

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
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).

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

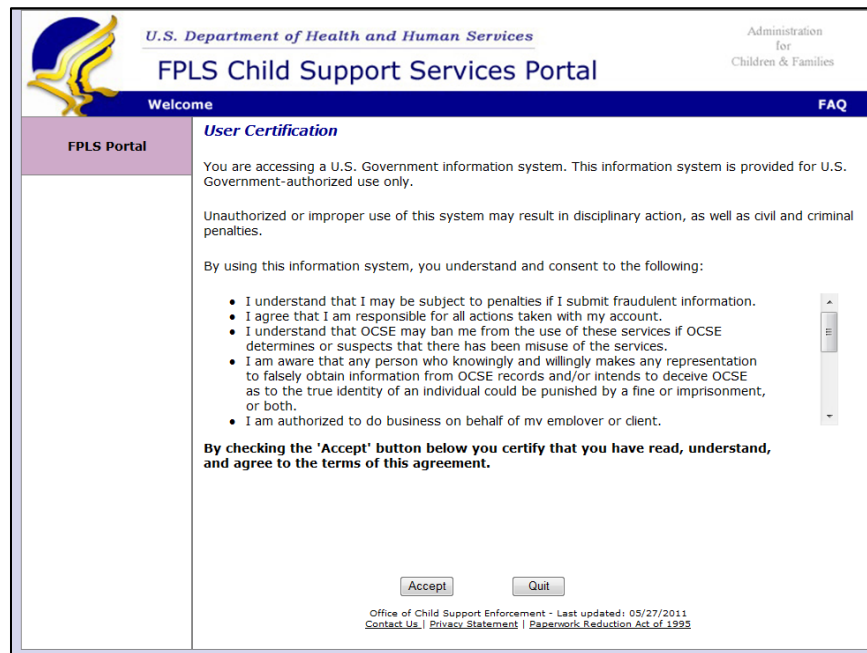


Chart 1-2 describes the functions available from the User Certification page.

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.

Figure 1-3: Registration User

FPLS Portal **Registration - User** [Registration Guide](#)

* Indicates required field

Personal and Employment Information

Personal Information

* First Name:
Middle Name:
* Last Name:
* SSN: - -
* Date of Birth:
* Work Phone Number: Phone Extension:
* Account Email Address:

Employer Information

* FEIN:
Employee #:
* Employer Name:
* Address Line 1:
Address Line 2:
* City:
* State:
* Postal Code:
Country: USA

Security Information

User Credentials

* Create User Id: (Required 8 characters)
* Re-enter User Id:
* Enter Password: [Password Policy](#)
* Re-enter Password:

Challenge Questions

Answer any five unique challenge questions.

Question 1: In what city did you meet your spouse/significant other?
Answer 1:
Question 2: What is your favorite animal?
Answer 2:
Question 3: What is your pet's name?
Answer 3:
Question 4: Who was your childhood best friend?
Answer 4:
Question 5: What is your favorite restaurant?
Answer 5:

Access Codes

The portal requires that you enter an access code sent to you during the log on process. Select how you want to receive the access code, by eMail, texting, or both.

Use Account Email Addr:
Use Texting: Phone Nbr:
Provider:

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.

