

KENTUCKY CHILD SUPPORT INTERACTIVE TAKING CONTROL OF YOUR CHILD SUPPORT CASE

What is Kentucky Child Support Interactive (KCSI)?

KCSI is an interactive website where individuals who pay or receive child support can manage their child support case.

Why should I sign up for access to KCSI?

KCSI is great for many reasons but here are just a few!

- Access child support case information 24/7 without having to call or stop by the local child support office. The information in the child support system used by local and state child support offices is the same information available on the KCSI website. There is no reason to call or visit the local office when you can access the same information online.
- Parents ordered to pay child support can make child support payments online.
- Individuals ordered to receive child support can update their electronic deposit information online.
- Quickly view payments and account balances, provide employment information and address changes, view upcoming court dates and appointments, upload documents and send messages to your caseworker.

How do I sign up for access to KCSI?

First, you must contact your local child support office or the Child Support Hotline at (800) 248-1163 during regular business hours to provide your email address, verify your date of birth and obtain your child support identification number. On the next day, follow the instructions below:

- Go to KCSI web address <http://csws.chfs.ky.gov/csws/> and click on "My Account"
- Verify page is for Kentucky Citizens and Create Account
- Set up User Name (First.Last Name)
- Enter the email address you provided to CSE and follow prompts to set up your password
- Choose security questions and click "Submit"
- You will receive an email with a link to verify your account. Click on the link in the email
- You will be taken to the Gateway Login Page and will be asked to enter your username and password
- You will be taken to the Access Request for Username and asked to authenticate your date of birth, child support ID number and email address
- Once the email address is verified, you will receive a PIN by email
- Enter your PIN in the final credential box and click "Submit." After the PIN validates you have access to the KCSI site

If you have any questions about the KCSI website, please call your local child support office or the Child Support Hotline at (800) 248-1163