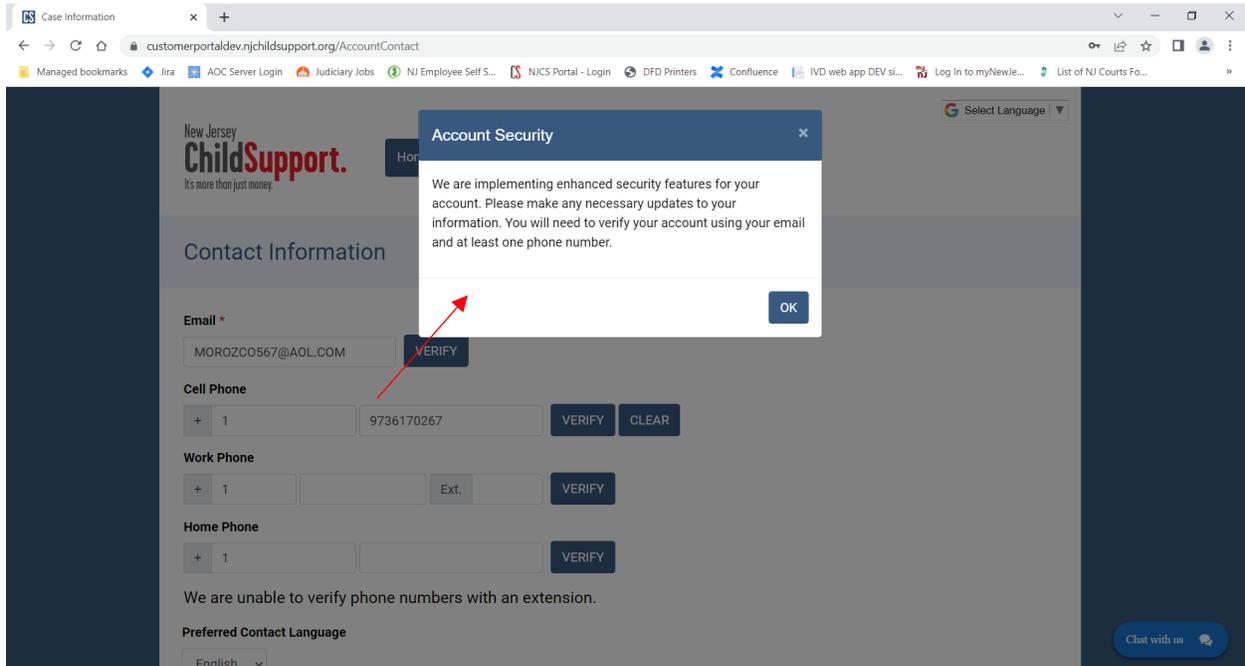


CASE INFO

Initial setup for Multi-Factor Authentication or MFA (no verification completed yet):

This message will only be received the 1st time the customer logs in. Once MFA is set up, they will no longer receive this pop-up.



Upon clicking OK, customer will be brought to their Contact Info screen. This screen is auto-populated with whatever info is on file.

If your email is marked as verified, but you no longer have access to it, please report it [here](#):

Case Information x +

customerportaldev.njchildsupport.org/AccountContact

Managed bookmarks Jira AOC Server Login Judiciary Jobs NJ Employee Self S... NJCS Portal - Login DFD Printers Confluence IVD web app DEV si... Log In to myNewJe... List of NJ Courts Fo... Select Language

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Home Change Pin Account Settings Log Out

Contact Information

Email *

MOROZCO567@AOL.COM **VERIFY**

Cell Phone

+ 1 9736170267 **VERIFY** **CLEAR**

Work Phone

+ 1 Ext. **VERIFY**

Home Phone

+ 1 **VERIFY**

We are unable to verify phone numbers with an extension.

Preferred Contact Language

English

Opt in to receive disbursement information (You will still receive court order hearings or notifications that MSC has been met.)

Preferred method of contact

To Cell Phone

SUBMIT

Chat with us

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1-877-NJ KIDS 1

Chat with us

Customers can add up to 3 different #s, but only need to verify an email & one phone #. So, there could be a Work Phone & Home Phone entered **but not verified** (without the green check). All info has been entered here, but remains un-verified:

The screenshot shows the 'Contact Information' section of a user's account on the New Jersey ChildSupport website. The page header includes the logo 'New Jersey ChildSupport. It's more than just money.' and navigation links: Home, Change Pin, Account Settings, and Log Out. A language selector is in the top right corner.

The 'Contact Information' section contains the following fields and buttons:

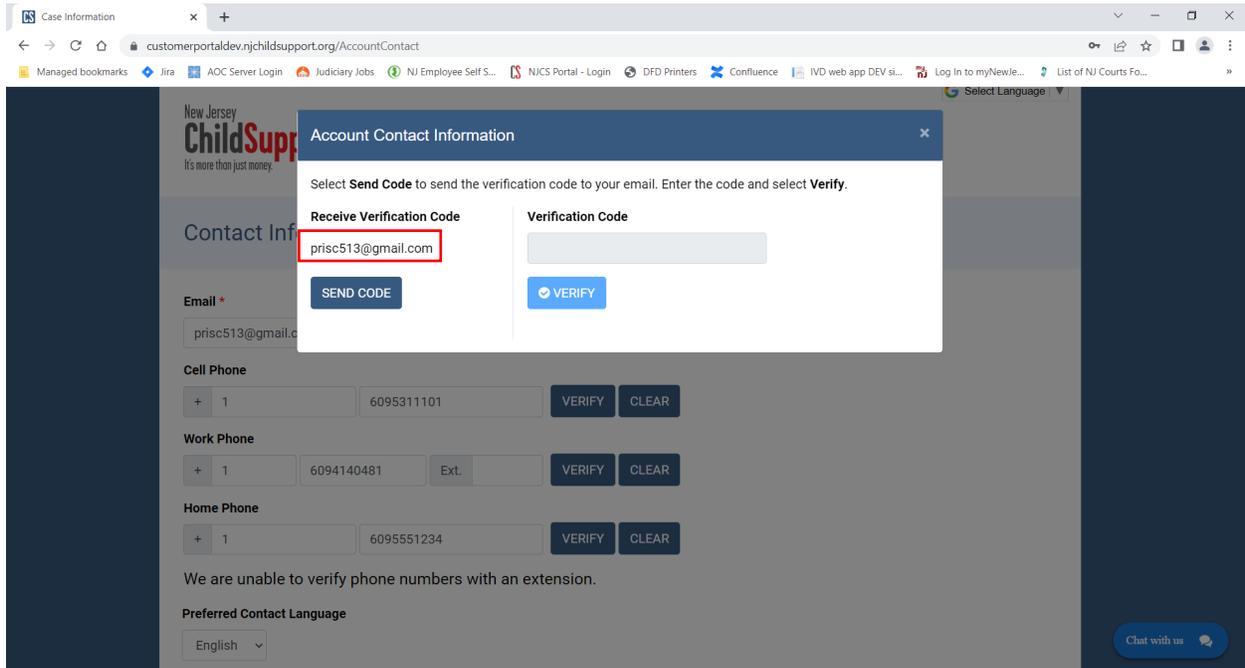
- Email ***: Input field with 'prisc513@gmail.com' and a 'VERIFY' button.
- Cell Phone**: Input field with '+ 1' and '6095311101', and 'VERIFY' and 'CLEAR' buttons.
- Work Phone**: Input field with '+ 1', '6094140481', and 'Ext.' (empty), and 'VERIFY' and 'CLEAR' buttons.
- Home Phone**: Input field with '+ 1' and '6095551234', and 'VERIFY' and 'CLEAR' buttons.

Below the phone fields, a message states: 'We are unable to verify phone numbers with an extension.'

