Federal Parent Locator Service

FPLS System Framework

User Screen Flow

Document Version: 2.0
May 31, 2012

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DCN: C7-T0102A.01.01

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

Delivery Order Number:	HHS-ACF-2005-C2427M
Delivery Order Title:	FPLS System Framework
Document Date:	May 2012

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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
FAQ	The user is shown the FAQs for security.

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Link	Description
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	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

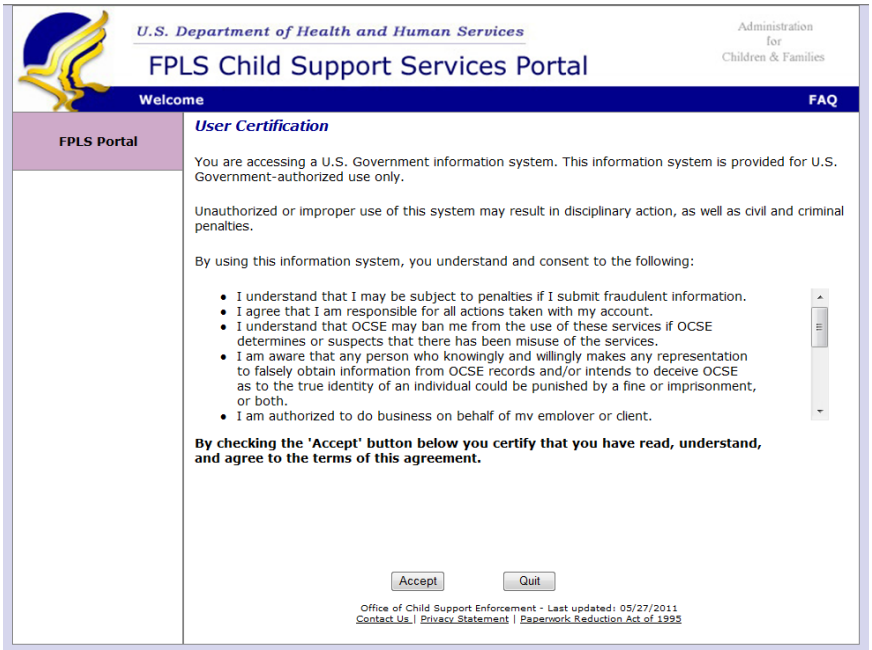

Chart 1-2 describes the functions that are available from the User Certification.

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

CHART 1-2: USER CERTIFICATION	
Link	Description
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	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

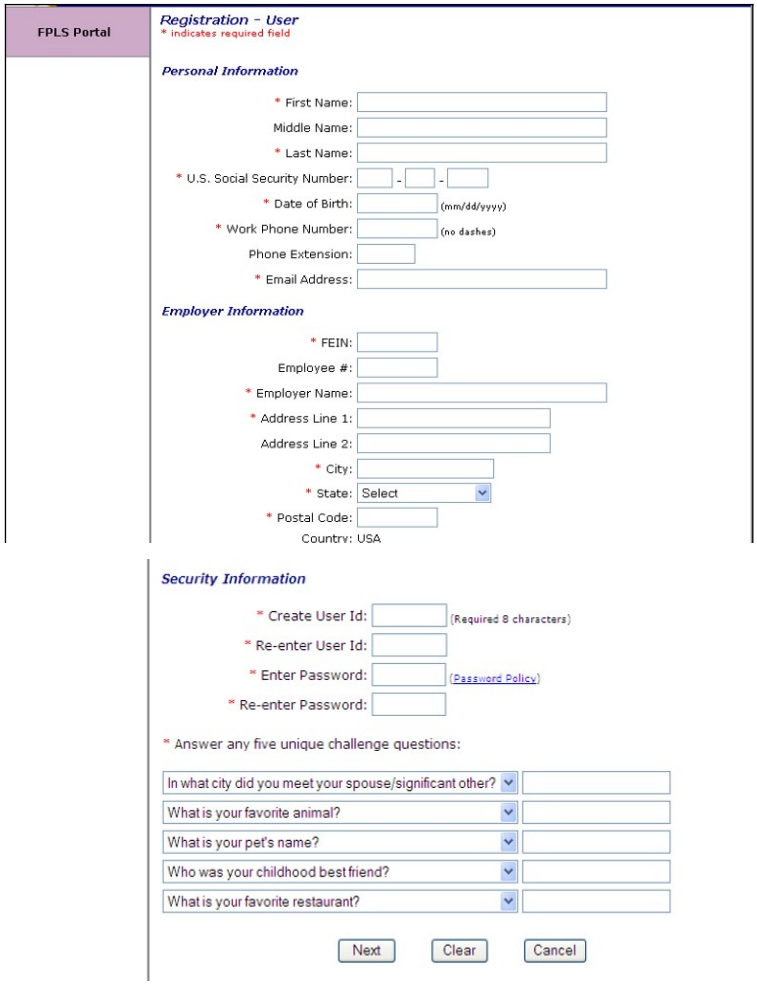

Chart 1-3 describes the functions that are available from the Registration – User Page.

CHART 1-3: REGISTRATION - USER	
Link	Description
FAQ	The user is shown the FAQs for security.
Password Policy	Opens the Password Policy Requirements in a new.
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	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

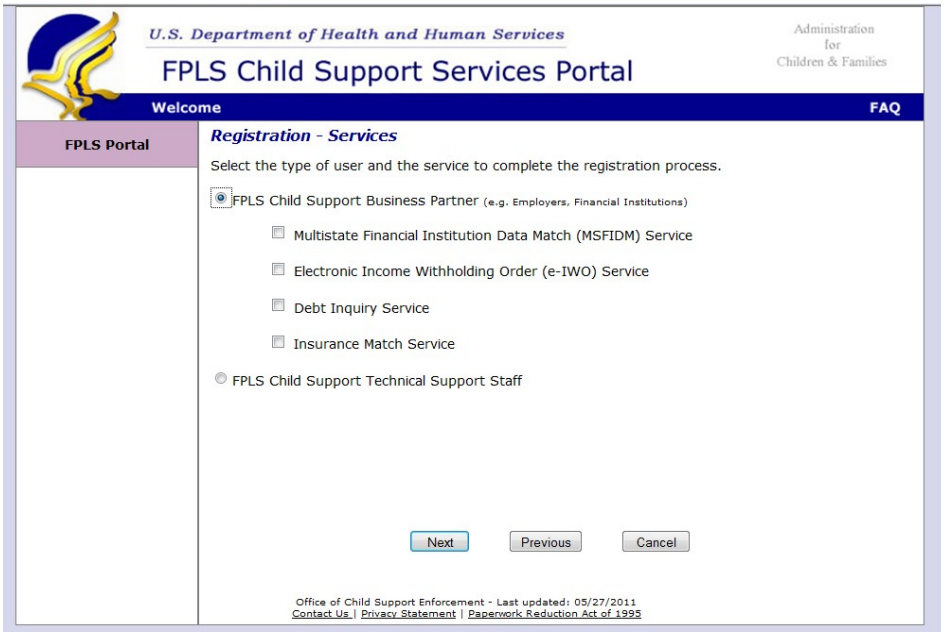

Chart 1-4 describes the functions that are available from the Registration Services for the Child Support Business Partners (e.g. Employers and Financial Institutions).

