

Federal Parent Locator Service

FPLS System Framework

User Screen Flow

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Administration for Children and Families
Office of Child Support Enforcement
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1. REGISTRATION

This document describes the process to submit a request for user registration for access to the Federal Parent Locator Service Child Support Services Portal (FPLS CSSP).

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



This page is used to broadcast messages for the portal. An example of a message would be upcoming maintenance.

Note: Because screen shots require space, the screen shot above shows the header and footer that are contained on all of the screens. The header may also contain links to **Logout**, **Comments**, **Print**, **CSSP Home**, etc. The footer may also contain links to **Contact Us**, **Privacy Statement** and **Paperwork Reduction Act of 1995**, etc. The remaining screens will not display the header or footer. The **Paperwork Reduction Act of 1995** link only appears on the logon pages.

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

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Link	Description
<u>FAQ</u>	The user is shown the FAQs for security.

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Link	Description
<u>Contact Us</u>	The user is presented with the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the portal.
<u>Privacy Statement</u>	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of 1995</u>	The user is shown the Paperwork Reduction Act of 1995.

Users that are registered click **Log In** to navigate to the Login Certification page. Refer to the user guide for the desired application to continue.

Users that are not registered click **Register** to request access to the portal. The User Certification page is displayed.

Figure 1-2: User Certification

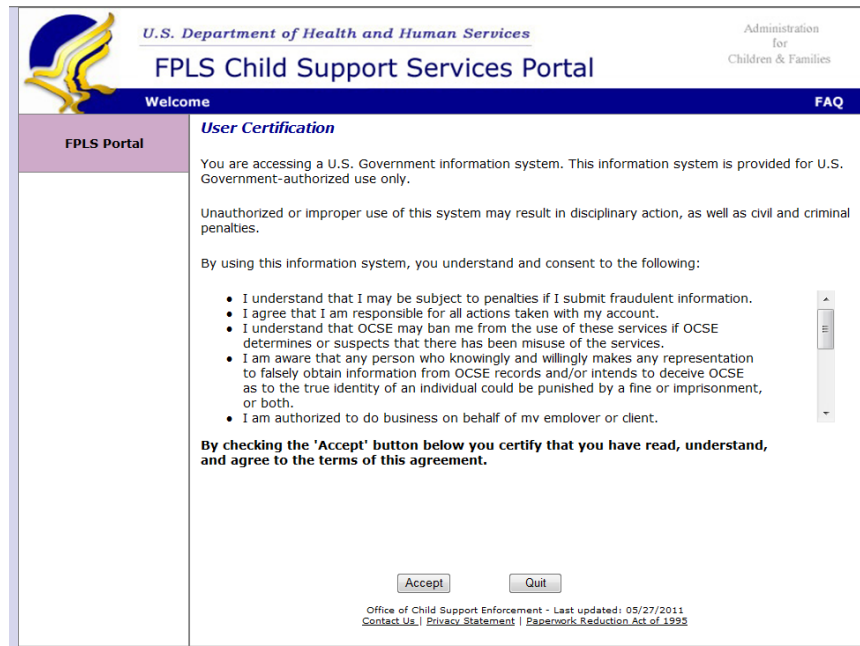


Chart 1-2 describes the functions that are available from the User Certification.

CHART 1-2: USER CERTIFICATION	
Link	Description
<u>FAQ</u>	The user is shown the FAQs for security.

CHART 1-2: USER CERTIFICATION	
Link	Description
<u>Contact Us</u>	The user is presented with the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the portal.
<u>Privacy Statement</u>	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of 1995</u>	The user is shown the Paperwork Reduction Act of 1995.

Click **Accept** to navigate to the Registration – User page to complete the required information for registration.

Click **Quit** to navigate to the Welcome to FPLS Child Support Services Portal page.

Figure 1-3: Registration User

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:
- * Postal Code:
- Country: USA

Security Information

- * Create 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

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

CHART 1-3: REGISTRATION - USER	
Link	Description
<u>FAQ</u>	The user is shown the FAQs for security.
<u>Password Policy</u>	Opens the Password Policy Requirements in a new.
<u>Contact Us</u>	The user is presented with the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the portal.
<u>Privacy Statement</u>	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of 1995</u>	The user is shown the Paperwork Reduction Act of 1995.

The user completes the required fields noted by an asterisk on the user registration form. The sections include Personal, Employer and Security information.

Click **Next** to navigate to the Registration – Service page to select the applications the user is requesting access on the portal.

Click **Clear** to remove any data entered since the last save of the information.

Click **Cancel** to navigate to the Welcome to FPLS Child Support Service Portal page. The date entered is not saved.

