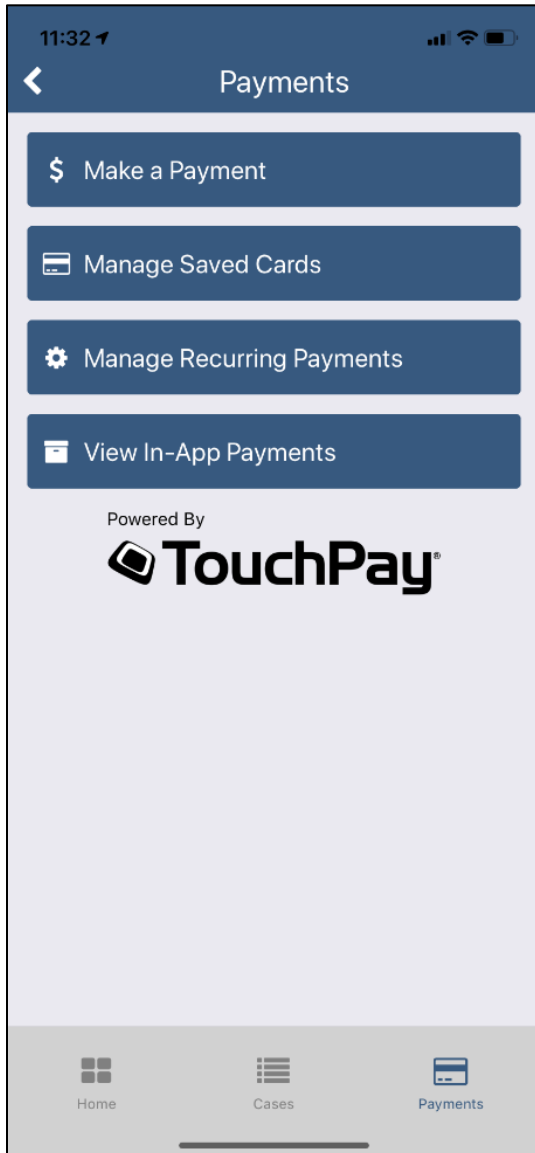


Paying Child Support

Payments Menu

The Payments Menu includes the following options:

- **Make a Payment**
- **Manage Saved Cards**
- **Manage Recurring Payments**
- **View In-App Payments**



Make a Payment

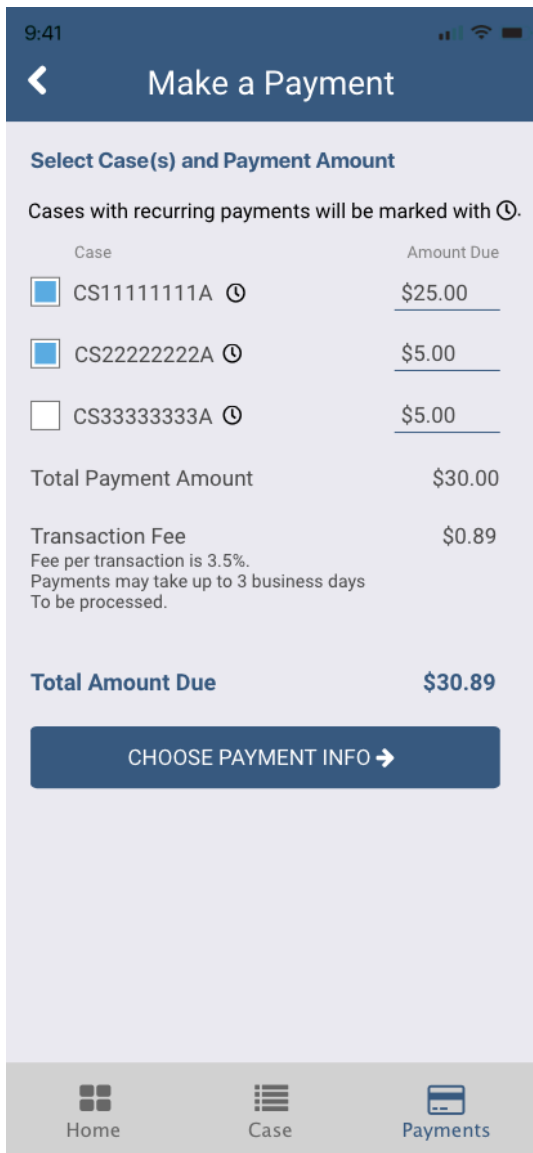
Tap **Make a Payment** to view the list of payable cases.