CHART 1-4: REGISTRATION SERVICES	
Link	Description
FAQ	The user is shown the FAQs for security.
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	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

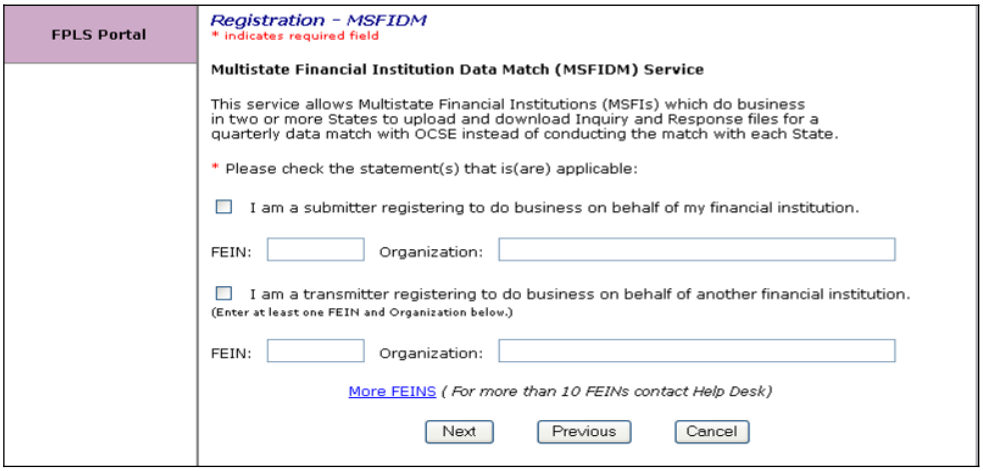

Chart 1-5 describes the functions that are available in the Registration-MSFIDM.

CHART 1-5: REGISTRATION – MSFIDM PAGE	
Element	Description

FAQ	The user is shown the FAQs for security.
More FEINS	Allows additional FEIN and Organization's to be entered.
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	The user is show the Paperwork Reduction Act of 1995.

The user clicks the type of user they are for each of the applications. If the user is selecting the

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 1-6: Registration – MSFIDM (More FEINs)

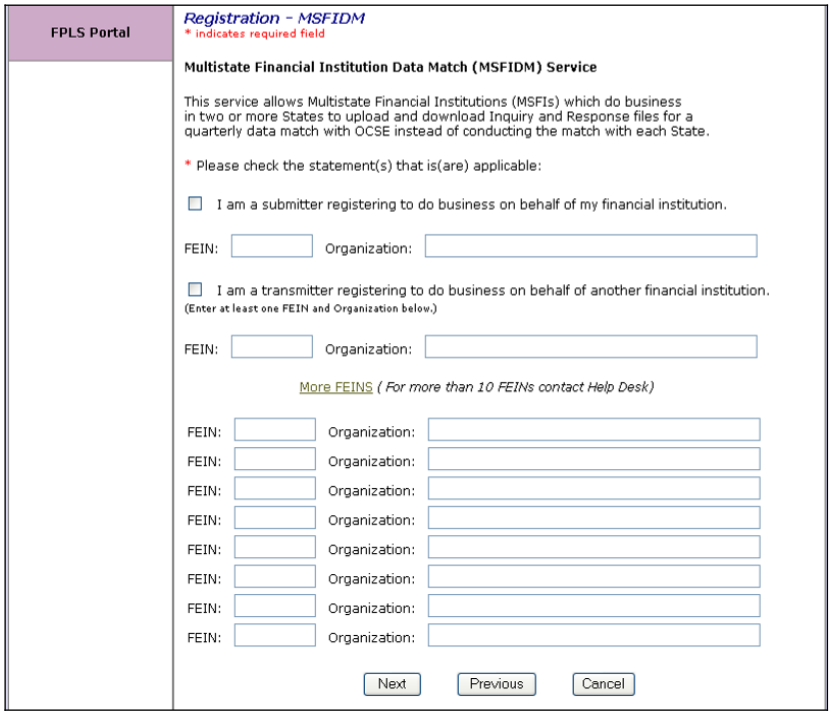

Figure 1-7: Registration-eIWO

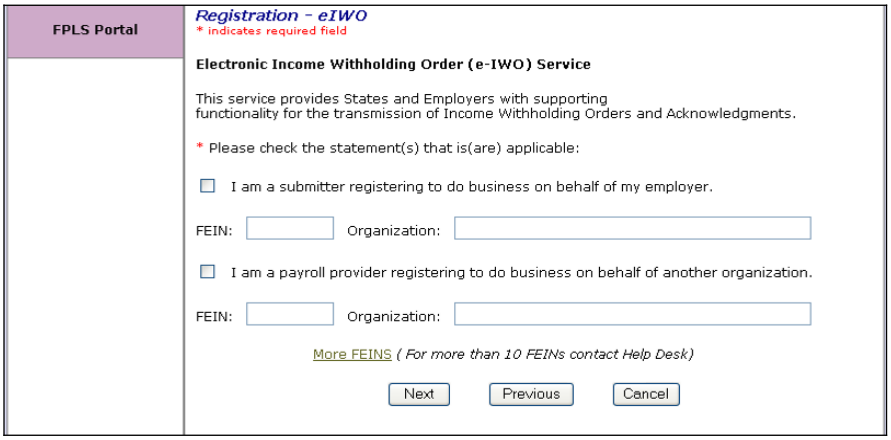

Figure 1-7 is displayed if the user selects Electronic Income Withholding Order application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that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

