

COMMITMENT TO SERVICE

The Support Enforcement Program is committed to providing the best possible service to our clients.

The **SEA Web Portal** is just another way for our program to reach out to our clients and make their Support Enforcement experience easier and more pleasant.

We hope you will enjoy using our service, and after using it for a while we hope you will take the time to fill out our anonymous feedback form. The form can be accessed within the 'Communicate Online' section of the SEA Web Portal. Your feedback will be used to improve the usefulness and effectiveness of the **SEA Web Portal**.

Remember to look out for new features in the **SEA Web Portal** in the near future!

THE **SEA WEB PORTAL INFORMATION PAMPHLET**
IS AVAILABLE AT:

http://www.justice.gov.nl.ca/just/childsupport/seaweb_brochure.pdf



Support Enforcement Division
Department of Justice and Public Safety
Government of Newfoundland and Labrador

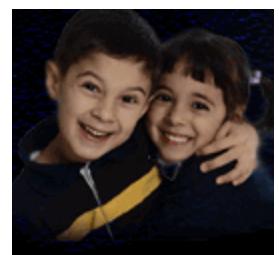
SEA WEB PORTAL INFORMATION PAMPHLET



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Department of Justice and Public Safety

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K YV PORTAL SERVICES FOR OUR CLIENTS

What is the SEA Web Portal?

THE **SEA WEB PORTAL** IS A GATEWAY INTO YOUR SUPPORT ENFORCEMENT ACCOUNT. INSIDE THE **SEA WEB PORTAL** YOU CAN RETRIEVE UP-TO-DATE INFORMATION ABOUT THE STATUS OF YOUR SUPPORT ENFORCEMENT ACCOUNT. FOR EXAMPLE, YOU CAN CHECK YOUR ACTIVE COURT ORDER TERMS, FIND OUT WHAT ACTIONS HAVE BEEN TAKEN TO ENFORCE YOUR ACCOUNT, GET THE LATEST PAYMENT DETAILS, AND MUCH, MUCH MORE.

Access Up-to-Date Account Information

THE **SEA WEB PORTAL** CONTAINS ALL THE VITAL INFORMATION ON YOUR SUPPORT ENFORCEMENT ACCOUNT FROM AN ADMINISTRATIVE AND A FINANCIAL POINT OF VIEW.

ADMINISTRATIVE INFORMATION

- ACCOUNT STATUS
- YOUR ACCOUNT OFFICER
- ACTIVE ENFORCEMENT ACTIONS
- 12-MONTH ENFORCEMENT ACTIVITY SUMMARY

FINANCIAL INFORMATION

- ACCOUNT BALANCE
- LAST PAYMENT DATE AND AMOUNT
- DIRECT DEPOSIT STATUS (FOR CREDITORS)
- PRE-AUTHORIZED DEBIT STATUS (FOR DEBTORS)
- EMPLOYMENT OR FEDERAL GARNISHMENT STATUS
- A SUMMARY OF ACTIVE COURT ORDER TERMS
- A COMPLETE ACCOUNT PAYMENT SUMMARY

Communicate with Support Enforcement

THE **SEA WEB PORTAL** IS MORE THAN JUST A TOOL FOR INQUIRING ABOUT ACCOUNT DETAILS. THIS SERVICE ALSO ALLOWS YOU TO COMMUNICATE SECURELY WITH THE SUPPORT ENFORCEMENT PROGRAM. SEND MESSAGES DIRECTLY TO THE OFFICER HANDLING YOUR ACCOUNT:

- SEND UPDATED CONTACT INFORMATION
- SEND A SECURE MESSAGE
- RECEIVE A SECURE RESPONSE
- REQUEST A PAYMENT SUMMARY BY MAIL
- REQUEST A TELEPHONE CALL
- REPORT A DIRECT PAYMENT*
(*FOR CREDITORS ONLY)

Access More Information

THE **SEA WEB PORTAL** ALSO CONTAINS LINKS TO VITAL SUPPORT ENFORCEMENT RESOURCES AVAILABLE ON-LINE. LINKS ARE PROVIDED TO ALL THE LATEST VITAL SUPPORT ENFORCEMENT DOCUMENTS AND PUBLICATIONS, PDF FORMS® (WHICH CAN BE FILLED-OUT ON-LINE AND PRINTED AT YOUR COMPUTER), AND LINKS TO INFORMATION RELEVANT TO FEDERAL AND OTHER PARTNERING JURISDICTIONS.

How Do I Sign Up?

ALL ELIGIBLE SUPPORT ENFORCEMENT CLIENTS HAVE BEEN MAILED AN INVITATION FOR THIS SERVICE! ALL NEW SUPPORT ENFORCEMENT ACCOUNTS ALSO RECEIVE AN INVITATION.

IF YOU HAVE NOT RECEIVED AN INVITATION FOR THIS SERVICE, PLEASE CONTACT SUPPORT ENFORCEMENT TODAY!

What Do I Need to Log-In?

ACCESS TO YOUR SUPPORT ENFORCEMENT ACCOUNT DETAILS IS SECURED FOR YOUR PROTECTION. TO START, POINT YOUR WEB BROWSER TO:

[HTTPS://SEA-REMOTE.JUSTICE.GOV.NL.CA](https://SEA-REMOTE.JUSTICE.GOV.NL.CA)

IN ORDER TO 'LOG-IN' TO THE **SEA WEB PORTAL** AND ACCESS YOUR SUPPORT ENFORCEMENT ACCOUNT, YOU WILL NEED TO SUPPLY YOUR:

- SUPPORT ENFORCEMENT ACCOUNT NUMBER
- ROLE WITH SUPPORT ENFORCEMENT (E.G. CREDITOR, DEBTOR, ETC.)
- PIN (WHICH YOU RECEIVED BY MAIL)

TO INQUIRE OR REQUEST AN INVITATION EMAIL SEPS@GOV.NL.CA. IF YOU DON'T HAVE ACCESS TO EMAIL, PLEASE CALL YOUR SUPPORT ENFORCEMENT OFFICER OR SEND A WRITTEN REQUEST TO:

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