**Iowa's Employer Child Support Website:
Registration, Sign Up, and Administration**

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Iowa's Employer Child Support Website, www.iowachildsupport.gov

This document contains information on registering, signing up for available functions, and administration of your account on the employer website, www.iowachildsupport.gov.

If you have any questions about this guide, please call our employer customer service center, EPICS, at 877-274-2580 Monday through Friday, 8:00 am to 4:30 pm CT, excluding state holidays, or email csrue@hhs.iowa.gov. We are happy to help you.

Overview

The Iowa Department of Health and Human Services (HHS) along with the Iowa Child Support Services (CSS) hosts a free employer website, www.iowachildsupport.gov. This website allows employers to:

- Make child support payments
- Report newly hired or rehired employees and contractors
- Report employee terminations and temporary leave of absences
- Receive child support forms electronically

The employer website is:

- **Secure and Confidential**: fewer people are needed to handle child support processing.
- **Convenient**: you can report newly hired or rehired employees/contractors, employee terminations and temporary leave of absences, or make payments any time with a personal computer and internet access.
- **Easy to use with helpful features**: for example, the website allows you to run summary reports about your employee's child support payments.
- **Fast and Economical**: the payments are processed quicker, and you no longer have to buy stamps or use paper checks.
- **Accurate and Safer**: the online system is more reliable and has an electronic trail of the payment history.

Contact Us

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Register to Use the Employer Website

Who should use the employer website?

All employers are eligible to:

- Make child support payments online if the income withholding notice directs payment to the Collection Services Center (CSC) in Des Moines, Iowa.
- Receive forms electronically from CSS instead of in the mail. Currently, only income withholding forms are available electronically.
- Report newly hired or rehired employees.
- Report a terminated employee or an employee's temporary absence online.

Revised November 2024

Register and Log in

Go to the employer website at www.iowachildsupport.gov. If you are the first to register your company, you are an administrator. As an administrator, you may allow access and create user IDs for additional users. You also may sign your company up to make payments, receive electronic forms, or to report newly hired or rehired employees.

To register

Select Employer Registration. You must enter all required fields on the **Company Information** and **Your Information** pages. If information is missing, you will receive an error message identifying the fields to complete. We use the information you provide us to set up your employer account.

To log in

Enter your:

- Company's 9-digit Federal Employer Identification Number (FEIN) or Social Security Number (SSN)
- User ID
- Password

Federal Employer Identification Number (FEIN)/Social Security Number (SSN)

We use the federal employer identification number (FEIN) to identify your company. The FEIN is a 9-digit number assigned by the federal government to your company in the following format: XX-XXXXXXX. **If you do not use a FEIN**, you may enter the SSN you use for reporting taxes to the government.

Taxpayers can obtain a FEIN immediately by calling the Internal Revenue Service's Business & Specialty Tax Line at 800-829-4933, Monday through Friday. An assistor takes the information, assigns the FEIN, and provides the number over the telephone. For more information about federal employer identification numbers, go to irs.gov online and search for "Employer ID Numbers".

User ID and Password Information

Passwords are case sensitive. Case sensitive means that you must use the same capitalization each time you log in.
Your password must be at least 8 characters long and include each of the following:

- A capital letter
- A lower case letter
- A special character (*$-+?_=!%()/@#[])
- A number

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Example: JXcn43=@

Your password should be something that nobody could guess. You must change your password at least once every 6 months.

User IDs cannot be changed. If a new User ID is wanted, you may add a new account and then delete the old User ID account.

Password Security Information

Security information on the employer website is not case sensitive. You can ignore capitalization, substituting capital letters for lower case ones or vice versa and still find out your user ID.

Choose one of the following security questions:
- What is your mother's maiden name?
- What is your father's middle name?
- What is your favorite pet's name?
- Create a Custom question.

Your answer should contain the correct response to your security question.

Forget Your Password or User ID?

If you forget your user ID or password, select the **Forgot Password** or **User ID** link on the **Home** page under the **Login** button.

To get to the next page, you must accurately enter the following that was used during registration and select the **Submit** button:
- Your company's FEIN/SSN
- Your email address
- Your name
- Your phone number

The fields are not case sensitive.

The page displays your security question and prompts you for your answer. When you enter the correct answer, we ask if you would like your temporary password or User ID to be emailed. Select the correct link. We will then email your user ID or temporary password. Your temporary password will be valid for 4 hours. You will be required to change your password after you log in. If you do not receive your user ID or temporary password, please check your "junk" or "spam" email folder. If you

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need further assistance, please call our employer customer service center, EPICS, at 877-274-2580 or email csrue@hhs.iowa.gov.

