Federal Parent Locator Service

FPLS System Framework

User Screen Flow

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Administration for Children and Families Office of Child Support Enforcement 370 L'Enfant Promenade S.W. Washington, DC 20447

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1. **REGISTRATION**

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

U.S. 1	Department of Health and Human Services	Administration
FP FP	LS Child Support Services Portal	Children & Families
Welco	me	FAQ
FPLS Portal	Welcome to FPLS Child Support Services Portal	
Help Desk Availability Monday - Friday: 8:00 A.M 5:00 P.M. ET	FPLS Child Support Services Portal enables authorized organizations and indiconduct business with the Office of Child Support Enforcement. Registration is use this portal. Registered users may activate and access the services available. REGISTRATION - If you are a new user, select the 'Register' button below to account and request access to the services available on the portal. LOG IN - Registered users should select the 'Log In' button below to activate account or proceed to the portal menu page if the account is activated. Messages Registered User New User Log In Register	viduals to s required to ble on the o create an e their
	Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement	

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

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL WINDOW DESCRIPTION		
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.	
Messages	Displays a system-generated messages to the user (this a read only field).	
Log In	Opens the Login Certification window.	
Register	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.

CHART 1-2: USER 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.	
Accept	Opens the Registration – User window.	
Quit	Cancels the transaction and opens the Welcome to FPLS Child Support Services Portal window.	

U.S.	Department of Health and Human Services	Administration for
FF	PLS Child Support Services Portal	Children & Families
Weld	come	FAQ
FPLS Portal	Registration - User * indicates required field	
	Personal Information	
	* First Name:	
	Middle Name:	
	* Last Name:	
	* U.S. Social Security Number:	
	* Date of Birth: (mm/dd/yyyy)	
	* Work Phone Number: (no dashes)	
	Phone Extension:	
	* Email Address:	
	Employer Information	
	* FEIN:	
	Employee #:	
	* Employer Name:	
	* Address Line 1:	
	Address Line 2:	
	* City:	
	* State: Select	
	* Postal Code:	
	Security Information	
	* Enter User Id: (Required 8 characters)	
	* Re-enter User Id:	
	* Enter Password: (Password Policy)	
	* Re-enter Password:	
	* Answer any five unique challenge questions:	
	In what city did you meet your spouse/significant other? 💌	
	What is your favorite animal?	
	What is your pet's name?	
	Who was your childhood best friend?	
	What is your favorite restaurant?	
	Next Clear Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us</u> <u>Privacy Statement</u>	

Figure 1-3: Registration User Window

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

CHART 1-3: REGISTRATION - USER PAGE 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.	
-Personal Information-	User enters personal information – Name, SSN, DOB, work telephone and Email.	

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

Figure 1-4: Registration Services Window

	U.S. L	Department of Health and Human Services	Administration for
FPLS Child Support Services Portal			Children & Families
	Welco	me	FAQ
FPLS Porta	1	Registration - Services	
		Select the type of user and the service to complete the registration process.	
• FPLS Child Support Business Partner (e.g. Employers, Financial Institutions)			
Multistate Financial Institution Data Match (MSFIDM) Service			
Electronic Income Withholding Order (e-IWO) Service			
	O FPLS Child Support Technical Support Staff		
		Next Previous Cancel	
		Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement	

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).

CHART 1-4: REGISTRATION SERVICES 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.	
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 	
Next	Opens the Registration – MSFIDM window.	
Previous	Opens the Registration - User Information window.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

Figure 1-5: Registration – MSFIDM Window

U.S. 1	Department of Health and Human Services Administration for	
FPLS Child Support Services Portal		
Welco	me FAQ	
FPLS Portal	Registration - MSFIDM * indicates required field	
	Multistate Financial Institution Data Match (MSFIDM) Service	
	This service allows Multistate Financial Institutions (MSFIs) which do business in two or more States to upload and download Inquiry and Response files for a quarterly data match with OCSE instead of conducting the match with each State.	
	* Please check the statement(s) that is(are) applicable:	
	I am a submitter registering to do business on behalf of my financial institution.	
	FEIN: Organization:	
	I am a transmitter registering to do business on behalf of another financial institution. (Enter at least one FEIN and Organization below.)	
	FEIN: Organization:	
	More FEINS (For more than 10 FEINs contact Help Desk)	
	Next Previous Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>	