Figure 1-4: Registration Services

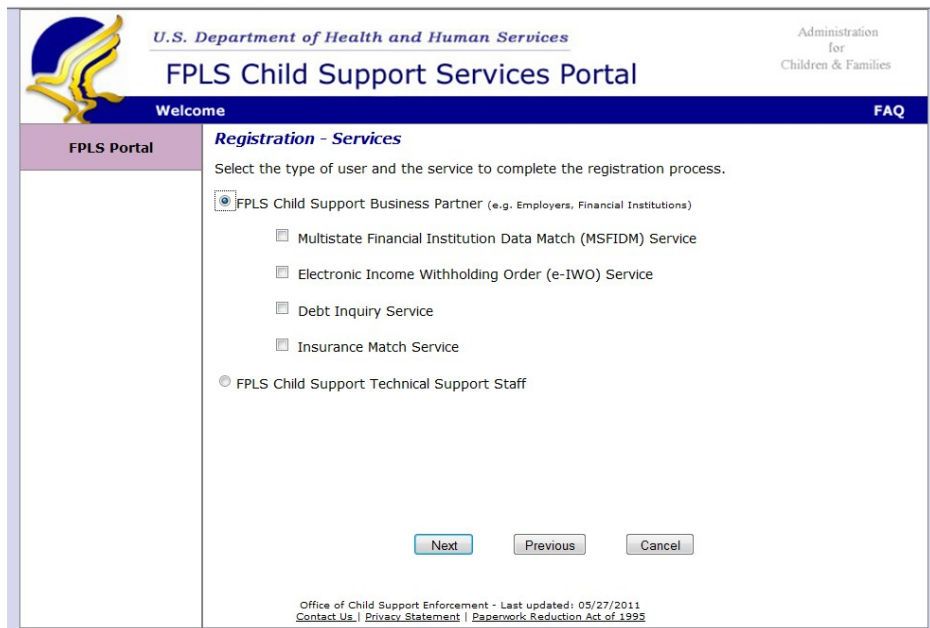


Chart 1-4 describes the functions that are available from the Registration Services for the Child Support Business Partners (e.g. Employers and Financial Institutions).

CHART 1-4: REGISTRATION SERVICES	
Link	Description
<u>FAQ</u>	The user is shown the FAQs for security.
<u>Contact Us</u>	The user is presented with the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the portal.
<u>Privacy Statement</u>	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of 1995</u>	The user is show the Paperwork Reduction Act of 1995.

The user selects the role type.

Click **Next** to navigate to the Registration – <Application> page to define the company/employer for which the user is requesting portal access. This screen display depends on the applications selected.

Click **Previous** to navigate back to the Registration – Services page.

Click **Cancel** to navigate back to the Welcome to FPLS Child Support Service Portal page. The date entered is not saved.

Figure 1-5: Registration – MSFIDM

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

CHART 1-5: REGISTRATION – MSFIDM PAGE	
Element	Description

Figure 1-7: Registration-eIWO

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)

Figure 1-7 is displayed if the user selects Electronic Income Withholding Order application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that application the user is requesting.

Figure 1-8: Registration – Debt Inquiry

FPLS Portal **Registration - Debt Inquiry Service**
** Indicates required field*

Debt Inquiry Service

This service enables authorized users to submit information about individuals eligible to receive a payout to determine if they owe past-due child support. A user can register as only one type of submitter in order to use the Debt Inquiry Service.

* Please check the statement that is applicable

I am a submitter registering to do business on behalf of my employer.

FEIN: Organization:

I am a submitter registering to do business on behalf of an Insurer.

FEIN: Organization:

I am a third party processor registering to do business on behalf of an Employer.
(Enter at least one FEIN and Organization below.)

FEIN: Organization:

[More FEINs](#) (For more than 10 FEINs contact Help Desk)

I am a third party processor registering to do business on behalf of an Insurer.
(Enter at least one FEIN and Organization below.)

FEIN: Organization:

[More FEINs](#) (For more than 10 FEINs contact Help Desk)

Figure 1-8 is displayed if the user selects Debt Inquiry application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that application the user is requesting.

Figure 1-9: Registration – Insurance Match

The screenshot shows the FPLS Child Support Services Portal. The 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". Below the title, there is a "Welcome" message and a "FAQ" link. The page is titled "Registration - Insurance Match Service". A red asterisk indicates that fields marked with an asterisk are required. The page describes the "Insurance Match Service" and provides a checkbox for "I am a submitter registering to do business on behalf of an Insurance Company/State Workers Compensation Agency." Below this, there are input fields for "FEIN:" and "Organization:". At the bottom, there are "Next", "Previous", and "Cancel" buttons. A footer note states "Office of Child Support Enforcement - Last updated: 05/27/2011" and provides links for "Contact Us", "Privacy Statement", and "Paperwork Reduction Act of 1995".

