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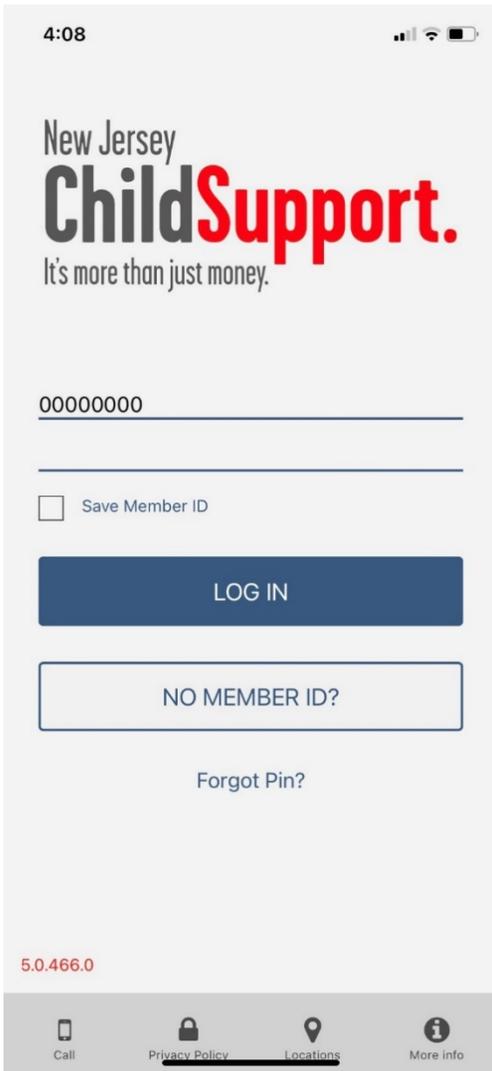
It's more than just money.

Mobile App How-To Guide

2022

Getting Started

Login Screen

Enter your Member ID and PIN and tap **LOG IN**. If you wish to save your Member ID for your next login, tap Save Member ID.

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.

Forgot PIN

If you set up multi-factor authentication, you can easily reset your PIN.
Tap **Forgot PIN**, enter your Member ID and tap Next. Select the contact method you want to use to reset your PIN; email address or phone number. Enter the full email or phone number.

Tap **SEND CODE** (when using email), **SEND CODE** or **CALL** (when using a mobile phone), or **CALL** (when using a landline). Enter the code you receive via email, text, or phone call as instructed, then tap **VERIFY**.

Enter a new four-digit PIN in the PIN and Confirm PIN fields. Then hit **SET PIN**.

Multi-Factor Authentication Setup

If you are accessing the app for the first time since Aug. 1, 2022, you will need to provide an email address and at least one phone number to protect your account.

Please confirm the information and update as needed. Tap **VERIFY** under your email.

Next, tap **SEND CODE**. Enter the code you receive as instructed, then tap **VERIFY**. Please ensure that you check your Spam folder. If you don't receive the code, tap **Resend Code**.

Next, tap VERIFY under your phone number. Then tap **SEND CODE** or **CALL** (when verifying a mobile phone) or **CALL** (when verifying a landline). Enter the code you receive via text or phone call as instructed, then tap **VERIFY**. If you don't receive the code, tap **Resend Code**.

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SEND CODE

CALL

Once you have verified your email address and at least one phone number, tap **SUBMIT** to complete multi-factor authentication.

On your next login, you will have the option to trust your device by selecting the checkbox. This will allow you to bypass the authentication process for the next thirty (30) days (if you are using the same mobile device or the same IP address).

