

The Pennsylvania Child Support Website now requires users to create and use a Keystone ID to log in. Many Pennsylvania websites, including Compass and PA CareerLink, use the Keystone ID. Your Keystone ID works for any website using the Keystone system. You must complete a one-time setup process to start using your Keystone ID for Child Support Website. You must use your Keystone ID to log into the Child Support Website after you complete the setup process. This guide explains how to complete the one-time setup process if you have a child support website account, a Keystone ID, or neither.

Step by Step Instructions:

- I have a Child Support Website account, but no Keystone ID: [Pages 2-4](#)
- I have a Keystone ID: [Pages 4-7](#)
- I don't have a Keystone ID or Child Support Website account: [Page 8](#)

You may also review the [Child Support Website's Login Help](#) page for more information. The Login Help page answers frequently asked questions related to logging in to the website.

I have a Child Support Website account, but no Keystone ID

If you do not have a Keystone ID, you will need to complete the one-time update process and create a Keystone ID. The only way to log in to the Child Support Website now is by using a Keystone ID. Your old Child Support Website login no longer works. Please note that that your Child Support Website login ID may not be available as a Keystone ID. There are many Keystone ID users, and it's possible someone else already selected the username you use for the Child Support Website.

[Click here](#) to complete to create a Keystone ID and link it to your old Child Support Website account. Follow the instructions provided to you on the website and refer to this guide if you have questions.

When you get to the page below, please make sure you are using your Child Support Website login credentials.



The screenshot shows the PA Child Support Program website interface. At the top, there is a banner with the text "PA Child Support Program" and the tagline "Doing what's best for our children". Below the banner is a navigation bar with the Pennsylvania Department of Human Services logo and the text "PA STATE AGENCIES ONLINE SERVICES". The main content area is titled "Update CSWS Login Credentials" and contains the following text: "All registered users must complete a one-time update of their login credentials. Please enter your Keystone ID and password, select your security questions, and provide answers." Below this text is a form titled "User Information" with the following fields: "Member Type: [Select an Option] *", "Existing CSWS Username: *", "Forgot your Username?", "Existing Password: *", and "Forgot your Password?". A "Submit" button is located at the bottom right of the form.

Once you have entered this information, the system will ask you to create a Keystone ID, password, and hint questions. Review the next picture to see how the screen that asks for this information.

PA Child Support Program
Doing what's best for our children.

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PA STATE AGENCIES ONLINE SERVICES

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Update CSWS Login Credentials

All registered users must complete a one-time update of their login credentials. Please enter your Keystone ID and password, select your security questions, and provide answers.

User Information

Create a Username (Keystone ID) and Password

First Name: *

Last Name: *

Keystone ID: *

Password: *

Re-enter Password: *

Hint Question 1: *

Hint Answer 1: *

Hint Question 2: *

Hint Answer 2: *

Hint Question 3: *

Hint Answer 3: *

[Submit](#)

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After selecting Submit, you will receive a Successful message.

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Update CSWS Login Credentials

All registered users must complete a one-time update of their login credentials. Please enter your Keystone ID and password, select your security questions, and provide answers.

 Thank you for completing the security update.

Please use your Keystone ID and password to login to the Child Support Website.

[Login Help](#) answers common questions about logging in.

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You can then go back to the Child Support Website and Click Log In.

The screenshot shows the homepage of the Pennsylvania Department of Human Services Child Support Website. At the top, there is a banner with a photo of four children. Below the banner is a navigation bar with the Pennsylvania Department of Human Services logo and the text "PA STATE AGENCIES ONLINE SERVICES". A language selection menu includes "English | Español | ગુજરાતી | 中文 | Tiếng Việt | Русский". The main navigation menu includes "Receiving Support", "Paying Support", "Employer", "Attorney", "Docket Search", and "Lien Search". A "Announcements" section features a red-bordered box with the text: "The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update." Below this are three columns: "Welcome." with a paragraph about receiving support; "I Would Like To..." with a list of links including "Provide New Information", "View Payment Information", "View Scheduled Events", "View Docket Information", "Submit Payor Employment Tip", and "Change Password/Email/Preferences"; "Registration" with a "Register Now" button; and "Login for Services" with a "Login Now" button and "Login Help" link. The "Login for Services" section is highlighted with a red border.

You must use your newly created Keystone ID credentials to log in. Your old Child Support Website login will not work.