Figure 1-9 is displayed if the user selects Insurance Match application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that application the user is requesting.

Figure 1-10: Registration Services – User/Service Information

The screenshot shows the FPLS Portal registration page for Services. The page is titled "Registration - Services". It instructs the user to "Select the type of user and the service to complete the registration process." There are two radio buttons for user selection: "FPLS Child Support Business Partner (e.g. Employers, Financial Institutions)" and "FPLS Child Support Technical Support Staff". The "FPLS Child Support Technical Support Staff" option is selected. Below this, there is a list of services with checkboxes: "Multistate Financial Institution Data Match (MSFIDM) Service", "Electronic Income Withholding Order (e-IWO) Service", "Passport Denial Service", "Federal Offset Program Service", "e-Employer Search", "Debt Inquiry Service", "Locates Service", and "Insurance Match Service". At the bottom, there are "Next", "Previous", and "Cancel" buttons.

Figure 1-10 is displayed if the user selects FPLS Child Support Technical Support Staff. The user selects each of the application they need access.

Figure 1-11: Registration – Confirmation

FPLS Portal *Registration - Verification*

Retain your user id, password and responses to your challenge questions for future use. Use 'Submit' to confirm, 'Previous' to change and 'Cancel' to quit your information.

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

User Id: FirstLa2

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 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)

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Figure 1-11 is displayed to show all the registration information the user input plus the applications that access was requested.

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

CHART 1-6: REGISTRATION - CONFIRMATION	
Element	Description
<u>Print</u>	The user is shown the print page.
<u>FAQ</u>	Opens the Frequently Asked Questions (FAQ) in a new.
<u>Top of Page</u>	Returns the user to the top of the.
<u>Contact Us</u>	The user is presented with the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the portal.
<u>Privacy Statement</u>	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of 1995</u>	The user is show the Paperwork Reduction Act of 1995.

Click **Next** to navigate to the Registration – <application> page to complete the information for the next application the user is requesting access on the portal.

Click **Previous** to navigate back to the Registration – Services page.

Click **Cancel** to navigate back to the Welcome to FPLS Child Support Service Portal page.
 The date entered is not saved.

Figure 1-12: Registration – User Registration Request Submitted

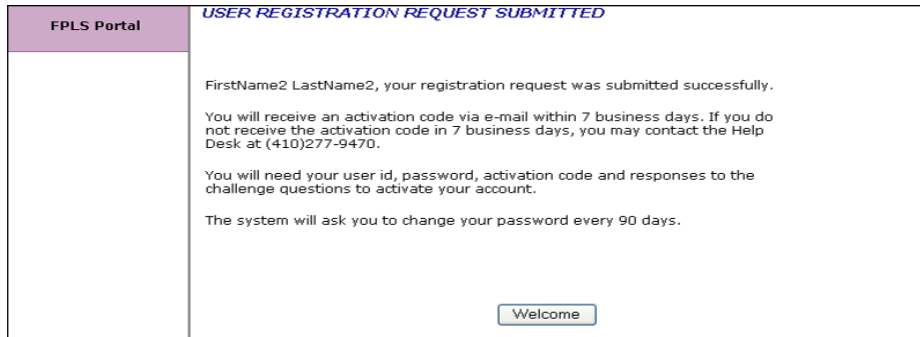


Figure 1-12 is displayed to show verify the user registration has been submitted.

Chart 1-7 describes the functions that are available from the User Registration Request Submitted.

CHART 1-7: USER REGISTRATION REQUEST SUBMITTED	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
Print	Opens the browser's Print dialog box to enable users to print the selected.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

2. ACTIVATION

Figure 2-13: 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.

CHART 2-8: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Messages:	Displays a system-generated message to the user (this field is a read only field).
Log In	Opens the Login Certification.
Register	Opens the User Certification.

