

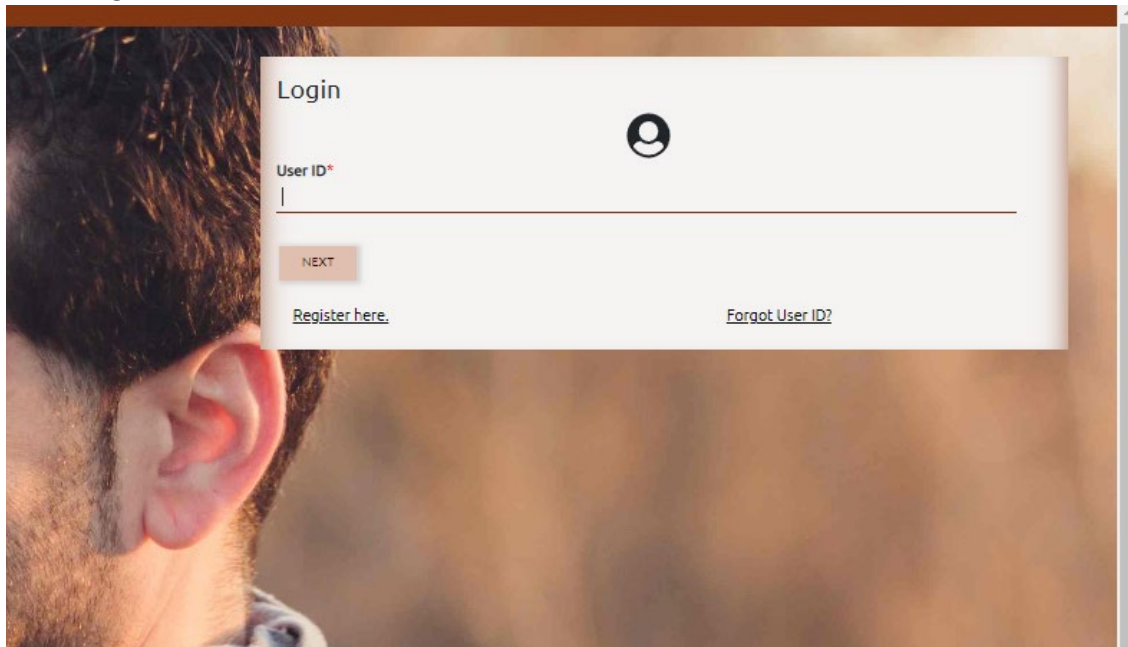
Oregon Child Support Program
Online Account User Guide

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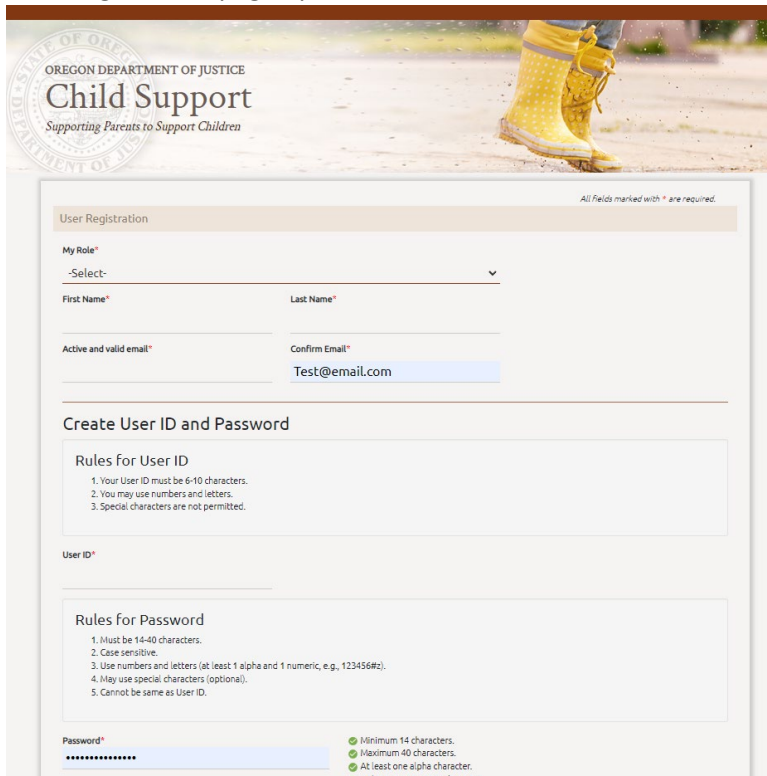
Account Registration

Click “Register here” link to create new account



The screenshot shows a login interface overlaid on a background image of a person's ear. The login form includes a 'Login' title, a user icon, a 'User ID*' input field, a 'NEXT' button, and two links: 'Register here.' and 'Forgot User ID?'.

User Registration page opens

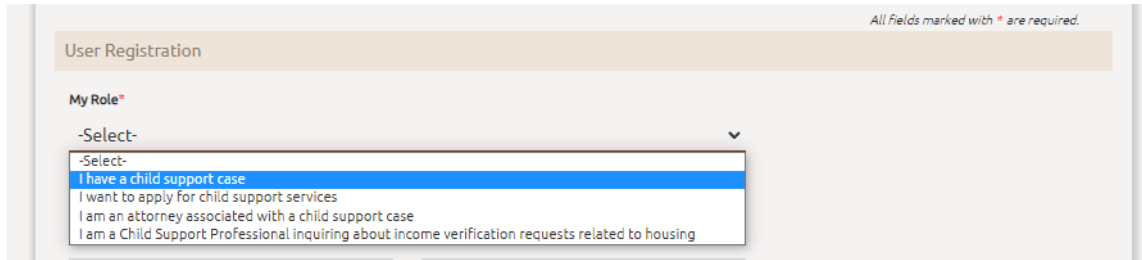


The screenshot displays the 'User Registration' page for the Oregon Department of Justice Child Support. The page header features the department's logo and the text 'Child Support Supporting Parents to Support Children'. The registration form includes sections for 'User Registration' (with a dropdown for 'My Role*', 'First Name*', 'Last Name*', 'Active and valid email*', and 'Confirm Email*' with 'Test@email.com' entered), 'Create User ID and Password' (with 'Rules for User ID' and 'Rules for Password' listed), and a 'Password*' field with associated validation rules. A note at the top right states 'All fields marked with * are required.'.

Select your role from the dropdown menu.

Options are:

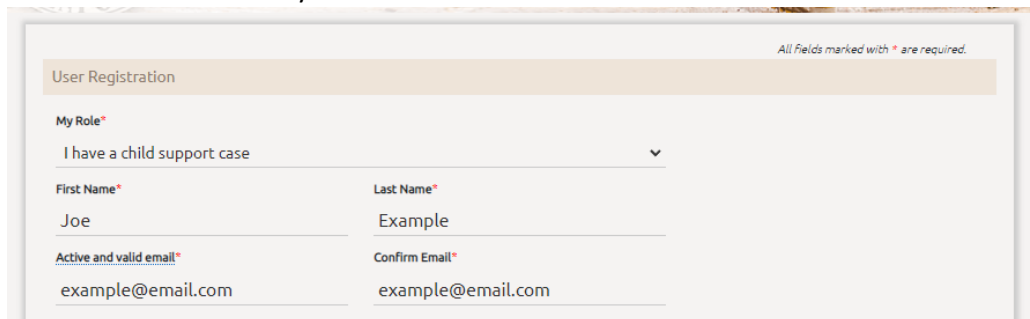
- I have a child support case
- I want to apply for child support services
- I am an attorney associated with a child support case
- I am a Child Support Professional inquiring about income verification requests related to housing



The screenshot shows the 'User Registration' form. At the top right, it says 'All Fields marked with * are required.' The 'My Role*' dropdown menu is open, showing four options: '-Select-', 'I have a child support case' (highlighted in blue), 'I want to apply for child support services', 'I am an attorney associated with a child support case', and 'I am a Child Support Professional inquiring about income verification requests related to housing'.

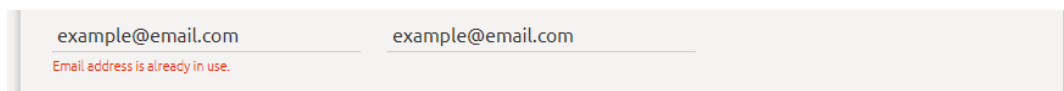
Enter First Name and Last Name.

Enter the email address you want us to send communications to.



The screenshot shows the 'User Registration' form. The 'My Role*' dropdown menu is now closed and shows 'I have a child support case'. Below it are the 'First Name*' and 'Last Name*' fields, both containing the text 'Joe' and 'Example' respectively. Below these are the 'Active and valid email*' and 'Confirm Email*' fields, both containing the text 'example@email.com'. At the top right, it says 'All Fields marked with * are required.'

If an account already exists with your email address, you will receive an error message and will not be able to proceed.