The screenshot shows the Keystone Key login page. At the top, there is the Pennsylvania Department of Human Services logo and a red-bordered box with the text: "The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update." Below this is the "Keystone Key" section with the text "Please enter your Keystone Key login credential below:" and two input fields for "Keystone ID" and "Password". A yellow "LOGIN" button is positioned below the input fields. To the right is the "Self-service for Citizens" section with three options: "Register a new Child Support Account", "Forgot Keystone ID", and "Forgot Password". At the bottom, there is a link to the "Login Support Team" and a warning about unauthorized access to the US Government System and Department of Human Services System. The footer includes the copyright notice: "Copyright© 2019 by the Commonwealth of Pennsylvania. All Rights Reserved."

I have a Keystone ID

If you already have a Keystone ID that you've never linked to the Child Support Website, you will use the following steps to link your ID to the website. You will follow these steps if you have Keystone ID regardless of whether you have an old Child Support Website Account or if this is your first time visiting the Child Support Website. You will always use your Keystone ID to log into the Child Support Website once you've linked it to the Child Support Website. Your old Child Support Website Account (if you have one) no longer works.

If you already have a Keystone ID, please select appropriate role (Receiving Support, Paying Support, Lien, etc.):

Announcements

The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update.

Welcome.

If you are receiving support, this section of the PA Child Support Website will provide you information about your case(s).

You can access information such as your payment information, upcoming scheduled events, relevant forms, frequently asked questions, and program information.

I Would Like To...

- [Provide New Information](#)
- [View Payment Information](#)
- [View Scheduled Events](#)
- [View Docket Information](#)
- [Submit Payor Employment Tip](#)
- [Change Password/Email/Preferences](#)

Child Support Resources

- [Forms](#)
- [Frequently Asked Questions](#)
- [Contact My DRS](#)

Registration

New to the site? Get access to your account by registering now

[Register Now](#)

Login for Services

[Login Now](#)

[Login Help](#)

After selecting your role, select Login Now:



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English | Español | ગુજરાતી | 中文 | Tiếng Việt | Русский

Receiving Support | Paying Support | Employer | Attorney | Docket Search | Lien Search

Announcements

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- [Provide New Information](#)
- [View Payment Information](#)
- [View Scheduled Events](#)
- [View Docket Information](#)
- [Submit Payor Employment Tip](#)
- [Change Password/Email/Preferences](#)

Child Support Resources

- [Forms](#)
- [Frequently Asked Questions](#)
- [Contact My DRS](#)

Registration

New to the site? Get access to your account by registering now

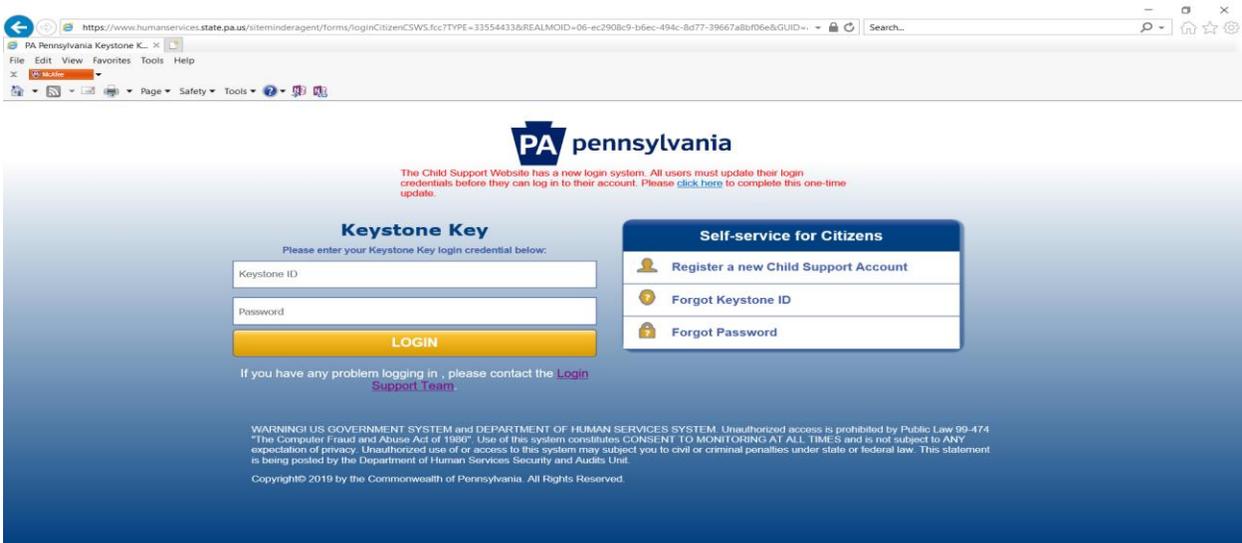
[Register Now](#)

Login for Services

[Login Now](#)

[Login Help](#)

Login using your existing Keystone ID on the screen displayed below:



PA pennsylvania

The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update.