Figure 2-14: Login Certification

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?](#)

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

CHART 2-9: LOGIN CERTIFICATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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.
Enter	Opens the User Activation.
Clear	Removes all information from fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 2-15: User Activation

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

CHART 2-10: USER ACTIVATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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 Forgot/Change Password.
Challenge Questions 1-5	Allows the responses to challenge questions to be entered.
Activate	Opens the Activation.
Clear	Removes information from fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 2-16: Activation

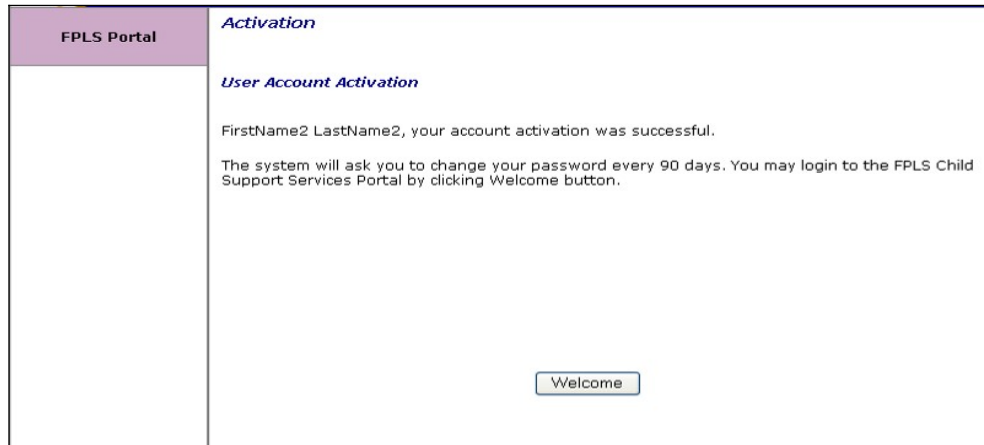


Chart 2-4 describes the functions that are available from the Activation.

CHART 2-11: ACTIVATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

3. LOGIN

Figure 3-17: Login Certification

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?](#)

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

CHART 3-12: LOGIN CERTIFICATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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.
Enter	Opens the Login.
Clear	Removes information from fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 3-18: Login

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

CHART 3-13: LOGIN	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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.
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.

Figure 3-19: Welcome to FPLS Child Support Services Portal



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

CHART 3-14: WELCOME TO FPLS PORTAL	
Element	Description
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal.
<i>Messages</i>	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.

4. ACCOUNT UPDATES

Figure 4-20: Account-User

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: StreetAddress1
 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? 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
 • Electronic Income Withholding Order (e-IWO)
 • Multistate Financial Institution Data Match (MSFIDM)
 • Passport Denial Web Application (PDWA)

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Update Reset Cancel Disable Account

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

CHART 4-15:ACCOUNT – USER	
Element	Description
CSSP Home	Opens the Welcome to FPLS Child Support Services Portal.
Print	Opens the browser’s Print dialog box to enable users to print the selected.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal.
-Personal Information-	Displays personal information provided by the user. User can only update the work telephone and email.
-Employer Information -	Displays employer information provided by the user. User can only update the Employer

CHART 4-15:ACCOUNT – USER	
Element	Description
	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.
Update	Opens the Account Update confirmation.
Reset	Resets any updated information.
Cancel	Cancels the transaction and opens to the Portal home.
Disable Account	Disables the account.

Figure 4-21: Account Update

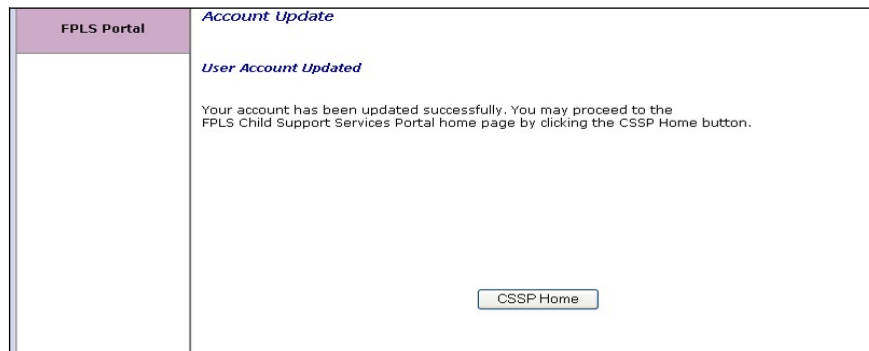


Chart 4-2 describes the functions that are available from the Account Update.

CHART 4-16: ACCOUNT UPDATE	
Element	Description
CSSP Home	Opens the Welcome to FPLS Child Support Services Portal.
Print	Opens the browser's Print dialog box to enable users to print the selected.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Logout	Terminates the session and opens the Welcome to FPLS Child Support Services Portal.

