

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.

ACCESS is designed for clients to self-serve for the questions and tasks our workers receive the most. Budget cuts have caused ORS to decrease the number of agents available to answer calls.

While it is still possible to talk to a worker, waits will be long due to limited staffing available; therefore, ORS encourages you to take advantage of the convenience ACCESS offers.

How can I get ACCESS?

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

What will happen when I call ACCESS?

ACCESS will give you a series of choices (called menus) to help you find what you need. Within just three choices, you can ACCESS a variety of self-service options for your case.

First choice:
English or Spanish*

Second Choice (Main Menu):

Most information about ORS is available to all callers by selecting the "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.)

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

When you select "Look Up My Case," you will need to provide your case number. (You can also provide your SSN, and ACCESS will help you find your case.) The first time you call, once the right case has been identified, ACCESS will help you obtain an 8-digit 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.

Third Choice: Child Support Menu

The menu of options is customized for parents who pay support and parents who receive support.

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

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. You can record the information for a worker to handle without waiting for speak to a worker!

Get a Payment History: Hear a list of the most recent payments sent to you on your case. If you need it in writing, request a written history of the payments on your case. The written history will be sent automatically without waiting for a worker!

Get a New PIN: Change your ACCESS PIN to any 8 digits memorable to you. A confirmation letter will be mailed to you. Because no worker is involved, your PIN is secure!

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. If ORS has your current address, the form will be mailed automatically, without waiting for a worker!

Payment Notifications: Receive automatic phone messages from ORS whenever a payment is posted to your direct deposit or EPPICard account. No more calling to check on payments—the system will call you!

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

Do you want to know how to open a case? Select opening a new case and hear a description of the process. Once you hear a description of the process, you can request an application packet be sent to you—all without waiting to speak to a worker. Other questions work the same way. Do you need to know how to modify your support order? Select “Review and Adjustment,” hear a description of how the process works, and then request the necessary forms—all without waiting to speak to a worker. Do you need to know what insurance coverage ORS has on file for your children? Select “Medical” and request that the insurance information be mailed to you—all without waiting to speak to a worker.

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

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. Because no worker is involved, your PIN is secure!

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

Do you want to know how to receive credit for extended parent-time with your children? Select “Enforcement” and “How does parent-time affect my child support.” Once you hear the explanation, you can request the form needed to request your credit—all without speaking to a worker. Other questions work the same way. Do you need to know how to modify your support order? Select “Review and Adjustment,” hear a description of how the process works, and then request the necessary forms—all without speaking to a worker.

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. However, the wait for an available worker may be long due to call volume and limited available staffing.

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.