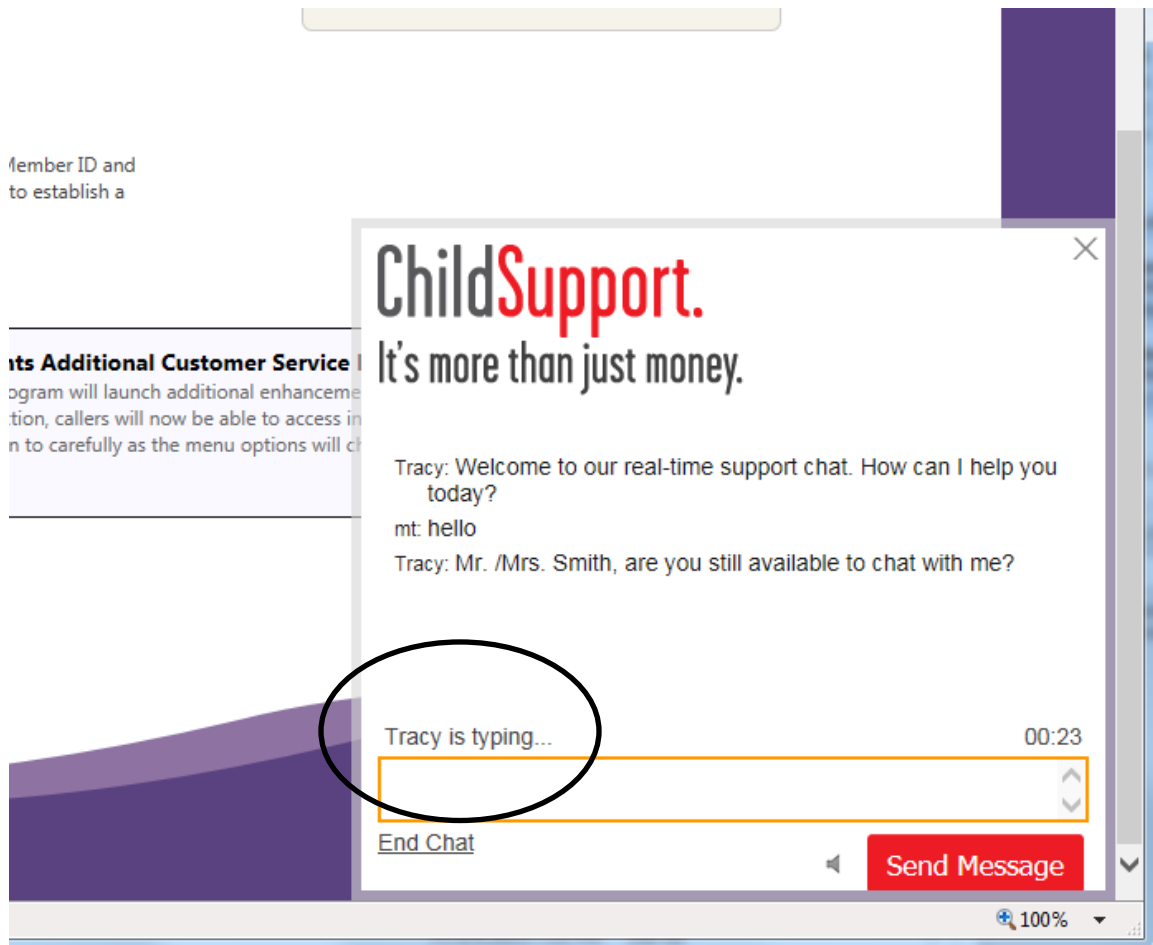


## Frequently Asked Questions for Child Support Web Chat      September 17, 2015

- 1.) What is web chat?
  - a. Web chat is a communication over the Internet that offers a real-time transmission of typed messages from sender to receiver. Only a web browser is required to chat (software installation or updates are not required).
  
- 2.) Do I need a Member ID and PIN to access web chat? What if I don't have a Member ID or PIN?
  - a. Yes, you will need a Member ID and PIN to access 'my case information' on [www.njchildsupport.org](http://www.njchildsupport.org) to access the web chat function. If you do not have a member ID or PIN, please call our automated telephone system at 1-877-NJKIDS1 and a child support representative will assist you.
  
- 3.) Am I eligible for the live chat?
  - a. If you have a child support case in NJ as well as a Member ID and PIN, you can access web chat via 'my case information' on [www.njchildsupport.org](http://www.njchildsupport.org).
  
- 4.) How do I register for web chat?
  - a. Once you log into 'my case information' on [www.njchildsupport.org](http://www.njchildsupport.org), the icon, "CHAT NOW" will appear if a child support representative is available to chat with you.
  
- 5.) When is web chat available?
  - a. Web chat is available Monday to Friday from the hours of 9 AM until 4:30 PM.
  
- 6.) Is my information kept confidential during the live chat?
  - a. Yes, all information discussed during the chat is confidential in accordance with federal and state child support laws and regulations. We are not responsible for information you voluntarily share with another party e.g. an individual in the room who can view your live chat. Prior to each chat, you will be required to complete a verification process to validate your identity.
  
- 7.) English is not my first language, can I still chat?
  - a. Currently we can only chat in English but are looking to expand our services to include other languages in the near future. You can still call our automated telephone system at 1-877-NJKIDS1 and a representative can assist you with your language needs.

- 8.) What if my case is alimony only, can I still chat?
  - a. Yes, as long as you have a Member ID and PIN, you can access web chat via 'my case information' on [www.njchildsupport.org](http://www.njchildsupport.org).
- 9.) What information can I obtain with web chat?
  - a. You are able to ask any questions regarding your NJ child/spousal support case, including but not limited to enforcement, hearings and order information.
- 10.) How do I know if a child support representative received my chat request or is responding back to the question?
  - a. You will know that the child support representative is responding when you see "Operator Name is typing."

Example:



- 11.) Who is responding to my web chat questions?
  - a. You will be chatting with a trained and knowledgeable child support representative.
  
- 12.) Will I be able to chat with my child support worker?
  - a. You will not be able to directly chat with your worker but a child support representative will assist you and will contact your worker on your behalf should additional information be needed or action taken on your case.
  
- 13.) Will it be documented that I talked to someone on my case?
  - a. Yes, the State's automated child support enforcement system will be updated with a synopsis of the chat as well as any referrals sent to other offices/agencies as needed.
  
- 14.) Sometimes there is a 'CHAT NOW' button and sometimes there isn't, why?
  - a. When you see the 'CHAT NOW' button that means that there is a child support representative available to chat with you. If there is no button that means that all representatives are currently assisting other customers.
  
- 15.) Is web chat free or is there a charge?
  - a. There is no charge to our customers to use our web chat services.
  
- 16.) Can I update my personal contact information (ex: address) via web chat?
  - a. Yes, you can update your personal information via web chat, online or via our automated telephone system.