Note that if you already have a recurring monthly payment set up, you will see a clock icon (🕒) next to the case number.

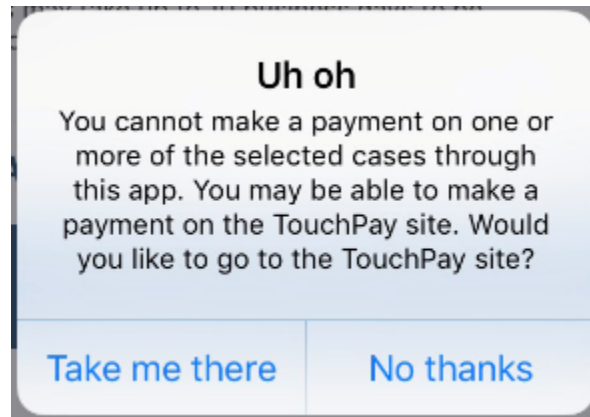
Tap the case(s) you would like to pay to highlight the corresponding checkbox.

To change the payment amount, tap the default payment amount under **Amount Due** and enter the amount you want to pay.

Tap **CHOOSE PAYMENT INFO**.



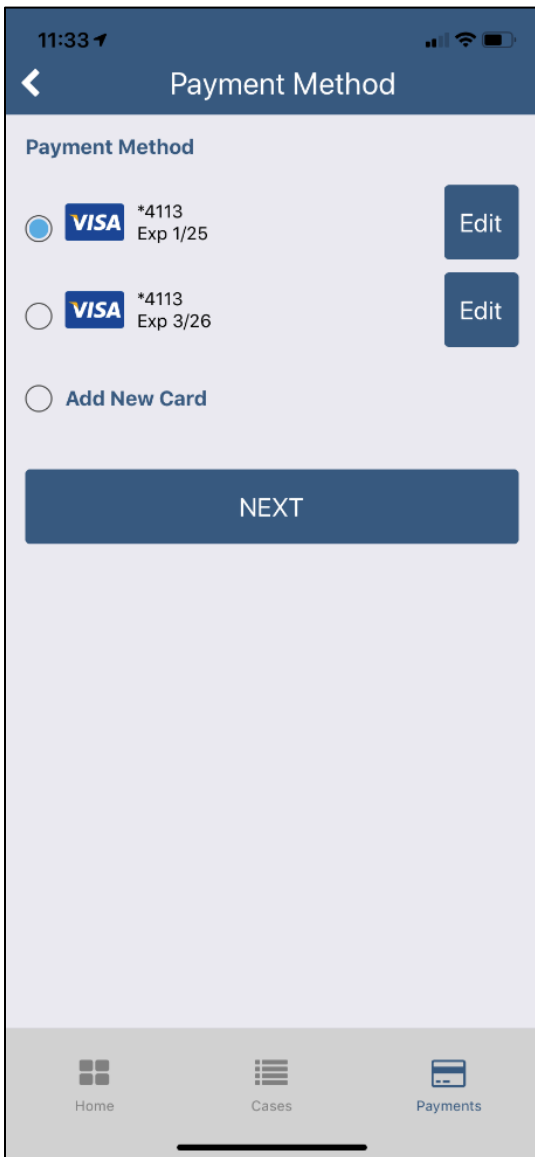
Under federal law, there are limitations to the amount and number of financial transactions that can be processed. If you reach the payment limits and are unable to pay through the app, you will see the following message and given the option to be redirected to the payment processor's site.



Payment Method

If you have a credit card saved that you want to use to make your payment, select the card and tap **NEXT**.

To add a new card, select **Add New Card** and tap **NEXT**.



Payment Information

Enter the name on the card, credit card number, expiration month, expiration year, CVV (the three or four digit number on the back of the card) and credit card billing address.

If you want to save the card, tap **Save Credit Card for Future Use**.

