

Client Self Service

This procedure outlines the Self Service functions available to clients and the role of the caseworker in supporting clients.

The Client Self Service Site web address is: **childmaintenanceservice.direct.gov.uk/client**

For Northern Ireland clients: **childmaintenanceservice.direct.gov.uk/ni**

Caseworkers can access screenshots and/or the [video walkthrough](#) link to identify the screens clients are viewing. The video walkthrough is web-based, so right click the link, choose Save Target As, then view downloads, selecting the down arrow next to the Open button you can then choose Open With and view the file with Internet Explorer.

Functions available to Self Service Clients:

- View on-going application status
- Request a change of circumstances (including changes in personal details)
- Make a one-off payment using a credit or debit card
- Request a Subject Access Request form (SAR)
- View and obtain statements
- View calculation/annual review
- Query calculation/annual review (via the send a message service)
- Send and receive a message to / from the case owning team
- View and obtain promise to pay schedules
- Opt in or out of SMS text updates
- Amend direct debit (paying parent)
- Set up new direct debit (paying parents can set up a direct debit if no method of payment from exists or all the method of payments set up are Deduction from Earnings Orders/requests or Deduction from Benefit only)
- Set up/amend direct payment (receiving parent)
- View the statement and payment plan
- Upload documents (in formats JPEG, PDF, GIF, PNG, TIFF)
- View and print letters in PDF format (if contact preference is set to Self Service)

Currently there are set criteria for contacting clients by E Mail. The client must be a Self Service user and be enquiring about the following:

- A missing payment enquiry
- A general account calculation enquiry



The approved responses for these valid scenarios must be taken from [Lines to take](#). When Lines to take opens you must select Open in Word from the toolbar to enable you to copy the relevant paragraph(s).

Mobile Self Service

The mobile version of the Self Service Site went live on 7th December 2015 for Client Self Service users.

Case workers can access the [mobile walkthrough](#) video link for further information on screens the clients are viewing. To open the video select save, then open. The video will open in windows media player and the screen can be maximised.

From this date when a client logs in, the Self Service Site will determine which device the client is logging in from. For example if the client logs in on their phone, they will get the mobile service/screens, if they login on a PC/tablet/laptop, they will get the original Self Service Site screens.

The mobile version has been especially designed to enhance the client experience when viewing their self-service account on a mobile phone.

The client does not have to do anything to get mobile self service, it will be automatic and they will have the ability to switch back to the PC/original Self Service Site from Mobile at any point if they prefer by selecting Full Site.

Despite the change in device (mobile/PC) everything else is exactly the same for example how to handle a client call or escalation to the Self Service Support Team.

The Mobile version of Self Service Site includes the following functions:

- Homepage-next payment due/to be made, the application progress bar and links to main features of the mobile site
- My payments- make a payment, view online statements and view payment plan
- My Messages-send a message and view contact history
- My Cases-my case details includes all information about the case such as method of collection, first names of QC,RP/PP, case start date, view maintenance calculation and method of payment
- My Details-Name, address, telephone number, email address, contact preference

At any point while using the mobile version the user can navigate to the side menu and select the following options:

- Welsh language
- About this site
- Help
- Contact us
- Full site (desktop version)
- Logout

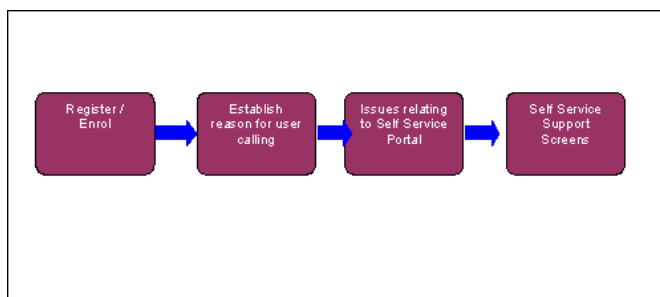
Caseworker Responsibilities:

- supporting clients wanting to register/use Self Service
- managing contact from clients using the Self Service Site and assisting them with any questions
- providing support if the Self Service Site is not working, e.g. by taking a payment, or providing them with the information they wanted to check
- supporting clients if their document evidence upload fails
- caseworkers are responsible for the promotion of Self Service. Caseworkers can access the screen shots for registration on Self Service if the client has queries.
- proactively promote self-service to clients during contact e.g.
 - if a client telephones asking if a payment has been received, answer the client then advise that this can be done in future by using the self-service website
 - if a client needs to send in evidence to support a change, advise them that this can be done using the self-service website upload facility
 - if a client asks for a copy of a letter advise that the self-service website keeps a copy of system issued letters
- referring technical incidents/site feedback/government gateway issues to the [Self Service Support Team](#) via a warm telephone transfer

Caseworkers must only refer the above relevant issues to the Self Service Support Team. Caseworkers must always see if they can answer the client by checking instructions first before transferring any calls to the Self Service Support Team(SSST).

The SSST is made up of trained specialists from the General Inbound Call Handling team (GICH). They are a client and employer facing team who assist clients and employers with self service issues including:

- Government Gateway (GG) registration and set up issues
- Child Maintenance Service enrolment within Government Gateway
- Login problems - this may be forgotten Government Gateway ID and password or more technical problems
- Navigation in the self service site including - accessing screens, inability to load DEO schedules, inability to make a payment
- Data mismatch - details on the self service site different to those held on the 2012 system
- Collation of management information and feedback on the Self Service site



 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Client Registration of the Self Service Site

Client Registration of the Self Service Site

There are **three steps** clients must do to set up access to the Self Service Site.

1. **Register** and log on to the Government Gateway site.
2. Once logged on to the Government Gateway site, **enrol** for the *Child Maintenance Service*.
3. **Log on** to the Child Maintenance site using known facts


Clients can access both the Government Gateway (GG) and Client Self Service Sites by the following website address:


childmaintenanceservice.direct.gov.uk/client

Clients can also search for **child maintenance online** in any search engine and it will bring up the website.

Register and log on to the Government Gateway site

4. To register for a Government Gateway account the client will need to provide their name, email address and choose a password that must be between 8-12 digits and must contain at least one number and at least one letter.
5. A Government Gateway 12 digit user ID is displayed on the screen. The client must tick a box to confirm that they have made a note of their Government Gateway ID then select **Continue**. The client is then presented with the **Services Available** screen.

 Advise clients to record their 12 digit unique number as it is required each time they access the Self Service Site

 Self Employed clients must register to the GG twice, for both CMG services (client & employer). Clients cannot use their client GG registration details to then log in as an employer

Enrol for the Child Maintenance Service

6. From the Government Gateway site **Your Services** page, the client can enrol for the *Child Maintenance Service* by selecting the hyperlink option from the list of services available.
7. The next screen advises clients of who can use the Self Service Site. The client selects **Continue** and is taken to the *Child Maintenance Service* enrolment screen.
8. On the enrolment screen the client must complete the mandatory fields with their:
 - SCIN number, NINO, date of birth and reference name. The client then selects the **next** button
 - Once the details are validated with the CMS database, the Client Self Service homepage page is displayed

Logging on to the Self Service Site

9. On the Client Self Service landing page: **childmaintenanceservice.direct.gov.uk/client** the client will need to insert their Government Gateway ID and their Government Gateway Password. They then select the **Log in** button
10. On the next screen the client will need to insert the required PIN details and select the **Submit** button.



The Client PIN must be the same one that they set up on the 2012 System at CMS application stage. If a client has not set up the seven digit PIN or has forgotten it, they will be presented with the option to reset their PIN by clicking the forgotten PIN button, they will then be presented with two additional security questions. The questions will be two random numbers or characters. This will be in the format:

- A combination of SCIN and NINO or DOB
- A combination of CMS password and NINO or DOB

11. If the client enters incorrect information in the two questions field at the first attempt, they will be locked out of self-service and receive an online message to telephone CMG.
12. Once the log in details have been confirmed by the CMS 2012 System, the client details homepage is displayed.
13. The 2012 system will now display that the client is a self service user and will hold the following self service details:
 - Self Service Y
 - First log in date XX/XX/XXXX
 - Last log in date XX/XX/XXXX



For clients who registered as Self Service users prior to 14th November 2016 their first log in date will be defaulted as 31/12/2012

Self Service queries from Clients

Self Service queries from Clients

1. The case owning team will receive the initial telephone call from a client with a Self Service query
2. The caseworker should carry out a **Security Check** and if passed, talk to the client to find out the reason for their call. Always attempt to resolve any client queries first before referring technical queries to the Self Service Support Team, eg:
 - PIN reset (refer to **Change - Security Details**)
 - manage all case based issues - eg. when is my next payment due?
 - unable to make a payment (caseworkers should therefore take a payment by telephone)
 - unable to view or hasn't received notifications (re-send notifications)
 - report a change of circumstances (complete the change request)
 - is unable to upload their document evidence
3. If the client disagrees with the information about their case details held on the self service site confirm:
 - the information held on the 2012 System matches that on the self service site
 - all changes of circumstances have been completed - any that have not been completed, follow BAU process
4. Resolve the client's query and complete the action using the procedure specific to that scenario. Record the reason for the call in the freetext notes and update the work item as done.

When to transfer to the Self Service Support Team

5. Any issues that need technical help must be referred, by warm transfer where possible to the Self Service Support Team (see step 7 for search address). These are queries where clients are unable to:
 - register with the Government Gateway site
 - enrol for Child Maintenance Service (ensure clients have the correct known facts - SCIN, National Insurance Number and date of birth)
 - log in (ensure clients have their seven digit PIN issued at application stage)
 - move from a screen or view the details
 - view accurate information - this is where the information on the Self Service Site is different from the system (data mismatch)

- feedback regarding the site

- Before transferring the call, confirm clients have their security details including SCIN, PIN, National Insurance Number and date of birth. Advise clients to call back with the details or if they have forgotten their PIN, arrange for this to be reset. For more information refer to [Change - Security Details](#).
- Search **FS_GB_CENOP_000_CLIENT_HELP_TL005** from the group directory, this connects the call to the Self Service Support Team:
 - warm transfer the call explaining details of the query to the Self Service Support Team caseworker including confirmation the Self Service user has their SCIN/PIN
 - record the reason for the call in the work item notes field
 - update the status of the work item to done
- If a member of the Self Service Support Team is not available, transfer the call to an available GICH agent.
- If unable to transfer the call caseworkers must take call back details, arrange a time for call back where possible.

For more information refer to [Call - Overview](#).

Contact received by letter/fax

- If a client sends a letter or fax about a Self Service issue, refer to the BAU process on how to manage [Correspondence \(Inbound\)](#).
- Attempt to contact the client where possible to resolve the issue.

Contact received by Self Service

If the clients preferred method of contact is not Self Service please contact the client via the normal telephony process

When an activity is received which advises that a client has sent a message using the Self Service Site and their contact preference is Self Service you should answer the message by email if the contact is a missing payment enquiry or a general account calculation enquiry.



No personal data should be contained within the email, NINO, DoB, bank account, building society, or payment card account numbers etc. See [Approved circumstances for OFFICIAL with third parties](#).

When the clients preferred method of contact is Self Service action should be taken as shown in [Outbound Contact - Client - E Mail](#)

Client uploads document evidence

Self Service Clients are able to upload document evidence. For example to support a Change of Circumstances. If the client uploads evidence at the same time as a Change of Circumstances the documents will be linked to the SR within Siebel and will be viewable as a PDF or JPEG attached to the SR.

