

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. The header includes the program name, a search bar, and navigation links. The main content area is titled 'Update CSWS Login Credentials' and contains a form for updating login information. The form includes fields for Member Type, Existing CSWS Username, and Existing Password, each with a 'Forgot your [field]' link. A 'Submit' button is located at the bottom right of the form.

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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

Member Type: [Select an Option] *

Existing CSWS Username: *
[Forgot your Username?](#)

Existing Password: *
[Forgot your Password?](#)

[Submit](#)

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.

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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:

[select a question to answer]

Hint Answer 1:

Hint Question 2:

[select a question to answer]

Hint Answer 2:

Hint Question 3:

[select a question to answer]

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.

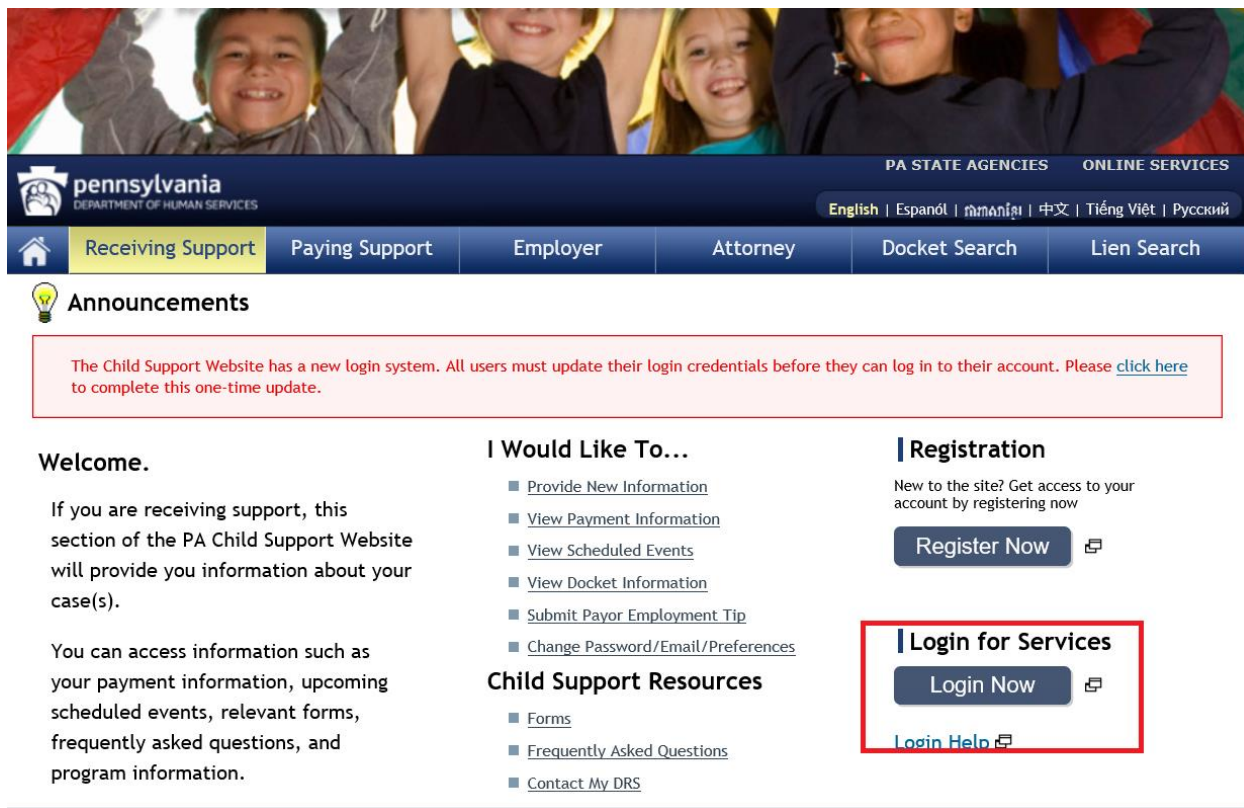
Please use your Keystone ID and password to login to the Child Support Website.

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

[Home](#) | [Privacy](#) | [Disclaimer](#) | [Security](#) | [Browser Compatibility](#) | [Accessibility](#) | [About BCSE](#) | [Mobile Site](#)

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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 is a banner with a photo of four smiling children. Below the banner is a navigation bar with the Pennsylvania Department of Human Services logo and links for PA State Agencies, Online Services, and language options (English, Español, বাংলা, 中文, Tiếng Việt, Русский). A secondary navigation bar includes links for Receiving Support, Paying Support, Employer, Attorney, Docket Search, and Lien Search. Below this is an 'Announcements' section with a lightbulb icon and a red-bordered box containing a message about a new login system. The main content area is divided into three columns: 'Welcome.' with information for receiving support, 'I Would Like To...' with links for providing new information, viewing payment information, scheduled events, docket information, submitting payor employment tips, and changing passwords; and 'Registration' with a 'Register Now' button. A 'Login for Services' section is highlighted with a red box, containing a 'Login Now' button and a 'Login Help' link. A 'Child Support Resources' section is also present with links for forms, frequently asked questions, and contact information.