Tap **ADD PAYMENT**.

The screenshot shows a mobile application interface for adding a new payment type. The title bar at the top is dark blue with a white back arrow and the text 'Pay Child Support'. The time '9:41' and signal strength icons are visible in the top left and right corners, respectively. The main content area is light gray and contains the following fields:

- Add new payment type** (Section Header)
- Name on card: Robert Tell
- Credit Card Number: 1234 5678 9876 5432
- Expiration Month: 09, Expiration Year: 2023, Security Code: 111
- Address (Address must match credit card billing address): 8 Georgetown St.
- Extended Address (Apt., Floor, Unit, etc.):
- City: Newark, State: NJ, Zip code: 07102
- Save credit card for future use
- ADD PAYMENT** (Large blue button)

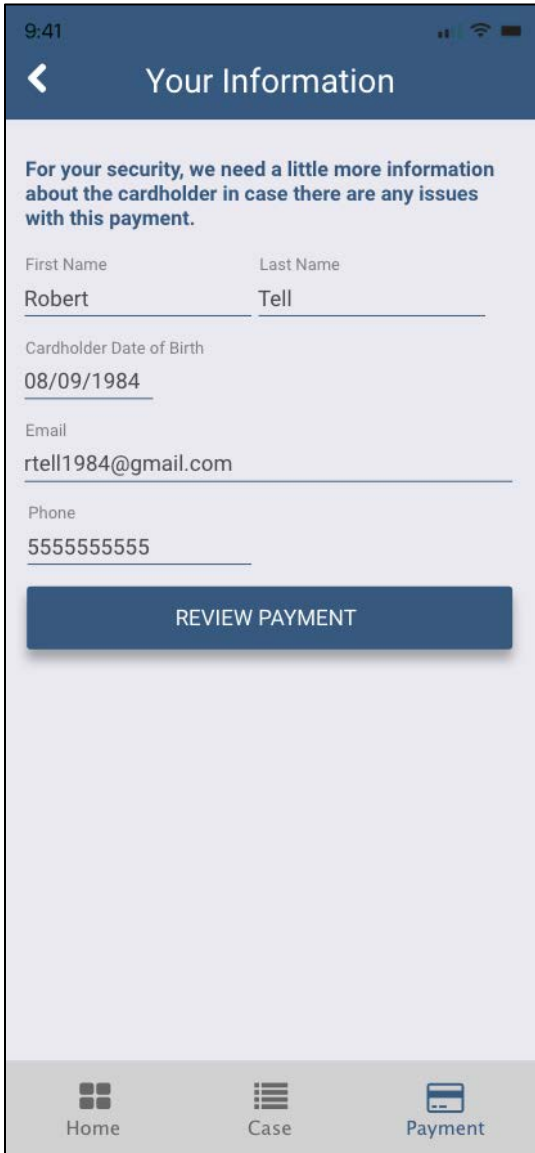
The bottom navigation bar is light gray and contains three icons with labels: 'Dashboard' (grid icon), 'Case List' (list icon), and 'Pay' (credit card icon).

Additional Information

The payment processor needs to collect some additional information about the cardholder for security purposes.

Enter the cardholder's first name, last name, date of birth, email address and phone number.

Tap **REVIEW PAYMENT**.



9:41

< Your Information

For your security, we need a little more information about the cardholder in case there are any issues with this payment.

