

INSTRUCTIONS FOR USING THE AUTOMATED TELEPHONE SYSTEM

To Access Payment Information:

Setting up your permanent PIN:

The first time you use your assigned temporary PIN, you will be asked to choose a new PIN (a four digit number that you will remember). The temporary PIN can only be used once.

1. Press '1' from the Main Menu.
2. Follow the recorded instructions. Remember to use your temporary PIN until you are prompted to enter the four-digit PIN you select for your use.

Calling after your new PIN has been established:

1. Press '1' from the Main Menu.
2. Follow the recorded instructions.
3. Enter your Social Security Number.
4. Enter your PIN. The system will verify the numbers you entered and access your case(s).
5. Follow the step-by-step instructions to hear payment information.

**Please let us know if you
change your address,
telephone number
or employment information.**

Call us at:
1-800-249-3778
In Kanawha County:
304-558-4665



BUREAU FOR CHILD
SUPPORT ENFORCEMENT

350 Capitol Street,
Room 147
Charleston, WV 25301-3703

West Virginia Department of Health and Human Resources Bureau for Child Support Enforcement



**24-Hour
Automated Telephone
Information System**

1-800-249-3778

Our Automated Telephone System can help you:

- Find out if support payments have been received.
- Find general information about Child Support Services.
- Learn about the Bureau's programs, including:
 - * Locating Services
 - * Paternity Establishment
 - * Support Establishment
 - * Enforcement
 - * Collection and Distribution

Online:

The same support payment information can also be found online at the Bureau for Child Support Enforcement website:

<https://dhhr.wv.gov/bcse/>



What is a PIN?

A PIN is a four digit number of your choosing to protect the confidentiality of your case. You will receive a temporary PIN number in the mail. This temporary PIN will allow you to set your own four digit PIN and access payment information on both the Automated Telephone System and the BCSE website.

The PIN you establish will allow you to access support information in all the cases you have payments being processed. You **MUST** select only four numbers as your PIN. You will only need to set your PIN once through either the Automated Telephone System or the website.

The PIN you choose will enable you to access both the Automated Telephone System and the payment information section found on the website.

NOTE: If you choose to lock out your payment information online, you will no longer be able to access the payment information section on the Automated Telephone System.



Whether you are accessing the Automated Telephone System or the BCSE website to find out specific information about your case, you will need to provide the following:

- Your social security number.
- Your personal identification number (PIN).

The Automated Telephone System is available 24-hours a day, 7 days a week (even on holidays)!