12:56

< Two-Factor Authentication

Step 2: Enter the verification 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.
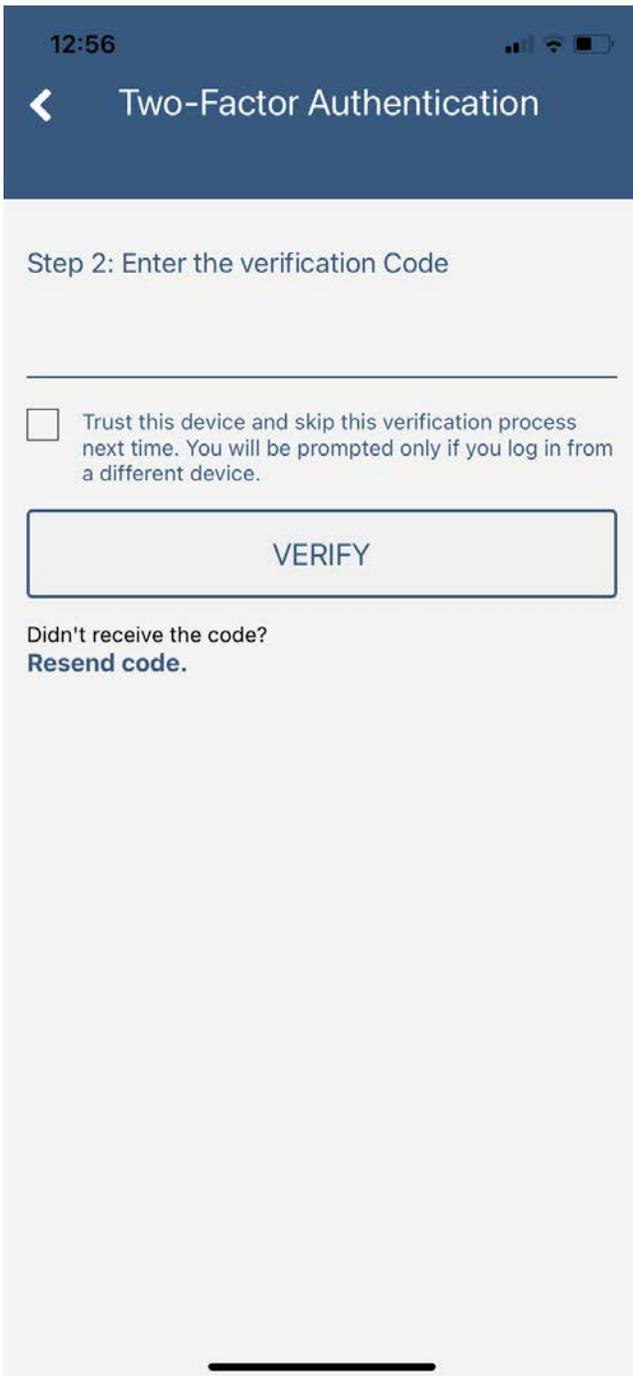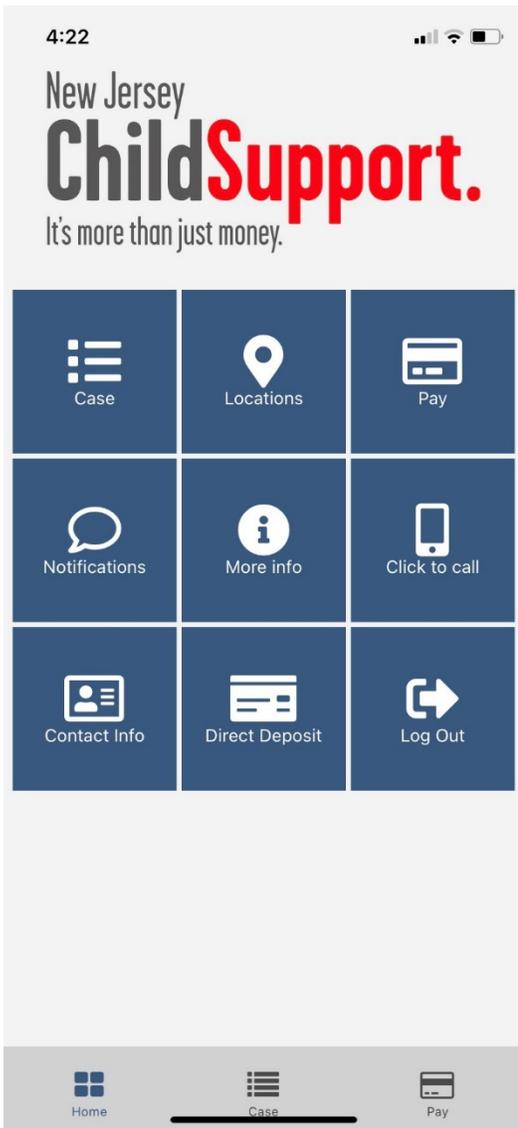
Navigating the App

Dashboard

The Dashboard includes the following options:

- **Case List** – View your case information.
- **Locations** – Find a local child support office.
- **Pay** – Make payments, manage saved cards and recurring payments, and view in-app payment history. This section is only viewable by customers who are noncustodial parents.
- **Notifications** – View important updates from the New Jersey Child Support Program.
- **More Info** – View general program information.
- **Click to Call** – Contact the New Jersey Family Support Services Center (NJFSSC).
- **Contact Info** – Update your email and phone numbers, verify email and phone numbers, select communications and language preferences.
- **Direct Deposit** – Enroll, update or cancel direct deposit. This section is only viewable by customers who are custodial parents.
- **Log Out** – Log out of the app.

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**
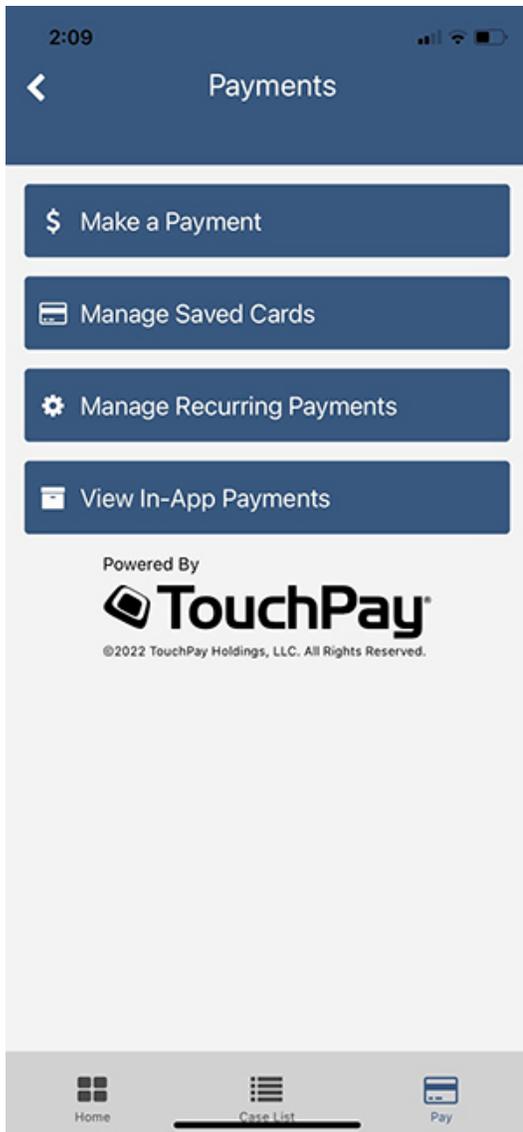
Make a Payment

