

Federal Parent Locator Service

# **FPLS System Framework**

## **User Screen Flow**

Document Version: 1.0

May 19, 2009

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DCN: C7-T0102A.01.01

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number NIH CIOSP 263-01-D-0054 by Lockheed Martin, Information Technology and Global Services, Incorporated (LM IS&GS). The work was authorized in compliance with the following specific prime task order:

Delivery Order Number: HHS-ACF-2005-C2427M  
Delivery Order Title: FPLS System Framework  
Document Date: April 2009

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# 1. REGISTRATION

**Figure 1-1: Welcome to FPLS Child Support Services Portal Window**



Chart 1-1 describes the functions that are available from the Welcome to FPLS Child Support Services Portal window.

<b>CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL WINDOW DESCRIPTION</b>	
Element	Description
Welcome	User remains on the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
<i>Messages</i>	Displays a system-generated messages to the user (this a read only field).
<b>Log In</b>	Opens the Login Certification window.
<b>Register</b>	Opens the User Certification window.

**Figure 1-2: User Certification Window**

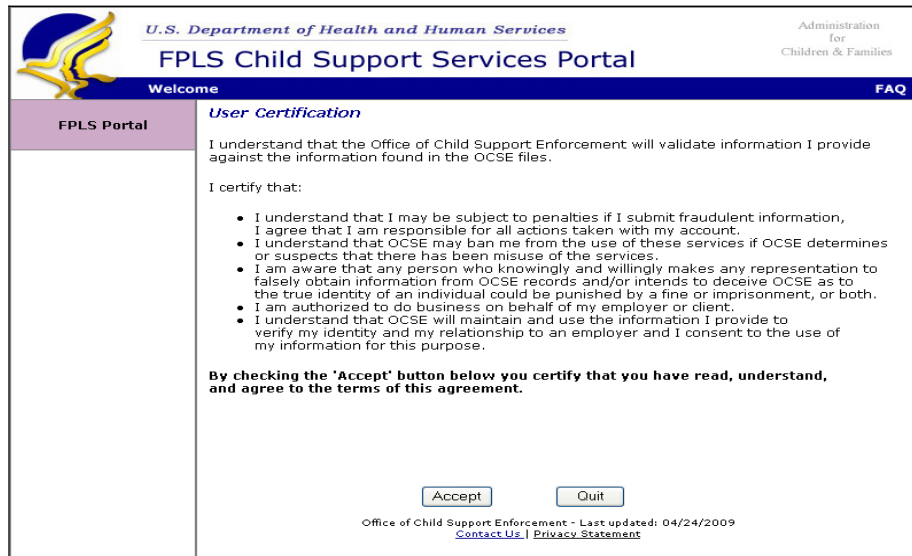


Chart 1-2 describes the functions that are available from the User Certification window.

<b>CHART 1-2: USER CERTIFICATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
<b>Accept</b>	Opens the Registration – User window.
<b>Quit</b>	Cancels the transaction and opens the Welcome to FPLS Child Support Services Portal window.

**Figure 1-3: Registration User Window**

Chart 1-3 describes the functions that are available from the Registration – User Page window.

<b>CHART 1-3: REGISTRATION - USER PAGE WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
-Personal Information-	User enters personal information – Name, SSN, DOB, work telephone and Email.



<b>CHART 1-3: REGISTRATION - USER PAGE WINDOW DESCRIPTION</b>	
Element	Description
-Employer Information -	User enters employer information – Employer Name, FEIN, Employer Number. and Employer Address.
-Security Information-	User enters User id and password.
<u>Password Policy</u>	Opens the Password Policy Requirements in a new window.
Challenge Questions 1-5	User selects and answers challenge questions.
<b>Next</b>	Opens the Registration – Services window.
<b>Clear</b>	Clears all data entered by the user.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-4: Registration Services Window**

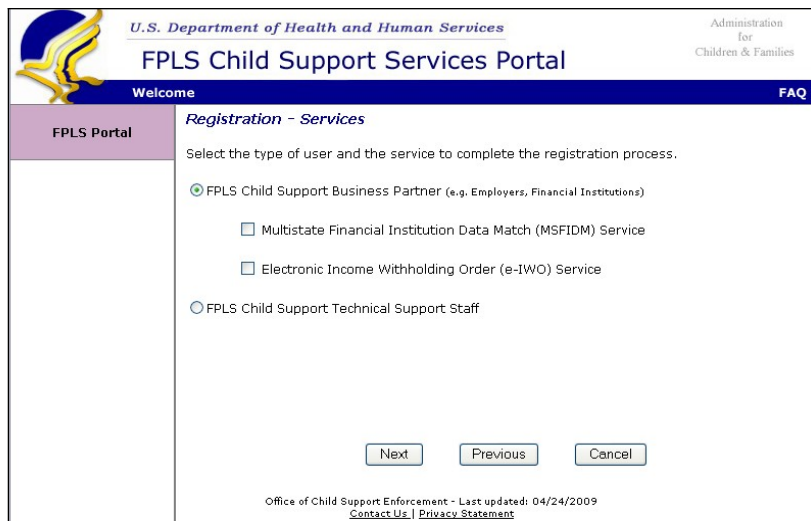


Chart 1-4 describes the functions that are available from the Registration Services window for the Child Support Business Partners (e.g. Employers and Financial Institutions).

<b>CHART 1-4: REGISTRATION SERVICES WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
FPLS Child Support Business Partner	User can select at least one of the following services: - Multistate Financial Institution Data Match (MSFIDM) Service.

	- Electronic Income Withholding Order (e-IWO) Service.
FPLS Child Support Technical Staff	User can select at least one of the following services: - Multistate Financial Institution Data Match (MSFIDM) Service. - Electronic Income Withholding Order (e-IWO) Service. - Passport Denial Web Application.
<b>Next</b>	Opens the Registration – MSFIDM window.
<b>Previous</b>	Opens the Registration - User Information window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-5: Registration – MSFIDM Window**

The screenshot shows the 'Registration - MSFIDM' window. At the top, it says 'U.S. Department of Health and Human Services' and 'Administration for Children & Families'. The main heading is 'FPLS Child Support Services Portal'. Below that, there's a 'Welcome' message and a 'FAQ' link. The main content area is titled 'Registration - MSFIDM' and includes a note: '\* indicates required field'. The section is titled 'Multistate Financial Institution Data Match (MSFIDM) Service'. It explains that this service allows Multistate Financial Institutions (MSFIs) to upload and download Inquiry and Response files for a quarterly data match with OCSE. It then asks the user to check the statement(s) that is(are) applicable:
 

- I am a submitter registering to do business on behalf of my financial institution.