Figure 4-22: Welcome to FPLS Child Support Services Portal

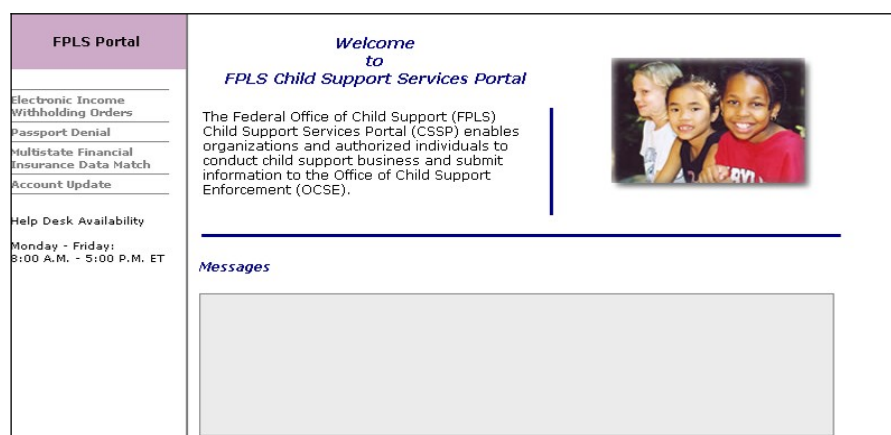


Chart 4-3 describes the functions that are available from the Welcome to FPLS Portal.

CHART 4-17: WELCOME TO FPLS PORTAL	
Element	Description
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Logout	Terminates sessions and opens the Welcome to FPLS Child Support Services Portal.
<i>Messages</i>	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.

5. CREDENTIAL MANAGEMENT

Figure 5-23: Login Certification

FPLS Portal	<p>Login Certification <small>* indicates required field</small></p> <p>I certify that:</p> <ul style="list-style-type: none"> • 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. <p>By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.</p> <p><input type="checkbox"/> I Accept</p> <p>* Enter User Id: <input type="text"/> Forgot User Id?</p> <p style="text-align: center;"> <input type="button" value="Enter"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/> </p>
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Chart 5-1 describes the functions that are available from the Login Certification.

CHART 5-18: LOGIN CERTIFICATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
I Accept	Certifies that 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.
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.

Figure 5-24: Forgot User Id

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

CHART 5-19: FORGOT USER ID	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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.
Clear	Removes all information from the fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 5-25: Credential Management

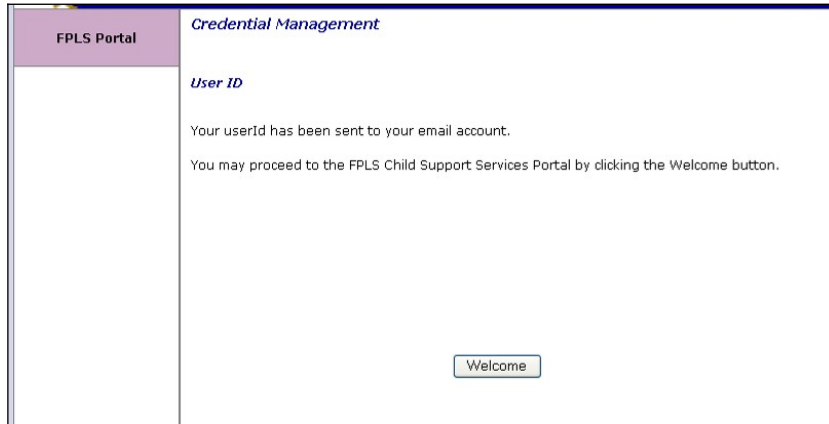


Chart 5-3 describes the functions that are available from the Credential Management.

CHART 5-20: CREDENTIAL MANAGEMENT	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
User ID	Verifies that user id has been sent to email address.

Figure 5-26: Login (Forgot/Change Password)

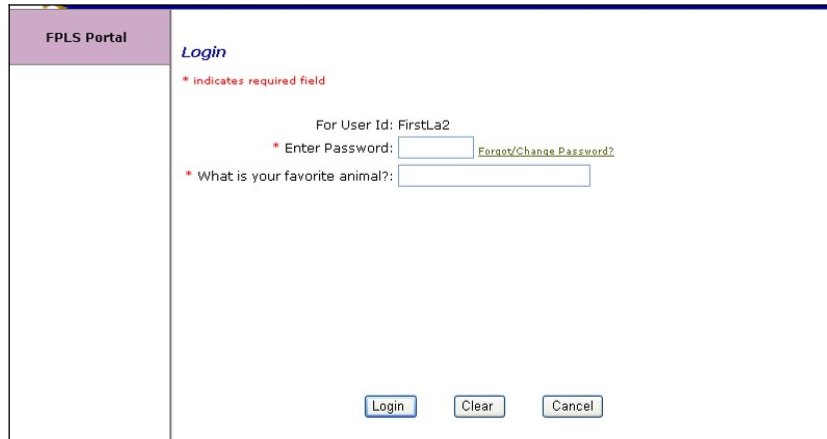


Chart 5-4 describes the functions that are available from the Login (Forgot/Change Password).