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

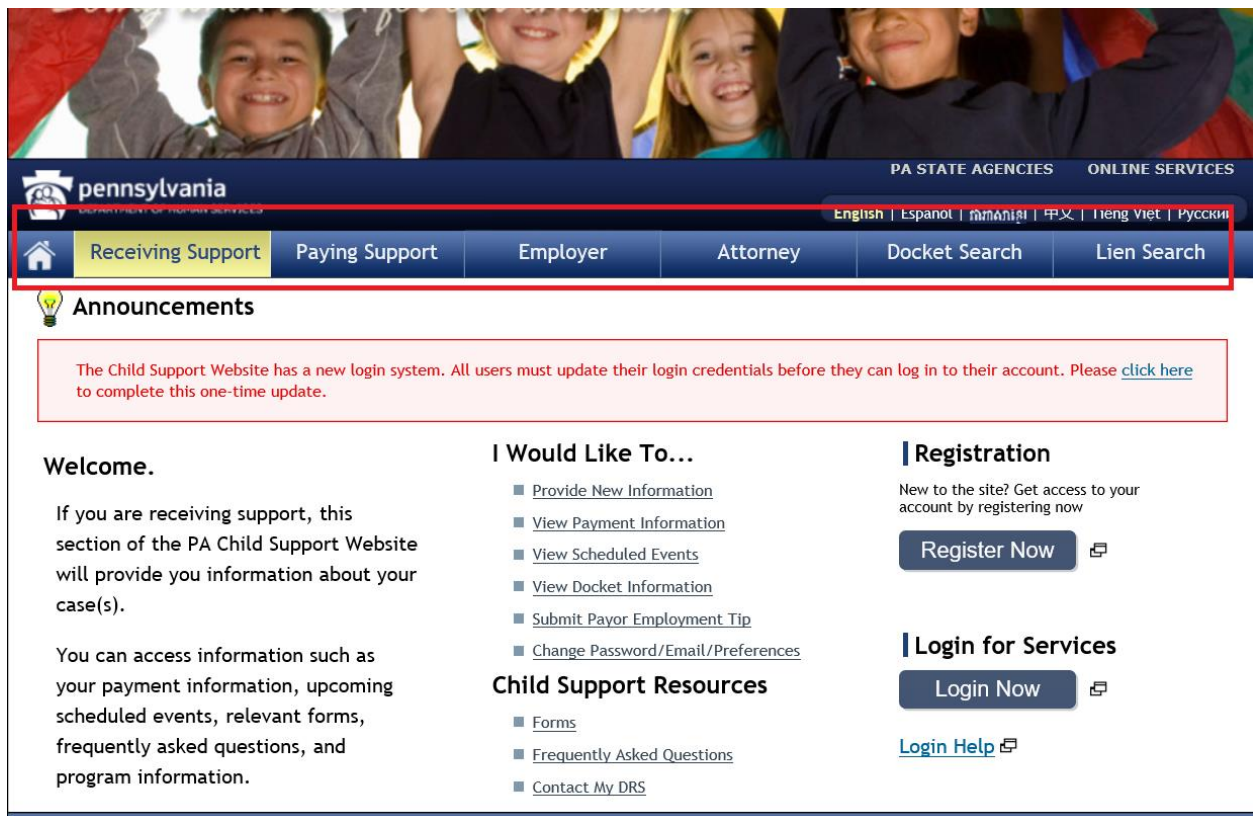


The screenshot shows the Keystone Key login page. At the top is the Pennsylvania Department of Human Services logo. Below the logo is a red-bordered box containing a message about a new login system. The main content area is divided into two sections: 'Keystone Key' and 'Self-service for Citizens'. The 'Keystone Key' section has a form with fields for 'Keystone ID' and 'Password', and a 'LOGIN' button. The 'Self-service for Citizens' section has links for 'Register a new Child Support Account', 'Forgot Keystone ID', and 'Forgot Password'. At the bottom, there is a warning about unauthorized access and a copyright notice for 2019.

