



Child Support Guidelines 2020

Calculator Technical Help

Table of Contents

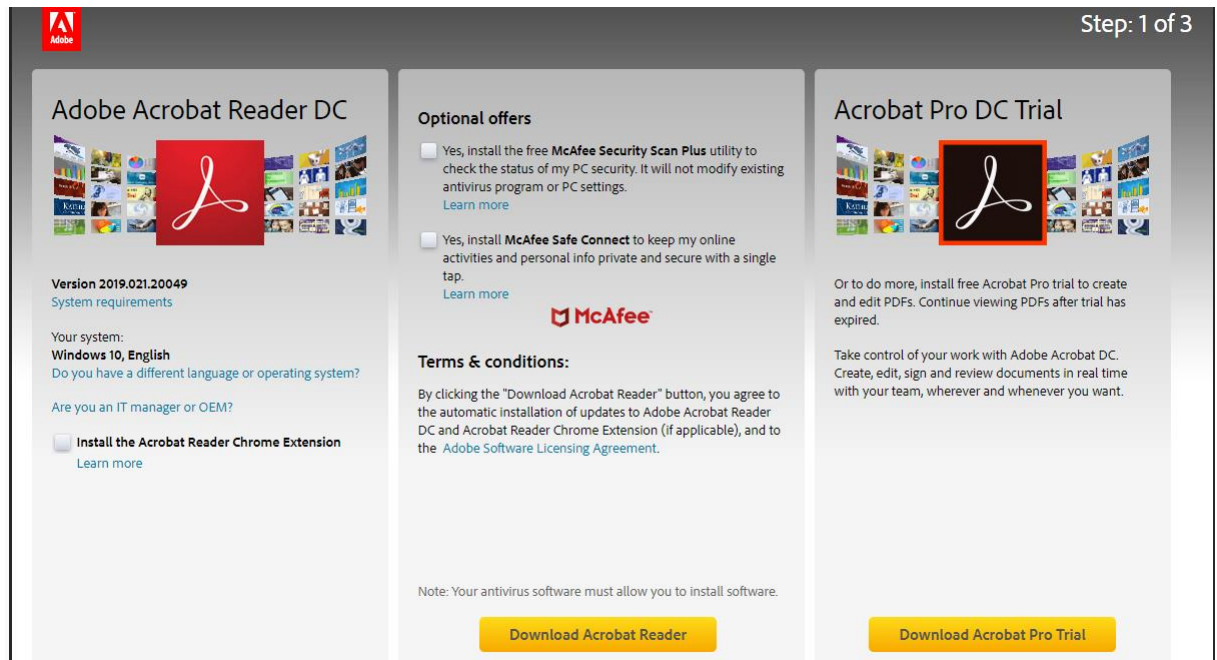
- 1. Web Style Calculator 3**
 - 1.1. Download Instructions 3
 - 1.2. Frequently Asked Questions (FAQs) 4
- 2. Excel Worksheet..... 5**
 - 2.1. Frequently Asked Questions (FAQs) 5

1. Web Style Calculator

The Child Support Web Style Calculator is a safe downloadable application that uses automated calculations to simplify child support calculations.

1.1.Download Instructions

1. Click on the “Web Calculator” link on the TDHS website Child Support Calculator and Worksheet page to download the StateTNCalculator2020v1.0.exe file.
2. Locate and double-click the .exe file. (It will usually be in your Downloads folder unless you have chosen a different location.)
3. When you enter requested information in a series of 8 steps, the Calculator will generate a completed document titled Child Support Worksheet that you can print and save.
4. To be able to save/view a CS Worksheet that the Calculator creates as a PDF file, you must have a PDF Reader installed on your system. If not, you may download a free Adobe Acrobat Reader DC at <https://get.adobe.com/reader/>



The screenshot shows the Adobe Acrobat Reader DC download page, labeled "Step: 1 of 3". The page is divided into three main sections:

- Adobe Acrobat Reader DC:** This section features the Adobe logo and a collage of document thumbnails. It lists the version as 2019.021.20049 and provides system requirements for Windows 10, English. It also includes a link for "System requirements" and a question "Do you have a different language or operating system?". Below this, it asks "Are you an IT manager or OEM?" and offers an option to "Install the Acrobat Reader Chrome Extension" with a "Learn more" link.
- Optional offers:** This section contains two checkboxes for additional software: "Yes, install the free McAfee Security Scan Plus utility to check the status of my PC security. It will not modify existing antivirus program or PC settings." and "Yes, install McAfee Safe Connect to keep my online activities and personal info private and secure with a single tap." Both options include "Learn more" links. The McAfee logo is displayed below these offers.
- Terms & conditions:** This section states that by clicking the "Download Acrobat Reader" button, the user agrees to the automatic installation of updates to Adobe Acrobat Reader DC and Acrobat Reader Chrome Extension (if applicable), and to the Adobe Software Licensing Agreement.