<u>**Change your Password**</u>
- After logging in, you are on the **Main Menu**.
- Go to the **Administration** section and select the **Change Password** link.
- Type your current password once and then your new password twice.

<u>**Change your Security Question**</u>
- After logging in, you are on the **Main Menu**.
- Go to the **Administration** section and select the **Change Security Question** link.
- Choose one of the following security questions. Your answer should contain the correct response to your security question.
  - What is your mother's maiden name?
  - What is your father's middle name?
  - What is your favorite pet's name?
  - Create a Custom question.
- Select **Update**.

Email

We send you an email confirmation that you have registered your company on the website.

We also send confirmation emails when:
- **You add new users to the website**.
  - We notify them of the website address, their user ID, temporary password and their access permissions.
- **You change a user's access by modifying or deleting it**.
  - We notify them of their new website permissions.
- **We send new income withholding forms for your company**.
  - We email any administrators who requested emails and all Income Withholding Forms Contact users.
- **Payments have been initiated, modified, or cancelled**.
  - These emails will include the payment reference number that can be used for tracking purposes.
- **Payments were not honored by your financial institution or were cancelled by CSS**.

For security purposes, you may need to follow additional steps to see the email message. If you do not receive an email, you might need to check your "Junk" or "Spam" folder.

Browser Recommendations

Navigation
Please use the links and buttons provided on the employer website.

Security Settings
If you have problems accessing our website directly, we want to know. Please call our employer customer service center, EPICS, at 877-274-2580 or email csrue@hhs.iowa.gov.

Sign Up for Online Processes (*Administrators Only*)

After you register to use the employer website at www.iowachildsupport.gov, you are asked which of the following your company would like to do online:

- Sign up to receive forms electronically through the website
- Report newly hired or rehired employees and contractors
- Make child support payments

It is not necessary to sign up to report employee terminations. Anyone authorized to log into the website for your company can report employee terminations.

Sign Up to Receive Electronic Forms (*Administrators Only*)
When you register to receive income withholding forms electronically through the employer website, iowachildsupport.gov, all of your company's locations with the same FEIN receive income withholding forms electronically through the website. The forms will no longer be sent by regular mail.

If you sign up to receive income withholding forms electronically through the website, we send emails to your company when new forms are available. IWO Forms Contact users receive these emails as well as any administrators who have elected to receive them. Only administrators and IWO Forms Contact users have access to view the forms.
Electronic forms currently available for viewing are:

- Income Withholding Notice
- Payment Inquiry

If you do not sign up to receive electronic forms during the initial registration process, you may still sign up to receive electronic forms through a link on the **Main Menu**.

To sign up:

- Select **Electronic Forms Sign Up!** to go to the **Electronic Forms Selection** page.
- Select **Yes** in the "Electronically" column indicating which form you would like to receive electronically through the website.
    - At this time, the Income Withholding form is the only form selection.
- Select who you would like to receive email notifications.
    - You can elect to receive the notifications, or you can choose multiple users to receive the notifications.
- Select **Continue**.

If you choose to receive all email notifications, the **Sign Up Completed** page displays. If you choose to have multiple users receive email notifications, the **Select Another User** page displays.

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The **Select Another User** page allows you to enter yourself, choose an existing user, or register another user to receive forms electronically through the employer website. Multiple users can be entered to receive electronic forms by using **Save and Add Another User** on the bottom of the page. Each user must be entered or selected one at a time. (See Select Another User to Receive Electronic Forms for more information).

We send new forms to the employer website and display them on the **New Electronic Forms** page. (See View or Print Opened Forms – Electronic Forms History for additional information)

Select Another User to Receive Electronic Forms

If you want us to send you an email when we send forms through the website, select the first item "***I'll receive all income withholding forms electronically***" and select **Save and Continue** at the bottom of the page.

If you want someone else to receive the email notification when forms are sent, select the second item and the existing user's name or select the third item and type the new user's information.

To add multiple users, type one of the user's information and select **Save and Add Another User** at the bottom of the page. Continue with this step until you have finished adding all users, then select **Save and Continue**.

We'll send each user added an email when income withholding forms are sent through the website. Only administrators can sign up new users for electronic forms.

> **Note:** If you exit from this page without first selecting **Save and Continue** or **Save and Add Another User**, you won't be signed up to receive electronic income withholding forms.