First Name Last Name
Robert Tell

Cardholder Date of Birth
08/09/1984

Email
rtell1984@gmail.com

Phone
5555555555

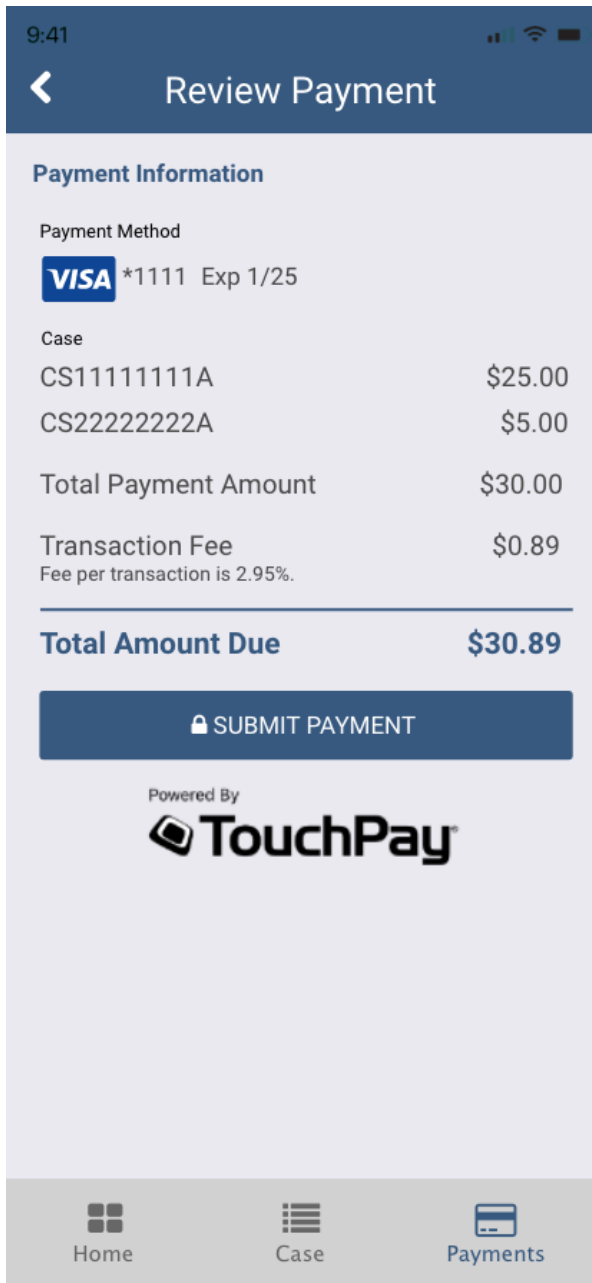
REVIEW PAYMENT

Home Case Payment

Review Payment

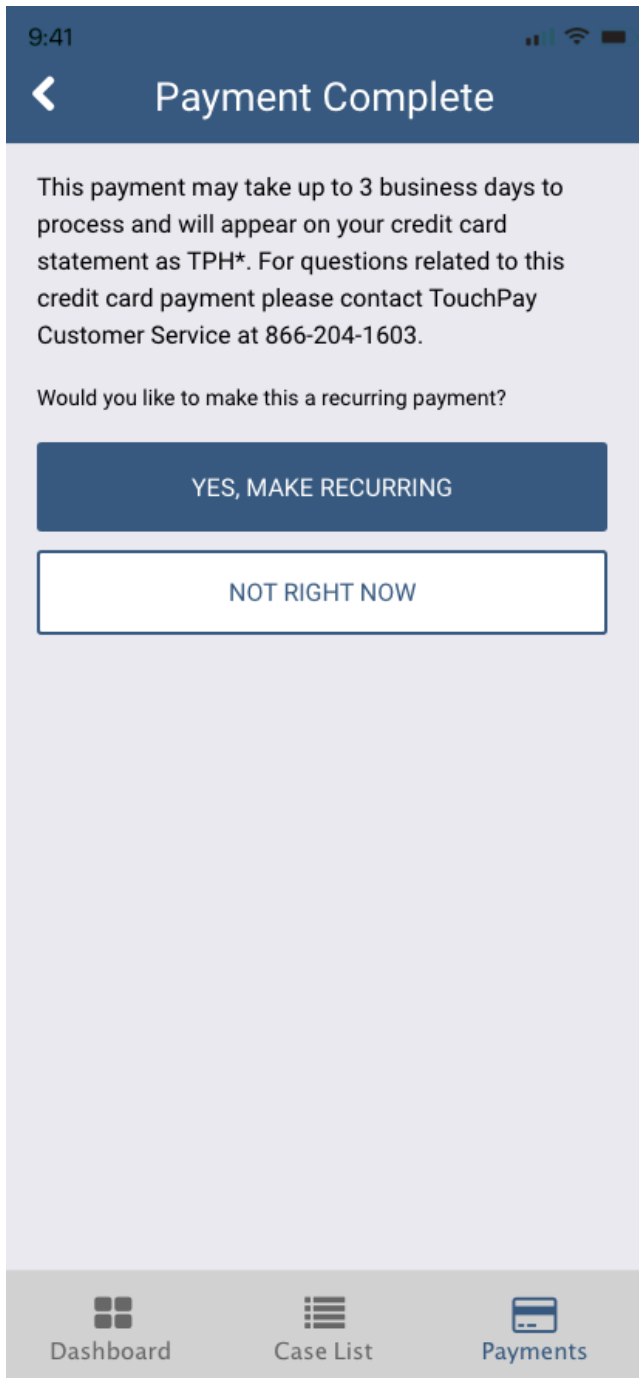
Review your payment one last time before tapping **SUBMIT PAYMENT**.