If a client uploads a document ad-hoc or it is not associated with a change within Self Service then an activity will be created within Siebel under the contact. Self Service inbound hyperlink will be visible in Contacts. Select the hyperlink to view the inbound correspondence.

There are file size and document limits to the upload facility:

- the maximum file size is 5MB with a maximum of five documents per upload
- there is a daily maximum of 10 documents
- the upload facility will not accept Word documents

The client will need to be contacted and supported if there is a problem in uploading. When there has been an error in the upload the Activity status will show In Progress with an Error Status of In Error. Select the hyperlink to view the description of the error. The error could be caused by:

- the file has failed to upload
- the daily limit has been exceeded (either in MB or document volumes)
- the document being uploaded is of an incorrect type (ie the upload facility will not accept Word)
- the file being uploaded contains a virus

Contact the client and advise them there has been an error with the upload and they should try again.

When a client uploads a document and the format is incompatible the Caseworker will need to contact the client and ask if they can scan the document or take a photo and try to upload again. If that fails they will need to post the document.

When a client attempts an upload of more than 50 pages an error will be received. The caseworker will need to contact the client to explain the upload limits.



The email subject line is defined by the email template selected. The email will be displayed as internal.cmg@dwp.gsi.gov.uk. The subject field of the email will display: **Important Information about your Child Maintenance case.**



Emails that are editable contain paragraphs that are read only, editable and optional within the same template. You must only copy and paste approved messages within the template. Under no circumstances should freetext be used in the email.



When completing the email please use one of the responses shown in [Lines to take](#). When Lines to take opens select **Open** in Word from the toolbar to enable you to copy the relevant paragraph(s). Please note these are the only responses that should be used in the email.

Complex enquiries and complaints - If the client's query cannot be answered using this response as it needs a different / more detailed response or, their preferred method of contact is 'telephone' please refer to [Correspondence \(inbound\)](#) or [Complaint/Dissatisfaction -Log](#).



Remember all client enquiries must be responded to within two days.

Change of Circumstances reported via Self Service

Any non-automated change of circumstance reported by the client through the Self Service Site should be actioned following the normal BAU process.

The changes can be identified as the SR source will show **Self Service**.

Automated Change of Circumstances

Some changes of circumstances made through the Self Service Site will automatically update the client's details without caseworker action. These are:


- Change to contact preference
- Change to email address
- SMS opt in/out
- Change to security PIN
- Change to address (when input using Hopwiser tool)
- Change to telephone number (home, mobile, work)

Mobile Self Service

Mobile Self Service Screen Shots


1. Register for Government Gateway (GG). Details needed for registering with GG are: first name, surname, email address, enter a password.

[Home](#) [About this site](#) [Cymraeg](#) [Bigger text](#) [Smaller text](#) [Print](#) [Bookmark](#)

**Child Maintenance Service**

Self-service website for clients

Welcome to the self-service website for clients of the Child Maintenance Service. If you already have a case with us, you can manage it online here.

**Register - If you're a new user**


You need to complete three steps to get into your account for the first time.

- 1. Register and log in to the Government Gateway**


You will be given a Government Gateway user ID and password, which you can use to log in next time.
- 2. Enrol for the self-service site on the Government Gateway**

Once you're logged into the Government Gateway, you can sign up for the self-service site.
- 3. Log into your self-service account**

When you've registered and enrolled, you'll come back to this page. Use the box next to this one to log into your self-service account.

Register 


Already registered with Government Gateway? [Enrol now](#)

**Log in - If you're an existing user**

You can log in to your self-service account here.

Click the 'Log in' button below and then follow the on-screen instructions. You'll need your Government Gateway details and Client PIN from the Child Maintenance Service.

Make sure you are registered with the Government Gateway and enrolled for this service before you try to log in.

Log in 

Want to know more or apply for child maintenance?


You can learn more about registering for the Government Gateway and enrolling for the self-service website on our web pages. And if you want to make a new application for child maintenance, you can apply there too.

- Go to [GOV.UK](#) for British cases.
- Go to [NIDirect](#) for Northern Ireland cases.

If you're looking for our employer site, you're in the wrong place

This site is for individuals who pay or receive child maintenance. If you're an employer who pays your employees' child maintenance through their earnings, go to the [self-service website for employers](#).

Other links



[Home](#) | [Terms of use & disclaimer](#) | [Privacy policy](#) | [Information charter](#) | [Contact us](#) | [Help](#) | [Sitemap](#) | [Accessibility](#)

Go

2. Enrol for Child Maintenance Service

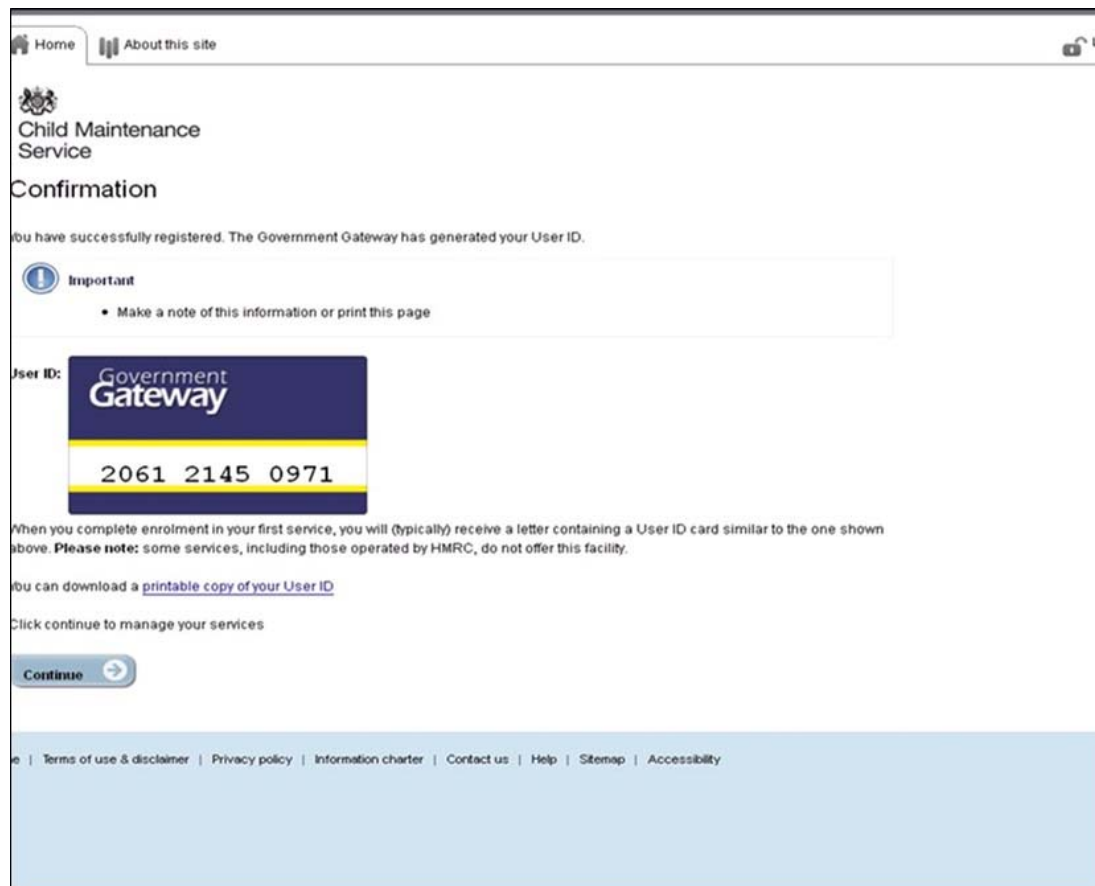
The screenshot shows the 'Child Maintenance Service' website. At the top, there are links for 'Home' and 'About this site'. Below the service logo, the heading 'Register for a Government Gateway account' is displayed. A note states: 'To register for a Government Gateway account using a User ID enter your details below. Please ensure you create a password that you will remember in future. The details you enter will not be sent to any third parties.' The registration form includes the following fields and instructions:

- *required information (if you only have a first name or a surname (not both), leave one of the name boxes empty)**
 - *First name(s)**: Text input field.
 - *Surname**: Text input field.
- If you wish to verify your email address against this account, on completing Registration go to the 'Your account' section and follow the Verify email link. A description of the verification process is available in that section.**
- Email address**: Text input field.
- Confirm email address**: Text input field.
- Password must:**
 - contain 8-12 letters and numbers
 - contain at least one number and one letter
 - not contain the word 'password'
- Enter a password**: Text input field.
- Confirm password**: Text input field.
- Submit**: Button with a right arrow.
- Cancel**: Text link.
- Please do not use the browser back button through this process as it may not function as expected.**

At the bottom of the page, a footer contains links: 'Home | Terms of use & disclaimer | Privacy policy | Information charter | Contact us | Help | Sitemap | Accessibility'.

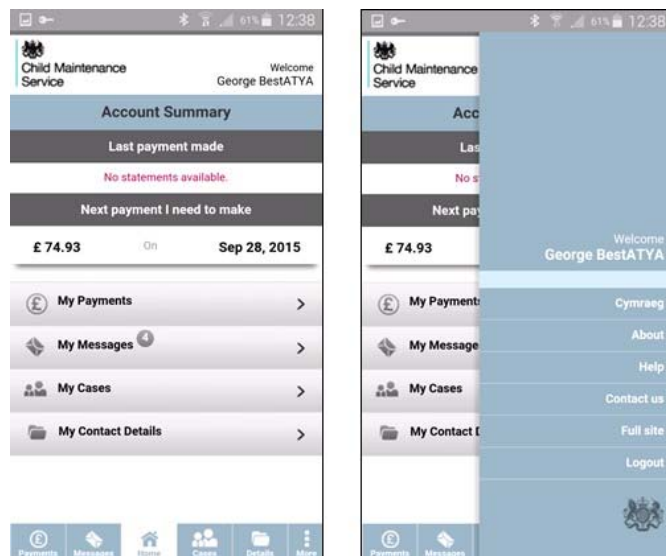
3. Log in to Mobile Self Service

After the initial government gateway registration and enrolment for Child Maintenance Service future log-in require Government Gateway ID, Password and two random digits of their 7 digit PIN as follows:



4. Homepage and side menu

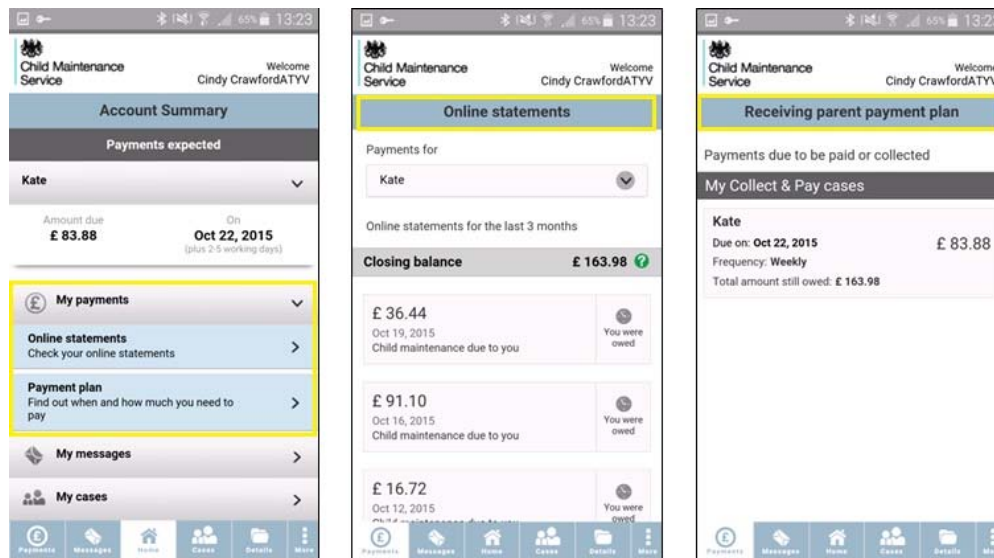
The Home Page is displayed as soon as a client successfully logs-on. The side-menu is displayed selecting the More button.