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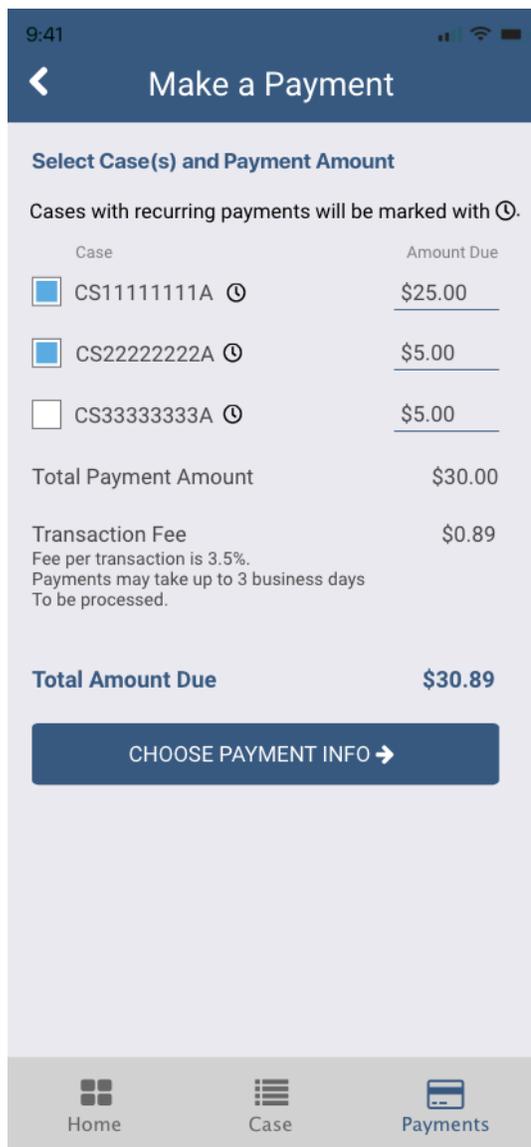
Under federal law, there are limitations to the amount and number of financial transactions that can be processed. If you reach the payment limits and are unable to pay through the app, you will see the following message and given the option to be redirected to the payment processor's site.
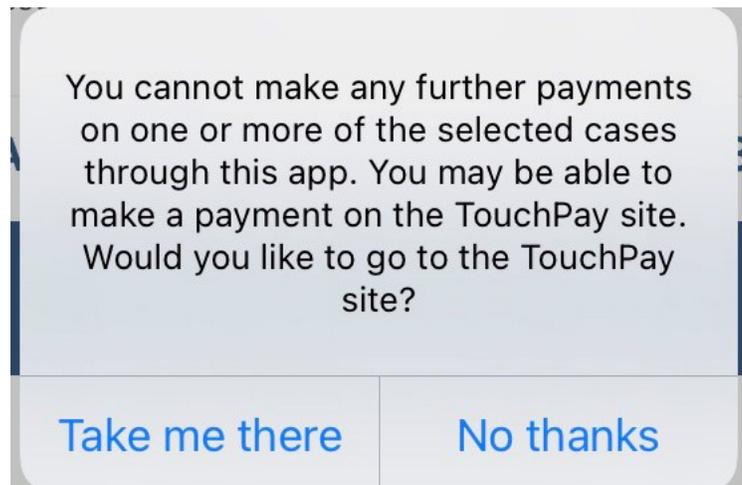
Payment Information