To change your payment, tap the **back arrow**.



Payment Confirmation

The app will confirm that your payment is complete – or alert you if it could not be completed for any reason. Note that each payment per case will show as an individual charge on your credit card. For example, if you made payments on three separate cases, your credit card will reflect three separate charges.



Schedule Recurring Payments

You can only schedule monthly recurring payments at the end of the payment process, once your payment is complete.

Set Up Recurring Payments

To set up a recurring payment, tap **YES, MAKE RECURRING**.

Tap **NOT RIGHT NOW** to return to the Payments Menu.

To change the recurring payment amount, tap the default payment amount under **Amount Due** and enter the amount you want to pay for each case.

Choose the start date of your recurring payment and tap **SAVE**.

The screenshot shows a mobile application interface for scheduling recurring payments. At the top, the time is 9:41 and the title is 'Make a Payment'. Below the title, there is a heading 'Let's set up your monthly recurring payments.' followed by the instruction 'Select the recurring date and amount you will pay.' The interface lists two cases with their respective amounts and transaction fees. The first case, CS11111111A, has an amount due of \$25.00 and a transaction fee of \$0.74, resulting in a total amount due of \$25.74. The second case, CS22222222A, has an amount due of \$62.00 and a transaction fee of \$1.83, resulting in a total amount due of \$63.83. The total recurring payment amount is \$89.57. Below this, there is a section for selecting the recurring payment date, with the date 09/09/2019 selected. At the bottom, there are two buttons: 'SAVE' and 'CANCEL'. The bottom navigation bar includes icons for 'Home', 'Case', and 'Payment'.

Case	Amount Due
CS11111111A	\$25.00
Transaction Fee	\$0.74
Fee per transaction is 2.95%.	
Total Amount Due	\$25.74

Case	Amount Due
CS22222222A	\$62.00
Transaction Fee	\$1.83
Fee per transaction is 2.95%.	
Total Amount Due	\$63.83

Total Recurring Payment Amount **\$89.57**

When would you like monthly recurring payments to start?