5. My Payments

By selecting My Payments button, two options will be displayed Online payments and Payment Plan. Selecting one of these buttons will present a new page as illustrated.

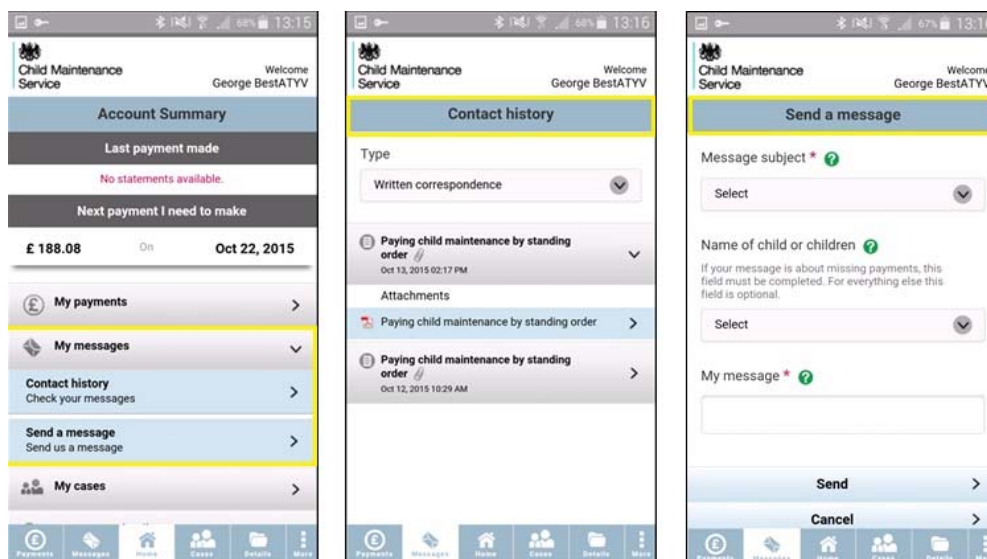
To note the PP will have the option to Make a Payment in this section.



6. My Messages

When my messages is selected the drop down appears with the options of Contact History or Send a Message. In the contact history contact history is viewable by selecting the PDF document.

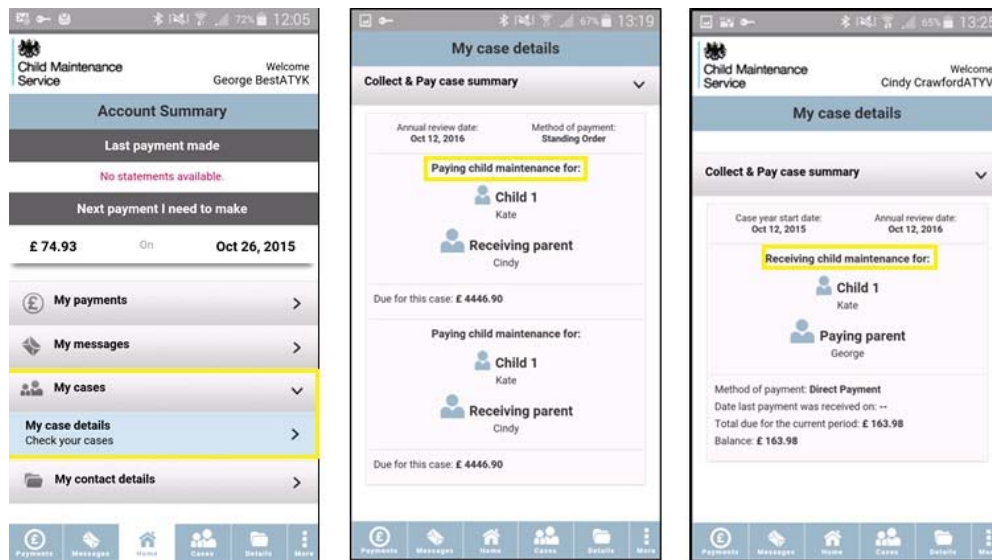
To send a message there is a drop down with a range of explanations and a drop down to select which child it related to.



7. My Cases

My Cases gives details of the clients Child Maintenance cases and displays the following information which relates to the case

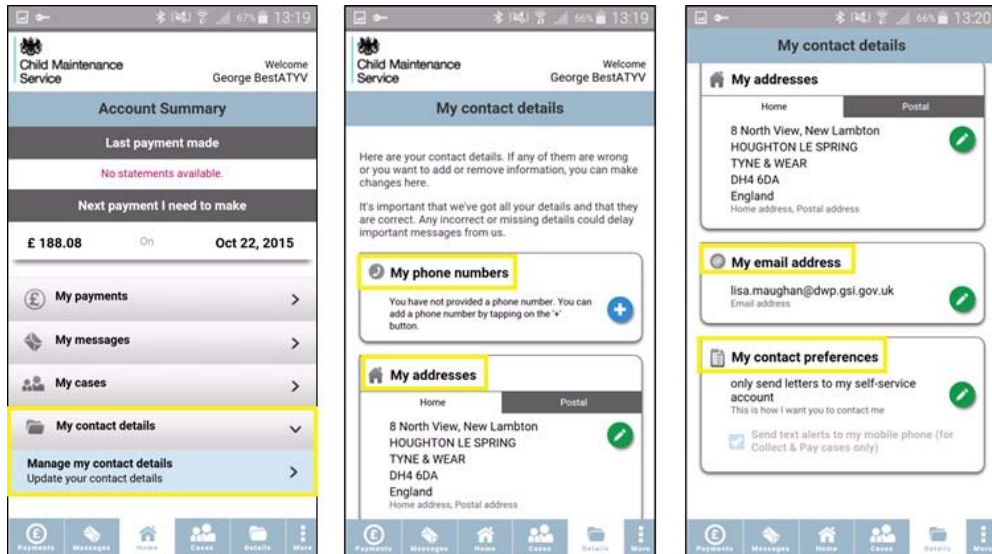
- Case year start date
- Annual review date
- MOP
- RP/PP forename
- Amount due



8. My Contact Details

Manage my contact details page displays the clients personal details on one page and allows the client to update the following:

- Telephone number
- Address
- Email address
- Contact Preference and SMS alerts

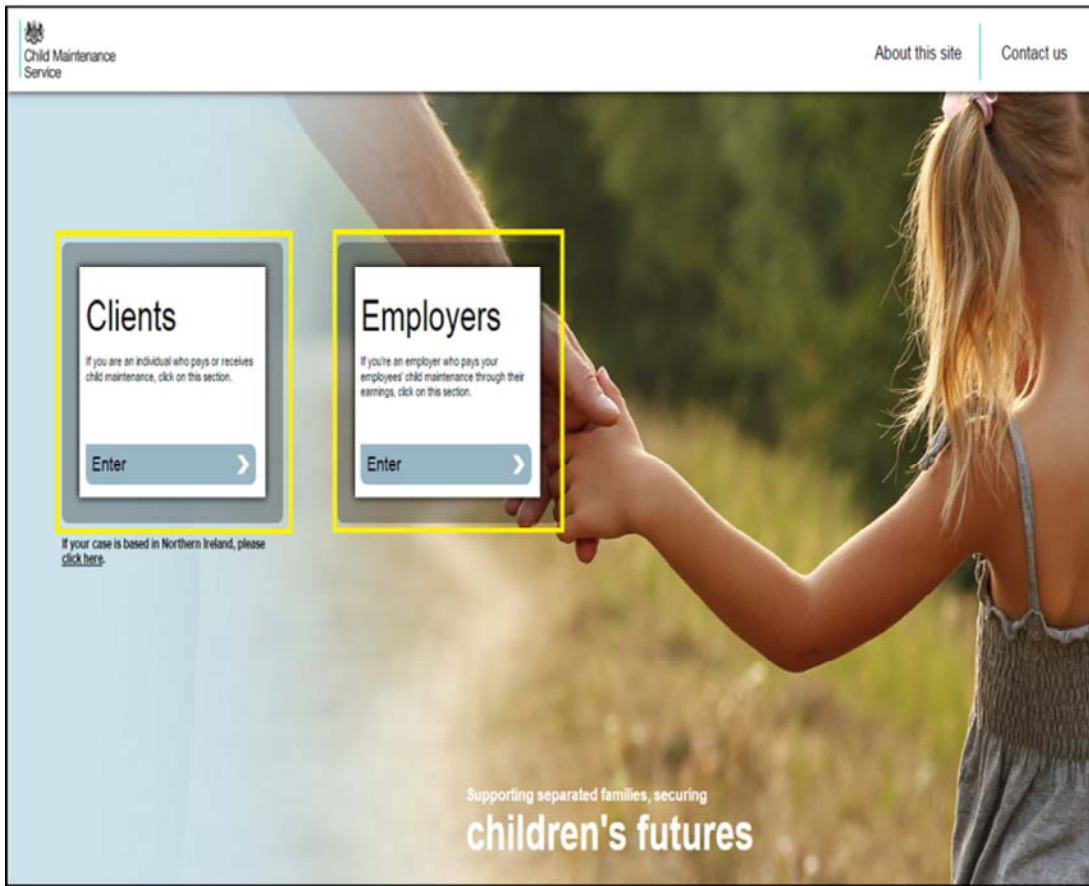


Screen Shots

Screen Shots

Registration Process

1. To register, users enter the URL/web address: **childmaintenanceservice.direct.gov.uk/client** or can search Child Maintenance Log In. Once the link is clicked the Child Maintenance Service landing page will be displayed.



2. The user selects the clients the client self service homepage will be displayed.

Home About this site Cymraeg Bigger text Smaller text Print Bookmark

Child Maintenance Service

Self-service website for clients

Welcome to the self-service website for clients of the Child Maintenance Service. If you already have a case with us, you can manage it online here.

Register - If you're a new user

You need to complete three steps to get into your account for the first time.

- 1. Register and log in to the Government Gateway**
You will be given a Government Gateway user ID and password, which you can use to log in next time.
- 2. End of for the self-service site on the Government Gateway**
Once you're logged into the Government Gateway, you can sign up for the self-service site.
- 3. Log into your self-service account**
When you've registered and enrolled, you'll come back to this page. Use the box next to this one to log into your self-service account.

Register

[Already registered with Government Gateway?](#) [End of now](#)

Log in - If you're an existing user

You can log in to your self-service account here.

Click the 'Log in' button below and then follow the on-screen instructions. You'll need your Government Gateway details and Client PIN from the Child Maintenance Service.