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

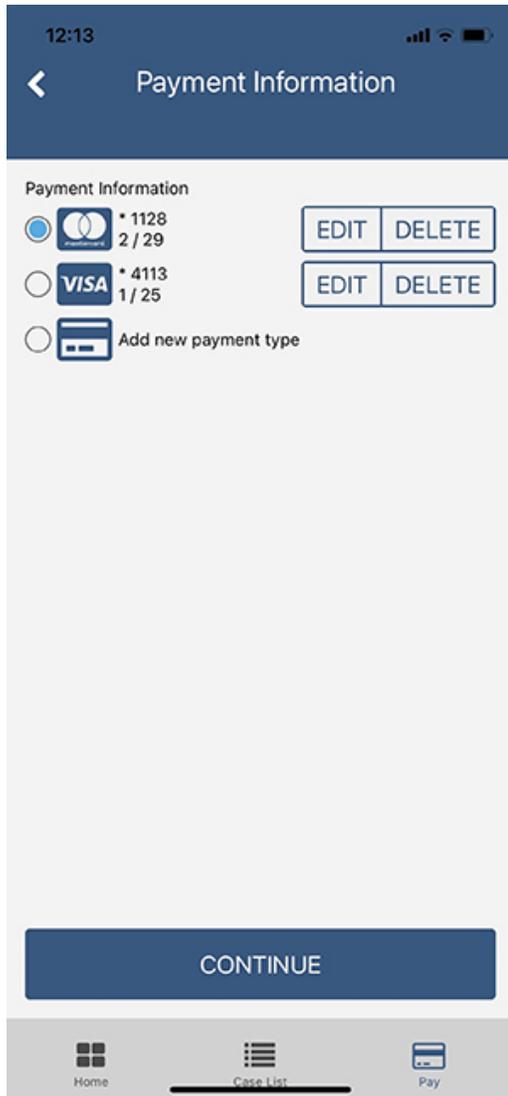To add a new card, select **Add New Payment Type** and tap **CONTINUE**.
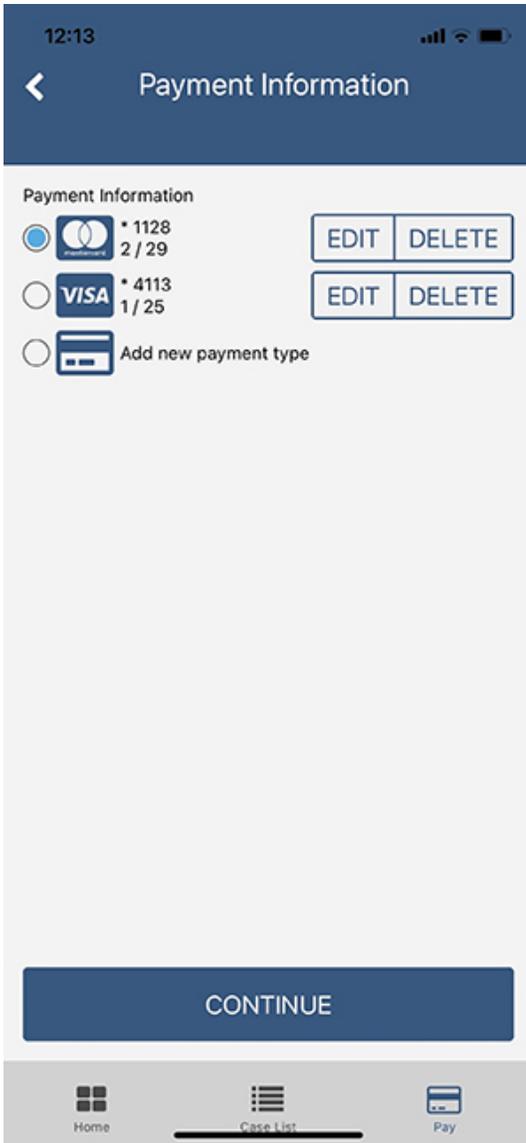
Payment Information

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

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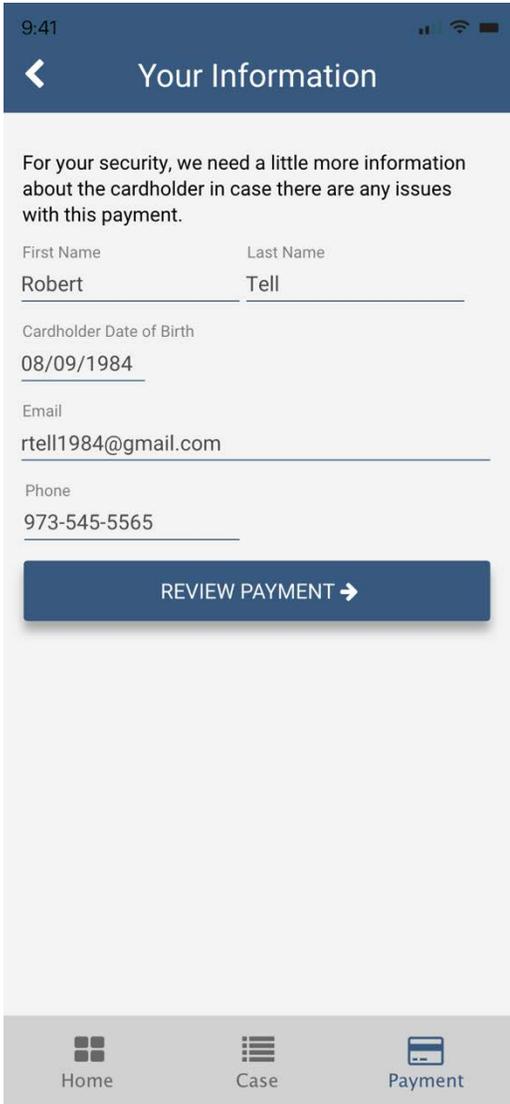
Tap **ADD PAYMENT**.