The 'Preferred Contact Language' section has a dropdown menu currently set to 'English'.

A 'Chat with us' button is located in the bottom right corner.

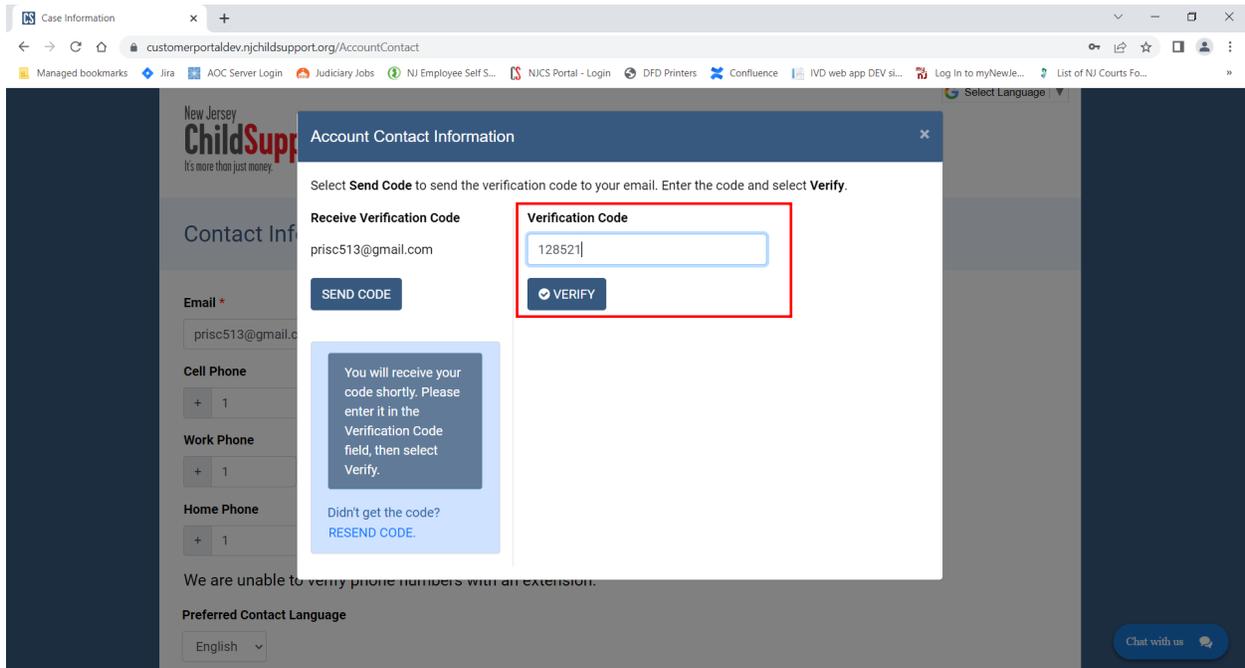
Verifying via email – Customer would click the Verify button next to their email address & receive the following pop-up:



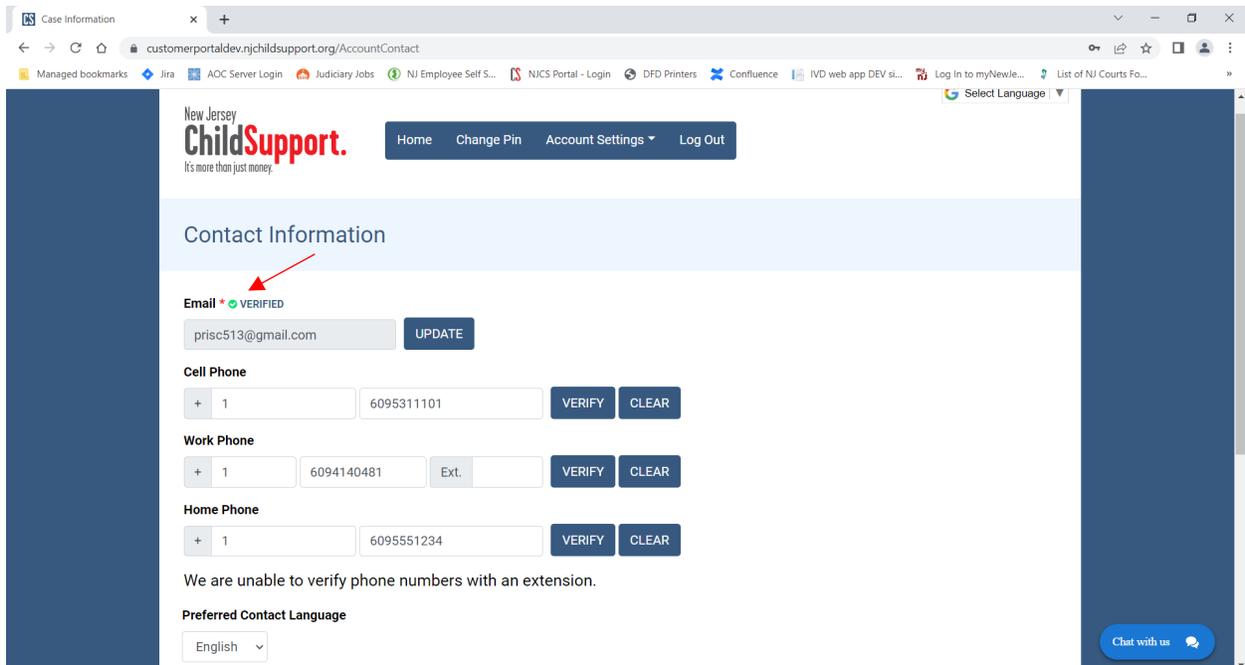
Upon clicking Send Code, customer would be sent a verification email that looks like this:



Customer would enter the 6-digit code & click Verify:

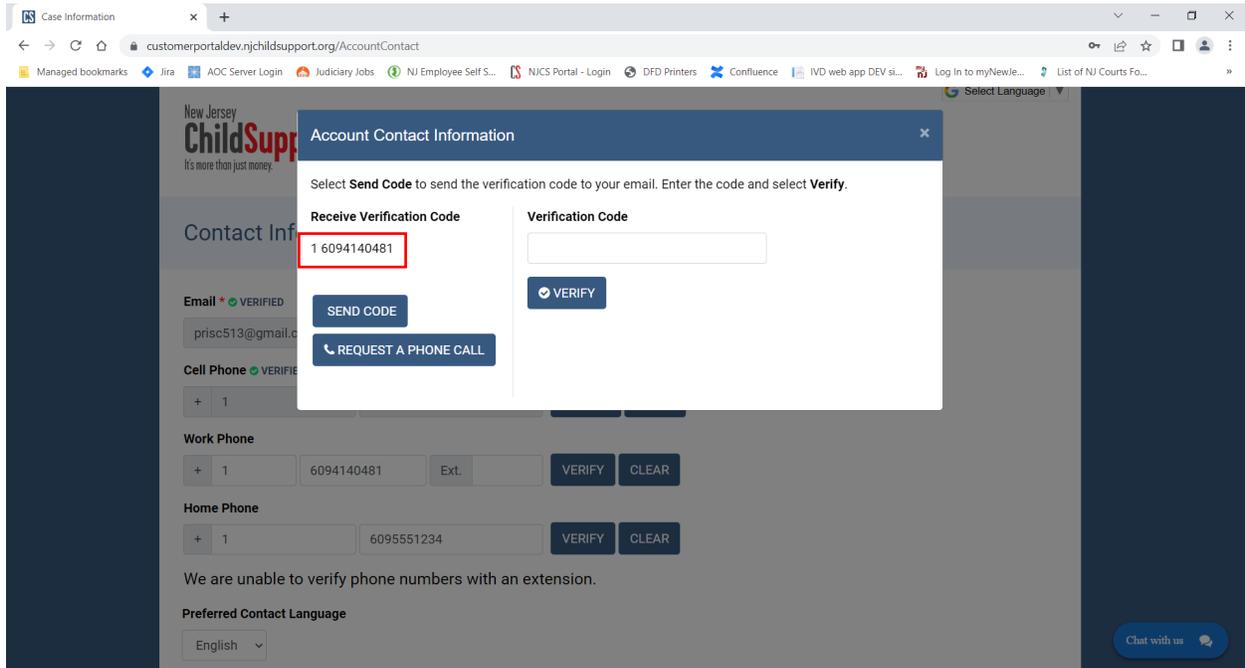


Upon entering the correct code, a green check + VERIFIED will now appear next to the method of contact:



The customer now only sees an Update button next to the method verified (in case they need to change in the future).