The screenshot shows the 'User Registration' form. The 'Active and valid email*' field contains the text 'example@email.com'. Below it, a red error message says 'Email address is already in use.' The 'Confirm Email*' field also contains the text 'example@email.com'.

If you receive this error and have an account already but do not remember your login credentials, use Forgot User ID and Forgot Password to retrieve the information.

Create your User ID.

Create User ID and Password

Rules for User ID

1. Your User ID must be 6-10 characters.
2. You may use numbers and letters.
3. Special characters are not permitted.

User ID*

example1

Create your Password. Note the requirements!

Rules for Password

1. Must be 14-40 characters.
2. Case sensitive.
3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g., 123456#z).
4. May use special characters (optional).
5. Cannot be same as User ID.

Password*

.....

Confirm Password*

.....

- ✓ Minimum 14 characters.
- ✓ Maximum 40 characters.
- ✓ At least one alpha character.
- ✓ At least one numeric character.
- ✓ Password must contain at least one capital letter.

Pick five security questions and answers.

Submit your security questions and answers

Rules for Answers

1. Answers must be between 3 and 40 characters.
2. Allowable characters are letters, numbers, spaces, and the following special characters (#&-'./).
3. Answers are not case specific.
4. Spaces may not be placed at the end of the answer.
5. Remember the Security questions and answers, this will help in unlocking and resetting the password.

Security Question 1 *

In which city or town did your mother and father meet ?

In which city or town did your mother and father meet ?

What is the last name of your favorite high school teacher ?

What is the name of your favorite childhood friend ?

What is the name of your favorite childhood teacher ?

What is your eldest cousin's name ?

What is your father's middle name ?

What is your mother's middle name ?

What is your oldest sibling's middle name ?

What was the first car you drove ?

What was the first concert you attended ?

What was the first film you saw in theater ?

What was your favorite place to visit as a child ?

ANSWER:

Security Question 3 *

Answer:

Security Question 4 *

Answer:







Security Question 5 *

Answer:

Pick a SiteKey and give it a name.

Create a SiteKey and name







Select a SiteKey image* and enter a name for the image you selected. The SiteKey image and name will help you know that you are entering your Child Support Program online account. You will be shown your SiteKey before you enter your password when logging onto this website.



SiteKey Name*

Create a SiteKey and name

Select a SiteKey image* and enter a name for the image you selected. The SiteKey image and name will help you know that you are entering your Child Support Program online account. You will be shown your SiteKey before you enter your password when logging onto this website.



SiteKey Name*

Sports

Terms & Conditions

The checkbox to agree to the terms is grayed out until you scroll through all the Terms and Conditions.

Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below.
Scroll to the bottom to accept the terms and conditions.

Oregon Department of Justice, Oregon Child Support Program

Online Account

TERMS OF AGREEMENT

Use of this Online Account for the Oregon Department of Justice (DOJ), Oregon Child Support Program is subject to the terms and conditions of this Online Account Agreement (Agreement). You (User) must accept the terms of this Agreement to be granted access to an Online Account. All references to "You" or "USER" mean both User and each individual acting on behalf of User in using User's Online Account. Affirmative acceptance by indicating below or by accessing and using this Online Account is User acceptance of the terms, conditions, and notices contained in this Agreement without modification. By

☐ I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT

Once you scroll to the bottom, you can check the checkbox.

Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below.
Scroll to the bottom to accept the terms and conditions.

any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the parties will be construed and enforced as if this Agreement did not contain the particular term or provision held to be invalid.

13. No Intended Beneficiaries. Nothing in this Agreement gives, is intended to give, or may be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons.

14. Headings. The headings in this Agreement are included only for convenience and do not control or affect the meaning or construction of this Agreement.

☐ I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT

After the checkbox is checked, you can click the SUBMIT button.

Please carefully read the agreement below. If you agree to the terms and conditions, click the I agree checkbox below.
Scroll to the bottom to accept the terms and conditions.

any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the parties will be construed and enforced as if this Agreement did not contain the particular term or provision held to be invalid.

13. No Intended Beneficiaries. Nothing in this Agreement gives, is intended to give, or may be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons.

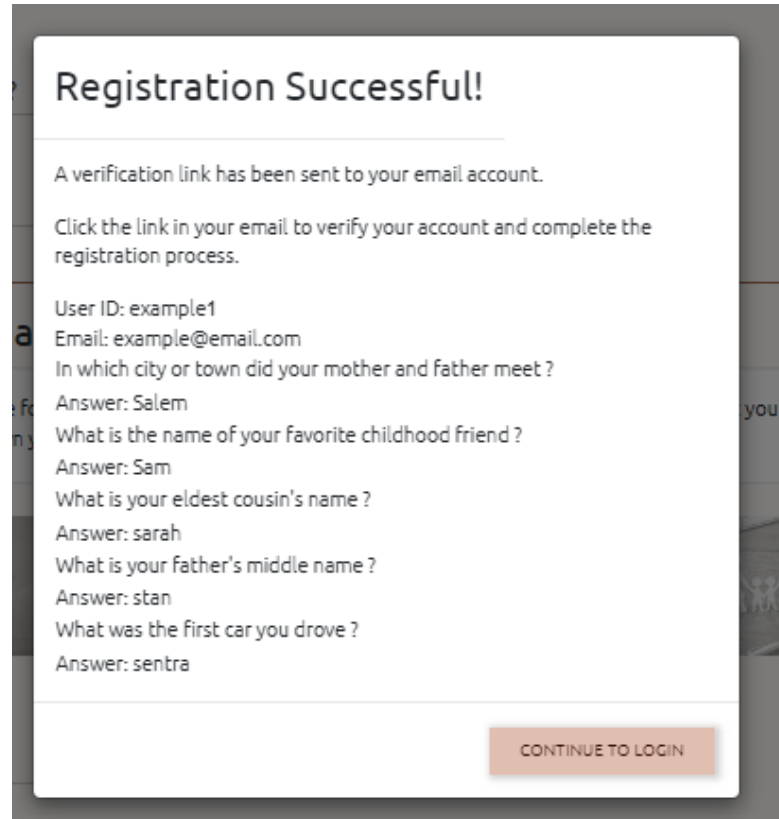
14. Headings. The headings in this Agreement are included only for convenience and do not control or affect the meaning or construction of this Agreement.

☒ I agree with the Terms and Conditions listed above.

CANCEL RESET SUBMIT

Registration Successful!

A pop-up will display with all your important account information. Save this information for future use. Click on CONTINUE TO LOGIN to log into your account.

A white rectangular pop-up dialog box with a thin grey border, centered on a dark grey background. The dialog box contains the following text: 'Registration Successful!' in bold, followed by a horizontal line. Below the line, it says 'A verification link has been sent to your email account.' and 'Click the link in your email to verify your account and complete the registration process.' Then, it lists account details: 'User ID: example1', 'Email: example@email.com', and a series of security questions with answers: 'In which city or town did your mother and father meet ? Answer: Salem', 'What is the name of your favorite childhood friend ? Answer: Sam', 'What is your eldest cousin's name ? Answer: sarah', 'What is your father's middle name ? Answer: stan', and 'What was the first car you drove ? Answer: sentra'. At the bottom right of the dialog box is an orange button with the text 'CONTINUE TO LOGIN' in white capital letters.

Registration Successful!

A verification link has been sent to your email account.

Click the link in your email to verify your account and complete the registration process.

User ID: example1
Email: example@email.com

In which city or town did your mother and father meet ?
Answer: Salem

What is the name of your favorite childhood friend ?
Answer: Sam

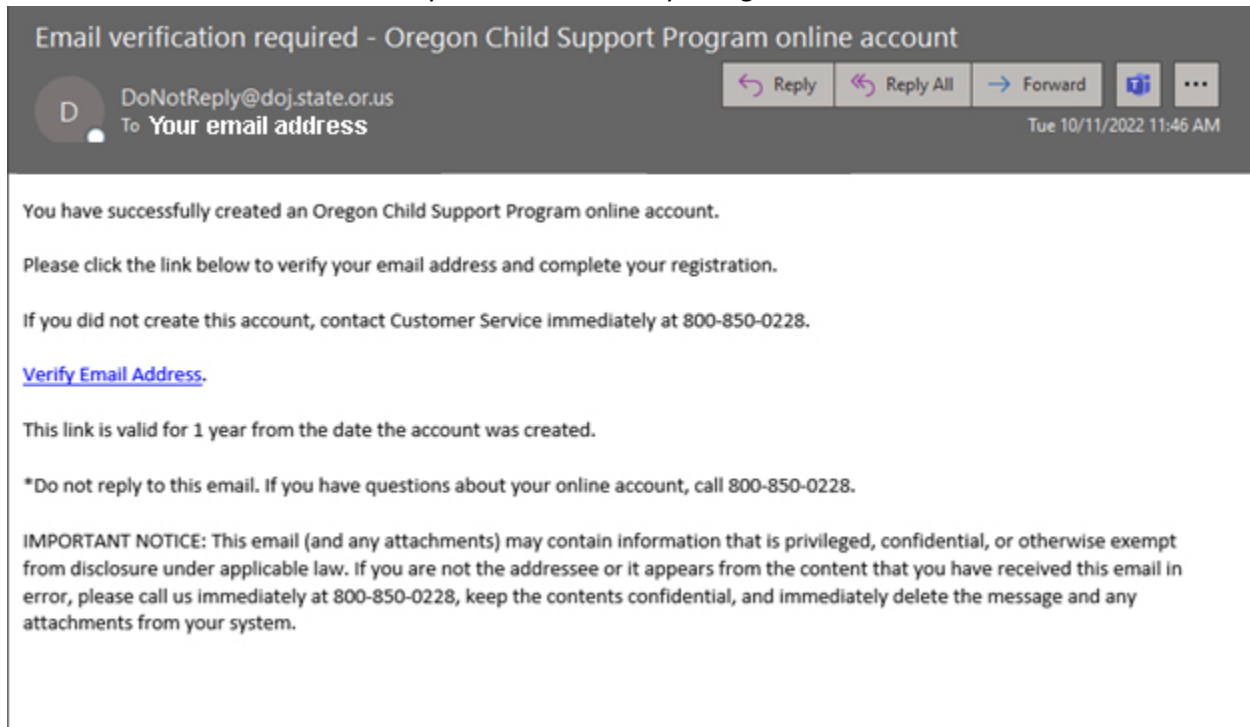
What is your eldest cousin's name ?
Answer: sarah

