

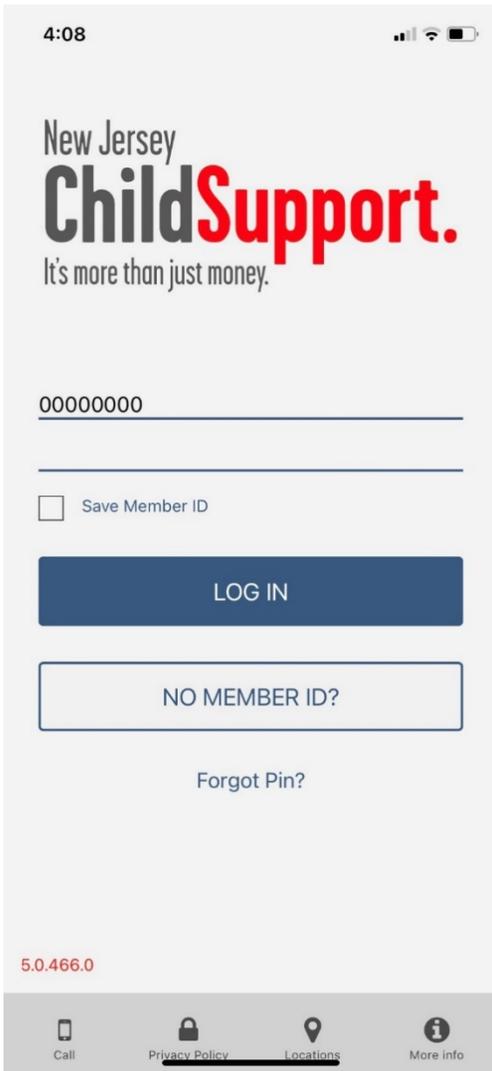
New Jersey  
**ChildSupport.**  
It's more than just money.

Mobile App  
How-To Guide  

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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

12:33

Contacts

Email

VERIFY

To have a phone number removed from your account, leave the field blank and press Submit.

Cell Phone

1

Home Phone

1

Work Phone

1 Ext

We are unable to verify phone numbers with an extension.

Preferred contact language  
Select an item...

Preferred method of contact  
Select an item...

SUBMIT

**Account Security**

In order to protect your personal information, you will need to verify your account through email and a phone number. The first step is to make sure we have up-to-date contact information for you. Please make any updates as needed on the next screen and tap Submit.

OK

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**.

1:03



**+19088167777**

SEND CODE

CALL

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

The screenshot shows a mobile application interface for managing contact information. At the top, the status bar displays the time as 1:04 and icons for cellular signal, Wi-Fi, and battery. The app's header is a dark blue bar with a white back arrow on the left and the title 'Contacts' in the center. Below the header, the page is divided into several sections. The first section is for 'Email', which shows 'Verified' with a green checkmark and the email address 'srowland@wsits.com' in a text input field. A note below states: 'To have a phone number removed from your account, leave the field blank and press Submit.' The second section is for 'Cell Phone', also marked 'Verified' with a green checkmark, and contains a text input field with the number '1 9088167777'. The third section is for 'Home Phone', with a text input field containing '1 7328907316'. The fourth section is for 'Work Phone', featuring two text input fields: one for the main number (containing '1') and one for the extension (containing 'Ext'). Below these fields, a message reads: 'We are unable to verify phone numbers with an extension.' At the bottom of the form, there are two dropdown menus: 'Preferred contact language' and 'Preferred method of contact', both with 'Select an item...' as their current selection. A large, dark blue button with the word 'SUBMIT' in white capital letters is positioned at the bottom of the form. The entire form is set against a light gray background.

1:04

Contacts

Email  Verified

srowland@wsits.com

To have a phone number removed from your account, leave the field blank and press Submit.

