OCSE Federal Parent Locator Service

FPLS System Framework

User Screen Flow
Version 3.0
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Administration for Children and Families
Office of Child Support Enforcement
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TABLE OF CONTENTS

LIST OF FIGURES AND CHARTS

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

Figure 1-1 shows the page that displays broadcast messages for the portal. An example of a broadcast message would be notice of an upcoming maintenance.

> **Note:** Figure 1-1 shows the header and footer for all FPLS CSSP screens. The header may contain additional links (e.g., Logout, Comments, Print, CSSP Home). The footer may contain additional links (e.g., Contact Us, Privacy Statement, Paperwork Reduction Act of 1995). The Paperwork Reduction Act of 1995 link only appears on the logon pages.
>
> We excluded the headers and footers from many of the screen images to improve the readability of this document.

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

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Link	Description
FAQ	Displays the FAQs for security

CHART 1-1: WELCOME TO FPLS CHILD SUPPORT SERVICES PORTAL	
Link	Description
Contact Us	Displays 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	Displays the FPLS Privacy Statement
Paperwork Reduction Act of 1995	Displays the Paperwork Reduction Act of 1995

Registered users click **Log In** to navigate to the Logon Certification page. Refer to the user guide for the desired application to continue.

Un-registered users click **Register** to request access to the portal. The User Certification page displays. See Figure 1-2.
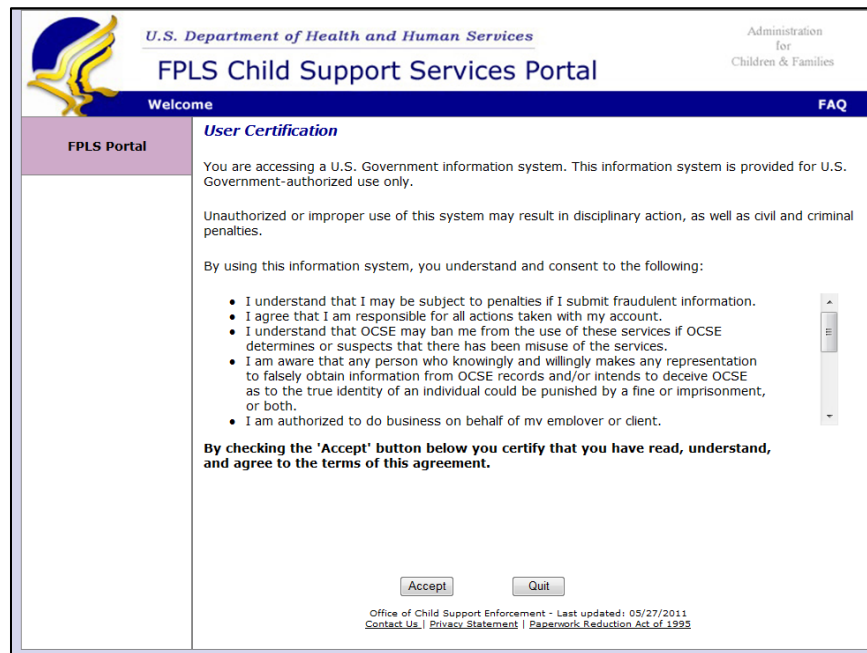
Figure 1-2: User Certification

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

CHART 1-2: USER CERTIFICATION	
Link	Description
FAQ	Displays the FAQs for security
Contact Us	Displays 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	Displays the FPLS Privacy Statement
Paperwork Reduction Act of 1995	Displays an explanation of 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 shows the page that displays when the user begins registration.

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Figure 1-3: Registration User

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

CHART 1-3: REGISTRATION - USER	
Link	Description
Password Policy	Displays the Password Policy Requirements in a new window
Registration Guide	Displays a web page that contains instructions on how to complete the registration process

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 would like to 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 system does not save any data entered.

The user selects the type of user and the services for which the user is requesting portal access. See Figure 1-4.

