OCSE O&M and Continuous Improvements

System Framework

User Screen Flow

Version 4.0

April 16, 2018

Administration for Children and Families

Office of Child Support Enforcement

330 C Street, SW, 5th Floor

Washington, DC 20201

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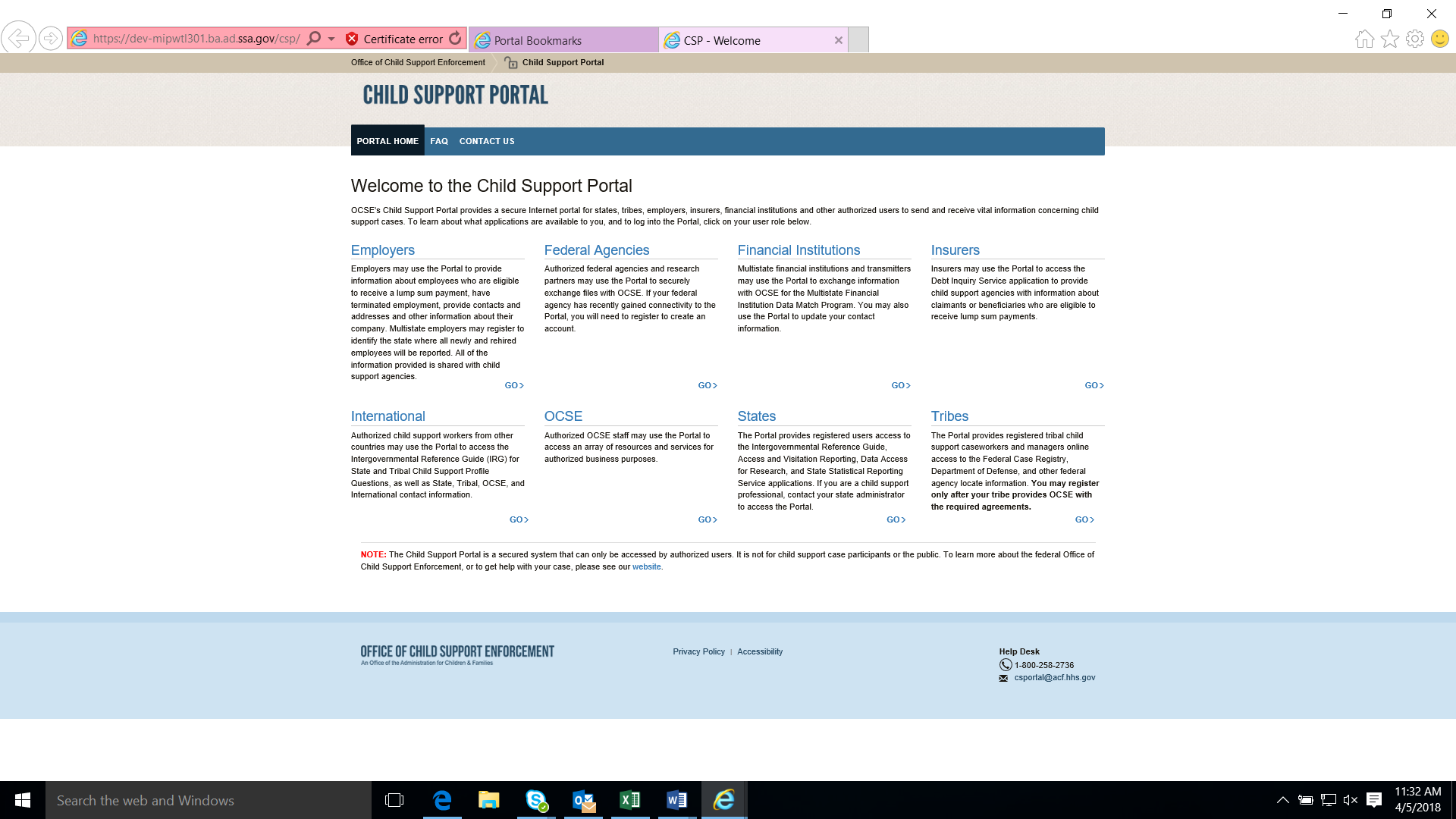
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# Registration

This document describes the process to submit a request for user registration for access to the Child Support Portal.

Figure 1‑1: Welcome to Child Support Portal



**Note:** Figure 1-1 shows the header and footer for all CSP screens. The header may contain additional links (e.g., Logout, Comments, FAQ, Contact Us, Print, Portal Home). The footer may contain additional links (e.g., Office of Child Support Enforcement, Privacy Policy, Accessibility, Help Desk email address).

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 Child Support Portal page, including in the header and footer.

| Chart 1‑1: Welcome to Child Support Portal | |
| --- | --- |
| Link | Description |
| Portal Home | Indicates this is the Home Page for the Portal |
| 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 |
| User Affiliations | There are eight affiliations: Employers, Federal Agencies, Financial Institutions, Insurers, International, OCSE, States, and Tribes.  The user selects the affiliation they want to register for. A list of functions for the selected affiliation display. |
| Office of Child Support Enforcement | Opens a new web page with details about the Office of Child Support Enforcement. |
| Privacy Policy | Displays the Child Support Portal Privacy Policy |
| Accessibility | Opens a new web page with details on the Administration for Children and Families’ (ACF) commitment to making its websites accessible to the widest possible audience, including the disabled and impaired. |
| Help Desk | Lists the contact information for the Help Desk |
| GO | The user clicks **GO** under the user role they are registering for to view a list functions for the role selected. All roles navigate to This Portal Page Is For You If. The registration form is not role-specific at this point. |

Users click one of the user affiliations or Go to navigate to the This Portal Page Is For You If, Figure 1‑2.

The description to the left will list the functions the user may be able to perform, depending on the affiliation chosen.