Cell Phone  Verified

1 9088167777

Home Phone

1 7328907316

Work Phone

1 \_\_\_\_\_ Ext \_\_\_\_\_

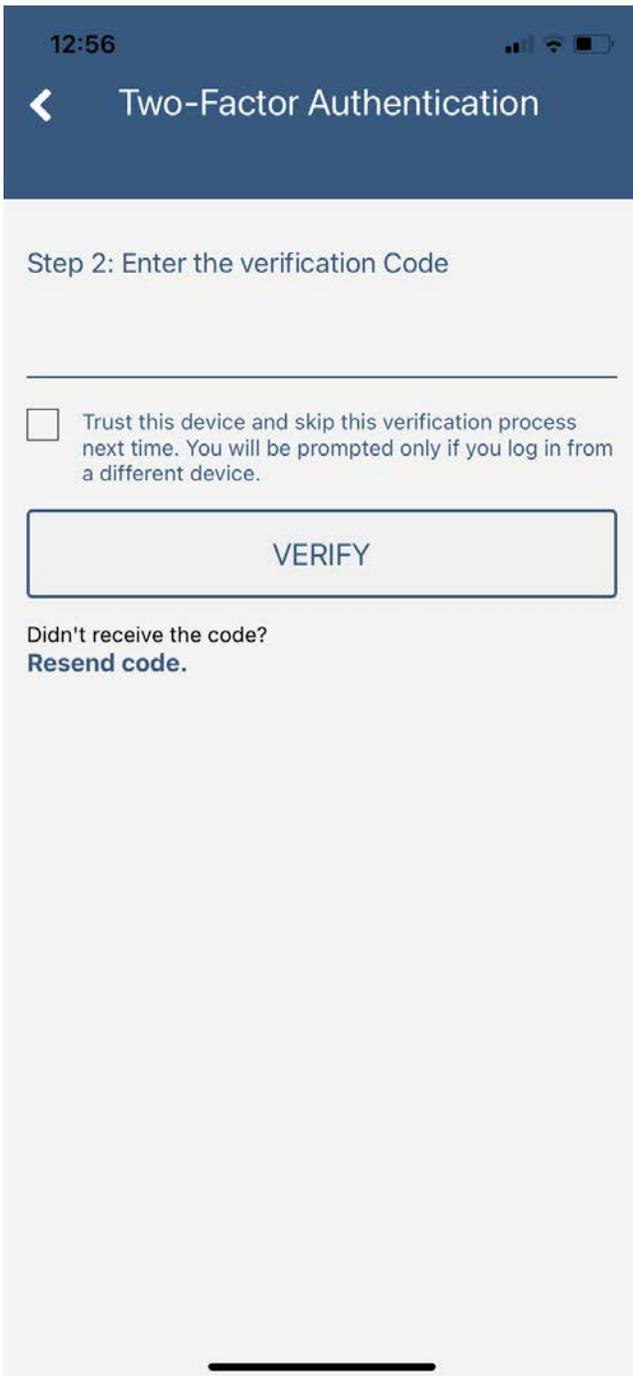
We are unable to verify phone numbers with an extension.

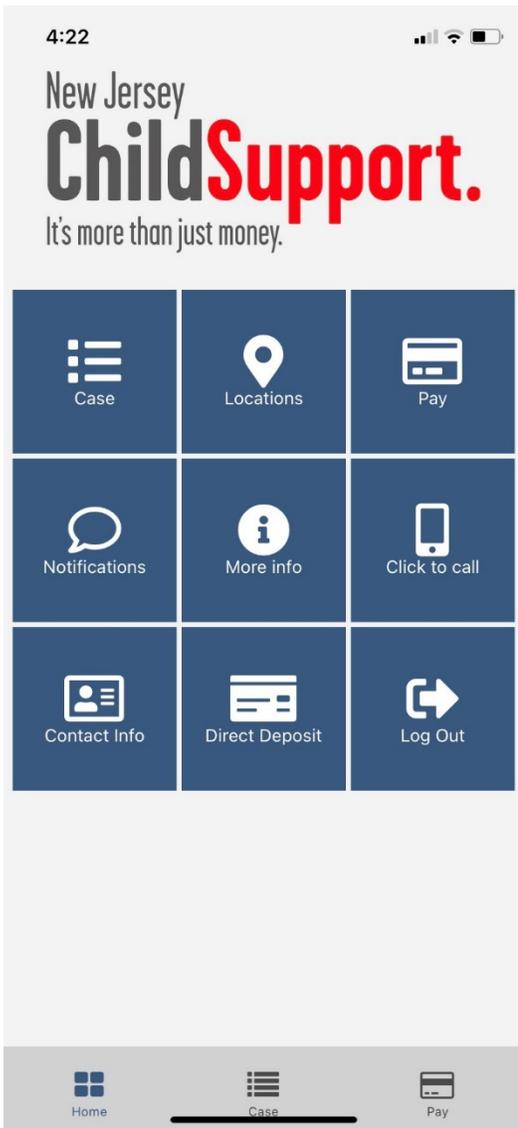
Preferred contact language  
Select an item...

Preferred method of contact  
Select an item...

SUBMIT

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).





## Navigating the App

### Dashboard

The Dashboard includes the following options:

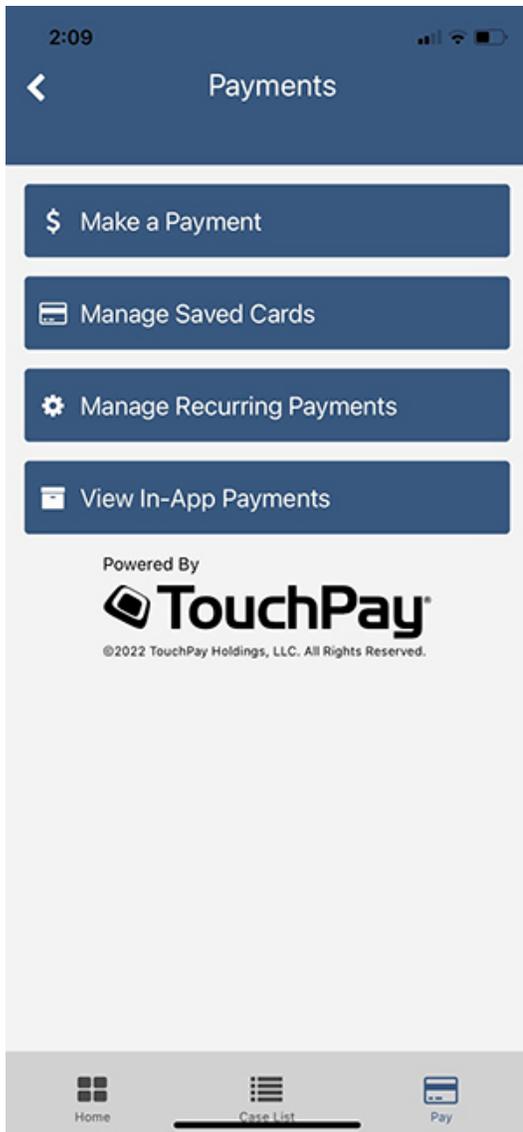
- **Case List** – View your case information.
- **Locations** – Find a local child support office.
- **Pay** – Make payments, manage saved cards and recurring payments, and view in-app payment history. This section is only viewable by customers who are noncustodial parents.
- **Notifications** – View 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