Make sure you are registered with the Government Gateway and enrolled for this service before you try to log in.

Log in

Want to know more or apply for child maintenance?

You can learn more about registering for the Government Gateway and enrolling for the self-service website on our web pages. And if you want to make a new application for child maintenance, you can apply there too.

- Go to [GOV.UK](#) for British cases.
- Go to [NIDirect](#) for Northern Ireland cases.

If you're looking for our employer site, you're in the wrong place

This site is for individuals who pay or receive child maintenance. If you're an employer who pays your employees' child maintenance through their earnings, go to the [self-service website for employers](#).

Other links

Home | Terms of use & disclaimer | Privacy policy | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

3. If accessing the self service site for the first time, select **register** and complete a series of mandatory fields:

- First name
- Surname
- Email address
- Enter a chosen password
- Submit



If clients are already registered for Government Gateway they will not be required to complete this step and select **log in** shown in the above screenshot.

The screenshot shows the 'Child Maintenance Service' website with a navigation bar at the top containing 'Home' and 'About this site'. The main heading is 'Register for a Government Gateway account'. Below this, a paragraph states: 'To register for a Government Gateway account using a User ID enter your details below. Please ensure you create a password that you will remember in future. The details you enter will not be sent to any third parties.'

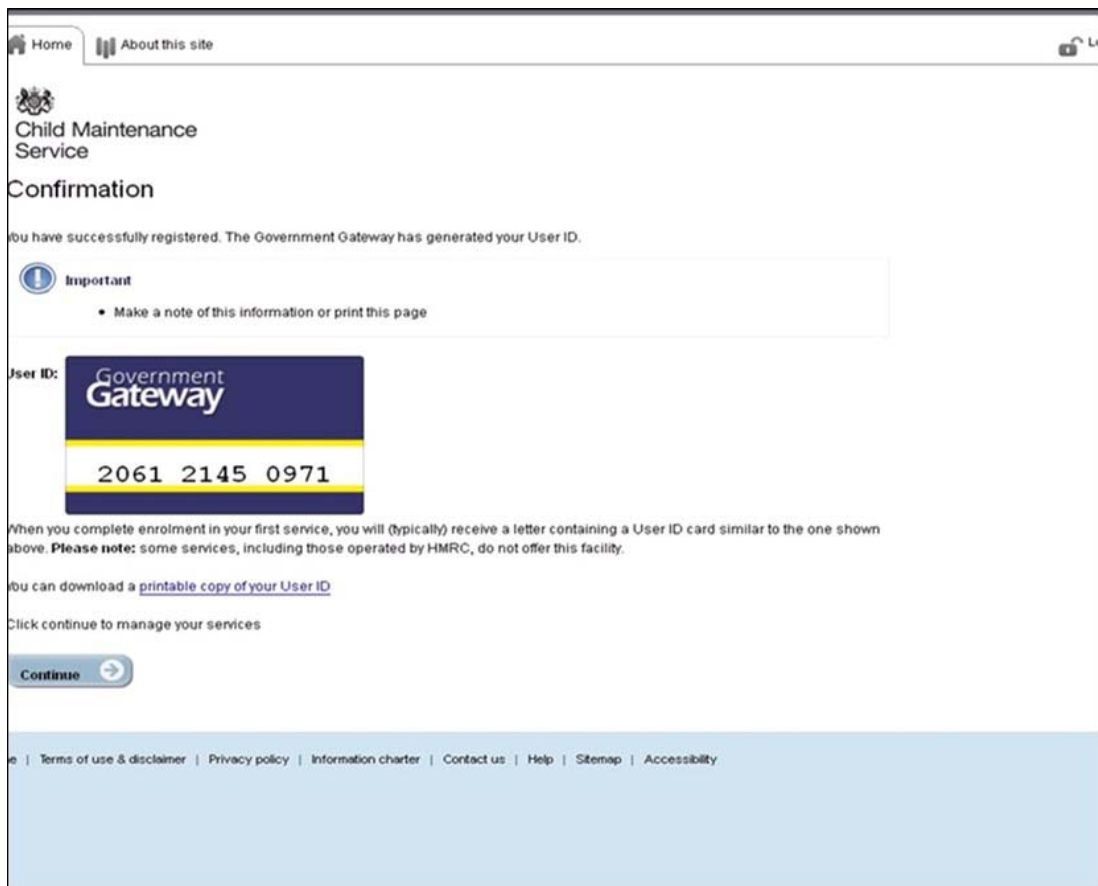
The registration form includes the following fields and instructions:

- *required information (if you only have a first name or a surname (not both), leave one of the name boxes empty)**
 - *First name(s)**: A text input field.
 - *Surname**: A text input field.
- If you wish to verify your email address against this account, on completing Registration go to the 'Your account' section and follow the Verify email link. A description of the verification process is available in that section.**
- Email address**: A text input field.
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- Password must:**
 - contain 8-12 letters and numbers
 - contain at least one number and one letter
 - not contain the word 'password'
- Enter a password**: A text input field.
- Confirm password**: A text input field.
- Submit**: A button with a right-pointing arrow.
- Cancel**: A text link.

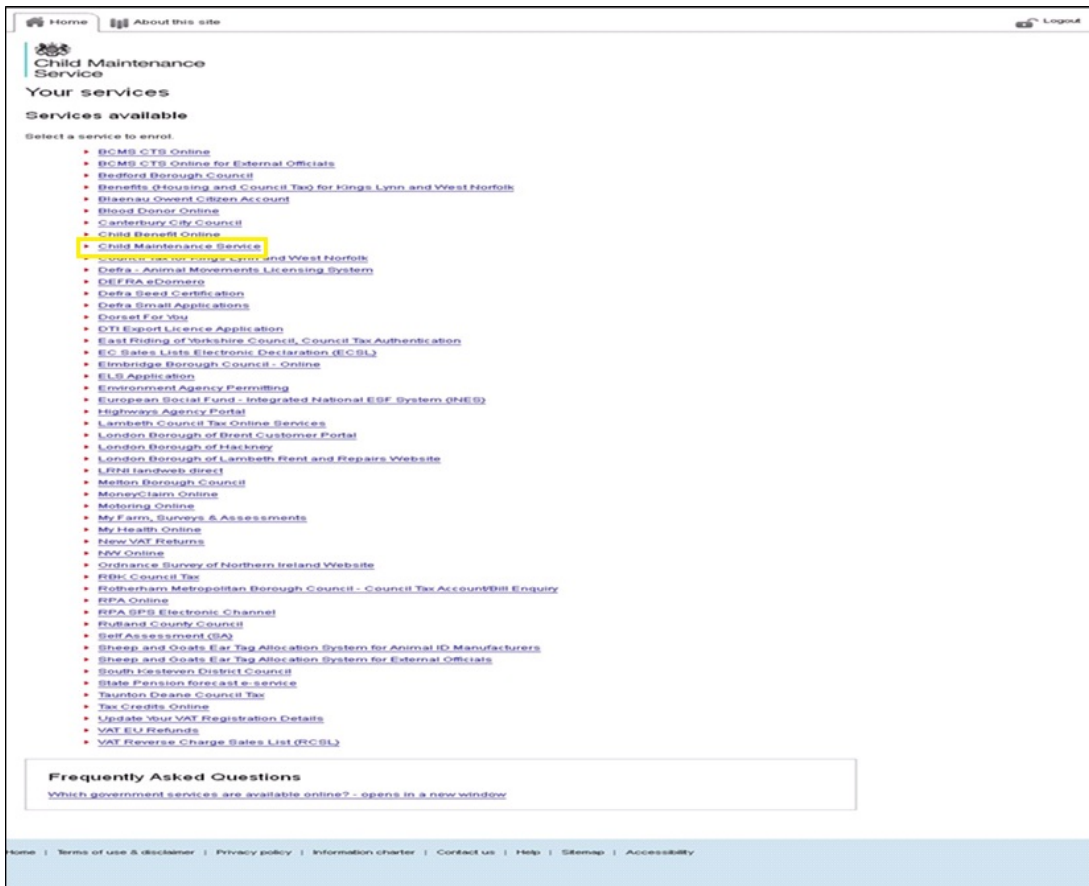
Below the form, a note states: 'Please do not use the browser back button through this process as it may not function as expected.'

The footer contains a series of links: 'Terms of use & disclaimer', 'Privacy policy', 'Information charter', 'Contact us', 'Help', 'Sitemap', and 'Accessibility'.

4. A 12 digit Government Gateway ID number is displayed following registration shown below. Advise clients to record this unique number as it is required each time they access the self service site.



5. User selects hyperlink for the **Child Maintenance Service** from the list displayed:



6. First time users must select **enrol now** to complete Child Maintenance Service security and enrolment, existing users select **log in**.

Home About this site Cymraeg Bigger text Smaller text Print Bookmark

Child Maintenance Service

Self-service website for clients

Welcome to the self-service website for clients of the Child Maintenance Service. If you already have a case with us, you can manage it online here.

Register - If you're a new user

You need to complete three steps to get into your account for the first time.

- 1. Register and log in to the Government Gateway**
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- 2. Enrol for the self-service site on the Government Gateway**
Once you're logged into the Government Gateway, you can sign up for the self-service site.
- 3. Log into your self-service account**
When you've registered and enrolled, you'll come back to this page. Use the box next to this one to log into your self-service account.

Register **Enrol now**

Already registered with Government Gateway? **Enrol now**

Log in - if you're an existing user

You can log in to your self-service account here.

Click the 'Log in' button below and then follow the on-screen instructions. You'll need your Government Gateway details and Client PIN from the Child Maintenance Service.

Make sure you are registered with the Government Gateway and enrolled for this service before you try to log in.

Log in

Want to know more or apply for child maintenance?

You can learn more about registering for the Government Gateway and enrolling for the self-service website on our web pages. And if you want to make a new application for child maintenance, you can apply there too.

- Go to [GOV.UK](#) for British cases.
- Go to [NIDirect](#) for Northern Ireland cases.

If you're looking for our employer site, you're in the wrong place

This site is for individuals who pay or receive child maintenance. If you're an employer who pays your employees' child maintenance through their earnings, go to the [self-service website for employers](#).

Other links

Entrust

Home | Terms of use & disclaimer | Privacy policy | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

7. For enrolment, user is required to insert their SCIN, National Insurance Number and Date of Birth then select **Next**.

The screenshot shows the 'Child Maintenance Service - Service enrolment' page. At the top, there is a navigation bar with 'Home' and 'About this site' on the left, and 'Change password', 'Change your details', and 'Logout' on the right. The main heading is 'Child Maintenance Service' with a royal coat of arms logo. Below this is the title 'Child Maintenance Service - Service enrolment'. A sub-heading says 'Please enter the following information'. A note states: 'Please note: * Indicates that an answer is required.' There are three required fields, each highlighted with a yellow box: 'Customer Reference Number *' (with a description and a text input field containing '121003957455'), 'National Insurance Number *' (with a description and a text input field containing 'LH064380A'), and 'Date of birth *' (with a description and a text input field containing '01/01/1982'). Below these fields, there is a section for 'Reference name' with a text input field. At the bottom left is a 'Next' button with a right arrow.