What is your father's middle name ?
Answer: stan

What was the first car you drove ?
Answer: sentra

[CONTINUE TO LOGIN](#)

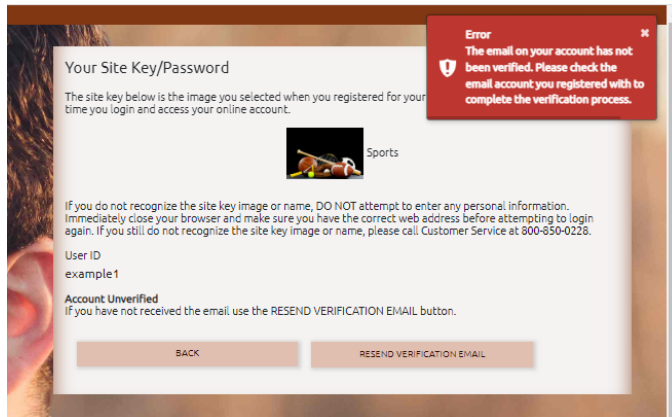
You will receive an account confirmation email. If you don't receive it, check your junk or spam folder. The email will include a link to verify the email address you registered with.



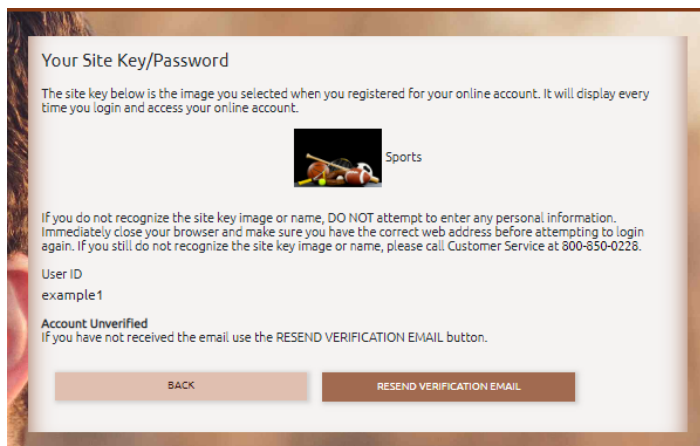
Account Login

Logging in for the first time with new account credentials

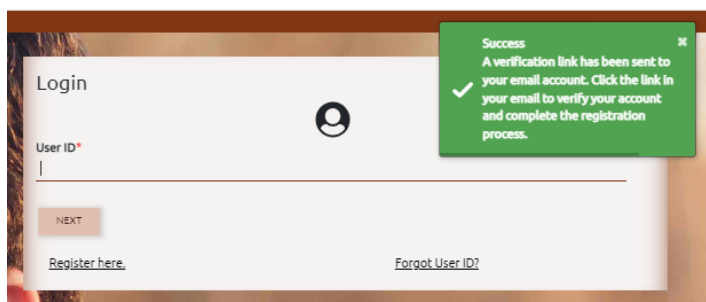
You'll receive a red error pop-up if you're attempting to log in and you have not verified your email.



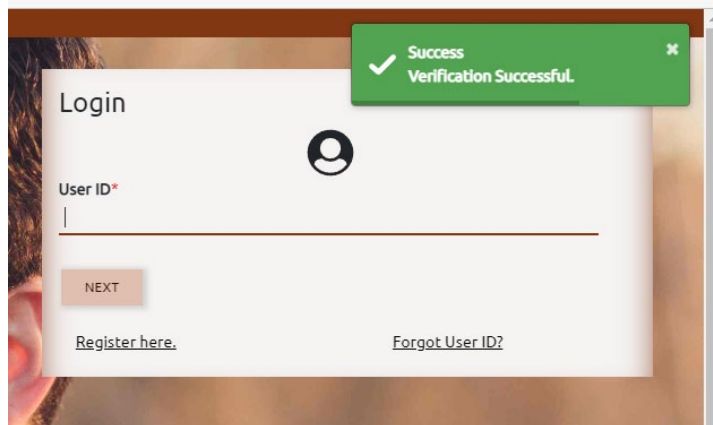
If you did not receive the verification email, check your junk or spam folders. If you still can't find it, click the RESEND VERIFICATION EMAIL button.



You'll see a green pop-up message when the new confirmation email is successfully sent.

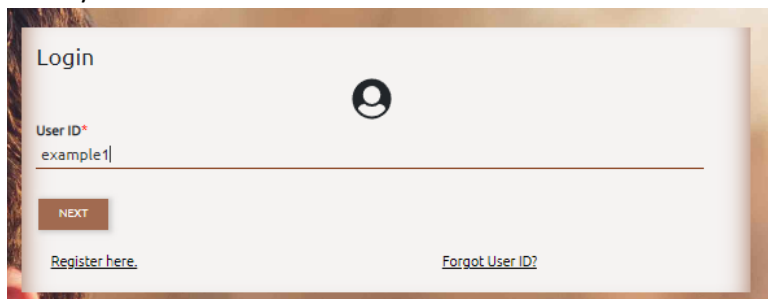


After clicking the “Verify Email Address” link in the confirmation email, you’re taken back to the login page. You’ll see a green pop-up message that verification was successful.

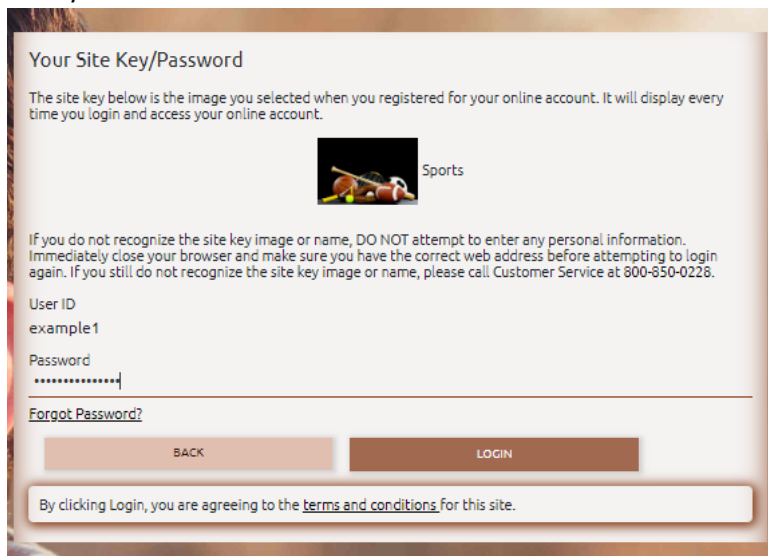


Login

Enter your User ID and click the NEXT button.