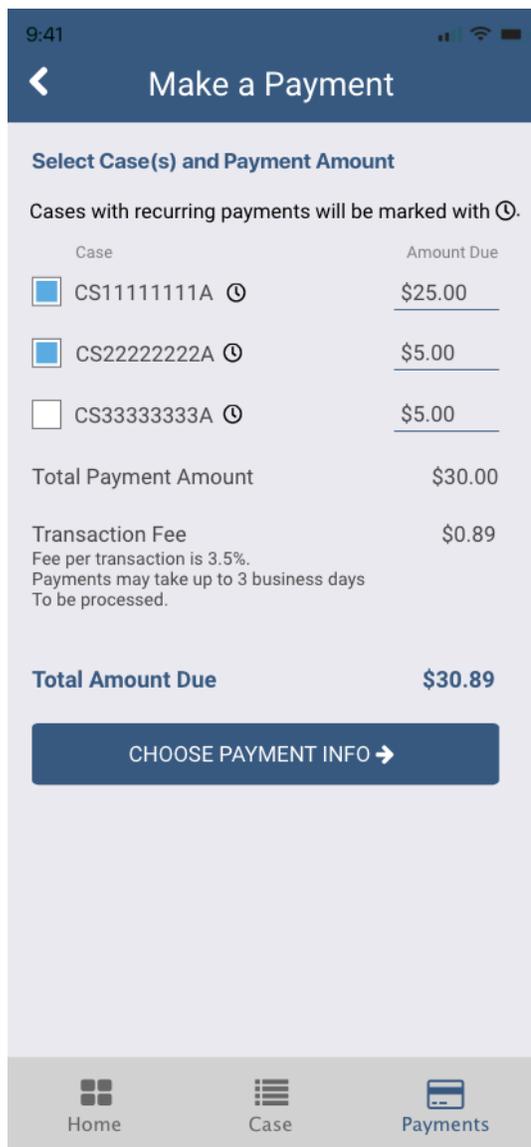
Tap **Make a Payment** to view the list of payable cases.

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

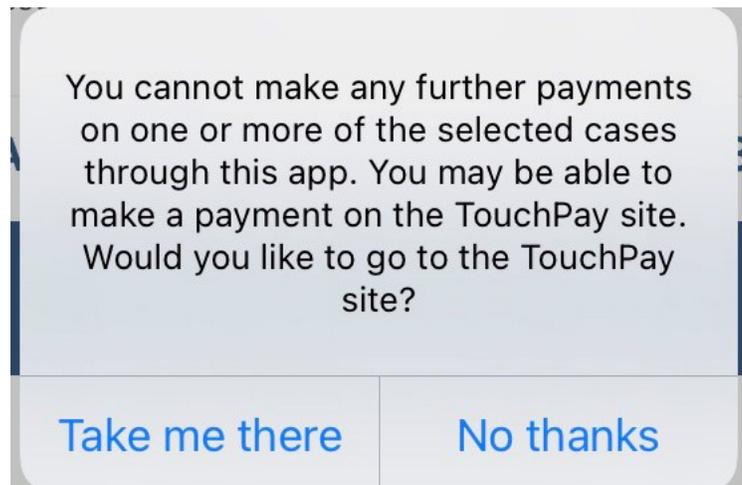
Tap the case(s) you would like to pay to highlight the corresponding checkbox.

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**.