8. User is presented with confirmation that they are enrolled with the Child Maintenance Service.

The screenshot shows the 'Service enrol confirmation' page. It has the same navigation bar as the previous page. The main heading is 'Child Maintenance Service' with the royal coat of arms logo. Below this is the title 'Service enrol confirmation'. A sub-heading says 'You have enrolled'. A yellow box highlights the text: 'You have successfully enrolled for Child Maintenance Service'. Below this, it says 'Your service enrolment is active and is ready to use immediately.' and provides a blue hyperlink 'Back to your services'. At the bottom, there is a footer with links: 'Home', 'Privacy policy', 'Terms of use & disclaimer', 'Information charter', 'Contact us', 'Help', 'Sitemap', and 'Accessibility'.

9. Client reselects the hyperlink for the **Child Maintenance Service**.

Home About this site Logout

Child Maintenance Service

Your services

Services available

Select a service to enrol:

- [BCMS CTS Online](#)
- [BCMS CTS Online for External Officials](#)
- [Bedford Borough Council](#)
- [Benefits, Housing and Council Tax for Kings Lynn and West Norfolk](#)
- [Blaenau Gwent Citizen Account](#)
- [Blood Donor Online](#)
- [Canterbury City Council](#)
- [Child Maintenance Service](#)
- [Crested New College Norwich and West Norfolk](#)
- [Defra - Animal Movements Licensing System](#)
- [Defra eDomero](#)
- [Defra Seed Certification](#)
- [Defra Small Applications](#)
- [Dorset Fox Vets](#)
- [DTI Export Licence Application](#)
- [East Riding of Yorkshire Council Council Tax Authentication](#)
- [EC Rates Lists Electronic Declaration \(ECRL\)](#)
- [Emsbridge Borough Council - Online](#)
- [EU Application](#)
- [Environment Agency Farming](#)
- [European Social Fund - Integrated National EDF System \(INEDS\)](#)
- [Highways Agency Portal](#)
- [Lambeth Council Tax Online Services](#)
- [London Borough of Brent Customer Portal](#)
- [London Borough of Hackney](#)
- [London Borough of Lambeth Rent and Repairs Website](#)
- [LPH Landweb direct](#)
- [Merton Borough Council](#)
- [MoneyClaim Online](#)
- [Motoring Online](#)
- [My Farm, Surveys & Assessments](#)
- [My Health Online](#)
- [New VAT Returns](#)
- [NHS Online](#)
- [Ordnance Survey of Northern Ireland Website](#)
- [RBC Council Tax](#)
- [Rotherham Metropolitan Borough Council - Council Tax Account/Bill Enquiry](#)
- [RPA Online](#)
- [RPA SPS Electronic Channel](#)
- [Rutland County Council](#)
- [Self Assessment \(SA\)](#)
- [Sheep and Goats Ear Tag Allocation System for Animal ID Manufacturers](#)
- [Sheep and Goats Ear Tag Allocation System for External Officials](#)
- [South Haverhill District Council](#)
- [State Pension forecast e-service](#)
- [Taunton Deane Council Tax](#)
- [Tax Credits Online](#)
- [Update Your VAT Registration Details](#)
- [VAT EU Refunds](#)
- [VAT Reverse Charge Rates List \(RCRL\)](#)

Frequently Asked Questions

[Which government services are available online? - opens in a new window](#)

Home | Terms of use & disclaimer | Privacy policy | Information charter | Contact us | Help | Sitemap | Accessibility

10. Advise clients to enter their Government Gateway ID and password details and select **log in**.

The screenshot shows the 'Child Maintenance Service' website. At the top, there are links for 'Home' and 'About this site'. The main heading is 'The Child Maintenance Service'. Below this, a welcome message states: 'Welcome to the self-service website for customers. To log in, you will need a Government Gateway user ID and password. If you've forgotten either of these, you can request them again by clicking the links below each box.'

There are two sections of text:

- If you're not already registered with the Government Gateway**
It's an easy process to register for the Government Gateway, but make sure you've got your personal information handy. To register, please visit www.gateway.gov.uk.
- Don't know if you have a Government Gateway account?**
The Government Gateway includes many services such as Self Assessment and the DVLA. If you already use any online service from the UK government, you probably have a Government Gateway account.

The main login area is titled 'Login using your Government Gateway details'. It contains two input fields: 'User ID' and 'Password'. Below the 'User ID' field is a link: 'Forgotten your User ID?'. Below the 'Password' field is a link: 'Forgotten your password?'. There are two buttons: 'Log in' and 'Cancel'.

At the bottom of the page, there is a footer with links: 'Home | Terms of use & disclaimer | Privacy policy | Information charter | Contact us | Help | Sitemap | Accessibility'.

11. Client is required to insert their 2012 System PIN details and select **Submit**.

Home About this site Cymraeg Bigger text Smaller text Print

Child Maintenance Service

Your client PIN

You will need to use your PIN in order to complete the login process. This is the seven-digit number you gave us when we set up your case.

Details marked * must be completed

Please enter the following digits from your PIN

2nd digit of your PIN *

3rd digit of your PIN *

Submit Cancel

Home | Privacy policy | Terms of use & disclaimer | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

12. If the client has forgotton their PIN they are advised to contact CMS to re-set security.

Self Service Support Screens

13. The homepage is displayed over two screenshots. The underlined words, headings and sub-headings within the blue boxes are hyperlinks. Advise callers to hover the cursor over the screen and select the relevant hyperlink, this takes clients into the appropriate screen.

The following two homepage screens are specific to Paying Parents.

Paying Parent Homepage 1 - paying parent

Finance Portal - Individual home - Mozilla Firefox

History Bookmarks Tools Help

http://10.33.7.108:11412/site/secure/cme/home

Projects | Requirements | Child Maintenance Portal - Individ... | Problem loading page

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

Child Maintenance Service

Welcome back .
Not ? [Logout](#)
You last logged in on

You're logged in securely
[Change security settings](#)

My payments (£)

- Make a payment
- Check payments
- See your payment history

My messages

- Send and receive messages
- View contact history

My case details

- Make a new application
- View cases
- View Annual Reviews

My details & circumstances

- Personal details
- Contact details
- View payment methods
- Employment details

Need help?

I want help to

[Go](#)

Most popular questions

I want my child maintenance paid directly instead of through the Child Maintenance Service. How do I move to Private Pay or a family-based arrangement?
We need permission from the other parent before we can move your case to a Private Pay arrangement or a family-based arrangement. You can [contact us](#) and ask to move to Private Pay, and we'll contact the

Messages and notifications

- You have no new messages.
[Read your message\(s\)](#)
- We can only show payment information for Collect & Pay cases. If you have [Private Pay cases](#), you will not be able to see your payment details for these cases.

This is a summary of the three most recent payments you made. We only show payments made in the last 12 months.
You can see your full online statement of payments by clicking the 'View online statement' button.

Recent payments I have made

Payment date	Amount paid (£)	What you can do
03/08/2012	10.70	View online statement

Paying Parent Homepage 2 (lower half of homepage)

Child Maintenance Portal - Individual home - Mozilla Firefox

History Bookmarks Tools Help

http://10.33.7.108:11412/site/secure/cme/home

Projects | Requirements | Child Maintenance Portal - Indiv... | Problem loading page

[Read your message\(s\)](#)

- We can only show payment information for Collect & Pay cases. If you have [Private Pay cases](#), you will not be able to see your payment details for these cases.

This is a summary of the three most recent payments you made. We only show payments made in the last 12 months.

You can see your full online statement of payments by clicking the 'View online statement' button.

Recent payments I have made

Payment date	Amount paid (£)	What you can do
03/08/2012	10.20	View online statement

This is a summary of the next three payments you are due to make.

We've also included information on any outstanding payments from your latest Payment Plan, and the total outstanding payments from your case(s). If you have any outstanding payments you can pay them here too.

To see your full payment plan, just click on the 'View payment plan' button.

Next payments I am due to make

Payment date	Payment method	Amount (£)	What you can do
No payment details available.			View payment plan
You are up to date with your payments on your current Payment Plan. Thank you.			Make a payment
You have paid a total of £ 10.20 more than you agreed for your case(s). Thank you.			

Related category

- [General](#)
- [My payments](#)
- [How to use this site](#)

Need more help?

- [Help and FAQs](#)
- [Contact us](#)

Are your details up to date?

It's important that we have your latest details. If you've changed any details recently, make sure you tell us here.

[Check my details now](#)

How can we make this site better?

We use feedback from parents to make sure this

Receiving Parent Homepage

- The receiving parent homepage displays expected payments, name/s of child/ren, amount due and total amount owed. Caseworkers should advise receiving parent's that the amount displayed is what they can expect if the other parent pays us in full and on time, in line with their payment plan. If arrears are due, the amount the receiving parent receives may be different to the amount displayed. Advise receiving parent's to select the **View online statement** hyperlink to check the payments they have received and total amount owed (this figure includes arrears).

Child Maintenance Service

Welcome back .
Not ? [Logout](#)
You last logged in on

You're logged in securely
[Change security settings](#)

My payments

- Make a payment
- Check payments
- See your payment history

My messages

- Send and receive messages
- View contact history

My case details

- Make a new application
- View cases
- View Annual Reviews

My details & circumstances

- Personal details
- Contact details
- View payment methods
- Employment details

Need help?

I want help to
[calculate maintenance](#)

Go

Most popular questions

How can I contact you?
Why aren't my changes or new messages showing up?
What should I do if any of my information is incorrect?

Related category

[General](#)
[Security](#)
[How to use this site](#)

Need more help?

[Help and FAQs](#)
[Contact us](#)

Are your details up to date?
It's important that we have your latest details. If you've changed any details recently, make sure you tell us here.
[Check my details now](#)

How can we make this site better?
We use feedback from parents to make sure this site is easy to use. If you can think of anything that would make it better for you, why not let us know?
[Send feedback now](#)

Messages and notifications

- You have 0 new message(s) since you last logged in.
[Read your message\(s\)](#)
- We can only show payment information for Collect & Pay cases. If you have [Direct Pay cases](#), you will not be able to see your payment details for these cases.

This table shows what you can expect if the other parent pays us in full and on time, in line with their Payment Plan.

Please allow three working days from the collection dates for the payments to reach your account. This is because of the time it takes for banks to pass money between accounts. If a payment date has recently passed, we will show the next expected date, even if you haven't received the last payment yet.

You can see your full online statement of payments by clicking 'View online statement' button.

Your 'Amount due' is the regular child maintenance you can expect to receive, as shown in your last calculation. If the other parent owes you money for outstanding or missed payments, the 'Total amount still owed' column shows how much this is.

Payments I am expecting

For children	Collection date	Amount due (£)	Total amount still owed (£)
AMADAFZY	10/03/2013 plus 2-5 working days	399.98	841.64

[View online statement](#) [View expected payment details](#)

Home | Privacy policy | Terms of use & disclaimer | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

My Payments hyperlink

15. The following screens are accessed via the blue box, **My payments** link:

Child Maintenance Portal - Mypayments - Mozilla Firefox

http://10.33.7.108:11412/site/secure/uk/bj(C5)HrLCoJAGEYf6ccdtT0BqOptg2TdyIV55F9A0ffgVgR-ZaH86EdWVLqogY9W15R1KXDFJA6GQ10sCp3

Bright Green Projects | Requirements | Child Maintenance Portal - Mypa... | Problem loading page

Home About this site Bigger text Smaller text Print page Bookmark page Logout

You are logged in as .
Not ? [Logout](#)
You last logged in on

Child Maintenance Service

My payments My messages My case details My details & circumstances

You're logged in securely [Change security settings](#)

Need help?