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

CHART 1-5: REGISTRATION – MSFIDM PAGE 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.	
- 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	Reopens the Registration – MSFIDM window. Allows additional FEIN and Organization's to be entered.	
Next	Opens the Registration – eIWO window or the Registration Confirmation window.	
Previous	Opens the Registration Services window.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

U.S.	Department of Health and Human Services Administration		
FF	PLS Child Support Services Portal		
Welc	come FAQ		
FPLS Portal	Registration - MSFIDM * indicates required field		
	Multistate Financial Institution Data Match (MSFIDM) Service		
	This service allows Multistate Financial Institutions (MSFIs) which do business in two or more States to upload and download Inquiry and Response files for a quarterly data match with OCSE instead of conducting the match with each State.		
	* Please check the statement(s) that is(are) applicable:		
	I am a submitter registering to do business on behalf of my financial institution.		
	FEIN: Organization:		
	I am a transmitter registering to do business on behalf of another financial institution. (Enter at least one FEIN and Organization below) FEIN: Organization:		
	More FEINS (For more than 10 FEINs contact Help Desk)		
	FEIN: Organization:		
	Next Previous Cancel		
	Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement		

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

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

CHART 1-6: REGISTRATION – MSFIDM PAGE 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.	
- 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.	

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

Figure 1-7: Registration-eIWO Window

	S. Department of Health and Human Services Administration for EDLS Child Support Sorvices Portal Children & Families	1	
K w		0	
FPLS Portal	Registration - eIWO * Indicates required field		
	Electronic Income Withholding Order (e-IWO) Service		
	This service provides States and Employers with supporting functionality for the transmission of Income Withholding Orders and Acknowledgments.		
	* Please check the statement(s) that is(are) applicable:		
	I am a submitter registering to do business on behalf of my employer.		
	FEIN: Organization:		
	I am a payroll provider registering to do business on behalf of another organization.		
	FEIN: Organization:		
	More FEINS (For more than 10 FEINs contact Help Desk)		
	Next Previous Cancel		
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>		

Chart 1-7 describes	the functions that are	available in the Registration	– e-IWO window.
Ghart 1 / acocribed	the functions that are	available in the registration	c in o mildom

CHART 1-7: REGISTRATION - CONFIRMATION 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.	
- 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.	
More FEINS	Allows additional FEIN and Organization's to be entered.	
Next	Opens the Registration Confirmation window (Fig 1-10)	
Previous	Opens the Registration – MSFIDM window.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

U.S.	Department of Health and Human Services	Administration for
FF	PLS Child Support Services Portal	Children & Families
Weld	ome	Print FAQ
CDLC Destal	Registration - Verification	
FPLS Portai	Retain your user id, password and responses to your challenge questions 'Submit' to confirm, 'Previous' to change and 'Cancel' to quit without saving	for future use. Use J.
	Personal Information	
	Name: A B	
	U.S. Social Security Number: XXX-XX-1111 Date of Birth: 11/11/1976	
	Work Phone Number - Extension: 4444444444 -	
	Email Address: S@EMAIL.COM	
	Employer Information	
	FEIN: 11111111	
	Employee #:	
	Employer Name: WORK	
	City, State: WORK, MD	
	Postal Code: 21244	
	Country: USA	
	Challenge Question Response	
	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 shildhood bast friend? EDIEND	
	What is your favorite restaurant? ANY	
	Requested Access	
	FPLS Child Support Technical Support Staff Multistate Financial Institution Data Match (MSFIDM) Electronic Income Withholding Order (e-IVMO) Passport Denial Web Application (PDWA)	
	Top of Page	
	Submit Previous Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement	

Figure 1-8: Registration – Confirmation Window

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

CHART 1-8: REGISTRATION - CONFIRMATION WINDOW DESCRIPTION		
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 in a new 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.	
<u>Top of Page</u>	Returns the user to the top of the window.	
Submit	Opens the User Registration Submitted Successfully window.	
Previous	Opens the Registration – eIWO window or the Registration – MDFIDM window.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

<u><u>v.s.</u> FI</u>	Department of Health and Human Services PLS Child Support Services Portal	Administration for Children & Families	
Wel	come	FAQ	
EPI S Portal	Registration - Services		
	Select the type of user and the service to complete the registration process.		
	OFPLS Child Support Business Partner (e.g. Employers, Financial Institutions)		
	● FPLS Child Support Technical Support Staff		
	Multistate Financial Institution Data Match (MSFIDM) Service		
	Electronic Income Withholding Order (e-IWO) Service		
	Passport Denial Web Application		
	Next Previous Cancel		
	Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement		

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.