Figure 1-8: Registration – Debt Inquiry

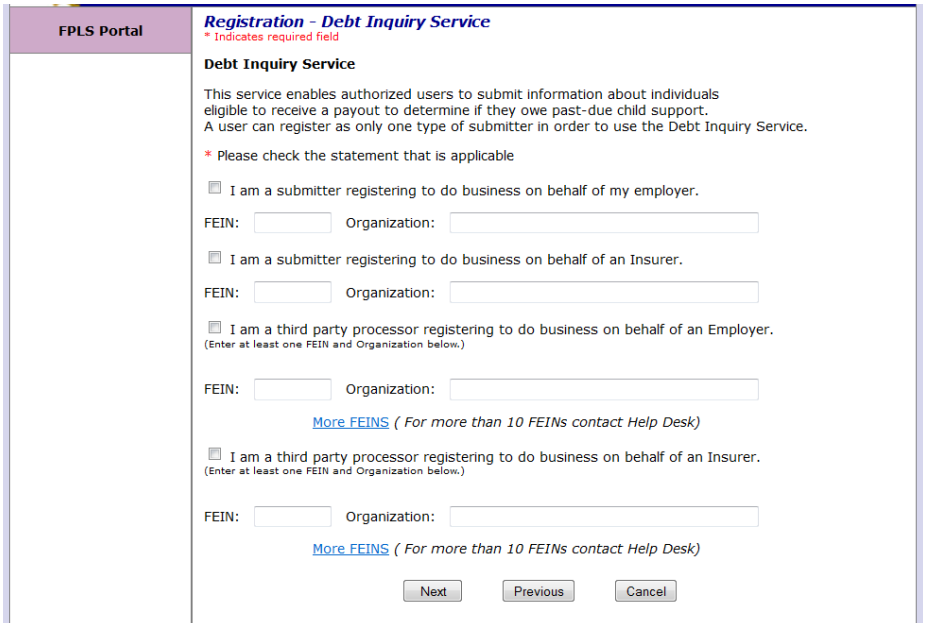

Figure 1-8 is displayed if the user selects Debt Inquiry application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that application the user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

Figure 1-9: Registration – Insurance Match

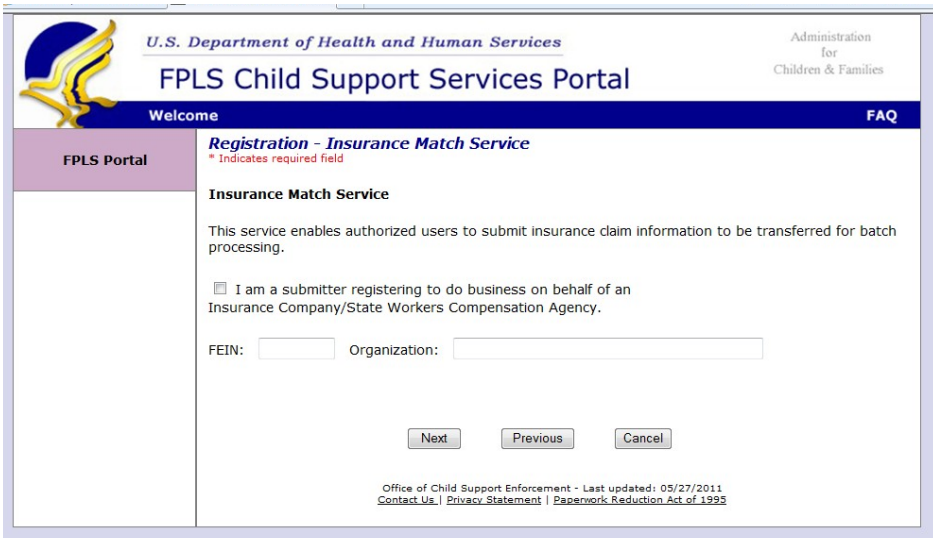

Figure 1-9 is displayed if the user selects Insurance Match application. The description of the function of the page is the same as Figure 1-6 for Multistate Financial Institution Data Match. Each application added to the portal will have a similar screen to select the roles for that application the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

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

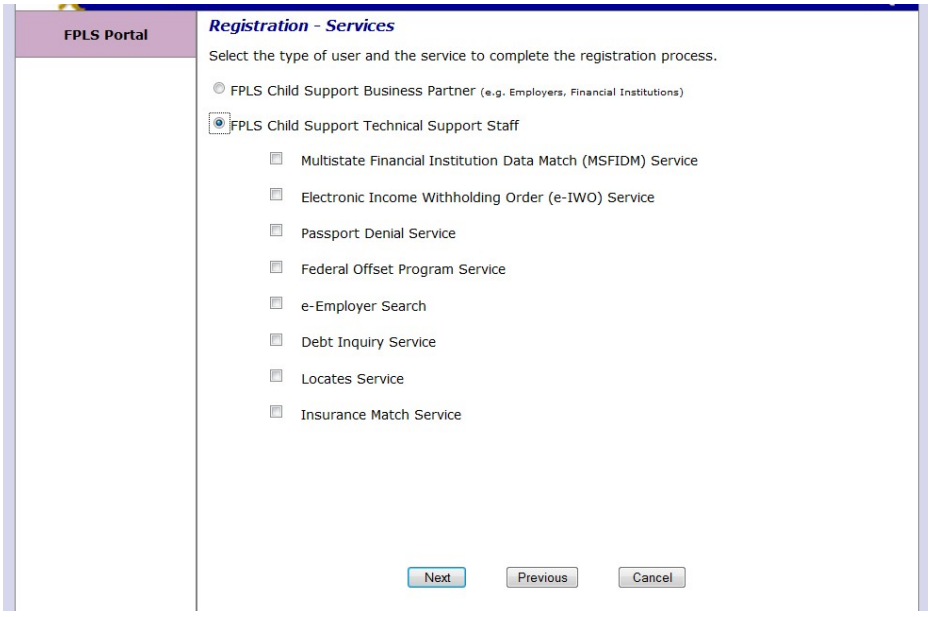

Figure 1-10 is displayed if the user selects FPLS Child Support Technical Support Staff. The user selects each of the application they need access.

Figure 1-11: Registration – Confirmation

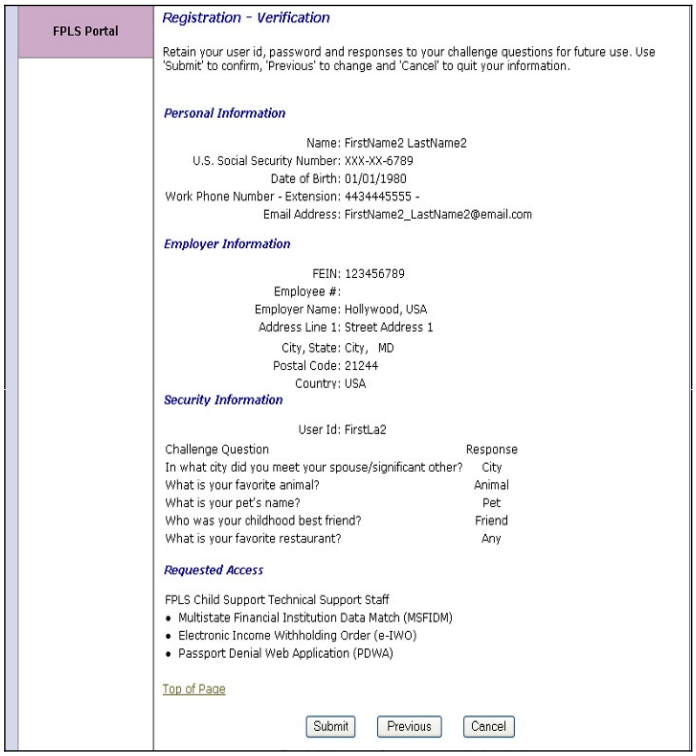

Figure 1-11 is displayed to show all the registration information the user input plus the applications that access was requested.