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, Employer, Attorney, etc.):



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](#)

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

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Registration

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

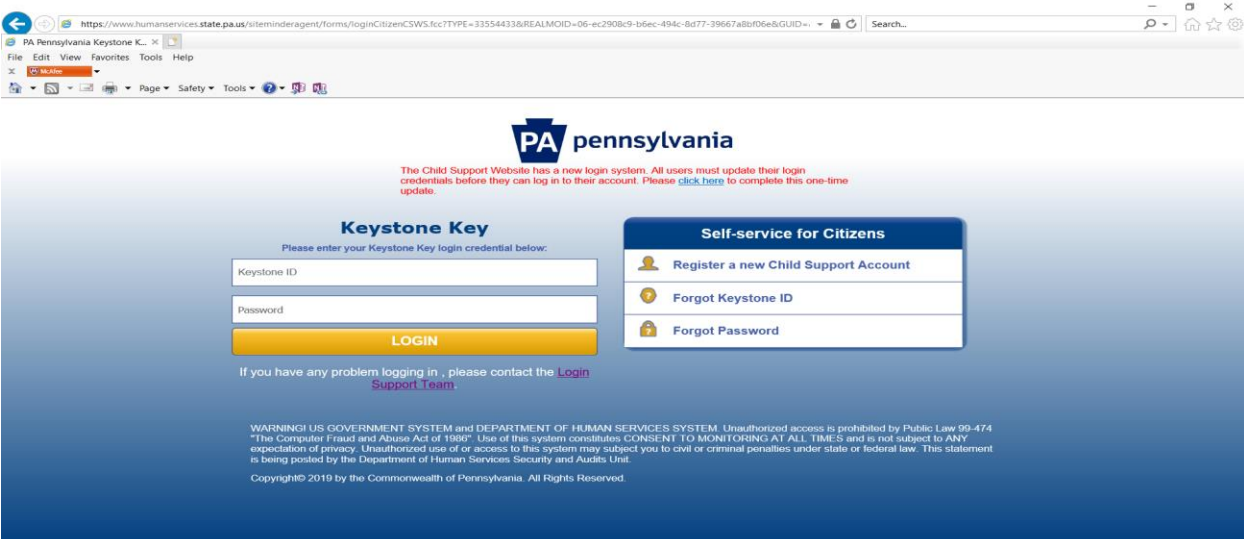
[Register Now](#)

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](#)

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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

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Registration

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


[Register Now](#)

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:

[LOGIN](#)