Figure 1‑2: This Portal Page Is For You If

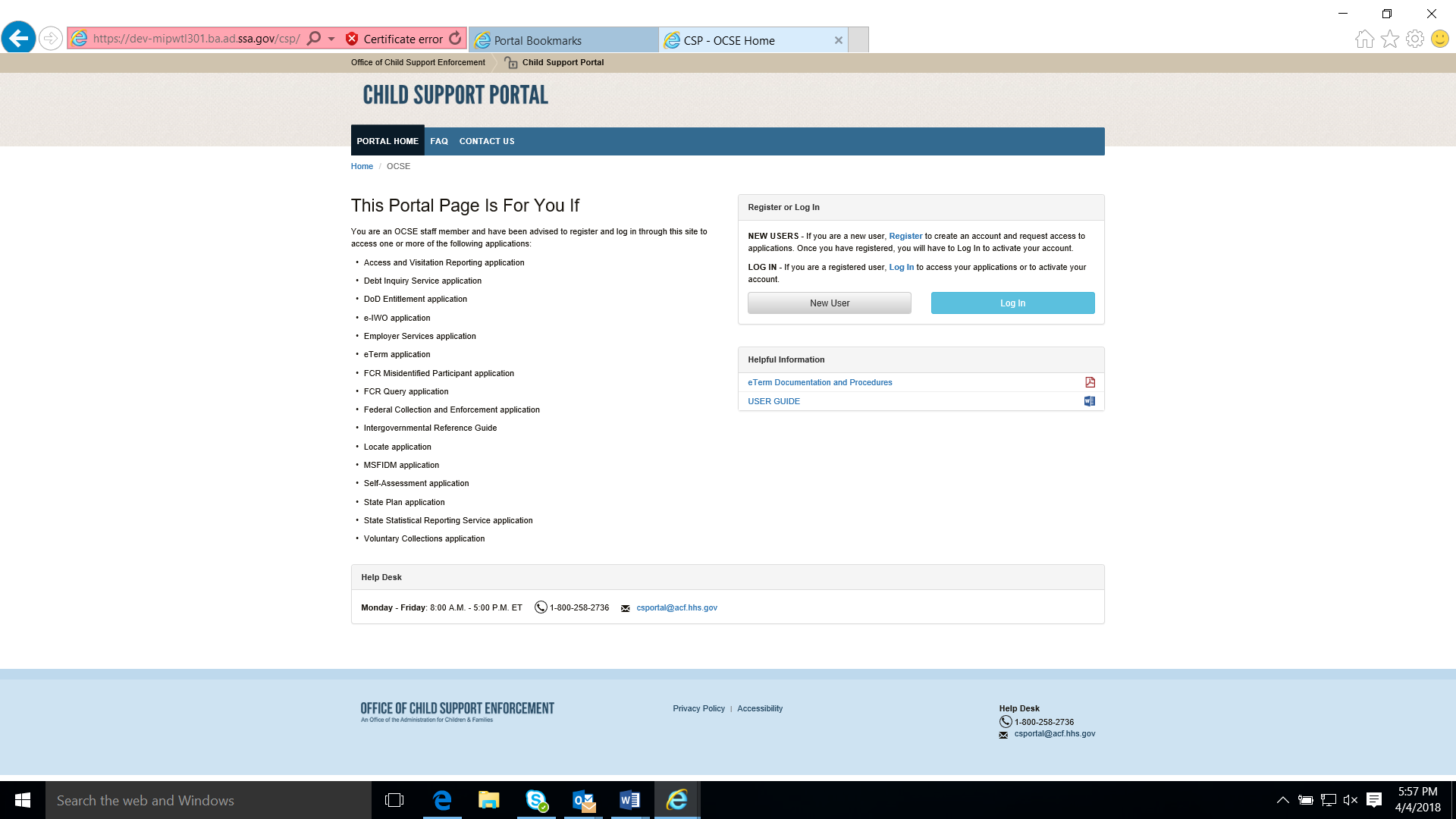
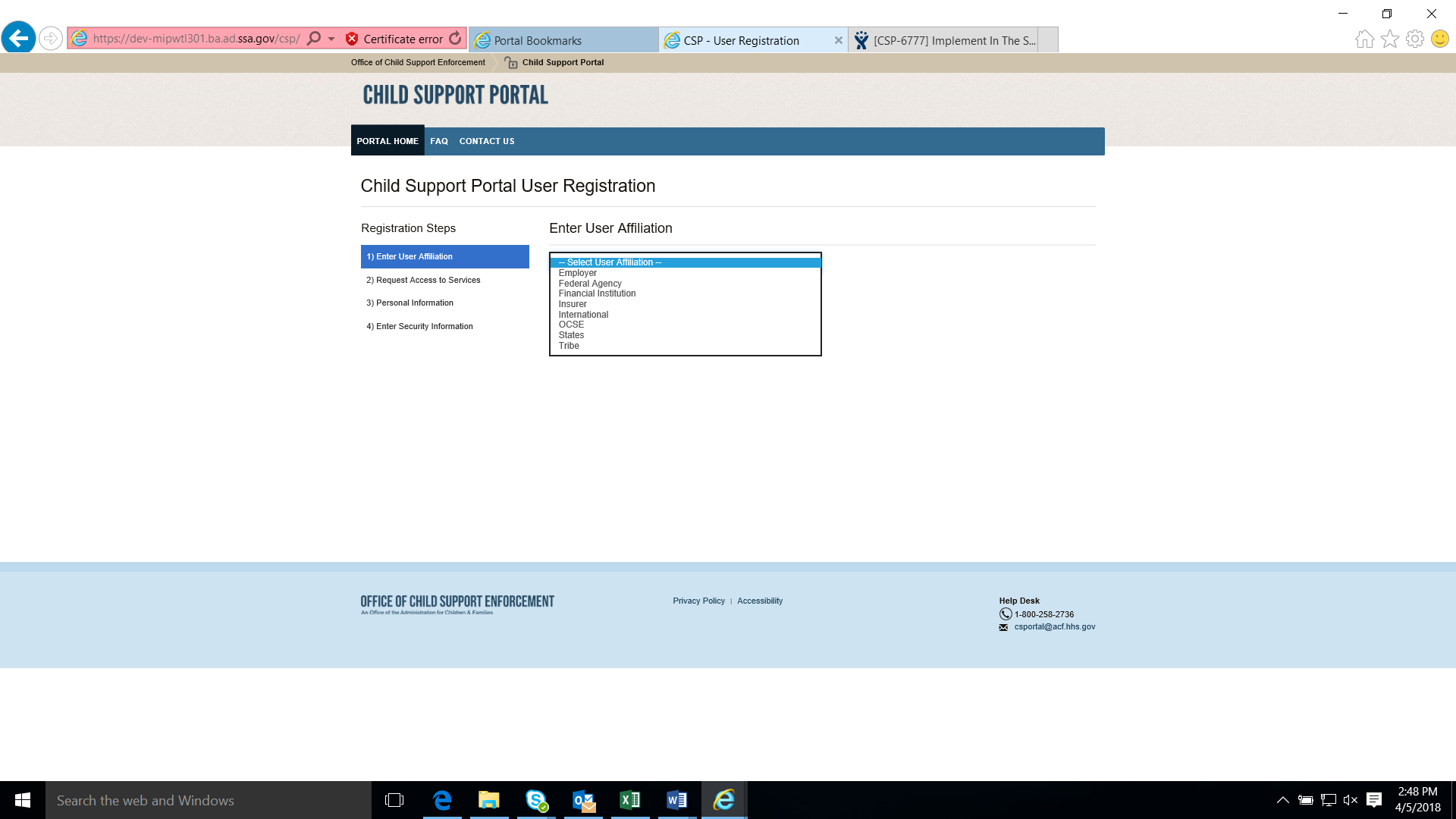


Chart 1-2 describes the functions available from This Portal Page Is For You If page.

| Chart 1‑2: This Portal Page Is For You If | |
| --- | --- |
| Link | Description |
| This Portal Page Is For You If | Displays a list of functions available to the user role you selected. |
| New User | Opens the Child Support Portal User Registration page |
| Log In | Opens the Child Support Portal Log In page. |
| Helpful Information | Displays links to documents or websites that may be helpful in using the Portal. |

Figure 1‑3: Child Support Portal User Registration (Step 1)



Click Enter User Affiliation to select an affiliation from the a list of affiliations. (In this example, we chose OCSE.)

Depending on the affiliation selected, a new section with sub-groups may appear, requesting additional information.

Figure 1‑4 displays if OCSE is selected.

Figure 1‑4: Child Support Portal User Registration (Step 2)

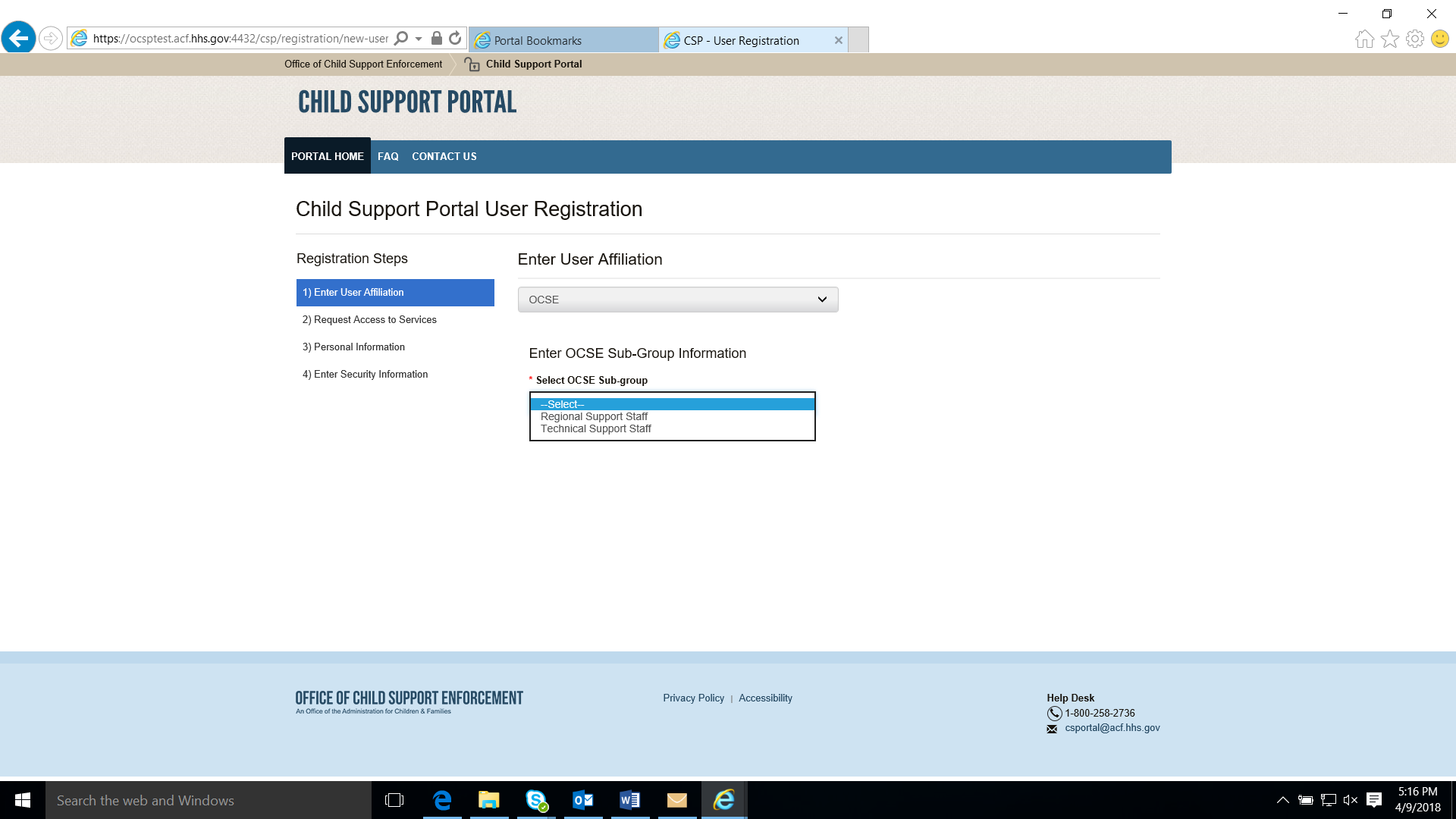
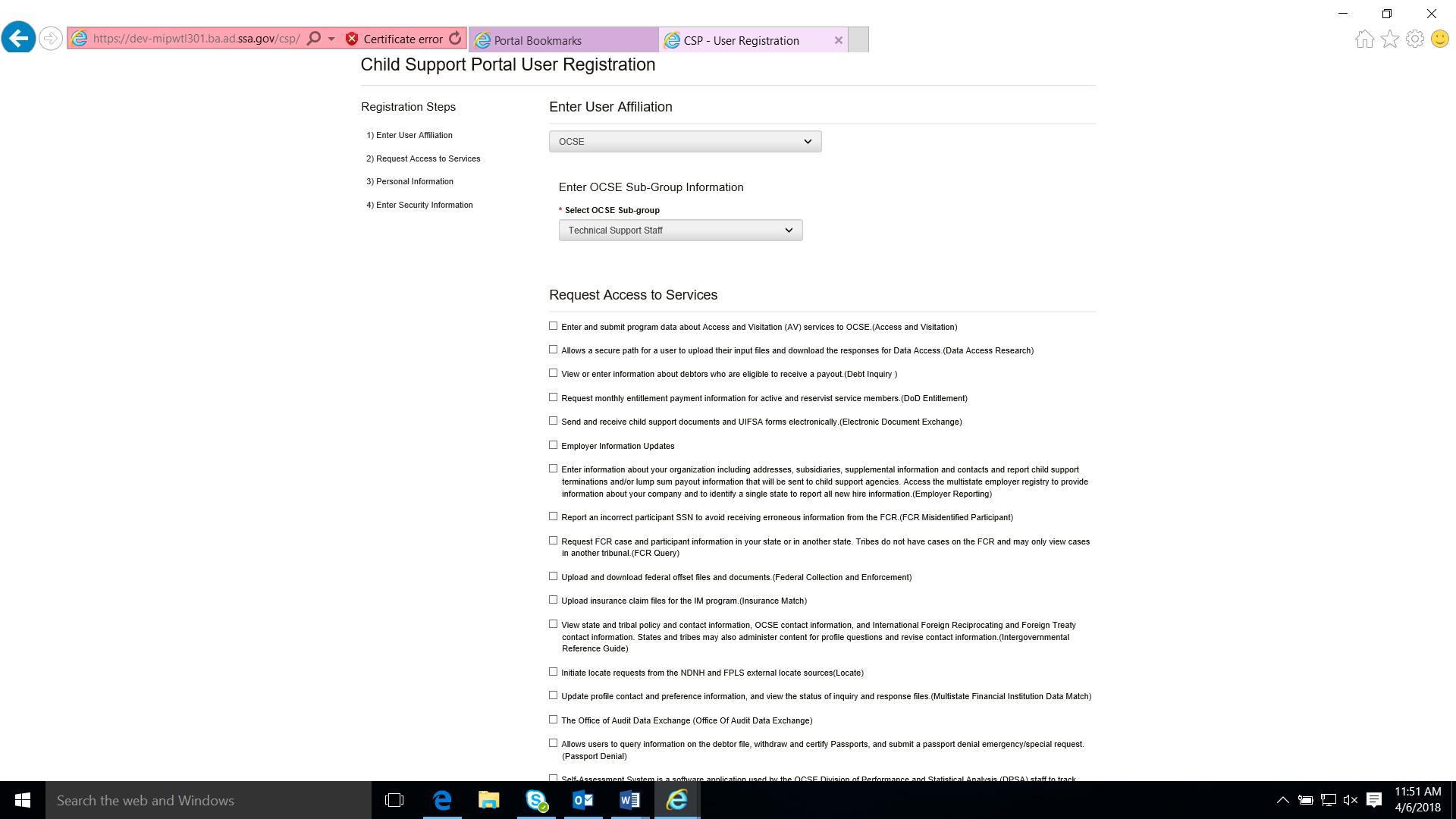