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

CHART 1-6: REGISTRATION – CONFIRMATION	
Element	Description
Print	The user is shown the print page.
FAQ	Opens the Frequently Asked Questions (FAQ) in a new.
Top of Page	Returns the user to the top of the.
Contact Us	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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
Paperwork Reduction Act of 1995	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

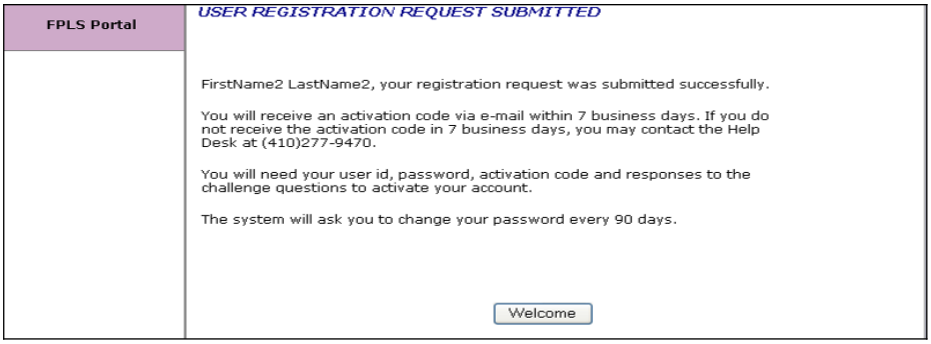

Figure 1-12 is displayed to show verify the user registration has been submitted.

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 SUPORT 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

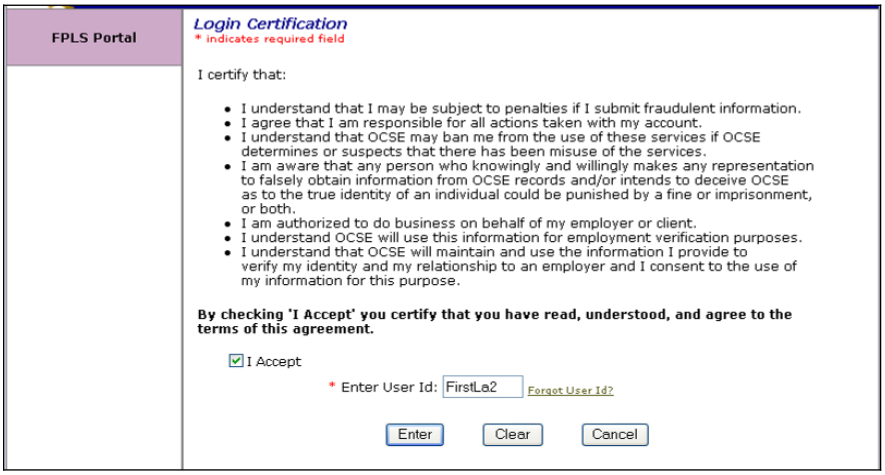

Chart 2-2 describes the functions that are available from the Login Certification.

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.
Forgot User ID	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

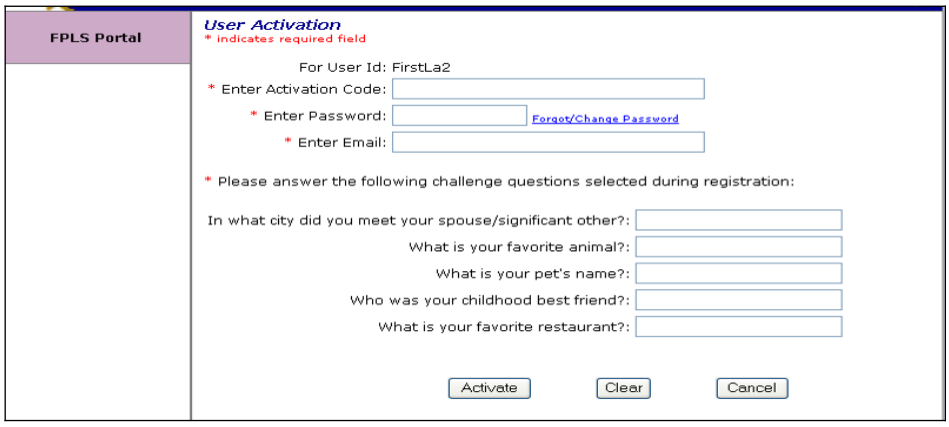

Chart 2-3 describes the functions that are available from the User Activation.

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.
Forget/Change Password	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

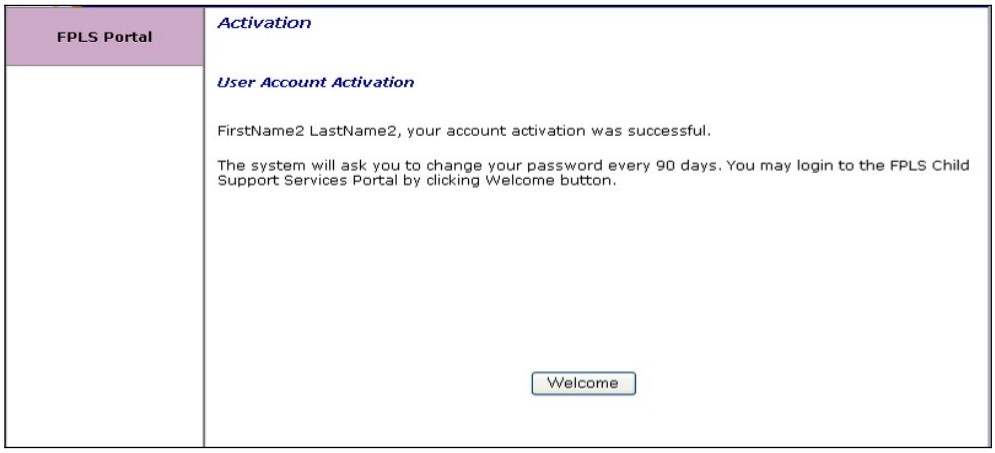

Chart 2-4 describes the functions that are available from the Activation.

