



## **CHILD SUPPORT DIVISION**

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# **MINNESOTA CHILD SUPPORT ONLINE (MCSO)**

**MCSO MENU OPTIONS, HOW TO USE MCSO,  
AND TROUBLESHOOTING GUIDE**

### **Special Points of Interest**

- MCSO offers up-to-the-minute case information 24 hours/day, 7 days/week, is a mobile-friendly secure website, and offers access to financial information, case information, updating personal information, web messaging directly with your child support officer, online payments, ezDOCS access, and more.
- MCSO website: <http://www.childsupport.dhs.state.mn.us/Action/Welcome>
- After agreeing to the terms and conditions of MCSO, participants create their own User ID, Password, Security Question and Answer.

<b>MCSO Menu Options</b>	
<b>Financial Information</b>	<ul style="list-style-type: none"> <li>• Account Summary</li> <li>• Payments to You</li> <li>• Payments from You</li> <li>• Case Payments</li> <li>• Account Balance</li> <li>• Tax Intercepts (<i>Displays for Non-Custodial Parent Only</i>)</li> </ul>
<b>Case Information</b>	<ul style="list-style-type: none"> <li>• Case List (<i>Lists all Cases for Participant</i>)</li> <li>• Case Summary</li> <li>• Enforcement Remedies</li> <li>• County and Worker Information</li> <li>• Actions in the Last 90 Days</li> <li>• Upcoming Appointments</li> <li>• Messages</li> </ul>
<b>My Information</b>	<ul style="list-style-type: none"> <li>• Update my Profile</li> <li>• Change Password</li> <li>• Change Security Question</li> </ul>
<b>Online Payments</b> <i>(Only Displays for Non-Custodial Parent)</i>	<ul style="list-style-type: none"> <li>• Bank Account Information</li> <li>• Make a Payment <i>(Active Only After Bank Account Has Been Added)</i></li> <li>• Online Payment History <i>(Active Only After an Online Payment Has Been Made)</i></li> </ul>
<b>CSEZDOCS</b>	<ul style="list-style-type: none"> <li>• Financial Statement</li> <li>• Pro Se Motion</li> <li>• Medical Modification</li> </ul>
<b>Forms Available Online</b>	<ul style="list-style-type: none"> <li>• Child Support Services Application</li> <li>• Referral to Support and Collections</li> <li>• Direct Deposit, ReliaCard, and Exception Forms</li> <li>• Unreimbursed/Uninsured Medical/Dental Expenses Packet</li> <li>• Authorization to Release Information</li> <li>• Request to Close Support Case</li> </ul>

## How to Use MCSO

<p>Under <b>FINANCIAL INFORMATION</b> you can <u>view and print</u>:</p>	<ul style="list-style-type: none"> <li>● List of Direct Deposits Issued</li> <li>● List of Checks Issued</li> <li>● List of Payments Made</li> <li>● List of Payments Credited</li> <li>● Current Monthly Charges</li> <li>● Current Account Balances</li> <li>● Information about Arrears Certified for Tax Intercepts (Non-Custodial Parent Only)</li> </ul>
<p>Under <b>CASE INFORMATION</b> you can <u>view</u>:</p>	<ul style="list-style-type: none"> <li>● List of Cases</li> <li>● Current Case Function</li> <li>● Enforcement Remedies</li> <li>● Name and Phone Number for your Child Support Officer</li> <li>● Actions Taken in Past 90 Days</li> <li>● Upcoming Appointments</li> <li>● Messages (Send a New Message directly to your Child Support Officer, View Message Received from your Child Support Officer, View Previous Messages Sent)</li> </ul>
<p>Under <b>MY INFORMATION</b> you can <u>view and update</u>:</p>	<ul style="list-style-type: none"> <li>● Password</li> <li>● Security Question</li> <li>● Mailing Address</li> <li>● Phone Number(s)</li> <li>● Email Address</li> <li>● Name</li> </ul> <p><i>(Restrictions are in place that do not allow name changes online in certain circumstances and you may receive a message that your name cannot be changed and to contact your Child Support Officer to report the name change.)</i></p>
<p>Under <b>CSEZDOCS</b> instructions and/or option for creating and submitting:</p>	<ul style="list-style-type: none"> <li>● Financial Statement</li> <li>● Pro Se Motion</li> <li>● Medical Modification</li> </ul>

WHERE TO...	
Update Address, Phone, Email	<b>My Information → Update My Profile</b>
Get Payment History	<p><b>Financial Information → Payments to You</b></p> <p><i>OR</i></p> <p><b>Financial Information → Payments from You</b></p> <p><i>OR</i></p> <p><b>Financial Information → Case Payments</b></p> <p><i>All options have a drop-down menu to select date range to view by selecting “Last 90 Days” or a specific year; payments histories go back to 1997.</i></p>
Get Case Balance	<p><b>Financial Information → Account Summary</b></p> <p><i>OR</i></p> <p><b>Financial Information → Account Balance</b></p>
Get Tax Intercept Certification Amount <i>(Only Displays for Non-Custodial Parent)</i>	<p><b>Financial Information → Account Summary → Tax Intercepts</b></p> <p><i>View the most recent amount certified for state and federal tax intercept.</i></p>
Case List	<p><b>Case Information Page</b></p> <p><i>Lists all open Minnesota child support cases you are on with the role of Custodial Parent or Non-Custodial Parent. If you have more than one case, no other “Case Information” options can be used until a specific case has been selected. When a specific case is selected, the “Case Summary” page will display.</i></p>

