

# Support Payment Information (SPI)



West Virginia  
Bureau for Child Support Enforcement  
Training Unit  
Revised January 12, 2018

## I. Support Payment Information (SPI)

Welcome to the new automated information system for child support payments which is available 24 hours a day, 7 days a week. The system may be used by the Noncustodial Parent or the Custodial Parent to check for payments being processed.

The website address is: <https://apps.wv.gov/dhhr/spi>

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**WV BCSE** Web Information Services  
West Virginia Bureau for Child Support Enforcement

### Support Payment Information

Automated information concerning child support services and child support payments is available 24 hours a day, 7 days a week. Customer service representatives are available to assist you Monday through Friday from 8:30 AM to 5:00 PM.

To obtain information about your child support payments, we must have your social security number (SSN) and personal identification number (PIN) to locate your records.

Please note that your PIN (Personal Identification Number) here is the same as your 4-digit numeric PIN used on the BCSE automated telephone information system.

Make a credit card or echeck payment via the WV Support Payment Center

Please enter your information below to sign in:

\*SSN:  ⚠ SSN invalid. Cannot contain spaces or special characters.

\*PIN:

Have you forgotten your Personal Identification Number (PIN)?

If you have any questions concerning the information presented within these pages please contact the Customer Service Unit at 1-800-249-3778 or [www.wvdhhr.org/bcse](http://www.wvdhhr.org/bcse).

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- A. To obtain information about your child support payments, enter your social security number (SSN) and personal identification number (PIN) in the spaces provided.

Please note that your PIN is the same as your 4-digit numeric PIN used to check your payments through the BCSE automated telephone system.

- B. Once you log in, a screen appears that shows the last 12 payments processed to your account if you are the Custodial Parent, the last 5 payments appear if you are the Noncustodial Parent.

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WV BUREAU FOR CHILD SUPPORT ENFORCEMENT Web Information Services

West Virginia Bureau for Child Support Enforcement

**Support Payment Information**

**Custodial** Subscriptions Change PIN / Logout

SSN: XXX-XX-4669

Case Number: 01

Current Monthly Court Ordered Child Support Obligation: \$200.00  
 Current Monthly Court Ordered Spousal Support Obligation: \$0.00

**Last Five Payments**

Payment Type	Amount	Date
Current Support	\$211.00	3/3/2010
Current Support	\$100.00	3/16/2010
Current Support	\$400.00	3/22/2010
Current Support	\$100.00	3/29/2010
Current Support	\$100.00	3/30/2010

NOTE: Data is valid as of: 04/01/2010

- C. You may sign up to be automatically notified by email when a payment has been processed. To do this
  1. Click on Subscriptions.
  2. In the drop-down box select "Email" and click on the Go button.

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West Virginia Bureau for Child Support Enforcement

**Support Payment Information**

Custodial **Subscriptions** Change PIN / Logout

New...

New...  
 Email  
 Mobile Device

Options

	Status	Date	Actions
drema.r.ballard@wv.gov	Active	2-18-2010	Unsubscribe

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- When you choose email, enter your email address in both blocks and submit.

Support Payment Information

Custodial Subscriptions [Change PIN / Logout](#)

Add a new Email Subscription

\*E-mail:

\*Re-Enter E-mail:

- You will then be directed to a screen that confirms your Subscription. The message explains that you will receive your confirmation code in the next few minutes, either by email or mobile device depending on which you chose.
- Enter your confirmation code in the space indicated and click the submit button.

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WV BCSE Web Information Services  
West Virginia Bureau for Child Support Enforcement

Support Payment Information

Custodial Subscriptions [Change PIN / Logout](#)

Confirm a new Email Subscription

Your Email Address has been successfully added. You should receive an email message with a confirmation code in the next few minutes. Please enter the confirmation code here to complete the process.

\*Confirmation Code:

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- This returns you to the subscription screen and shows your subscription.
- After your subscription is confirmed, you will receive the following message by email each time a payment is processed.

**Custodial Parent's message for person with Direct Deposit or Debit Card:**

"A payment in the amount of \$\_\_\_\_\_ will be deposited by the BCSE to your account and be available on \_\_\_\_\_."

**Custodial Parent's message for person receiving disbursement by check:**

“A support check in the amount of \$\_\_\_\_\_ was mailed to you by the WV BCSE on\_\_\_\_\_.”

**Noncustodial Parent’s message:**

“A support payment was received by the WV BCSE in the amount of \$\_\_\_\_\_ on \_\_\_\_\_. Your case(s) will be credited accordingly.”

**II. Cancel Subscription**

You may cancel your subscription for obtaining notifications at any time. To do this

- A. Go to the subscriptions page and choose email.
- B. Your subscription will show with “Unsubscribe” in red. Click “Unsubscribe” to cancel your subscription.

The screenshot shows the 'Subscriptions' section of the WV BCSE website. It includes a search bar with a dropdown menu for 'Email' and a 'Go' button. Below the search bar is a table titled 'Current Subscriptions' with columns for 'Number/Email', 'Status', 'Date', and 'Actions'. The table contains one entry: 'drema.r.ballard@wv.gov' with status 'Active', date '5-13-2010', and an 'Unsubscribe' link in red text. A 'Change PIN / Logout' link is visible in the top right corner of the subscriptions area.

Number/Email	Status	Date	Actions
drema.r.ballard@wv.gov	Active	5-13-2010	Unsubscribe

- C. A new box will appear asking if you sure you want to delete this subscription. If so, click continue.

The screenshot shows the same 'Subscriptions' section as the previous image, but with a confirmation dialog box overlaid. The dialog box contains the text 'Are you sure that you want to delete this subscription?' and two buttons: 'Cancel' and 'Continue'. An arrow points to the 'Continue' button. The 'Unsubscribe' link from the previous image is still visible in the background.

- D. Another box will appear stating you have successfully unsubscribed your subscription for this address. Click continue.



- E. This returns you to the main subscriptions page and you may sign up for a new subscription.