

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

|                                       |            |
|---------------------------------------|------------|
| <b>1. Registration.....</b>           | <b>1-1</b> |
| <b>2. Activation .....</b>            | <b>2-1</b> |
| <b>3. Login.....</b>                  | <b>3-1</b> |
| <b>4. Account Updates .....</b>       | <b>4-1</b> |
| <b>5. Credential Management .....</b> | <b>5-1</b> |
| <b>6. General Pages.....</b>          | <b>6-1</b> |

## LIST OF FIGURES AND CHARTS

|  |      |
|--|------|
| Figure 1-1: Welcome to FPLS Child Support Services Portal .....      | 1-1  |
| Figure 1-2: User Certification .....                                 | 1-2  |
| Figure 1-3: Registration User .....                                  | 1-4  |
| Figure 1-4: Registration Services .....                              | 1-5  |
| Figure 1-5: Registration – MSFIDM.....                               | 1-6  |
| Figure 1-6: Registration – MSFIDM (More FEINs) .....                 | 1-7  |
| Figure 1-7: Registration – e-IWO .....                               | 1-8  |
| Figure 1-8: Registration – Debt Inquiry.....                         | 1-8  |
| Figure 1-9: Registration – Insurance Match .....                     | 1-9  |
| Figure 1-10: Access and Visitation .....                             | 1-9  |
| Figure 1-11: Employer Services .....                                 | 1-10 |
| Figure 1-12: Federal Collection and Enforcement.....                 | 1-10 |
| Figure 1-13: Registration Services – User/Service Information.....   | 1-11 |
| Figure 1-14: Registration – Verification .....                       | 1-12 |
| Figure 1-15: Registration – User Registration Request Submitted..... | 1-13 |
| Figure 2-1: Welcome to FPLS Child Support Services Portal .....      | 2-1  |
| Figure 2-2: Login Certification .....                                | 2-1  |
| Figure 2-3: User Activation.....                                     | 2-2  |
| Figure 2-4: Activation .....   | 2-3  |
| Figure 3-1: Login Certification .....                                | 3-1  |
| Figure 3-2: Login .....  | 3-2  |
| Figure 3-3: Child Support Services Portal Home Page .....            | 3-3  |
| Figure 4-1: Account Update - User.....                               | 4-1  |
| Figure 4-2: Account Update .....                                     | 4-2  |
| Figure 5-1: Login Certification .....                                | 5-1  |
| Figure 5-2: Forgot User ID .....                                     | 5-2  |
| Figure 5-3: Credential Management.....                               | 5-3  |
| Figure 5-4: Login (Forgot/Change Password) .....                     | 5-3  |
| Figure 5-5: Login Forgot/Change Password.....                        | 5-4  |
| Figure 5-6: Forgot/Change Password (Challenge Questions).....        | 5-5  |
| Figure 5-7: Forgot/Change Password (Reset Password).....             | 5-6  |
| Figure 5-8: Password Changed (Confirmation) .....                    | 5-6  |

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|   |     |
|---|-----|
| Figure 6-1: Timeout Warning.....                              | 6-1 |
| Figure 6-2: Session Timed Out .....                           | 6-1 |
| Figure 6-3: System Error .....                                | 6-2 |
| <br>  |     |
| Chart 1-1: Welcome to FPLS Child Support Services Portal..... | 1-1 |
| Chart 1-2: User Certification.....                            | 1-3 |
| Chart 1-3: Registration - User .....                          | 1-5 |
| Chart 1-4: Registration – MSFIDM Page.....                    | 1-6 |
| Chart 2-1: Login Certification.....                           | 2-2 |
| Chart 2-2: User Activation .....                              | 2-2 |
| Chart 2-3: Activation.....                                    | 2-3 |
| Chart 3-1: Login Certification.....                           | 3-1 |
| Chart 3-2: Login .....  | 3-2 |
| Chart 3-3: Child Support Services Portal Home Page.....       | 3-3 |
| Chart 4-1: Account Update – User .....                        | 4-2 |
| Chart 4-2: Account Update.....                                | 4-2 |
| Chart 5-1: Login Certification.....                           | 5-1 |
| Chart 5-2: Forgot User ID.....                                | 5-2 |
| Chart 5-3: Login (Forgot/Change Password).....                | 5-3 |
| Chart 5-4: Login Forgot/Change Password .....                 | 5-4 |
| Chart 5-5: Forgot/Change Password (Challenge Questions) ..... | 5-5 |
| Chart 5-6: Forgot/Change Password (Reset Password) .....      | 5-6 |

