



**Health and  
Human Services**

**IMPORTANT CHILD SUPPORT  
AUTOMATED INFORMATION**

«NAME»  
«ADDR1»  
«ADDR2»  
«CITYSTZIP»

You may access your case information on the Iowa Child Support Services (CSS) website or automated phone system. To obtain case information on the website or automated phone system you need a PIN and a participant ID.

Our website address is [www.childsupport.ia.gov](http://www.childsupport.ia.gov).

Our website gives you a secure way to obtain your child support case information. Use the website to view payments, make payments, receive a payment record, view balance information, sign up for alerts, and report employment or personal information.

First time users follow these steps to create an account and register:

1. Select "Parent Register/Sign In" on the home page of the website.
2. Create an Account by selecting "Create an Account." Enter your first and last name and select "Register". Follow the directions on each page. You will receive an email that provides your Account ID and a registration link. Select the link in the email. You will be taken to a page to create your baseline questions, answers, and password. Complete the required steps.
3. Register your information with CSS by entering your Account ID and password. Select "Sign In." The CSS Register page displays. Enter your Social Security number, case number, and PIN listed below. Select "Submit."

Returning users select "Parent Register/Sign In" on the home page. Enter your Account ID and password. Select "Sign In." No other steps are required.

**Your PIN is: «PIN»**

**Your Participant ID is: «PARTICIPANTID»**

Your PIN is required the first time you register on the CSS website.

Your PIN and Participant ID are required for each call on the CSS automated phone system, 888-229-9223.