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**

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).

U.S. 1	Department of Health and Human Services Administration for
FPI	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	<ul> <li>FPLS Child Support Services Portal enables authorized organizations and individuals to conduct business with the Office of Child Support Enforcement. Registration is required to use this portal. Registered users may activate and access the services available on the portal.</li> <li>REGISTRATION - If you are a new user, select the 'Register' button below to create an account and request access to the services available on the portal.</li> <li>LOC IN - Registered users should select the 'Log In' button below to activate their</li> </ul>
	account or proceed to the portal menu page if the account is activated. Messages
	Broad cast test123
	Registered User New User Log In Register Office of Child Support Enforcement - Last updated: 12/11/2009 Contact Us.   Privacy Statement   Papervork Reduction Act of 1998

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	
<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.	
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.
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CHART 1-2: USER CERTIFICATION		
Link	Description	
FAQ	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.	
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 **<u>Accept</u>** 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** 

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:
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?

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.	
<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.	
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.	

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

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

Click <u>Next</u> to navigate to the Registration – Service page to select the applications the user is requesting access on the portal.

Click **<u>Clear</u>** to remove any data entered since the last save of the information.

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

**Figure 1-4: Registration Services** 

	U.S. Department of Health and Human Services FPLS Child Support Services Portal	Administration for Children & Families
5	Welcome	FAQ
FPLS Porta	Registration - Services         Select the type of user and the service to complete the registration process.         Image: FPLS Child Support Business Partner (e.g. Employers, Financial Institutions)         Image: Multistate Financial Institution Data Match (MSFIDM) Service         Image: Electronic Income Withholding Order (e-IWO) Service         Image: Debt Inquiry Service         Image: Insurance Match Service         FPLS Child Support Technical Support Staff	
	Office of Child Support Enforcement - Last updated: 05/27/2011 Contact Us.   Privacy Statement   Paperwork Reduction Act of 1995	

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.	
<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.	
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 <u>Next</u> 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 **<u>Previous</u>** to navigate back to the Registration – Services page.

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

Figure 1-5: Registration – MSFIDM

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

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.
<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.
Privacy Statement	The user is shown the FPLS Privacy Statement.
<u>Paperwork Reduction Act of</u> <u>1995</u>	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 **<u>Next</u>** to navigate to the Registration – <application> page to complete the information for the next application the user is requesting access on the portal.

Click **<u>Previous</u>** to navigate back to the Registration – Services page.

Click <u>**Cancel**</u> 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)

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

### 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)
	Next Previous Cancel

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.



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:
	$\hfill I$ 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)
	Next Previous Cancel

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** 

U.S. 1	Department of Health and Human Services	Administration for
FPI FPI	LS Child Support Services Portal	Children & Families
Welco	me	FAQ
FPLS Portal	Registration - Insurance Match Service * Indicates required field	
	Insurance Match Service	
	This service enables authorized users to submit insurance claim information t processing.  I am a submitter registering to do business on behalf of an Insurance Company/State Workers Compensation Agency.	to be transferred for batch
	FEIN: Organization: Next Previous Cancel Office of Child Support Enforcement - Last updated: 05/27/2011 Contact Us.   Privacy Statement   Paperwork Reduction Act of 1993	2

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.

FPLS Portal	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)
	FPLS Child Support Technical Support Staff
	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
	Insurance Match Service
	Next Previous Cancel

**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.

<b>CHART 1-6: REGISTRATION - CONFIRMATION</b>		
Element	Description	
<u>Print</u>	The user is shown the print page.	
FAQ	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.	
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.	

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

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

Click **<u>Previous</u>** to navigate back to the Registration – Services page.

Click **<u>Cancel</u>** 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** 

FPLS Portal	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

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.