# 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**

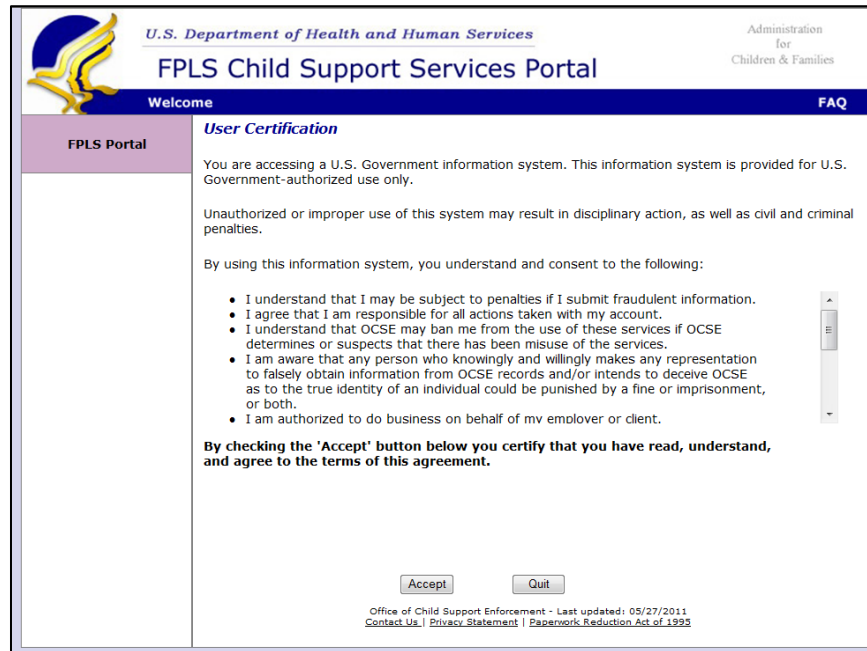


Chart 1-2 describes the functions available from the User Certification page.

| <b>CHART 1-2: USER CERTIFICATION</b> |  |
|--------------------------------------|--|
| 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**

The screenshot shows the 'FPLS Child Support Services Portal' interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main heading is 'FPLS Child Support Services Portal'. Below this, there is a navigation bar with 'Welcome' and 'FAQ' links. The current page is titled 'Registration - Services'. The main content area contains the instruction: '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)' (which is selected) and 'FPLS Child Support Technical Support Staff'. Under the selected user type, there is a list of services with checkboxes: 'Access and Visitation(AV) Service', 'Debt Inquiry (DI) Service', 'Electronic Income Withholding Order(e-IWO) Service', 'Employer Services(ES) Service', 'Federal Collection and Enforcement(FOP) Service', 'Insurance Match(INS) Service', and 'Multistate Financial Institution Data Match(MSFIDM) Service'. At the bottom of the form, there are three buttons: 'Next', 'Previous', and 'Cancel'.

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)**

The screenshot shows the 'Organization Registration' page within the 'FPLS Portal'. The page title is 'Organization Registration' with a red asterisk indicating required fields. Below the title is an 'Access' section explaining the MSFIDM service. A green instruction asks the user to check the applicable statement. There are two radio button options: 'I am a submitter...' and 'I am a transmitter...'. Each option has a corresponding 'FEIN:' and 'Organization:' input field. Below these is a link for 'More FEINS' with a note to contact the Help Desk for more than 10 FEINs. At the bottom, there are 'Next', 'Previous', and 'Cancel' buttons. The footer includes 'Office of Child Support Enforcement' and links for 'Contact Us' and 'Privacy Statement'.

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 description: "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 description: "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 asks the user to check the applicable statement. 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, there are three buttons: 'Next' (highlighted in blue), 'Previous', and 'Cancel'. At the very bottom, it says '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 asks the user to check the applicable statement. There are four radio button options, each followed by 'FEIN:' and 'Organization:' input fields. The options are: 'I am registering to do business on behalf of my state agency and will submit data for my sub-grantees.', 'I am registering to do business on behalf of my state agency and my sub-grantees will submit data.', 'I am registering to do business on behalf of my sub-grantee and will manually input case/client data.', and 'I am registering to do business on behalf of my sub-grantee and will upload files with case/client data.'. At the bottom, there are three buttons: 'Next', 'Previous', and 'Cancel'.

