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## Child Support Recalculation Program

### Recalculation Info Online (RIO)

The Child Support Recalculation Program (RP) offers clients convenient Internet access to their file information, 24 hours a day, seven days a week. The Recalculation Info Online system (RIO) allows clients to both see and provide key file information in a secure way. RIO helps clients meet their legal obligations to update their contact details and provide income information each year.

### Accessing RIO

RIO is accessed through RP's website at [www.recalculation.alberta.ca](http://www.recalculation.alberta.ca). Click on "Recalculation Info Online," and you will be directed to a log-in screen. On the log-in page, enter your email address and password.

Before accessing RIO for the first time, you need to speak personally to RP staff to obtain your personal registration identification number. Then go to RIO's log in screen and click "Logging in for the first time". You will be asked to enter your registration identification number and email address and to create a unique password. You will also need to select and answer five personal questions. These questions will be used to verify your identity if you forget your password in the future. Never share your password or answers to the password re-set questions.

It is important that users remember the email address they use to create their online account. This email address cannot be re-set automatically by RIO. If you forget your email address, you will not be able to access RIO without speaking to RP staff for assistance.

### Updating your contact information

By law, RP recipients and payors must provide RP with up to date contact information. Each time you log into RIO, you must either update or confirm the phone numbers and addresses RP currently has for you. The **My Contact Info** menu choice also allows you to view or update this contact information at any time while navigating through RIO.

### Viewing and printing RP file information

Using RIO, you can view and print important RP file information. The **Welcome** page summarizes key facts on your file, such as:

- whether you are the child support payor or the recipient;
- the date of the court order or agreement being recalculated and your anniversary date (i.e. the date on which RP targets to have your recalculated support amount effective each year);
- whether you have an obligation to provide income information and if so, when it is due; and

- whether RP is recalculating your table amount of support, proportionate shares of special expenses, or both table amount and proportionate shares.

**View Documents** lets you view and print:

- each of your child support orders or agreements that RP has accepted for recalculation;
- each Recalculation Decision issued on your file (including copies filed in court);
- each cover letter RP sent to you with a Recalculation Decision; and
- income information supplied by you and the other parent. This normally includes a completed Income Questionnaire, income tax return and Notice of Assessment/Reassessment.

The **Decision Worksheets** link allows you to see or print the math calculations done by RP when recalculating the parties' guideline incomes and child support.

**File History** lists major events on your file, such as when RP first opened it, when each Decision was issued and if new child support orders were received. The **Service Fees** page lists all RP service fees charged to you, the total of payments made towards your fees and the current balance outstanding.

### **Sending documents to RP**

RP discourages clients from sending personal information through regular email. Emails are at risk of being intercepted or misdirected, meaning sensitive information can end up in the wrong hands.

RIO's **Send Document** page offers a safe alternative to email, allowing you to send specific listed documents to RP in a secure environment. Especially helpful is the ability to send RP your income information (i.e. Income Questionnaire, income tax return and Notice of Assessment/Reassessment), consent to recalculate (used in self-employment situations) or Notice of Objection (where a client commences a court application to object to RP's Recalculation Decision). In the future, you will also be able to use this page to provide us with any future child support court applications or child support orders you receive.

### **Request call from RP**

Through this option, you can ask RP staff to phone you to discuss your file. Staff will do their best to call you within two business days during your preferred times.

### **How to contact Alberta's Child Support Recalculation Program**

**For mail only:**  
Recalculation Program  
8th Floor, 10365 97 Street  
Edmonton AB T5J 3W7

**Telephone:** 780-401-1111 (toll-free: 310-0000)  
**Fax:** 780-644-3674  
**E-mail:** [recalculation@gov.ab.ca](mailto:recalculation@gov.ab.ca)  
**Website:** [www.recalculation.alberta.ca](http://www.recalculation.alberta.ca)

**RP is unable to see clients in person.** Please contact us by mail, phone, fax or e-mail.