Electronic Forms Options (*Administrators Only*)

If you no longer wish to receive forms electronically, select **No** and then **Update**. A second **Electronic Forms Options** page displays to confirm your choice to cancel your electronic forms. This page also provides an optional area for you to tell us why you are canceling your enrollment for electronic forms. If you select **Yes**, the **Electronic Forms Cancellation** page lists the forms that are no longer sent through the website. We will send these forms by regular mail.

We will remove the income withholding forms permissions for any user with the role of IWO Forms Contact. Users with only IWO Forms Contact permissions become Basic Users.

> **Note:** To receive electronic forms after you have cancelled, you must sign up again.

Accessing New Electronic Forms

Go to the **Main Menu** to access electronic forms on the employer website. The **Main Menu** displays a picture of an envelope beside the **Electronic Forms** menu item when there are unread forms.

Select **New Electronic Forms**. The **New Electronic Forms** page displays a list of new forms sent to your company.

You can search this page by

- Employee last name
- Employee SSN (with or without hyphens) and
- City of the employer.

Use the drop-down button to specify the information you want to search for in the search box and **Search**.

You can sort the page to show the information by:
- Date sent
- Form type
- Employee name, and
- City of the employer.

When you select a column name, the page refreshes and displays the information sorted by that column, beginning on the first page.

If you receive a form for an employee who no longer works for you or is temporarily absent, you can use this page to report their status. Select the appropriate reason on the same line as the employee's name.

Income Withholding Form Information
Select the button to the left of the employee's name to display the **Income Withholding Notice Summary** page. (See Income Withholding Notice Summary page).

Income withholding notices remain on the **New Electronic Forms** page until a user displays the **Income Withholding Notice Summary** for the form selected. Previously viewed income withholding notices can be accessed from the **Electronic Forms History page**.

Payment Inquiry Information
Select the button to the left of the employee's name to display the **Payment Inquiry** page. (See Payment Inquiry Forms.)

Income Withholding Notice Summary Page
From the **Income Withholding Notice Summary** page you can:
- Print or view the income withholding notice by selecting **Print/View Income Withholding Notice (PDF)**.
  - The notices can be printed or viewed by using Adobe Acrobat® Reader
- Save the income withholding form information to your employee's information page, if you make payments online. Do this by selecting **Save Employee**
- Report the employee as terminated or temporarily absent.

The following information is automatically added to the employee's page:
- Name
- Social Security Number
- Case number
- Pay cycle
- IWO amount (for that pay cycle)

The employee's status is set to Active.

Use the drop-down box on the **Income Withholding Notice Summary** page to select the correct pay cycle to match how often that employee is paid. You can change the amount to be withheld prior to saving the employee information. After selecting **Save Employee**, you will see an **Employee Update Confirmation** page reflecting the saved information.

If you already have an Income Withholding Notice for the employee, select **Update IWO Amount** to automatically update that employee's information with the new income withholding amount. The **Employee Update Confirmation** page displays the saved information.

If you don't want to update the employee's information through the **Income Withholding Notice Summary** page, you will need to manually enter your employee's information on the **Employee** page before making a payment online.

You can only update an employee's information when we send regular income withholding notices. You will need to manually enter the amount withheld for lump sum income withholding notices when you make a payment.

> **Note**: IWO Forms Contact users cannot access the **Employee** page or the payment pages. They can only update **Employee** pages from the **Income Withholding Notice Summary** page.

Payment Inquiry Forms
We send an email when Payment Inquiry forms are sent for your company on the website. Payment Inquiry forms are sent when we have not received the full income withholding amount.

When we send you a Payment Inquiry, complete the **Payment Inquiry** page by selecting the appropriate reason and then **Submit**. If the answers listed do not fit the necessary reason, select **None of the Above** and type the specific reason into the box. When you select **Submit**, an email with your response generates to the Employer Customer Service Center automatically.

The Payment Inquiry form remains on your **New Electronic Forms** page until you select **Submit**.

View or Print Opened Forms - Electronic Forms History
The **Electronic Forms History** page displays the most recent Income Withholding notice and all Income Withholding Lump Sum notices for each employee's child support case. If an Income Withholding Termination notice is sent, the termination notice replaces the previously stored Income Withholding notice.

You can also use this page to report an employee as terminated or temporarily absent. Select the appropriate reason on the same line as the employee's name.

You can search and sort this form like the Accessing New Electronic Forms page.
For instructions on how to view an income withholding notice that has already been opened, go to Income Withholding Notice Summary page.

Electronic Forms Information
Select the form name to see legal requirements and other information about the form.