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. Below the title is the 'Access' section, which explains that Employer Services allows authorized users to enter termination or lump sum payout information. A green instruction asks the user to check the applicable statement. There are two radio button options: '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 provided. 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. Below the title is the 'Access' section, which explains that the Federal Collection and Enforcement services assist states with the collection and enforcement of past-due child support. A green instruction asks the user to check the applicable statement. There is one radio button option: '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**

**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

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**

The screenshot displays the 'Registration - Verification' page of the FPLS Child Support Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families FPLS Child Support Services Portal'. It includes a navigation bar with 'Welcome' and 'Print | FAQ' links. The main content area is divided into several sections:

- Registration - Verification:** A green message states 'Retain a copy of this information for future use.'
- Personal Information:** Lists fields such as Name (FirstName2 LastName2), U.S. Social Security Number (XXX-XX-6789), Date of Birth (01/01/1980), Work Phone Number - Extension (4434445555), and Account Email Address (FirstName2\_LastName2@email.com).
- Employer Information:** Lists fields such as FEIN (123456789), Employee #, Employer Name (Hollywood, USA), Address Line 1 (Street Address 1), City, State (City,MD), Postal Code (21244), and Country (USA).
- Security Information:** Lists fields such as User Id (FirstLa3) and a table of Challenge Questions and Responses:

| 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 Address: FirstName2\_LastName2@email.com
- Requested Access:** Lists services such as Debt Inquiry Service (Debt Inquiry Insurance Carrier) and Insurance Match Service (Insurance Company/State Workers Comp Agency).
- Verify Access Code:** A green message states '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.' Below this is a 'Request' button and an input field for the Access Code.

At the bottom of the page, there are 'Submit', 'Previous', and 'Cancel' buttons, along with a 'Top of Page' link and footer text: '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.

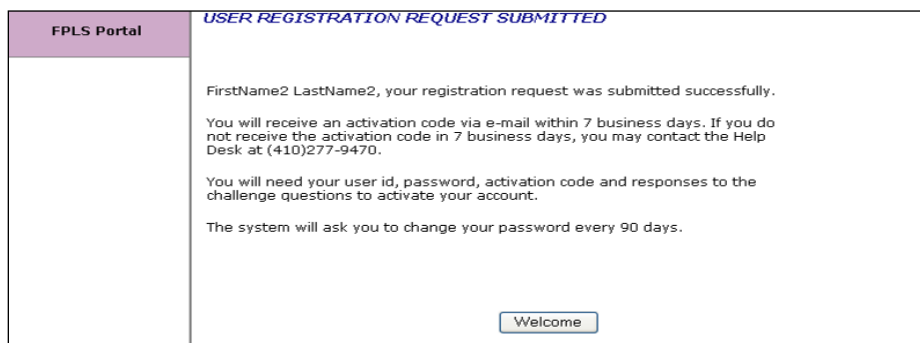
Click **Submit** to navigate to the User Confirmation to receive verification that the registration is complete.

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' and '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 is a 'REGISTRATION' section stating '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.' A 'LOG IN' section states '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 is a warning: 'Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.' A section titled 'By using this information system, you understand and consent to the following:' contains a bulleted 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 list is a section titled 'By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.' with an 'I Accept' checkbox. 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. Below these are '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<br>(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**

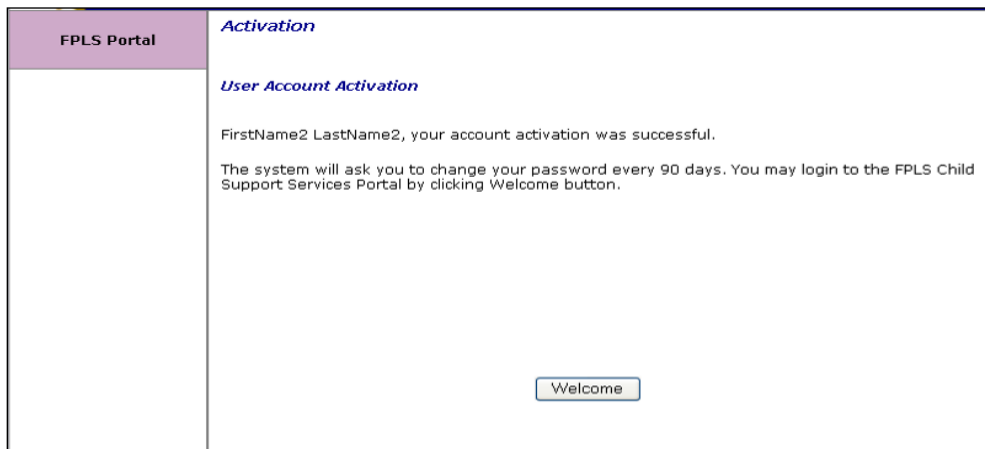


Chart 2-3 describes the functions that are available from the Activation page.