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.

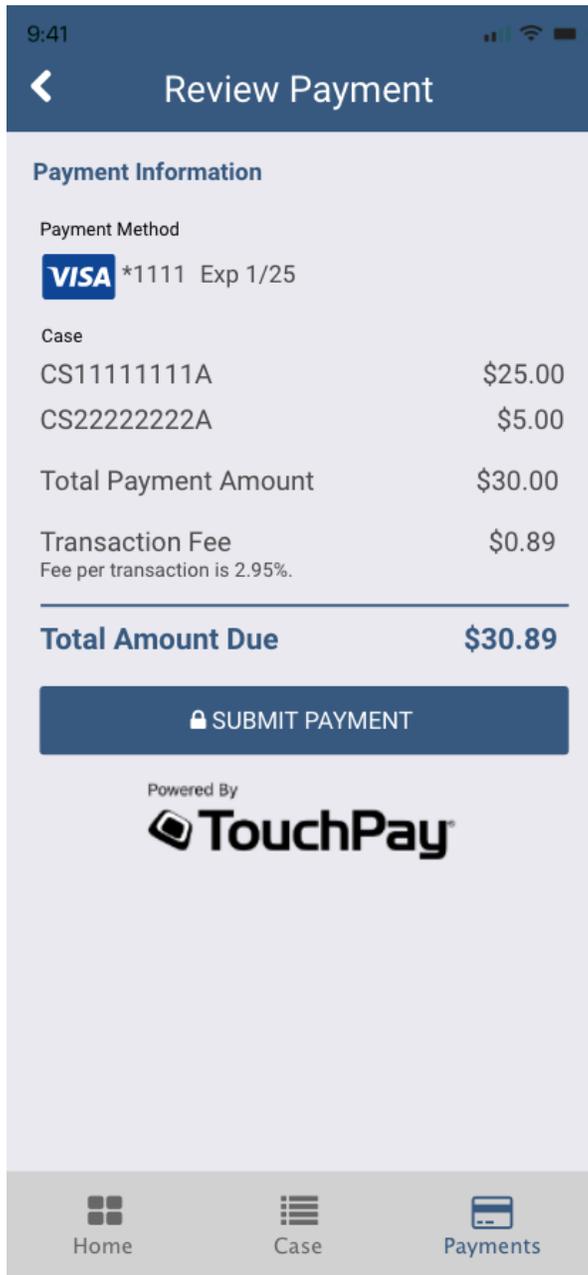Tap **REVIEW PAYMENT**.

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.
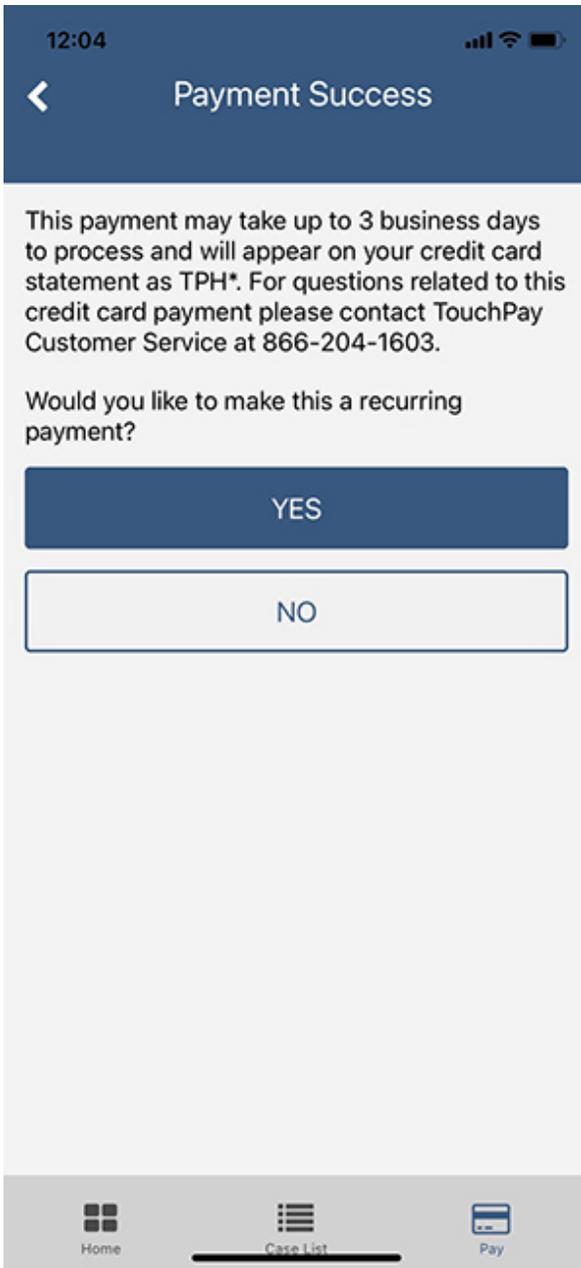
Schedule Recurring Payments

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**.

Tap **NO** 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**.

