

# Understanding Your Child Support Case

What happens next (general overview)

This is a general guide. Steps and timelines may vary based on your case and required verification.

## The process at a glance



## Common questions

### How can I check my case status?

- Use the secure online portal when available. It provides the fastest access to updates.

### What can cause delays?

- Missing information, unclear documents, or items that require additional verification.

### What should I do if I cannot access online tools?

- Contact customer service for an alternative option based on your situation.

### What helps your case move faster

- ✓ Provide complete and accurate information
- ✓ Respond quickly if more details are requested
- ✓ Keep copies of submitted documents and reference details