Figure 1-4: Registration Services
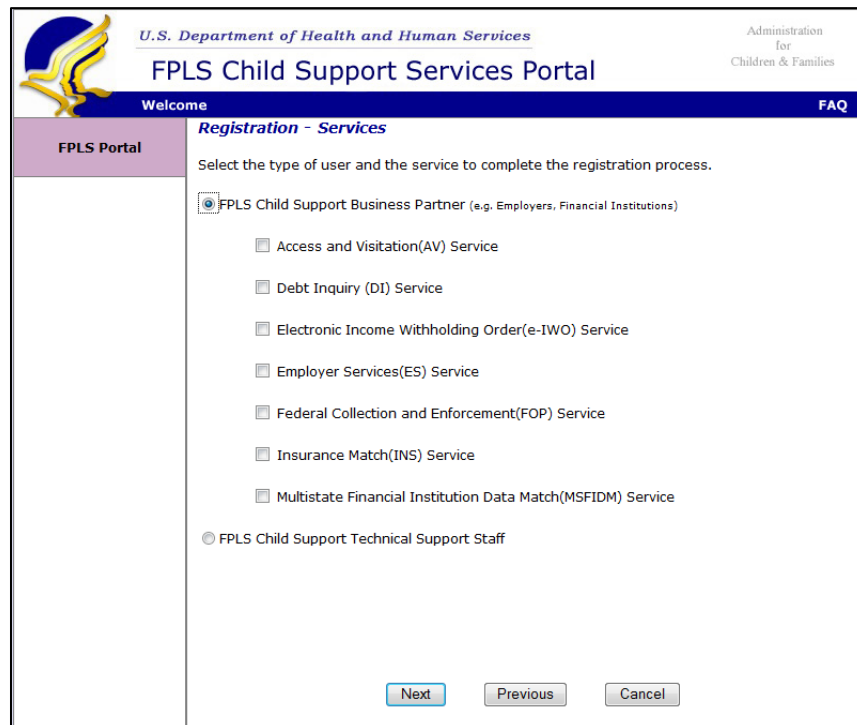
Click **Next** to navigate to the Organization Registration page to define the company/employer for which the user is requesting portal access. This screen display depends on the services selected.

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

Click **Cancel** to navigate back to the Welcome to FPLS Child Support Service Portal page. The system does not save any data entered.

Figure 1-5 shows the page that opens when the users selects the Multistate Financial Institution Data Match (MSFIDM) service.

Figure 1-5: Registration – MSFIDM

Chart 1-4 describes the functions that are available in the Organization Registration page.

CHART 1-4: REGISTRATION – MSFIDM PAGE	
Element	Description
More FEINS	Displays a screen to enter additional FEINs and Organizations
Contact Us	Displays 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	Displays the FPLS Privacy Statement

Click **Next** to navigate to the Organization Registration page to complete the information for the next service the user is requesting access on the portal. If there are no more services for the user, the navigation is to the Registration – Verification page.

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 system does not save any data entered.

Figure 1-6 shows the page that opens when the user selects More FEINS on the Organization – MSFIDM page.

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

Figure 1-7 displays when the user selects the Electronic Income Withholding Order (e-IWO) service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-5). Applications added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-7: Registration – e-IWO

Figure 1-8 displays when the user selects Debt Inquiry service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-5). Services added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-8: Registration – Debt Inquiry

Figure 1-9 displays when the user selects Insurance Match service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-5). Services added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-9: Registration – Insurance Match

Figure 1-10 displays when the user selects Access and Visitation service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-4). Applications added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-10: Access and Visitation

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Figure 1-11 displays when the user selects Employer Services service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-5). Applications added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-11: Employer Services

Figure 1-12 displays when the user selects Federal Collection and Enforcement service. The page functions are similar to those for Multistate Financial Institution Data Match (see Chart 1-5). Applications added to the portal have a similar screen for a user to select the roles for that service.

Figure 1-12: Federal Collection and Enforcement

Figure 1-13 displays when the user selects FPLS Child Support Technical Support Staff. The user selects each application they need to access.

Figure 1-13 displays when the user selects FPLS Child Support Technical Support Staff. The user selects each application they need to access.

Figure 1-13: Registration Services – User/Service Information

The user selects the type of user and the services for which the user is requesting portal access.

Click **Next** to navigate to the Registration Verification page.

