

The Office of Support Enforcement (OSE) is pleased to announce the launch of its new website which features a secure online portal for clients and other stakeholders to log into to view their account details.

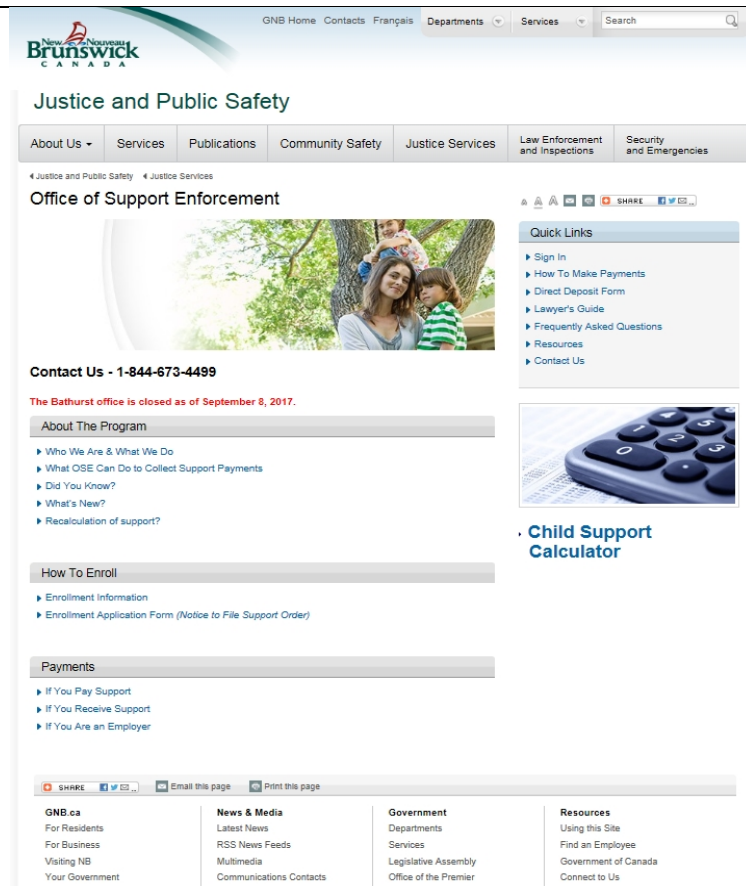
OSE clients will have online access to:

- Amounts due and paid
- Their statements of account
- The last 5 enforcement actions applied to their case
- Income tax receipts and other forms

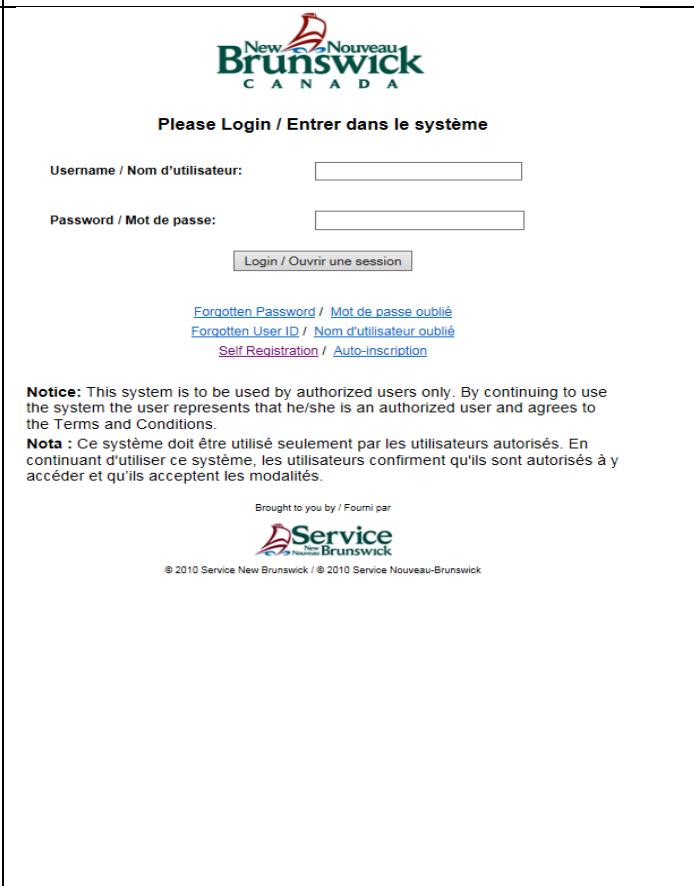
In addition to the above, the website offers an expanded resources page, frequently asked questions page and a lawyer's guide.