<b>CHART 1-7: USER REGISTRATION REQUEST SUBMITTED</b>	
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

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 individuals to conduct business with the Office of Child Support Enforcement. Registration is required to use this portal. Registered users may activate and access the services while below to create an account and request access to the services available on the portal.         LGSISTRATION - If you are a new user, select the 'Register' button below to create an account and request access to the services available on the portal.         LOG IN - Registered users should select the 'Log In' button below to activate their account or proceed to the portal menu page if the account is activated.         Messages         Registered User       New User
	Log In Register

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

<b>CHART 2-8:</b> 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

FPLS Portal	Login Certification * indicates required field
	<ul> <li>I certify that:</li> <li>I understand that I may be subject to penalties if I submit fraudulent information.</li> <li>I agree that I am responsible for all actions taken with my account.</li> <li>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.</li> <li>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.</li> <li>I am authorized to do business on behalf of my employer or client.</li> <li>I understand OCSE will use this information for memolyment verification purposes.</li> </ul>
	<ul> <li>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.</li> <li>By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.</li> </ul>
	✓ I Accept
	* Enter User Id: FirstLa2 Forgot User Id?
	Enter Clear Cancel

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

FPLS Portal	User Activation * indicates required field
	For User Id: FirstLa2
	* Enter Activation Code:
	* Enter Password: Forgot/Change Password
	* Enter Email:
	* Please answer the following challenge questions selected 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?:
	Activate Clear Cancel

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**

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 login to the FPLS Child Support Services Portal by clicking Welcome button.
	Welcome

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
	<ul> <li>I certify that:</li> <li>I understand that I may be subject to penalties if I submit fraudulent information.</li> <li>I agree that I am responsible for all actions taken with my account.</li> <li>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.</li> <li>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.</li> <li>I am authorized to do business on behalf of my employer or client.</li> <li>I understand OCSE will use this information for employment verification purposes.</li> </ul>
	<ul> <li>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.</li> <li>By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.</li> </ul>
	I Accept  * Enter User Id: <u>Forgot User Id?</u> Enter Clear Cancel

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

FPLS Portal	Login
	* indicates required held
	For User Id: FirstLa2
	* Enter Password: Forgot/Change Password?
	* In what city did you meet your spouse/significant other?:
	Login Clear Cancel

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

FPLS Portal Electronic Income Withholding Orders Passport Denial Multistate Financial Insurance Data Match Account Update Help Desk Availability	Welcome to         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).
8:00 A.M 5:00 P.M. ET	Messages

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

I	FPLS Portal	Account Update - User * indicates required field			-
		Personal Information			
		Manag	Conthines a 0.1 and	lama 0	
		Name: U.S. Social Security Number:	YYY - YY - 5678	Valliez	
		Date of Birth:	01/01/1980		
		* Work Phone Number - Extension:	4434445555		
		* Email Address:	FirstName2_Last	Name2@email.c	
		Employer Information			
L		FEIN:	123456789		
		Employee #:			
		Employer Name:	Hollywood, USA		
L		* Address Line 1:	Street Address 1		
L		Address Line 2:			
L		* City:	City		
L		* State:	Maryland	~	
L		* Postal Code: 21244			
		Country: USA			
L		Security Information			
L		* Answer any five unique challenge questions:			
L		In what city did you meet your spouse/significant other? 🔽 City		]	
L		What is your favorite animal?	*	Animal	]
L		What is your pet's name?	~	Pet	]
L		Who was your childhood best friend?	*	Friend	]
L		What is your favorite restaurant?		Any	]
		Requested Access			
L		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 R	eset Cancel	Disable Account	nt

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

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 clicking the CSSP Home button.
	CSSP Home

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

FPLS Portal	Welcome to EPLS Child Support Services Portal
Electronic Income Withholding Orders Passport Denial	The Federal Office of Child Support (FPLS) Child Support Services Portal (CSSP) enables
Multistate Financial Insurance Data Match	organizations and authorized individuals to conduct child support business and submit
Account Update	Enforcement (OCSE).
Monday - Friday: 8:00 A.M 5:00 P.M. ET	Messages

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

I certify that: <ul> <li>I understand that I may be subject to penalties if I submit fraudulent information.</li> </ul>	FPLS Portal	LS Portal Login Certification * Indicates required field
<ul> <li>I agree that I am responsible for all actions taken with my account.</li> <li>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.</li> <li>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.</li> <li>I am authorized to do business on behalf of my employment verification purposes.</li> <li>I understand that OCSE will use this information for employment verification purposes.</li> <li>I understand that OCSE will use this information for an ployment verification purposes.</li> <li>I understand that OCSE will use this information and use the information I provide to werify my identity and my relationship to an employer and I consent to the use of my information for this gurpose.</li> <li>By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.</li> <li>I Accept</li> <li>Enter Clear Cancel</li> </ul>		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. 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 understand OCSE will waintain and use the information I provide to verify my identity and my relationship to an employer or dient. I understand OCSE will waintain and use the information I provide to verify my identity and that you have read, understood, and agree to the terms of this agreement. I accept Tenter Clear Cancel