I want help to

[Go](#)

Most popular questions

I want my child maintenance paid directly instead of through the Child Maintenance Service. How do I move to Private Pay or a family-based arrangement?

My income has changed. What do I do?

I've changed my bank account. How do I tell you?

Related category
General

Home > My payments

My payments

Here you can find details of what you need to pay, records of your payments and information on how to pay. You can also pay your child maintenance online.

View my payment plans
Take a look at your Payment Plans to find out when and how much you need to pay.
[View payment plans](#)

View my current online statement
You can view the current details of your statement here.
[View online statements](#)

Make a payment online
If you need to make a payment to us, for example paying your child maintenance, paying for a Subject Access Request or liability order, you can do it online with a credit or debit card. If you don't want to pay online, take a look at the other [ways to pay](#).
[Pay by card](#)

View copies of my statements
You can view, download or print copies of your previous statements here.
[Download statements](#)

My Payment plan

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

My payments | My messages | My case details | My details & circumstances

Home > My payments > View Payment Plans

My Payment Plan

The details below show the payments we will collect from you, as shown in your annual Payment Plan. We'll update it every time we work out your child maintenance payments, so this means it's accurate up to our last calculation.

Changes may take a while to show up here, so check your messages for details of any recent changes.

Current Balance is £ 10.20 [View statement of payments](#)

Annual case period: 28/07/2012 to 27/07/2013

Payment due on (dd/mm/yyyy)	Method of payment	What you agreed to pay (£)
03/08/2012	DEO	100.10
03/09/2012	DEO	100.10

[Print this payment plan](#) Payment(s) 1 - 2 of 2

This table only shows the child maintenance payments you are due to make through the Child Maintenance Service using Collect & Pay. If you pay child maintenance directly to the other parent using Private Pay or a family-based arrangement, these payments are not listed.

Need help?

I want help to
[calculate maintenance](#)

[Go](#)

Most popular questions

- I want my child maintenance paid directly instead of through the Child Maintenance Service. How do I move to Private Pay or a family-based arrangement?
- I did not make my last payment - what should I do?
- How long will it take for a payment to reach the parent with care?

[Related category](#)

My Statements

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

My payments | My messages | My case details | My details & circumstances

Home > My payments > My statements

View my statements

No statements match those dates.
Please change the dates and try again.

This is a list of your recent statements. You can see your statements for any date range up to five years by selecting dates and clicking 'Show'.

To download a PDF of a statement, just click on its description.

Show statement for: All children

From date: 06/09/2007 To date: 05/09/2012

Show

Reset

Description	Date sent
No statements available	

You need Adobe Acrobat Reader to view the PDF files. If you don't already have it on your computer, you can install the latest version by clicking on the icon below

Get 12.0.0.423

Need help?

I want help to: calculate maintenance

Go

Most popular questions

How is child maintenance worked out?

I did not make my last payment - what should I do?

I made a payment but it's not showing under 'My payments' what should I do?

Related category

My payments
General
Terms explained

Pay Online By Card

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

My payments | My messages | My case details | My details & circumstances

Home > My payments > Make a payment online

Pay online with a debit or credit card

You can use this form to pay online with a debit or credit card. We won't charge you extra for paying by card.

Please complete the form and then click 'Next' to continue.

If the payment is for a Subject Access Request or a liability order, make sure you tell us the reference number in the 'Your reference' box.

Details marked * must be completed

Payment amount (£) *

My reference

☐ I accept the [terms of use](#)

Next

[Cancel](#)

All transactions are secured by the premium VeriSign® and protected by verified by visa and Mastercard SecureCode depending on which card is

Need help?

I want help to
[calculate maintenance](#)

Go

Most popular questions

How do I pay child maintenance?

I did not make my last payment - what should I do?

How long will it take for a payment to reach the parent with care?

Related category

[My details have changed](#)
[My payments](#)
[My case](#)

Need more help?
[Help and FAQs](#)

Send and Receive Web Messages

16. If clients require assistance to send a message, first confirm:

- if you can answer the query
- they have checked the FAQ and my details section

From the drop down menu in **My message** view, clients can choose to send a message from the following types:

- missing payments
- submit feedback - set as default if coming from the feedback link
- general query
- make a complaint
- query about calculation
- query about annual assessment
- ask for subject access request form
- problem with the site

My Messages hyperlink

17. The following can be accessed via the blue box, **My Messages** link:

The screenshot shows a web browser window with the title "Child Maintenance Portal - Mymessages - Mozilla Firefox". The address bar displays a long URL starting with "http://10.33.7.108:11412/site/secure/". The browser's history bar shows "Child Maintenance Portal - Myme..." and "Problem loading page".

The website header includes navigation links: "Home", "About this site", "Bigger text", "Smaller text", "Print page", "Bookmark page", and "Logout". The main header area features the "Child Maintenance Service" logo and a login status message: "You are logged in as . Not ? Logout You last logged in on".

The main content area has a horizontal menu with four items: "My payments", "My messages" (highlighted with a yellow border), "My case details", and "My details & circumstances". Below this menu, the page title is "My messages and contact history".

The page content is divided into two columns. The left column, titled "Messages and contact history", contains the text: "You can read new correspondence here, as well as seeing your full contact history with us. This includes records of all phone calls, letters, faxes and messages through the self-service website." and a button labeled "View contact history". The right column, titled "Send a message", contains the text: "Send us a secure message about your case." and a button labeled "Send a message".

The right sidebar contains a "Need help?" section with a "I want help to" dropdown menu set to "calculate maintenance" and a "Go" button. Below this is a "Most popular questions" section with links: "How can I contact you?", "I've moved house. How do I tell you?", and "What should I do if any of my information is incorrect?". At the bottom of the sidebar is a "Related category" section with links: "General", "How to use this site", "My details have changed", "Messages", and "Security".

Messages and Contact History

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

Home About this site Bigger text Smaller text Print page Bookmark page Logout

My payments My messages My case details My details & circumstances

Home > My messages > Messages and contact history

Messages and contact history Send a message

No contact history matches those criteria.
Please change the criteria and try again.

You can read new correspondence here, as well as seeing your full contact history with us. This includes records of all phone calls, letters, faxes and messages through the self-service website.

Click on the subject line to read the message.

From date (dd/mm/yyyy) To date (dd/mm/yyyy)
06/09/2011 05/09/2012

Show messages for: All messages Type: Written correspondence Sent or received: Received Show

Reset

Type	Subject	Date
No contact history available.		

Need help? ?

I want help to calculate maintenance
Go

Most popular questions

Why aren't my changes or new messages showing up?
I've changed my job. How do I tell you?
Why have I stopped receiving letters from you?

Related category

[General](#)
[My details have changed](#)
[Messages](#)
[Security](#)

Send A Message (shown over two screens)

Finance Portal - Mymessages - Mozilla Firefox

History Bookmarks Tools Help

http://10.33.7.108:11412/site/secure/ut/p/c5/hzFNbs1wEDPwgl8dmLHWYEs8054thkA1CpUWg8iOBQHD6ugKtStaz_Kb9-aNB7X11XZ-W3rx9Wu039DE9S

Projects | Requirements | Child Maintenance Portal - Myme... | Problem loading page

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
Change security settings

My payments My messages My case details My details & circumstances

Home > My messages > Send a message

Send a message

Before you send us a message:

- If you want to tell us about a change to your details, go to the ['My details'](#) section.
- If you've got a general question, take a look through our [FAQs](#) in case we've already answered it.

When you send us a secure message, we'll confirm we've received it, and then keep you up to date with the progress we're making, using your chosen [contact preferences](#).

We try to answer every question within 48 hours. The more information you give us, the faster we'll be able to get back to you, so please provide as many details as possible.

Details marked * must be completed.

Message subject *
Select

Name of child or children
If your message is about missing payments, this field must be completed. For everything else this field is optional.
Select

My message *

Need help?

I want help to
calculate maintenance

Go

Most popular questions

What should I do if any of my information is incorrect?

How safe is my information?

Why can't I send an attachment?

Related category

[General](#)
[How to use this site](#)
[Contact us](#)
[Messages](#)
[Security](#)

Need more help?

Send A Message (bottom half of screen)

The screenshot shows a web browser window titled 'Child Maintenance Portal - Mymessages - Mozilla Firefox'. The address bar shows a URL starting with 'http://10.33.7.108:11412/site/secure/'. The page content includes a message form with the following fields:

- Message subject:** A dropdown menu with 'Select' as the current value.
- Name of child or children:** A dropdown menu with 'Select' as the current value. A note below it states: 'If your message is about missing payments, this field must be completed. For everything else this field is optional.'
- My message:** A large text area for the message content.

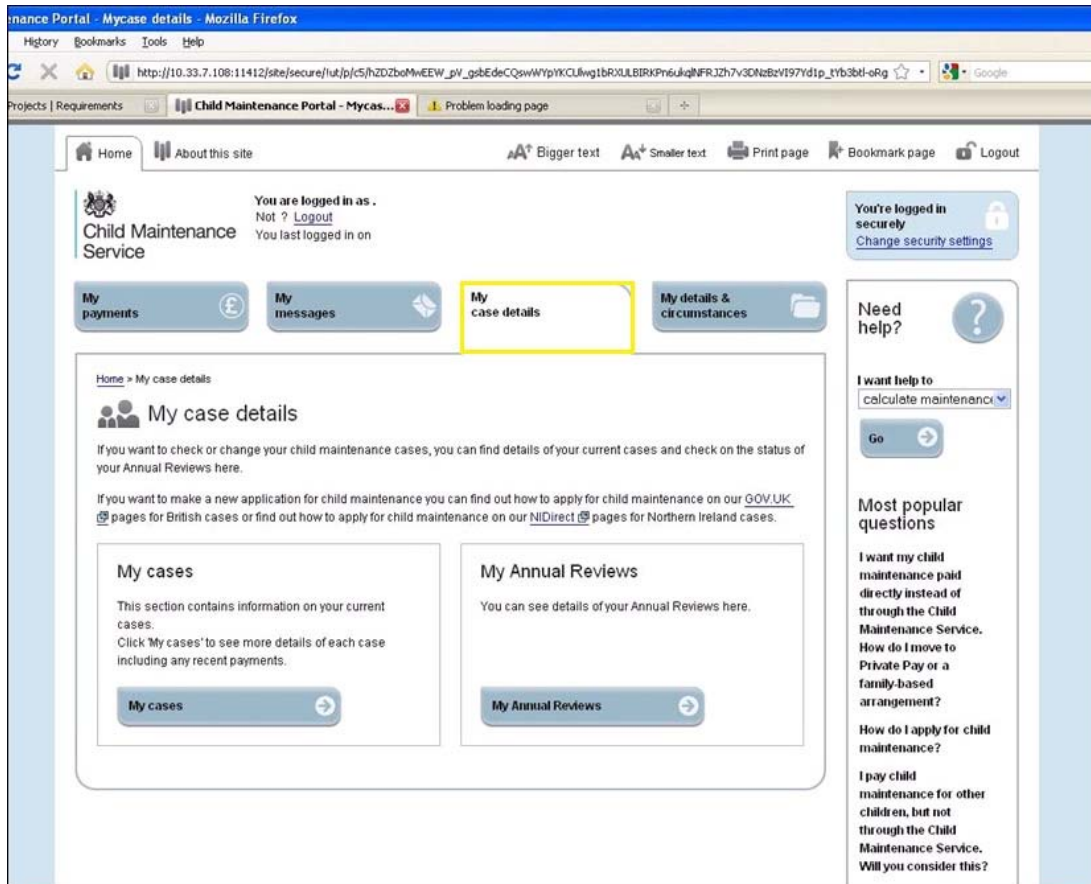
Below the form, there is a 'Send' button with a right-pointing arrow and a 'Cancel' link. A note at the bottom of the form states: 'We don't show copies of your sent messages on this site. If you need a record of this message you could print this page using your browser (usually File > Print) or save it to your computer (usually File > Save As).'