To register, please visit www.gnb.ca/OSE. The link to sign into the secure portal is under Quick Links.

The Sign In link will take you to Service New Brunswick's Identity Access Management page. Click "self-registration" to create an online account:



The screenshot shows the OSE website interface. At the top, there is a navigation bar with links for GNB Home, Contacts, Français, Departments, Services, and a search box. Below this is the "Justice and Public Safety" header. A main menu includes "About Us", "Services", "Publications", "Community Safety", "Justice Services", "Law Enforcement and Inspections", and "Security and Emergencies". The main content area features the "Office of Support Enforcement" title, a "Quick Links" section with items like "Sign In", "How To Make Payments", "Direct Deposit Form", "Lawyer's Guide", "Frequently Asked Questions", "Resources", and "Contact Us". There is also a "Child Support Calculator" link. A sidebar on the right contains "Contact Us - 1-844-673-4499" and a notice: "The Bathurst office is closed as of September 8, 2017." Below this are sections for "About The Program", "How To Enroll", and "Payments". The footer contains various links for GNB.ca, News & Media, Government, and Resources.



The screenshot shows the OSE login page. It features the "New Brunswick / Nouveau Brunswick" logo at the top. Below the logo is the heading "Please Login / Entrer dans le système". There are two input fields: "Username / Nom d'utilisateur:" and "Password / Mot de passe:". A "Login / Ouvrir une session" button is located below the password field. Below the button are three links: "Forgotten Password / Mot de passe oublié", "Forgotten User ID / Nom d'utilisateur oublié", and "Self Registration / Auto-inscription". A "Notice" section states: "This system is to be used by authorized users only. By continuing to use the system the user represents that he/she is an authorized user and agrees to the Terms and Conditions." Below the notice is a "Nota" section in French: "Ce système doit être utilisé seulement par les utilisateurs autorisés. En continuant d'utiliser ce système, les utilisateurs confirment qu'ils sont autorisés à accéder et qu'ils acceptent les modalités." At the bottom, it says "Brought to you by / Fourni par" followed by the "Service New Brunswick" logo and the copyright notice "© 2010 Service New Brunswick / © 2010 Service Nouveau-Brunswick".

Once you have created your online account, you will be redirected to the OSE login page:

The screenshot shows the New Brunswick Justice website. At the top left is the New Brunswick logo. To the right are navigation links for GNB, Contacts, Français, Departments, and Services, along with a search bar. Below the logo is the word "Justice" and a menu with "About Us", "Services", "Publications", and "Family Justice and Court Resources". A "Sign Out" link is in the top right. The main heading is "Family Support Orders Service Online". Below it is a security notice: "This website is designed to ensure your private and personal information remains secure." followed by two bullet points: "If you are using a computer in a public place make sure no one can see the screen." and "Remember to log out when finished." Below that is a note: "Your session will automatically end after 10 minutes of inactivity." A "Please note" box states: "the information provided by FSOS is the most up-to-date information available and is updated once daily before 6:00am." There are three buttons: "Enter as Beneficiary / Payer", "Enter as New Brunswick Government Agency", and "Enter as Reciprocal Jurisdiction". Below these is a "Beneficiary and Payer" section with instructions: "If you are a beneficiary or payer and wish to view your case information, please select the FSOS Case File Number or Court File Number and provide the required information." It features a "Case Identifier" dropdown menu with "Please Select One" selected. A red asterisk indicates a required field. At the bottom of this section, it says: "If you are having trouble signing in, please contact FSOS" and "Website support is available weekdays between the hours of 8:30am - 4:30pm Atlantic."

To login, OSE payers and beneficiaries will require:

- Their 9-digit OSE case file number (beginning with “SE”), OR
- Their 8-digit Court file number (beginning with “FD_”) AND
- Their OSE Personal Identification Number.

New Brunswick government agencies and reciprocal jurisdictions must contact OSE to provide additional information in order to complete their account set up.

The online portal is offered in addition to the OSE telephone info-line. As with the info-line, information is updated once daily.

We invite you to register for the online portal today!