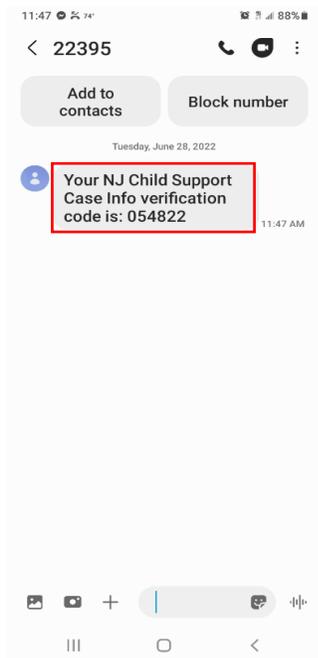
Verifying via phone – Customer would click the Verify button next to their phone # (Cell, Work or Home) & receive the following pop-up:



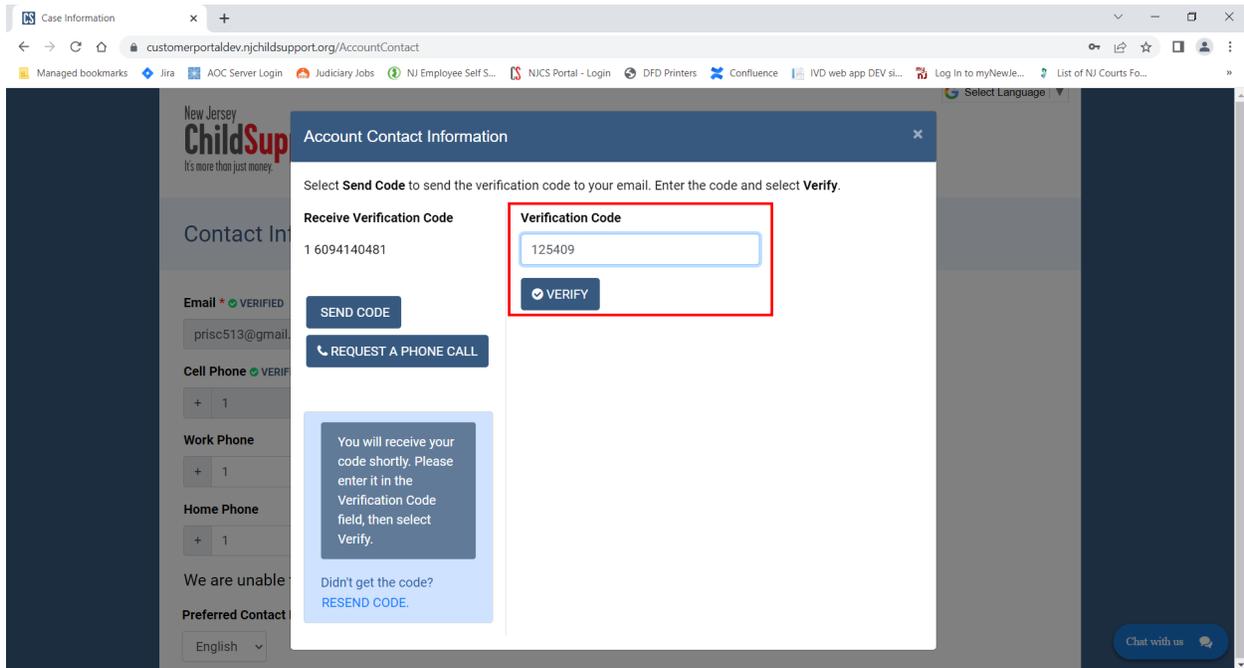
They can choose to receive a text (Send Code) or a phone call (Request a Phone Call).

(NOTE: Our vendor verifies whether the phone # is a landline or cell behind the scenes & will only present the text/Send Code option for cell phones.)

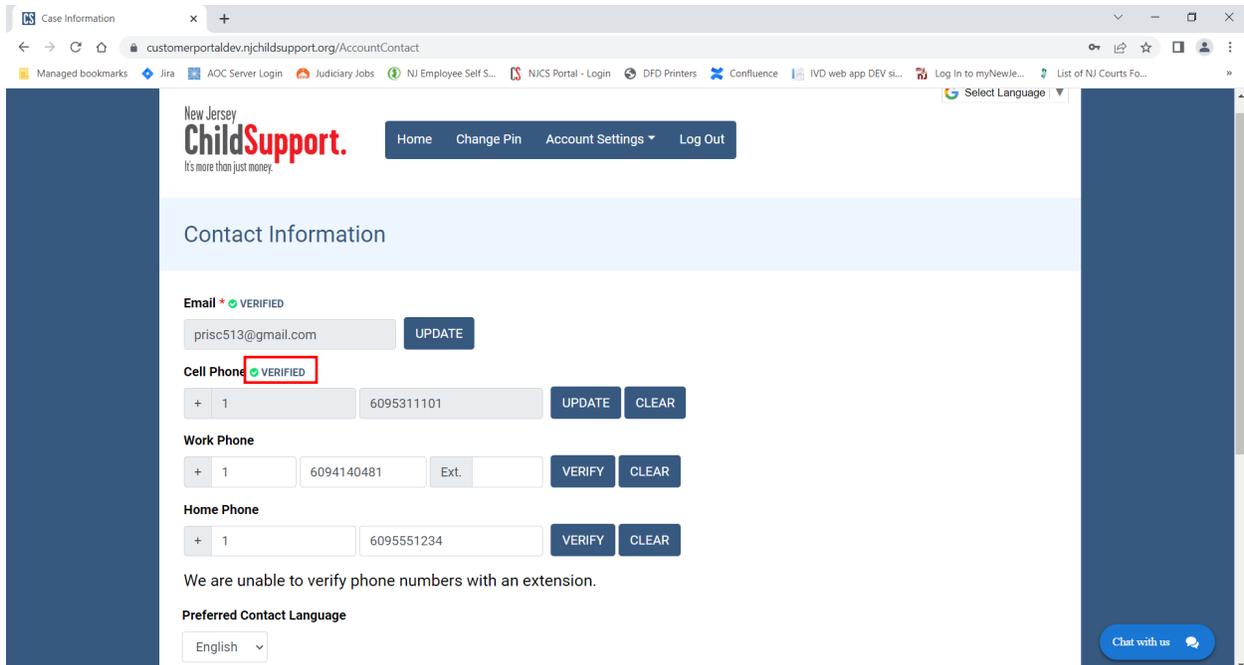
Here is an example of the text customers will receive:



Customer would enter the 6-digit code & click Verify:



Same as with the Email verification, the customer will now see the green check + VERIFIED status:



If a customer attempts to enter a phone # that is less than 10 digits (3-Digit Area Code + 7-digit Phone #), they'll receive an error about format:

The screenshot shows the 'Contact Information' page in the New Jersey Child Support portal. The user's email is 'prisc513@gmail.com' and is marked as 'VERIFIED'. The cell phone field contains '+ 1' and '609414048', which is highlighted in pink. A red arrow points to a red error message: 'Phone number cannot be less than 10 or more than 15 digits. Please verify the country code, number or extension.' Below the cell phone field are 'UPDATE', 'CANCEL', and 'CLEAR' buttons. The home and work phone fields are empty, with 'VERIFY' and 'CANCEL' buttons. A message at the bottom states: 'We are unable to verify phone numbers with an extension.'