CHART 1-9:REGISTRATION SERVICES – USER/SERVICE INFORMATION 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.		
Type of User selection	The radio button allows the user to choose either:FPLS Child Support Business Partner.FPLS Child Support Technical Support Staff.		
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. 		
Next	Opens the Registration Confirmation window.		
Previous	Opens the Registration Services – User Information window.		
Cancel	Cancels the transaction and opens to the Welcome to		

FPLS Child Support Services Portal window.

Figure 1-10: Registration Confirmation Window

U.S	Department of Health and Human Services	Administration for		
FP	LS Child Support Services Portal	Children & Families		
Welco	ome	Print FAQ		
	Registration - Verification			
	Retain your user id, password and responses to your challenge question 'Submit' to confirm, 'Previous' to change and 'Cancel' to quit your informa	s for future use. Use tion.		
Personal Information				
Name: FirstName2 LastName2 U.S. Social Security Number: XXX-Xx-6789 Date of Birth: 01/01/1980 Work Phone Number - Extension: 4434445555 -				
Email Address: FirstName2_LastName2@email.com				
	Employer Information			
	FEIN: 123456789			
Employee #: Employer Name: Hollywood, USA				
	Address Line 1: Street Address 1			
	City, State: City, MD Postal Code: 21244			
	Country: USA Security Information			
	Security Information			
	User Id: FirstLa2			
	In what rity did you meet your shouse/significant other? City			
	What is your favorite animal? Animal			
	What is your pet's name? Pet			
Who was your childhood best friend? Friend				
What is your favorite restaurant? Any				
Requested Access				
FPLS Child Support Technical Support Staff Multistate Financial Institution Data Match (MSFIDM) Electronic Income Withholding Order (e-IWO) Passport Denial Web Application (PDWA)				
	Top of Page			
	Submit Previous Cancel			
Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>				

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

CHART 1-10: REGISTRATION CONFIRMATION WINDOW DESCRIPTION			
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.	
Submit	Opens the User Registration Request Submitted window.	
Previous	Opens the Registration Services – User/Service Information window	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

Figure 1-11: User Registration Request Submitted Window

	<i>u.s. t</i>	Department of Health and Human Services LS Child Support Services Portal	Administ for Children &	ration Families
<u> </u>	Welco	me	Print	FAQ
FPLS Port	tal	USER REGISTRATION REQUEST SUBMITTED		
		FirstName2 LastName2, your registration request was submitted successfully. You will receive an activation code via e-mail within 7 business days. If you do not receive the activation code in 7 business days, you may contact the Help Desk at (410)277-9470. You will need your user id, password, activation code and responses to the challenge questions to activate your account. The system will ask you to change your password every 90 days. Welcome		
		Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>		

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

CHART 1-11: USER REGISTRATION REQUEST SUBMITTED WINDOW DESCRIPTION		
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

	Department of Health and Human Services PLS Child Support Services Portal	Administration for ildren & Families
w	come	FAQ
FPLS Portal	Welcome to FPLS Child Support Services Portal	
Help Desk Availability Monday - Fridavi 8:00 A.M 5:00 P.M. E	FPLS Child Support Services Portal enables authorized organizations and individu conduct business with the Office of Child Support Enforcement. Registration is rec- use this portal. Registered users may activate and access the services available of portal. REGISTRATION - If you are a new user, select the 'Register' button below to cre- account and request access to the services available on the portal. LOG IN - Registered users should select the 'Log In' button below to activate the account or proceed to the portal menu page if the account is activated. Messages Registered User New User Log In Register	als to Juired to In the ate an air

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.