 Below this, there are input fields for 'FEIN:' and 'Organization:'.
 

- I am a transmitter registering to do business on behalf of another financial institution. (Enter at least one FEIN and Organization below.)

 Below this, there are input fields for 'FEIN:' and 'Organization:'. There is a link for 'More FEINs ( For more than 10 FEINs contact Help Desk)'. At the bottom, there are three buttons: 'Next', 'Previous', and 'Cancel'. At the very bottom, it says 'Office of Child Support Enforcement - Last updated: 04/24/2009' and provides links for 'Contact Us' and 'Privacy Statement'.

Chart 1-5 describes the functions that are available in the Registration-MSFIDM window.

<b>CHART 1-5: REGISTRATION – MSFIDM PAGE WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
- Submitter Statement-	Identifies submitter.
FEIN	Allows the submitter FEIN to be entered

Organization	Allows the submitter organization to be entered.
-Transmitter Statement-	Identifies transmitter.
FEIN	Allows the transmitter FEIN to be entered
Organization	Allows the transmitter organization to be entered.
<u>More FEINS</u>	Reopens the Registration – MSFIDM window. Allows additional FEIN and Organization’s to be entered.
<b>Next</b>	Opens the Registration – eIWO window or the Registration Confirmation window.
<b>Previous</b>	Opens the Registration Services window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-6: Registration – MSFIDM (More FEINs)**

Chart 1-6 describes the functions that are available in the Registration-MSFIDM window.

<b>CHART 1-6: REGISTRATION – MSFIDM PAGE WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
- Submitter Statement-	Identifies submitter.
FEIN	Allows the submitter FEIN to be entered
Organization	Allows the submitter organization to be entered.
-Transmitter Statement-	Identifies transmitter.
FEIN	Allows the transmitter FEIN to be entered
Organization	Allows the transmitter organization to be entered.
More FEINS	Allows additional FEIN and Organization’s to be entered.

<b>Next</b>	Opens the Registration – eIWO window or the Registration Confirmation window.
<b>Previous</b>	Opens the Registration – MSFIDM window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-7: Registration-eIWO Window**

Chart 1-7 describes the functions that are available in the Registration – e-IWO window.

<b>CHART 1-7: REGISTRATION - CONFIRMATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
- Submitter Statement-	Identifies submitter.
FEIN	Allows the submitter FEIN to be entered
Organization	Allows the submitter organization to be entered.
-Transmitter Statement-	Identifies transmitter for Employers.
FEIN	Allows the transmitter FEIN to be entered
Organization	Allows the transmitter organization to be entered.
<u>More FEINS</u>	Allows additional FEIN and Organization’s to be entered.
<b>Next</b>	Opens the Registration Confirmation window (Fig 1-10)..
<b>Previous</b>	Opens the Registration – MSFIDM window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-8: Registration – Confirmation Window**



Chart 1-8 describes the functions that are available in the Registration - Confirmation window.

<b>CHART 1-8: REGISTRATION - CONFIRMATION WINDOW DESCRIPTION</b>	
<b>Element</b>	<b>Description</b>
<b>Welcome</b>	Opens the Welcome to FPLS Child Support Services Portal window.
<b>Print</b>	Opens the browser's Print dialog box to enable users to print the selected in a new window.
<b>FAQ</b>	Opens the Frequently Asked Questions (FAQ) in a new window.
<b>Personal, Employer, Security and Requested Access</b>	Displays personal information, employer information, security information and type of user and services selected by the user as read-only.
<b><u>Top of Page</u></b>	Returns the user to the top of the window.
<b>Submit</b>	Opens the User Registration Submitted Successfully window.
<b>Previous</b>	Opens the Registration – eIWO window or the Registration – MDFIDM window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-9: Registration Services – User/Service Information Window**



Chart 1-9 describes the functions that are available from the Registration Services – User/Service Information window for the Child Support Technical Support Staff.

<b>CHART 1-9:REGISTRATION SERVICES – USER/SERVICE INFORMATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Type of User selection	The radio button allows the user to choose either: <ul style="list-style-type: none"> <li>- FPLS Child Support Business Partner.</li> <li>- FPLS Child Support Technical Support Staff.</li> </ul>
FPLS Child Support Technical Staff	User can select at least one of the following services: <ul style="list-style-type: none"> <li>- Multistate Financial Institution Data Match (MSFIDM) Service.</li> <li>- Electronic Income Withholding Order (e-IWO) Service.</li> <li>- Passport Denial Web Application.</li> </ul>
<b>Next</b>	Opens the Registration Confirmation window.
<b>Previous</b>	Opens the Registration Services – User Information window.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to



FPLS Child Support Services Portal window.

**Figure 1-10: Registration Confirmation Window**

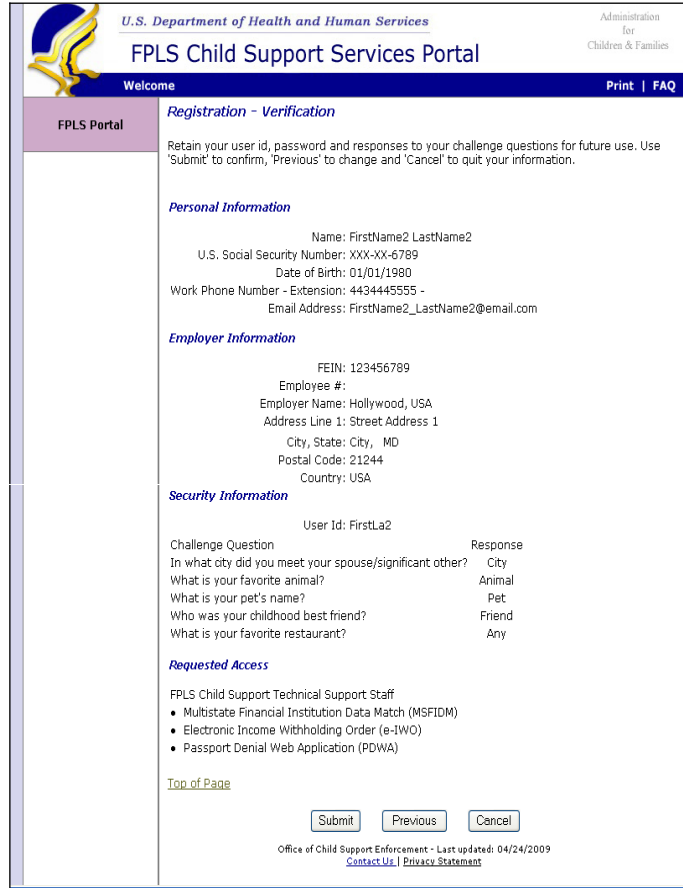


Chart 1-10 describes the functions that are available from the Registration Confirmation window.