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

Click **Cancel** to navigate back to the Welcome to FPLS Child Support Service Portal page. The system does not save any data entered.

Figure 1-14 displays all registration information provided by the user and the applications the user requested access.

Figure 1-14: Registration – Verification

Chart 1-6 describes the functions that are available in the Registration – Verification page.

CHART 1-6: REGISTRATION – VERIFICATION	
Element	Description
Print	Displays the user's print page options
FAQ	Displays the Frequently Asked Questions (FAQ) in a new window
Top of Page	Returns the user to the top of the page
Contact Us	Displays 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	Displays the FPLS Privacy Statement

Click **Request** to verify the access code for two-factor authentication. The system sends an email and/or text message with an access code to the media device selected on the Registration – User page. The user must enter the access code to complete the registration process.

Click **Submit** to navigate to the User Confirmation to receive verification that the registration is complete.

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 system does not save any data entered.

Figure 1-15 shows the system verifies the user successfully submitted their registration.

Figure 1-15: Registration – User Registration Request Submitted
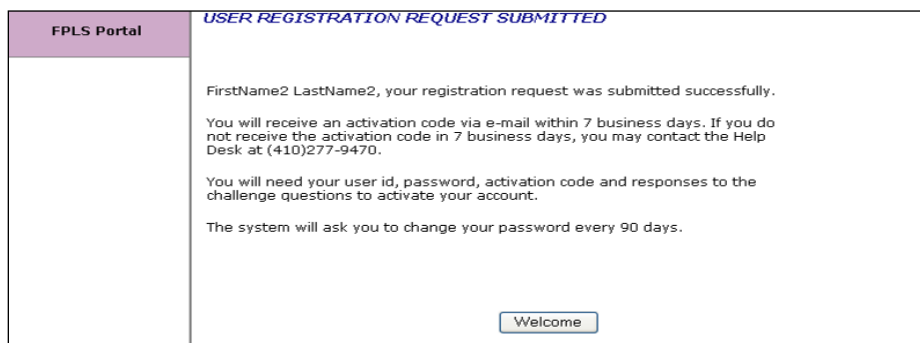
Click **Welcome** to navigate the user to the Welcome to FPLS Child Support Services Portal page.

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2.   ACTIVATION

Figure 2-1 shows the Welcome to the FPLS Child Support that will display broadcast messages for the portal.

Figure 2-1: Welcome to FPLS Child Support Services Portal

Click **Log In** to open the Login Certification page.

Click **Register** to open the User Certification page.

Figure 2-2 shows the page that displays when the user logs into the system.

Figure 2-2: Login Certification

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

CHART 2-1: LOGIN CERTIFICATION	
Element	Description
I Accept	Checking box certifies that the user agrees with the terms of this agreement
Enter User ID	Allows the user to enter their User ID
Forgot User ID	Opens the Forgot User ID screen
Login using PIV card	Allows the user to access the portal using a PIV card (internal users only)
i (Information Link)	Provides extra information concerning PIV card access

Click **Enter** to open the User Activation page.

Click **Clear** to remove all information from fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Service Portal page.

Figure 2-3 shows the page that displays for the user to complete to activate their account.

Figure 2-3: User Activation

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

CHART 2-2: USER ACTIVATION	
Element	Description
For User ID	Displays the user's User ID (system generates this User ID)

CHART 2-2: USER ACTIVATION	
Element	Description
Enter Activation Code	Allows the user to enter the activation code he/she received from the portal.
Enter password	Allows the user to enter their password
Forget/Change Password	Opens the Forgot/Change Password page
Challenge Questions	Requires the user to provide responses to the challenge questions

Click **Activate** to open the Activation page.

Click **Clear** to remove information from fields.

Click **Cancel** to cancel the transaction and open the Welcome to FPLS Child Support Services Portal.

Figure 2-4 shows the page that displays when the user activates their account.

Figure 2-4: Activation

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

CHART 2-3: ACTIVATION	
Element	Description
Welcome	Opens the Welcome to FPLS Child Support Services Portal page

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3.   LOGIN

Figure 3-1 shows the page that displays for the user to initiate logging in to their account.