CHART 2-12: WELCOME TO FPLS CHILD SUPORT SERVICES PORTAL 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.		
Messages:	Displays a system-generated message to the user (this field is a read only field).		
Log In Opens the Login Certification window.			
Register Opens the User Certification window.			

Figure 2-10: Login Certification Window

U.S	Department of Health and Human Services Administration for
E FP	LS Child Support Services Portal
Welco	ome FAQ
FPLS Portal	Login Certification * indicates required field
	I certify that:
	 I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my account. I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services. I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both. I am authorized to do business on behalf of my employer or client. I understand OCSE will use this information for employment verification purposes. I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
	By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.
	☑ I Accept
	* Enter User Id: FirstLa2 Forgot User Id?
	Enter Clear Cancel
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us. Privacy Statement</u>

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

CHART 2-13: 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 user id to be entered.	
Forgot User ID	Opens the Forgot User ID window.	
Enter	Opens the User Activation window.	
Clear	Removes all information from fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

Figure 2-11: User Activation Window

epartment of Health and Human Services	Administration for Children & Families
	FAO
User Activation * Indicates required field For User Id: FirstLa2 * Enter Activation Code: * Enter Password: * Enter Password: * Enter Email: * Please answer the following challenge questions selected during reg In what city did you meet your spouse/significant other?: What is your favorite animal?: What is your pet's name?: What is your favorite restaurant?: What is your favorite restaurant?: Activate Clear Office of Child Support Enforcement - List updated: 04/24/2009	stration:
	Activate Clear Coffice of Child Support Enforcement - Last updated: 04/24/2009 Contact Last update

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

CHART 2-14: USER ACTIVATION 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.	
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.	
Forget/Change Password	Opens the Forgot/Change Password window.	
Challenge Questions 1-5	Allows the responses to challenge questions to be entered.	
Activate	Opens the Activation window.	
Clear	Removes information from fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

Figure 2-12: Activation Window

	U.S. Department of Health and Human Services FPLS Child Support Services Portal	Administration for Children & Families
	Welcome	FAQ
FPLS Portal	Activation	
	User Account Activation	
	FirstName2 LastName2, your account activation was successful.	
	The system will ask you to change your password every 90 days. You may I Support Services Portal by clicking Welcome button.	ogin to the FPLS Child
	Welcome	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>	

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

CHART 2-15: ACTIVATION 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.	

3. LOGIN

7 1.5. J	Department of Health and Human Services Administration for Child Support Services Portal	
Welco	ome FAQ	
FPLS Portal	Login Certification * indicates required field	
	I certify that:	
	 I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my account. I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services. I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both. I am authorized to do business on behalf of my employer or client. I understand OCSE will use this information for employment verification purposes. I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose. 	
	By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.	
	I Accept	
	* Enter User Id: Forgot User Id?	
	Enter Clear Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us. Privacy Statement</u>	

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.	
Forgot User Id?	Opens the Forgot User Id window.	
Enter	Opens the Login window.	
Clear	Removes information from fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

Figure 3-14: Login Window

FP Welco	Administration for Children & FAQ
FPLS Portal	Login * indicates required field
	For User Id: FirstLa2 * Enter Password:
	Office of Child Support Enforcement - Last updated: 01/21/2009 <u>Contact Us Privacy Statement</u>

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

CHART 3-17: LOGIN 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.	
For User ID	Displays ID of currently logged-in user; read-only.	
Password	Allows the password to be entered.	
Forgot/Change Password?	Opens the Forgot/Change Password window.	
Challenge Question	Allows the challenge response to be entered.	
Login	If data entered is correct, the user is taken to the Portal Page.	
Clear	Removes information from fields.	
Cancel	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

<u><u>v.s.</u> FP</u>	Department of Health and Human Services PLS Child Support Services Portal	Administration for Children & Families
FPLS Portal	Welcome to FPLS Child Support Services Portal The Federal Office of Child Support (FPLS) Child Event Convict Detail(SCCD) evables	FAQ Logout
Autistate Financial Insurance Data Match Account Update Help Desk Availability	organizations and authorized individuals to conduct child support business and submit information to the Office of Child Support Enforcement (OCSE).	Arr.
Monday - Friday: 8:00 A.M 5:00 P.M. ET	Messages	
	Office of Child Support Enforcement - Last updated: 03/31 <u>Contact Us. Privacy Statement</u>	/2009

