**KENTUCKY DIVISION OF CHILD SUPPORT ENFORCEMENT WEBSITE**

**TAKING CONTROL OF YOUR CHILD SUPPORT CASE**

The Kentucky Division of Child Support Enforcement (CSE) has an interactive website where individuals who pay or receive child support can manage their child support case.

**Why should I sign up for access to the website?**

The website is great for many reasons but here are just a few!

* Access child support case information 24/7 from a personal computing or mobile device without having to call or stop by the local child support office. The information in the child support system used by local and state child support offices is the same information available on the website. There is no reason to call or visit the local office when you can access the same information online.
* Parents ordered to pay child support can make child support payments online.
* Individuals ordered to receive child support can update their electronic deposit information online.
* Quickly view payments and account balances, provide employment information and address changes, view upcoming court dates and appointments, upload documents and send messages to your caseworker.
* Access payment information, arrearage balance and contact information for the local child support assigned to your case from your mobile phone.

**How do I sign up for access?**

First, you must contact your local child support office or the Child Support Hotline at (800) 248-1163 during regular business hours to provide your email address, verify your date of birth and obtain your child support identification number. On the next day, follow the instructions below:

* Go to the web address <http://KentuckyChildSupport.ky.gov>
* Click on Mobile View or Desktop View. Read the description explaining the information available on each view before making your selection. Once you have successfully created your online account, you will use the same login information to access the Mobile View and the Desktop View.
* If you selected Mobile View, click on “Register”. If you selected Desktop View, click on “My Account”
* Verify page is for Kentucky Citizens and Create Account
* Set up User Name (First.Last Name)
* Enter the email address you provided to CSE and follow prompts to set up your password
* Choose security questions and click “Submit”
* You will receive an email with a link to verify your account. Click on the link in the email
* You will be taken to the Gateway Login Page and will be asked to enter your username and password
* You will be taken to the Access Request for Username and asked to authenticate your date of birth, child support ID number and email address
* Once the email address is verified, you will receive a PIN by email
* Enter your PIN in the final credential box and click “Submit.” After the PIN validates you have access to the website

**If you have any questions about the website, please call your local child support office or the Child Support Hotline at (800) 248-1163**