<b>CHART 1-10: REGISTRATION CONFIRMATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
Print	Opens the browser's Print dialog box to enable users to print the selected window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Personal, Employer, Security and Requested Access	Displays personal information, employer information, security information and type of user and services

	selected by the user as read-only.
<b>Submit</b>	Opens the User Registration Request Submitted window.
<b>Previous</b>	Opens the Registration Services – User/Service Information window..
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 1-11: User Registration Request Submitted Window**



Chart 1-11 describes the functions that are available from the User Registration Request Submitted window.

<b>CHART 1-11: USER REGISTRATION REQUEST SUBMITTED WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
Print	Opens the browser's Print dialog box to enable users to print the selected window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.

## 2. ACTIVATION

**Figure 2-9: Welcome to FPLS Child Support Services Portal**



Chart 2-1 describes the functions that are available from the Welcome to FPLS Child Support Services Portal window.

<b>CHART 2-12: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Messages:	Displays a system-generated message to the user (this field is a read only field).
<b>Log In</b>	Opens the Login Certification window.
<b>Register</b>	Opens the User Certification window.

**Figure 2-10: Login Certification Window**

Chart 2-2 describes the functions that are available from the Login Certification window.

<b>CHART 2-13: LOGIN CERTIFICATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
I Accept	Certifies that the user agrees with the terms of this agreement.
Enter User Id	Allows user id to be entered.
<u>Forgot User ID</u>	Opens the Forgot User ID window.
<b>Enter</b>	Opens the User Activation window.
<b>Clear</b>	Removes all information from fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 2-11: User Activation Window**

Chart 2-3 describes the functions that are available from the User Activation window.

<b>CHART 2-14: USER ACTIVATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
For User ID	Displays the user's user id.
Enter User ID	Allows the user ID to be entered.
Enter password	Allows the password to be entered.
<u>Forget/Change Password</u>	Opens the Forget/Change Password window.
Challenge Questions 1-5	Allows the responses to challenge questions to be entered.
<b>Activate</b>	Opens the Activation window.
<b>Clear</b>	Removes information from fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 2-12: Activation Window**

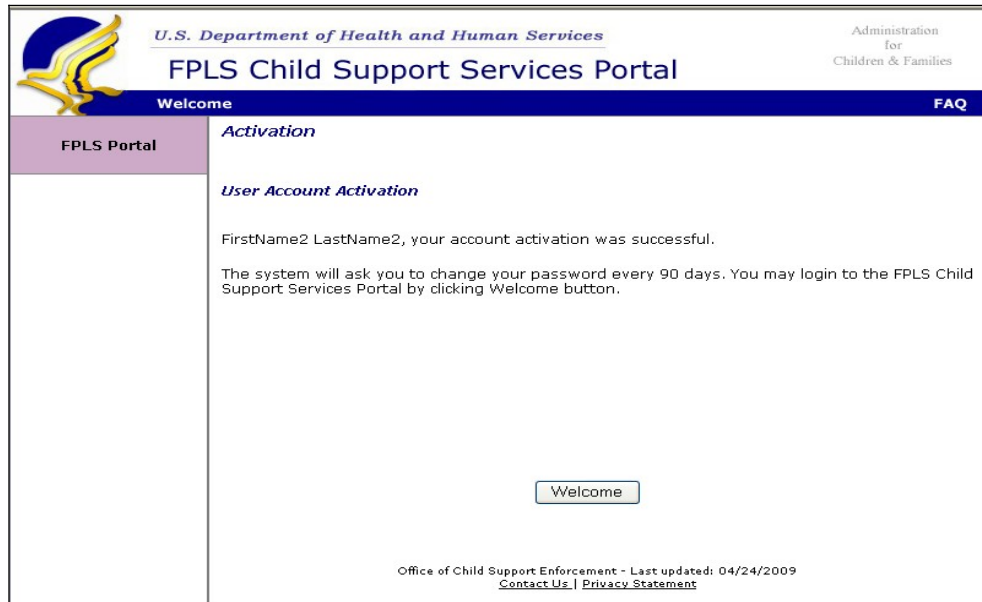


Chart 2-4 describes the functions that are available from the Activation window.

<b>CHART 2-15: ACTIVATION WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.

### 3. LOGIN

**Figure 3-13: Login Certification Window**

The screenshot shows the 'Login Certification' window of the FPLS Child Support Services Portal. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The page title is 'FPLS Child Support Services Portal'. A blue navigation bar contains 'Welcome' and 'FAQ'. Below this, a purple sidebar contains 'FPLS Portal'. The main content area is titled 'Login Certification' and includes a red asterisk indicating required fields. It contains a list of terms and conditions, an 'I Accept' checkbox, and a text input field for 'Enter User Id' with a 'Forgot User Id?' link. Buttons for 'Enter', 'Clear', and 'Cancel' are at the bottom. The footer includes 'Office of Child Support Enforcement - Last updated: 04/24/2009' and links for 'Contact Us' and 'Privacy Statement'.

Chart 3-1 describes the functions that are available from the Login Certification window.

CHART 3-16: LOGIN CERTIFICATION WINDOW DESCRIPTION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
I Accept	Certifies that the user agrees with the terms of this agreement.
Enter User ID	Allows the user id to be entered.
<a href="#">Forgot User Id?</a>	Opens the Forgot User Id window.
<b>Enter</b>	Opens the Login window.
<b>Clear</b>	Removes information from fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 3-14: Login Window**

Chart 3-2 describes the functions that are available from the Login window.

<b>CHART 3-17: LOGIN WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
For User ID	Displays ID of currently logged-in user; read-only.
Password	Allows the password to be entered.
<a href="#">Forgot/Change Password?</a>	Opens the Forgot/Change Password window.
Challenge Question	Allows the challenge response to be entered.
<b>Login</b>	If data entered is correct, the user is taken to the Portal Page.
<b>Clear</b>	Removes information from fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.



**Figure 3-15: Welcome to FPLS Child Support Services Portal Window**



Chart 3-3 describes the functions that are available from the Welcome to FPLS Portal window.