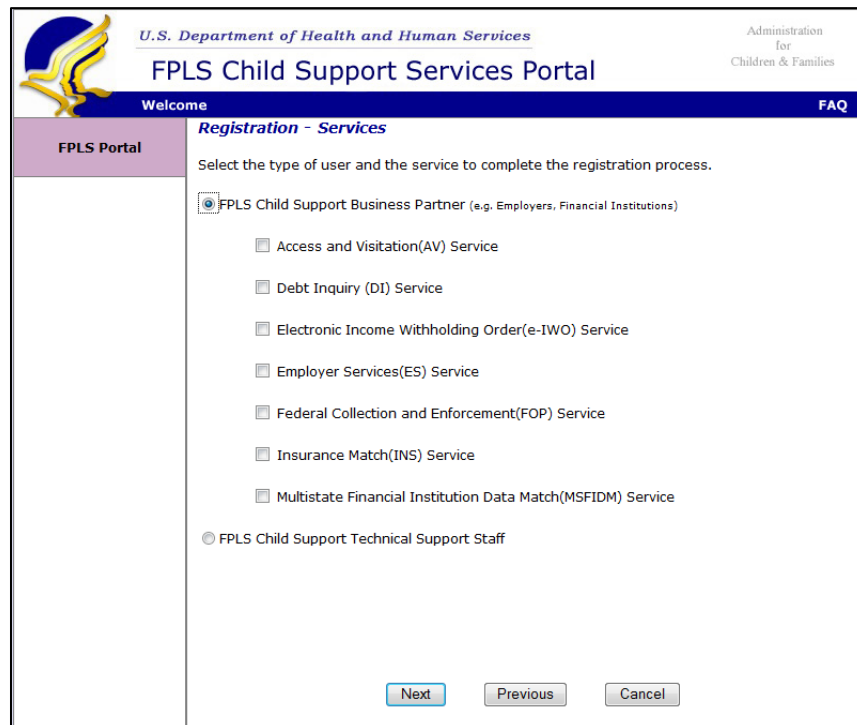
Click **Next** to navigate to the Registration – Service page to select the applications the user would like to access on the portal.

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.

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

The screenshot shows the 'Organization Registration' page for the e-IWO service. It features a purple header with 'FPLS Portal' and a main content area with the following elements:

- Organization Registration** (with a red asterisk indicating required fields)
- Access** section with a descriptive paragraph: "The Electronic Income Withholding Order (eIWO) Online service enables organizations and Child Support Agencies to update profile information and view the status of order and acknowledgement file transmissions."
- A green instruction: "Please check the statement that is applicable:"
- Two radio button options:
 - I am a submitter registering to do business on behalf of my employer.
 - I am a payroll provider registering to do business on behalf of another organization. (Enter at least one FEIN and Organization below.)
- Input fields for 'FEIN:' and 'Organization:' for both options.
- A link: [More FEINs](#) (For more than 10 FEINs contact Help Desk)
- Navigation buttons: 'Next', 'Previous', and 'Cancel'.
- Footer: Office of Child Support Enforcement, [Contact Us](#), [Privacy Statement](#)

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

The screenshot shows the 'Organization Registration' page for the Debt Inquiry service. It features a purple header with 'FPLS Portal' and a main content area with the following elements:

- Organization Registration** (with a red asterisk indicating required fields)
- Access** section with a descriptive paragraph: "The Debt Inquiry service enables authorized users to enter information about individuals eligible to receive a payout to determine if they owe past-due child support."
- A green instruction: "Please check the statement that is applicable:"
- Two radio button options:
 - I am a submitter registering to do business on behalf of an Insurer.
 - I am a third party processor registering to do business on behalf of an Insurer. (Enter at least one FEIN and Organization below.)
- Input fields for 'FEIN:' and 'Organization:' for both options.
- A link: [More FEINs](#) (For more than 10 FEINs contact Help Desk)
- Navigation buttons: 'Next', 'Previous', and 'Cancel'.
- Footer: Office of Child Support Enforcement, [Contact Us](#), [Privacy Statement](#)

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

The screenshot shows the 'FPLS Portal' header on the left. The main content area is titled 'Organization Registration' with a red asterisk indicating required fields. Below the title is the section 'Access'. The text explains that the Insurance Match Service allows authorized users to download claim match responses. A green instruction says 'Please check the statement that is applicable:'. There are two radio button options: 'I am a submitter registering to do business on behalf of an Insurance Company/State Workers Compensation Agency.' Below this are input fields for 'FEIN:' and 'Organization:'. At the bottom are 'Next', 'Previous', and 'Cancel' buttons. A footer contains 'Office of Child Support Enforcement' with links for 'Contact Us' and 'Privacy Statement'.

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

The screenshot shows the 'FPLS Portal' header on the left. The main content area is titled 'Organization Registration' with a red asterisk indicating required fields. Below the title is the section 'Access'. The text explains that the Access and Visitation (AV) service enables authorized users to enter program data about AV services rendered and submit this information to the Office of Child Support Enforcement (OCSE). A green instruction says 'Please check the statement that is applicable:'. There are four radio button options, each followed by 'FEIN:' and 'Organization:' input fields. At the bottom are 'Next', 'Previous', and 'Cancel' buttons.

