

1. Is this email legitimate?

Yes, the Department of Child Support Services (DCSS) New Employer Subscription list is legitimate. Simpligov is a platform used by DCSS to complete forms and enhance communication with our stakeholders. These emails were developed by DCSS Employer Services to communicate with our valued employer partners.

2. What if our Business is closed?

If your business is closed, you can unsubscribe from the New Employer email list from the original email sent. If you employ someone with a child support case in the future this information will still be helpful.

3. What participant is this regarding?

This email subscription is not regarding a particular employee; it is to provide you, the employer, with resources and to keep you updated on the child support system.

4. What is this form used for/ I already completed the “Employer Information Request” (EIR)?

We have 2 different forms:

- The Employer Information Request (EIR) form provides our Employer Services team your company demographics to ensure our legal documents are mailed to the correct location.
- **The New Employer Email list goes to our Employer Outreach team to keep you updated on employer events, child support laws, and employer trainings. Simpligov is a platform used by the Department of Child Support Services (DCSS) to complete forms and enhance communication with our stakeholders.**

5. What if I have multiple businesses?

There are two (2) options, each business can be registered under different email addresses or register all businesses under one (1) email address. This allows you to stay up to date on your roles and responsibilities with the Department of Child Support Services (DCSS).

6. How should I register if I am a Payroll manager? Yes

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A payroll manager (a payroll employee of a particular business) – Enroll as an employer and complete the form to stay up to date on your roles and responsibilities with the Department of Child Support Services (DCSS).

7. How should I register if I am a Payroll Processor? Yes

A payroll provider/processor (a third-party company hired to process a company's payroll) – If you have employees in your company with a child support case, or you have a child support case, complete the form as an employer. If you are providing payroll assistance to other companies with a child support case, enroll that company, select the payroll provider box, and input your company's information.

8. How should I register if I am a PEO? Yes

If you are a Professional Employer Organization (PEO) (outsource many of your human resource functions known as co-employment) – Enroll as an employer. Please do not provide client information.

9. What if I am from out of state?

If you received the New Employer Subscription email, this typically indicates that your company has employed an individual with a child support case in California, regardless of the company's state or employee location. The email was previously registered by someone in your company on the Employer Email list for the California Department of Child Support Services (DCSS).

10. Do I need to complete this if I am not a new employer?

What "New Employer Subscription List" means is our system is new. All employers new or long standing can subscribe to the email list.