Figure 3-1: Login Certification

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

CHART 3-1: LOGIN CERTIFICATION	
Element	Description
I Accept	Checking box certifies that the user agrees with the terms of this agreement
Enter User ID	Allows the user to enter their User ID
Forgot User ID?	Opens the Forgot User ID screen
Login using PIV card	Allows user to access the portal using a PIV card (internal users)
i (Information Icon)	Provides extra information concerning PIV card access

Click **Enter** to open the Login page.

Click **Clear** to remove information from fields.

Click **Cancel** to cancel the transaction and open the Welcome to FPLS Child Support Services Portal.

Figure 3-2 shows the next page that displays when a user logs into their account.
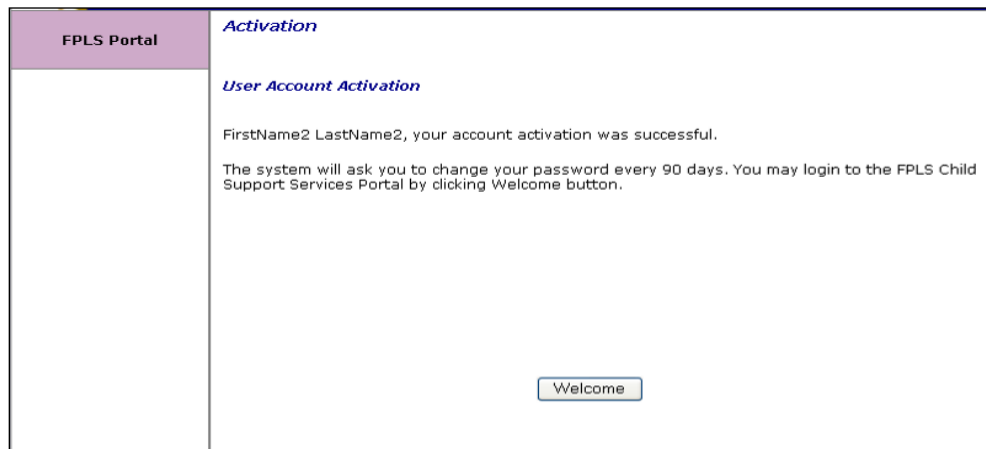
Figure 3-2: Login

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

CHART 3-2: LOGIN	
Element	Description
Login Guide	Opens screen that provides information on completing the Login Process
Password	User enters their password
Forgot/Change Password?	Opens the Forgot/Change Password screen
Challenge Question	User provides the appropriate answer to the challenge response
Access Code	Once the user receives the access code via email or texting (depending on their options set up during registration), the user enters the access code
Contact Us	Displays 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	Displays the FPLS Privacy Statement

Click **Login** to take the user to the Portal Home page.

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Click **Resend Code** to request another access code if there is a problem entering a code.

Click **Clear** to remove information from fields.

Click **Cancel** to cancel the transaction and open the Welcome to FPLS Child Support Services Portal.

Figure 3-3 shows the Child Support Services Portal Home page.

Figure 3-3: Child Support Services Portal Home Page

Chart 3-3 describes the functions that are available from the Child Support Services Portal Home page.

CHART 3-3: CHILD SUPPORT SERVICES PORTAL HOME PAGE	
Element	Description
Services Menu	The bold blue links on the left navigation region are links to the services the user selected during the registration process
Account Update	Opens the Account Update page so that the user can modify their account information (see Figure 4-1)
Contact Us	Displays 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	Displays the FPLS Privacy Statement

4.   ACCOUNT UPDATES

Figure 4-1 shows the page that displays when the user selects Account Update from the left menu on the Child Support Services Portal Home page.

Figure 4-1: Account Update - User

Chart 4-1 displays the information that a user can update.

CHART 4-1: ACCOUNT UPDATE – USER	
Element	Description
Personal Information Section	Displays personal information the user provided
Employer Information Section	Displays employer information the user provided
Challenge Questions Section	Displays the challenge questions the user selected and the responses the user provided
Access Code Section	Displays access code preferences and information for two-factor authentication
Top of Page	Returns the user to the top of the page

Click **Request** to request an access code.