| 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<br>(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.

| <b>CHART 3-3: CHILD SUPPORT SERVICES PORTAL HOME PAGE</b> |  |
|---|--|
| 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. [Request](#)

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<br>(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 text input fields, both marked with a red asterisk to indicate they are required. The first field is labeled "\* Email Address:" and the second is labeled "\* Re-enter Email Address:". Below the input fields are three buttons: "Submit", "Clear", and "Cancel".

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 |

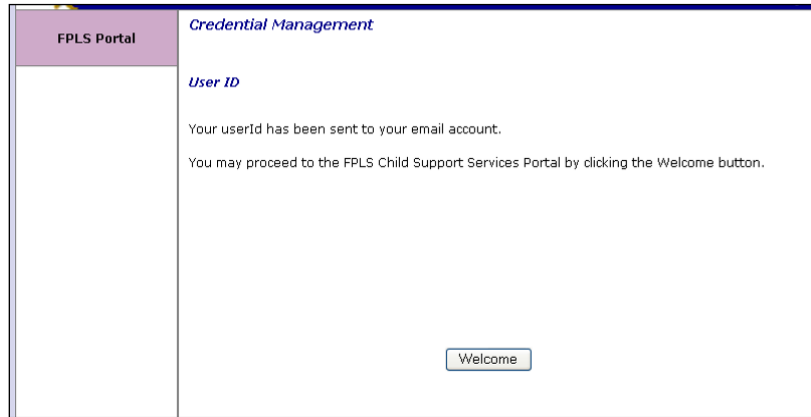
Click **Submit** to open the Credential Management User ID Confirmation page.

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)**

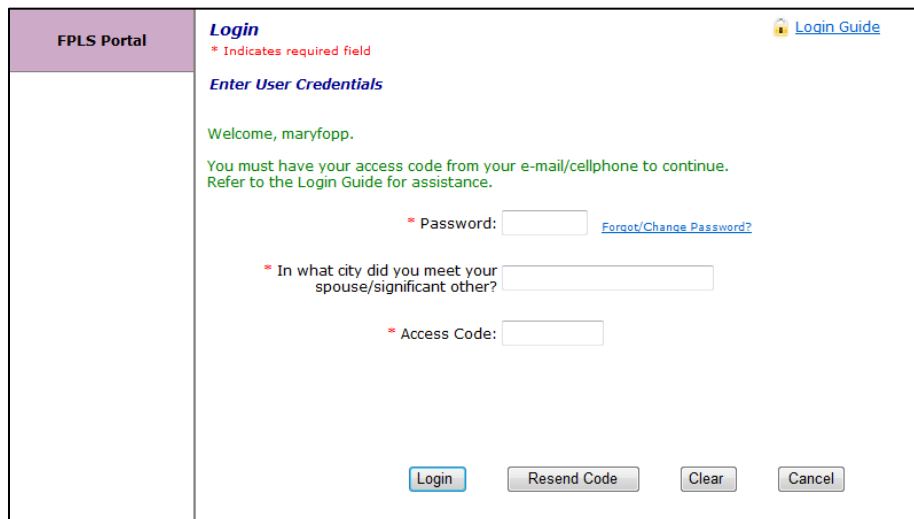


Chart 5-3 describes the functions that are available from the Login (Forgot/Change Password) page.

| <b>CHART 5-3: LOGIN (FORGOT/CHANGE PASSWORD)</b> |  |
|--|--|
| 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                   |