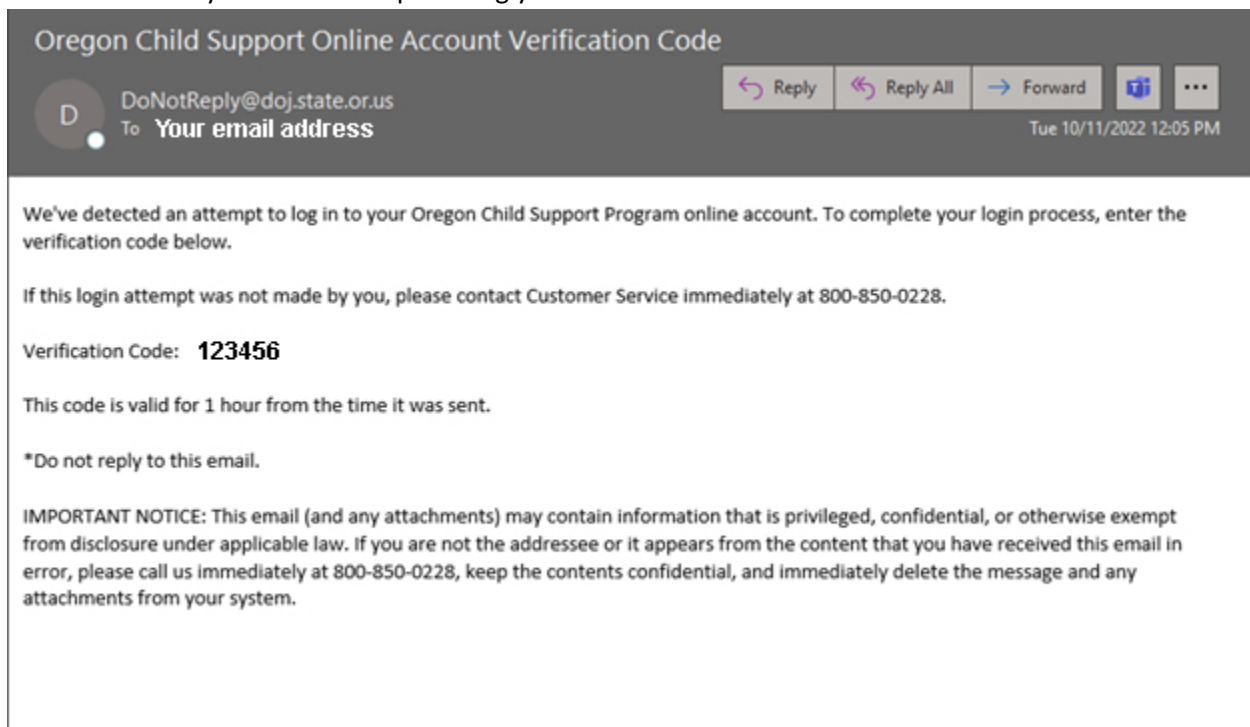


Enter your Password and click the LOGIN button. Your selected sitekey and name are displayed.

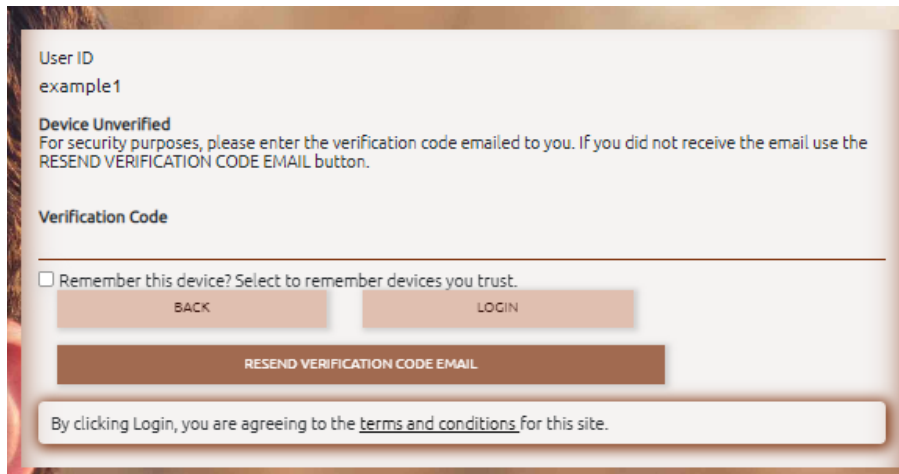


You will be prompted to enter a verification code at each new session. This requirement is in place to keep your data secure. The code is emailed to you after you enter your user ID and password.

This is the email you will receive providing your verification code.



You can resend the email if you did not receive it by clicking on the RESEND VERIFICATION CODE EMAIL button.



User ID
example1

Device Unverified
For security purposes, please enter the verification code emailed to you. If you did not receive the email use the RESEND VERIFICATION CODE EMAIL button.

Verification Code

☐ Remember this device? Select to remember devices you trust.

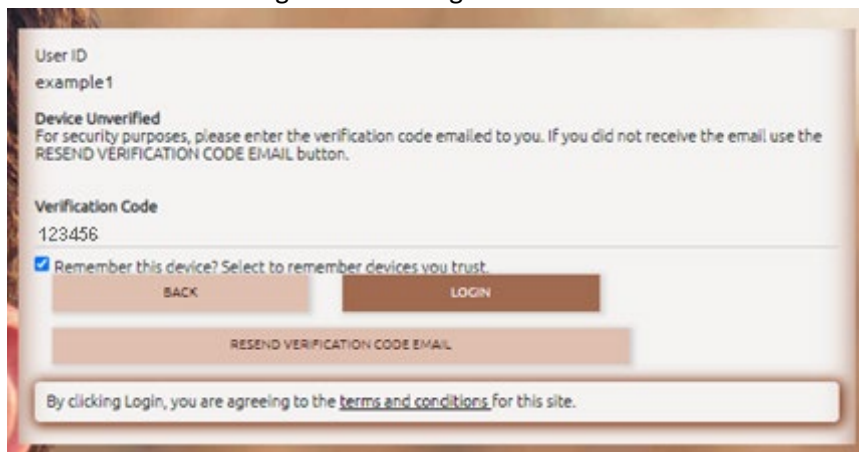
BACK LOGIN

RESEND VERIFICATION CODE EMAIL

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.

Enter the provided verification code.

You can check the **Remember this device** checkbox to trust your device. If checked, you will not have to enter a new code to log back in during the same browser session.



User ID
example1

Device Unverified
For security purposes, please enter the verification code emailed to you. If you did not receive the email use the RESEND VERIFICATION CODE EMAIL button.

Verification Code
123456

☒ Remember this device? Select to remember devices you trust.

BACK LOGIN

RESEND VERIFICATION CODE EMAIL

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.

Logged In

Default page after successfully logging in.

The screenshot shows the default page of the Oregon Department of Justice Child Support website after a successful login. The header features the Oregon Department of Justice seal and the text "Child Support Supporting Parents to Support Children". Below the header, a navigation bar includes links for "Welcome Joe", "Apply for Services", "View My Case", "Pending Application", and a "Log out" button. The main content area displays a table titled "Applications" with columns for "APPLICATION NUMBER", "APPLICATION START DATE", "APPLICANT", "NON APPLICANT", "APPLICATION TYPE", and "STATUS". The table is currently empty. The footer contains contact information for "Contact By Phone" (Customer Service, 800-459-0123, 503-373-7300) and "Online Support" (Oregon.gov, Legal Helpline, Privacy Policy, Terms and Conditions).

OREGON DEPARTMENT OF JUSTICE
Child Support
Supporting Parents to Support Children

Welcome Joe | Apply for Services | View My Case | Pending Application | Log out

Applications

APPLICATION NUMBER	APPLICATION START DATE	APPLICANT	NON APPLICANT	APPLICATION TYPE	STATUS
--------------------	------------------------	-----------	---------------	------------------	--------

Contact By Phone
Customer Service
800-459-0123
503-373-7300

Online Support
Oregon.gov
Legal Helpline
Privacy Policy
Terms and Conditions

View My Case (for participant users, not attorney users)

Link your online account to your child support case.

The screenshot shows the 'View My Case' form with a navigation bar at the top containing 'Apply for Services', 'View My Case', and 'Pending Application'. The form title is 'View Case Information'. A note states: 'For security purposes, please enter the details below to view your case information. You will need the PIN included on the Notice of Online Account Access mailed to you and your 15-digit case number. You will only need to do this the first time you access your case information.' The form has three input fields: 'Case Number:*' with a hint 'Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.', 'Date of Birth:*' with a placeholder 'MM/DD/YYYY', and 'PIN:*' with a hint 'A PIN was included in the Notice of Online Account Access sent to your mailing address on file. If you did not receive your PIN or misplaced it, use the "Forgot Pin" link below.' There is a 'Forgot PIN?' link and 'CANCEL' and 'SUBMIT' buttons at the bottom right. A footer section contains 'Contact By Phone' (Customer Service: 800-850-0228, 503-373-7300) and 'Online Support' (Oregon.gov, Legal Notice, Privacy Policy, Terms and Conditions).

From the View My Case page, enter required information and then click the SUBMIT button. You can't click SUBMIT without all the required information.

This screenshot shows the same 'View My Case' form, but with the input fields filled out. The 'Case Number:*' field contains '410000000012345', the 'Date of Birth:*' field contains '01/01/1975', and the 'PIN:*' field contains '1234567890'. All other elements, including the navigation bar, form title, instructions, hints, 'Forgot PIN?' link, and 'CANCEL'/'SUBMIT' buttons, are identical to the previous screenshot.