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

The screenshot shows the 'FPLS Portal' header on the left. The main content area is titled 'Organization Registration' with a red asterisk indicating required fields. Under the 'Access' section, there is a description of Employer Services and a green instruction to check applicable statements. Two radio button options are provided: 'I am a submitter registering to do business on behalf of my employer.' and 'I am a third party processor registering to do business on behalf of an employer.' Each option is followed by 'FEIN:' and 'Organization:' input fields. A link for 'More FEINs' is present. At the bottom, there are 'Next', 'Previous', and 'Cancel' buttons, and footer text for the Office of Child Support Enforcement with links for 'Contact Us' and 'Privacy Statement'.

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

The screenshot shows the 'FPLS Portal' header on the left. The main content area is titled 'Organization Registration' with a red asterisk indicating required fields. Under the 'Access' section, there is a description of Federal Collection and Enforcement services and a green instruction to check applicable statements. One radio button option is provided: 'I am a Federal Agency registering to upload/download files/documents'. This is followed by 'FEIN:' and 'Organization:' input fields. At the bottom, there are 'Next', 'Previous', and 'Cancel' buttons, and footer text for the Office of Child Support Enforcement with links for 'Contact Us' and 'Privacy Statement'.

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

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

U.S. Department of Health and Human Services
FPLS Child Support Services Portal
Administration for Children & Families
Welcome | Print | FAQ

Registration - Verification
Retain a copy of this information for future use.

Personal Information
Name: FirstName2 LastName2
U.S. Social Security Number: XXX-XX-6789
Date of Birth: 01/01/1980
Work Phone Number - Extension: 4434445555
Account Email Address: FirstName2_LastName2@email.com

Employer Information
FEIN: 123456789
Employee #:
Employer Name: Hollywood, USA
Address Line 1: Street Address 1
City, State: City,MD
Postal Code: 21244
Country: USA

Security Information
User Id: FirstLa3

Challenge Question	Response
In what city did you meet your spouse/significant other?	City
What is your favorite animal?	animal
What is your pet's name?	Pet
Who was your childhood best friend?	Friend
What is your favorite restaurant?	Any

Access Device: Email
Email Address: FirstName2_LastName2@email.com

Requested Access
FPLS Child Support Business Partner

- Debt Inquiry Service
 - Debt Inquiry Insurance Carrier
- Insurance Match Service
 - Insurance Company/State Workers Comp Agency

Verify Access Code
You must test e-mail/texting connection before saving the information by requesting and entering an access code. The code is sent to your access device.

Request your access code.

Enter your access code and save to verify the information.

Access Code:

[Top of Page](#)

Office of Child Support Enforcement
Contact Us | Privacy Statement

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.

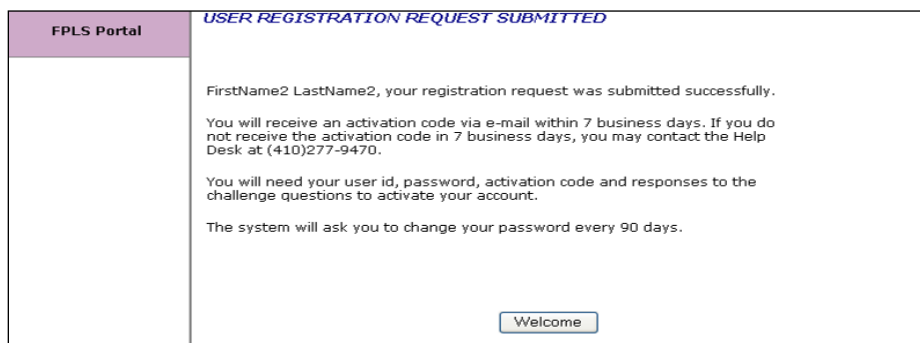
Click **Submit** to navigate to the User Confirmation to receive verification that the registration is complete.

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.

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

The screenshot shows the 'FPLS Portal' header on the left with 'Help Desk Availability' listed as 'Monday - Friday: 8:00 A.M. - 5:00 P.M. ET'. The main content area is titled 'Welcome to FPLS Child Support Services Portal' and contains the following text: '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.' Below this, there are two sections: '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.' and '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.' A 'Messages' section is present but empty. At the bottom, there are two buttons: 'Log In' and 'Register'.

