Support Payment Information (SPI)

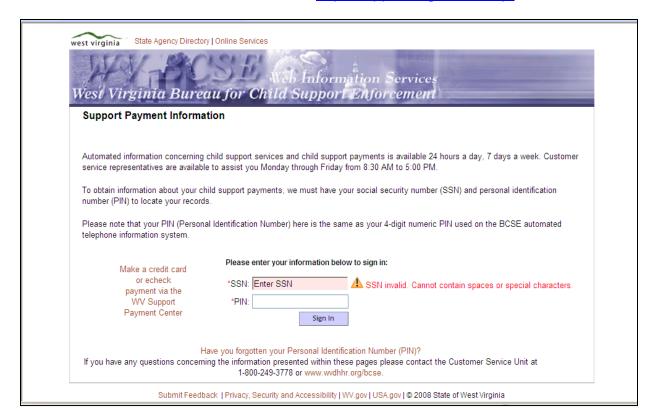


West Virginia
Bureau for Child Support Enforcement
Training Unit
Revised January 12, 2018

I. Support Payment Information (SPI)

Welcome to the new automated information system for child support payments which is available 24 hours a day, 7 days a week. The system may be used by the Noncustodial Parent or the Custodial Parent to check for payments being processed.

The website address is: https://apps.wv.gov/dhhr/spi



A. To obtain information about your child support payments, enter your social security number (SSN) and personal identification number (PIN) in the spaces provided.

Please note that your PIN is the same as your 4-digit numeric PIN used to check your payments through the BCSE automated telephone system.

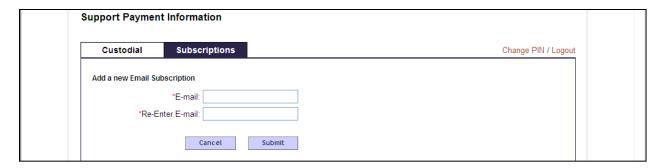
B. Once you log in, a screen appears that shows the last 12 payments processed to your account if you are the Custodial Parent, the last 5 payments appear if you are the Noncustodial Parent.



- C. You may sign up to be automatically notified by email when a payment has been processed. To do this
 - 1. Click on Subscriptions.
 - 2. In the drop-down box select "Email" and click on the Go button.



3. When you choose email, enter your email address in both blocks and submit.



- 4. You will then be directed to a screen that confirms your Subscription. The message explains that you will receive your confirmation code in the next few minutes, either by email or mobile device depending on which you chose.
- 5. Enter your confirmation code in the space indicated and click the submit button.



- 6. This returns you to the subscription screen and shows your subscription.
- 7. After your subscription is confirmed, you will receive the following message by email each time a payment is processed.

<u>Custodial Parent's message for person with Direct Deposit or</u> Debit Card:

"A payment in the amount of \$_____ will be deposited by the BCSE to your account and be available on _____."

<u>Custodial Parent's message for person receiving</u> disbursement by check:

"A support check in the amount of \$_____ was mailed to you by the WV BCSE on ."

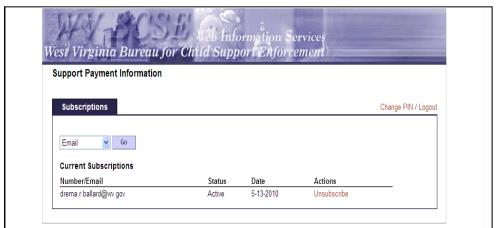
Noncustodial Parent's message:

"A support payment was received by the WV BCSE in the amount of \$_____on ____. Your case(s) will be credited accordingly."

II. Cancel Subscription

You may cancel your subscription for obtaining notifications at any time. To do this

- A. Go to the subscriptions page and choose email.
- B. Your subscription will show with "Unsubscribe" in red. Click "Unsubscribe" to cancel your subscription.



C. A new box will appear asking if you sure you want to delete this subscription. If so, click continue.



D. Another box will appear stating you have successfully unsubscribed your subscription for this address. Click continue.



E. This returns you to the main subscriptions page and you may sign up for a new subscription.