Your case is now linked to your online account.
Your home page has four boxes:

- To Do
- Cases
- Appointments
- Applications

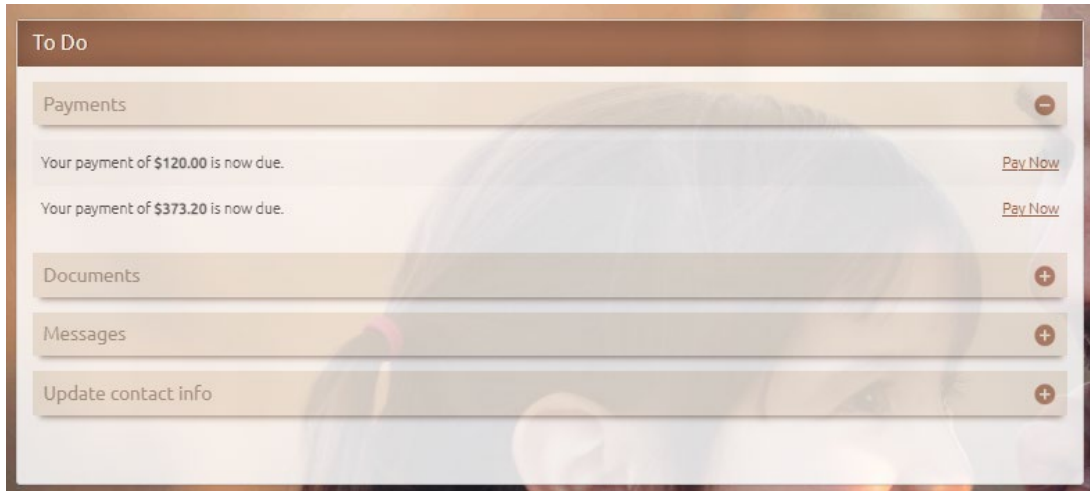


The To Do box (top left) displays:

- Payments
- Documents
- Messages
- Update contact info

Payments

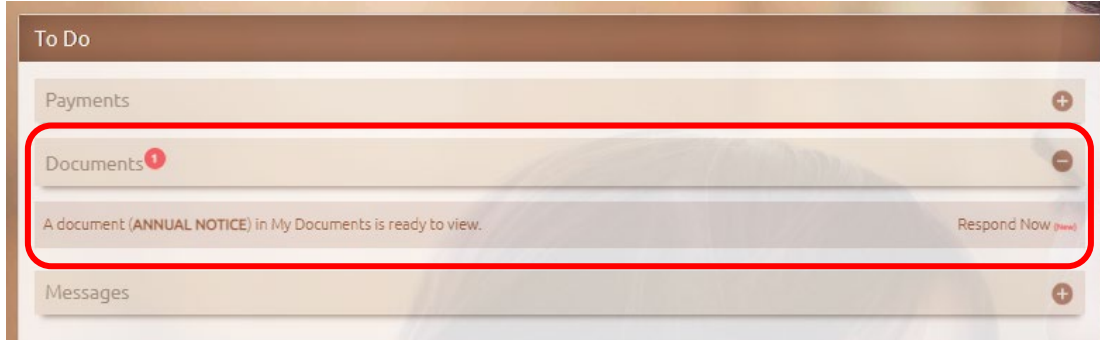
If you pay child support, the “Pay Now” link takes you to MyPaymentPortal.com to submit payments electronically.



Documents

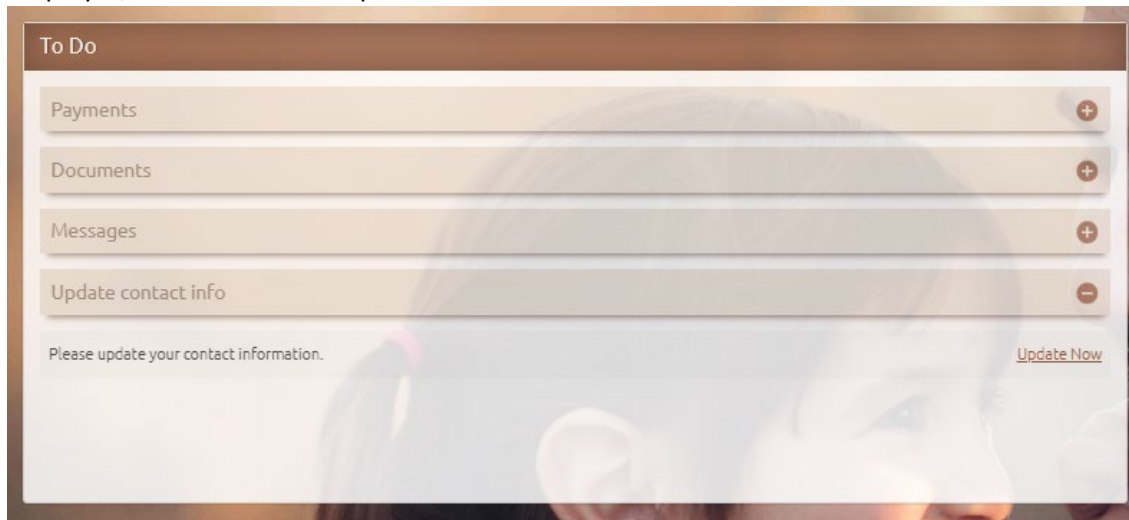
You can see Documents by expanding the Document line.

Click the “Respond Now” link next to a document to navigate to the Documents page for more information.



Update contact info

The **Update Now** link takes you to the My Profile page where updates can be made to phone, address, employer, or communication preferences.



Cases box (top right)

Lists all your cases and includes:

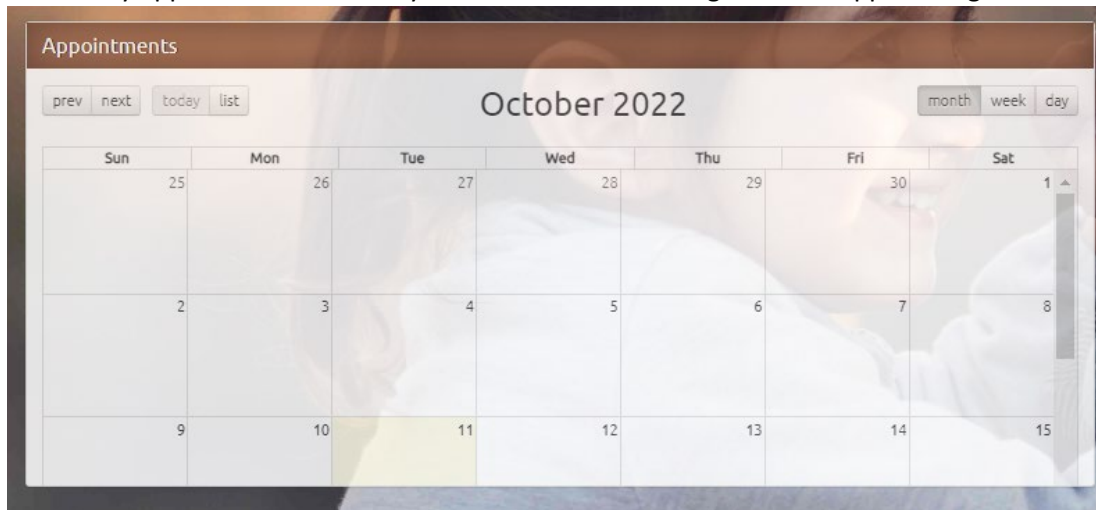
- Parent who pays support
- Parent or person who receives support
- Case status
 - Open or Closed
- Monthly Support Amount

The screenshot shows a table titled 'Cases' with the following data:

CASE ID	PARENT WHO PAYS SUPPORT	PARENT/ PERSON WHO RECEIVES SUPPORT	STATUS	MONTHLY SUPPORT AMOUNT
410000000012345	Jane Doe	John Doe	CLOSED	\$0.00
410000000054321	John Doe	Debbie Doe	OPEN	\$100.00

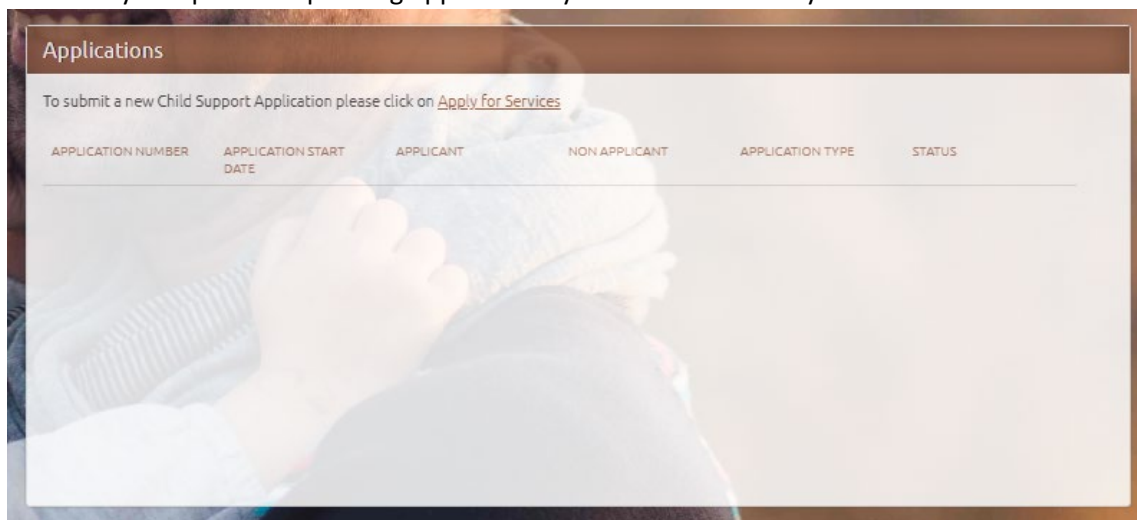
Appointments box (bottom left)

Shows any appointments currently scheduled with the Oregon Child Support Program.