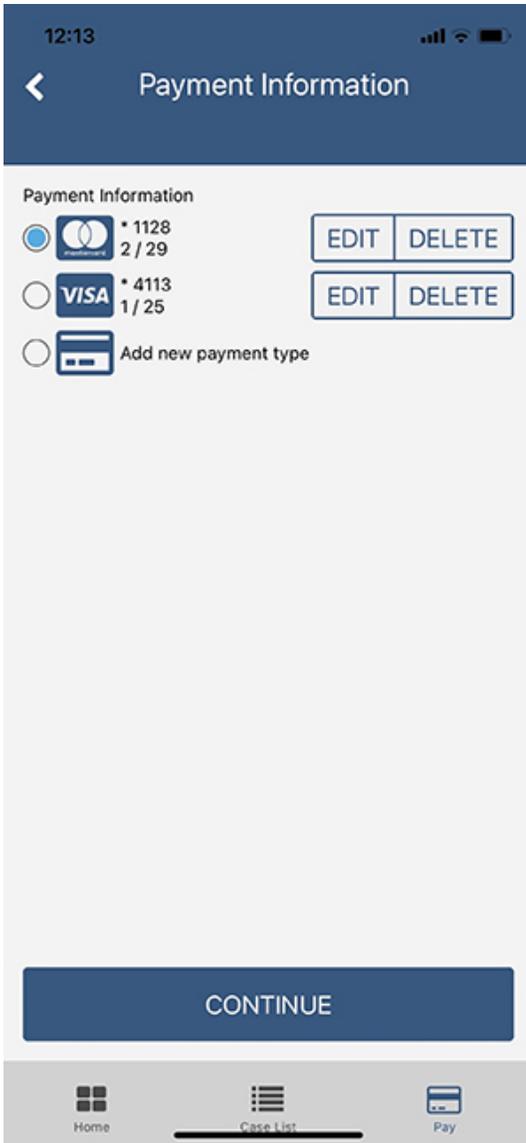
Under federal law, there are limitations to the amount and number of financial transactions that can be processed. If you reach the payment limits and are unable to pay through the app, you will see the following message and given the option to be redirected to the payment processor's site.



## 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**.

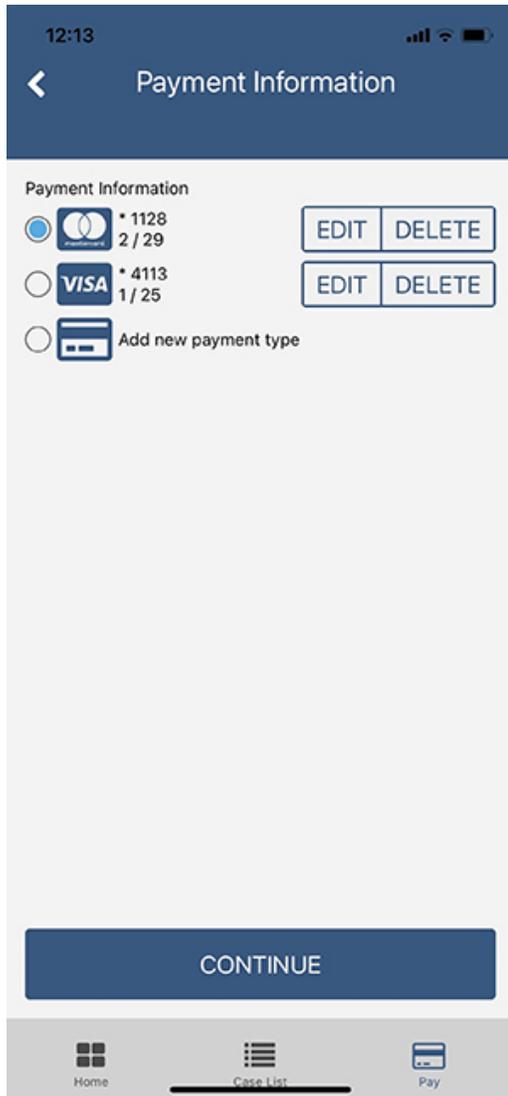


## Payment Information

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**.

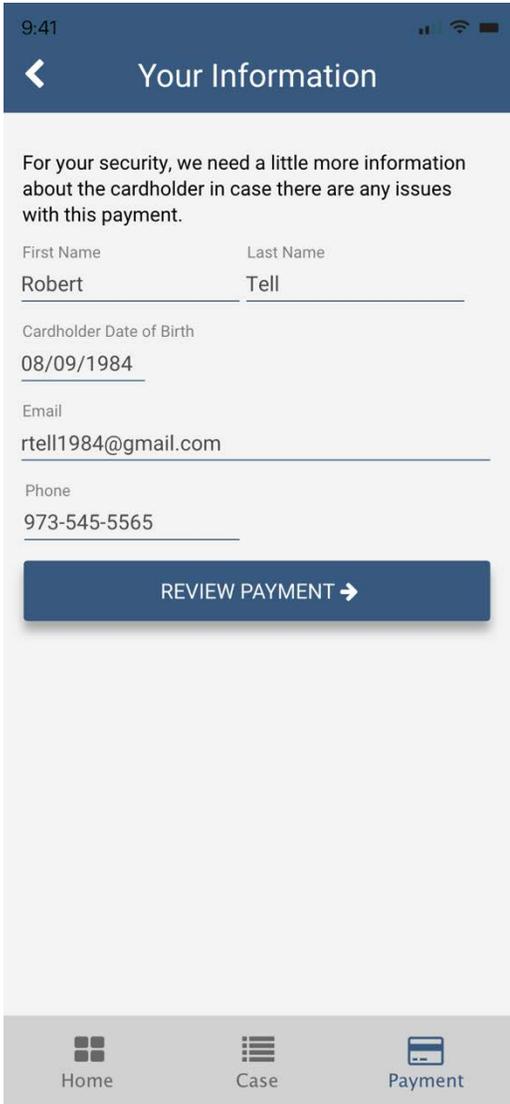


## Additional Information

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**.