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.
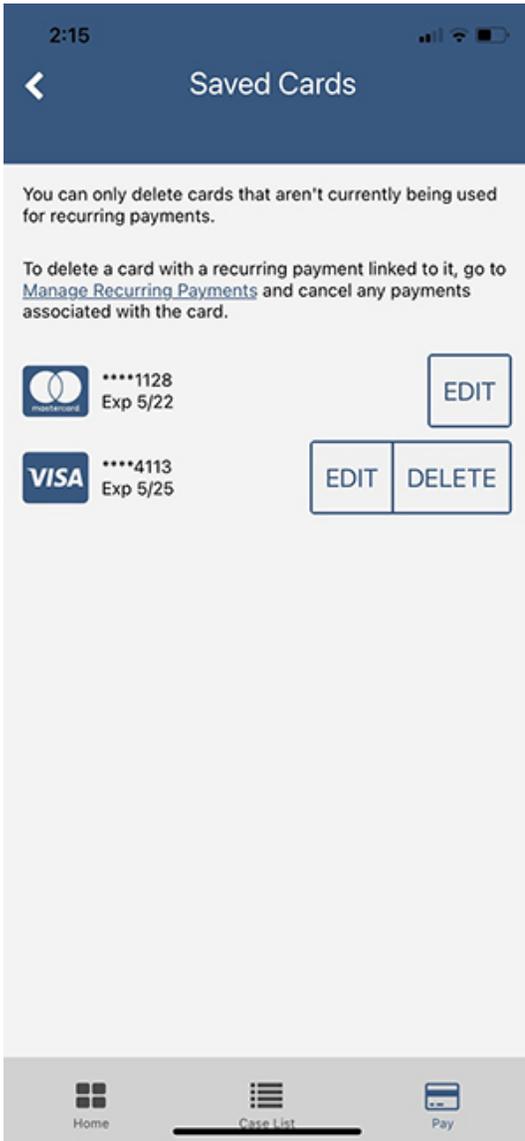
Delete Credit Card

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.
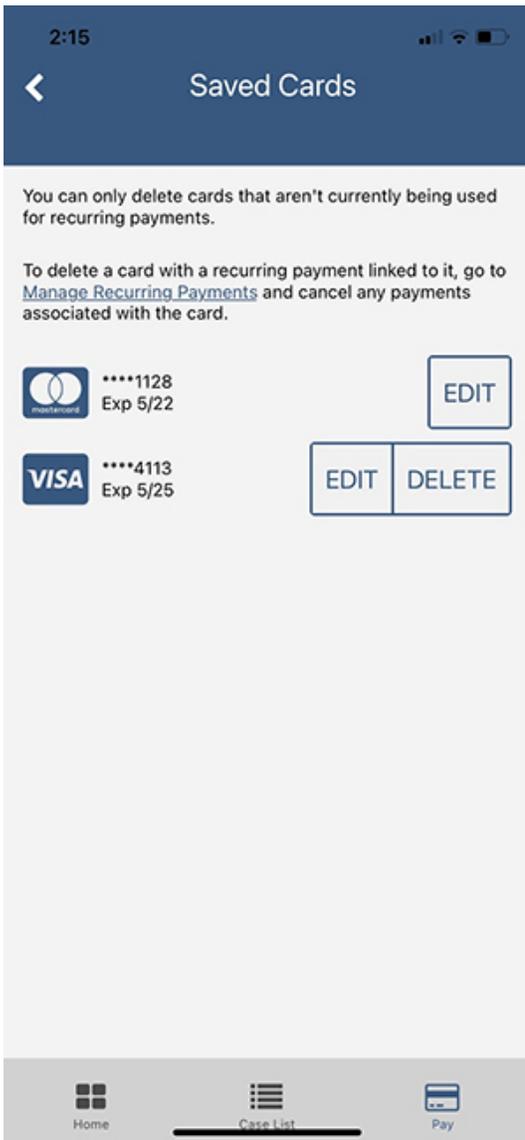
Manage Recurring Payments

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

Tap **Cancel Recurring** to cancel a recurring payment.
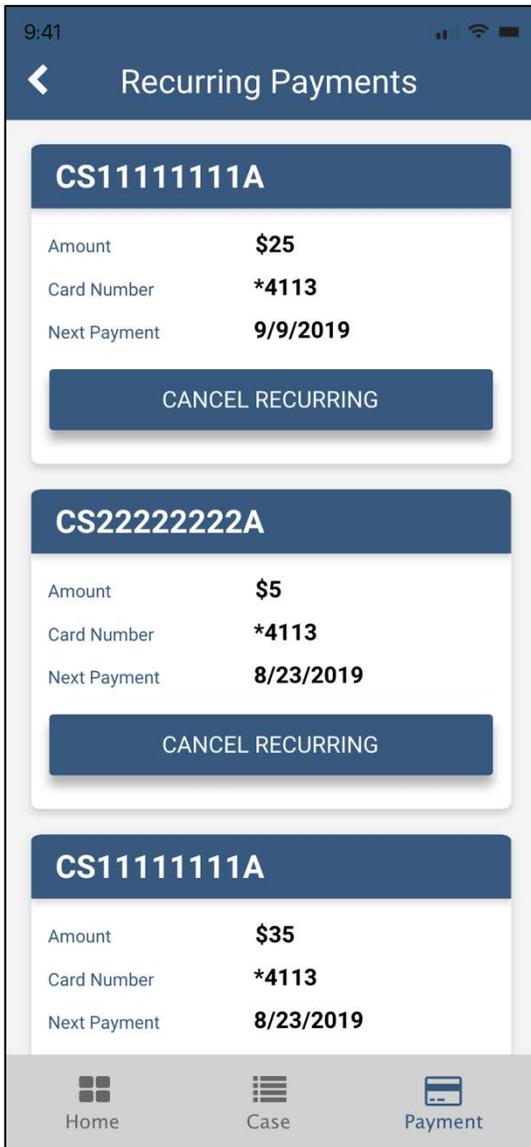
View In-App Payment History