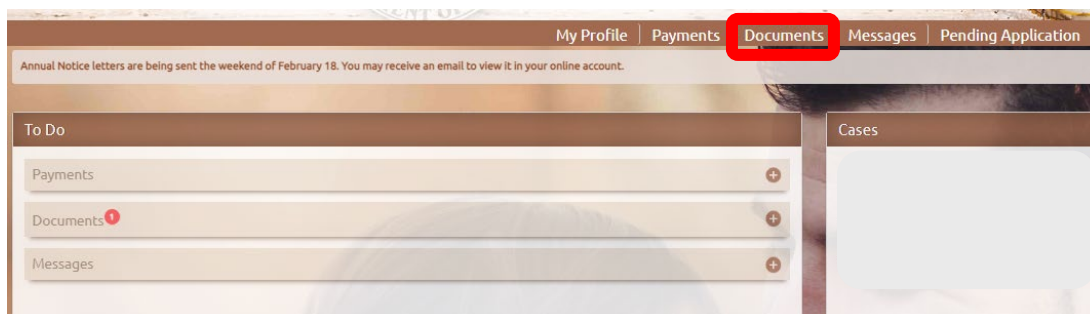
Applications box

Shows any completed or pending applications you submitted from your online account.

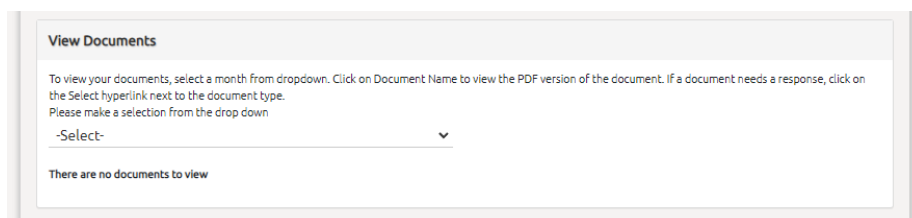


Documents

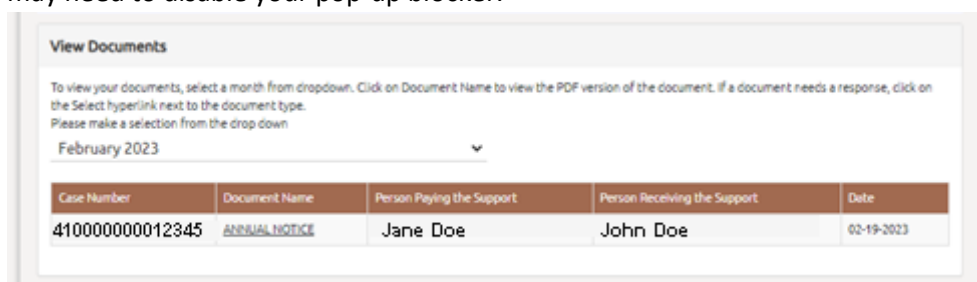
Navigate to the My Documents page by clicking the “Documents” option from the menu bar.



On the My Documents page, under the “View Documents” section, select the month you want to view documents.



After you’ve selected a timeframe, you’ll see a list of documents sent during that timeframe. Click the link under the “Document Name” column to open a copy of your notice. The notice will open a PDF in a new window. You will need PDF viewing capabilities on your device and may need to disable your pop-up blocker.



If you're accessing your account from a mobile device, the actions required are the same. The section will display like this:

View Documents

To view your documents, select a month from dropdown. Click on Document Name to view the PDF version of the document. If a document needs a response, click on the Select hyperlink next to the document type.
Please make a selection from the drop down

February 2023 ▾

Case Number 41000000012345

Document Name **ANNUAL NOTICE**

Person Paying the Support Jane Doe

Person Receiving the Support John Doe

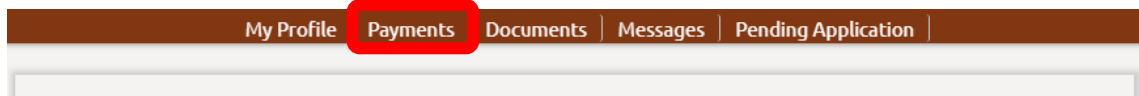
Date 02-15-2023

>

Upload Documents

Payments

Navigate to the Payments page by clicking the “Payments” option from the menu bar.



The page defaults to Check All Cases and display Last 3 Months' Payments. You can adjust the checkboxes and timeframes to view the payment information you want to see.

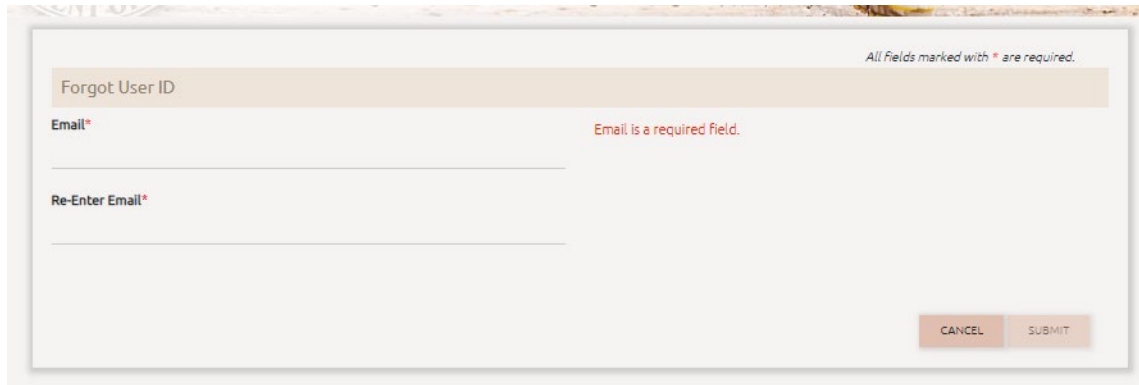
The screenshot shows the 'My Payments' page. At the top is a dark brown menu bar with 'My Profile', 'Payments', 'Documents', 'Messages', and 'Pending Application'. Below the menu bar is a light gray header with the text 'For more information and FAQs about child support services during the COVID-19 pandemic and stimulus payment information, please visit OregonChildSupport.gov.' and a 'Pay Now' link. The main content area is titled 'My Payments' and contains a 'Case Financial Overview' section. This section has a table with columns: 'Check All/Uncheck All', 'Case Number', 'Parent Who Pays Support', 'Parent Who Receives Support', 'Current Support', and 'Arrears Amount'. The first row shows a checked checkbox, case number 410000000012345, Jane Doe as the payer, John Doe as the payee, \$380.00 current support, and \$0.00 arrears. Below the table is a yellow box with three bullet points explaining the payment information. Underneath the yellow box are four radio buttons: 'Last 3 Months' Payments' (selected), 'Last 6 Months' Payments', 'Last 12 Months' Payments', and 'Custom Date Range'. A 'PRINT PAYMENTS' button is located to the right of the radio buttons. The bottom section is titled 'Payments Recently Made' and contains a table with columns: 'Payment Date', 'Payment Type', and 'Amount'. The table lists seven payments, all of type 'Income Withholding', with dates ranging from 11/25/2022 to 02/17/2023 and amounts of \$175.38.

Click the Plus symbol to expand the detailed information on a specific payment.
This will display the case that payment was applied to and who received that amount.

	12/09/2022	Income Withholding	\$175.38
	11/25/2022	Income Withholding	\$175.38
Case ID: 410000000012345		Receiving Parent: John Doe	Amount Applied: (\$175.38)

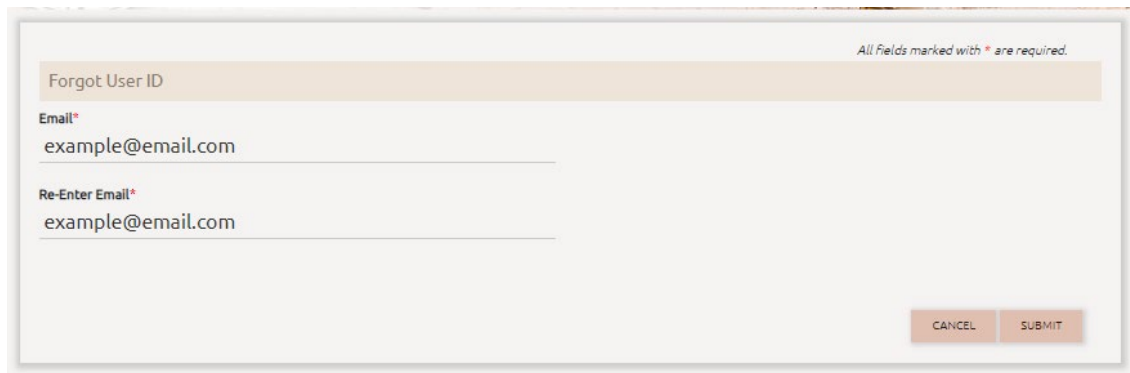
Forgot User ID

To retrieve your User ID, enter the email address you used when you created your account.