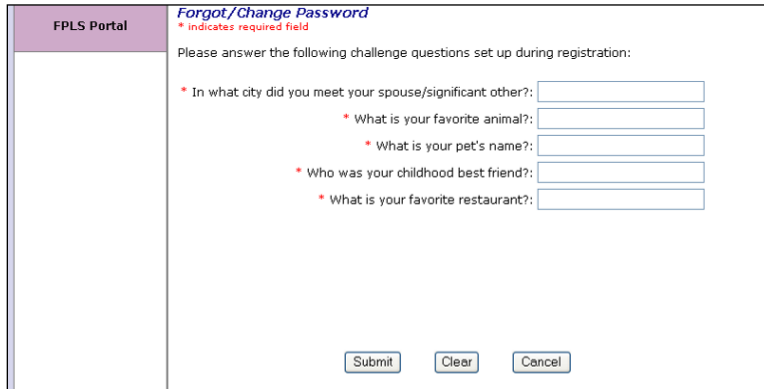
Click **Submit** to open the Credential Management User ID Confirmation page.

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 main instruction is "Please answer the following challenge questions set up during registration:". There are five required questions, each with a text input field: "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?". 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.

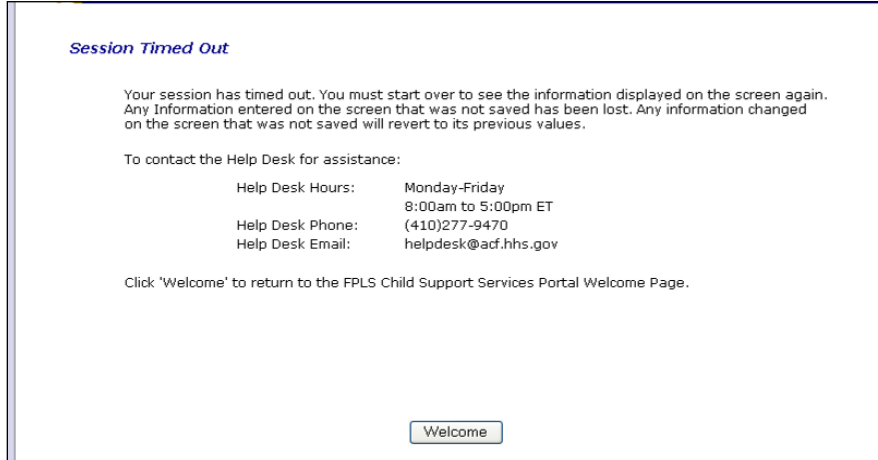
**Figure 6-1: Timeout Warning**



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**

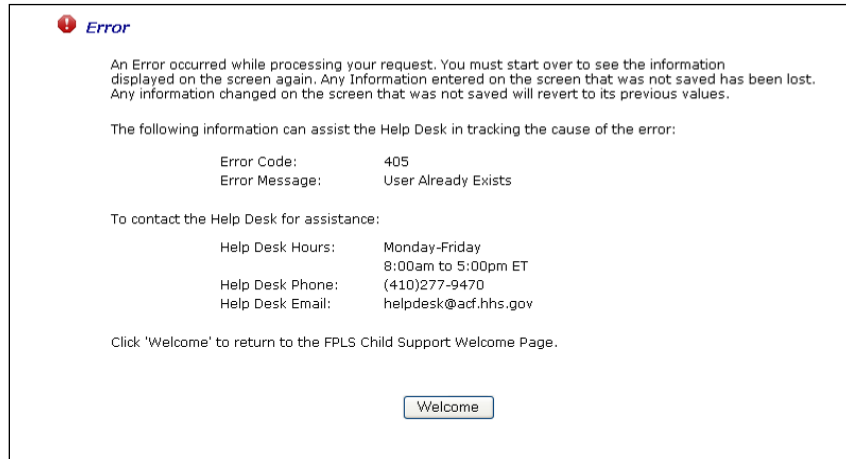


Click **Welcome** to open the Welcome to FPLS Child Support Services Portal page.