On the right side of the page, there is a sidebar with the following sections:

- Most popular questions**
 - [What should I do if any of my information is incorrect?](#)
 - [How safe is my information?](#)
 - [Why can't I send an attachment?](#)
- Related category**
 - [General](#)
 - [How to use this site](#)
 - [Contact us](#)
 - [Messages](#)
 - [Security](#)
- Need more help?**
 - [Help and FAQs](#)
 - [Contact us](#)

My Case Details hyperlink

18. The following can be accessed via the blue box, **My case details** link:



 My cases screen shows all participants in the case group (i.e. qualifying child, receiving parent), method of payment, amounts due and payment due dates.

The screenshot shows the Child Maintenance Service portal in a Mozilla Firefox browser. The page has a blue header with navigation links: Home, About this site, Bigger text, Smaller text, Print page, Bookmark page, and Logout. Below the header, there's a section for 'Child Maintenance Service' with a login status: 'You are logged in as . Not ? Logout. You last logged in on'. To the right, a 'You're logged in securely' message with a lock icon and a 'Change security settings' link is visible. Below the login section, there are four main navigation buttons: 'My payments', 'My messages', 'My case details', and 'My details & circumstances'. The 'My case details' button is highlighted with a yellow box. Below this, the 'My cases' section is shown, with a yellow box around the 'My cases' link. The page content includes a summary of cases, a 'View calculation history' button, and a table titled 'Children I pay child maintenance for - summary'. The table has columns for 'Who', 'Maintenance', and 'What do you want to do?'. The table shows details for 'Child 1' with a 'Due for this case (£)' of 0.00. On the right side, there's a 'Need help?' section with a search bar and a 'Go' button, and a 'Most popular questions' section with several questions listed.

Child Maintenance Service

You are logged in as .
Not ? [Logout](#)
You last logged in on

You're logged in securely
[Change security settings](#)

My payments My messages My case details My details & circumstances

Home > My case details > My cases

My cases

This page shows a summary of your cases with the Child Maintenance Service. We've shown an overview of each case, but you can see the full details by clicking on the 'See my maintenance calculation' link.

You can also see your previous calculations by clicking the 'View calculation history' button below.

If you think any of these details are wrong, please [contact us](#) immediately as this could affect your child maintenance calculation.

[View calculation history](#)

Children I pay child maintenance for - summary

Who	Maintenance	What do you want to do?
<p>Case year start date 28/07/2012</p> <p>Annual Review date 27/07/2013</p>	<p>Method of payment DEO, Offset MOP</p> <p>Last payment made on 03/08/2012 £ 10.20</p>	<p>See my maintenance calculation</p> <p>View my payment plan</p> <p>Update my personal details</p>
<p>Child 1 YXRlMjM</p>	<p>Due for this case (£) 0.00</p>	

Need help?

I want help to
calculate maintenance
[Go](#)

Most popular questions

I want my child maintenance paid directly instead of through the Child Maintenance Service. How do I move to Private Pay or a family-based arrangement?

I have changed the number of nights I look after my child. How do I tell you?

I pay child maintenance for other children, but not through the Child Maintenance Service.

My Details and Circumstances hyperlink

19. The following can be accessed via the blue box, **My Details & Circumstances** link.

The screenshot shows the 'Child Maintenance Service' portal in a Mozilla Firefox browser. The page title is 'Child Maintenance Portal - My details & circumstances'. The user is logged in as 'Not ?' and has a 'Logout' link. The page has a navigation bar with links for 'Home', 'About this site', 'Bigger text', 'Smaller text', 'Print page', 'Bookmark page', and 'Logout'. Below the navigation bar, there are four main sections: 'My payments', 'My messages', 'My case details', and 'My details & circumstances'. The 'My details & circumstances' section is highlighted with a yellow box. It contains a sub-section 'My details' with a folder icon and the text: 'It's important that we've got all your details. Any incorrect or missing details could delay your payments and you could lose important messages from us. The details we have for you are shown below. If any of them are wrong or missing, you can update them here.' Below this, there are three sub-sections: 'My login and security settings' (with a 'Change client PIN' button), 'My personal details' (with a 'Manage personal details' button), and 'My contact details' (with a 'Manage contact details' button). On the right side of the page, there is a 'Need help?' section with a search bar and a 'Go' button. Below this, there are 'Most popular questions' and a 'Related category' section.

Child Maintenance Service

You are logged in as .
Not ? [Logout](#)
You last logged in on

My payments **My messages** **My case details** **My details & circumstances**

My details

It's important that we've got all your details. Any incorrect or missing details could delay your payments and you could lose important messages from us.

The details we have for you are shown below. If any of them are wrong or missing, you can update them here.

My login and security settings

Stay on top of security - You can change your client PIN here. This is the number you use when you log into this site or talk to us over the phone.

[Change client PIN](#)

My personal details

Make sure we've got the correct details for you and your children:

- Check or change your name.
- Make sure we have information such as your date of birth.
- Check your children's names in each case.

[Manage personal details](#)

My contact details

We need up-to-date contact details so we can get in touch with you:

- Update your phone numbers.
- Tell us about a change of address or email address.
- Change your contact preferences.

[Manage contact details](#)

Need help?

I want help to
[calculate maintenance](#)

[Go](#)

Most popular questions

I've moved house. How do I tell you?

What should I do if any of my information is incorrect?

The number of children involved has changed. How does this affect my child maintenance payments?

Related category

[My details have changed](#)
[Security](#)
[How to use this site](#)
[Terms explained](#)

Change PIN

Finance Portal - My details & circumstances - Mozilla Firefox

History Bookmarks Tools Help

http://10.33.7.108:11412/site/secure/!ut/p/c5/hZL2bsIwEEU_KWM7dPLH7E27CSH8dUagC5UigEHx9TahYwS1H49n7GMYc5Qd9Mf5_9ybHd9CtjmrStol

Projects | Requirements | Child Maintenance Portal - My de... | Problem loading page

Home About this site AA⁺ Bigger text AA⁻ Smaller text Print page Bookmark page Logout

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

My payments **My messages** **My case details** **My details & circumstances**

Home > My details > Change security settings

Change your client PIN

Make changes > Confirm changes > Finished

You can change your PIN here - this is the number you use to log in to the self-service website. You will need this number every time you log in to your account so make sure it's memorable.

We need you to enter your existing PIN before you can change it.

Details marked * must be completed

Existing PIN *
 ?

New PIN*
 ?

Confirm new PIN*
 ?

Submit

[Cancel](#)

Need help?

I want help to
[calculate maintenance](#)

Go

Most popular questions

What information do you hold about me?
How safe is my information?
What should I do if other people know my self service password?

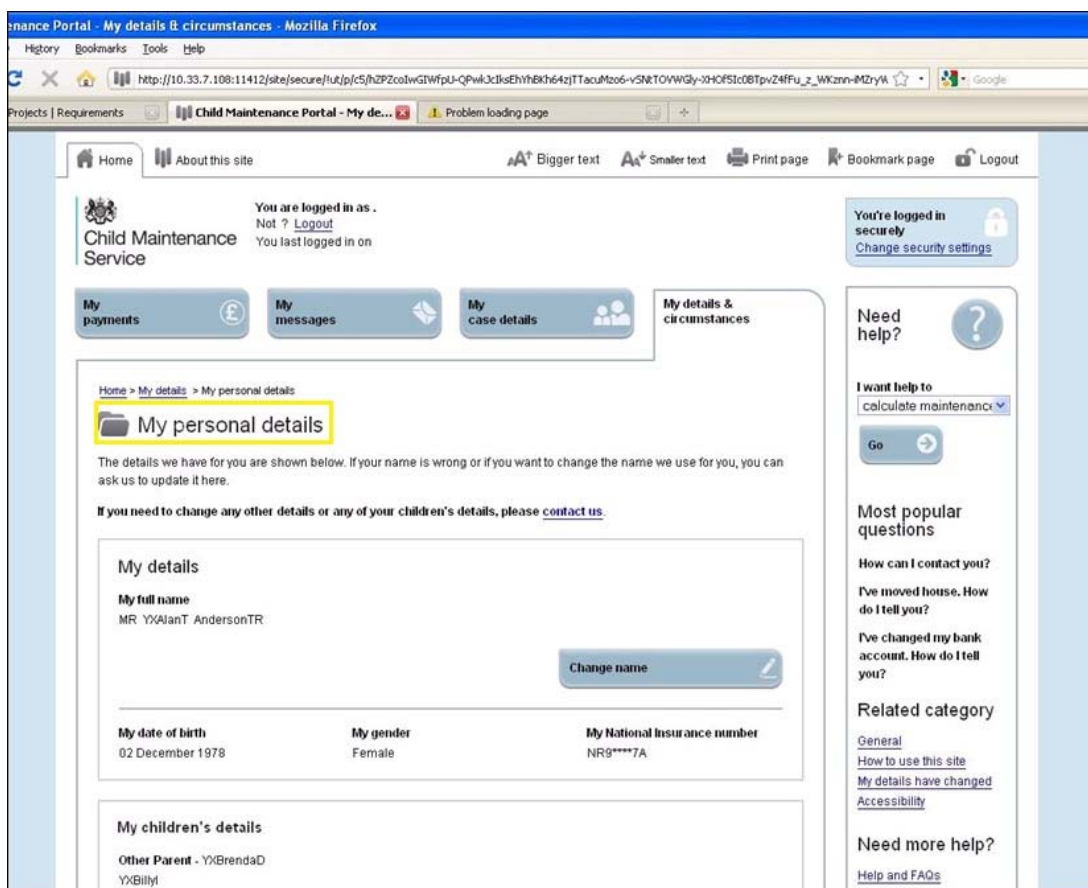
Related category

[General](#)
[Security](#)

Need more help?

[Help and FAQs](#)
[Contact us](#)

Confirm, Amend Personal Details



Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
[Change security settings](#)

My payments My messages My case details My details & circumstances

Home > My details > My personal details

My personal details

The details we have for you are shown below. If your name is wrong or if you want to change the name we use for you, you can ask us to update it here.

If you need to change any other details or any of your children's details, please [contact us](#).

My details		
My full name MR YXAJanT AndersonTR		
Change name		
My date of birth 02 December 1978	My gender Female	My National Insurance number NR9****7A

My children's details
Other Parent - YXBrendaD YXBillyI

Need help?

I want help to
[calculate maintenance](#)

[Go](#)

Most popular questions

- How can I contact you?
- I've moved house. How do I tell you?
- I've changed my bank account. How do I tell you?