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

The screenshot shows the 'FPLS Portal' header on the left. The main content area is titled 'Login Certification' and contains the following text: 'You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.' Below this, there is a warning: 'Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.' This is followed by a consent statement: 'By using this information system, you understand and consent to the following:' and a list of terms: 'I understand that I may be subject to penalties if I submit fraudulent information.', 'I agree that I am responsible for all actions taken with my account.', 'I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.', 'I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.', and 'I am authorized to do business on behalf of my employer or client.' Below the terms, there is a statement: 'By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.' and a checkbox labeled 'I Accept'. At the bottom, there are two radio buttons: 'Login using User ID:' with a text input field and a 'Forgot User ID?' link, and 'Login using PIV card (Insert PIV card)' with an information icon. There are also 'Enter', 'Clear', and 'Cancel' buttons.

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

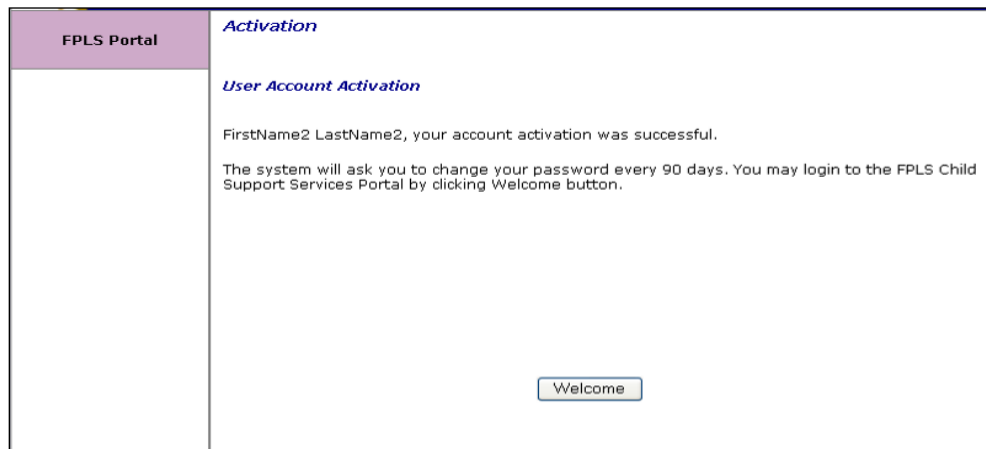


Chart 2-3 describes the functions that are available from the Activation page.

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

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

FPLS Portal

Login Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.

By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.

I Accept

Login using User ID: [Forgot User ID?](#)
 Login using PIV card (Insert PIV card)

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.

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

FPLS Portal

Account Update for maryfopp
* Indicates required field

Update User Information

Personal Information
The account e-mail address is also used for receiving an access code via e-mail.

* Work Phone Nbr : 4434445555 x 12346

* Account Email Address: FirstName2_LastName2@email.c

Email Option: Yes No

Employer Information for 020219500

* Address Line 1: StreetAddress 1

Address Line 2:

* City: City

* State: Maryland

* Postal Code: 21244

Update User Information

Challenge Questions
Answer any five unique challenge questions.

Question 1: In what city did you meet your spouse/significant other?

Answer 1: City

Question 2: What is your favorite animal?

Answer 2: Animal

Question 3: What is your pet's name?

Answer 3: Pet

Question 4: Who was your childhood best friend?

Answer 4: Friend

Question 5: What is your favorite restaurant?

Answer 5: Any

Access Code

Use Account Email Addr:

Use Texting:

Phone Nbr:

Provider: -Select-

Remember to verify the connectivity when making changes to the access code information.

Request your access code.

Enter your access code and update to verify the information.

Access Code:

[Top of Page](#)

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

5. CREDENTIAL MANAGEMENT

Figure 5-1 displays the Login Certification page.

Figure 5-1: Login Certification

FPLS Portal

Login Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.

By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.

I Accept

Login using User ID: [Forgot User ID?](#)
 Login using PIV card (Insert PIV card)

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

The screenshot shows a web form titled "Forgot User ID" within the "FPLS Portal". The form contains two required text input fields: "* Email Address:" and "* Re-enter Email Address:". Below the fields are three buttons: "Submit", "Clear", and "Cancel". A red asterisk indicates that the fields are required.