<b>CHART 3-18: WELCOME TO FPLS PORTAL WINDOW DESCRIPTION</b>	
Element	Description
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal window.
<i>Messages</i>	Displays system-generated messages to the user (this field is read-only).
<b>Electronic Income Withholding Orders</b>	Opens the Welcome to Electronic Income Withholding Order Online application (the link is enabled for users registered for eIWO only).
<b>Multistate Financial Insurance Data Match</b>	Opens the Welcome to Multistate Financial Institution Data Match application (the link is enabled for users registered for MSFIDM only).
<b>Passport Denial Web Application</b>	Opens the Passport Denial Certify/Withdraw Application ( The link is enabled for users registered for PDWA only)
<b>Account Updates</b>	Opens the Account Update – User window.



## 4. ACCOUNT UPDATES

**Figure 4-16: Account-User Window**

The screenshot shows the 'Account Update - User' page within the FPLS Child Support Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families'. It features a navigation bar with 'CSSP Home', 'Print', 'FAQ', and 'Logout'. The main content area is divided into several sections:

- Personal Information:** Includes fields for Name (FirstName2, LastName2), U.S. Social Security Number (XXX - XX - 5678), Date of Birth (01/01/1980), Work Phone Number - Extension (434445555), and Email Address (FirstName2\_LastName2@email.c).
- Employer Information:** Includes fields for FEIN (123456789), Employee #, Employer Name (Hollywood, USA), Address Line 1 (StreetAddress1), Address Line 2, City, State (Maryland), Postal Code (21244), and Country (USA).
- Security Information:** Requires answering five unique challenge questions using dropdown menus: 'In what city did you meet your spouse/significant other?' (City), 'What is your favorite animal?' (Animal), 'What is your pet's name?' (Pet), 'Who was your childhood best friend?' (Friend), and 'What is your favorite restaurant?' (Any).
- Requested Access:** Lists services such as 'FPLS Child Support Technical Support Staff', 'Electronic Income Withholding Order (e-IWO)', 'Multistate Financial Institution Data Match (MSFIDM)', and 'Passport Denial Web Application (PDWA)'.

At the bottom, there are buttons for 'Update', 'Reset', 'Cancel', and 'Disable Account'. A footer note indicates 'Office of Child Support Enforcement - Last updated: 04/24/2009' with links for 'Contact Us' and 'Privacy Statement'.

Chart 4-1 describes the functions that are available from the Account – User window.

CHART 4-19:ACCOUNT – USER WINDOW DESCRIPTION	
Element	Description
CSSP Home	Opens the Welcome to FPLS Child Support Services Portal window.
Print	Opens the browser’s Print dialog box to enable users to print the selected window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal window.
-Personal Information-	Displays personal information provided by the user. User can only update the work telephone and email.

<b>CHART 4-19:ACCOUNT – USER WINDOW DESCRIPTION</b>	
Element	Description
-Employer Information -	Displays employer information provided by the user. User can only update the Employer addresses.
-Security Information-	Displays the challenge questions and responses answered by the user. The user can update the responses or select new questions.
-Requested Access-	Displays user access information. User cannot update the requested access information.
<u>Top of Page</u>	Returns the user to the top of window.
<b>Update</b>	Opens the Account Update confirmation window.
<b>Reset</b>	Resets any updated information.
<b>Cancel</b>	Cancels the transaction and opens to the Portal home window.
<b>Disable Account</b>	Disables the account.

**Figure 4-17: Account Update Window**

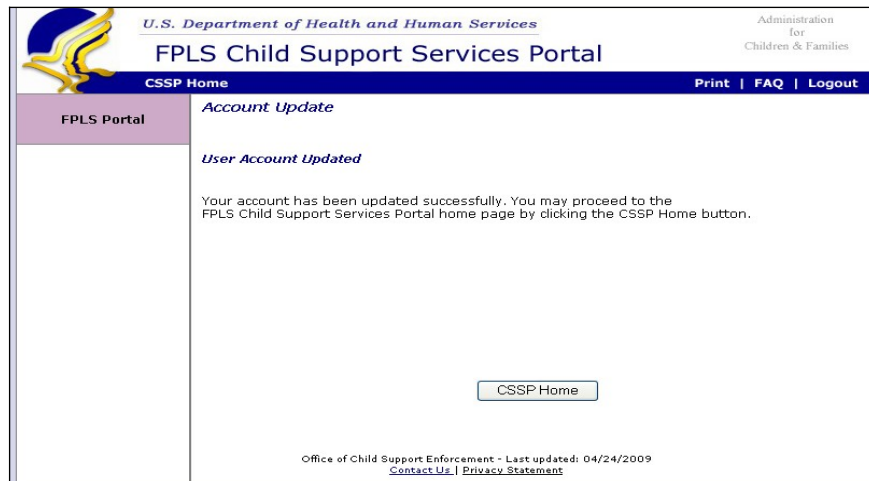


Chart 4-2 describes the functions that are available from the Account Update window.

<b>CHART 4-20: ACCOUNT UPDATE WINDOW DESCRIPTION</b>	
Element	Description
CSSP Home	Opens the Welcome to FPLS Child Support Services Portal window.
Print	Opens the browser's Print dialog box to enable users to print the selected window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal window.

**Figure 4-18: Welcome to FPLS Child Support Services Portal Window**



Chart 4-3 describes the functions that are available from the Welcome to FPLS Portal window.

<b>CHART 4-21: WELCOME TO FPLS PORTAL WINDOW DESCRIPTION</b>	
Element	Description
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Logout	Terminates sessions and opens the Welcome to FPLS Child Support Services Portal window.
<i>Messages</i>	Displays system-generated messages to the user (this field is read-only)
<b>Electronic Income Withholding Orders</b>	Opens the Welcome to Electronic Income Withholding Order Online application (the link is enabled for users registered for e-IWO only).
<b>Multistate Financial Insurance Data Match</b>	Opens the Welcome to Multistate Financial Institution Data Match application (the link is enabled for users registered for MSFIDM only).
<b>Passport Denial Web Application</b>	Opens the Passport Denial Certify/Withdraw Application ( The link is enabled for users registered for PDWA only)
<b>Account Updates</b>	Opens the Account Update – User window.

## 5. CREDENTIAL MANAGEMENT

Figure 5-19: Login Certification Window

Chart 5-1 describes the functions that are available from the Login Certification window.

CHART 5-22: LOGIN CERTIFICATION WINDOW DESCRIPTION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
I Accept	Certifies that user agrees with the terms of this agreement.
Enter User ID	Allows user id to be entered.
<a href="#">Forgot User ID?</a>	Opens the Forgot User Id window.
<b>Enter</b>	Opens the second login page for password and challenge question if a valid user id is provided.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 5-20: Forgot User Id Window**

Chart 5-2 describes the functions that are available from the Forgot User ID window.

