

Office of the Attorney General
Child Support Division



**Parent's Guide
for Accessing the
Child Support Interactive Web Site**

Standard Operating Procedures

Effective: September 1, 2009

Parent's Guide for Accessing the Child Support Interactive Web Site

Background

As a condition of receiving subsidized benefits, parents must provide Child Care Services (CCS) with child support payment information.

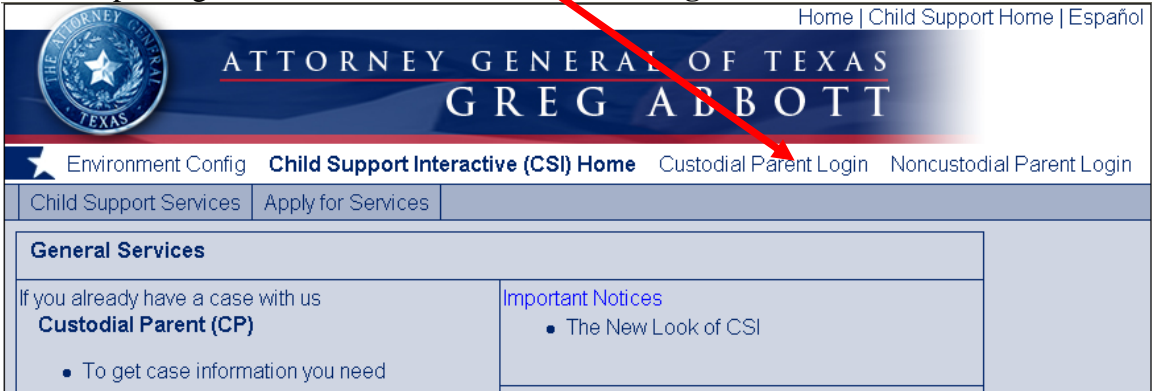
To assist in the documentation of child support income, the Office of the Attorney General (OAG) has provided parents with access to obtain Child Support Income information through the Child Support Interactive (CSI) Web site.

The Child Support Income Verification form will provide the following information:

- Amount and dates of the last three months of child support disbursements to the custodial parent (CP).
 - Amount and frequency of court ordered child support obligations.
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Generating the Child Support Income Verification Form

Take the following steps:

1	<p>Go to the CSI website home page at https://childdupport.oag.state.tx.us/wps/portal/csi</p> <p>At the top navigation bar, click Custodial Parent Login.</p>  <p>The screenshot shows the top navigation bar of the Attorney General of Texas website. It includes the state seal, the text 'ATTORNEY GENERAL OF TEXAS GREG ABBOTT', and a navigation menu with links for 'Environment Config', 'Child Support Interactive (CSI) Home', 'Custodial Parent Login', and 'Noncustodial Parent Login'. Below the navigation bar, there are sections for 'Child Support Services', 'Apply for Services', 'General Services', and 'Important Notices'.</p>

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At the **Custodial Parent Login** page:

- Enter your **Customer Information Number (CIN)**
- Enter your **Personal Identification Number (PIN)** (last 4 digits of SSN)
- If you do not have a PIN, enter your **TXCSES Member ID** in the **PIN** field
- Click **Login**

Ensure that you safeguard your personal CIN and PIN.

The screenshot shows the 'Custodial Parent Login' page. At the top, there is a navigation bar with links for 'Home', 'Child Support Home', and 'Español'. Below this is the header for the 'ATTORNEY GENERAL OF TEXAS GREG ABBOTT'. A secondary navigation bar includes 'Environment Config', 'Child Support Interactive (CSI) Home', 'Custodial Parent Login', and 'Noncustodial Parent Login'. A third bar contains 'Child Support Services' and 'Apply for Services'. The main content area is titled 'Custodial Parent Login' and contains instructions: 'For current payment information and case status, please enter your eight-digit customer identification number in the box labeled "CIN" and the last four digits of your social security number in the box labeled "PIN." Then click the **Login** button.' It also includes a link: 'If you lost your CIN, [click here to request that your CIN be mailed to you.](#)' and a note: '(Note: asterisk [*] indicates a required field)'. Below this is a form with two input fields: 'CIN*' and 'PIN*', and a 'Login' button. At the bottom of the page, there is a footer with links for 'Accessibility', 'Privacy & Security', 'Open Records', 'Where the Money Goes', 'TRAIL', 'Compact with Texans', 'Texas Online', and 'RSS'.