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

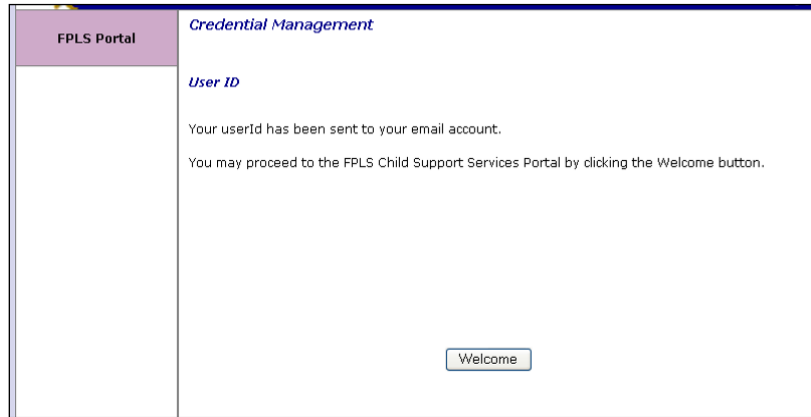
Click **Submit** to open the Credential Management User ID Confirmation page.

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.

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)

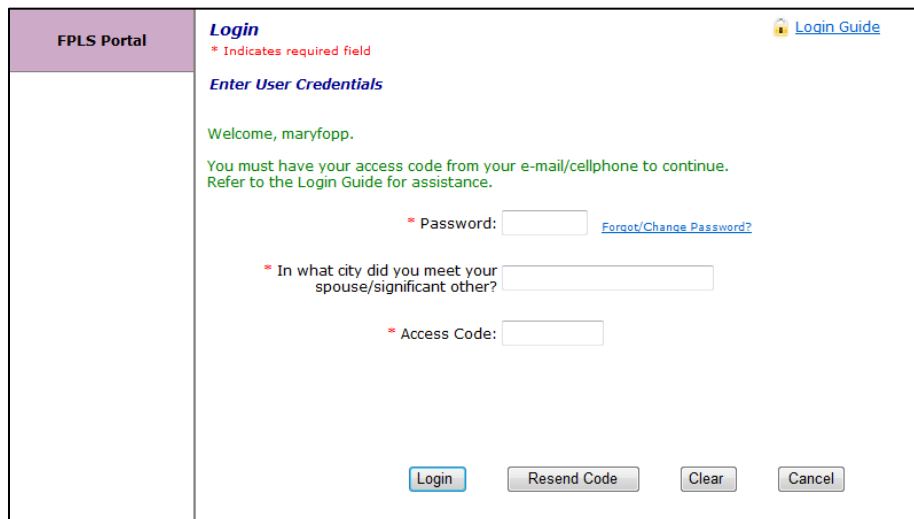


Chart 5-3 describes the functions that are available from the Login (Forgot/Change Password) page.

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

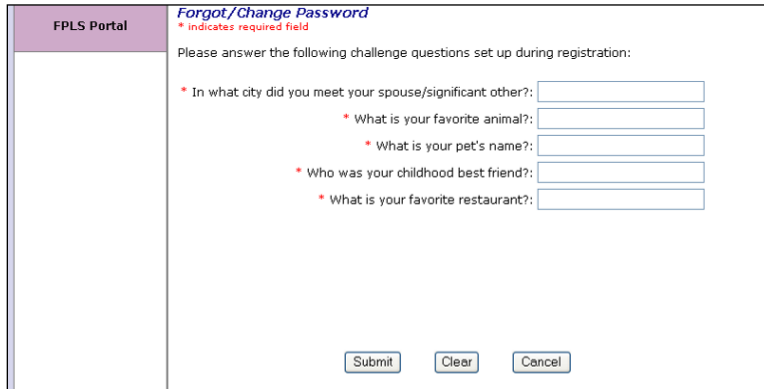
Click **Submit** to open the Credential Management User ID Confirmation page.