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

CHART 3-18: WELCOME TO FPLS PORTAL WINDOW DESCRIPTION		
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.	
Messages	Displays system-generated messages to the user (this field is read-only).	
Electronic Income Withholding Orders	Opens the Welcome to Electronic Income Withholding Order Online application (the link is enabled for users registered for eIWO only).	
Multistate Financial Insurance Data Match	Opens the Welcome to Multistate Financial Institution Data Match application (the link is enabled for users registered for MSFIDM only).	
Passport Denial Web Application	Opens the Passport Denial Certify/Withdraw Application (The link is enabled for users registered for PDWA only)	
Account Updates	Opens the Account Update – User window.	

4. ACCOUNT UPDATES

U.S.	Department of Health and Human Services	Administration for
FI	PLS Child Support Services Portal	Children & Families
css	P Home Print	FAQ Logo
FPLS Portal	Account Update - User * indicates required field	
	Personal Information	
	Name: FirstName2 LastName2 U.S. Social Security Number: XXX - XX - 5678 Date of Birth: 01/01/1980	
	* Work Phone Number - Extension: 4434445555	
	* Email Address: FirstName2_LastName2@email.c	
	Employer Information	
	FEIN: 123456789 Employee #: Employer Name: Hollywood, USA	
	* Address Line 1: Street Address 1	
	Address Line 2:	
	* City: City	
	• State: Maryland	
	* Postal Code: 21244	
	Country: USA	
	Security Information	
	* Answer any five unique challenge questions:	
	In what city did you meet your spouse/significant other? 🛩 City	
	What is your favorite animal?]
	What is your pet's name? 🛛 🖌 Pet	
	Who was your childhood best friend?	
	What is your favorite restaurant?]
	Requested Access	
	FPLS Child Support Technical Support Staff • Electronic Income Withholding Order (e-IWO) • Multistate Financial Institution Data Match (MSFIDM) • Passport Denial Web Application (PDWA)	
	Top of Page	
	Update Reset Cancel Disable Account	nt
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us</u> <u>Privacy Statement</u>	

Figure 4-16: Account-User Window

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.	

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.	
Top of Page	Returns the user to the top of window.	
Update	Opens the Account Update confirmation window.	
Reset	Resets any updated information.	
Cancel	Cancels the transaction and opens to the Portal home window.	
Disable Account	Disables the account.	

CHART 4-19:ACCOUNT – USER WINDOW DESCRIPTION

U.S.	Department of Health and Human Services	Administration for
FF	PLS Child Support Services Portal	hildren & Families
CSSP	PHome Print	FAQ Logout
FPLS Portal	Account Update	
	User Account Updated	
	Your account has been updated successfully. You may proceed to the FPLS Child Support Services Portal home page by dicking the CSSP Home button.	
	CSSP Home	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>	

Figure 4-17: Account Update Window

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

CHART 4-20: ACCOUNT UPDATE 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.	

U.S. I	Department of Health and Human Services LS Child Support Services Portal	Administration for Children & Families
FPLS Portal	Welcome to	FAQ Logout
lectronic Income Withholding Orders 'assport Denial Iultistate Financial nsurance Data Match Iccount Update	FPLS Child Support Services Portal The Federal Office of Child Support (FPLS) Child Support Services Portal (CSSP) enables organizations and authorized individuals to conduct child support business and submit information to the Office of Child Support Enforcement (OCSE).	CRYP.
lelp Desk Availability Ionday - Friday: :00 A.M 5:00 P.M. ET	Messages	
	Office of Child Support Enforcement - Last updated: 03/31/ <u>Contact Us</u> Privacy Statement	/2009

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.

CHART 4-21: WELCOME TO FPLS PORTAL WINDOW DESCRIPTION		
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.	
Messages	Displays system-generated messages to the user (this field is read-only)	
Electronic Income Withholding Orders	Opens the Welcome to Electronic Income Withholding Order Online application (the link is enabled for users registered for e-IWO only).	
Multistate Financial Insurance Data Match	Opens the Welcome to Multistate Financial Institution Data Match application (the link is enabled for users registered for MSFIDM only).	
Passport Denial Web Application	Opens the Passport Denial Certify/Withdraw Application (The link is enabled for users registered for PDWA only)	
Account Updates	Opens the Account Update – User window.	