Keystone Key

Please enter your Keystone Key login credential below:

Keystone ID

Password

[LOGIN](#)

If you have any problem logging in, please contact the [Login Support Team](#).

Self-service for Citizens

- [Register a new Child Support Account](#)
- [Forgot Keystone ID](#)
- [Forgot Password](#)

WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit.

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Once you do this you will need to fill in all information on the next page and click Submit. You can then go back to the Child Support Website and Click Login Now.



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Receiving Support | Paying Support | Employer | Attorney | Docket Search | Lien Search

Announcements

The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update.

Welcome.

If you are receiving support, this section of the PA Child Support Website will provide you information about your case(s).

You can access information such as your payment information, upcoming scheduled events, relevant forms, frequently asked questions, and program information.

I Would Like To...

- [Provide New Information](#)
- [View Payment Information](#)
- [View Scheduled Events](#)
- [View Docket Information](#)
- [Submit Payor Employment Tip](#)
- [Change Password/Email/Preferences](#)

Registration

New to the site? Get access to your account by registering now

Register Now

Child Support Resources

- [Forms](#)
- [Frequently Asked Questions](#)
- [Contact My DRS](#)

Login for Services

Login Now

[Login Help](#)

You must use your Keystone ID credentials to log in. Your old Child Support Website login information no longer works.



The Child Support Website has a new login system. All users must update their login credentials before they can log in to their account. Please [click here](#) to complete this one-time update.

Keystone Key

Please enter your Keystone Key login credential below:

Keystone ID

Password

LOGIN

If you have any problem logging in, please contact the [Login Support Team](#).

Self-service for Citizens

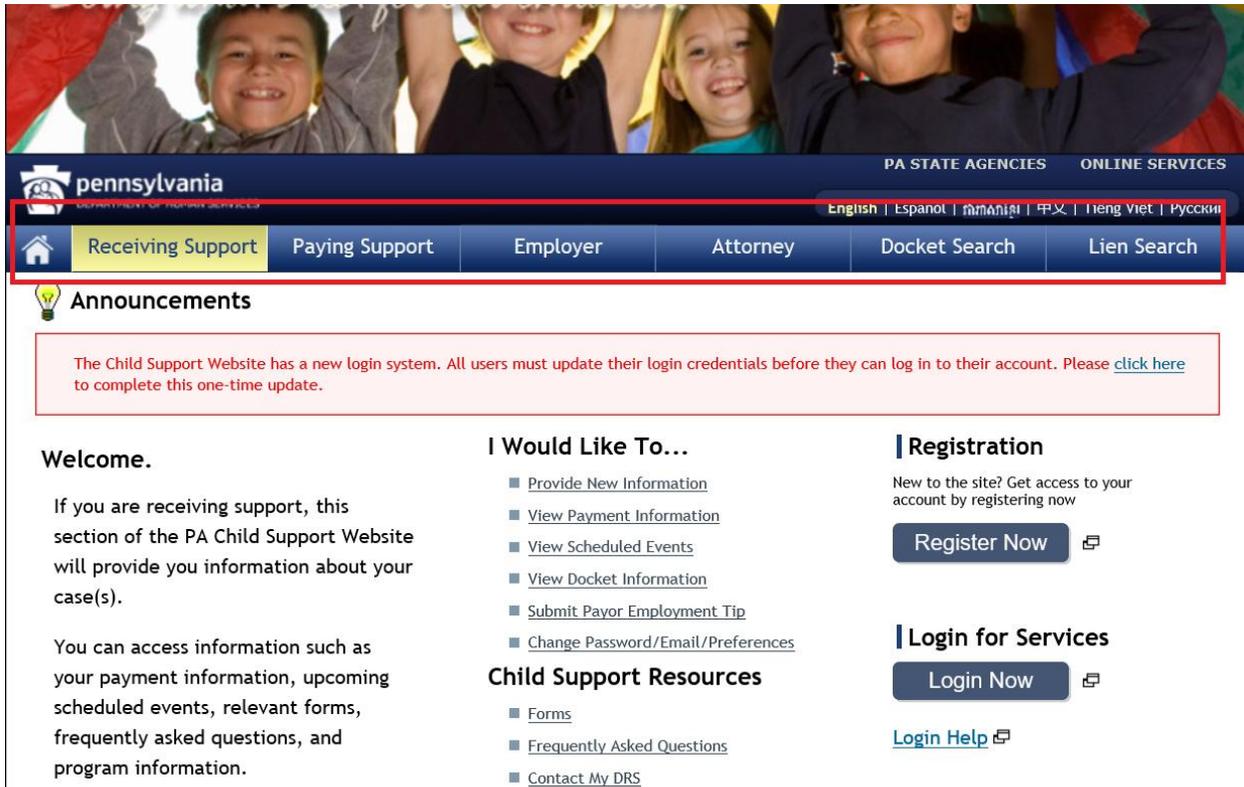
- [Register a new Child Support Account](#)
- [Forgot Keystone ID](#)
- [Forgot Password](#)