View Case Summary	<p><b>Case Information Page</b></p> <p><i>Provides general information based on the child support case function and indicates if the agency is enforcing a court order or working to establish a court order. If the case is in locate function, a list of potential sources of information is provided. You can also select “View Your Messages” link at the bottom of the page to go directly to the “Messages” page.</i></p> <p><i>If you have more than one case, the Case Summary page will not display until a specific case has been selected.</i></p>
View Enforcement Remedies	<p><b>Case Information Page</b></p> <p><i>Displays a list of active enforcement remedies for the selected case. If no enforcement remedies are currently active a message displays “There is currently no information for display. This does not mean that there is no action being taken on your case. There may be more information available at a later time.”</i></p>
Find County and Worker Information	<p><b>Case Information Page</b></p> <p><i>Name and phone number of your Child Support Officer and the county agency name and address display.</i></p>
View Actions in Last 90 Days	<p><b>Case Information Page</b></p> <p><i>Displays activities on the case during the last 90 days.</i></p>
View Upcoming Appointments	<p><b>Case Information Page</b></p> <p><i>List of any upcoming appointments that have been scheduled for you. If there are no upcoming appointments a message displays “There is currently no information for display. This does not mean that there is no action being taken on your case. There may be more information at a later time.”</i></p>

Make/View Online Payments  
(Non-Custodial Parent Only)

To make an online payment you must first add a bank account; once account is added the “*Make A Payment*” option becomes active and after an online payment has been made the “*Online Payment History*” option becomes active.

- **Add a Bank Account:**

Online Payments → Add New Bank Account → name the account in “Account Name” → select down arrow for “Account Type” and choose “Checking” or Savings” → enter and reenter routing number and bank account number → “Submit”. *(You will receive an email confirming bank account was added; only 10 active bank accounts are allowed.)*

- **Make a Payment:**

Online Payments → Make a Payment → select down arrow to display and choose bank account to use → choose withdrawal date *(type the date payment should be withdrawn from account and cannot be a weekend or bank holiday)* → type the amount of the payment being made *(must be between \$1.00 and \$100,000.00)* → review the payment terms and conditions, click the box next to “I have read, understand, and agree to the Terms and Conditions” statement → Submit → payment confirmation screen appears confirming withdrawal date and amount → select Yes or No to continue *(“no” takes you back to the make a payment screen and “yes” opens a new screen with confirmation number and confirmation of withdrawal date; you will receive an email confirming payment action).*

- **Payment History:**

The “Online Payment History” option is only active after first online payment has been made. A table displays which includes the confirmation number, payment, status, bank account name, withdrawal date, payment

	<p>amount, submission date and time, and choice of actions that you may take for each payment depending on the status of the payment (Update Payment, Delete Payment, or View Payment). A payment can only be updated or deleted when it is in “confirmed” status; any other status the payment can only be viewed.</p>
<p>Send/Review Web Messages</p>	<p><b>Case Information → If more than one case, a case must be selected from Case List → Messages</b></p> <p><i>Messages page is case specific and only displays messages for the case that was selected. Only you can initiate a web message.</i></p> <p>You can choose from the following options:</p> <ul style="list-style-type: none"> <li>● Create a Message</li> <li>● Inbox</li> <li>● Outbox</li> <li>● All Messages</li> <li>● Deleted Messages</li> </ul> <p><b>To Send a Message:</b>  Case Information → Messages → Create a Message → Selects a Topic → types in a Subject for message → types a message with 1500 max characters → Send</p> <p><i>Confirmation page displays “Your message was successfully sent to your child support worker”. An email is also sent to you “Thank you for using Minnesota Child Support Online (MCS) to contact your child support worker. You will receive a response to your message as soon as possible (if needed).”</i></p> <p><i>After your Child Support Officer responds to your message you will be sent an email “The child support agency has responded to the message you sent on DD/MM/YYYY. Please log in to Minnesota Child Support Online (MCSO) to view the message.”</i></p>

## Troubleshooting

### TROUBLE SIGNING IN:

<ul style="list-style-type: none"> <li>• Forgot User ID</li> </ul>	<p>Select “<i>Forgot Your User ID</i>” link on the sign in page; it will ask you to enter your email address and will send you an email with your User ID.</p>
<ul style="list-style-type: none"> <li>• Forgot Password</li> </ul>	<p>Select “<i>Forgot Your Password</i>” link on the sign in page; it will ask you to enter your User ID and the answer to your security question set up when first registered; once the system has confirmed your information you will be able to change your password.</p>