Chart 1‑3 describes the functions available from the Enter User Affiliation page.

| Chart 1‑3: Enter User Affiliation | |
| --- | --- |
| Link | Description |
| Enter User Affiliation | Opens a list of user affiliations |
| Enter OCSE Sub-Group Information | In this OCSE example, select Regional or Technical Support Staff  Selections available for other affiliations, will vary from the example (See next row.) |
| Sub-Groups for Other Affiliations (Information requested for the other user types) | * Employer, Insurer, and Financial Institution: FEIN * Federal Agency: Agency name * Tribe: Tribe name * International: Country name * State: State name |

After making selections from the affiliation list, the page expands to display a list of functions under Request Access to Services.

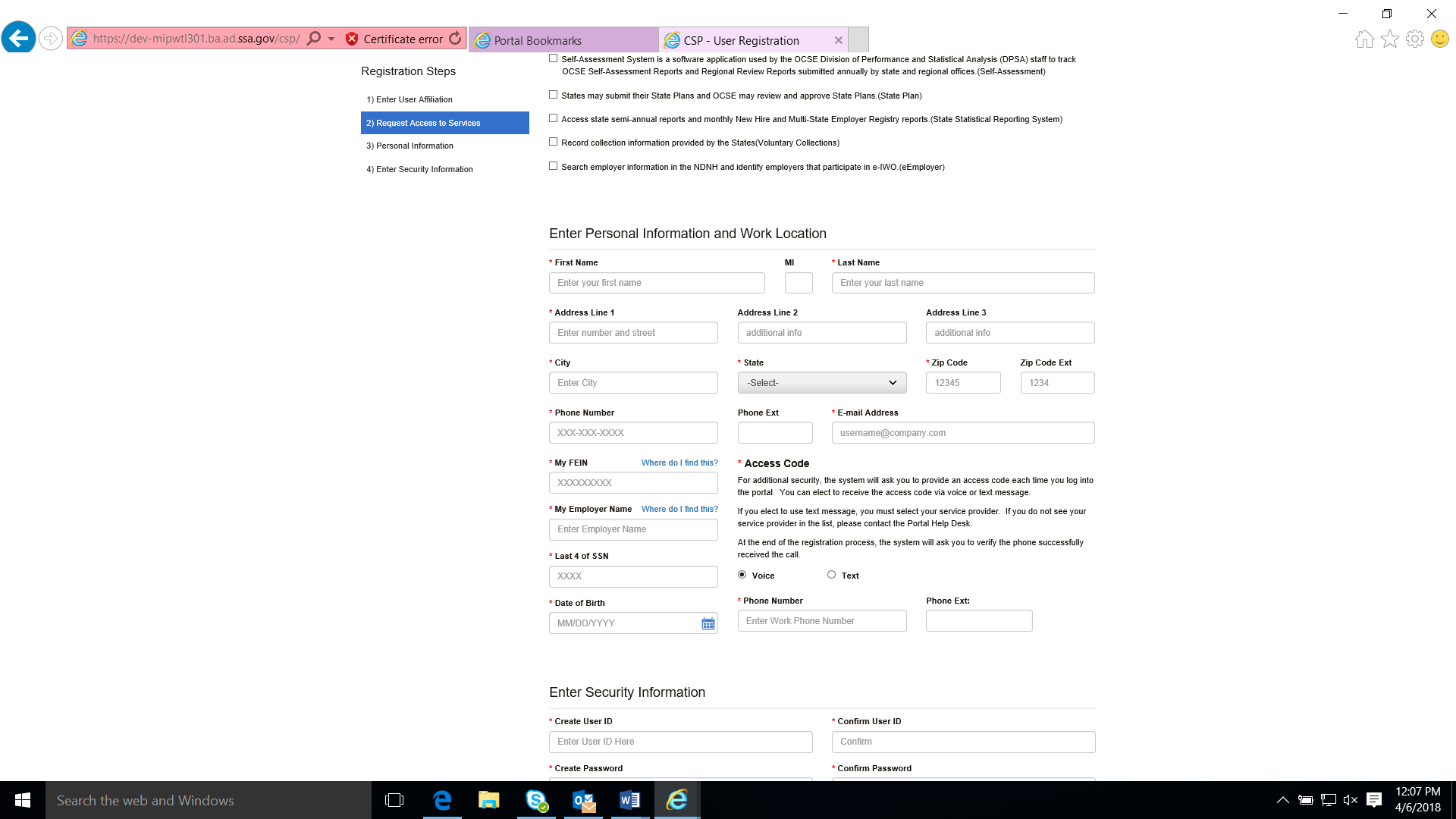
Figure 1‑5: Child Support Portal User Registration (Step 3)



Click the functions you want to access.

Complete the required fields for personal information and work location. (Required fields have asterisks.)