Select Recurring Payment Date
09/09/2019

SAVE

CANCEL

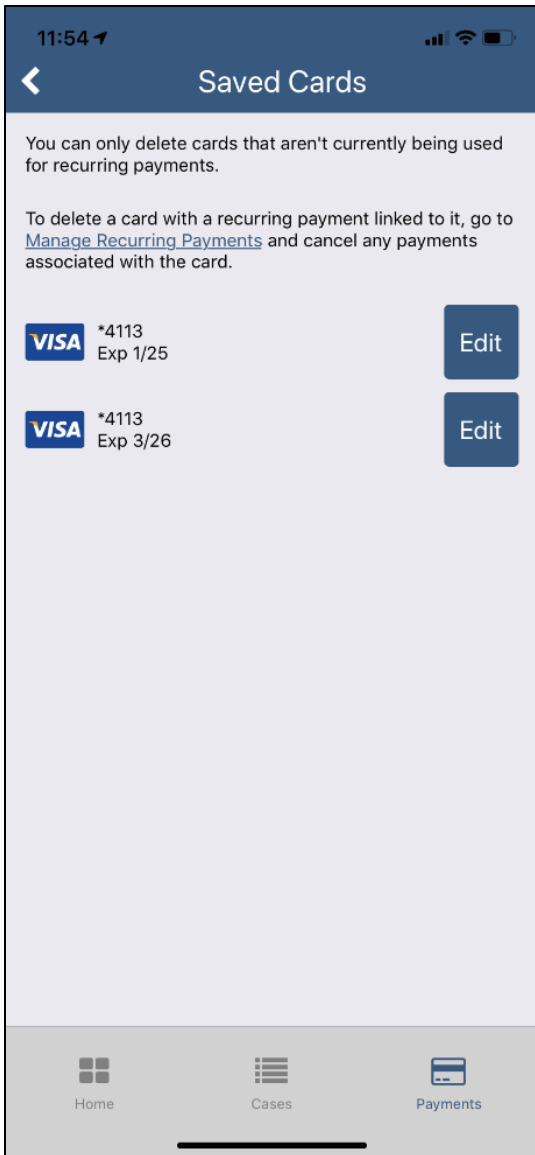
Home Case Payment

Manage Saved Card

Tap **Manage Saved Cards** from the Payments Menu to delete a card or update a card's billing address or expiration date.

Edit Card Information

Tap **Edit** to update your credit card information.



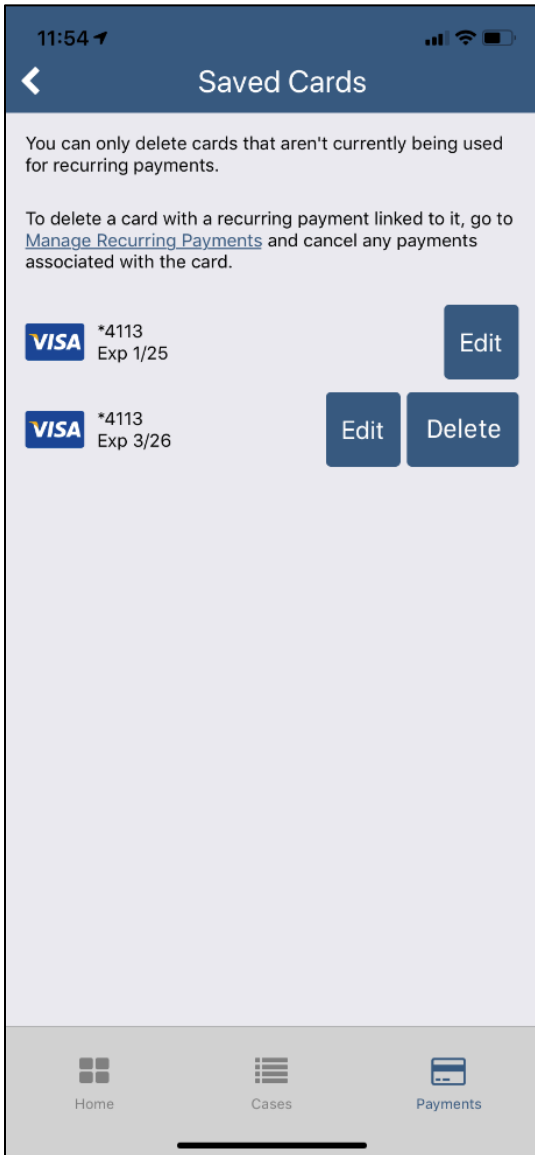
Delete Credit Card

Tap **Delete** to delete a card.

Note that you can only delete a card if it is not being used for recurring payments.

If you need to delete a card with a recurring payment tied to it, tap the **Manage Recurring Payments** link and delete the recurring payment.