- If you have lost or forgotten your CIN
 - contact your local OAG office or call 1-800-252-8014
 - request the CIN through CSI
 - CIN will be mailed to CP
- If your case is closed, the response on the Custodial Parent Login screen will state the following:
 - Your case is closed as of 00/00/0000. If you wish to reopen your case, please call your local office at (800) 555-5555. (The actual phone number provided will be for the office your case was originally assigned to before it was closed.)

- 3 At the **Payments/Case Status** page, click **Income Verification** on the left menu bar.

Home | Child Support Home | Español

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Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Payments / Case Status Welcome TIFFANY! (CP)

Payment Record

Income Verification

Address Change

Feedback

Compliments

Complaints

Payments/Case Status

Electronic payments are sent to your bank or to your Texas Debit Card account within two business days of being received by the Texas State Disbursement Unit (SDU). However, file transmission problems or bank holidays may delay the date the funds are available to you. **Before using the money in your account, please check with your bank to make sure the money is available.**

Payments sent by mail are also processed within two business days. Please allow for normal mail

- 4 **Generating the Report:**

In the **Select Delivery Options** section, make sure the **Generate Report** button is selected, and then click the **Continue** button. (NOTE: The **Send Email** option works only for Housing Authority, not CCS).

Home | Child Support Home | Español

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Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Payments / Case Status

Payment Record

Income Verification

Address Change

Feedback

Compliments

Complaints

Case Questions

FAQs

Contact Us

Webmaster

Find an Office

Important Notices

Forms

Important Notice

Case Id	Member Name
0000000000	ANDREWS, TIFFANY

Select Delivery Options

Generate Report - Child Care or Housing Send Email - Housing only

Continue

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAIL | Compact with Texans | Texas Online | RSS

- 5 In the dropdown box in the **Select Form Type** section, select **Child Care Management Services**.

Home | Child Support Home | Español

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Child Support Interactive (CSI) Home Environment Config Logout

Child Support Services Apply for Services

Case Id	Member Name
0000000000	ANDREWS, TIFFANY

Select Form Type
Form Type Child Care Management Services

Alternate Agency Information
Information to be included on the form if applicable.

Contact Name
Comments

Generate Report Cancel

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAIL | Compact with Texans | Texas Online | RSS

In the **Alternate Agency Information** section, you may add an optional contact name and a comment that will appear on the Child Support Income Verification form.

Then click **Generate Report**. If you wish to return to the login page, click **Cancel**.

- 6 Wait for the report to generate. When the **File Download** window appears, click **Open**.

Home | Child Support Home | Español

ATTORNEY GENERAL OF TEXAS
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Environment Config Child Support Interactive (CSI) Home Logout

Child Support Services Apply for Services

Message:
Request completed. Please wait for the form to generate.

File Download
Do you want to open or save this file?
Name: PaymentHistory.pdf
Type: Adobe Acrobat document
From: wastest.cs.jag.state.tx.us

Open Save Cancel

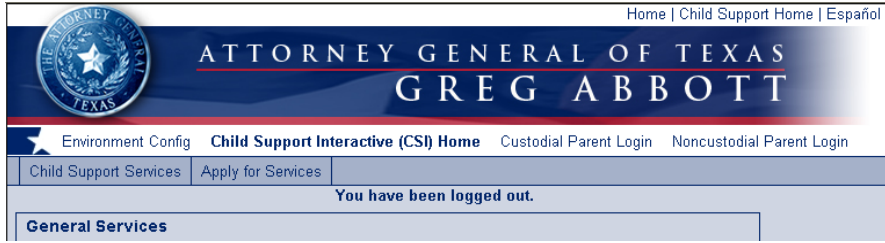
Alternate Agency Information
Contact Name
Comments

Generate Report Cancel

Accessibility | Privacy & Security | Open Records | Where the Money Goes | TRAIL | Compact with Texans | Texas Online | RSS

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Logout is confirmed:



The screenshot shows the header of the Attorney General of Texas website. On the left is the state seal. The main header text reads "ATTORNEY GENERAL OF TEXAS" and "GREG ABBOTT". In the top right corner, there are links for "Home", "Child Support Home", and "Español". Below the header is a navigation menu with a star icon and links for "Environment Config", "Child Support Interactive (CSI) Home", "Custodial Parent Login", and "Noncustodial Parent Login". A secondary menu contains "Child Support Services" and "Apply for Services". A central message box states "You have been logged out." Below this is a "General Services" section.