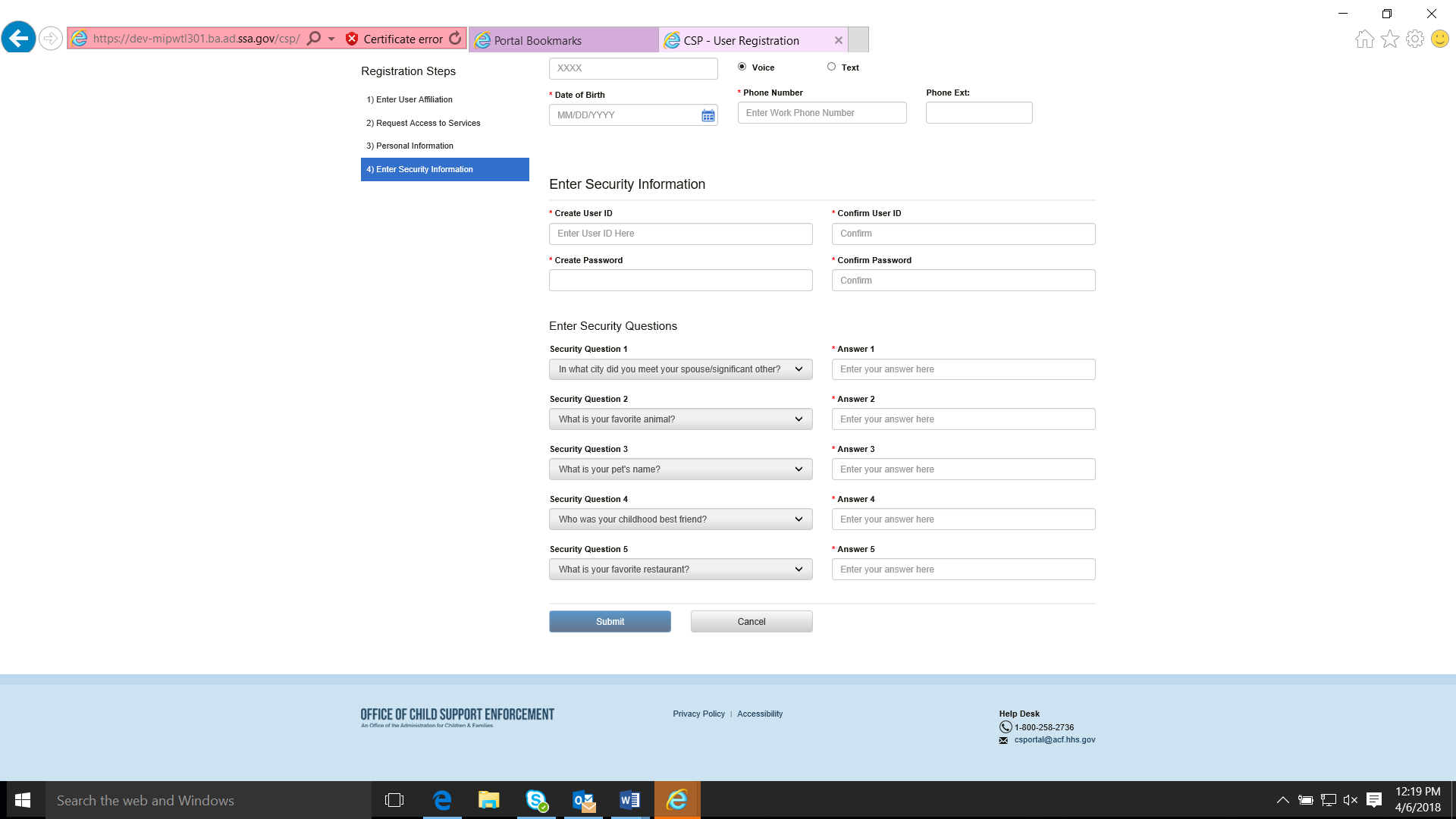
Figure 1‑6: Child Support Portal User Registration (Step 4)



Complete the Access Code section. For increased security, OCSE requires users to enter an access code each time they log in. Users have a choice of a Voice option – a phone call, or a Text option – a text message on your cell phone.

Complete the required fields for Security Information.

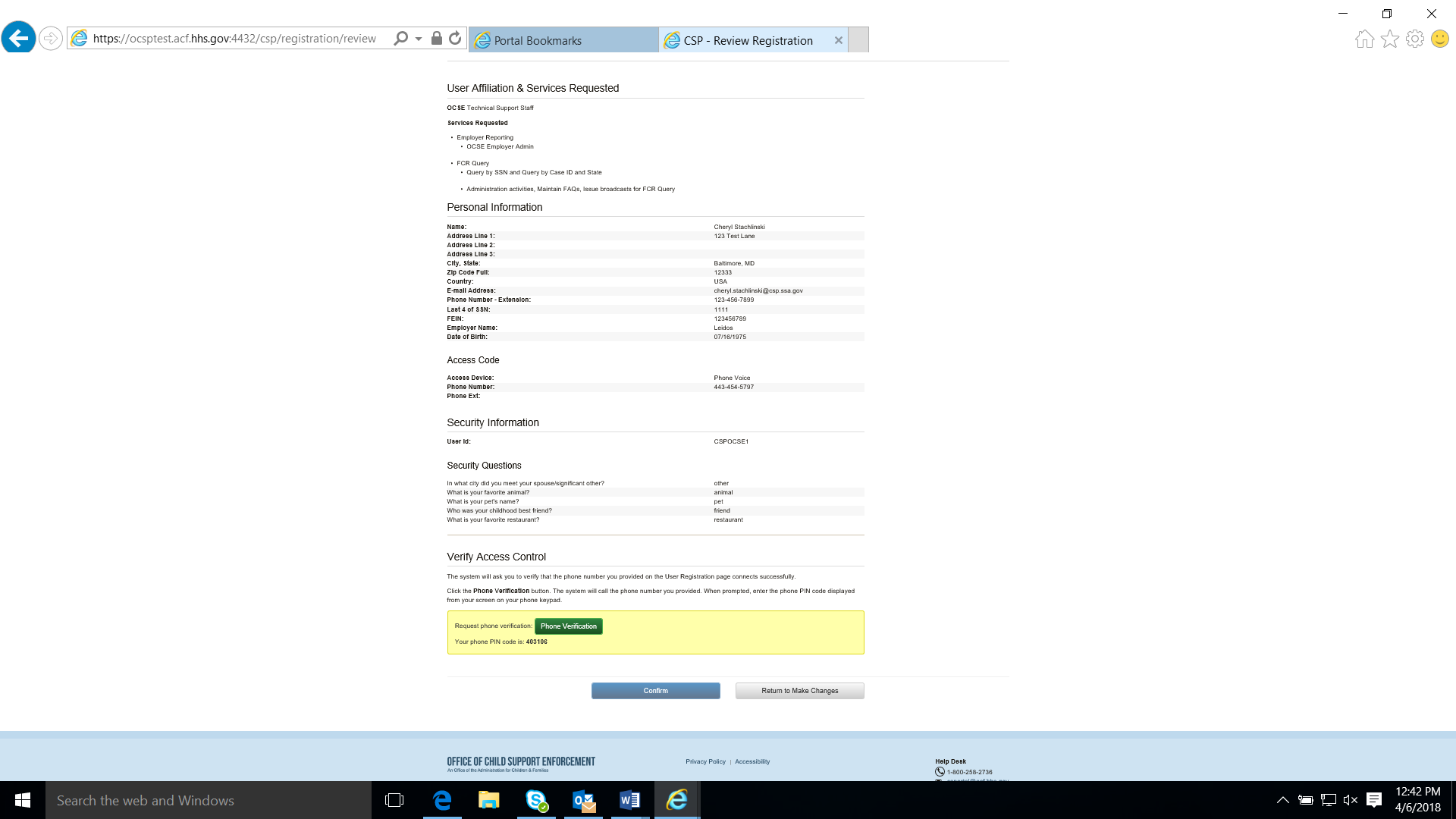
Figure 1‑7: Child Support Portal User Registration (Step 5)



Click **Submit** to submit registration and display Figure 1-8.

Figure 1‑8 displays a summary of information and allows the user to request an access code, and then confirm information.