<b>CHART 5-23: FORGOT USER ID WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Email Address	Allows email address to be entered.
Re-enter Email Address	Allows email address to be re-entered.
<b>Submit</b>	Opens the Credential Management User id confirmation window.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.



**Figure 5-21: Credential Management Window**

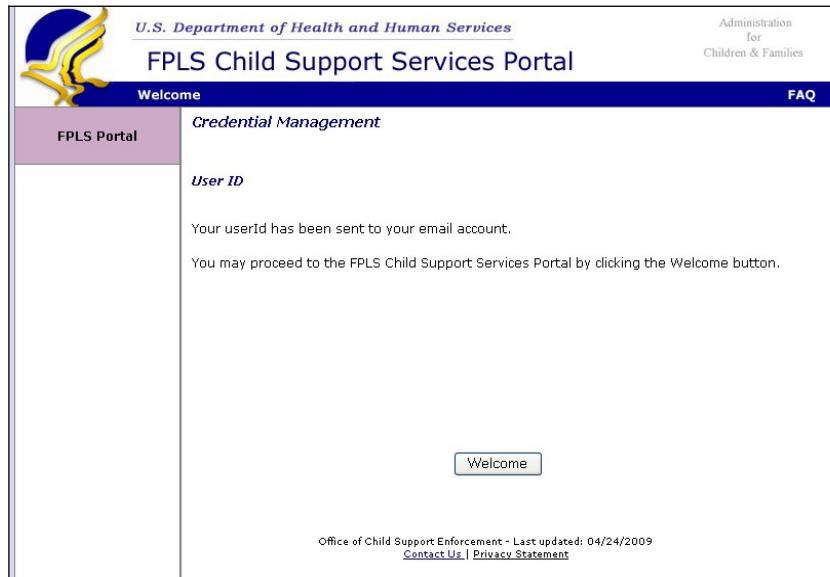


Chart 5-3 describes the functions that are available from the Credential Management window.

<b>CHART 5-24: CREDENTIAL MANAGEMENT WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
User ID	Verifies that user id has been sent to email address.

**Figure 5-22: Login (Forgot/Change Password) Window**

Chart 5-4 describes the functions that are available from the Login (Forgot/Change Password) window.

<b>CHART 5-25: LOGIN (FORGOT/CHANGE PASSWORD) WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
For User ID	Displays the user's user id.
Password	Allows the password to be entered.
Challenge Question	Allows the challenge response to be entered.
<a href="#">Forgot/Change Password?</a>	Opens the Forgot/Change Password window.
<b>Login</b>	Successful authentication of the user id, password and challenge question response, takes the user to the Portal home page.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 5-23: Forgot/Change Password Window**

Chart 5-5 describes the functions that are available from the Forgot/Change Password window.

<b>CHART 5-26: FORGOT/CHANGE PASSWORD WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
For User Id	Displays the user's user id.
Enter Email	Allows email address to be entered.
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
<b>Submit</b>	Opens the Forgot/Change Password (Challenge Questions) window.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 5-24: Forgot/Change Password (Challenge Questions) Window**

Chart 5-6 describes the functions that are available from the Forgot/Change Password (Challenge Questions) window.

<b>CHART 5-27: FORGOT/CHANGE PASSWORD (CHALLENGE QUESTIONS) WINDOW DESCRIPTION</b>	
<b>Element</b>	<b>Description</b>
<b>Welcome</b>	Opens the Welcome to FPLS Child Support Services Portal window.
<b>FAQ</b>	Opens the Frequently Asked Questions (FAQ) in a new window.
<b>Challenge Questions 1-5</b>	Allows the challenge responses to be entered.
<b>Submit</b>	Opens the Forgot/Change Password (Reset Password) window.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 5-25: Forgot/Change Password (Reset Password) Window**

Chart 5-7 describes the functions that are available from the Forgot/Change Password (Reset Password) window.

<b>CHART 5-28: FORGOT/CHANGE PASSWORD WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.
Enter New Password	Allows the new password to be entered.
<a href="#">Password Policy</a>	Opens the FPLS Password Policy window.
Re-enter New Password	Allows the new password to be entered.
<b>Submit</b>	Opens the Password Change confirmation window.
<b>Clear</b>	Removes all information from the fields.
<b>Cancel</b>	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.

**Figure 5-26: Password Changed (Confirmation) Window**

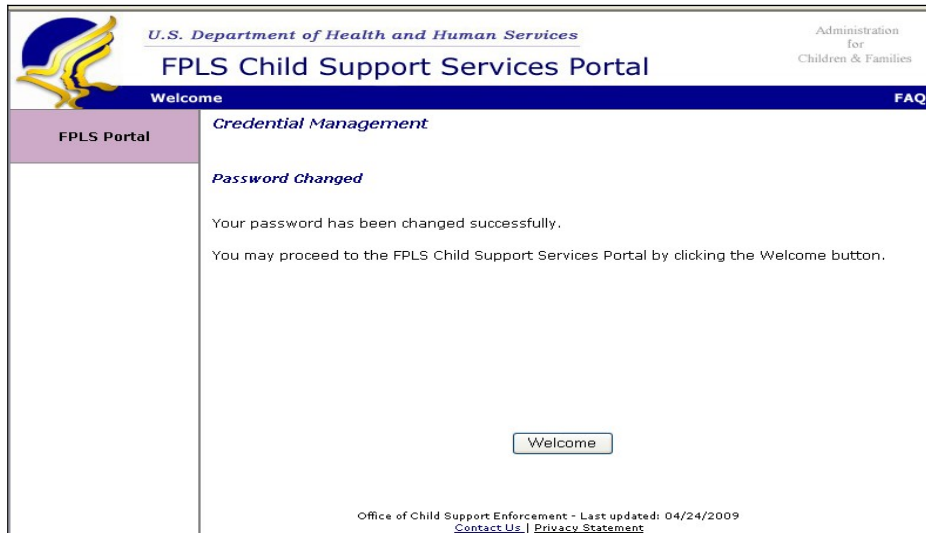


Chart 5-8 describes the functions that are available from the Password Changed window.

<b>CHART 5-29: PASSWORD CHANGED (CONFIRMATION) WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.