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)



The screenshot shows a web form titled "Forgot/Change Password" with a sub-header "* indicates required field". The form asks the user to answer five challenge questions set up during registration. The questions are: "In what city did you meet your spouse/significant other?", "What is your favorite animal?", "What is your pet's name?", "Who was your childhood best friend?", and "What is your favorite restaurant?". Each question has a corresponding text input field. At the bottom of the form are three buttons: "Submit", "Clear", and "Cancel".

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.

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.

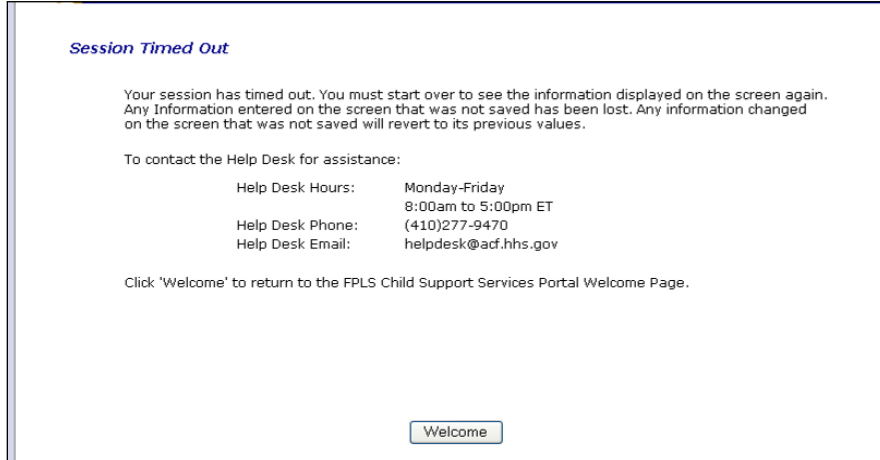
Figure 6-1: Timeout Warning



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.