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

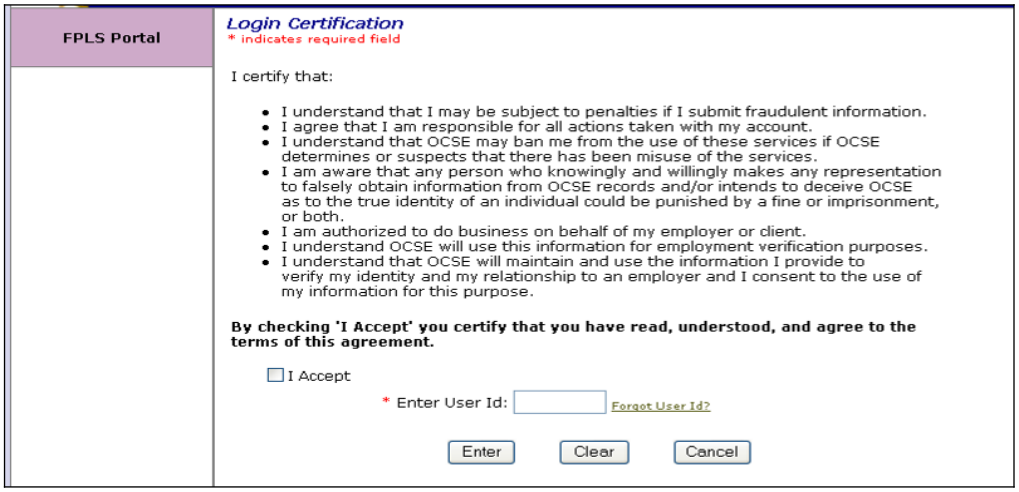

Chart 3-1 describes the functions that are available from the Login Certification.

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

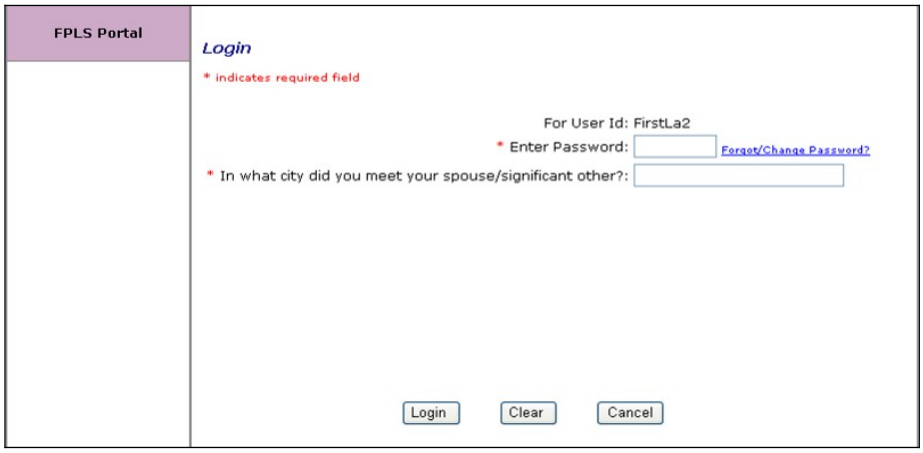

Chart 3-2 describes the functions that are available from the Login.

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

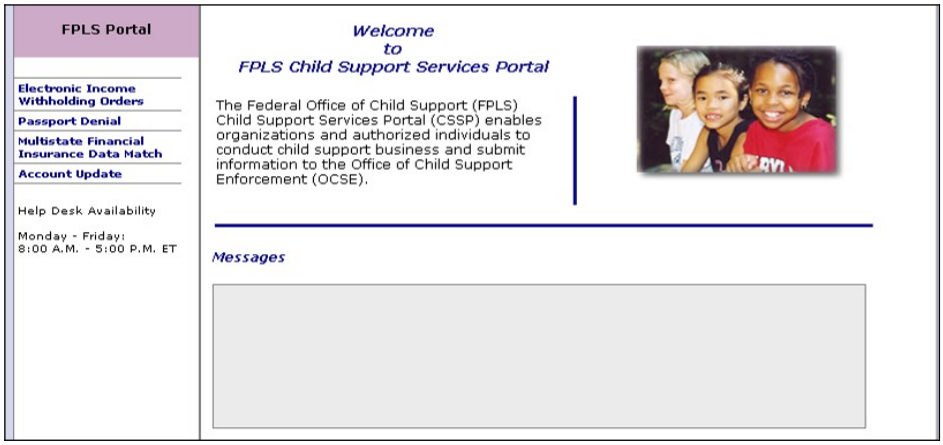

Chart 3-3 describes the functions that are available from the Welcome to FPLS Portal.

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.
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.

4. ACCOUNT UPDATES

Figure 4-20: Account-User

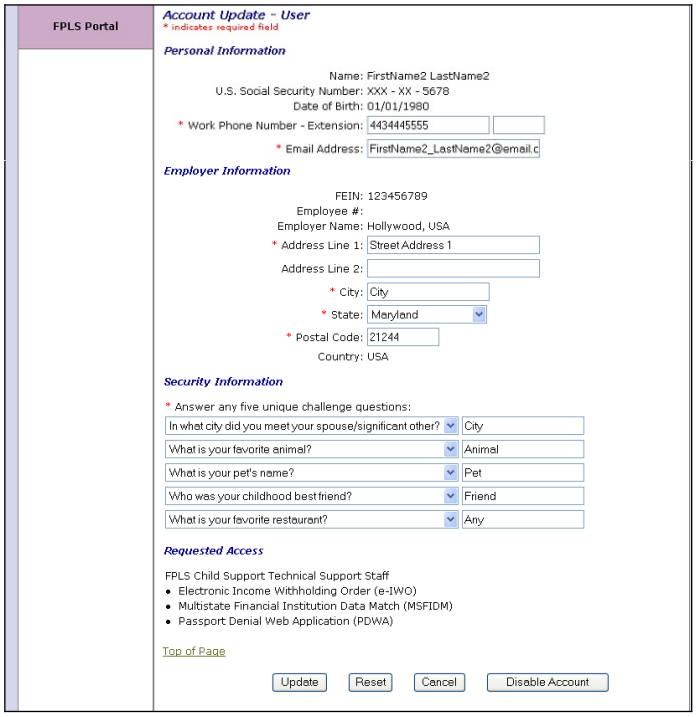

Chart 4-1 describes the functions that are available from the Account – User.

