

1-877-NJKIDS1
www.njchildsupport.org
NJ Child Support Automated Phone
System Short Cuts
Language: English by default, for Spanish say
“Espanol”

All Callers must listen to the Welcome Message in order to access the main menu options

If you are the CP or NCP-----Press 1

All other callers-----Press 2

If you're calling about payments Press 1
If anything else Press 2, this will take you to the following menu options:

Court dates/results Press 1
Other case info Press 2
To change your PIN Press 3
Debit card questions Press 4
To change contact info Press 5

To request forms Press 6
For general information Press 7
For other payment related question Press 8
To confidentially report info on a child support case Press 9
To speak with a representative Press 0

Custodial Parents	Non-Custodial Parents
Payments, support order, direct deposit 1, login NJ Debit Card Program 2, 4 Hearings, conferences, genetic testing appts. 2, 1, login Establishment activity, genetic testing results 2, 2, login, 2 Case enforcement or modification activity 2, 2, login, 1 Change PIN 2, 3	Payments 1, login <ul style="list-style-type: none"> • Make a payment Press 1 • Last five payments Press 2 • Just the last payment Press 3 • Support order information Press 4 • Special payments Press 5 • Refunds Press 6 • Payment History Press 7 • Main Menu Press 8 • Representative Press 9 Hearings, conferences, genetic testing appts. 2, 1, login Establishment activity, genetic testing results 2, 2, login, 2 Case enforcement or modification activity 2, 2, login <ul style="list-style-type: none"> • Case establishment Press 2 • Support order information Press 3 Change PIN 2, 3
Update contact info/CP Forms/Preferred method of contact	Update contact info/NCP Forms/Preferred method of contact
To Update contact information 2, 5, login <ul style="list-style-type: none"> • Update phone number 2, 5, login, 1 • Update home or mailing address 2, 5, login, 2 (Email addresses may be updated online at www.njchildsupport.org) <ul style="list-style-type: none"> • Update your email address with a customer service representative 2, 5, login, 3 To request forms or other documentation 2, 6, login <ul style="list-style-type: none"> • Genetic testing appointment 2, 6, login, 2 • Genetic testing Results 2, 6, login, 1 • Copy of court order 2, 6, login, 3 • Quarterly statements for TANF 2, 6, login, 4 • Payment history 2, 6, login, 5 Choose your preferred contact method 2, 5, login, 4 <ul style="list-style-type: none"> • Text message 2, 5, login, 4, 1 • Phone calls 2, 5, login, 4, 2 	To update contact information 2, 5, login <ul style="list-style-type: none"> • Update phone number 2, 5, login, 1 • Update home or mailing address 2, 5, login, 2 (Email addresses may be updated online at www.njchildsupport.org) <ul style="list-style-type: none"> • Update your email address with a customer service representative 2, 5, login, 3 To request forms or other documentation 2, 6, login <ul style="list-style-type: none"> • Enforcement hearing notice 2, 6, login, 1 • Genetic testing appointment 2, 6, login, 3 • Genetic testing Results 2, 6, login, 2 • Copy of court order 2, 6, login, 4 • Payment history 2, 6, login, 5 • Payment Coupons 2, 6, login, 8 Choose your preferred contact method 2, 5, login, 4 <ul style="list-style-type: none"> • Text message 2, 5, login, 4, 1 • Phone calls 2, 5, login, 4, 2

General information

Description of support services and how to apply-----Press 2, 3, 1 or 2
Support Order Modifications-----Press 2, 3, 4
Local County Office Information-----Press 2, 3, 7
Emancipation information-----Press 2, 3, 3
Enforcement Processes-----Press 2, 3, 5
For referral information for other types of Family Services (such as Food Banks or Healthcare)-----Press 2, 3, 8