

Idaho Child Support
Services for Employers

Step-by-Step Guide:
Creating a New Account

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Before you get started, you will need the following information to create a new account on the Idaho Child Support Employer Portal:

To create a new account you must have at least 1 (one) employee for whom you have received an Income Withholding Order (IWO) or National Medical Support Notice (NMSN). You will also need:

- The employee's Social Security Number (SSN).
- A copy of the IWO or NMSN you received.
- Your Federal Employer Identification Number (FEIN or EIN)
- A valid email address, phone number, and mailing address for your payroll department.

If you're ready to begin, let's start by visiting the Idaho Department of Health & Welfare's Child Support website at:

<http://healthandwelfare.idaho.gov/Children/ChildSupport/tabid/76/Default.aspx>

On the left hand side, locate the button "For Employers".

- Place your cursor over the button to expand the menu to the right.
- Click "Employer Portal".
- From this page, you will click the button "Launch Employer Portal".
This will open a new web browser and the page will look something like this (see *Figure 1.0*)



Figure 1.0 Employer Portal Homepage

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From the Employer Portal homepage, click the orange button labeled “Create a New Account”

A yellow-orange rounded rectangular button with the text "CREATE A NEW ACCOUNT" in black, uppercase letters.

CREATE A NEW ACCOUNT

Figure 2.0 Create A New Account Button

On this page, you will enter your FEIN or EIN. You must have this number to create an account. To obtain an FEIN/EIN please visit the IRS website to apply online. If you have an FEIN/EIN but it is not listed on the IWO or NMSN you received you should call Child Support Services and provide them with the number. A customer support representative will place your FEIN/EIN on file and then you will be able to create an account.

Next, we require information for at least one of your employees with an IWO or NMSN to confirm your company’s identity. Type the employee’s Social Security Number (SSN), select the order type (IWO or NMSN) that you received, and provide the date that you received the order.

Once these elements are complete, click the orange button with the label “Proceed to Step 2” to continue.



Step 2: Payroll Department Information

We will need accurate contact information for your Payroll Department. Whether you are a large or small business, please provide your representative’s first and last name, phone number, email and physical mailing address.

If your payroll address is in Idaho, please only fill out the green box by selecting the City and typing the appropriate Zip Code.

If your payroll address is outside of Idaho, please skip the green box and continue by selecting your Country, State, City, and Zip Code.

Once finished, click the orange button labeled “Proceed to Step 3” to continue.

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Step 3: Password & Security Features

Select a password for your online account that:

- Is at least a minimum of 8 characters
- Contains 1 letter and 1 number

!dah0Kids

Password Example

Your password can also contain special characters.

Next, select a Security Question for your account. The Security Question and Answer are used to verify your identity when you request a forgotten password. The options are:

- What city were you born in?
- What high school did you graduate from?
- What is your mother's maiden name?

Once you have selected your Security Question, enter your Security Answer in the space provided.



Please do not share this information as it could compromise the security of your online account.

Now, click the orange button labeled "Complete Registration".



Step 4: Review Your Registration Details

This page contains the relevant information you provided during account creation. This information will also be sent to the email address you provided. From here, you can immediately login to your new account by typing your FEIN and password into the spaces provided and click "Submit". You can also print your registration details from this page for your records.

This concludes the Step-by-Step Guide for Creating a New Account.

If you have any questions or experience difficulties please consult the "Help" section of the Employer Portal and/or contact Technical Support:

- By Email: CSWebHelp@dhw.idaho.gov
- By Phone:
 - Boise Area: 208.334.4957
 - Toll Free: 1.877.334.4957

Monday thru Friday from 8:00am – 5:00 pm (MST)