This shows a verified Email & Cell Phone with un-verified Work & Home Phone:

The screenshot shows the 'Contact Information' page with the following details: Email is 'prisc513@gmail.com' (VERIFIED). Cell phone is '+ 1 6095311101' (VERIFIED). Work phone is '+ 1 6094140481' with an extension field (un-verified). Home phone is '+ 1 6095551234' (un-verified). Below the phone fields is a message: 'We are unable to verify phone numbers with an extension.' The 'Preferred Contact Language' is set to 'English'. The 'Opt in to receive disbursement information' dropdown is set to 'Opt-out', with a red arrow pointing to it. The 'Preferred method of contact' is set to 'To Cell Phone'. A 'SUBMIT' button is at the bottom.

Customers also have the ability to add Preferred Contact Language (English or Spanish) & Preferred Method of Contact (Email, Home, Cell, Work). **Only Custodial Parents have an option for Opt in to receive disbursement information.**

If a customer enters a Work #, **there is no way to verify an extension**. There is on-screen text that lets them know:

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Select Language

Home Change Pin Account Settings Payment Settings Log Out

Contact Information

Email * VERIFIED
prisc513@gmail.com UPDATE

Home Phone
+ 1 6095551234 VERIFY CLEAR

Cell Phone VERIFIED
+ 1 6095311101 UPDATE CLEAR

Work Phone VERIFIED
+ 1 6094140481 Ext. UPDATE CLEAR

We are unable to verify phone numbers with an extension.

Preferred Contact Language
English

Chat with us

If customer attempts to click Submit without verifying at least an email & one phone #, they'll receive an error along the bottom of the screen:

Home Phone
+ 1 5015026229 VERIFY CLEAR

Work Phone
+ 1 6092220146 Ext. VERIFY CLEAR

Cell Phone
+ 1 4055511719 VERIFY CLEAR

We are unable to verify phone numbers with an extension.

Preferred Contact Language
▼

Opt in to receive disbursement information (You will still receive court order hearings or notifications that MSC has been met.)
▼

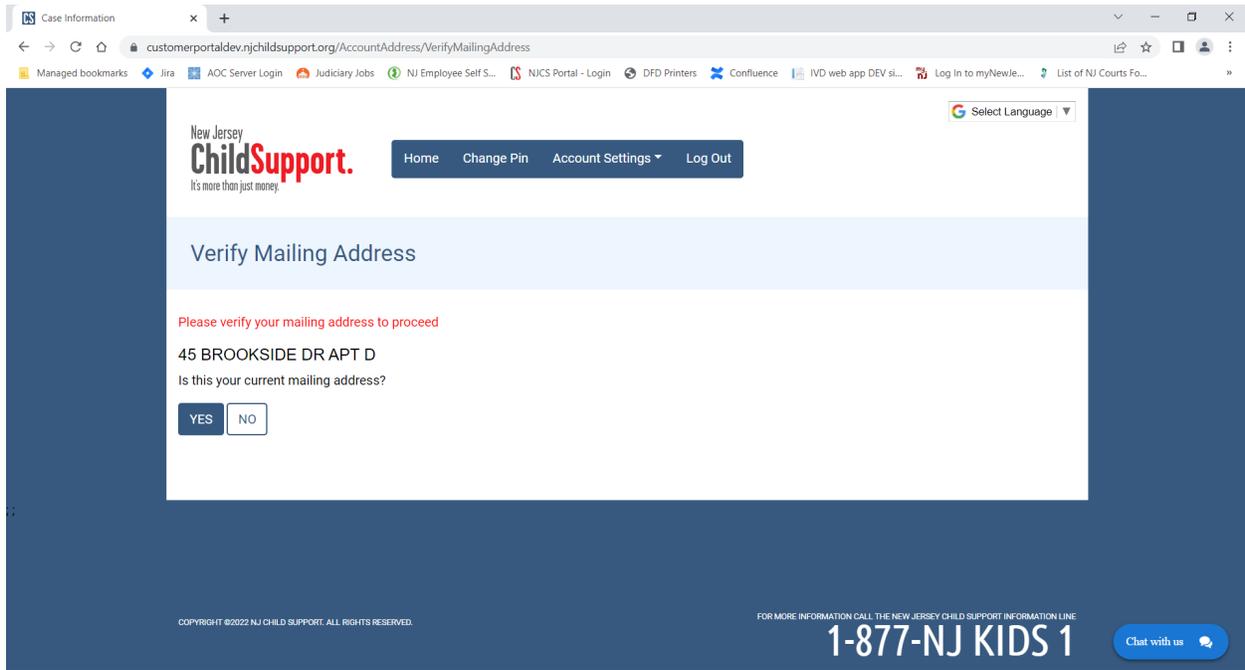
Preferred method of contact
▼

Please verify your email address.
Please verify at least one phone number.

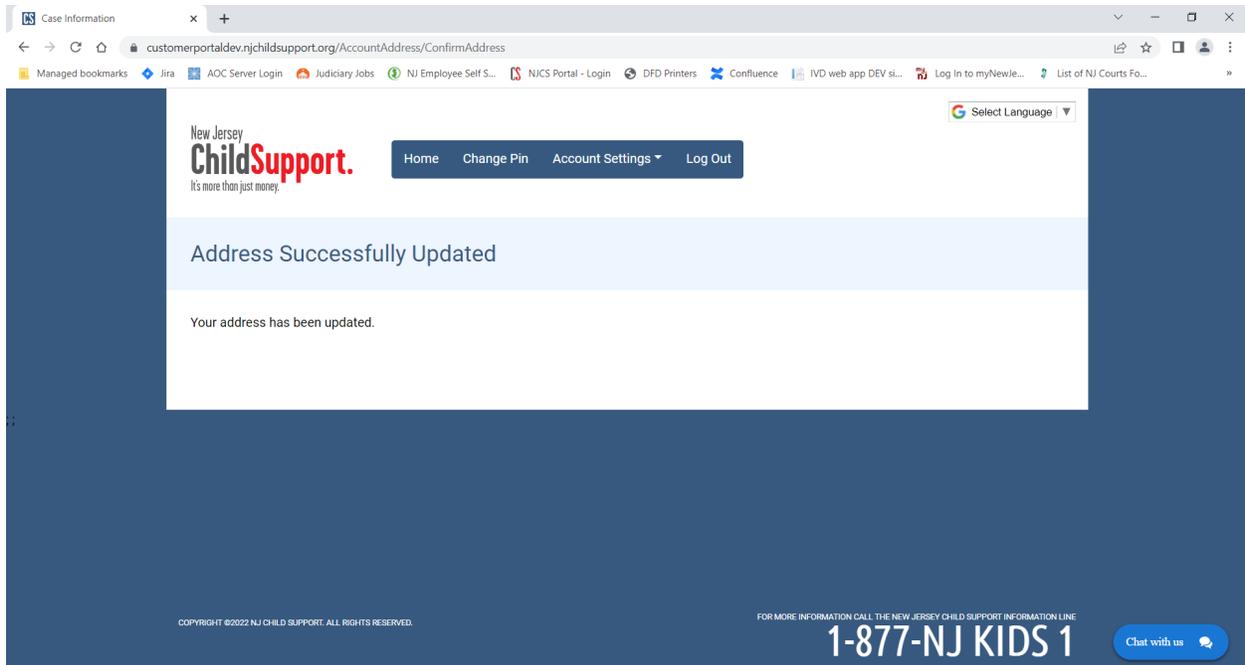
SUBMIT

Chat with us

Upon clicking Submit, customer will also be asked to verify their address:



If they click Yes, they'll receive the following confirmation:



If they select No, they'd be asked to update their Address info. The Street Address auto-populates w/ what we currently have on file, but can be changed:

Mailing Address
32 DOGWOOD DR
Mailing address is where you receive your mail.

