

# iowachildsupport.gov

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## Employees

### Report New Hires Sign Up

- Check the **Report new hires** box on the registration confirmation form then select **Continue**
- Select and/or enter information about the person/people who will report new hires then select **Save and Add Another User** (until all entered) and/or **Save and Continue**

### Report a Newly Hired or Rehired Employee or Contractor

- Select **Report a Newly Hired or Rehired Employee** from the Main Menu
- Select the appropriate **Company Location**, if more than one entered
- Enter the employee information then select **Submit**

## Did You Know...?

... Iowa law requires employers to **Report All New Employees Hired**—not just those employees who may be paying child support within 15 days of the employee's date of hire.

### Reporting Terminations and Temporary Employee Absences

- Report only those employees in which you withhold support payments
- Select **Report Employee Termination or Temporary Absence** from the Main Menu
- Enter your employee information, then select **Submit**

## Child Support Forms

### Sign Up

- Check the **View forms** box on the registration confirmation form then select **Continue**
- Select the forms you wish to receive electronically (currently only Income Withholding forms are available) and choose who will receive the email notifications and select **Save and Continue**

- If you chose to have multiple users receive email notifications, select and/or enter information about the person/people who will view Income Withholding forms, then select **Save and Add Another User**, until all entered, then select **Save and Continue**

## Payments

### Sign Up

- Check the **Make payments** box on the registration confirmation form then select **Continue**
- Review the *Terms and Conditions*, then select **I Accept the Agreement**
- Select and/or enter information about the person/people who will make payments, then select **Save and Add Another User**, until all entered, then select **Save and Continue**
- Enter your checking or savings account information then select **Continue**
- Enter your employee information (SSNs, case numbers, etc.) then select **Add**
- If you have any more employee information to add, select **Add an Employee** and repeat the last step until all employees are added.
- On the *Sign Up Completed* page select **Main Menu**

## FINANCIAL INSTITUTION/ BANK ACCOUNTS

### Add a New Account

- Select **Payments** from the Main Menu
- Select **Bank Accounts**
- Select **Add a Bank Account**
- Enter the new information then select **Add**

## EMPLOYEE/CASE INFORMATION

### Add a New Employee

- Select **Payments** from the Main Menu
- Select **Employees**
- Select **Add an Employee**
- Enter the new information then select **Add**

## MAKING PAYMENTS

### Make a New Payment

- Select **Payments** from the Main Menu
- Select **Make a Payment**
- Enter your *Payroll Date* and *Account Debited Date*, then select the *Bank Account* and *Pay Cycle*.
- Select the employees, employee status and cases to include in the payment, then enter the *Payment Amounts* for each case
- Select **Submit Payment**

### Modify a Payment before payroll date

- Select **Payments** from the Main Menu
- Select **Modify a Payment**
- Select the payment you want to change
- Delete or modify the information and select **Modify a Payment**

### Cancel a Payment

- Select **Payments** from the Main Menu
- Select **Cancel a Payment**
- Select the payment you want to cancel, then select the case(s) you want to cancel or select **Cancel All**
- Select **Cancel Payment**

Customer Service:  
Phone: 877-274-2580

Email:  
[csru@dhs.state.ia.us](mailto:csru@dhs.state.ia.us)

Monday through Friday  
8 am to 4:30 pm Central Time



# simply better.

Go online and register today!

See other side for details.

Iowa's Child Support Recovery Unit's **SECURE** Website is **LIVE**.

You can choose to go online to:

- Report newly hired or rehired employees
- Receive child support forms electronically
- Make child support payments
- Report employee terminations

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470-4157

## Register your Company

- Go to our site and select **Employer Registration**
- Enter your *Company Information*
- Enter *Your Information* and choose a user ID and password.

*You're ready to go!* After you've registered once, login using your FEIN, User ID and Password.

The screenshot shows the Iowa Department of Human Services website. At the top, there are navigation links for Services, Agencies, and Social. The main heading is "Iowa's Employer Child Support Website". Below this, there is a message stating that the website is for employers only and providing contact information for questions. A list of services is provided, including making child support payments, receiving forms electronically, reporting new hires, and reporting terminations. There is a "Login" section with fields for FEIN, User ID, and Password, and a "Forgot your password or user ID?" link. A "Messages" section is also visible at the bottom.