## 6. GENERAL PAGES

**Figure 6-27: Timeout Warning Window**

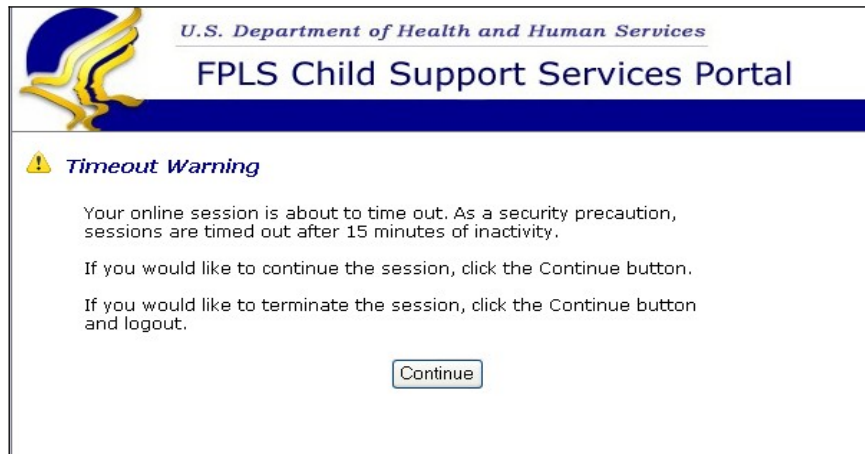


Chart 6-1 describes the functions that are available from the Timeout Warning window.

<b>CHART 6-30: TIMEOUT WARNING WINDOW DESCRIPTION</b>	
<b>Element</b>	<b>Description</b>
<b>Continue</b>	Refreshes the user's session and closes the browser window. , Returns the user to the previously displayed page.

**Figure 6-28: Session Timed Out Window**

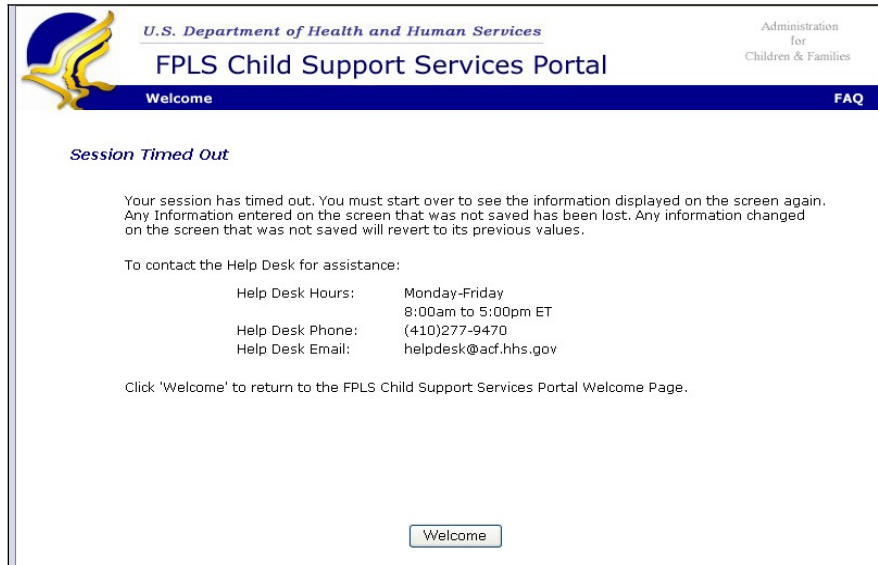


Chart 6-2 describes the functions that are available from the Session Timed Out window.

<b>CHART 6-31:SESSION TIMED OUT PAGE</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.



**Figure 6-29: System Error window**

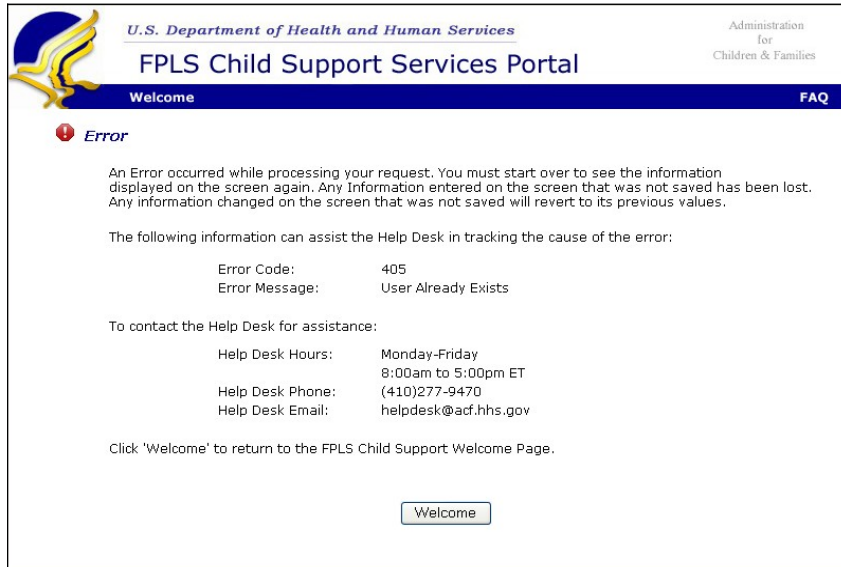


Chart 6-3 describes the functions that are available from the System Error window.

<b>CHART 6-32: SYSTEM ERROR WINDOW DESCRIPTION</b>	
<b>Element</b>	<b>Description</b>
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.

**Figure 6-30: Password Requirements (Policy Change) Window**

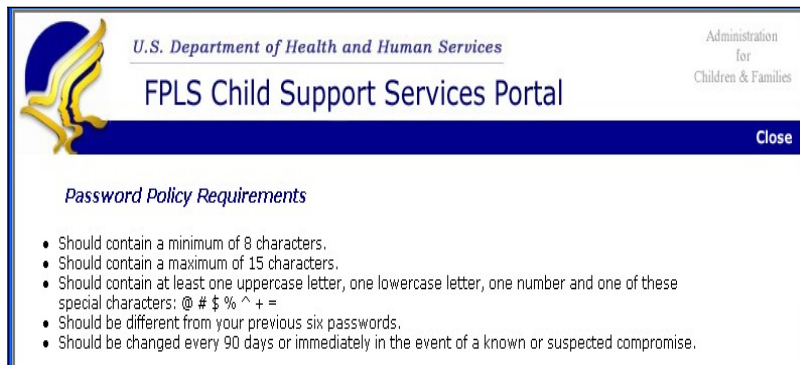


Chart 6-4 describes the functions that are available from the Password Policy Requirements window.

<b>CHART 6-33: SYSTEM ERROR WINDOW DESCRIPTION</b>	
<b>Element</b>	<b>Description</b>
Close	Closes the window and returns the user to the previous window.