Address 1 *

Address 2

City *

State *

Zip Code *

NEXT: CONFIRM ADDRESS

Once a customer sets MFA up, they can choose not to be prompted for verification upon every login by trusting their device via a checkbox if they'd like. Otherwise, they would need to receive & enter a verification code upon each login.

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Select Language ▾

Home Change Pin Account Settings ▾ Payment Settings ▾ Log Out

Two Factor Authentication

Step 1: Receive the verification code

Phone Number or Email Address

- +1*****0481 (Work)
- +1*****1101 (Cell)
- p*****3@g****.com

Step 2: Enter the verification code

Verification Code *

Trust this device and skip this verification step next time.
You will only be prompted if you log in from a different device.

VERIFY

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If a person does not check the “trust” checkbox, they’ll be asked to verify by email or phone upon logging in. The “trust” is good for **30 days** or until they attempt to login from a different IP address or device. The IP address is something checked behind the scenes.

Logging in AFTER MFA has been set up:

The customer enters their Member ID & PIN & is brought here. The Verified methods they previously entered will appear as options for selection:

The screenshot shows the 'Two Factor Authentication' page on the New Jersey ChildSupport portal. The page is divided into two main steps:

- Step 1: Receive the verification code**
 - Section: **Phone Number or Email Address**
 - Options: +1*****1701 (Cell) and p*****3@g****.com
 - Button: **SEND CODE**
 - Message: "You will receive your code shortly. Please enter it in the Verification Code field, then select Verify."
 - Link: "Didn't get the code? RESEND CODE."
- Step 2: Enter the verification code**
 - Section: **Verification Code ***
 - Input field: 101902
 - Checkbox: Trust this device and skip this verification step next time. You will only be prompted if you log in from a different device.
 - Button: **VERIFY**

Upon verifying, customer is brought to Case List where they'd select the Case ID (if > 1 case) OR directly to the Case Info page (one case):

The screenshot shows the 'Case Info' page for a specific case. The page displays the following information:

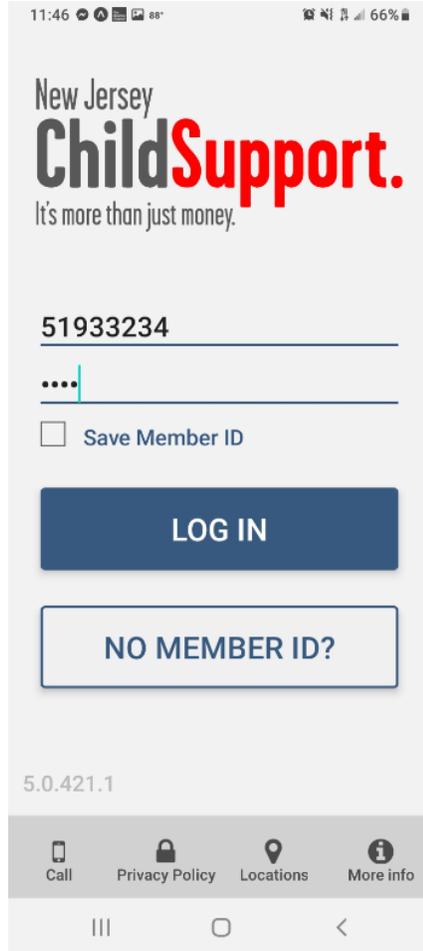
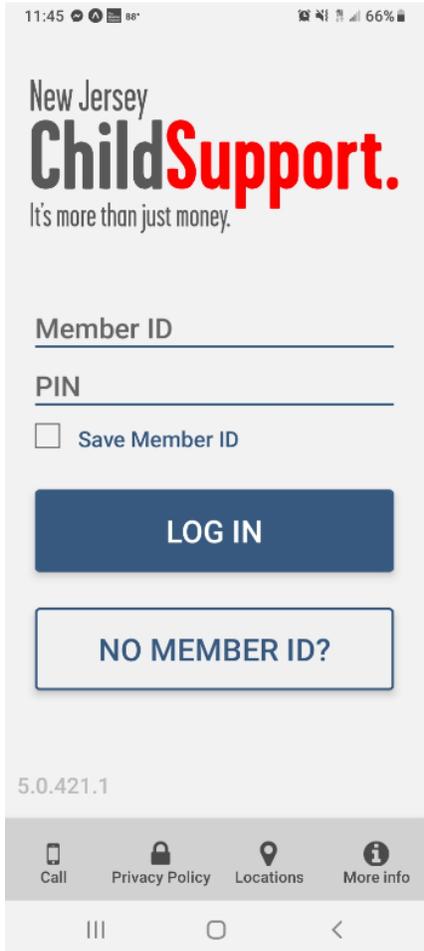
- Case ID:** CS60674407A
- Case Details:**
 - Member ID:** 60674407
 - Relationship to Case:** Custodial Parent
 - Case Status:** Closed
- Reason Closed:** NO CURRENT SUPPORT/ARREARS UNDER \$500.00
- Date Closed:** 7/30/2009
- Date Closure Notice Sent:**

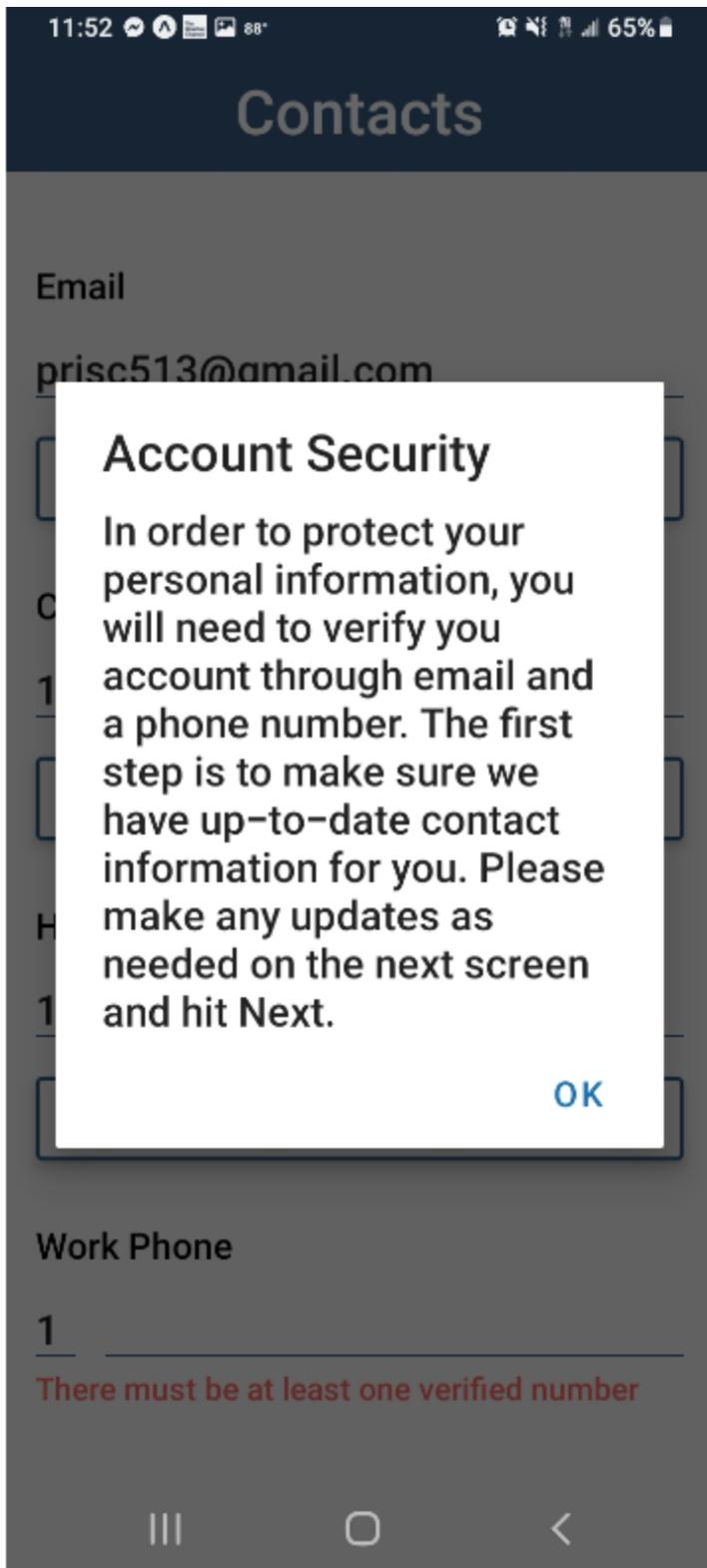
Below the case details, there is a table titled 'Obligation & Arrears Details' with columns for 'Monthly Support Obligation', 'Total Paid for the Current Month', and 'Total Amount of Arrears Collected for the Prior Month'. All values are \$0.00.