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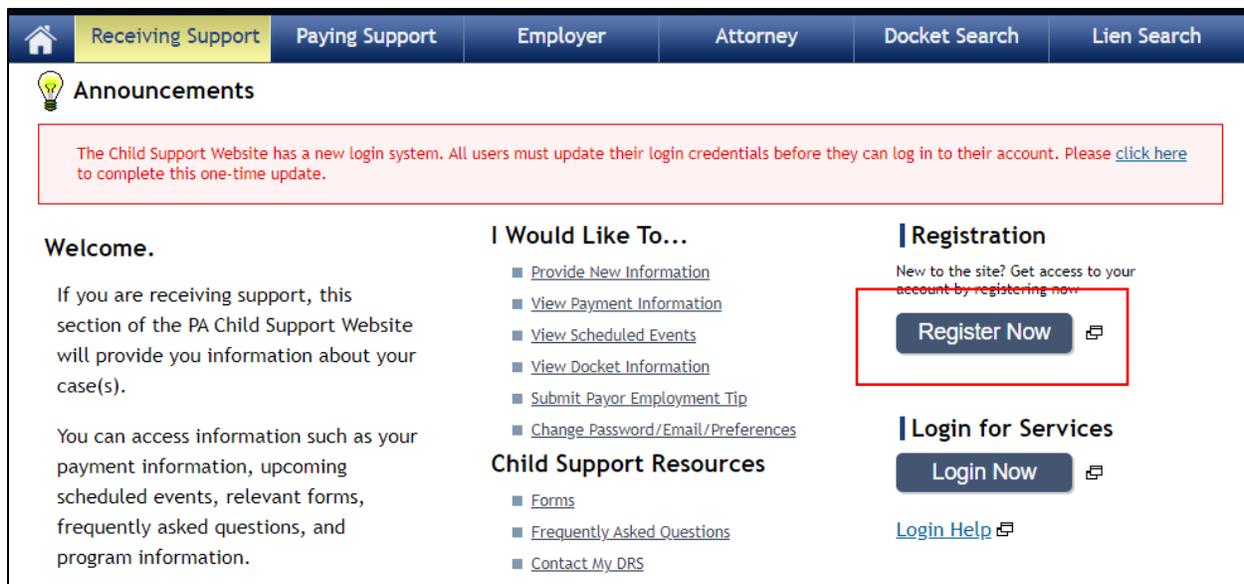
I don't have a Keystone ID or Child Support Website account

If you don't have a Child Support Website account or a Keystone ID, please select appropriate role (Receiving Support, Paying Support, Lien, etc.):



The screenshot shows the Pennsylvania Department of Human Services website. The navigation menu includes: Receiving Support (highlighted), Paying Support, Employer, Attorney, Docket Search, and Lien Search. Below the menu, there is an "Announcements" section with a message about a new login system. The main content area is divided into three columns: "Welcome.", "I Would Like To..." (with links like "Provide New Information", "View Payment Information", etc.), and "Registration" (with a "Register Now" button). There is also a "Login for Services" section with a "Login Now" button.

After selecting your role, select Register Now:



This screenshot is similar to the previous one, but the "Register Now" button in the "Registration" section is highlighted with a red box. The "Welcome." and "I Would Like To..." sections are also visible.

Please provide your information to complete the registration process and create a Keystone ID. You must use the Keystone ID you created during this process to login to Child Support Website.