

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	Payments	1, login
NJ Debit Card Program	2, 4	- 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	Hearings, conferences, genetic testing appts.	2, 1, login
Establishment activity, genetic testing results	2, 2, login, 2	Establishment activity, genetic testing results	2, 2, login, 2
Case enforcement or modification activity	2, 2, login, 1	Case enforcement or modification activity	2, 2, login
Change PIN	2, 3	- 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	To update contact information	2, 5, login
- Update phone number - Update home or mailing address	2, 5, login, 1 2, 5, login, 2	- Update phone number - Update home or mailing address	2, 5, login, 1 2, 5, login, 2
(Email addresses may be updated online at www.njchildsupport.org)		(Email addresses may be updated online at www.njchildsupport.org)	
Update your email address with a customer service representative	2, 5, login, 3	Update your email address with a customer service representative	2, 5, login, 3
To request forms or other documentation	2, 6, login	To request forms or other documentation	2, 6, login
- Genetic testing appointment - Genetic testing Results - Copy of court order - Quarterly statements for TANF - Payment history	2, 6, login, 2 2, 6, login, 1 2, 6, login, 3 2, 6, login, 4 2, 6, login, 5	- Enforcement hearing notice - Genetic testing appointment - Genetic testing Results - Copy of court order - Payment history - Payment Coupons	2, 6, login, 1 2, 6, login, 3 2, 6, login, 2 2, 6, login, 4 2, 6, login, 5 2, 6, login, 8
Choose your preferred contact method	2, 5, login, 4	Choose your preferred contact method	2, 5, login, 4
- Text message - Phone calls	2, 5, login, 4, 1 2, 5, login, 4, 2	- Text message - Phone calls	2, 5, login, 4, 1 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	