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  
973-545-5565

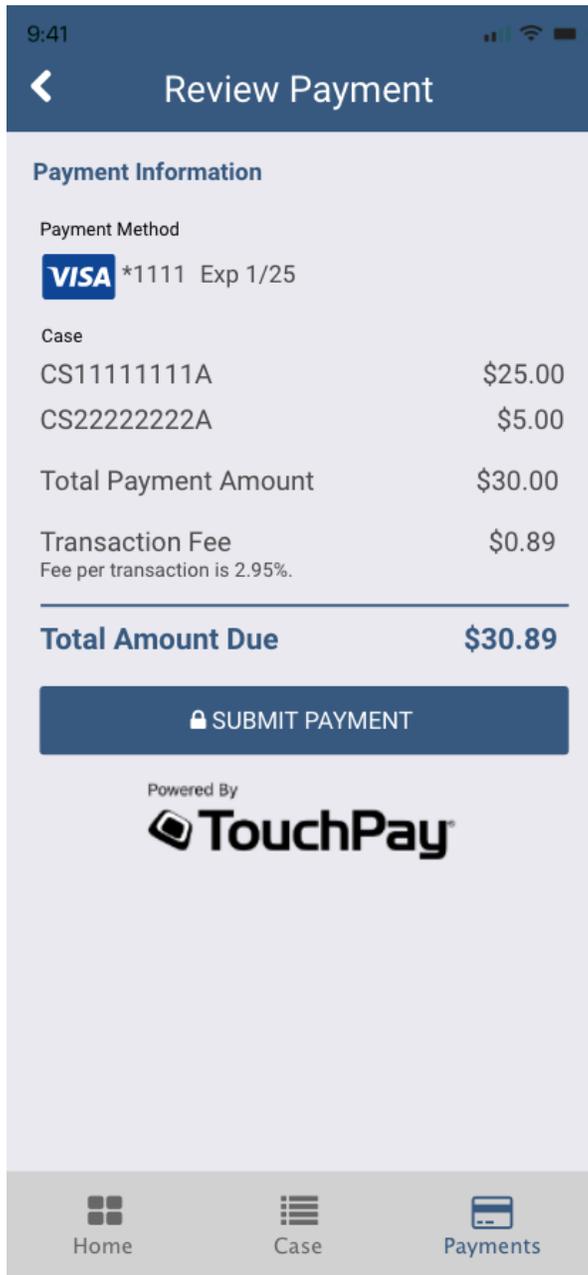
REVIEW PAYMENT →

Home Case Payment

## Review Payment

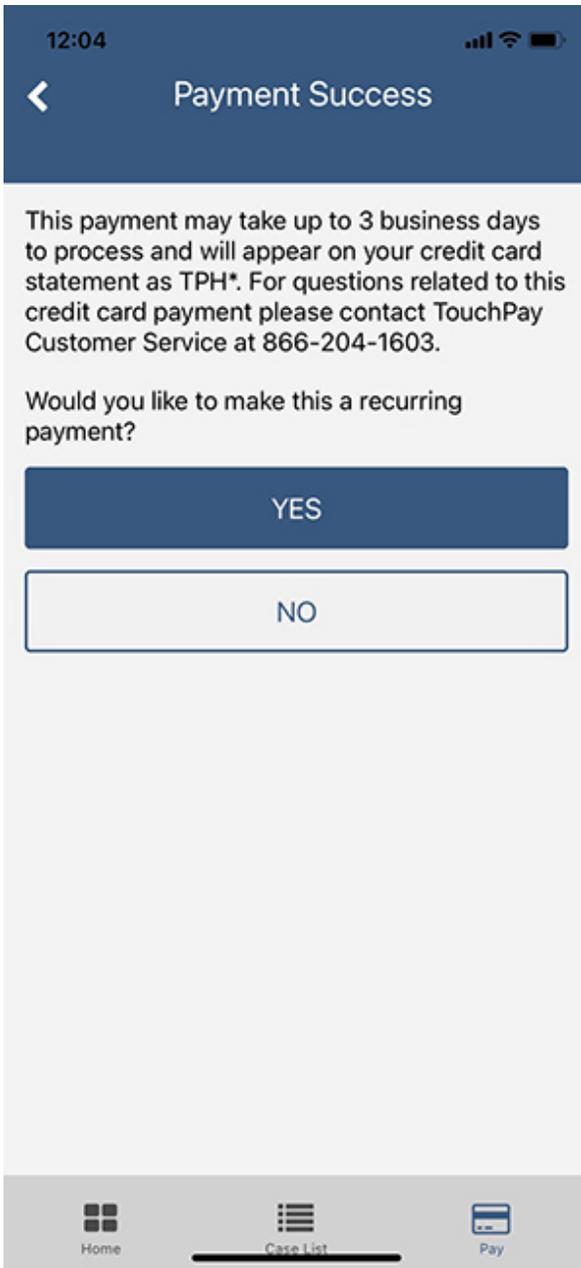
Review your payment one last time before tapping **SUBMIT PAYMENT**.

