

# Online Account



ONLINE ACCOUNT



OREGON  
**CHILD SUPPORT**  
PROGRAM

## Did you know?

### **You can manage your case and view information from your online account.**

To sign in to your account or to create a new account, visit *OregonChildSupport.gov* and click on the My Online Account tab. You can view your payment history and case-related information, send messages to your case manager, upload documents, and more.

## Home page

### **To-Do Section**

- » Appointments
- » Payments due
- » Documents needing responses
- » Messages to read

### **Appointments**

- » Calendar viewable by day, week, or month
- » List format option for calendar

### **Applications**

Viewable if completed online. Includes:

- » Application number
- » Application start date
- » Applicant's name
- » Non-applicant's name
- » Application type
- » Status (pending, submitted)

## Case Section

- » A case number is a link that takes you to more information, including:
  - » Assigned office
  - » Your role on a case
  - » Case activities
  - » Support order information
    - » Effective date
    - » Court case number
    - » State where order is filed
    - » Status of order (active, inactive)
- » Names of parties
- » Status (open, closed)
- » Monthly support amount

## Documents page

- » View documents sent on a case
- » Respond online in some situations
- » Upload and send documents electronically



## Payments page

- » Case section provides case number, roles or names, current support amount, arrears balance
- » Select and view payment data for one, all, or multiple cases
- » Radio buttons to view 3-, 6-, or 12-month history with one click
- » View any 12-month period with custom date range option
- » If a case was converted from the former system, view the old payment history by clicking on the Payment History From Prior System link
- » Payments Recently Made or Received sections will display, depending on the role

## Messages

- » Send messages through your account
- » Select which case number the message is tied to with a radio button selection
- » Messages have 1,000-character limit
- » Options for response by phone or through online account
- » Assigns tasks to certain workers or teams based on category and subcategory the you select

## Other functionality

- » Update personal information, including:
  - » Phone
  - » Address
  - » Employer
  - » Email
  - » Language preferences
  - » Communication format preference (text, phone, email, or no preference)
- » Update phone, address, or employer information for other participant
- » Update security questions and password
- » Online account page footer includes:
  - » Customer Service phone numbers
  - » Online support links to message submission, payment information page, online account home page, and public website
  - » Links to legal notice, privacy policy, and the agreed-to terms and conditions





**OregonChildSupport.gov**  
800-850-0228