Click **Update** to save and confirm the account update.

Click **Reset** to reset any unsaved updated information.

Click **Cancel** to cancel the transaction and open the Welcome to FPLS Child Support Services Portal.

Click **Disable Account** to disable the account.

Figure 4-2 shows the Account Update verification page that displays when a user updates their account.

Figure 4-2: Account Update

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

CHART 4-2: ACCOUNT UPDATE	
Element	Description
CSSP Home	Opens the Welcome to FPLS Child Support Services Portal page

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5.   CREDENTIAL MANAGEMENT

Figure 5-1 displays the Login Certification page.

Figure 5-1: Login Certification

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

CHART 5-1: LOGIN CERTIFICATION	
Element	Description
I Accept	Checking box certifies that the user agrees with the terms of the agreement
Enter User ID	Allows the user to enter their User ID
Forgot User ID?	Opens the Forgot User Id screen
Login using PIV card	Allows user to access the portal using a PIV card (internal users only)
i (Information Icon)	Provides extra information concerning PIV card access

Click **Enter** to open the second login page to enter password and answer challenge question.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

Figure 5-2 displays the Forgot User ID page.

Figure 5-2: Forgot User ID

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

CHART 5-2: FORGOT USER ID	
Element	Description
Email Address	Allows email address to be entered
Re-enter Email Address	Allows email address to be re-entered

Click **Submit** to open the Credential Management User ID Confirmation page.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

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Figure 5-3 displays the confirmation that the system sent the user ID to the user's email account.

Figure 5-3: Credential Management

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

Figure 5-4 displays the information that a user must complete to change their password.

Figure 5-4: Login (Forgot/Change Password)

Chart 5-3 describes the functions that are available from the Login (Forgot/Change Password) page.

CHART 5-3: LOGIN (FORGOT/CHANGE PASSWORD)	
Element	Description
Login Guide	Opens screen that provides information on completing the Login Process

CHART 5-3: LOGIN (FORGOT/CHANGE PASSWORD)	
Element	Description
Password	User enters their password
Forgot/Change Password?	Opens the Forgot/Change Password screen
Challenge Question	User provides the appropriate answer to the challenge response
Access Code	User enters their temporary access code received via an e-mail or text message received from the portal.

Click **Login** to authenticate the password, challenge question response, and access code.

Click **Resend Code** to have the system send a new code.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

Figure 5-5 displays page where a user enters their password.

Figure 5-5: Login Forgot/Change Password

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

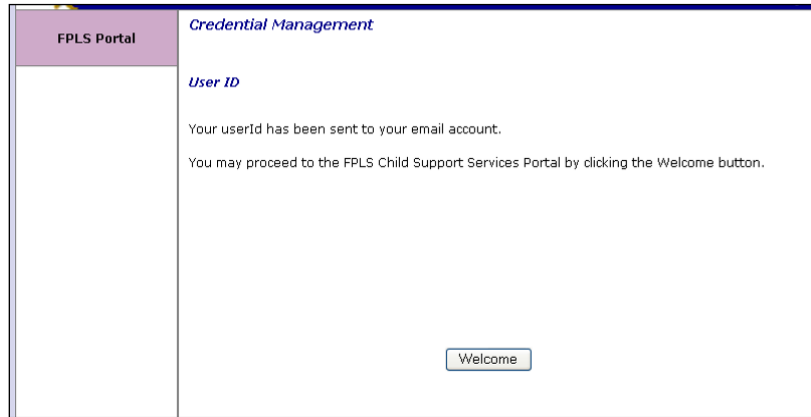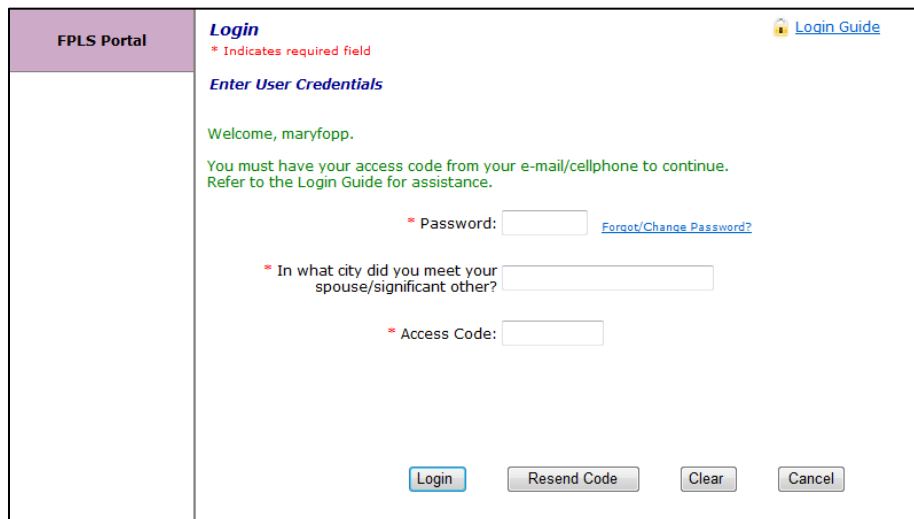| CHART 5-4: LOGIN FORGOT/CHANGE PASSWORD	
Element	Description
User Id	Displays the user's User ID from the system
Enter Email	User enters email address

