



## Change of Address Instructions

**ONCE YOU HAVE A CHILD SUPPORT ORDER**, OCSE must be updated on any changes in your home and/or mailing address. If this information changes for either parent, it is important to notify OCSE as soon as possible.

There are several options:

- **Call the New York State Child Support Helpline** to speak to a customer service representative between 8 a.m. and 7 p.m., Monday to Friday: (888) 208-4485; or TTY (Hearing Impaired): (866) 875-9975.
- **Go on the website of the New York State Division of Child Support Enforcement** (NYS DCSE): [www.childsupport.ny.gov](http://www.childsupport.ny.gov). There is a link in the menu on the left side of the home page to log in to your account. You will be asked to enter your Social Security Number and the PIN you were given for your account. Then choose either “Custodial Parent Services” or “Non-Custodial Parent Services” in the menu and follow the links to “Update CP Information” or “Update NCP Information.”
- **Send a written request that includes a copy of a photo ID with a signature to:**

**NYC Office of Child Support Enforcement**  
PO Box 831, Canal Street Station  
New York, NY 10013

- **Bring a photo ID with a signature to the:**

**OCSE Customer Service Walk-In Center**  
151 West Broadway, 4th floor  
New York, NY 10013  
Office hours: 8 a.m.–7 p.m., Monday–Friday

### Travel Directions

The OCSE Customer Service Walk-In Center is located in Lower Manhattan at 151 West Broadway, two blocks west of Broadway and three blocks north of Chambers Street.

To get to our office you can take any of the following trains:

- A, C, 1, 2, 3, J, Z to Chambers Street
- E to Canal Street
- 4, 5, or 6 train to the Brooklyn Bridge/City Hall