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**.

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**.

The screenshot shows a mobile application interface for setting up 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.' and a sub-heading 'Select the recurring date and amount you will pay.' The screen displays two case entries 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, which is currently set to 09/09/2019. 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%.	
<b>Total Amount Due</b>	<b>\$25.74</b>

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

**Total Recurring Payment Amount**      **\$89.57**

**When would you like monthly recurring payments to start?**

Select Recurring Payment Date  
09/09/2019

SAVE

CANCEL

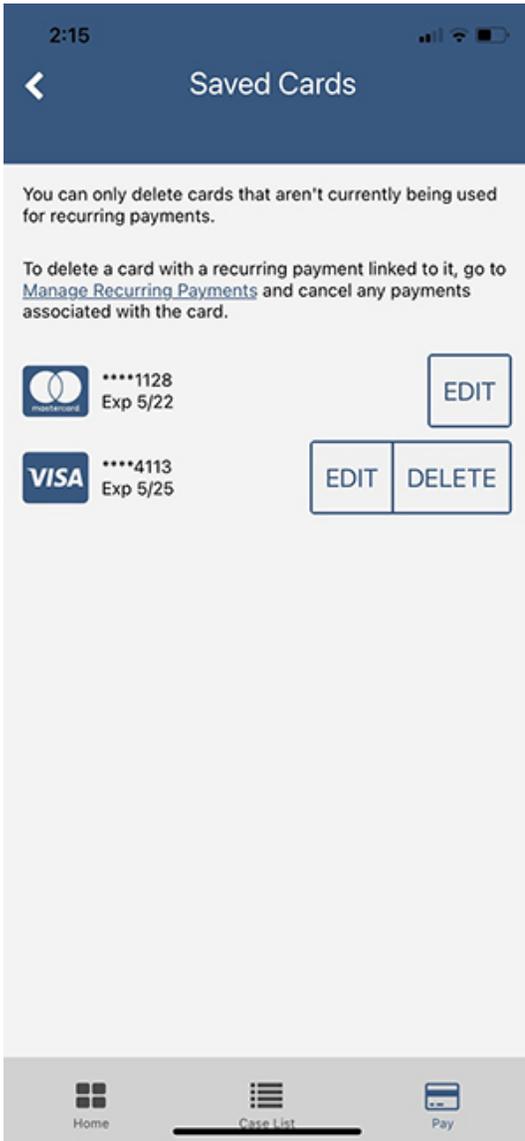
Home      Case      Payment

# 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.



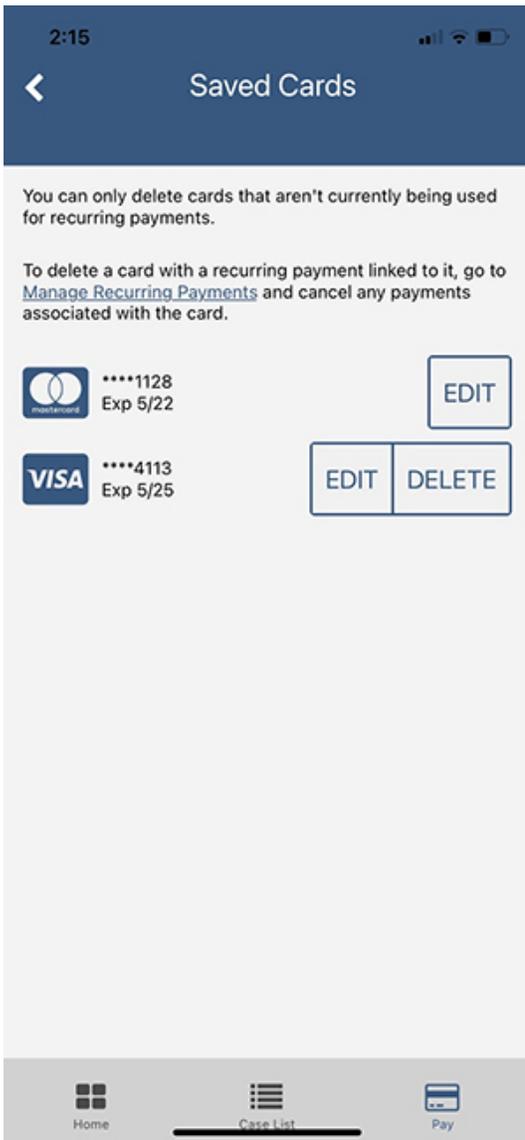
## Delete Credit Card

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.