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.

Direct Deposit

Tap **Direct Deposit** from the Dashboard. If you are not enrolled in Direct Deposit, the Set Up Direct Deposit screen will display.

First Name, Last Name, Date of Birth, Email, Last 4 Digits of your Social Security Number and Phone Number will automatically display. You can add any missing information or upd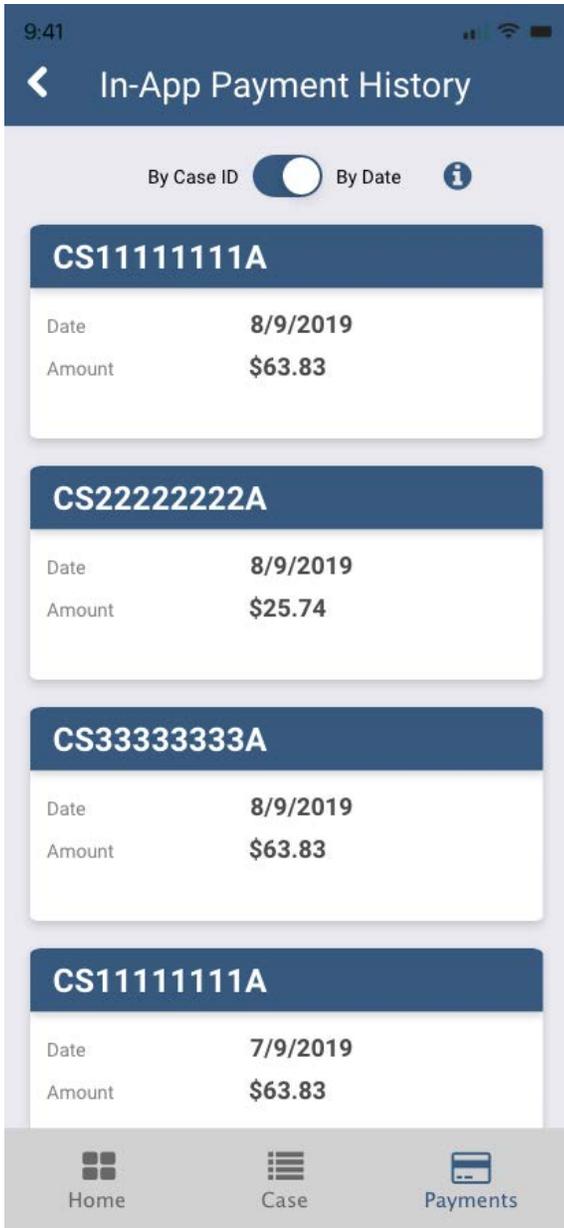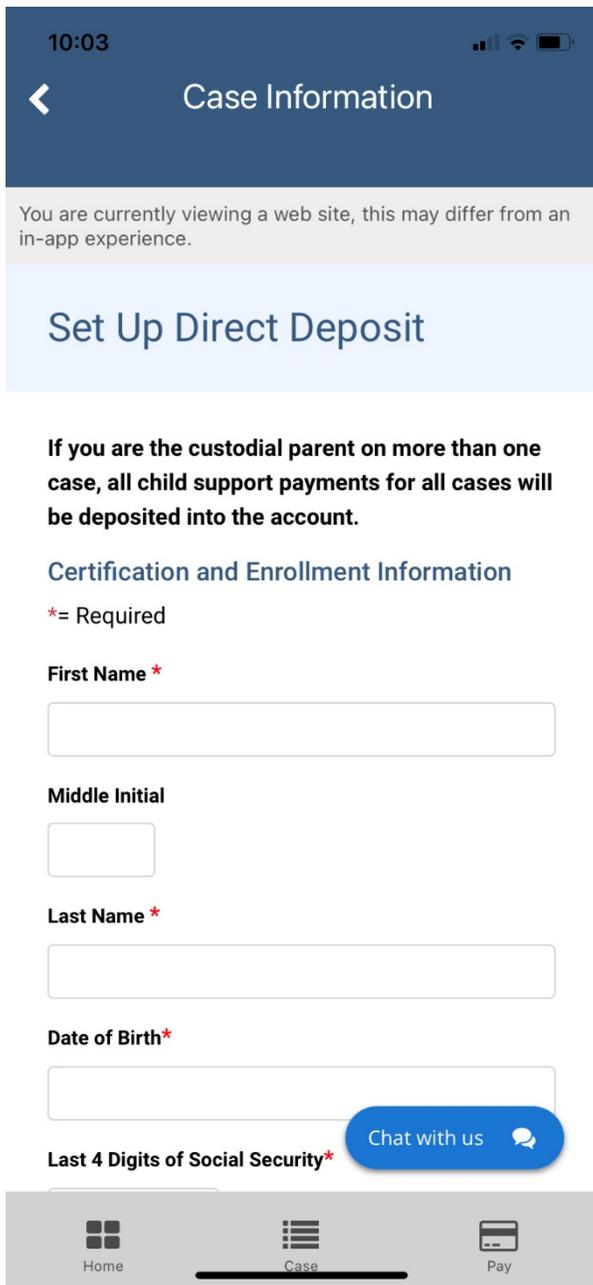ate any incorrect information. Enter your address and Bank Information (Bank Name, Bank Phone Number, Routing Number, Account Number) and tap Submit.

