

What is ACCESS?

ACCESS is ORS's new state-of-the-art, voice-activated phone system. This new system gives you ACCESS to your case and to the information that ORS clients ask for most: 24 hours a day, 7 days a week.

How can I get ACCESS?

Just call (801)536-8500 to reach ACCESS.

Most information is available to everyone by using the "General Information" menu.

If you want information about your personal case, select the "Look Up My Case" menu.

The first time you call, ACCESS will help you obtain a Personal Identification Number (PIN).

Your new PIN will be mailed to you.

The next time you call, use your case number and PIN to take full advantage of ACCESS!

Knowing your case number and PIN will give you the best ACCESS experience.

General Information Menu

This menu contains ORS locations, ORS mailing addresses, and ORS office hours.

This menu also contains full ACCESS to a menu of Common Questions and Answers. (See below.)

Look Up My Case Menu

Use your case number and PIN to access a Child Support Menu of options customized for parents who pay support and parents who receive support. (See below.)

Child Support Menu for Parents who RECEIVE support **Parents who RECEIVE support will have the following options:**

Provide New Information: Update your name, address, employment information, insurance information, or leave a message with other information that will help ORS work your case.

Get a Payment History: Hear a list of the most recent payments sent to you on your case. Request a written history of the payments on your case.

Get a New PIN: Change your ACCESS PIN to any 8 digits memorable to you. A confirmation letter will be mailed to you.

Set Up Electronic Payments: Request the Electronic Payment Request form to set up or change your direct deposit account or EPPICard Mastercard so that you can receive your support payments electronically through ORS.

Payment Notifications: Receive automatic phone messages from ORS whenever a payment is posted to your direct deposit or EPPICard account.

Browse Common Questions: ACCESS the Common Questions Menu, with all of the questions and answers and self-service options. (See below.)

Child Support Menu for Parents who PAY support **Parents who PAY support will have the following options:**

Get a Current Balance Letter: Request a letter that gives the up-to-date balance information for your case.

Make a Payment: Make a payment on your case or cases. ACCESS accepts payments by credit card (VISA, MasterCard, Discover, American Express), electronic check, or debit card.

Get a Payment History: Hear a list of the most recent payments sent to you on your case. Request a written history of the payments on your case.

Provide New Information: Update your name, address, employment information, insurance information, or leave a message with other information that will help ORS work your case.

Get a New PIN: Change your ACCESS PIN to any 8 digits memorable to you. A confirmation letter will be mailed to you.

Browse Common Questions: ACCESS the Common Questions Menu, with all of the questions and answers and self-service options. (See below.)

Common Questions Menu

This menu offers a large amount of self-service options in a question and answer format. Select from menus of the questions most commonly asked by ORS callers and get the answers you need without waiting to speak to a worker. You can even request ACCESS to mail you the specific forms described in the answers.

Common Question Topics include:

Opening a Case	Establishing a Support Order	Paternity	Payments
Reviewing and Adjusting a Support Order (modifications)		Enforcing Child Support	
	Medical Support	Tax Intercepts	

If you are unable to find the information you need within the ACCESS menus, you will be given the opportunity to speak to a customer service representative.

ACCESS is a voice-recognition system: however, if you prefer not to “speak” your answers, the system will accept numbers entered on your touch-tone phone or will tell you a numeric equivalent for each possible option.

All information within ACCESS is provided in both English and Spanish; however, live bilingual customer service agents are not currently available. ORS will make reasonable accommodations for an interpretation service when necessary.