### TROUBLE REGISTERING:

<ul style="list-style-type: none"> <li>• Nothing happens when I click the Register and Sign In link?</li> </ul>	<p>Pop-up blocking software may be installed. You should turn off your pop-up blocking software, close and reopen your browser, and try the link again.</p>
<ul style="list-style-type: none"> <li>• I am having trouble registering, am I doing something wrong?</li> </ul>	<p>You should make sure you are entering your information correctly: MCI Participant Number, PIN, Last 4 Digits of SSN, DOB.</p>
<ul style="list-style-type: none"> <li>• Where do I get my MCI participant number?</li> </ul>	<p>Call (651) 431-4400, Press 1, then Press 5 to hear your MCI participant number.</p>
<ul style="list-style-type: none"> <li>• Where do I get my PIN?</li> </ul>	<ul style="list-style-type: none"> <li>• Accessing Child Support Information notice that was previously mailed.</li> <li>• Click the “I Need my PIN” link on the MCSO Welcome page.</li> <li>• Contact your Child Support Officer.</li> </ul>



<b>DISPLAY PROBLEMS:</b>	
<ul style="list-style-type: none"> <li>When I print a page, some of the words or columns are cut off?</li> </ul>	You may need to change the margin settings in the browser's Page Setup or change the orientation to Landscape.
<ul style="list-style-type: none"> <li>MCSO web pages do not look right on my computer?</li> </ul>	If using Internet Explorer, the "compatibility view" setting may need to be changed (turned on or off) depending on the version being used.
<b>CHANGE PERSONAL INFORMATION:</b>	
<ul style="list-style-type: none"> <li>How do I change my password?</li> </ul>	Select the <i>Change Password page</i> found on the <b>My Information</b> tab.
<ul style="list-style-type: none"> <li>How do I change my security question?</li> </ul>	Select the <i>Change Security Question page</i> found on the <b>My Information</b> tab.
<ul style="list-style-type: none"> <li>How do I update my name?</li> </ul>	Cannot change name online if it has been verified with SSA or there is currently a child support enforcement remedy in place. Contact your Child Support Officer to report a name change if unable to update it on MCSO.
<ul style="list-style-type: none"> <li>My address keeps changing back to my previous address online?</li> </ul>	If receiving public assistance (MA, DWP, MFIP, CCA) and changed address using <i>Update my Profile page</i> , the new address entered may change back to a previous address overnight. This occurs because the public assistance agency has a different address. If receiving public assistance, you must contact your county <i>financial worker</i> to report your new address. Once the financial worker changes the address, MCSO will update the address automatically the following day.
<ul style="list-style-type: none"> <li>I am not receiving confirmation emails?</li> </ul>	The email linked with the account may be incorrect; update email address by using the <b>My Information</b> tab.

<b>MAKING ONLINE PAYMENTS:</b>	
<ul style="list-style-type: none"> <li>I have 10 active bank accounts and I need to add another?</li> </ul>	<p>The number of active bank accounts is limited to 10. You will need to delete a bank account to add a new one.</p>
<ul style="list-style-type: none"> <li>I want to add future payments to be withdrawn from my bank account, how far in the future can I schedule payments to be withdrawn from my account?</li> </ul>	<p>Up to 180 days in the future.</p>
<ul style="list-style-type: none"> <li>I changed bank accounts and need to modify my banking information?</li> </ul>	<p>Delete any incorrect bank accounts and then add the new banking information in the <b>Online Payments</b> tab.</p>
<ul style="list-style-type: none"> <li>Support is being submitted by my employer through income withholding, if I make payments online will my income withholding stop?</li> </ul>	<p>Online payments do not replace income withholding; online payments are an option for those who wish to make additional payments or when they are between jobs and income withholding is not in place.</p>
<ul style="list-style-type: none"> <li>What holidays cannot be used as withdrawal dates?</li> </ul>	<p>New Year's Day  Martin Luther King Jr. Day  Presidents' Day  Memorial Day  Independence Day  Labor Day  Veterans Day  Thanksgiving Day  Day after Thanksgiving  Christmas Day</p>
<ul style="list-style-type: none"> <li>Where do I find my bank routing and account numbers?</li> </ul>	<ol style="list-style-type: none"> <li>You can contact your bank.</li> <li>Look at the routing transit and account numbers that are printed on one of your blank checks (routing number is 9-digit number and is usually the first 9 digits of the code printed at the bottom of the check; the account number is usually printed at the bottom of the check after the routing number).</li> </ol>

**MAILING PAYMENTS:**

- How do I mail a payment in?

MN CSPC  
PO Box 64326  
St. Paul, MN 55164

*Do NOT send cash.*

*Make payment payable to Minnesota Child Support Payment Center and include full name and either the child support case number or MCI Participant Number.*

**IF YOU NEED ADDITIONAL ASSISTANCE, YOU SHOULD CONTACT YOUR CHILD SUPPORT OFFICER OR THE MINNESOTA CHILD SUPPORT DIVISION HELP DESK AT (651) 431-4400.**