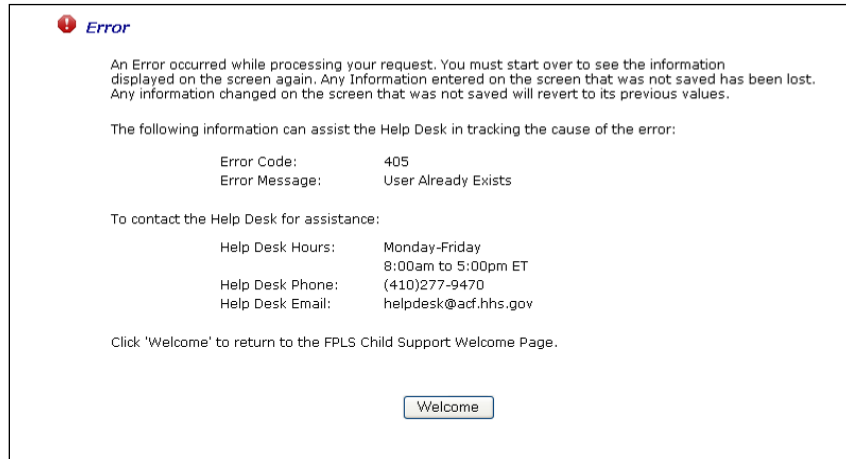
Figure 6-2: Session Timed Out



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

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

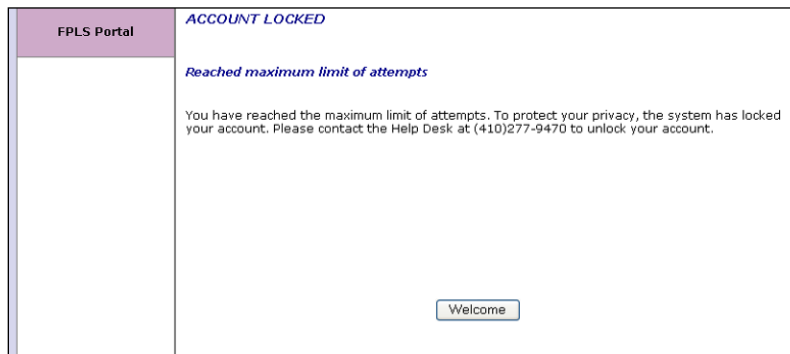
Figure 6-3: System Error



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

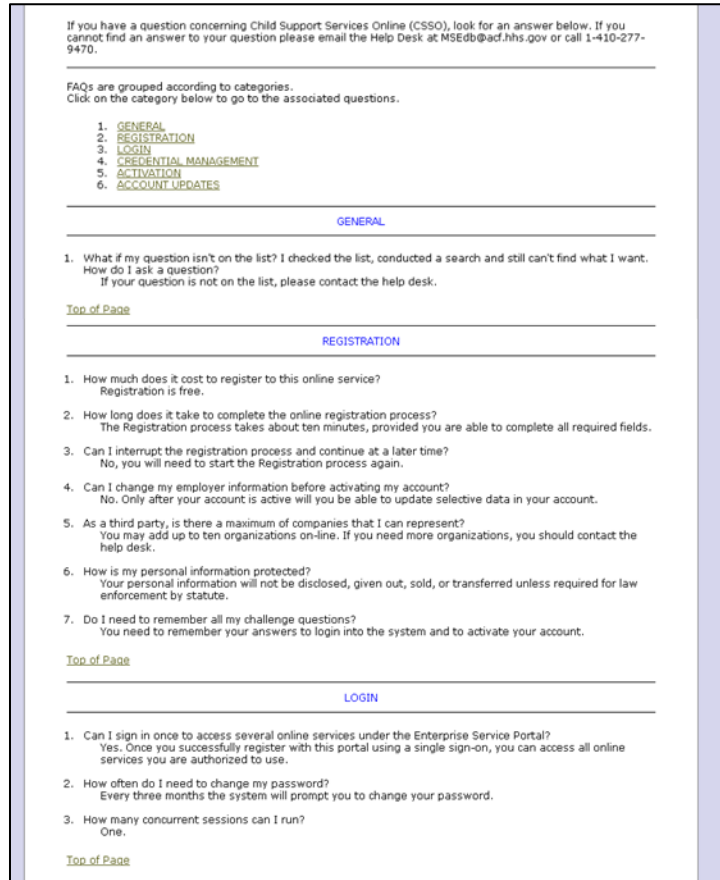


Chart 6-5 describes the functions that are available from the Frequently Asked Questions page.

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

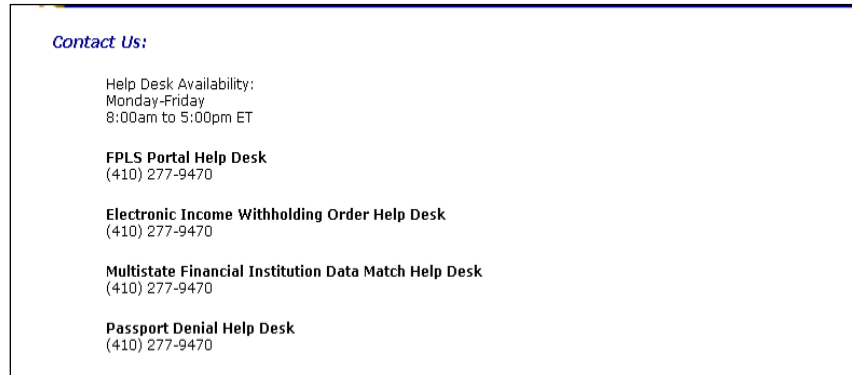


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

Figure 6-7: Security Alert – User Accepts Certificate



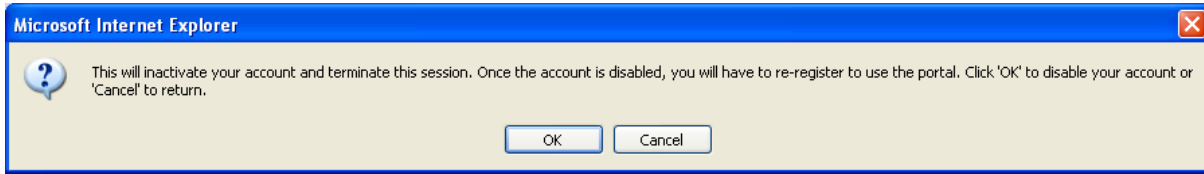
Click **Yes** to open the Welcome to FPLS Child Support Services Portal.

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.

The Paperwork Reduction Act of 1995(Pub.L. 104-13)

Public reporting burden for this collection of information is estimated to average 0.15 hours, per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a currently valid OMB control number.