At the bottom of the page, there is a note: "Note: Your antivirus software must allow you to install software." Two prominent yellow buttons are located at the bottom: "Download Acrobat Reader" and "Download Acrobat Pro Trial".

1.2.Frequently Asked Questions (FAQs)

1. Can I use the Calculator on an Apple Mac computer?

No. Currently, the Web-Style Calculator is not compatible with the Mac operating system (MacOS). However, we do provide a version of the Child Support Worksheet in Excel for Mac users. Click on "DOWNLOAD SPREADSHEET - Mac Version" on the Downloads page to download this tool. All 3 of our three automated tools (the Web-Style Calculator, the Excel CS Worksheet for Windows users, and the Excel CS Worksheet for Mac users) yield identical results when the same set of facts are entered.

2. I clicked on one of the steps in the Calculator and now I can't move to the next step. Why is that?

Some pieces of information are so important to the calculation of child support, that the Calculator won't let you move to another step without providing them. Check the Help Window at the top of the page to find out which piece of required information is missing. Also, the tool works best if filled out starting with Step 1 and proceeding through the other steps in order. Some later steps require that you have filled in the information on earlier steps. If you get really stuck, you can always click **Reset** and start over from the beginning.

3. After I look at my results in Step 9 on the Calculator, can I go back to previous steps and change some values?

Yes. You can go back to any of the prior steps and change one or more of the values you entered. You can also click "Reset" to clear all information from the Calculator and start over.

4. After I have entered my information in the Calculator, can I save or print out my completed Worksheet?

Yes.

To save as PDF:

Click on the "Print/Save" button on your document, then select **Microsoft Print to PDF** in the Print box that appears. Click on **Print** and save it to a desired location on your system.

To print the worksheet:

Click on the "Print/Save" button on your document, then select the desired printer in the Print box that appears. Click on **Print**.

2. Excel Worksheet

The Child Support Income Shares worksheet is a safe macro-based Excel spreadsheet that uses automated calculations to simplify the child support calculations.

2.1. Download Instructions

1. Click and download ANY of the below Excel worksheet versions for your operating system (OS) and language:
 - a. Excel Windows English
 - b. Excel Windows Spanish
 - c. Excel Mac English
 - d. Excel Mac Spanish
2. Locate and double-click the Excel file. (It will usually be in your Downloads folder unless you have chosen a different location.)
3. You will find a series of tabs along the bottom of the page, one for each Worksheet. Additionally, there are two supporting sheets - *Worksheet Instructions* with detailed instructions for completing the worksheet and another sheet named *Income Shares Schedules* containing the TN Schedule of Basic Child Support Obligations.
4. You will need to have **Microsoft Excel (version 97 or later)** in order to use this calculator.
5. You may need to **enable macros** on Excel in order to use this calculator. If you need help on how to do this, refer to Microsoft Support instructions on how to enable macros: <https://support.office.com/en-us/article/enable-or-disable-macros-in-office-files-12b036fd-d140-4e74-b45e-16fed1a7e5c6>

2.2. Frequently Asked Questions (FAQs)

1. **I am trying to use the worksheet, but it isn't calculating when I put different figures in? The obligation numbers don't change when I put new numbers in?**

If you don't see the calculator changing the obligation numbers based on your input, you will need to ensure that macros are enabled on Microsoft Excel. For detailed steps on how to do this is available here: <https://support.office.com/en-us/article/enable-or-disable-macros-in-office-files-12b036fd-d140-4e74-b45e-16fed1a7e5c6>
2. **I need help with instructions on how to enter data into the calculator.**

The *Worksheet Instructions* sheet on the Excel calculator has detailed information on all the lines referenced in the calculator.