**Figure 6-31: Account Locked (Credential Management and Activation pages) window**

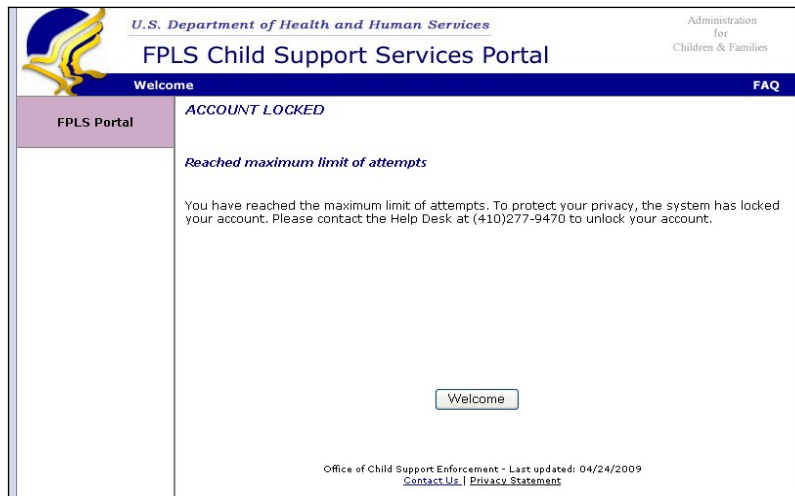



Chart 6-5 describes the functions that are available from the Account Locked window.

<b>CHART 6-34: ACCOUNT LOCKED WINDOW DESCRIPTION</b>	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal window.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new window.

**Figure 6-32: Frequently Asked Questions Window**



U.S. Department of Health and Human Services

## FPLS Child Support Services Portal

Administration  
for  
Children & Families

[Close](#)

If you have a question concerning Child Support Services Online (CSSO), look for an answer below. If you cannot find an answer to your question please email the Help Desk at MSEdb@acf.hhs.gov or call 1-410-277-9470.

---

FAQs are grouped according to categories.  
Click on the category below to go to the associated questions.

1. [GENERAL](#)
2. [REGISTRATION](#)
3. [LOGIN](#)
4. [CREDENTIAL MANAGEMENT](#)
5. [ACTIVATION](#)
6. [ACCOUNT UPDATES](#)

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GENERAL

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1. What if my question isn't on the list? I checked the list, conducted a search and still can't find what I want. How do I ask a question?  
If your question is not on the list, please contact the help desk.

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REGISTRATION

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1. How much does it cost to register to this online service?  
Registration is free.
2. How long does it take to complete the online registration process?  
The Registration process takes about ten minutes, provided you are able to complete all required fields.
3. Can I interrupt the registration process and continue at a later time?  
No, you will need to start the Registration process again.
4. Can I change my employer information before activating my account?  
No. Only after your account is active will you be able to update selective data in your account.
5. As a third party, is there a maximum of companies that I can represent?  
You may add up to ten organizations on-line. If you need more organizations, you should contact the help desk.
6. How is my personal information protected?  
Your personal information will not be disclosed, given out, sold, or transferred unless required for law enforcement by statute.
7. Do I need to remember all my challenge questions?  
You need to remember your answers to login into the system and to activate your account.

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LOGIN

---

1. Can I sign in once to access several online services under the Enterprise Service Portal?  
Yes. Once you successfully register with this portal using a single sign-on, you can access all online services you are authorized to use.
2. How often do I need to change my password?  
Every three months the system will prompt you to change your password.
3. How many concurrent sessions can I run?  
One.

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CREDENTIAL MANAGEMENT

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1. How do I change my password?  
Follow the Forgot / Change Password link on the login page. You will need to answer challenge questions that were setup during registration.
2. I forgot my username and password, how can I access my account?  
Follow the Forgot User Id link on the login page. You will need to provide your e-mail address.

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ACTIVATION

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1. How long does it take for new members to obtain access to the Enterprise Service Portal?  
Once verification of your information is complete, you will receive a one-time use activation code via e-mail within seven business days. If it is past seven business days and you have not received your activation code, please contact the help desk.
2. I forgot my activation code, how can I activate my account?  
You need to contact the help desk.
3. I submitted my registration request two weeks ago and have yet to receive my activation code. What should I do?  
You need to contact the help desk.

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ACCOUNT UPDATES

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1. I am a registered user. Can I delete or de-activate my account?  
Yes. To delete your account, sign into the portal and press the User Account Update link. On the User Account Update menu, press the Delete Account button. A confirmation menu will prompt you to accept the deletion.
2. I am a registered user. Can I change my last name in the account?  
No. You need to contact the help desk to change your last name.
3. I am a registered user. Can I change my employer's name?  
No. If you wish to change your employer's name, you will have to re-register.
4. I am a registered user. Can I add a service?  
You can request a new service to be added. If approved, you will receive your new activation code in seven days.
5. How do I change my password?  
Click the Forgot / Change Password link on the login page, or go to Account Updates after logging into the Portal.
6. Can I change the answers to my challenge questions?  
Yes, you can change the answers to your challenge questions by clicking Account Updates after you log in.

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Chart 6-6 describes the functions that are available from the Frequently Asked Questions window.

<b>CHART 6-35: FREQUENTLY ASKED QUESTIONS WINDOW DESCRIPTION</b>	
Element	Description
Close	Closes the browser window.
<u>General</u>	Opens the General section of the FAQ.
<u>Registration</u>	Opens the Registration section of the FAQ.
<u>Login</u>	Opens the Login section of the FAQ.
<u>Credential Management</u>	Opens the Credential Management section of the FAQ.
<u>Activation</u>	Opens the Activation section of the FAQ.
<u>Account Updates</u>	Opens the Account Updates section of the FAQ.
<u>Top of Page</u>	Returns the user to the top of the window

**Figure 6-33: Contact Us Window**

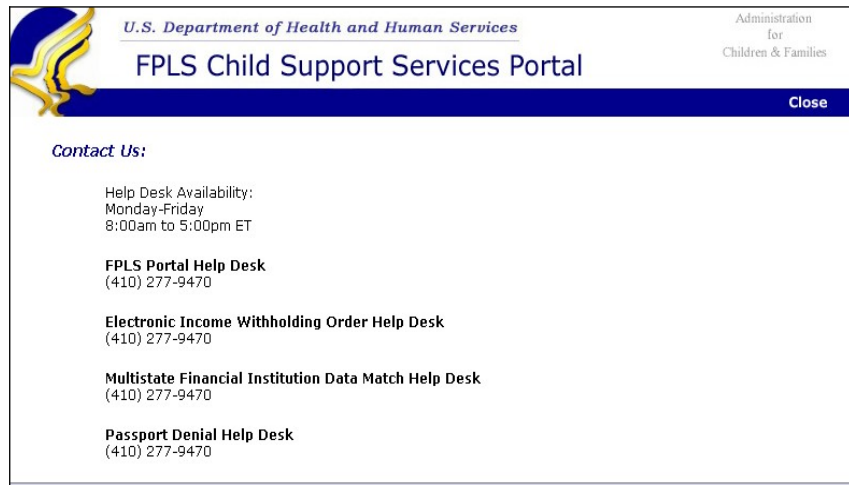


Chart 6-7 describes the functions that are available from the contact us window.