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.
Top of Page	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

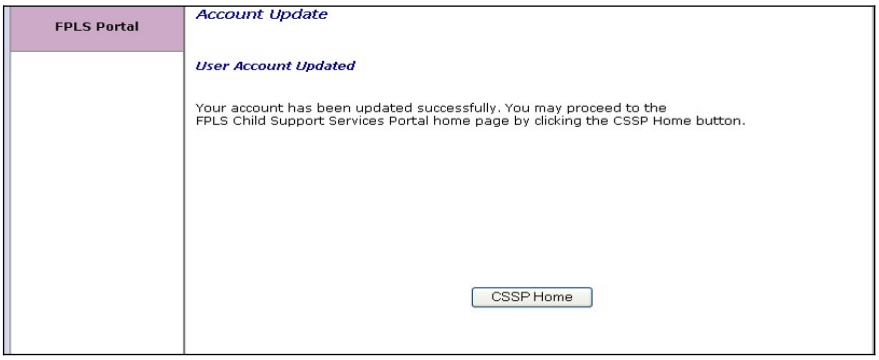

Chart 4-2 describes the functions that are available from the Account Update.

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.
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.

5. CREDENTIAL MANAGEMENT

Figure 5-23: Login Certification

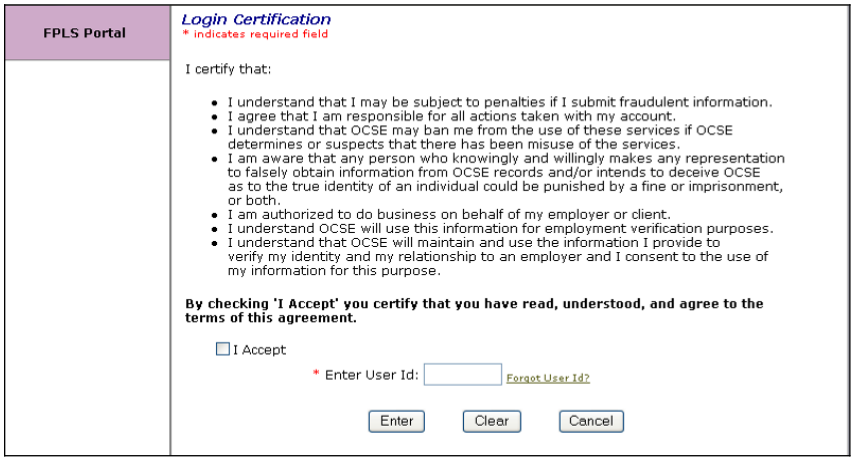

Chart 5-1 describes the functions that are available from the Login Certification.

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.
Forgot User ID?	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

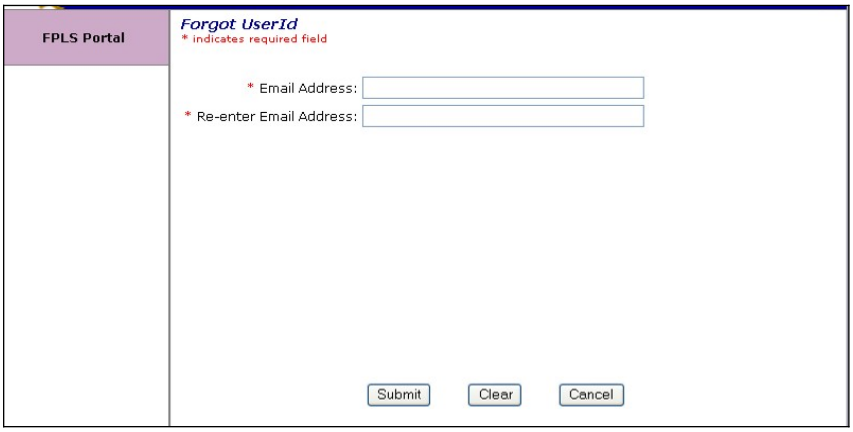

Chart 5-2 describes the functions that are available from the Forgot User ID.

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

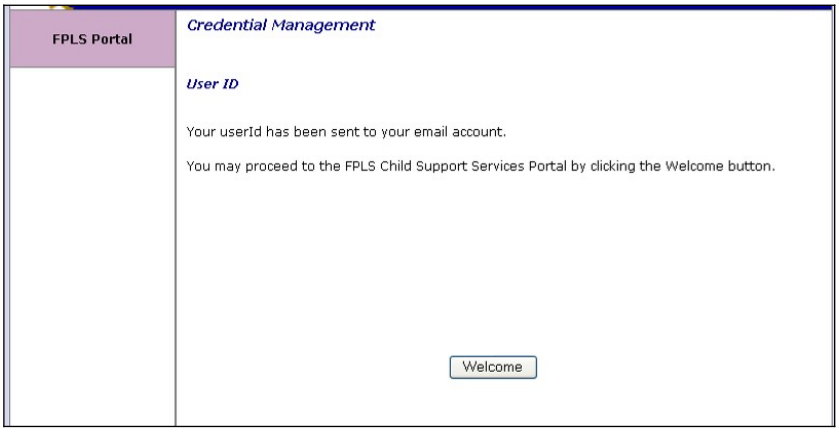

Chart 5-3 describes the functions that are available from the Credential Management.

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)

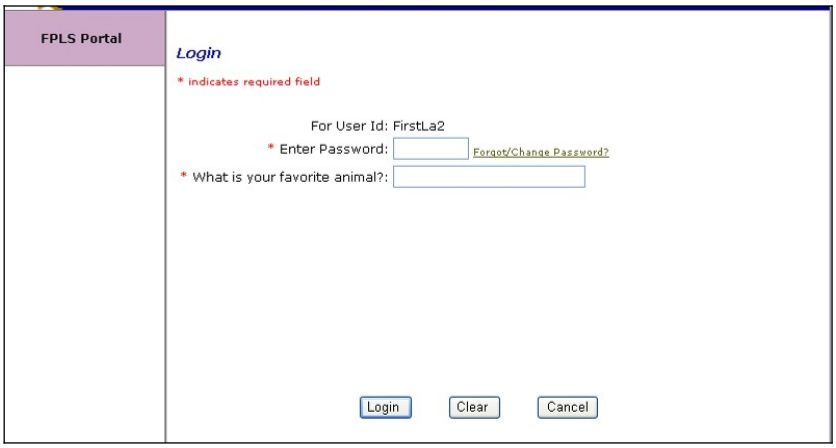

Chart 5-4 describes the functions that are available from the Login (Forgot/Change Password).