5. CREDENTIAL MANAGEMENT

Figure 5-19: Login Certification Window

	S. Department of Health and Human Services Administration for Children & Families
	PLS Child Support Services Portal
>> w	elcome FAQ
FPLS Portal	Login Certification * Indicates required field
	I certify that:
	 I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my account. I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services. I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both. I am authorized to do business on behalf of my employer or client. I understand OCSE will use this information for employment verification purposes. I understand that OCSE will waintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.	
	I Accept
	* Enter User Id: Forgot User Id?
	Enter Clear Cancel
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Uz. Privacy Statement</u>

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.	
Forgot User ID?	Opens the Forgot User Id window.	
Enter	Opens the second login page for password and challenge question if a valid user id is provided.	
Clear	Removes all information from the fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

U.S. I FP Welco	Department of Health and Human Services LS Child Support Services Portal me	Administration for Children & Families FAQ
FPLS Portal	Forgot UserId * indicates required field	
	* Email Address: * Re-enter Email Address: Submit Clear Cancel Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement	

Figure 5-20: Forgot User Id Window

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

CHART 5-23: FORGOT USER ID 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.	
Email Address	Allows email address to be entered.	
Re-enter Email Address	Allows email address to be re-entered.	
Submit	Opens the Credential Management User id confirmation window.	
Clear	Removes all information from the fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

<u><u>v.s.</u> 1 FP</u>	Department of Health and Human Services Administration for Children & Families
Welco	me FAQ
FPLS Portal	Credential Management
	User ID
	Your userId has been sent to your email account.
	You may proceed to the FPLS Child Support Services Portal by clicking the Welcome button.
	Welcome
	Office of Child Support Enforcement - Last updated: 04/24/2009 Contact Us Privacy Statement

Figure 5-21: Credential Management Window

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

CHART 5-24: CREDENTIAL MANAGEMENT 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.	
User ID	Verifies that user id has been sent to email address.	

EVEN U.S. 1 FP Welco	Department of Health and Human Services LS Child Support Services Portal	Administration for Children & Families FAQ
FPLS Portal	Login I indicates required field For User Id: FirstLa2 Enter Password: Forget/Change Password2 What is your favorite animal?: Login Clear Cancel	
	Office of Child Support Enforcement - Last updated: 01/21/2009 <u>Contact Us</u> Privacy Statement	

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

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

CHART 5-25: LOGIN (FORGOT/CHANGE PASSWORD) 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.		
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.		
Forgot/Change Password?	Opens the Forgot/Change Password window.		
Login	Successful authentication of the user id, password and challenge question response, takes the user to the Portal home page.		
Clear	Removes all information from the fields.		
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.		

<i>U.S.</i> 1	Department of Health and Human Services	Administration
EPI S Child Support Services Portal		for Children & Families
Welco	ome	FAQ
FPLS Portal	Forgot/Change Password * indicates required field	
	User Id: FirstLa2	
	* Enter Email:	
	Submit Clear Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>	

Figure 5-23: Forgot/Change Password Window

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

CHART 5-26: FORGOT/CHANGE PASSWORD 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.	
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.	
Submit	Opens the Forgot/Change Password (Challenge Questions) window.	
Clear	Removes all information from the fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

<u>U.s.</u>	Department of Health and Human Services	Administration for Children & Families
FF	PLS Child Support Services Portal	children oc rainnies
Weld	ome	FA
FPLS Portal	Forgot/Change Password * indicates required field	
	Please answer the following challenge questions set up during registration:	
	* In what city did you meet your spouse/significant other?:	
	* What is your favorite animal?:	
	* What is your pet's name?:	
	* Who was your childhood best friend?:	
	* What is your favorite restaurant?:	
	Submit Clear Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us Privacy Statement</u>	

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.

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

U.S.	Department of Health and Human Services	Administration for
FPLS Child Support Services Portal		Children & Families
Weld	ome	FAQ
FPLS Portal	Forgot/Change Password * Indicates required field	
	Please enter and confirm your new password.	
	* Enter new password: (Password Policy)	
	* Re-enter new password:	
	Submit Clear Cancel	
	Office of Child Support Enforcement - Last updated: 04/24/2009	

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.