If your bank account information can be verified, you will be immediately enrolled in direct deposit. It will take 1-2 days for the status to change under CP Financial Details.

If your bank account information cannot be verified, you must upload a voided check or a letter from your bank.

Choose the image from your camera or access the camera to take a photograph of your check or bank letter. Then tap **Submit**.

It will take 10-12 business days for you to be enrolled in direct deposit.

You can check the status of their enrollment by tapping Direct Deposit on the Dashboard or under CP Financial Details. Once enrolled, you will see the options to Update Direct Deposit or Stop Direct Deposit.

Updating Direct Deposit

Once enrolled in direct deposit, you can change the bank account into which child support payments are deposited. Tap **Direct Deposit** on the Dashboard. Then tap **Update Direct Deposit**. Enter the new bank account information. Once verified, all payments will be deposited in the new account.
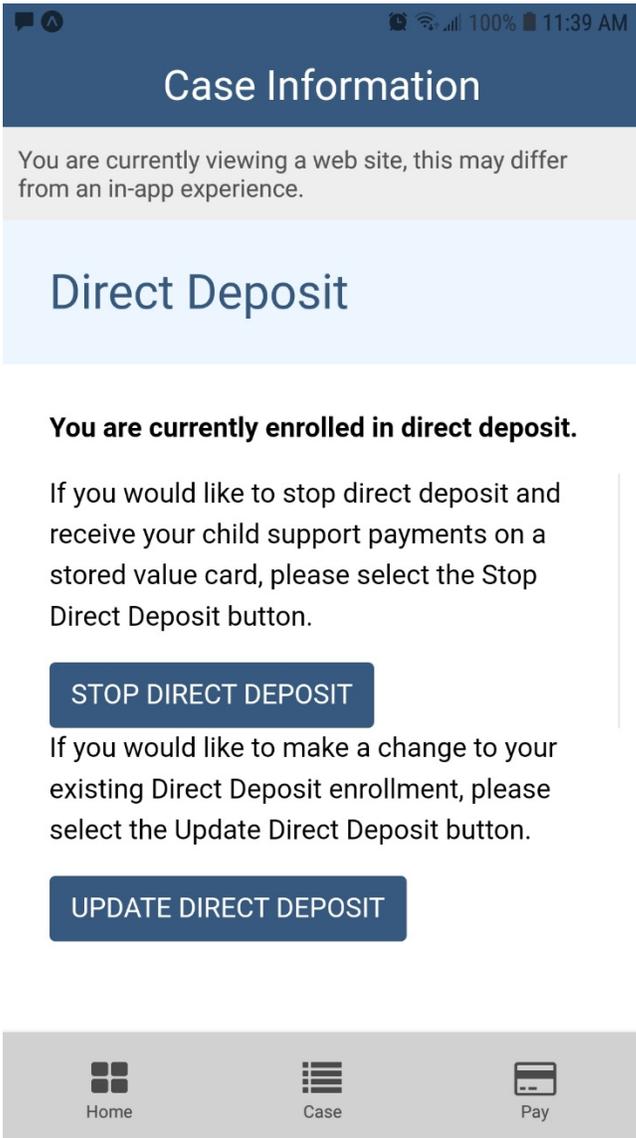
Stopping Direct Deposit

You can choose to stop direct deposit and receive future child support payments through the Child Support Debit Card. Please note that this will apply to all your cases.

Tap **Stop Direct Deposit** and confirm that you want to stop your direct deposit. It will take 1-2 business days to see the status change under CP Financial Details. You will receive payments via check until you are issued a New Jersey Child Support Debit Card.

Case Information

You are currently viewing a web site, this may differ from an in-app experience.

Direct Deposit

You are currently enrolled in direct deposit.

If you would like to stop direct deposit and receive your child support payments on a stored value card, please select the Stop Direct Deposit button.

STOP DIRECT DEPOSIT

If you would like to make a change to your existing Direct Deposit enrollment, please select the Update Direct Deposit button.

UPDATE DIRECT DEPOSIT

Home | Case | Pay

Report Issues

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