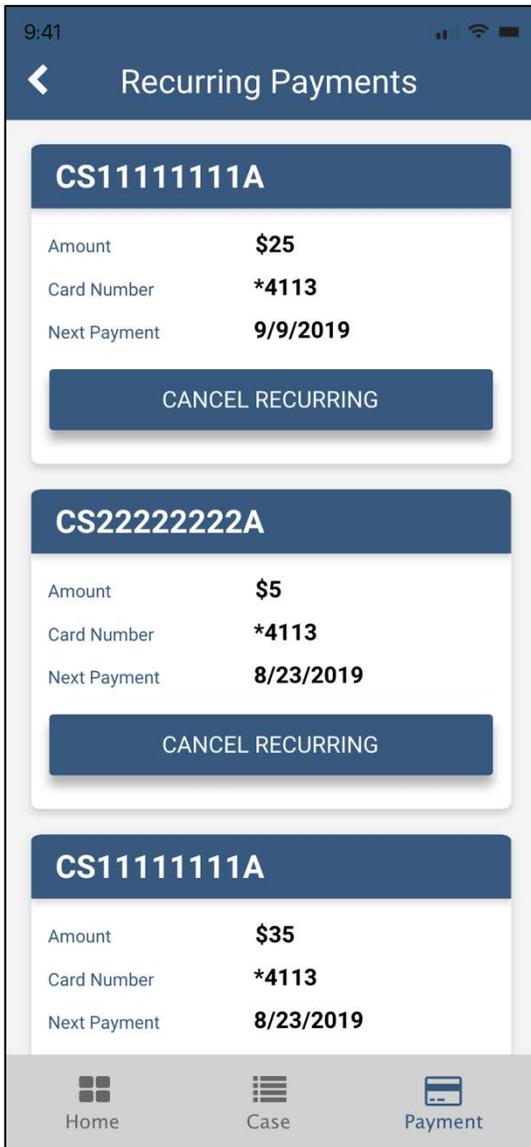
Then, return to Manage Saved Cards to delete the card.