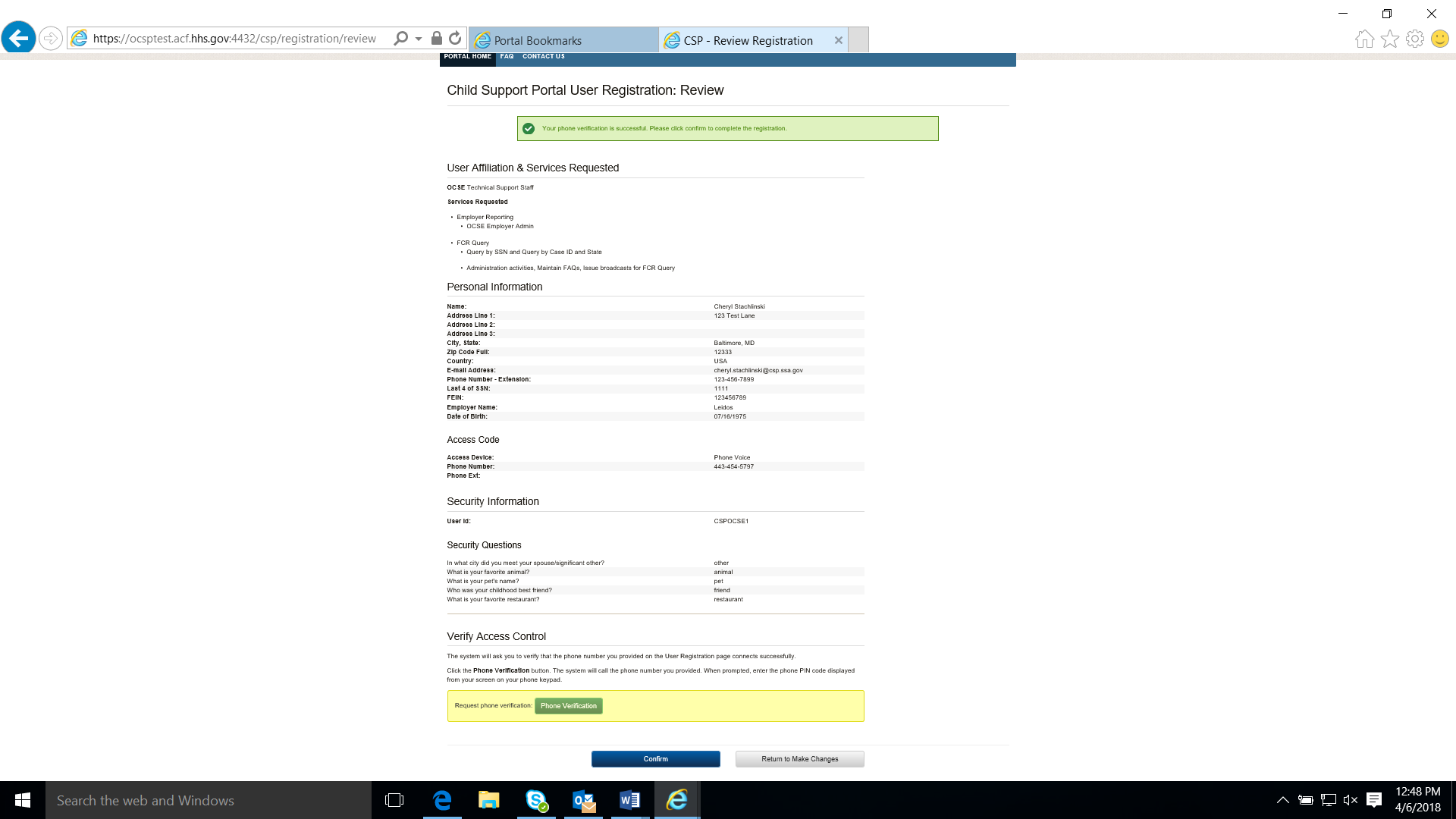
Figure 1‑8: Child Support Portal User Registration (Step 6)



Click **Phone Verification** to receive a call to enter a PIN.

After successful verification, Figure 1‑9 displays. As part of two-factor authentication, the system sends an email or text message with an access code to the media device selected on the Child Support Portal User Registration page, Figure 1‑6. The user must enter the access code to complete the registration process.

Figure 1‑9: Child Support Portal User Registration Review (Step 7)

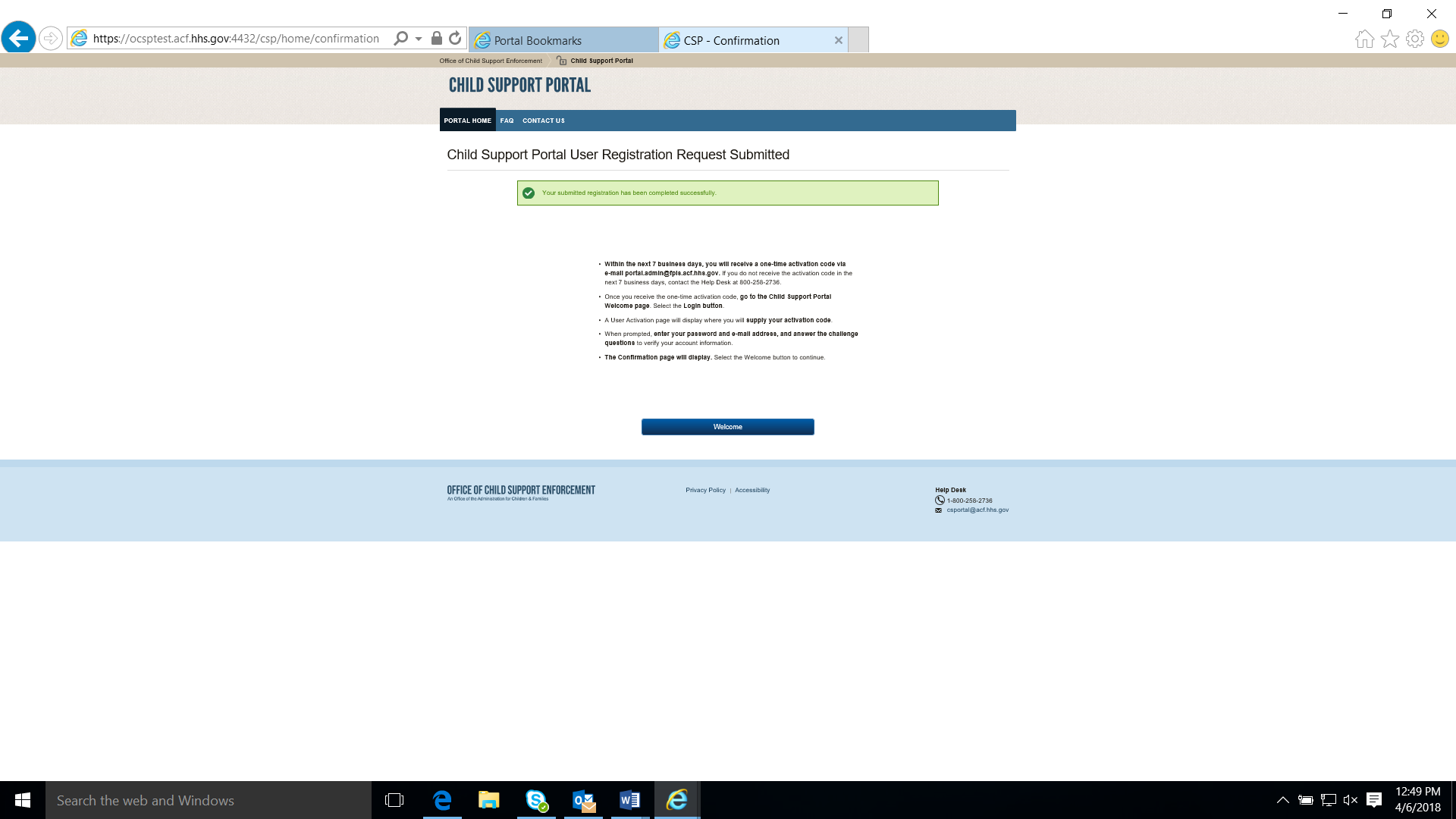


Click **Confirm** to navigate to the User Confirmation to receive verification that the registration is complete. Figure 1‑10 displays.

Click **Return to Make Changes** if any information needs to be updated.

Figure 1-10 shows the system verified the user successfully submitted the registration.

Figure 1‑10: Child Support Portal User Registration Request Submitted



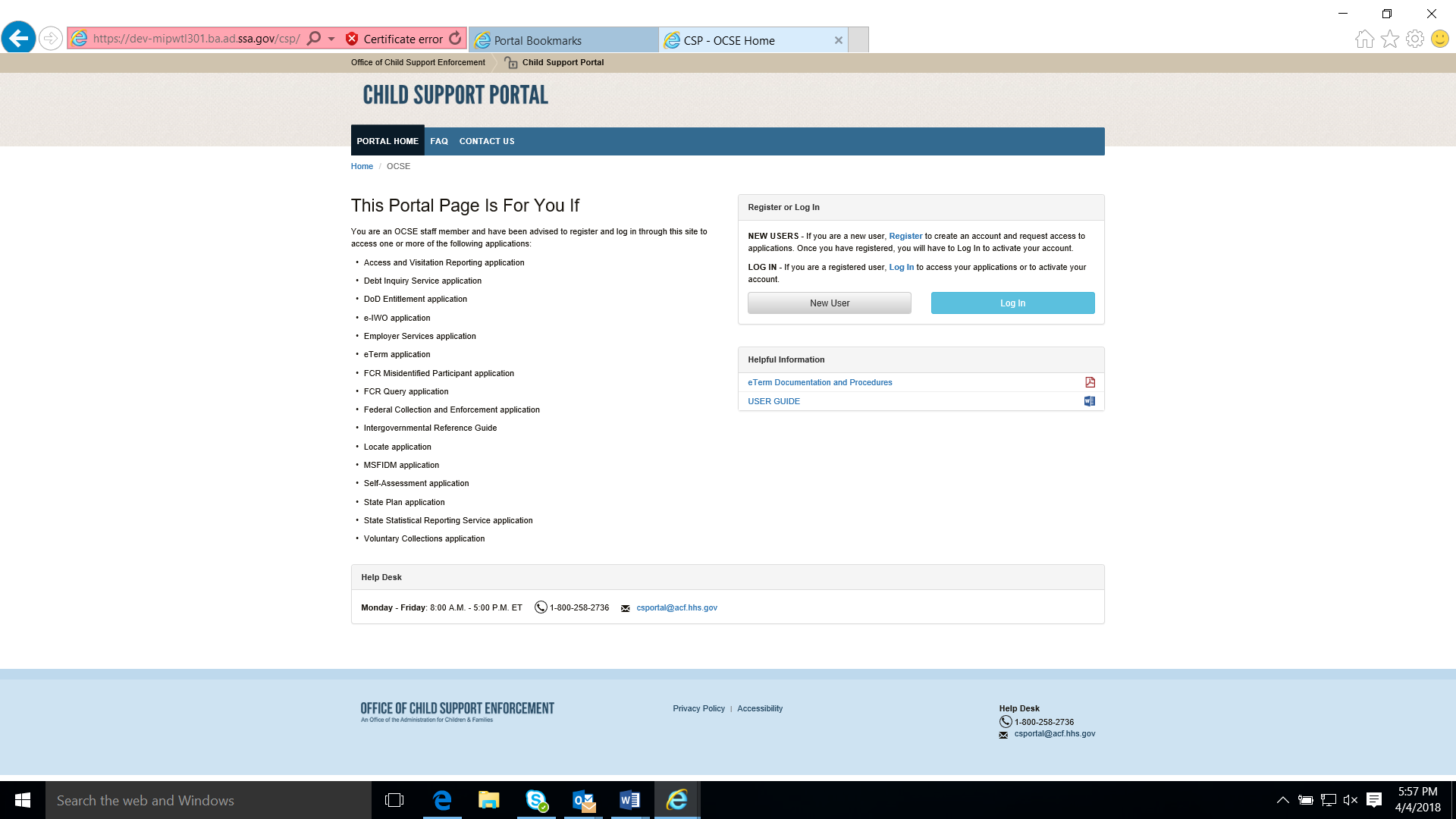
Click **Welcome** to navigate to the Welcome to the Child Support Portal page.

