

Frequently Asked Questions

Why do I need to create an on-line account before I can view the payment history?

The Idaho Child Support Services website requires you to create an on-line account so we can provide to you a secure website that will protect your personal information. With this added security you will still be able to view the Last Five (5) Payments and the 24 Month Payment History but without the worry that the other parent involved in the case can access any of your information.

The secured website will also allow you to provide a new address and/or e-mail address on-line. You will no longer need to call, write to Child Support Services, or make a personal visit to our office to provide updated information. With the ability to provide an e-mail address, our caseworkers can now communicate with you by e-mail.

Do I have to create an account before I can pay my child support on-line?

No. You do not have to create an account to make on-line child support payments.

Can I access my new on-line account from any computer?

Yes. Our secured website can be accessed from any computer. You only need to enter your Username and Password each time you want to access your account.

What can I use for my username?

User names must be a minimum 8 characters and no more than 20 characters. They can include a combination of numbers, letters (upper case and lower case), and special characters such as & or %.

What can I use for my password?

Passwords must be a minimum 8 characters and no more than 20 characters. They can include a combination of numbers, letters, (upper case and lower case), and special characters such as & or %.

What does “Case Sensitive” mean?

“Case Sensitive” refers to upper case and lower case letters. So if you use capital letters in your user name or password, you must use capital letters each time you enter that user name or password or you will receive an error. Example: If your password is *IdahoCSS* and you type in the password *idahocss*, you will receive an error.

Why did I receive the error code “Authentication Error” when creating my user name?

The user name you entered is not a minimum 8 characters or is more than 20 characters.

Why did I receive the error code “Authentication Error” when creating my password?

The password you entered is not a minimum 8 characters or is more than 20 characters.

Why did I receive the error code #57 “The Social Security Number (SSN) or User Name you have entered has already been registered in this system. If you previously registered your SSN but have forgotten your User Name and/or password, please go to the login page and select the link to have those sent to you”.

This error message means that either your SSN or your User Name has already been used to register an account.

Email technical support to verify if you have already registered an account at: CSwebhelp@dhw.idaho.gov or try registering your account using a different User Name. Our online accounts do not allow the same User Name to be used by more than one person.

Why did I receive the message box "System cannot update profile record within 10 seconds of a previous update?"

After you add your mailing or residential address and within 10 seconds you try to update the same address again you will receive this message. This edit is intended to prevent overloading the website. When you receive this message the "OK" button will display. Click on the "OK" button to return to the "My Profile" screen. Once you have returned to this screen you can update your address.

Why was my account locked?

When you enter an incorrect user name and/or password more than three (3) times in one (1) day, your account will be locked. To have your account unlocked, you must contact Idaho Department of Health and Welfare at: CSwebhelp@dhw.idaho.gov

Why did I receive the Session Timed Out page?

For security reasons, your account cannot remain idle for more than three (3) minutes. When you receive this message, you will need to log back into the site.

What do the three (3) A's mean located under Font?

You can adjust the font size of the information by clicking on one of the A's. If you want a larger font you can click on the larger A. If you want a smaller font you can click on the smaller A.

The Last 5 Payments or the 24 Month Payment History page is not showing all of the payments that I made. Why?

The payment history that displays on the website is not a full financial accounting for your case. The payments displayed are only those that were successfully processed through our automated system for the time period selected. If you need a full financial accounting for your case, you need to contact Child Support Customer Service at 208-334-2479 (Boise area) or 1-800-356-9868 (Toll Free).

I am the parent receiving Child Support. Why is my payment history showing N/A under Amt Due, Amt Paid, and in the running balance?

There are two reasons why your online payment history will show N/A in each of these columns.

1. If your case is a new case, the Child Support staff may not have your debt recorded on the Child Support automated system yet.

OR:

2. Your case is coded Good Cause. If you have claimed Good Cause through the Benefits office, you will not have an online payment history available to you.

My online payment history does not show a running balance in the column titled “Owed to CP” instead it shows N/A. Why?

Your case is a Receiving Services Only case. This means that Child Support will process payments received to the custodial parent but because Idaho Child Support does not maintain nor certify the balances on these types of cases, we will not show a running balance.

I received electronic billing statements via email from Idaho Child Support Services in January 2012. Why?

January 2012, electronic child support billing statements were generated on all Idaho child support cases. Email notifications went to all Idaho child support cases with email addresses, some of which were in error.

If your case is an Idaho **R**eceiving **S**ervices **O**nly (RSO) case, you will not continue to receive an electronic billing statement, nor the email notification, as the Idaho Child Support program does not maintain nor certify the balances on receiving services only cases.

If your case is an Idaho *enforcement* case receiving full child support services, you will continue to receive an electronic billing statement and an email notification if you supplied Idaho child support with your email address.

Effective February 2012 electronic child support billing statements and email notifications will be available only to clients who have a case receiving full child support services.