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

Self-service for Citizens

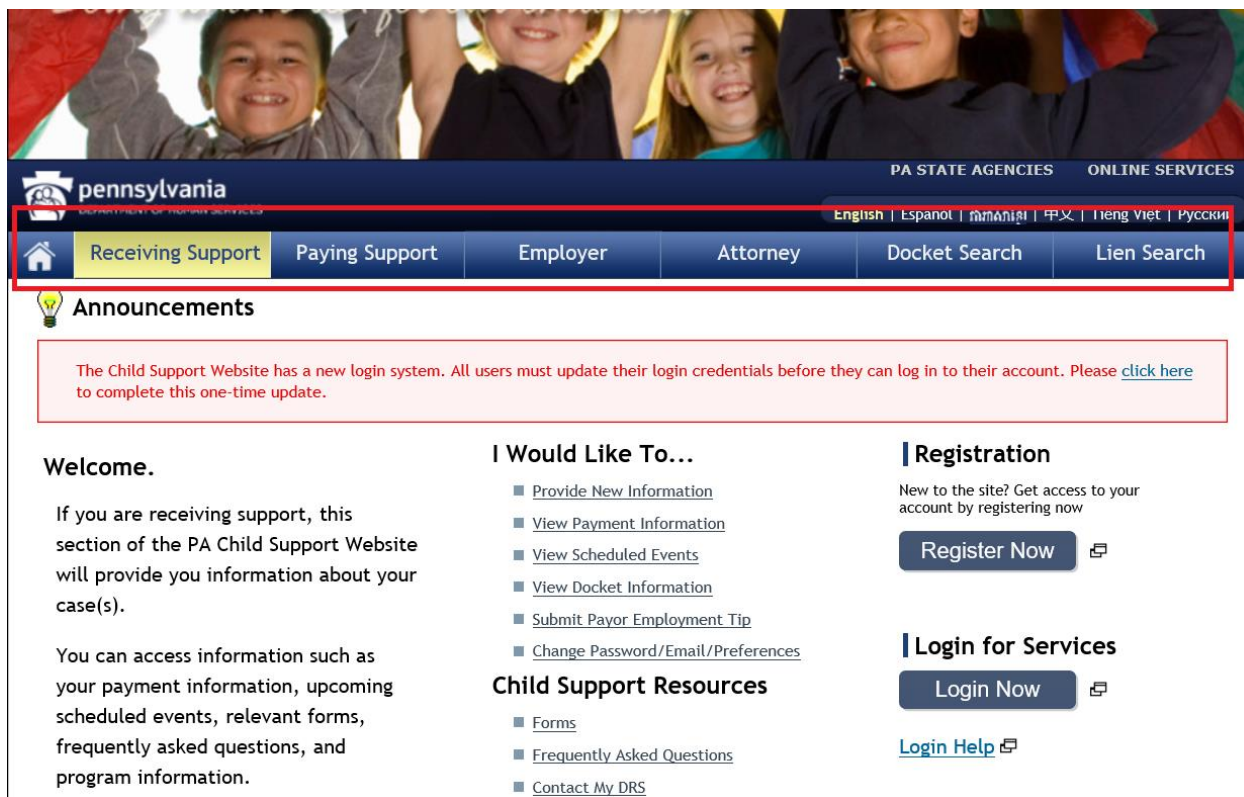
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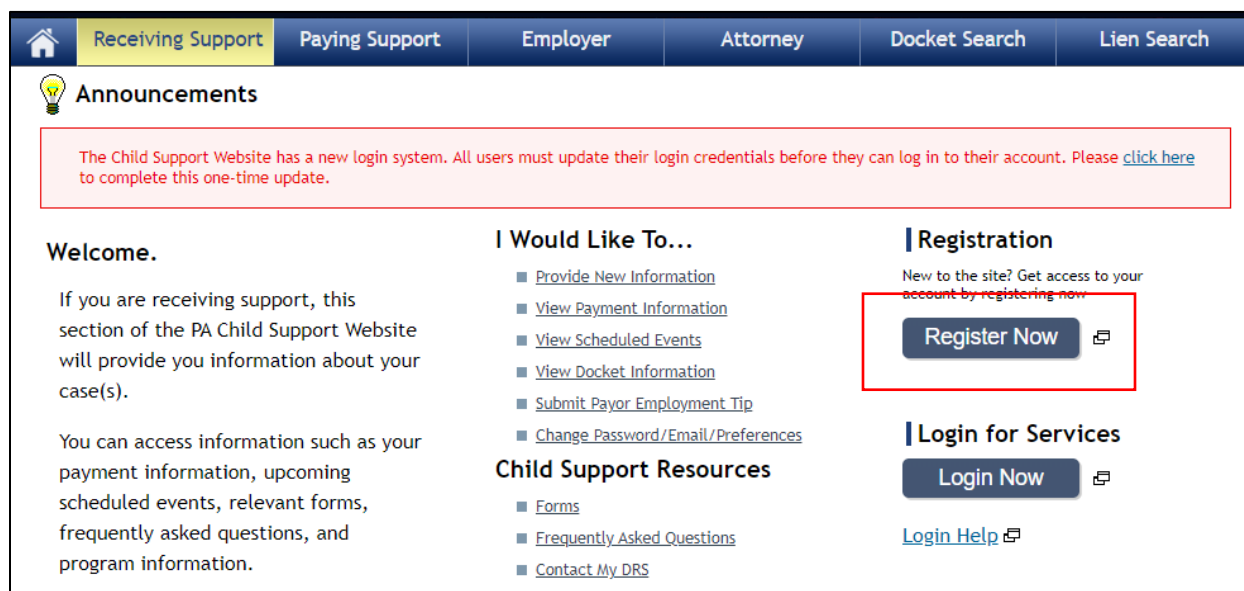
I don't have a Keystone ID or Child Support Website account

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. At the top, there is a banner with the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the banner is a navigation bar with the following links: "Receiving Support", "Paying Support", "Employer", "Attorney", "Docket Search", and "Lien Search". The "Receiving Support" link is highlighted. Below the navigation bar is a section titled "Announcements" with a lightbulb icon. The announcement text reads: "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 the announcement are three columns of content. The first column is titled "Welcome." and contains text about receiving support. The second column is titled "I Would Like To..." and contains a list of links: "Provide New Information", "View Payment Information", "View Scheduled Events", "View Docket Information", "Submit Payor Employment Tip", and "Change Password/Email/Preferences". The third column is titled "Registration" and contains a "Register Now" button. Below the registration section is a "Login for Services" section with a "Login Now" button and a "Login Help" link.

After selecting your role, select Register Now:



This screenshot is similar to the one above, showing the same website layout. However, the "Register Now" button in the "Registration" section is highlighted with a red rectangle. The "Receiving Support" link in the navigation bar is also highlighted. The announcement and other content remain the same.

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.