CHART 5-21: LOGIN (FORGOT/CHANGE PASSWORD)	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

CHART 5-21: LOGIN (FORGOT/CHANGE PASSWORD)	
Element	Description
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.
<u>Forgot/Change Password?</u>	Opens the Forgot/Change Password.
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.

Figure 5-27: Forgot/Change Password

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

CHART 5-22: FORGOT/CHANGE PASSWORD	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
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.
Submit	Opens the Forgot/Change Password (Challenge Questions).
Clear	Removes all information from the fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS

CHART 5-22: FORGOT/CHANGE PASSWORD	
Element	Description
	Child Support Services Portal.

Figure 5-28: Forgot/Change Password (Challenge Questions)

The screenshot shows a web form titled "Forgot/Change Password" with a sub-header "* indicates required field". The form asks the user to answer five challenge questions set up during registration. The questions are:

- * In what city did you meet your spouse/significant other?: [text input]
- * What is your favorite animal?: [text input]
- * What is your pet's name?: [text input]
- * Who was your childhood best friend?: [text input]
- * What is your favorite restaurant?: [text input]

 At the bottom of the form are three buttons: "Submit", "Clear", and "Cancel".

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

CHART 5-23: FORGOT/CHANGE PASSWORD (CHALLENGE QUESTIONS)	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Challenge Questions 1-5	Allows the challenge responses to be entered.
Submit	Opens the Forgot/Change Password (Reset Password).
Clear	Removes all information from the fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 5-29: Forgot/Change Password (Reset Password)

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

CHART 5-24: FORGOT/CHANGE PASSWORD	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Enter New Password	Allows the new password to be entered.
Password Policy	Opens the FPLS Password Policy.
Re-enter New Password	Allows the new password to be entered.
Submit	Opens the Password Change confirmation.
Clear	Removes all information from the fields.
Cancel	Cancels the transaction and opens to the Welcome to FPLS Child Support Services Portal.

Figure 5-30: Password Changed (Confirmation)

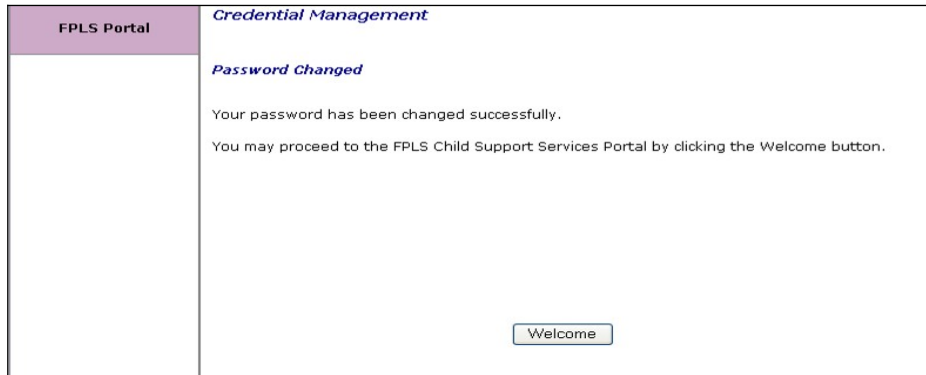


Chart 5-8 describes the functions that are available from the Password Changed.

CHART 5-25: PASSWORD CHANGED (CONFIRMATION)	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

6. GENERAL PAGES

Figure 6-31: Timeout Warning



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

CHART 6-26: TIMEOUT WARNING	
Element	Description
Continue	Refreshes the user's session and closes the browser. , Returns the user to the previously displayed page.