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.
Forgot/Change Password?	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

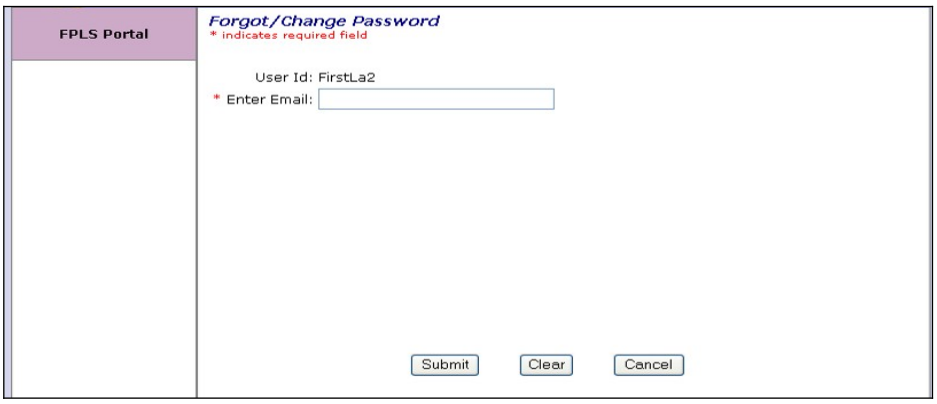

Chart 5-5 describes the functions that are available from the Forgot/Change Password.

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)

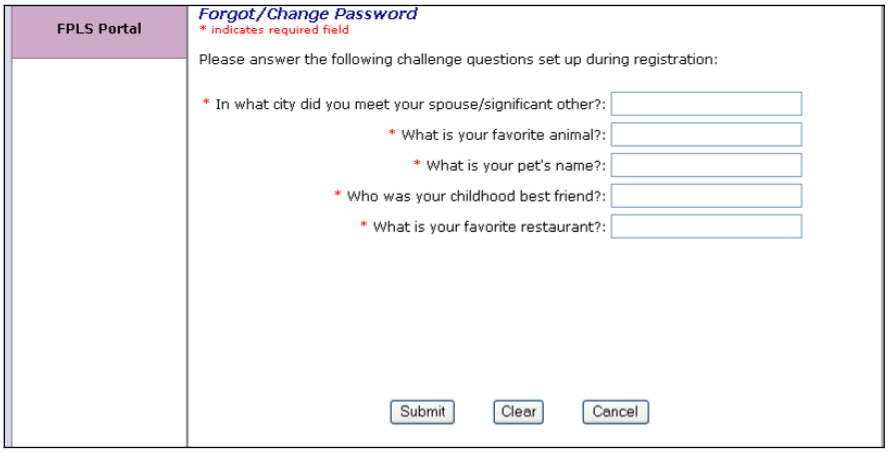

Chart 5-6 describes the functions that are available from the Forgot/Change Password (Challenge Questions).

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)

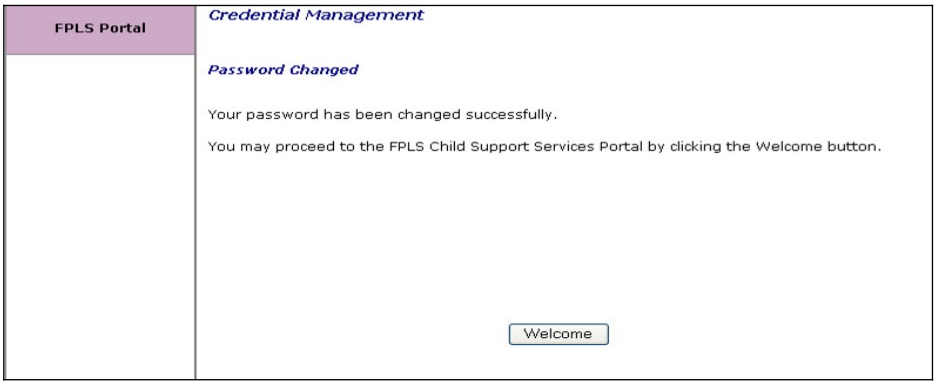

Chart 5-8 describes the functions that are available from the Password Changed.

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

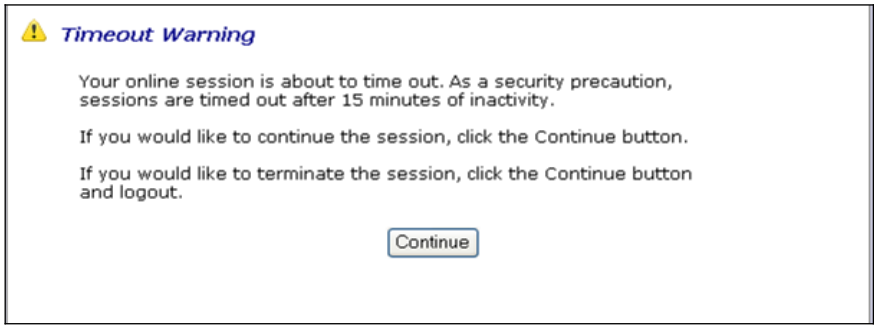

Chart 6-1 describes the functions that are available from the Timeout Warning.

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

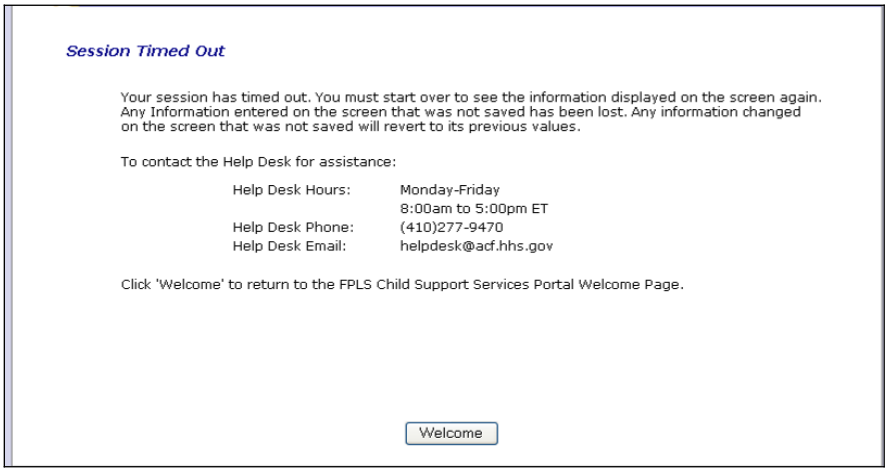

Chart 6-2 describes the functions that are available from the Session Timed Out.