This concludes this part of the registration. The Help Desk will email the user an access code, so the user can complete the activation process and log into the Portal.

# Activation

The user Portal again clicks a user affiliation to open the This Page Is For You If page.

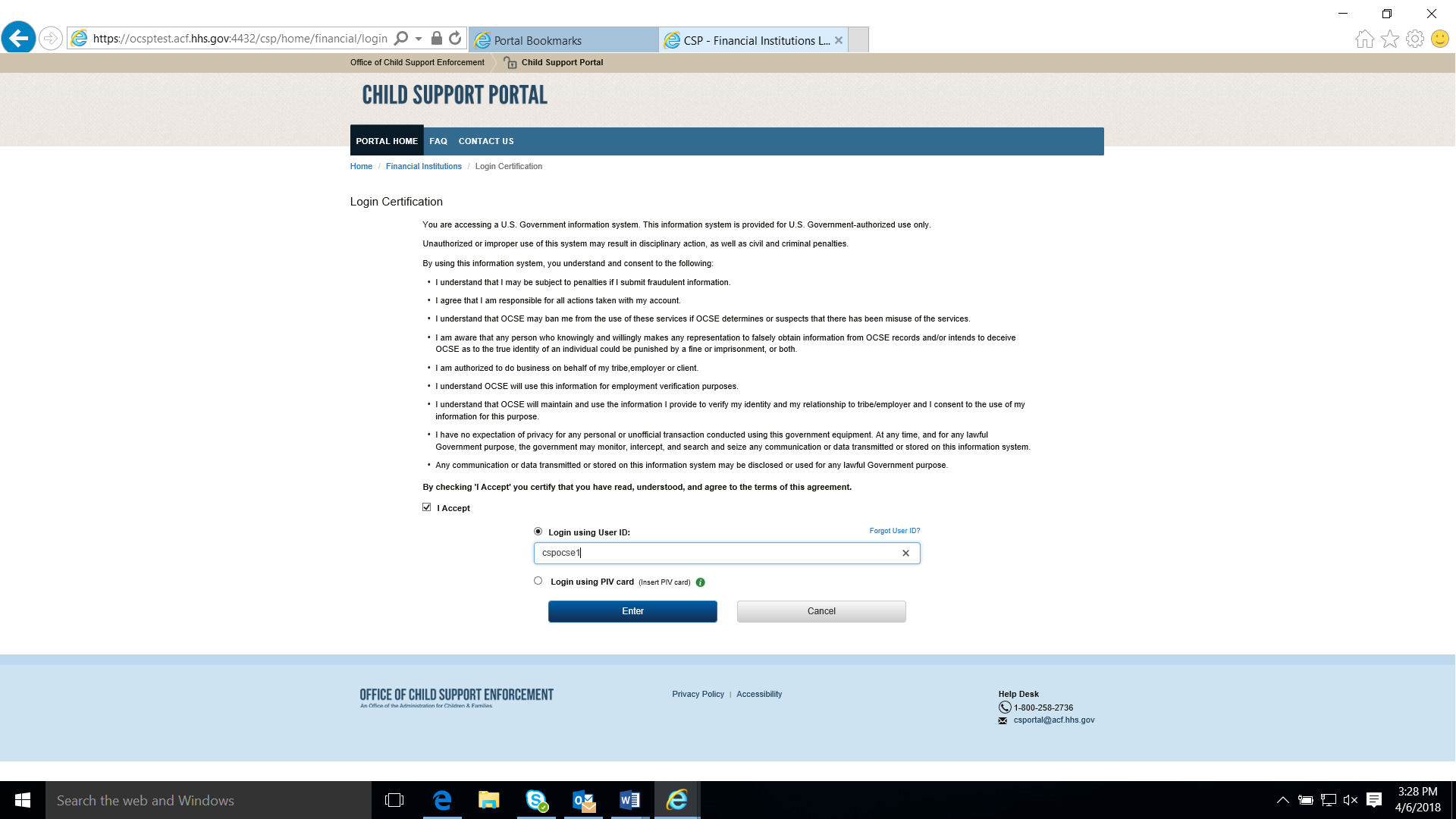
Figure 2‑1: This Portal Page Is For You If



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

Figure 2-2 shows the Login Certification page displayed when logging into the system.

Figure 2‑2: Login Certification



Click the check box to accept the terms of agreement.

Enter your User ID, and then click **Enter**.

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

| Chart 2‑1: Login Certification | |
| --- | --- |
| Element | Description |
| I Accept | Checking the box certifies that the user agrees to the terms of agreement |
| Login using User ID | Allows the user to access the Portal by entering a user ID |
| Forgot User ID? | Opens the Forgot User ID page |
| Login using PIV card | Allows the user to access the Portal using a PIV card (internal users only) |
| I  (Information Link) | Provides extra information about PIV card access |

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

Figure 2-3 shows the page for completing account activation.