Figure 6-32: Session Timed Out

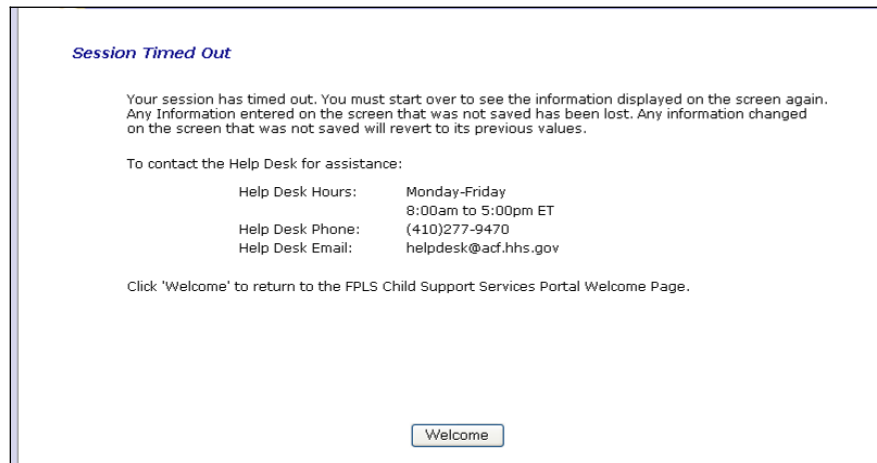


Chart 6-2 describes the functions that are available from the Session Timed Out.

CHART 6-27:SESSION TIMED OUT PAGE	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

Figure 6-33: System Error

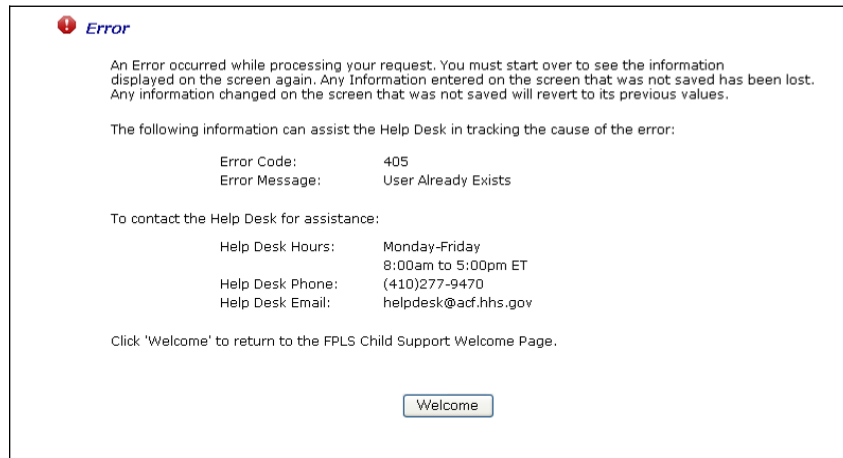


Chart 6-3 describes the functions that are available from the System Error.

CHART 6-28: SYSTEM ERROR	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

Figure 6-34: Password Requirements (Policy Change)

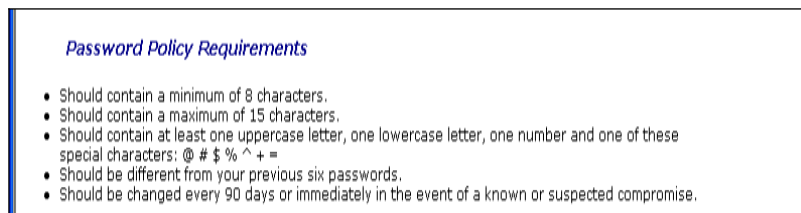


Chart 6-4 describes the functions that are available from the Password Policy Requirements.

CHART 6-29: SYSTEM ERROR	
Element	Description
Close	Closes the and returns the user to the previous.

Figure 6-35: Account Locked (Credential Management and Activation pages)

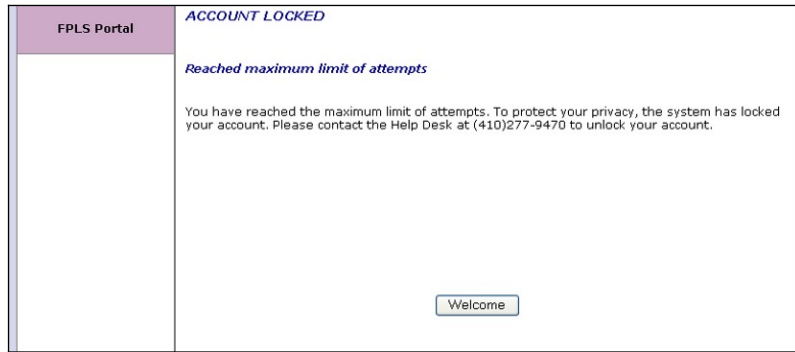


Chart 6-5 describes the functions that are available from the Account Locked.

CHART 6-30: ACCOUNT LOCKED	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.