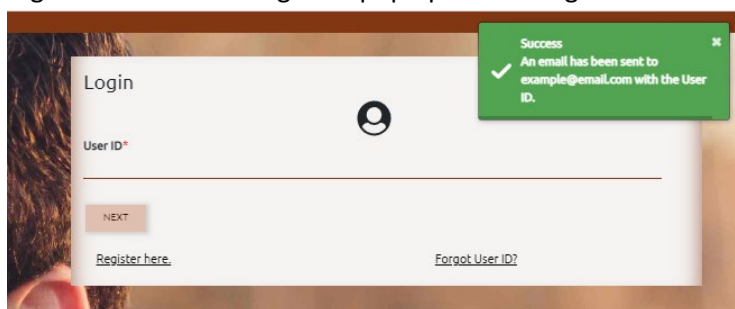
A screenshot of a web form titled "Forgot User ID". At the top right, it says "All Fields marked with * are required." Below the title is a light orange header bar. The form contains two input fields: "Email*" and "Re-Enter Email*", both with red asterisks. A red error message "Email is a required field." is displayed next to the first field. At the bottom right, there are two buttons: "CANCEL" and "SUBMIT".

You can't use the SUBMIT button until the same email address is entered in both fields.



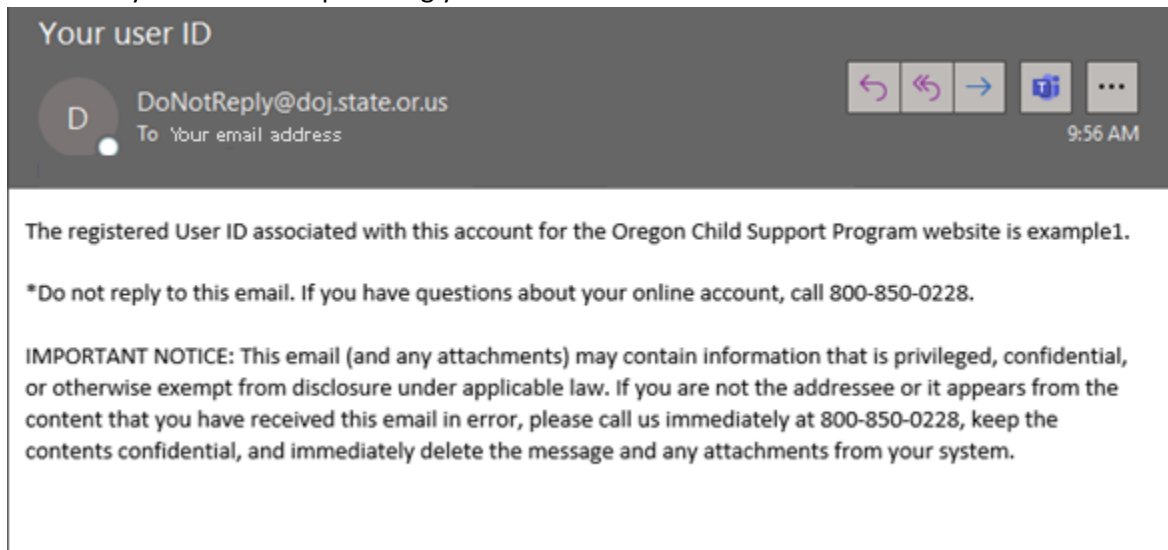
A screenshot of the same "Forgot User ID" form. The "Email*" field now contains "example@email.com" and the "Re-Enter Email*" field also contains "example@email.com". The red error message is gone. The "SUBMIT" button is now visible and active.

A green success message will pop up confirming an email was sent with your User ID.



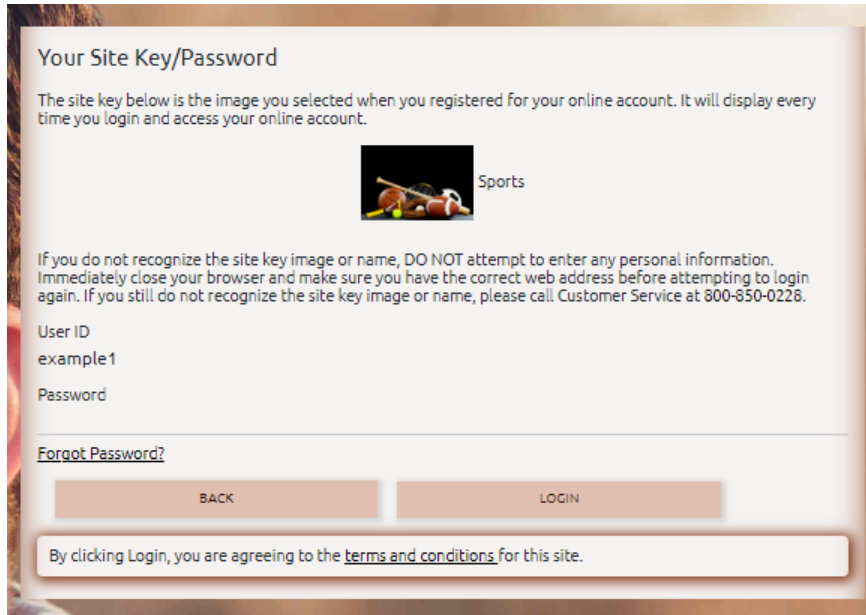
A screenshot of a login page. The page has a dark background with a person's face. On the left, there is a "Login" section with a "User ID*" input field and a "NEXT" button. Below the input field are links for "Register here" and "Forgot User ID?". On the right, there is a green success message box that says "Success" and "An email has been sent to example@email.com with the User ID." with a checkmark icon.

The email you will receive providing your User ID.




Forgot Password

After you enter your User ID, click on the “Forgot Password?” link on the next login page.



Your Site Key/Password

The site key below is the image you selected when you registered for your online account. It will display every time you login and access your online account.

 Sports

If you do not recognize the site key image or name, DO NOT attempt to enter any personal information. Immediately close your browser and make sure you have the correct web address before attempting to login again. If you still do not recognize the site key image or name, please call Customer Service at 800-850-0228.

User ID
example1

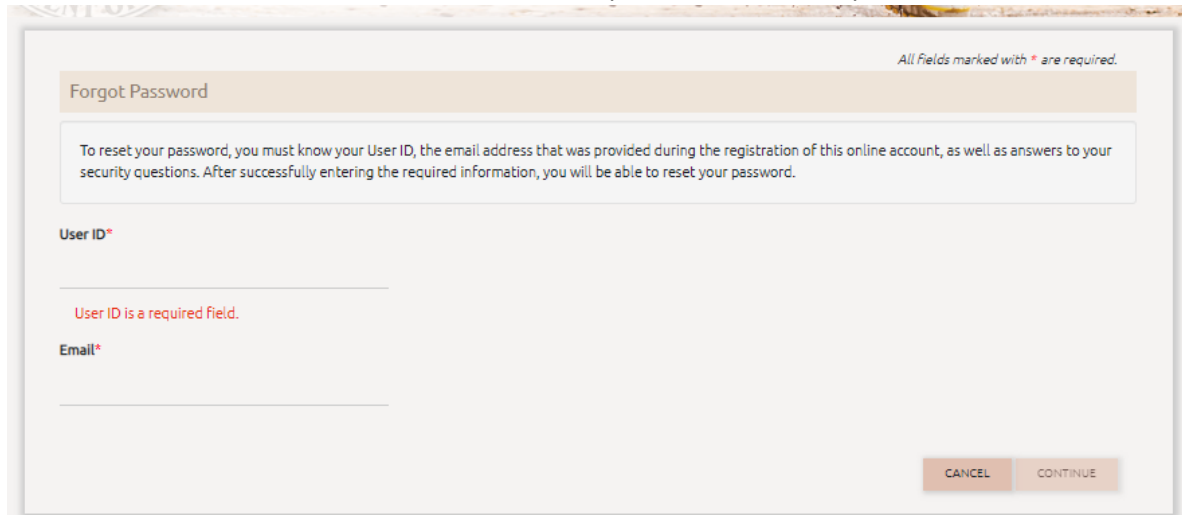
Password

[Forgot Password?](#)

By clicking Login, you are agreeing to the [terms and conditions](#) for this site.

