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Human Services Department Announces Child Support Web Services Now Available

“Self-Service” Website Allows Custodial and Non-Custodial Parents Access to Secure Case Information

SANTA FE – The Human Services Department is pleased to announce the release of the redesigned online Child Support Enforcement Case Information Systems, known as the eCSE system.

“The online tool has been updated with state-of-the-art technology that allows a more convenient way for custodial and non-custodial parents to apply for services, update, and track their case,” said Pamela Hyde, Human Services Department Secretary.

The eCSE system, which can be found at <http://elink.hsd.state.nm.us>, went “live” last Wednesday. All users will be required to create a new account. The instructions for creating a new account and password can be found on eCSE system. Additional information on how to create a Pass Phrase can be found at <http://www.hsd.state.nm.us/csed/> under Related Links.

Custodial and non-custodial parents who visit the site will be able to:

- Request an application for child support services through the Child Support Enforcement Division be sent to them,
- Sign up for access to the eCSE website to view child support case information,
- View case payment information or recent news on their case,
- Track their case status, and
- Update their contact information.

Other tools on the eCSE website include a child support guideline calculator, information about the prepaid debit card, medical support enforcement, a list of child support enforcement offices, and a demo of how to use the online system. The online system for employers is still in the process of a redesign and will be available for use later this year.

Custodial and non-custodial parents who access the eCSE system at <http://elink.hsd.state.nm.us> and have questions or need assistance can call the Child Support Customer Service Center at 1-800-288-7207.

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