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

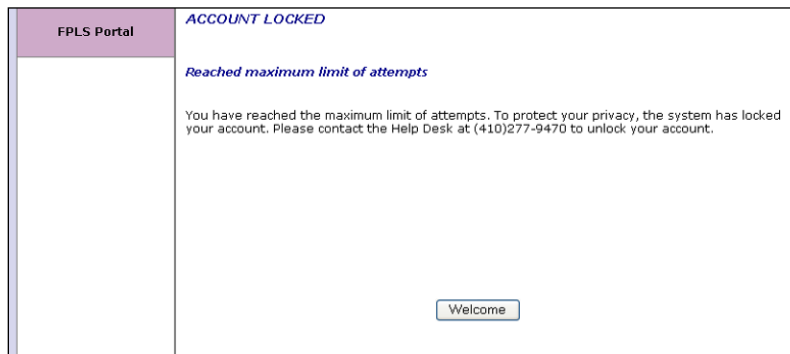
**Figure 6-3: System Error**



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**

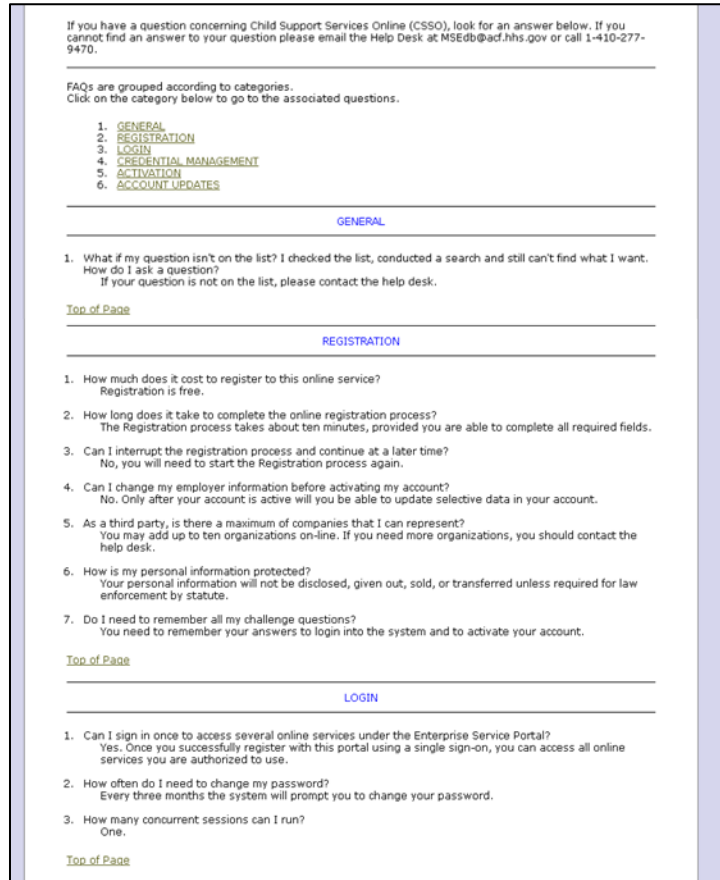


Chart 6-5 describes the functions that are available from the Frequently Asked Questions page.

| 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**

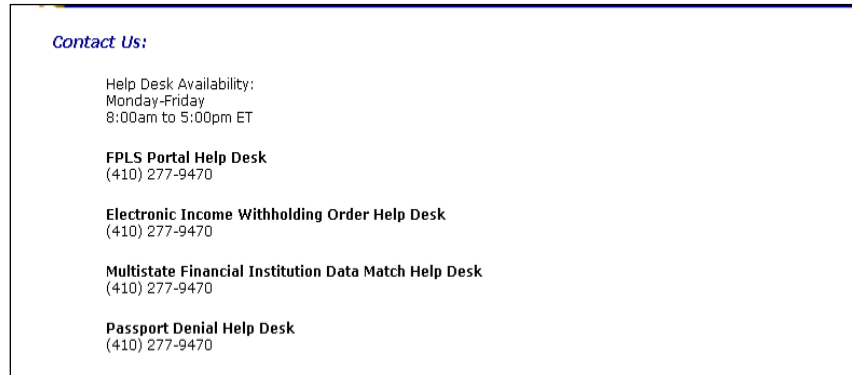


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

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



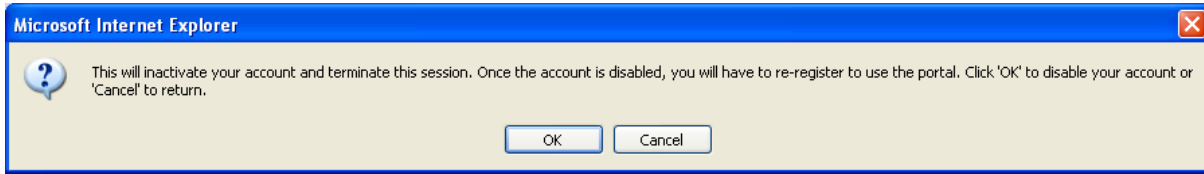
Click **Yes** to open the Welcome to FPLS Child Support Services Portal.

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.