Related category

- [General](#)
- [How to use this site](#)
- [My details have changed](#)
- [Accessibility](#)

Need more help?

- [Help and FAQs](#)
- [Contact us](#)

Confirm, Amend Contact Details (displayed over two screen shots)

The screenshot shows the 'Child Maintenance Service' portal in a Mozilla Firefox browser. The page title is 'Child Maintenance Portal - My details & circumstances'. The user is logged in as 'Not ? Logout'. The page has a navigation bar with links: Home, About this site, Bigger text, Smaller text, Print page, Bookmark page, and Logout. Below the navigation bar, there are four main sections: 'My payments', 'My messages', 'My case details', and 'My details & circumstances'. The 'My details & circumstances' section is selected, and a sub-link 'My contact details' is highlighted. The page content is divided into two main columns. The left column contains 'My phone numbers' and 'My home address'. The right column contains 'Need help?', 'I want help to', 'Most popular questions', and 'Related category'. The 'My phone numbers' section lists three numbers: Home phone number (01138230570), Mobile phone number (07774552222), and Work phone number (01138230583). The 'My home address' section lists the address: 1 Wyncroft Gardens, Town / city (LISBURN), County (COUNTY ANTRIM), Postcode (BT28 2AU), and Country (Northern Ireland). The 'Need help?' section has a search bar with the text 'I want help to calculate maintenance...' and a 'Go' button. The 'Most popular questions' section lists three questions: 'I've moved house. How do I tell you?', 'What's the difference between a home address and a postal address?', and 'Can I change the way you contact me?'. The 'Related category' section lists three categories: 'General', 'How to use this site', and 'My details have changed'. The 'Need more help?' section is at the bottom right.

Child Maintenance Service

You are logged in as .
Not ? Logout
You last logged in on

You're logged in securely
Change security settings

My payments My messages My case details My details & circumstances

Home > My details > My contact details

My contact details

Here are your contact details. If any of them are wrong or you want to add or remove information, you can make changes here.

It's important that we've got all your details and that they are correct. Any incorrect or missing details could delay important messages from us.

My phone numbers

Home phone number
01138230570

Mobile phone number
07774552222

Work phone number
01138230583

Change phone numbers

My home address

Address
1 Wyncroft Gardens

Town / city
LISBURN

County
COUNTY ANTRIM

Postcode
BT28 2AU

Country
Northern Ireland

Manage my addresses

Need help?

I want help to
calculate maintenance...

Go

Most popular questions

I've moved house. How do I tell you?

What's the difference between a home address and a postal address?

Can I change the way you contact me?

Related category

General

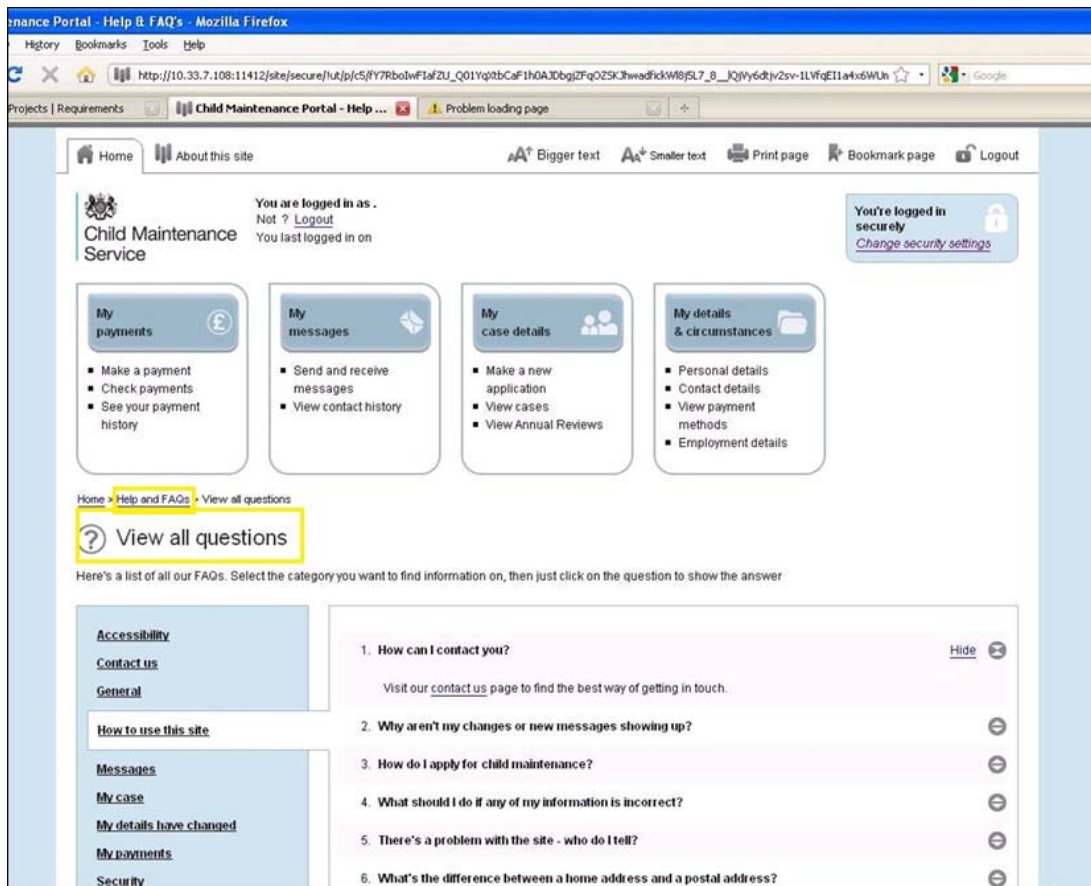
How to use this site

My details have changed

Accessibility

Need more help?

My Contact Details



In Northern Ireland the service is known as Child Maintenance Service (NICMS)

The website address for Northern Ireland is: childmaintenanceservice.direct.gov.uk/ni

[Video walkthrough link](#) for Northern Ireland

CMSL9800 We need to update your security details

Failed security details - client has failed their security check and we enclose a change to security details form.

All fields in this letter are system generated, no manual intervention is required.

[Call - Overview](#)

[Change - Security Details](#)

[Client Contact - Outbound - E Mail](#)

[Correspondence \(Inbound\) - Summary](#)

[Employer Self Service](#)

[Self Service Support Team](#)

[Terminology Changes](#)

[Why can't the client view any of their letters on the Self Service website?](#)

For clients to view letters on the Self Service website they must download Adobe Acrobat Reader as the letters are in PDF format so this software must be downloaded to view the attachments.

It is quite prominent on the Messages section of the Self Service website that the client must download this software to view their letters. If the client still cannot read their letters once Adobe Acrobat Reader is downloaded an incident must be raised.

Why can't the client view all their letters on the Self Service Site?

For legal reasons certain letters need to be issued by post such as enforcement, arrears or appeals.

Does the payment information shown on the self service site match the 2012 system?

There is no delay between what is displayed on 2012 System and what is displayed to the client on the Self Service Site. Both systems use the information stored in BANCS.

Can a client have Self Service as their preferred method of contact if they are not registered to use the Self Service site?

No. This will result in most letters not being sent to the client. Instead they will receive an email informing them that they should check their Self Service account to view the letter.

Are the Self Service Site ambassadors expected to take all the calls that come into team members or just some of the calls?

All caseworkers will have received Self Service Site training. An ambassador is a point of contact to provide coaching for caseworkers with difficult questions.

Ambassadors helped re-create Self Service training and procedures and after attending a requirements workshop to give their perspective.

Should caseworkers be promoting the use of the Self Service Site to clients?

Yes. It is Caseworker responsibility to proactively promote use of Self Service to clients. Caseworkers can refer to **Client Self Service Procedures** under the 'how to apply' section for further information.

How are messages responded to, can they be replied to via the Self Service Site/email?

Responses to messages can only be done by telephone at present.

Messaging gives clients the opportunity to raise questions any time of the day and a call-back can be made by a caseworker if needed.

There may be a digital response in the future, but there aren't any timescales for this at present.

It is being investigated to look at providing email responses to some questions through 2012 at the moment and procedures will be updated if this is agreed.

If someone has to make a one-off payment can they do that, or do they still have to register?

No-a client cannot make a one-off payment unless they are registered for Government Gateway and enrolled in Self Service.

How do clients create a PIN number to use the Self Service Site?

To register on the Self Service Site a client must have first registered with the Government Gateway and have received their Gateway ID and password.

Following this, the client uses their Gateway details along with their SCIN and seven digit PIN (both are set up when making an application with CMG) to register with the Self Service Site.

The client can change their 7 digit PIN on the Self Service Site at any time once logged in.

What is the process for when a client forgets or has entered an incorrect PIN?

The Client PIN must be the same one that they set up on the 2012 System at CMS application stage. If a client has not set up the seven digit PIN or has forgotten it, they will be presented with the option to reset their PIN by clicking the forgotten PIN button, they will then be presented with two additional security questions. The questions will be two random numbers or characters. This will be in the format:

- A combination of SCIN and NINO or DOB
- A combination of CMS password and NINO or DOB

Otherwise the process is managed in the same way as business as usual. Details can be found within the [Change - Security Details](#) procedures.

What is the process for when a client has an issue with the Self Service Site that a caseworker can't help to resolve?

There is a [Self Service Support Team](#) that is part of GICH who will assist with any technical queries.

Can clients give feedback on the website?

Clients do have the option to leave feedback in the My Messages section of the Self Service Site under send a message. There is a drop down option for feedback.

Where does a caseworker view messages that have been sent in via the Self Service Site?

Messages are scanned on to the 2012 System and appear on the client's case as an inbound correspondence activity.

When the caseworker selects the inbound activity ID, within the screen that opens up, there is a 'contact reason/subject header' field that gives a brief description of what the message is about. A 'view document' button is selected to view the client message. This will open up as a PDF document.

What actions will a caseworker need to take when a message or a change of circumstances has been received?

Messages i.e. queries regarding missing payments can be received via the Self Service Site. They will appear as an inbound correspondence activity and will be accessed via the ID hyperlink.

The caseworker will review the message and provide the client with a response by telephone. Service Requests generated will be actioned as a business as usual process. For instance, if a client carries out a Change of Circumstances on the Self Service Site it appears in the Service Request list on the 2012 System. It will then be completed in the same way as all other Service Requests.

Can an application for the 2012 statutory scheme be made using the Self Service Site?

No-the potential applicant must follow the business as usual process and first contact Options (Choices in Northern Ireland) to discuss their requirements.

How does a client register as an alias name on the Self Service Site?

At present, if a client wanted to advise us of a new alias name on the Self Service Site they could do this by using the change of name function within My Details & Circumstances/Manage Personal Details section. However, the Self Service Site will always display the real name of a client and ignore any known as/alias names.

Only first names will be displayed to the other party in Self Service Site. If the client considers this to be a security issue their case should be considered for handling by the Special Client Records Team.

Will there be a Self Service App available for clients to download on to their mobile phones?

No. Communicating with clients via an app does not conform to the current government digital standards.

Work on the mobile friendly version of the Self Service Site is currently underway and making good progress.

Will charging be shown on the Self Service Site?

Yes charging will be shown on the Self Service Site in payment plans and schedules.