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

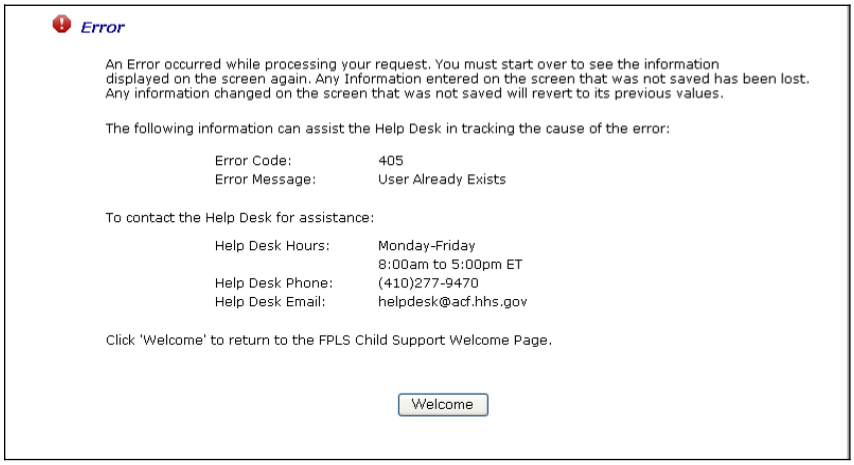

Chart 6-3 describes the functions that are available from the System Error.

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)

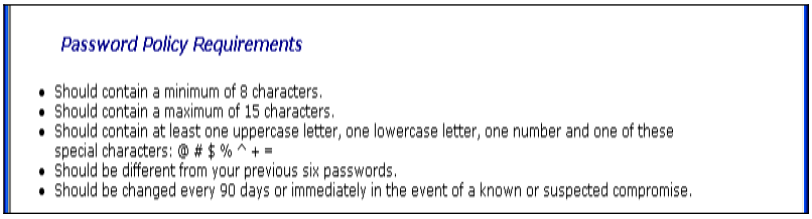

Chart 6-4 describes the functions that are available from the Password Policy Requirements.

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)

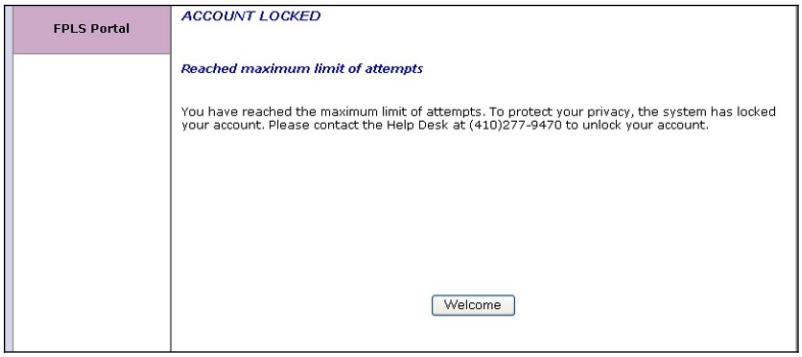

Chart 6-5 describes the functions that are available from the Account Locked.

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

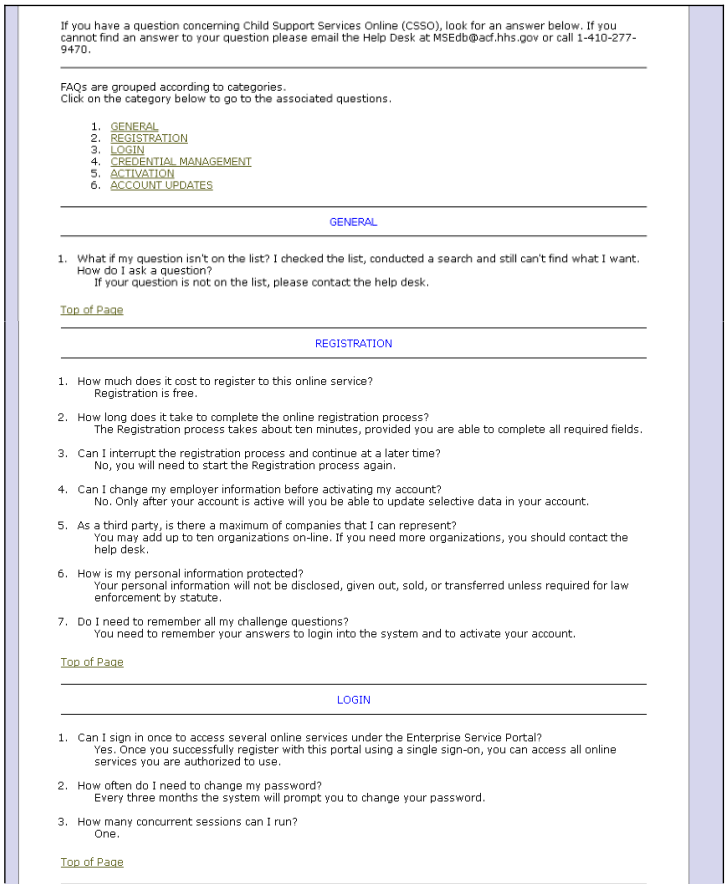

Chart 6-6 describes the functions that are available from the Frequently Asked Questions.

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

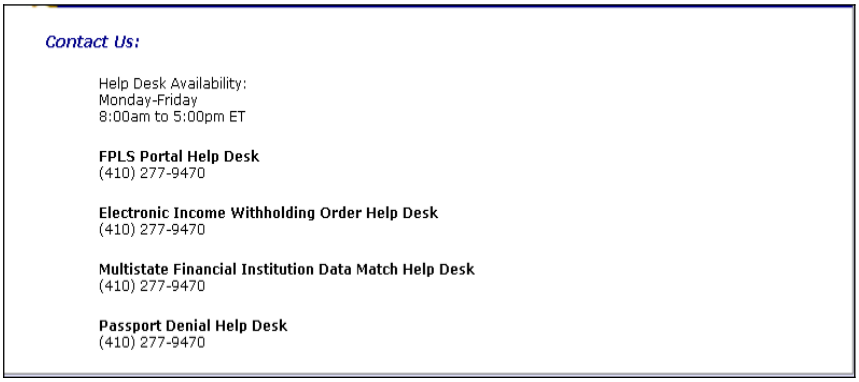

Chart 6-7 describes the functions that are available from the contact us.

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

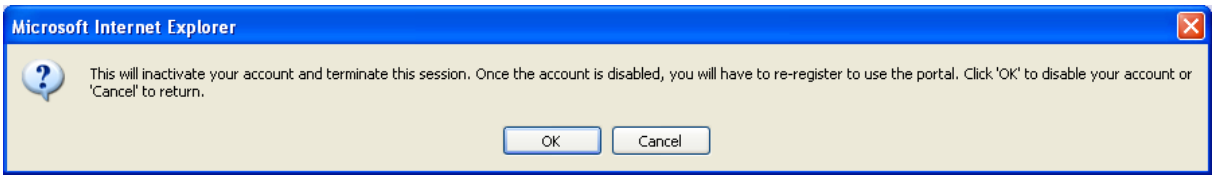

Chart 6-9 describes the functions that are available from the Disable Account Message.

Table 1

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