Click **Submit** to open the Credential Management User ID Confirmation page.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

Figure 5-6 displays the page where a user answers the Challenge Questions.

Figure 5-6: Forgot/Change Password (Challenge Questions)

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

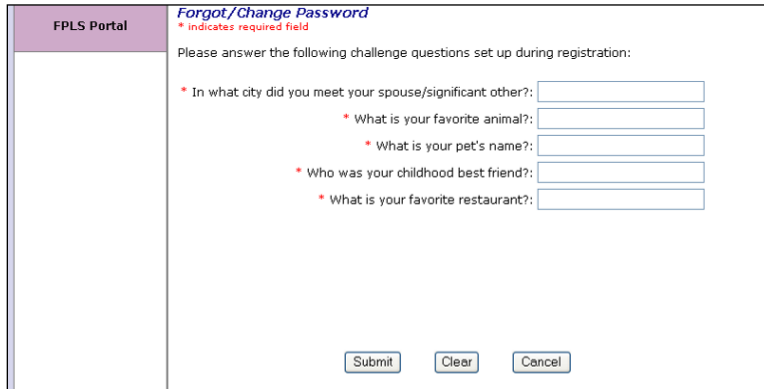| CHART 5-5: FORGOT/CHANGE PASSWORD (CHALLENGE QUESTIONS)	
Element	Description
Challenge Questions 1-5	User provides the appropriate answer to the challenge questions

Click **Submit** to open the Credential Management User ID Confirmation page.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

Figure 5-7 shows the page where a user enters their password.

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Figure 5-7: Forgot/Change Password (Reset Password)

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

CHART 5-6: FORGOT/CHANGE PASSWORD (RESET PASSWORD)	
Element	Description
Enter New Password	Allows the user to enter the new password
Password Policy	Opens the FPLS Password Policy
Re-enter New Password	Allows the new password to be entered

Click **Submit** to open the Password Change Confirmation page.

Click **Clear** to remove all information from the fields.

Click **Cancel** to cancel the transaction and return the user to the Welcome to FPLS Child Support Services Portal page.

Figure 5-8 displays message that a user successfully changed their password.

Figure 5-8: Password Changed (Confirmation)

