

# WELCOME TO THE OFFICE OF CHILD SUPPORT SERVICES (OCSS)

This guide will assist you with: • OCSS Constituent Services Portal • Online registration process  
• OCSS Web site: <http://ocse.dhr.georgia.gov> • Frequently Asked Questions



1

Start by accessing the Web site at <http://ocse.dhr.georgia.gov>  
**CLICK WHERE INDICATED**



**CLICK HERE**

2

Once you're on the Web site, all you need to do is:

- A. Click on "Register" in the left column, if you have not used this Web site before. **You register only on your first visit to the Web site.**
- B. After registration, sign on with your User ID and Password.



**A. CLICK "REGISTER"**

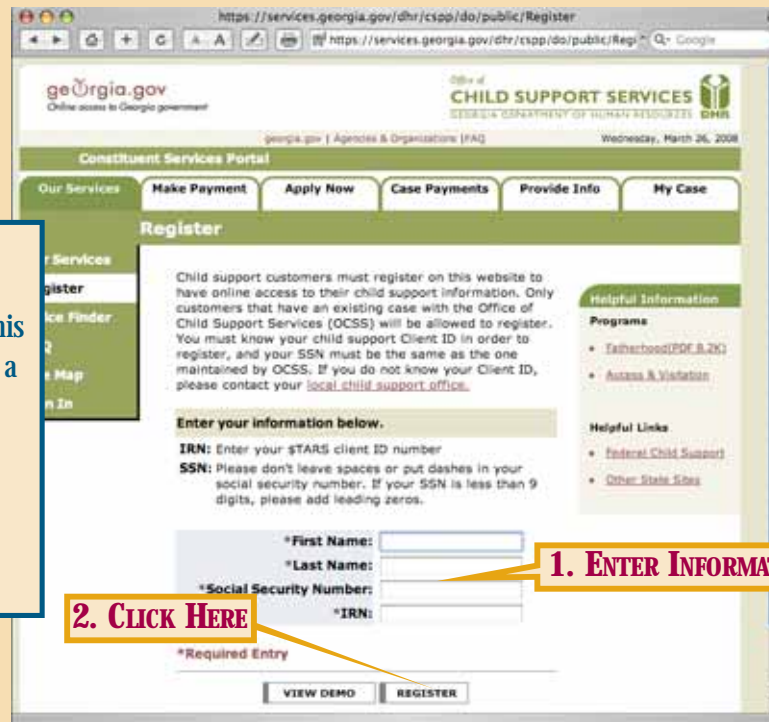
**B. ENTER USER ID AND PASSWORD**

3

## Constituent Services Portal Screen

**Register:** If you have not used this Web site before, you must set up a User ID and Password.

1. Enter required information.
2. Click "Register." After that, all you need to do is sign on with your User ID and Password.

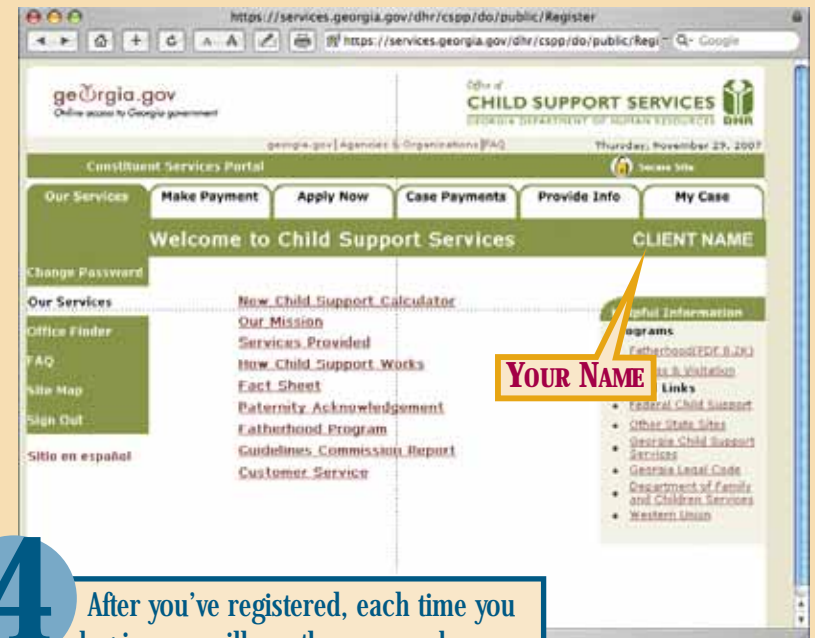


**1. ENTER INFORMATION**

**2. CLICK HERE**

4

After you've registered, each time you log in, you will see the screen above.



**YOUR NAME**

## FREQUENTLY ASKED QUESTIONS

### How long does it take to get child support?

Each case is different. It may take several months to get child support if you do not know where the other parent lives, or if the address is out of state. There is no guarantee the other parent will be found. The more information you provide, such as the other parent's date of birth and Social Security number, the easier it will be. We cannot begin to take any actions to establish a court order or collect child support until the other parent is found. We will keep you updated with written notification(s) as the case progresses.

### What if I do not have a court order for child support?

If you do not have a court order for paternity and child support, we will take legal action against the non-custodial parent to establish paternity and child support. This may include paternity/DNA testing. Legal actions must be processed through the Superior Courts and may take several months.

### What if I already have a court order for child support?

If your court order was issued in the state of Georgia, OCSS will begin processing the case immediately. If the non-custodial parent is employed, we will attempt to collect child support through payroll deduction. You should expect an update from OCSS within 4-8 weeks.



If your court order was issued in another state, OCSS may have to register the order in a Georgia Superior Court before any actions can be taken to collect child support.

If you have a court order for support and you have applied for OCSS services, the non-custodial parent must pay support through OCSS and not pay you directly.

### What if the non-custodial parent lives in another state?

States cooperate with each other to establish and collect child support. Georgia has no authority over the child support office in another state. The other state will decide, based on its laws and procedures, what actions will be taken to collect child support. All of this takes time.

### Will this office always handle my case?

Not necessarily. Your case may be transferred to another office for processing and management. You will be notified if this happens.

## OCSS CONSTITUENT SERVICES PORTAL

The Constituent Services Portal is an interactive Web site where you may give or obtain information about your case and find out about payments to your account. The Portal gives you access to your case 24 hours a day. Your local library has a computer you can use if you do not have a home computer.



### REASONS TO USE THE OCSS CONSTITUENT SERVICES PORTAL

- View payments/direct deposits that have been sent to your account
- Update address and employer information
- Request Direct Deposit and Stop Payments
- Fast access to case/payment information
- No more waiting on the phone for the next available representative
- No more special trips to the local child support office.

Call your local Child Support office if you need your IRN number or Client ID or if you have specific questions about your child support case.

Automated information is available 24 hours a day, seven days a week. Customer representatives are available Monday through Friday from 8 AM to 5 PM except on state holidays.

