

# iowachildsupport.gov

simply better.

## 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:  
[csrue@dhs.state.ia.us](mailto:csrue@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

[iowachildsupport.gov](http://iowachildsupport.gov)

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.

**iowa.gov** Services Agencies Social

**IOWA** Department of HUMAN SERVICES

Iowa's Employer Child Support Website

This website is for employers only. If you are not an employer, please visit [www.childsupport.ia.gov](http://www.childsupport.ia.gov).

Last year employers sent more than \$248 million in child support payments to Iowa children. THANK YOU!

This website provides employers a secure way to:

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

Questions? Employers call 877-274-2580 or email [csru@dhs.state.ia.us](mailto:csru@dhs.state.ia.us).

If you have employees with child support questions, they can get more information about our services, including payment information, by calling the child support automated information line at 888-229-9223 or go online to [www.childsupport.ia.gov](http://www.childsupport.ia.gov).

If you are an employer new to this website, complete the **Employer Registration**. Already registered? Simply type in your company's FEIN, user ID and password to login.

**it's simple.**  
Doing business with Iowa's Child Support Recovery Unit

**Employer Registration** Parent Website

Access Your Account

FEIN [dropdown] [input]

User ID [input]

Password [input]

Login

Forgot your password or user ID? Click [Forgot Password or User ID](#).

Messages