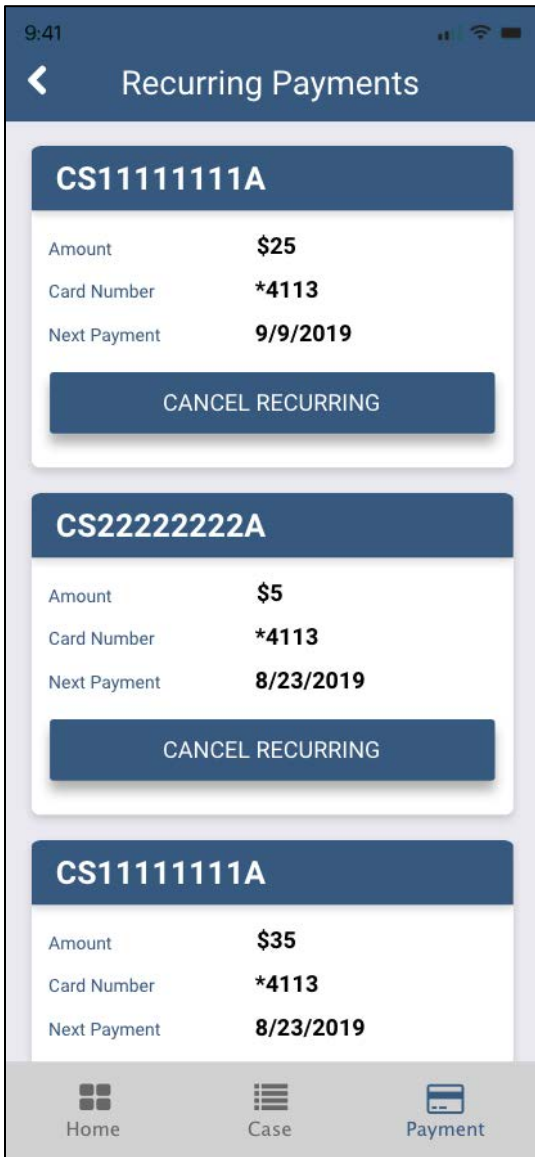
Then, return to Manage Saved Cards to delete the card.



Manage Recurring Payments

Tap **Manage Recurring Payments** from the Payments Menu to manage scheduled payments.

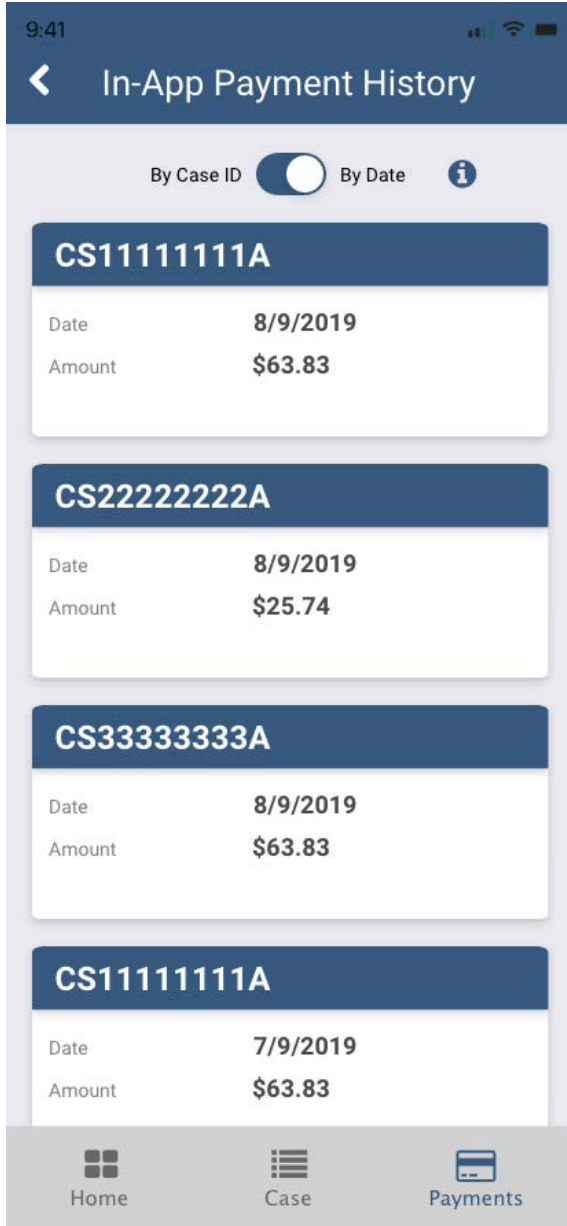
Tap **Cancel Recurring** to cancel a recurring payment.



View In-App Payment History

Tap **View Past Payments** from the Payments Menu to see your in-app payment history.

By default, you will see payments listed **By Date** with the most recent payment first. Tap the switch to view in-app payments **By Case ID**.



Report Issues

If you have an issue with the app that is not addressed in this How-To Guide, please report it **here**.