Figure 2‑3: User Activation

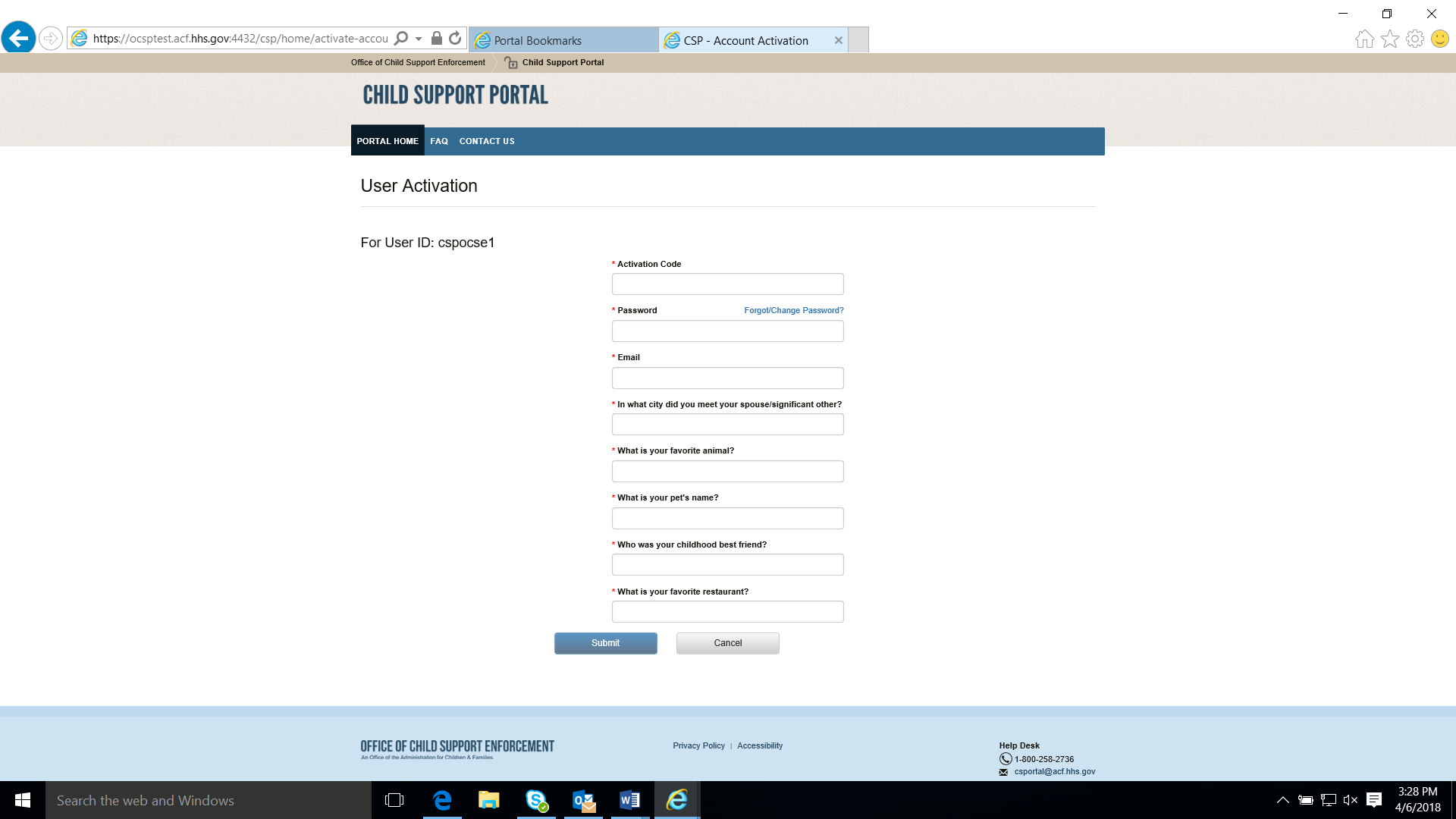


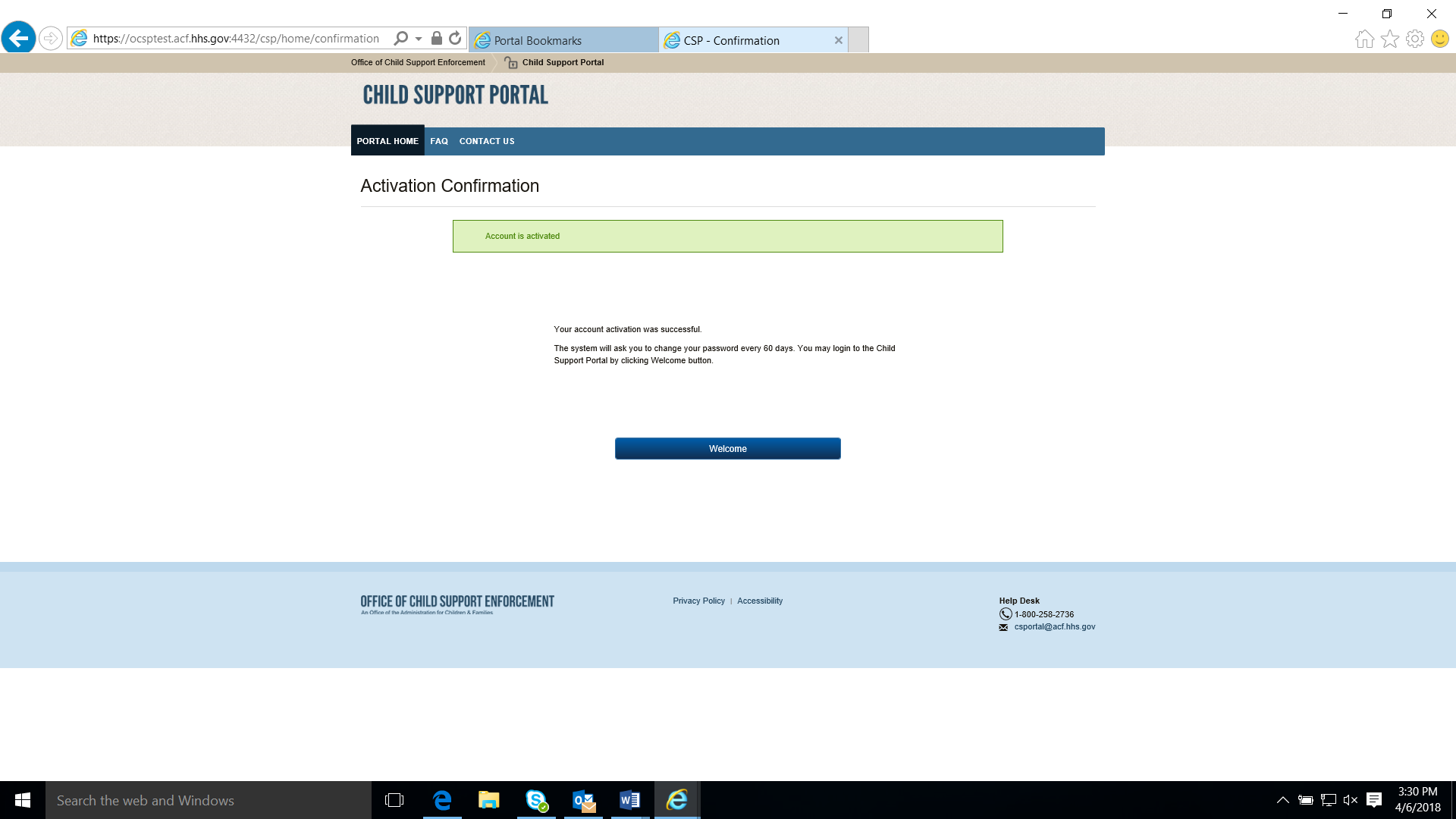
Chart 2-2 describes the functions available from the User Activation page.

| Chart 2‑2: User Activation | |
| --- | --- |
| Element | Description |
| User ID | Displays a system-generated user ID |
| Activation Code | Allows the user to enter the activation code received from the Portal |
| Password | Allows the user to enter a password |
| Forgot/Change Password | Opens the Forgot/Change Password page to reset the password |
| Challenge Questions | Requires the user to answer the questions |

Click **Submit** to open the Activation Confirmation page, Figure 2‑4.

Figure 2-4 shows a confirmation that the user’s account is now activated.

Figure 2‑4: Activation Confirmation



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

# Login

Figure 3-1 shows the page used to initiate logging in by clicking **Log In**.