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

6.   GENERAL PAGES

Figure 6-1 displays the timeout warning popup message.
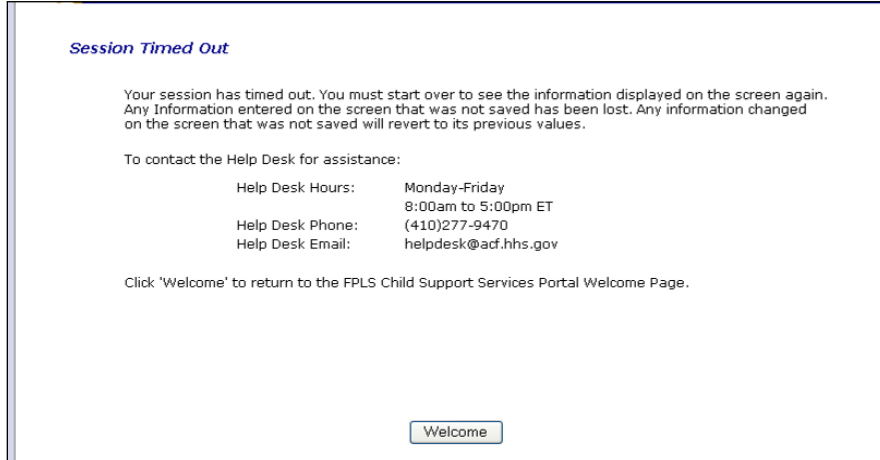
Figure 6-1: Timeout Warning

Click **Continue** to refresh the session, close the browser, and return to the previously displayed page.

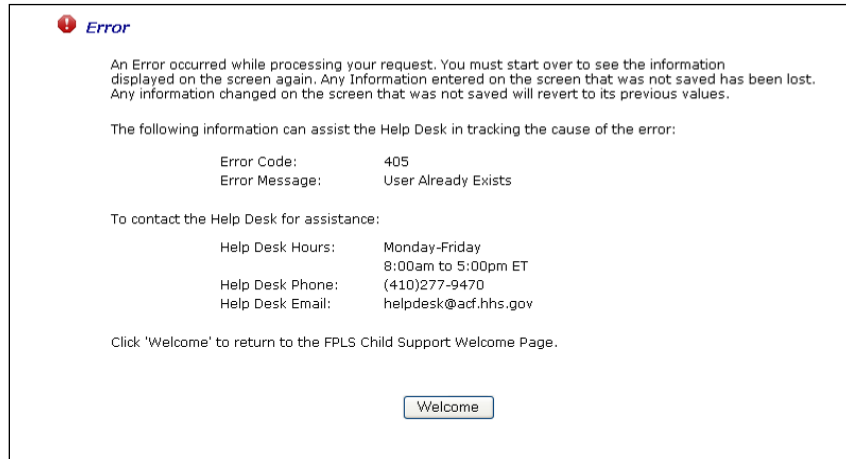Figure 6-2 displays the session timed out popup message.

Figure 6-2: Session Timed Out

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

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Figure 6-3 displays the page that displays if there is a system error.
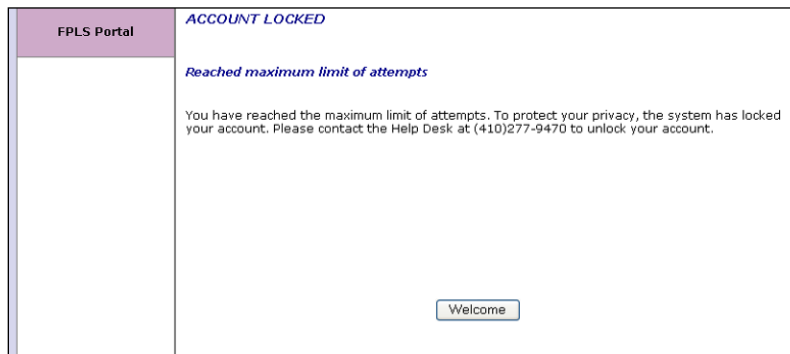
Figure 6-3: System Error

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

Figure 6-4 shows the popup message that displays when the system locks the account.

Figure 6-4: Account Locked (Credential Management and Activation Pages)