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

FPLS Portal	Forgot UserId * indicates required field
	* Email Address:

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** 

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

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)

FPLS Portal	Login
	* indicates required field
	For User Id: FirstLa2  * Enter Password: Forgot/Change Password?  * What is your favorite animal?:
	Login Clear Cancel

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</u> <u>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

FPLS Portal	Forgot/Change Password * indicates required field
	User Id: FirstLa2 * Enter Email:
	Submit Clear Cancel

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)

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

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)

	Forgot/Change Password
FPLS Portal	* indicates required field
	Please enter and confirm your new password.
	* Enter new password: ••••••• (Password Policy)
	* Do option now increased increased
	Re-enter new password:
	Submit Clear Cancel

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)

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

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**

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.

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

Session Timed	l Out		
Your sess Any Inforr on the sa	ion has timed out. You must mation entered on the scree reen that was not saved wil	t start over to see the information displayed on the screen again. en that was not saved has been lost. Any information changed II revert to its previous values.	
To contac	t the Help Desk for assistan	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 'Wel	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.

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

\rm Error		
An Error occ displayed or Any informa	urred while processing yo n the screen again. Any In tion changed on the scree	ur request. You must start over to see the information formation entered on the screen that was not saved has been lost. en that was not saved will revert to its previous values.
The followin	g information can assist t	he Help Desk in tracking the cause of the error:
	Error Code: Error Message:	405 User Already Exists
To contact t	he Help Desk for assistan	ce:
	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 'Welco	me' to return to the FPLS	Child Support Welcome Page.
		Welcome

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)

#### Password Policy Requirements

- Should contain a minimum of 8 characters.
- Should contain a maximum of 15 characters.
   Should contain at least one uppercase letter, one lowercase letter, one number and one of these special characters: @ # \$ % ^ + =
   Should be different from your previous six passwords.

- Should be changed every 90 days or immediately in the event of a known or suspected compromise.

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)

FPLS Portal	ACCOUNT LOCKED
	Reached maximum limit of attempts
	You have reached the maximum limit of attempts. To protect your privacy, the system has locked your account. Please contact the Help Desk at (410)277-9470 to unlock your account.
	Welcome

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

CIII	FAQs are grouped according to categories. Click on the category below to go to the associated questions.		
	1. GENERAL 2. REGISTRATION 3. LOGIN 4. CREDENTIAL MANAGEMENT 5. ACTIVATION 6. ACCOUNT UPDATES		
_	GENERAL		
1. <u>To</u>	What if my question isn't on the list? I checked the list, conducted a search and still can't find what I want. How do I ask a question? If your question is not on the list, please contact the help desk. 2 of Pane		
_	REGISTRATION		
1.	How much does it cost to register to this online service? Registration is free.		
2.	How long does it take to complete the online registration process? The Registration process takes about ten minutes, provided you are able to complete all required fields.		
з.	Can I interrupt the registration process and continue at a later time? No, you will need to start the Registration process again.		
4.	Can I change my employer information before activating my account? No. Only after your account is active will you be able to update selective data in your account.		
5.	As a third party, is there a maximum of companies that I can represent? You may add up to ten organizations on-line. If you need more organizations, you should contact the help desk.		
6.	How is my personal information protected? Your personal information will not be disclosed, given out, sold, or transferred unless required for law enforcement by statute.		
7.	Do I need to remember all my challenge questions? You need to remember your answers to login into the system and to activate your account.		
To	o of Page		
	LOGIN		
1.	Can I sign in once to access several online services under the Enterprise Service Portal? Yes. Once you successfully register with this portal using a single sign-on, you can access all online services you are authorized to use.		
2.	How often do I need to change my password? Every three months the system will prompt you to change your password.		

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.	
<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	

Figure	6-37:	Contact Us

Contact Us:	
Help Desk Availability: Monday-Friday 8:00am to 5:00pm ET	
FPLS Portal Help Desk (410) 277-9470	
Electronic Income Withholding Order Help Desk (410) 277-9470	
Multistate Financial Institution Data Match Help Desk (410) 277-9470	
Passport Denial Help Desk (410) 277-9470	

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

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 accou 'Cancel' to return.	.nt or
OK Cancel	

Chart 6-9 describes the functions that are available from the Disable Account Message. **Table 1** 

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