CHART 5-28: FORGOT/CHANGE PASSWORD 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.	
Enter New Password	Allows the new password to be entered.	
Password Policy	Opens the FPLS Password Policy window.	
Re-enter New Password	Allows the new password to be entered.	
Submit	Opens the Password Change confirmation window.	
Clear	Removes all information from the fields.	
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal window.	

U.S. 1	Department of Health and Human Services Administration for	
FP	LS Child Support Services Portal Children & Families	
Welco	ome FAQ	
FPLS Portal	Credential Management	
	Password Changed	
	Your password has been changed successfully.	
You may proceed to the FPLS Child Support Services Portal by clicking the Welcome button		
	Welcome	
	Office of Child Support Enforcement - Last updated: 04/24/2009 <u>Contact Us</u> <u>Privacy Statement</u>	

Figure 5-26: Password Changed (Confirmation) Window

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

CHART 5-29: PASSWORD CHANGED (CONFIRMATION) 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.	

6. GENERAL PAGES

Figure 6-27: Timeout Warning Window

U.S. Department of Health and Human Services FPLS Child Support Services Portal			
1. Timeout Warning			
Your online session is about to time out. As a security precaution, sessions are timed out after 15 minutes of inactivity.			
If you would like to continue the session, click the Continue button.			
If you would like to terminate the session, click the Continue button and logout.			
Continue			

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

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



	U.S. Department of Health a	and Human Services	Administration for Children & Families	
35	Welcome	ont Services Portai	FAQ	
Sessi	on Timed Out			
	Your session has timed out. You mus Any Information entered on the scree on the screen that was not saved wi	t start over to see the information displayed an that was not saved has been lost. Any infi Il revert to its previous values.	on the screen again. ormation changed	
	To contact the Help Desk for assistar	nce:		
	Help Desk Hours:	Monday-Friday 8:00am to 5:00pm ET		
	Help Desk Phone: Help Desk Email:	(410)277-9470 helpdesk@acf.hhs.gov		
	Click 'Welcome' to return to the FPLS Child Support Services Portal Welcome Page.			
		Welcome		

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

CHART 6-31:SESSION TIMED OUT PAGE		
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

	U.S. Department of Health a FPLS Child Suppo	and Human Services Drt Services Portal	Administration for Children & Families
2	Welcome		FAQ
\rm \rm Er	ror		
	An Error occurred while processing y displayed on the screen again. Any I Any information changed on the scre	our request. You must start over to see the info nformation entered on the screen that was not : en that was not saved will revert to its previous	mation saved has been lost. values.
	The following information can assist t	he Help Desk in tracking the cause of the error:	
	Error Code:	405	
	Error Message:	User Already Exists	
	To contact the Help Desk for assistar	ice:	
	Help Desk Hours:	Monday-Friday	
		8:00am to 5:00pm ET	
	Help Desk Phone:	(410)277-9470	
	Help Desk Email:	helpdesk@acf.hhs.gov	
	Click 'Welcome' to return to the FPLS	Child Support Welcome Page.	
		Welcome	

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

CHART 6-32: SYSTEM ERROR 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.	

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



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

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

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

	U.S. 1	Department of Health and Human Services	Administration for
	FP	LS Child Support Services Portal	Children & Families
	Welco	me	FAQ
FPLS Por	tal	ACCOUNT LOCKED	
		Reached maximum limit of attempts	
		You have reached the maximum limit of attempts. To protect your privac your account. Please contact the Help Desk at (410)277-9470 to unlock	y, the system has locked your account.
		Welcome Office of Child Support Enforcement - Last updated; 04/24/20 <u>Contact UR Privacy Statement</u>	09

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

CHART 6-34: ACCOUNT LOCKED 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.	