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

Figure 6-5 displays the FAQ page.
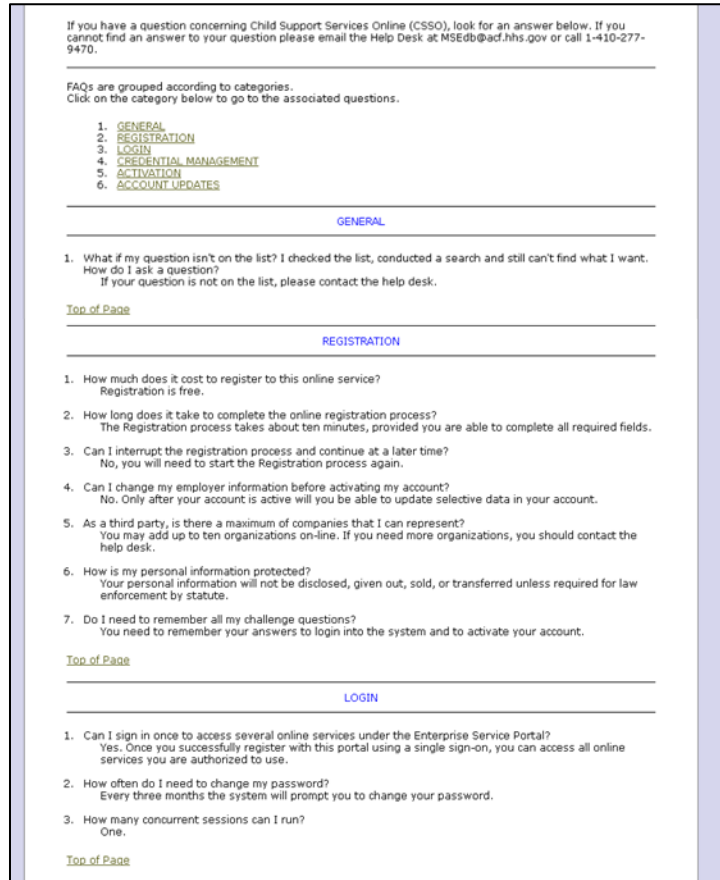
Figure 6-5: Frequently Asked Questions

Chart 6-5 describes the functions that are available from the Frequently Asked Questions page.

CHART 6-5: FREQUENTLY ASKED QUESTIONS	
Element	Description
Category List	User selects a section and the system navigates the user to the section
Top of Page	Returns the user to the top of the page

Figure 6-6 displays the Contact Us information.
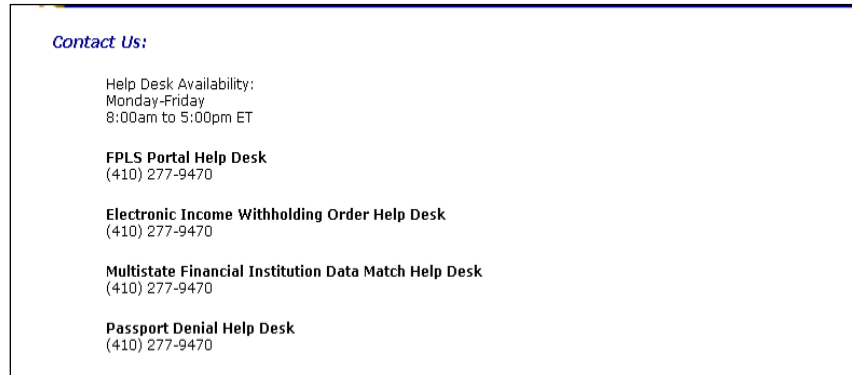
Figure 6-6: Contact Us

Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

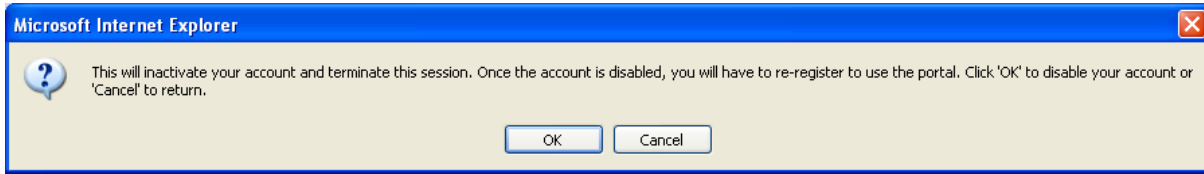**Figure 6-7: Security Alert – User Accepts Certificate**

Click **Yes** to open the Welcome to FPLS Child Support Services Portal.

Click **No** to cancel the current operation.

Click **View Certificate** to open the certificate information.

Figure 6-8 shows the message that a user sees before they leave the system.

Figure 6-8: Disable Account Message

Click **OK** to disable the user's account.