Obligation & Arrears Details	
Monthly Support Obligation	\$0.00
Total Paid for the Current Month	\$0.00
Total Amount of Arrears Collected for the Prior Month	\$0.00

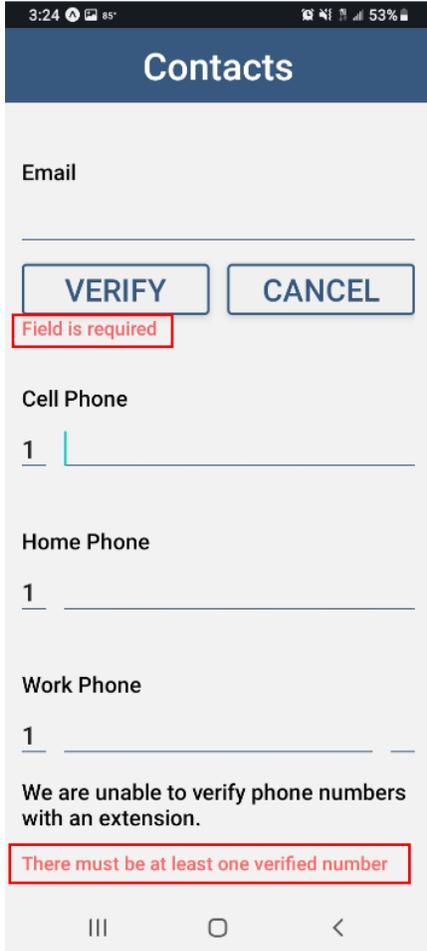
MOBILE APP

Initial setup:

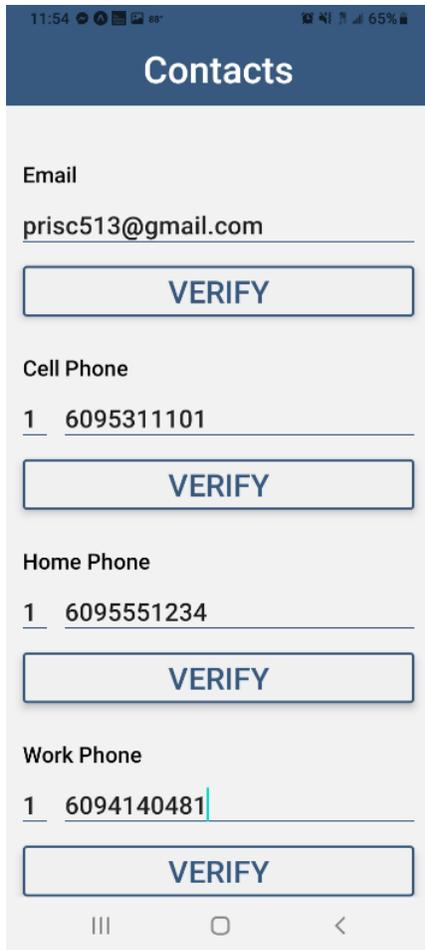




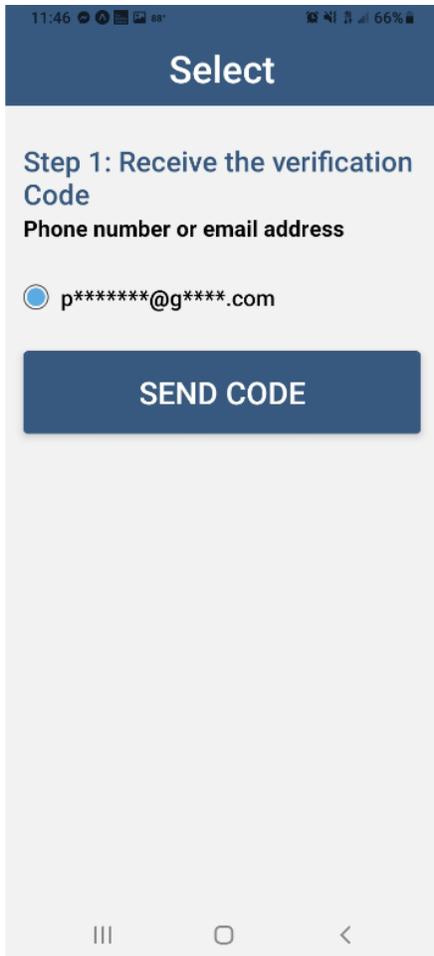
This pop-up only appears upon initial setup for 2FA.



Customer must verify an email & at least one phone #.



All fields are filled in, but none of them have been verified yet.



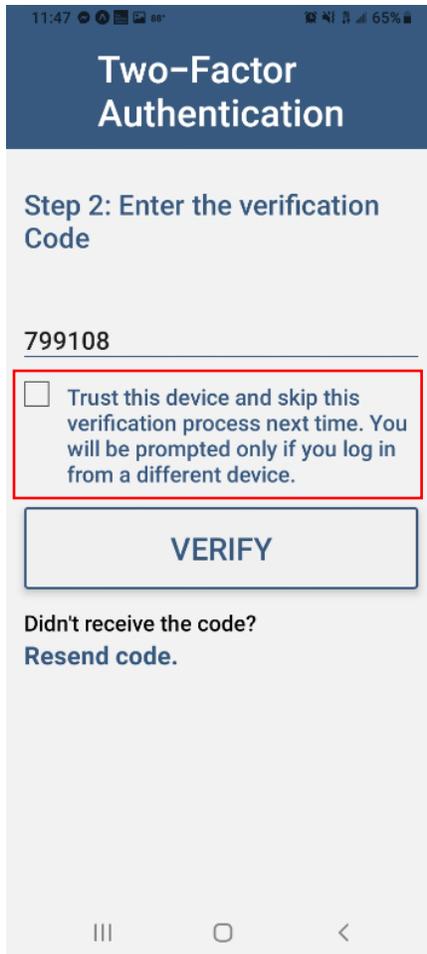
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NJ Child Support Case Information

