



Online Access to Child Support Information: Payment Records, Account Balances & More

When you are logged into your online child support account, you can take the actions below, as either the custodial or the noncustodial parent.

Online Services

Custodial Parent (Receiving Child Support)	Noncustodial Parent (Paying Child Support)
View and print payment history	View and print payment history
See all payments sent to you (disbursements)	Access account statements
Access account statements	Access your payment coupons
Access your monthly notice	Email your local child support office
Email your local child support office	

Next steps

1. Get your account PIN

You'll need your Personal Identification Number (PIN). A notice with the PIN was mailed to you after your child support order was recorded. If you do not have this letter, call [888-208-4485](tel:888-208-4485) (TTY: [866-875-9975](tel:866-875-9975)) to have it mailed to you.

2. Log into your account:

If you don't have a NY.gov account, you'll need to create one

Use the QR code to access the registration page. You need a valid email address.



Link an existing NY.gov account

Use the QR code to log into your NY.gov account, verify your SSN, and enter your 5-digit account PIN.



3. Review the information online.

Questions

For additional assistance with your child support case, contact the NYC Office of Child Support Services: <https://on.nyc.gov/contactocss>.

線上查詢子女撫養費資訊： 付款紀錄、帳戶餘額及更多詳情

登入您的線上子女撫養費帳戶後，無論您是有監護權或無監護權的家長，均可執行下列操作。

線上服務

有監護權的家長（領取子女撫養費）	無監護權的家長（支付子女撫養費）
查閱及列印付款紀錄	查閱及列印付款紀錄
查看所有向您發放的款項（支付款項）	查詢帳戶對帳單
查詢帳戶對帳單	查詢付款單據
查詢每月通知	傳送電子郵件給您當地的子女撫養費辦公室
傳送電子郵件給您當地的子女撫養費辦公室	

後續步驟

1. 獲取您的帳戶 PIN 碼

您將需要獲取您的個人識別號碼 (Personal Identification Number, PIN)。當您的子女撫養費命令完成記錄後，您將會收到含 PIN 碼的郵寄通知。如果您未收到此信函，請撥打 [888-208-4485](tel:888-208-4485) (TTY: [866-875-9975](tel:866-875-9975))，以便申請重新寄送信函給您。

2. 登入您的帳戶：

如果您沒有 **Ny.gov** 帳戶，您將需要先建立一個帳戶

掃描 QR 碼即可造訪註冊頁面。
您需要提供有效的電子郵件地址。



連結現有的 **NY.gov** 帳戶

掃描 QR 碼即可登入您的 **NY.gov** 帳戶、驗證您的社會安全號碼 (Social Security Number, SSN)，並輸入 5 位數的帳戶 PIN 碼。



3. 線上查閱資訊。

問題諮詢

如需獲取與您的子女撫養費個案有關的其他援助，請造訪以下網站聯絡紐約市子女撫養費服務辦公室 (NYC Office of Child Support Services): <https://on.nyc.gov/contactocss>。