

# **Navigating the Voice Response System (VRS)**

You will need your:

**SSN and 4-Digit DSER PIN number**

1. Dial the VRS at **1-800-371-7179 (in Maine) or 1-207-624-7830**
2. Press 1 if you have an open case.
3. Press 2 for general information or to apply for services
4. Enter your Social Security number
5. Enter your personal identification number (PIN)
6. Press \* if you don't know your PIN
7. Once you enter your PIN on the VRS, listen to the prompts or follow the menu below to give or receive the desired information

## **For information about Disbursements or to update your address**

**Press 1, then:**

**Submenu:** Press 1 to hear the last 3 disbursements  
Press 2 if you would like an application for direct deposit to be sent to you  
Press 3 if you would like to stop a current direct deposit  
Press 4 to update your address  
Press 5 to request a 12 month disbursement report  
Press 6 to report a lost check  
Press 0 to speak with a representative M-F from 10:00 AM to 3:00PM  
Press \* to repeat this menu

## **For Case specific information Press 2, then:**

**If you have more than one case you will be able to select which case you want information on.**

**Submenu:** Press 1 to hear the last 3 collections on your case  
Press 2 to report that payments have stopped  
Press 3 to dispute disbursements  
Press 4 to report an address for the Non-Custodial Parent  
Press 5 for options on reporting an employer for a Non Custodial Parent  
Press 6 to request a 12 month payment report  
Press 9 to return to the main menu  
Press 0 to speak with a representative M-F from 10:00 AM to 3:00PM  
Press \* to repeat this menu

## **To Change your PIN Press 3, then:**

**Sub menu:** Press 1 to request a new PIN  
Press 2 to change your PIN yourself  
Press 9 to return to the main menu  
Press \* to repeat this menu