Your NJ Child
Support Case
Info verification
code is: 708913

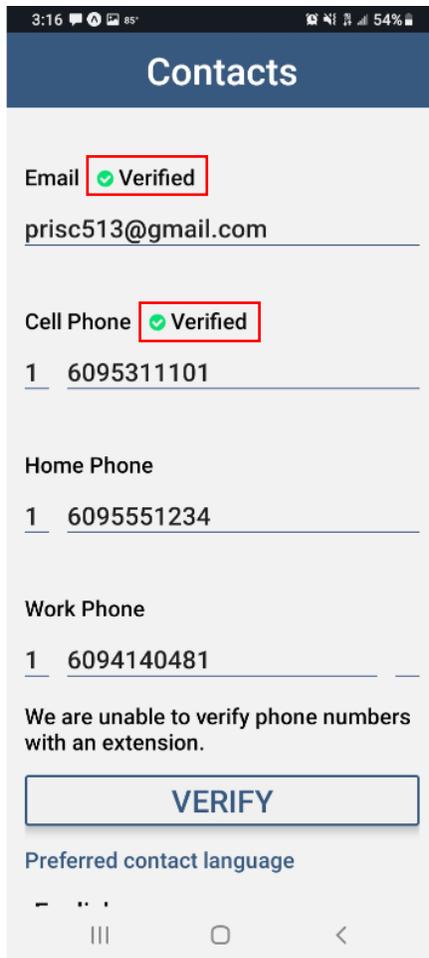
(Email verification message)

****Please have customers check their Junk/Spam folder if the email is not received for MFA.**



If this box is checked, customer **will not** be prompted to verify via 2FA upon next/each login (as long as they're logging in w/ the same device).

If this box is not checked, customer **will** be prompted to verify via 2FA (email or phone) at next login.



Email & Cell Phone are now verified.

3:13 85% 55%

Contacts

Cell Phone

1 6095311101

VERIFY

Home Phone

1 6099656253

Work Phone

1

We are unable to verify phone numbers with an extension.

There must be at least one verified number

Preferred contact language

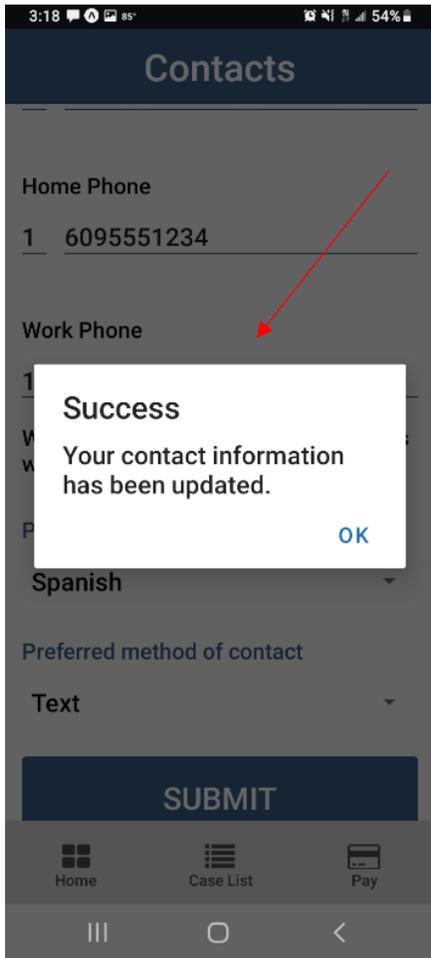
English

Preferred method of contact

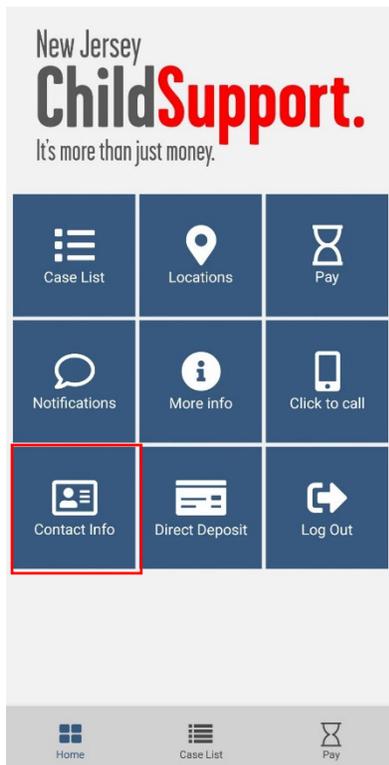
Cell phone

Preferred language & method of contact options are filled in.

Upon clicking Submit, customer will receive a confirmation:

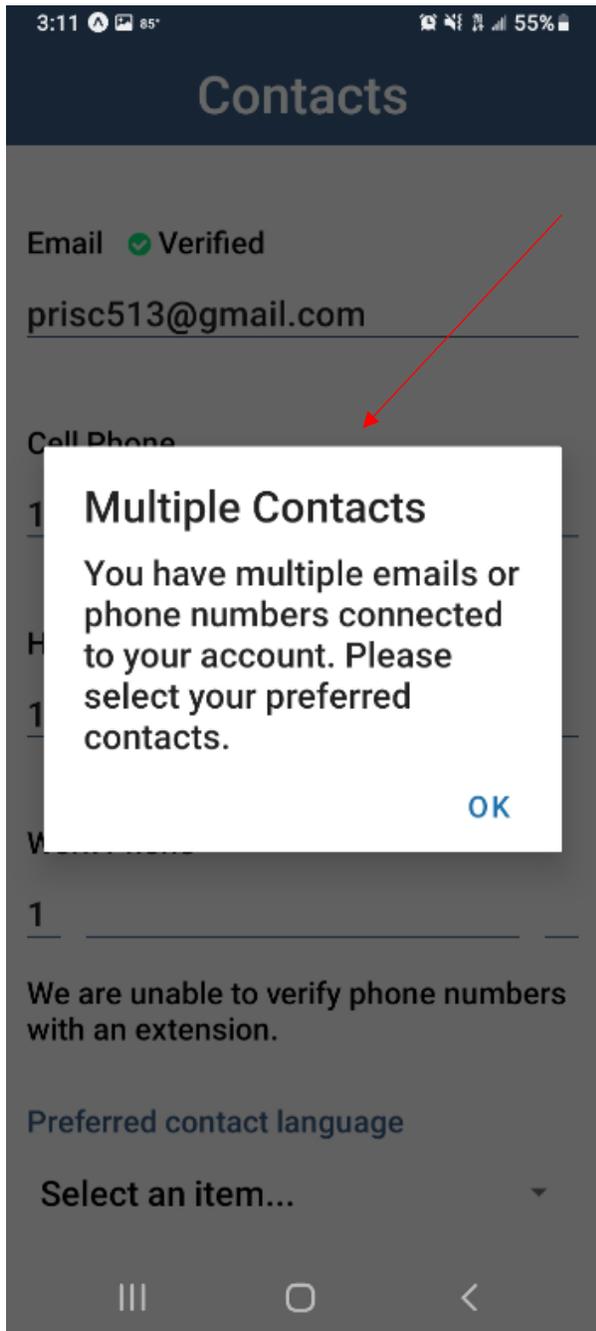


Customers can now update their contact information via a new tab from the main menu:



They can choose to verify more than one phone #, but must have at least an email & one phone # verified.