Figure 6-32: Frequently Asked Questions Window

FPLS Child Support Services Portal	Children &
If you have a question concerning Child Support Services Online (CSSO), look for an a cannot find an answer to your question please email the Help Desk at MSEdb@ad.hh: 9470.	nswer below. If you s.gov or call 1-410-277
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	
6. ACCOUNT UPDATES	
GENERAL	
 What if my question isn't on the list? I checked the list, conducted a search and sti How do I ask a question? If your question is not on the list, please contact the help desk. 	ll can't find what I war
Top of Page	
REGISTRATION	
 How much does it cost to register to this online service? Registration is free 	
How long does it take to complete the online registration process?	and the set of the set of the set
I ne Registration process takes about ten minutes, provided you are able to cor 3. Can I interrupt the registration process and continue at a later time?	npiete all required fiel
No, you will need to start the Registration process again.	
 Can't Grange my emproyer mornation before activating my account? No. Only after your account is active will you be able to update selective data in the selective data in the selective d) your account.
 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, y help desk. How is my nersonal information protected? 	rou should contact the
 How is in personal information protected? Your personal information will not be disclosed, given out, sold, or transferred u enforcement by statute. 	inless required for law
Do I need to remember all my challenge questions? You need to remember your answers to login into the system and to activate w	our account.
Top of Page	
LOGIN	
	ortal?
 Yes, block you see shally register with this portal using a single sign-on, you of services you are authorized to use. 	can access all online
 How often do I need to change my password? Every three months the system will prompt you to change your password. 	
 How many concurrent sessions can I run? One. 	
Top of Page	
CREDENTIAL MANAGEMENT	
 How do I change my password? Follow the Forgot / Change Password link on the login page. You will need to an questions that were setup during registration. 	nswer challenge
 I forgot my username and password, how can I access my account? Follow the Enrort User Id link on the login page. You will need to provide your of 	-mail address
Top of Page	
ACTIVATION	
 How long does it take for new members to obtain access to the Enterprise Service Once verification of your information is complete, you will receive a one-time use mail within seven business days. If it is past seven business days and you have activation code, please contact the help desk. 	Portal? e activation code via e e not received your
 I forgot my activation code, how can I activate my account? You need to contact the help desk. 	
 I submitted my registration request two weeks ago and have yet to receive my ad should I do? You need to contact the help desk. 	tivation code. What
Top of Page	
ACCOUNT UPDATES	
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 Up	date link. On the User
Account Update menu, press the Delete Account button. A confirmation menu w the deletion. 2. I am a registered user. Can I change my last name in the account?	III prompt you to acce
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. Lam a registered user. Can Ladd a service?	
 You can request a new service to be added. If approved, you will receive your n seven days. How do I channe my password? 	new activation code in
 Cink the Forget / Change Password link on the login page, or go to Account Up the Portal. Cink Lhonge the purport to my challence mustice? 	dates after logging int
 Ven it unarige the answers to my challenge questions? Yes, you can change the answers to your challenge questions by clicking Accountin. 	nt Updates after you l
Top of Page	

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

CHART 6-35: FREQUENTLY ASKED QUESTIONS WINDOW DESCRIPTION		
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.	
Login	Opens the Login section of the FAQ.	
Credential Management	Opens the Credential Management section of the FAQ.	
Activation	Opens the Activation section of the FAQ.	
Account Updates	Opens the Account Updates section of the FAQ.	
Top of Page	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.

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

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

Security Alert 🛛 🔀			
£	Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.		
	The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.		
	The security certificate date is valid.		
	The security certificate has a valid name matching the name of the page you are trying to view.		
Do you want to proceed?			
	Yes No View Certificate		

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

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

Figure 6-35: Disable Account Message

Microsoft Internet Explorer		
	This will inactivate your account and terminate this session. Once the account is disabled, you will have to re-register to use the portal. Click 'OK' to disable your a 'Cancel' to return.	count or
	OK Cancel	

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

CHART 6-38: SECURITY ALERT WINDOW DESCRIPTION		
Element	Description	
ОК	Disables the user's account.	
Cancel	Cancels the current operation.	

Figure 6-36: Privacy Policy

Children & Families
FPLS Child Support Services Portal
Print Close
Privacy Policy
Federal Parent Locator Service Child Support Services Portal
(Revised May 8 th , 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 sent 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.
top of page

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

CHART 6-39: PRIVACY POLICY WINDOW DESCRIPTION		
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.	
Top of Page	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.