Sign Up for Newly Hired/Rehired Employee Reporting (*Administrators Only*)
New Hire Reporting is a process by which an employer or payor of income reports information to the Iowa Centralized Employee Registry (ICER) on newly hired employees or contractors within 15 days of the date of hire. The information provided to ICER helps locate parents who owe child support and speeds up the payment of child support through income withholding.

If you want to report newly hired or rehired employees and contractors online, you must select the person(s) who enters this information for your company. You can enter this information yourself or register another user to do so. If you register another user to report the information, you must type the person's name, phone number, email, and assign the person a user ID. We email the user ID you assigned and a temporary password to the user.

The page displays a confirmation when you have successfully signed up for online new hire reporting. If you are also signing up to make online child support payments, the confirmation page does not display until after you have finished signing up for both processes.

Sign Up to Make Child Support Payments (*Administrators Only*)
If you want to make child support payments online, you must enter:
- Your financial institution/bank account information and
- Information from the income withholding notices about the employee(s) that you are submitting child support payments for.

You can enter this information yourself or register other users to do so. In addition, you can register a user who is responsible for making payments.

You cannot make payments using the employer website until you accept the terms and conditions, enter the required financial institution/bank account information, and the information from income withholding notices.

When you have successfully signed up to make payments, a confirmation message displays.

Accept the Terms and Conditions
Review the Terms and Conditions carefully. To make payments, the employer must accept the Terms and Conditions. If you do not accept the Terms and Conditions, you can still report newly hired or rehired employees/contractors and report employee terminations online.

Select Another User to Make Payments
As an administrator, you can register another user to enter employee information, financial institution/bank account information, and to make payments.

To add another user to submit payments, type the person's name, phone number, email, and assign that person a user ID. We email that person the user ID you assigned along with a temporary password. The user can log in to the website after receiving the email.

Bank Account Setup

The bank account you enter must allow debits. If you make an online payment from a bank account with a debit block on it, the payment cannot be processed and results in a bank returned item. If you are unsure whether you have a debit block on your bank account, please contact your financial institution/bank.

We need your financial institution/bank account information to process your payments:
- Enter an **Account Description** that helps you identify it when making payments. For example, contractor account, IWO money, or First Bank checking.
- Select the **Account Type** (checking or savings) from the drop-down list.
- Answer the question about an ACH debit block on the account. If you answer **yes**, you are unable to add the account until you ask your financial institution/bank to remove the block.

Note: For the following entries, do not use the numbers on your deposit slips. Use the numbers on your checks.
- Type the financial institution's **Routing/Transit Number**. You can find the 9-digit routing number in the lower left-hand corner of your check, directly before the bank account number.
- Type your **Bank Account Number** twice. The bank account number is the number that follows the 9-digit routing/transit number in the lower left-hand corner of your check.
- Select **Continue**. A confirmation message displays the information that you entered.
  - **If the information is correct**, select Yes to continue registering.
  - **If any of the information is wrong**, select No to correct it.
- For security purposes, the bank account is now masked on the website. Only the last 4 digits of the account number displays on the pages within the website.

Add a New Employee

We need information about employees that you are sending child support payments for. To add a new employee:
- Select the employee's status.
- Type the employee's social security number.
  - After adding the employee, the SSN is masked and displays only the last 4 digits on most pages on the website.
- Type the employee's name.
- Select the employee's pay cycle.
  - The pay cycle can be weekly, bi-weekly, semi-monthly, monthly, or other.
- Select whether the employee works for you full-time or part-time.
- Type the child support case number and amount to withhold per pay cycle.
  - You can find this information on the income withholding notice.
  - If you do not have the child support case number, type the court order number instead.
- To add another child support case number and income withholding amount, select **Yes** to the question "Do you want to enter more Iowa income withholding orders for this employee?"
- If you have additional employees to add, select **Save and Add Another Employee**.
- When you have finished adding employees, select **Save and Continue**.
- A confirmation message displays when you have successfully signed up for making child support payments online. If you also signed up for new hire reporting, a confirmation message displays after you have finished signing up for both processes.

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Administration

After logging in to your employer account, go to the **Administration** section of the **Main Menu**.

You may select:
- **Company Information** to view a summary of your company and registered users or to make address changes (Administrators and New Hire Entry users only)
- **Delete Company Registration** to remove your company from the website (Administrators only)
- **Add, Modify, or Delete a User** to update your company's registered users.
- **Change Password** to modify your password or security question information.

Company Information
- On the **Main Menu**, go to the **Administration** section.
- Select **Company Information**.
  - The page has tabs that display your company profile, users, locations, and IWO address.