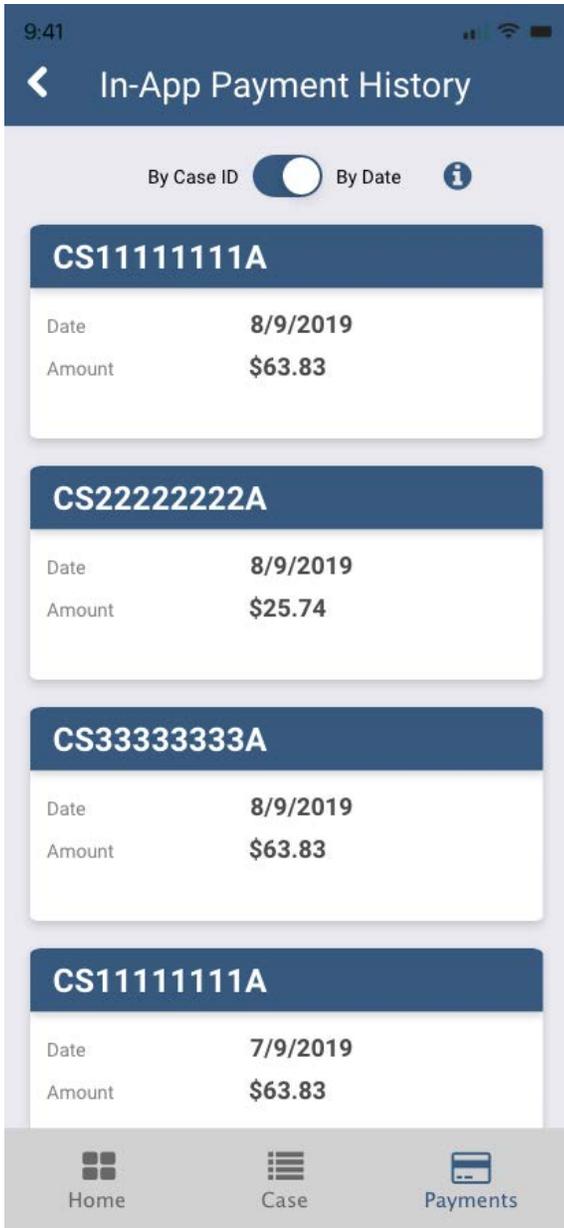
# Manage Recurring Payments

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

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



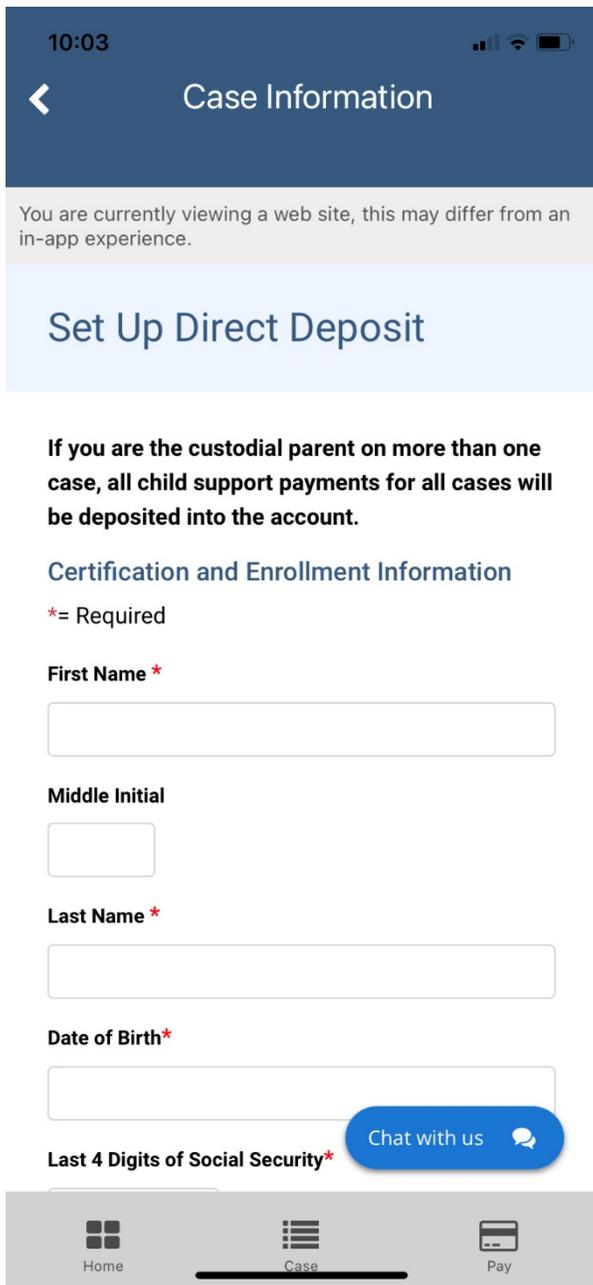
# View In-App Payment History



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.

# Direct Deposit

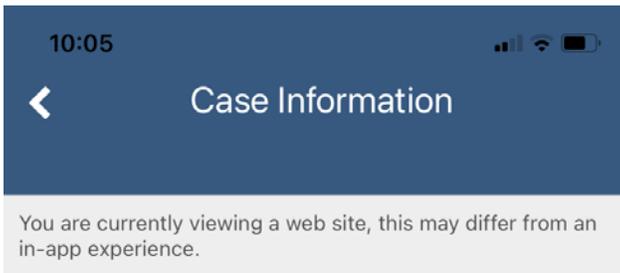


Tap **Direct Deposit** from the Dashboard. If you are not enrolled in Direct Deposit, the Set Up Direct Deposit screen will display.

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 update 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.



pre-printed by the financial institution.

**Savings Account:** Your bank must provide a letter on their letterhead including your name, the account number, routing number and it must be signed by a bank representative. Upload a photo or scan of the letter below.

**Upload a voided check or a letter on bank letterhead verifying your savings account.**

Files must be 10 MB or less. Only files with the following extensions are accepted: .jpg, .png and .pdf



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

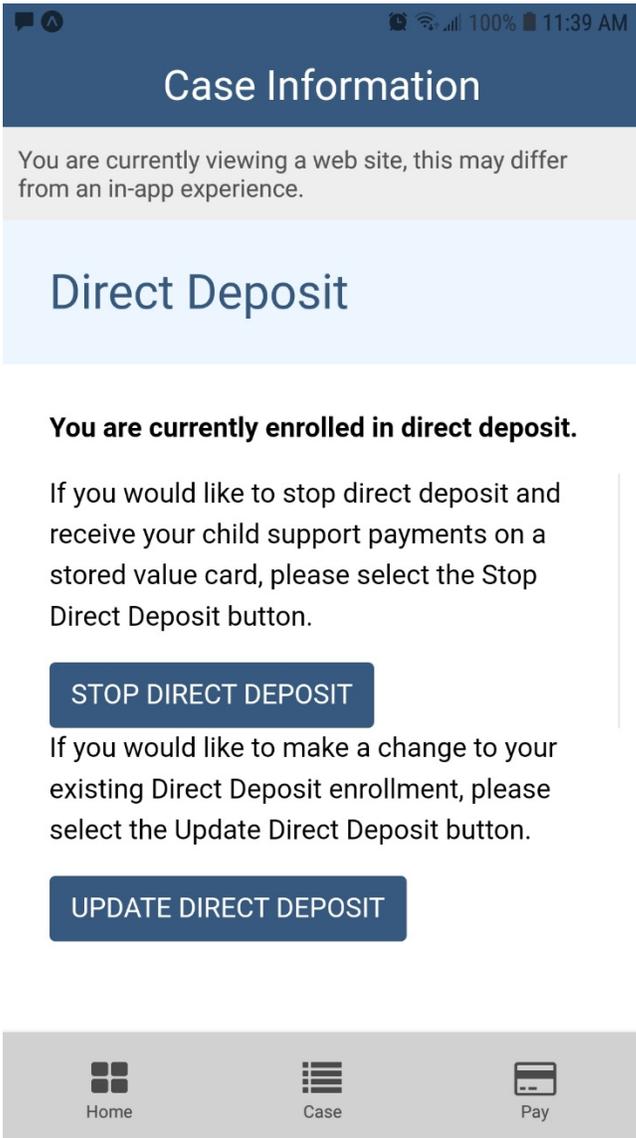
It will take 10-12 business days for you to be enrolled in direct deposit.

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.

## Report Issues

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