



# Office of Child Support Enforcement: Change of Address Instructions

Visit us @ <http://www.nyc.gov/hra> - 1 (888) 208 - 4485



**ONCE YOU HAVE A COURT ORDER FOR CHILD SUPPORT**, OCSE must be updated on any changes in your home and/or mailing address. If this information changes for either parent, it is important to notify OCSE as soon as possible. There are several options:

**Call the New York State Child Support Helpline** to speak to a Customer Services representative between 8:30 a.m. and 5:00 p.m. Monday to Friday: (888) 208-4485 or TTY (Hearing Impaired): (866) 875-9975

**Visit the New York State Division of Child Support Enforcement's** (NYS DCSE) website to change your address. Once you log on to this website, you will be asked to enter your Social Security Number and the PIN you were given for your account. Then, choose either 'Custodial Parent Services' or 'Non-Custodial Parent Services' in the menu and follow the links to 'Update CP Information' or 'Update NCP Information'.

Click the link below to Login to the NYS DCSE Website:  
<https://newyorkchildsupport.com/DCSE/setupLogin.do>

**Send a written request that includes a copy of a photo ID with a signature to:**

NYC OFFICE OF CHILD SUPPORT ENFORCEMENT  
PO Box 831, Canal Street Station  
New York, New York 10013

**Bring a photo ID with a signature to the OCSE Customer Services Walk-in Center located in lower Manhattan:**

151 West Broadway, 4<sup>th</sup> floor  
8:00 a.m. to 7:00 p.m. Monday - Friday (walk-in)  
9:00 a.m. to 5:00 p.m. Saturday (by appointment only)  
For a Saturday appointment, call (212) 274-6482 or (212) 274-4920 during the week.

## **Travel Directions:**

The OCSE Customer Services Office is located at 151 West Broadway, two blocks west of Broadway and three blocks North of Chambers Street. To get to our offices you can take any of the following trains:

- A, C, to Chambers Street or Canal Street (Walker Street exit)
- E to Canal Street
- 1, 2, 3, J, M, Z to Chambers Street
- 4, 5, 6 to Brooklyn Bridge/City Hall