The **Profile** tab displays your company's:
- Federal Employer Identification Number (FEIN) or Social Security Number (SSN)
- Name
- Primary address
- Phone number
- Fax number
- Email address
- Address where Income Withholding Orders (IWO) are to be sent, if different from primary address

The **Users** tab displays a table of your company's users with access to the website including the user's name, phone number, and role.

The **Locations** tab displays a table with all of your company's registered locations. You can modify the information listed.

The **IWO** tab displays the address of where to send Income Withholding Orders (IWO) to, if different from the primary address of the company. You can modify the information.

Report a Change of Address for Your Company (*Administrators and New Hire Entry users only*)
To change a physical location, take the following steps:
- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Company Information**.
- Select the **Locations** tab.

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- Select **View/Change** for the address you want to change.
- Type the updated address information and select **Save**.

The page displays a confirmation message indicating you have successfully submitted the address change for your company. Changes may take up to 2 business days to take effect.

Note: Changing an email address on this section does not update the User's email address that emails are sent to for the company.

Note: If you want to modify your company's FEIN/SSN please contact us at 877-274-2580 or email csrue@hhs.iowa.gov.

Change the Address Where Income Withholding Orders (IWO) are Sent (*Administrators and New Hire Entry users only*)

Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Company Information**.
- Select the **IWO** tab.
- Select **View/Change** for the address you want to change.
- Type the updated address information and select **Save**.

The page displays a confirmation message indicating you have successfully submitted the address change for your company. Changes may take up to 2 business days to take effect.

Note: Changing an email address on this section does not update the User's email address that emails are sent to for the company.

Add a New Location for Your Company (Administrators and New Hire Entry users only)
- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Company Information**.
- Select the **Locations** tab.
- Select **Add a New Location**.
- Type the new location's:
  - Company Name
  - Phone number
  - Fax number
  - Address
  - Email address
- In the **Address Where Income Withholding Orders Are to be Sent (if Different Than Above),** type:
  - Company Name
  - Phone number
  - Fax number
  - Address
  - Email address
- Select **Submit**.

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The page displays a confirmation message indicating that you successfully submitted new location information for your company.

Note: Changing an email address on this section does not update the User's email address that emails are sent to for the company. To change a user email address, you must go to Add, Modify, or Delete a User.

Delete Company Registration
- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Delete Company Registration**.
- Answer the question "Is this business closing?"
- If you are sure you want to delete your company's registration, select **Delete**.
- A box displays that prompts you to choose **OK** or **Cancel**.

If you choose to delete your company, the page displays a confirmation message indicating that you have successfully removed your company.

Note: If you want to modify your company's FEIN/SSN or name please contact us at 877-274-2580 or email csrue@hhs.iowa.gov. We must update your information on our systems.

Add a New User
You are not required to provide a second user; however, the option is available if you would prefer to have users do different tasks on the website.

- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Add, Modify, or Delete a User**.
    - The page displays a table of users.
- Select the circle in front of **Add a New User**.
- Type the new user's Name, Phone number, Fax number, and Email address.
- Assign the person a user ID.
- Choose the user's responsibilities or security level.
    - An Administrator is a user that can do everything on the website.
    - A Payment Submitter is a user that can make payments.
    - An IWO Forms Contact user is a user that can view electronic income withholding forms.
    - A New Hire Reporter user is a user that will enter new hire information.
- Select **Add**.

Two emails will be sent to the new user(s). One email will contain the User ID and the second email will contain the user's temporary password. The new user will need to change their password upon initial log in.

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Modify a User

- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Add, Modify, or Delete a User**.
  - The page displays a table of users.
- Select the circle in front of the user you want to modify.
- You may modify any of the following fields:
  - Name
  - Phone number
  - Fax number
  - Email address
  - Security Level
    - An Administrator is a user that can do everything on the website.
    - A Payment Submitter is a user that can make payments.
    - An IWO Forms Contact user is a user that can view electronic income withholding forms.
    - A New Hire Reporter user is a user that will enter new hire information.
- Select **Modify**.

A confirmation message displays indicating you have successfully modified user information.

Note: You cannot modify a user ID; however, you may add the user with a new User ID and then delete the old User ID.

Delete a User

- Log in to your account.
- From the **Main Menu**, go to the **Administration** section.
- Select **Add, Modify, or Delete a User**.
  - The page displays a table of users.
- Select the circle in front of the user you want to delete.
- If you are sure you want to delete the user, select **Delete User**.
- A confirmation box displays that prompts you to choose **OK** or **Cancel**.

If you choose to delete the user, a confirmation message displays indicating you have successfully deleted the user.