



A New Way to Pay Child Support: Through the NYC ACCESS HRA Child Support Mobile App

Last year we launched a transformative new tool to assist New York City parents and guardians: the [NYC ACCESS HRA Child Support Mobile App](#). This year we continued to build on the initial success of the app by adding an important new feature: mobile payments.

Now noncustodial parents can go directly through the app to **make child support payments using a credit or debit card or their PayPal account. We do not charge a fee** for these payments.

We prioritized this update because we feel strongly that the child support process needs to be as easy as possible for parents to navigate. Every hour—really, every minute—that we can save parents is time they can give to their children.

Forms of Payment

The payment option in the NYC ACCESS HRA Child Support app allows users to pay by:

- Visa (credit or debit)
- Mastercard (credit or debit)
- American Express
- PayPal

OCSS does not charge a fee for making payments through the app. Noncustodial parents might be relieved to hear this since one of the online payment tools from New York State charges a fee of 2.95%. For a \$500 payment, that can mean a nearly \$15 fee.

Payment Processing Times

Parents who pay through the app should allow two to three business days for the payment to post to their account.

This time is required to ensure the accuracy of all payments we receive.

Payment Privacy

We know that making payments through any kind of electronic portal can seem risky, so we built the NYC ACCESS HRA app to be as secure and private as it is convenient.

We use a validated and secure process to handle every payment and we never store payment information at all.

Contact OCSS

Email us at dcse.cseweb@dfa.state.ny.us

Other Features for Both Parents

In addition to making payments, noncustodial parents can use the app to enroll in our [debt-reduction programs](#) or complete forms to challenge administrative enforcement actions.

Custodial parents can use it to enroll in child support and to link their cash assistance case to their child support profile. It also keeps upcoming child support appointment information handy.

Both parents can also update their most current contact information directly through the app.

Join Thousands of Other New Yorkers by Downloading the App Today

Go to www.nyc.gov/childsupportmobile to download the app or visit the [App Store](#) (Apple) or [Google Play](#) (Android).

To date, more than 10,000 people have downloaded the Android app alone.

Nearly 8,000 clients have used the app to enroll in child support, and the number of noncustodial parents using the app to apply for a special program or challenge an administrative enforcement action seems to be growing every month.

Since we debuted the payment option with a soft-launch in January, we have received more than 125 payments directly through the app—a testament to the intuitive payment process and the widespread need for more convenient options.

New Debit Card for Custodial Parents

This month, custodial parents who receive child support payments on a debit card can expect [new cards](#) from New York State. Deposits to the old cards will stop on March 30. To confirm the new card will be delivered to the correct address, custodial parents should update their address using the app or by calling the Child Support Helpline at 888-208-4485.



In the Know

Remember: Online Information Packet

Want child support materials for a parent you work with? We recently posted a [comprehensive information packet](#) that organizations can use to find up-to-date information on our program.