Your User ID and the email address on your account are required to reset your password.

You can't click the CONTINUE button until both required fields are completed.



Forgot Password

All Fields marked with * are required.

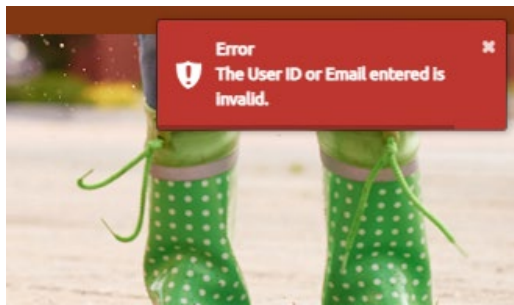
To reset your password, you must know your User ID, the email address that was provided during the registration of this online account, as well as answers to your security questions. After successfully entering the required information, you will be able to reset your password.

User ID*

User ID is a required field.

Email*

If either the User ID or email address do not match your account information, you'll see a red error box that the User ID or email address is invalid.



After you successfully enter the User ID and email address from your account, on a new page you'll need to answer three of the security questions you set up during account registration.

Forgot Password

All fields marked with * are required.

To reset your password, you must know your User ID, the email address that was provided during the registration of this online account, as well as answers to your security questions. After successfully entering the required information, you will be able to reset your password.

User ID*
example1

Email*
example@email.com

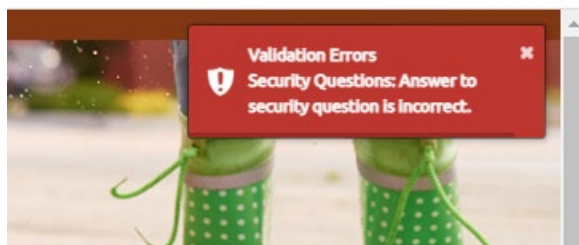
Security Question: What is your eldest cousin's name ?
Answer*
Answer is a required field.

Security Question: What is the name of your favorite childhood friend ?
Answer*

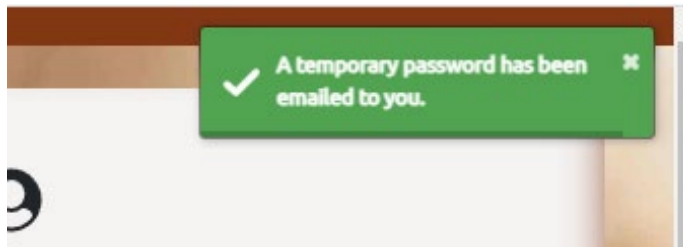
Security Question: What is your father's middle name ?
Answer*

CANCEL SUBMIT

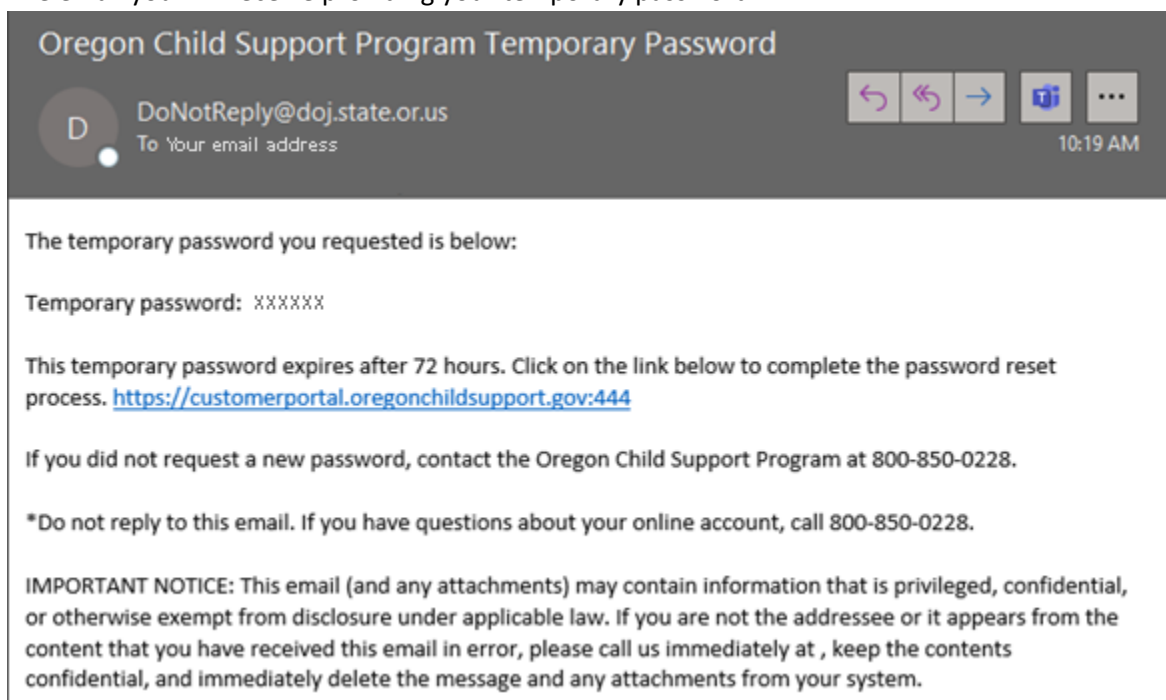
If you answer the security questions incorrectly, you'll see a red error box.



After you answer your security questions correctly, you'll see a green box that a temporary password has been emailed to you.



The email you will receive providing your temporary password.



Clicking the link in the email takes you back to the login page.

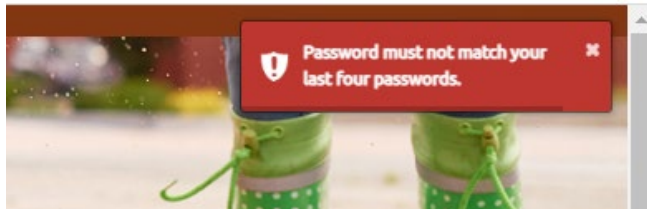
After you enter your User ID and the temporary password, you'll need to set your new password.

The screenshot shows a web form titled "Change Password" with a header note: "All Fields marked with * are required." Below the title is a box containing "Rules for Password" with seven numbered instructions: 1. Must be 14-40 characters, 2. Case sensitive, 3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g., 123456#z), 4. May use special characters (optional), 5. Cannot be same as User ID, 6. Cannot reuse last 24 passwords, and 7. Cannot change password more than once within 24 hours. Below the rules are three input fields labeled "Temporary Password*", "New Password*", and "Re-Enter New Password*", all of which are currently empty. At the bottom right are two buttons: "CLEAR FORM" and "CHANGE PASSWORD".

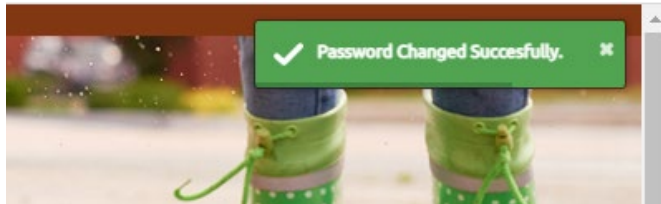
You must enter the temporary password and your new password twice before you can click the CHANGE PASSWORD button.

This screenshot shows the same "Change Password" form, but now the input fields for "Temporary Password*", "New Password*", and "Re-Enter New Password*" are filled with asterisks. To the right of the "New Password*" field, a list of five requirements is shown, each preceded by a green checkmark: "Minimum 14 characters.", "Maximum 40 characters.", "At least one alpha character.", "At least one numeric character.", and "Password must contain at least one capital letter." The "CLEAR FORM" and "CHANGE PASSWORD" buttons remain at the bottom right.

If you enter a password you previously used, you'll see a red error pop-up that the password cannot be one of your last four passwords.



If you successfully changed your password, you'll see a green Password Changed Successfully pop-up, and you will be logged into your account.



Forgot PIN

Apply For Services | View My Case | Pending Application

All Fields marked with * are required.

View Case Information

For security purposes, please enter the details below to view your case information.

Case Number:*
Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.

Date of Birth:*
MM/DD/YYYY

Social Security No/ITIN:*
000-00-0000

CANCEL GENERATE PIN SUBMIT

After you enter the required information, click the GENERATE PIN button.

All Fields marked with * are required.

View Case Information

For security purposes, please enter the details below to view your case information.

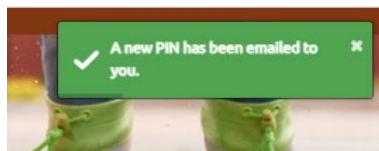
Case Number:*
410000000012345
Your case number is 15 digits and begins with 41. It can be found in the footer after CSP# on most forms sent to you.

Date of Birth:*
01/01/1975

Social Security No/ITIN:*
999-99-9999

CANCEL GENERATE PIN SUBMIT

A green success pop-up will display on the top right and View Case Information displays again.



The email you will receive with a PIN.