Figure 6-36: Frequently Asked Questions

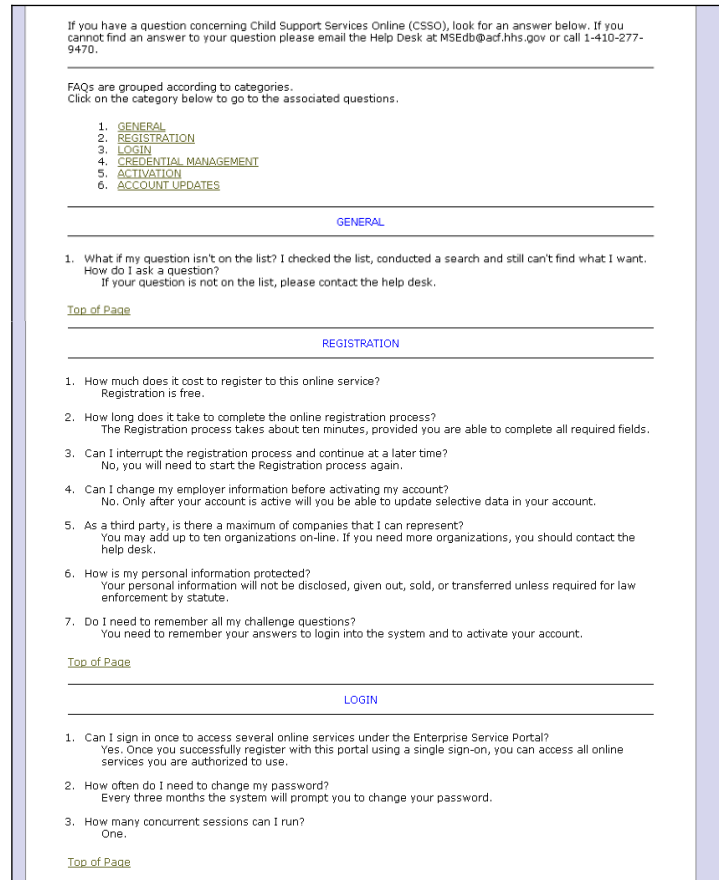


Chart 6-6 describes the functions that are available from the Frequently Asked Questions.

CHART 6-31: FREQUENTLY ASKED QUESTIONS	
Element	Description
Close	Closes the browser.
General	Opens the General section of the FAQ.
Registration	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

Figure 6-37: Contact Us

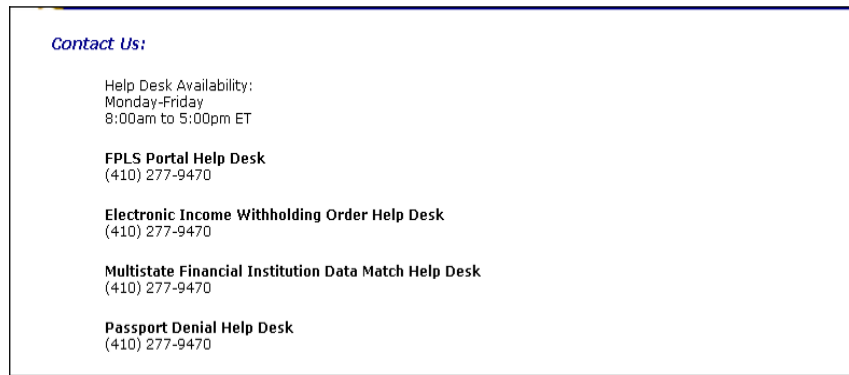


Chart 6-7 describes the functions that are available from the contact us.

CHART 6-32: CONTACT US	
Element	Description
Close	Closes the browser.

Figure 6-38: Security Alert – User Accepts Certificate



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

CHART 6-33: SECURITY ALERT	
Element	Description
Yes	Opens the Welcome to FPLS Child Support Services Portal.
No	Cancels the current operation.
View Certificate	Opens the Certificate Information.

Figure 6-39: Disable Account Message

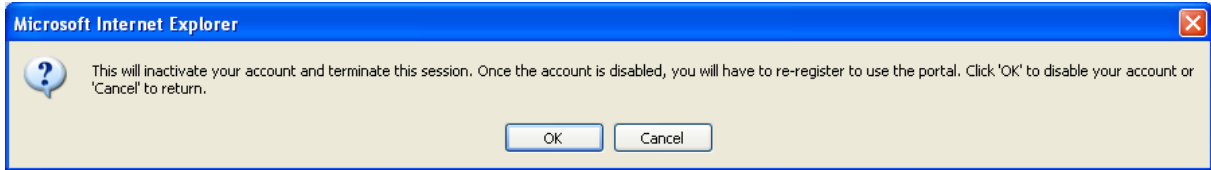


Chart 6-9 describes the functions that are available from the Disable Account Message.

Table 1

CHART 6-34: SECURITY ALERT	
Element	Description
OK	Disables the user's account.
Cancel	Cancels the current operation.