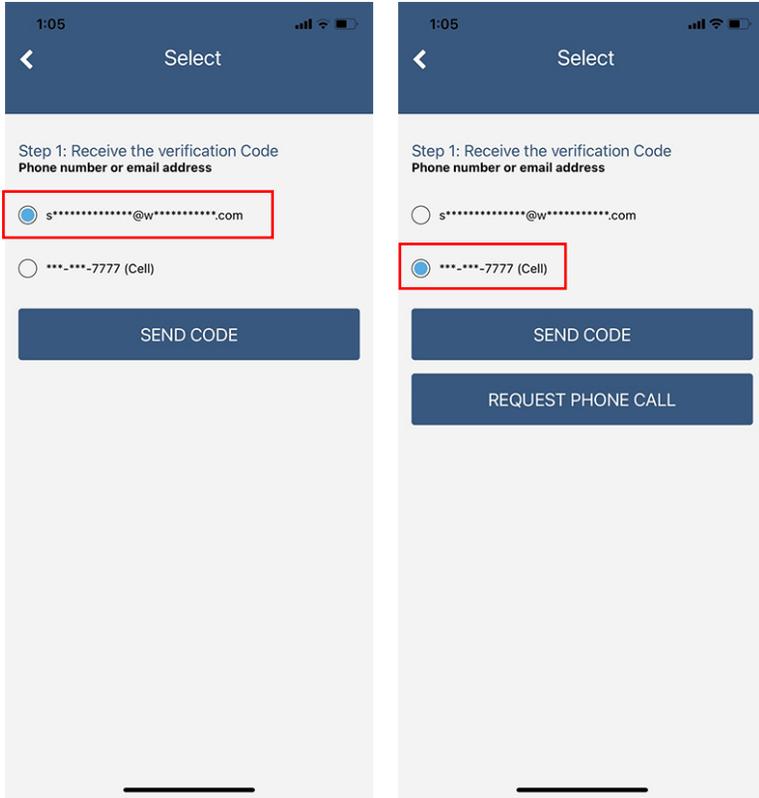
If they have multiple contacts listed with no preference for method of contact, they'll receive this message:



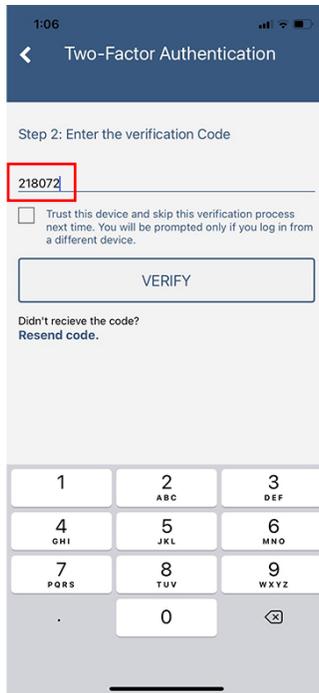
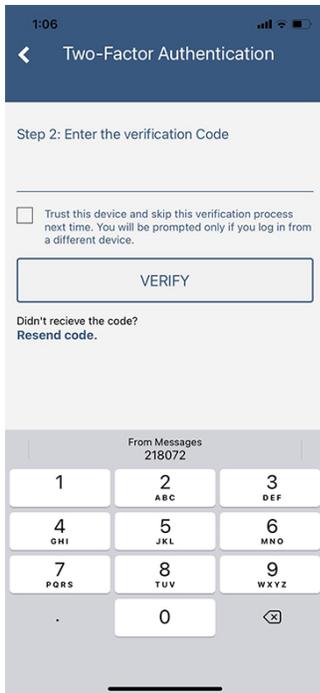
This info is populated with what we have on file & any updates are saved.

Login after MFA has been set up:

Upon entering Member ID & PIN:



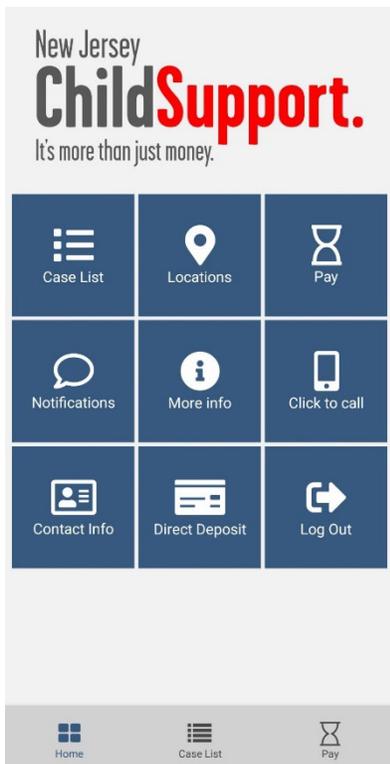
There are different options for email vs. phone # verification. Customer makes choice to receive code.



Type in code or have the phone automatically populate it (based on phone settings). Click Verify.

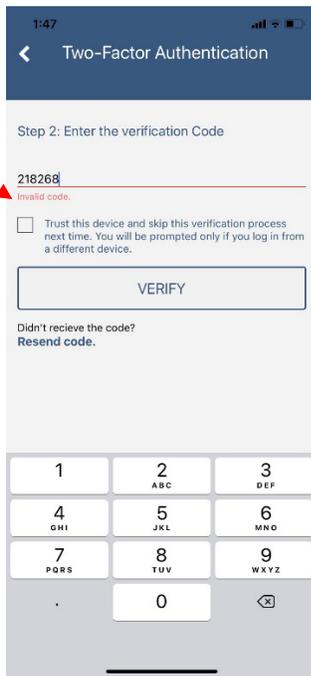
(If you don't receive the code, click Resend code.)

You will be brought to the Dashboard.



On-Screen error messages:

If the code entered is incorrectly, you will see the error for **Invalid Code**.



1:47

Two-Factor Authentication

Step 2: Enter the verification Code

218268

Invalid code.

Trust this device and skip this verification process next time. You will be prompted only if you log in from a different device.

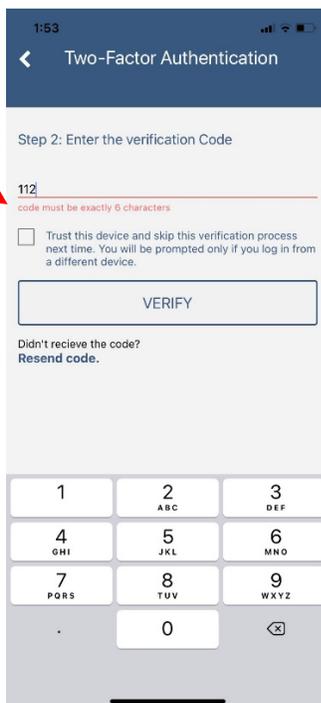
VERIFY

Didn't receive the code?
Resend code.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

A screenshot of a mobile app's Two-Factor Authentication screen. The time is 1:47. The screen title is 'Two-Factor Authentication'. Below the title, it says 'Step 2: Enter the verification Code'. A text input field contains the code '218268'. Below the input field, a red error message reads 'Invalid code.'. There is a checkbox with the text 'Trust this device and skip this verification process next time. You will be prompted only if you log in from a different device.' Below that is a 'VERIFY' button. At the bottom, there is a link that says 'Didn't receive the code? Resend code.' and a numeric keypad with digits 1-9, 0, a period, and a backspace key.

If the code is not 6 digits, you will see the error for **Code must be exactly 6 characters**.



1:53

Two-Factor Authentication

Step 2: Enter the verification Code

112

code must be exactly 6 characters

Trust this device and skip this verification process next time. You will be prompted only if you log in from a different device.

VERIFY

Didn't receive the code?
Resend code.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

A screenshot of a mobile app's Two-Factor Authentication screen. The time is 1:53. The screen title is 'Two-Factor Authentication'. Below the title, it says 'Step 2: Enter the verification Code'. A text input field contains the code '112'. Below the input field, a red error message reads 'code must be exactly 6 characters'. There is a checkbox with the text 'Trust this device and skip this verification process next time. You will be prompted only if you log in from a different device.' Below that is a 'VERIFY' button. At the bottom, there is a link that says 'Didn't receive the code? Resend code.' and a numeric keypad with digits 1-9, 0, a period, and a backspace key.

If the code field is left blank, you will see the error for **Field is required**.