<b>CHART 6-36: CONTACT US WINDOW DESCRIPTION</b>	
Element	Description
Close	Closes the browser window.

**Figure 6-34: Security Alert – User Accepts Certificate Window**



Chart 6-8 describes the functions that are available from the Security Alert window.

<b>CHART 6-37: SECURITY ALERT WINDOW DESCRIPTION</b>	
Element	Description
<b>Yes</b>	Opens the Welcome to FPLS Child Support Services Portal window.
<b>No</b>	Cancels the current operation.
<b>View Certificate</b>	Opens the Certificate Information window.



**Figure 6-35: Disable Account Message**

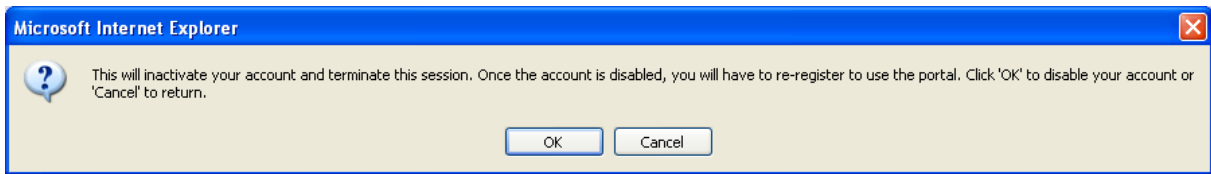


Chart 6-9 describes the functions that are available from the Disable Account Message.

<b>CHART 6-38: SECURITY ALERT WINDOW DESCRIPTION</b>	
Element	Description
<b>OK</b>	Disables the user's account.
<b>Cancel</b>	Cancels the current operation.

**Figure 6-36: Privacy Policy**

The screenshot shows the Privacy Policy page of the FPLS Child Support Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main title is "FPLS Child Support Services Portal" with "Print | Close" links. The page content is titled "Privacy Policy" and "Federal Parent Locator Service Child Support Services Portal". It is dated "(Revised May 8<sup>th</sup>, 2009)". The text states: "Thank you for visiting the Administration for Children and Families' Federal Parent Locator Service Child Support Service Portal and for reviewing our Privacy Policy." It then states: "We collect no information about you, other than information required to determine your eligibility to access the sensitive information on this web site, information automatically collected and stored as you browse the web site, and information that you voluntarily choose to provide to us." The text explains that registration requires personal information for verification and that such information is kept confidential. A section titled "Information Automatically Collected and Stored" lists: "the name of the domain you use to access the Internet; the date and time of your visit; the pages you visited; type of browser used; and the address of the web site you came from when you came to visit." It notes that while most is temporary, some is used for statistics and email addresses are stored for specific requests. A section titled "Personally Provided Information" states that information is only maintained as long as needed for the purpose. "Persistent Cookies" are noted as not used. "Disclosure" states that information is not shared unless required by law. "Intrusion Detection" states that the site is protected by Title 18, U.S. Code, and that unauthorized attempts are monitored. A "top of page" link is at the bottom.

U.S. Department of Health and Human Services  
Administration for Children & Families  
FPLS Child Support Services Portal  
Print | Close

### Privacy Policy

#### Federal Parent Locator Service Child Support Services Portal

(Revised May 8<sup>th</sup>, 2009)

Thank you for visiting the Administration for Children and Families' Federal Parent Locator Service Child Support Service Portal and for reviewing our Privacy Policy.

**We collect no information about you, other than information required to determine your eligibility to access the sensitive information on this web site, information automatically collected and stored as you browse the web site, and information that you voluntarily choose to provide to us.**

Registration for access to the web site does require that you provide certain personal information so that we may verify your authorization to access sensitive information. Personal information about you, including your name, social security number, and your employer are recorded (see System of Records Notice (Number and Date to be provided)). We appreciate that you may consider this information to be particularly sensitive, and you can rest assured that we will keep such information in the strictest confidence and use it only for the limited purposes for which it was collected. Information supplied for access authorization will be checked against other Federal records.

#### Information Automatically Collected and Stored

When you browse through any web site, certain personal information about you can be collected. We may automatically collect and store the following information about your visit:

- the name of the domain you use to access the Internet;
- the date and time of your visit;
- the pages you visited;
- type of browser used; and
- the address of the web site you came from when you came to visit.

While most of this information is stored temporarily, some of this information may be used for statistical purposes and to help us make our site more useful. Unless it is specifically stated otherwise, no additional information will be automatically collected about you. ACF will record your email address in the event that you send a message by email. Your email address will be temporarily stored and will only be used for the purpose for which you have provided it. Your email address will not be added to any mailing lists without your consent by way of a specific request in writing. Additionally, audit trails of all actions taken while registering or after you have entered this web site are recorded and kept for a minimum of three years.

#### Personally Provided Information

You must provide us personal information to access this web site. If you choose to provide us with additional information about yourself through an e-mail message, form, survey, etc., we will only maintain the information as long as to fulfill the stated purpose of the communication. Communications which are considered official correspondence are maintained, as required by law, for historical purposes and are archived.

#### Persistent Cookies

Consistent with the Department of Health and Human Services' policy "persistent" web cookies are not used on ACF web sites, or by contractors operating web sites on behalf of ACF.

#### Disclosure

ACF does not disclose, give, sell or transfer any personal information about our visitors, unless required for law enforcement by statute.

#### Intrusion Detection

This site is maintained by the U.S. Government. It is protected by various provisions of Title 18, U.S. Code. Violations of Title 18 are subject to criminal prosecution in federal court. For site security purposes and to ensure that this service remains available to all users, we employ software programs to monitor traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. In the event of authorized law enforcement investigations, and pursuant to any required legal process, information from these sources may be used to help identify an individual.

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Chart 6-10 describes the functions that are available from the Privacy Policy window.

<b>CHART 6-39: PRIVACY POLICY WINDOW DESCRIPTION</b>	
Element	Description
Print	Opens the browser's Print dialog box to enable users to print the selected in a new window.
Close	Closes the browser window.
<u>Top of Page</u>	Returns the user to the top of the window

Public reporting burden for this collection of information is estimated to average .1 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.