Figure 3‑1: This Portal Page Is For You If

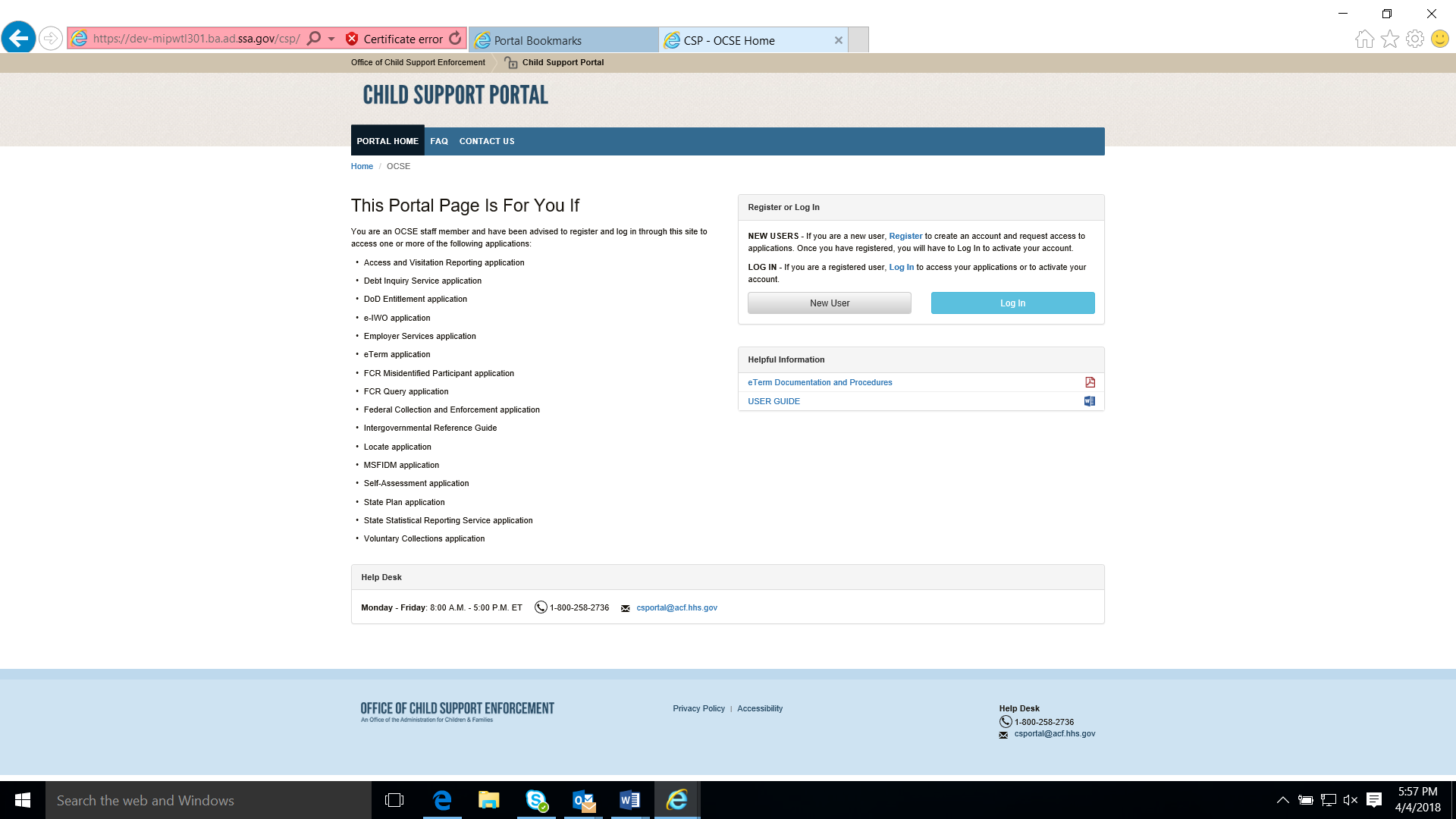


Figure 3‑2: Login Certification

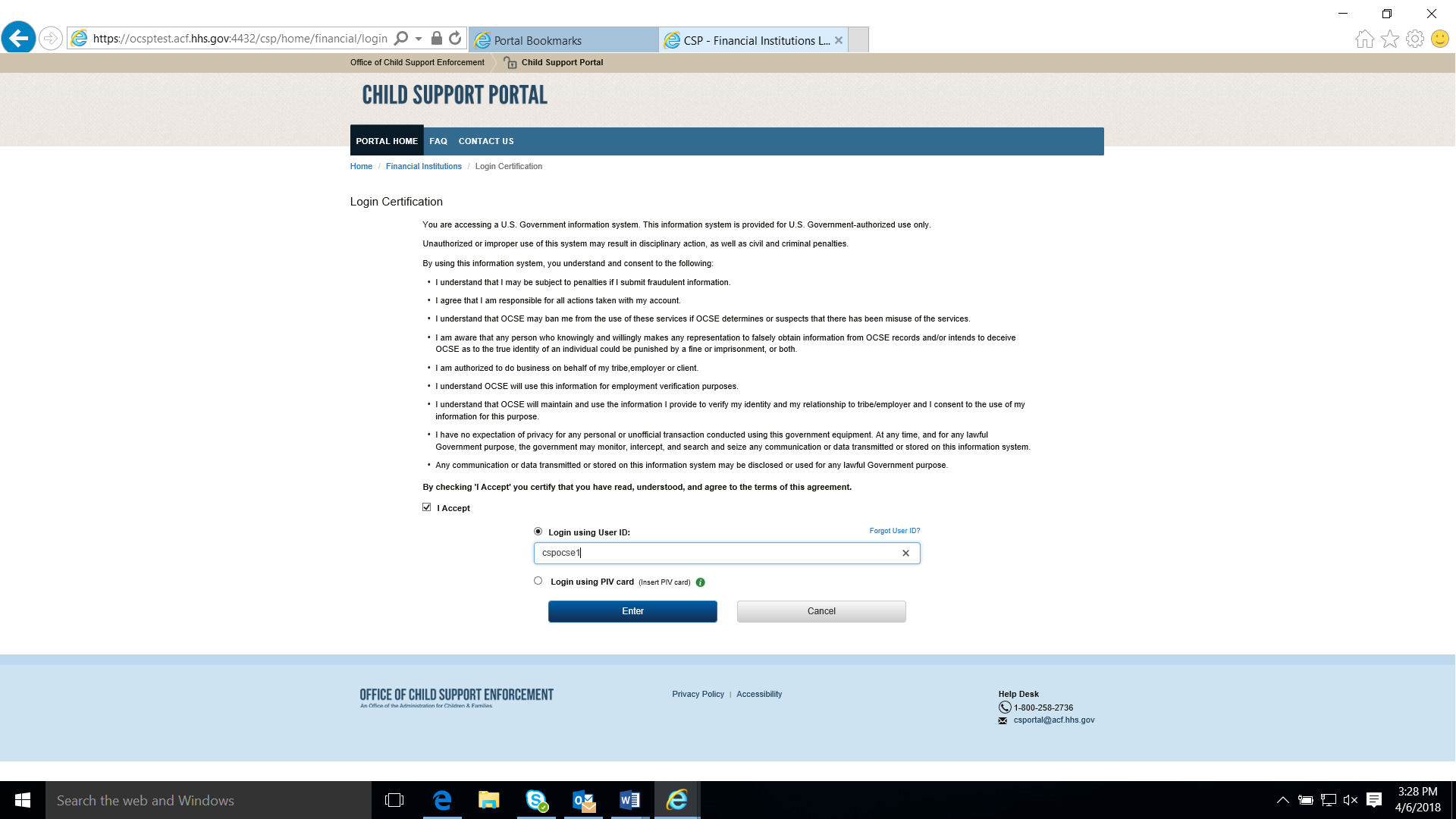


Chart 3-1 describes the functions available on the Login Certification page.

| Chart 3‑1: Login Certification | |
| --- | --- |
| Element | Description |
| I Accept | Check the box to agree to the terms of the agreement |
| Log In using User ID | Allows the user to access the Portal using a 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.

Figure 3-3 shows the Login page when the user elected to receive an access code via text..

Figure 3‑3: Login – via Text

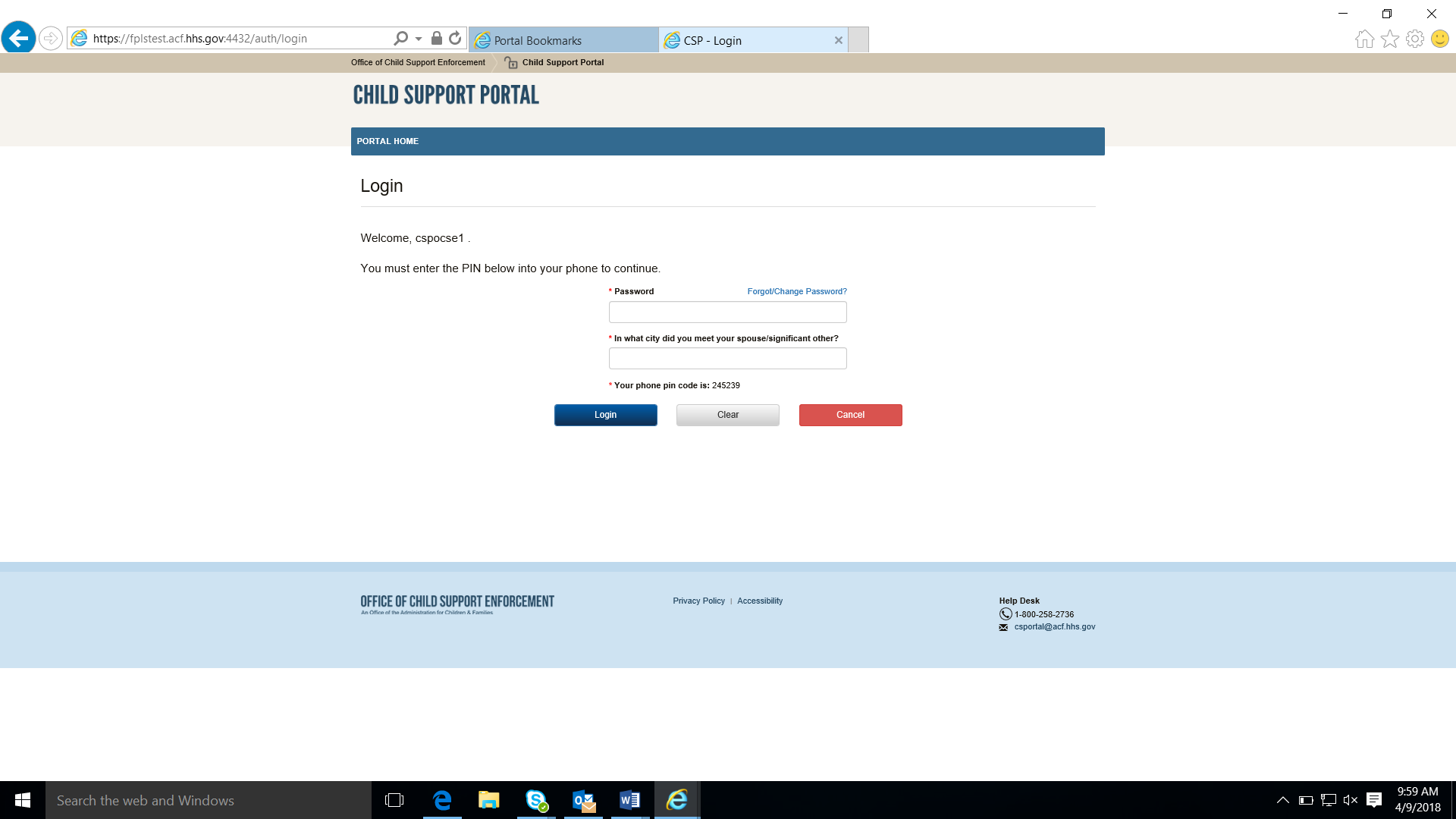


Figure 3‑4 shows the Login page when the user elected to receive an access code via voice.

Figure 3‑4: Login – via Voice

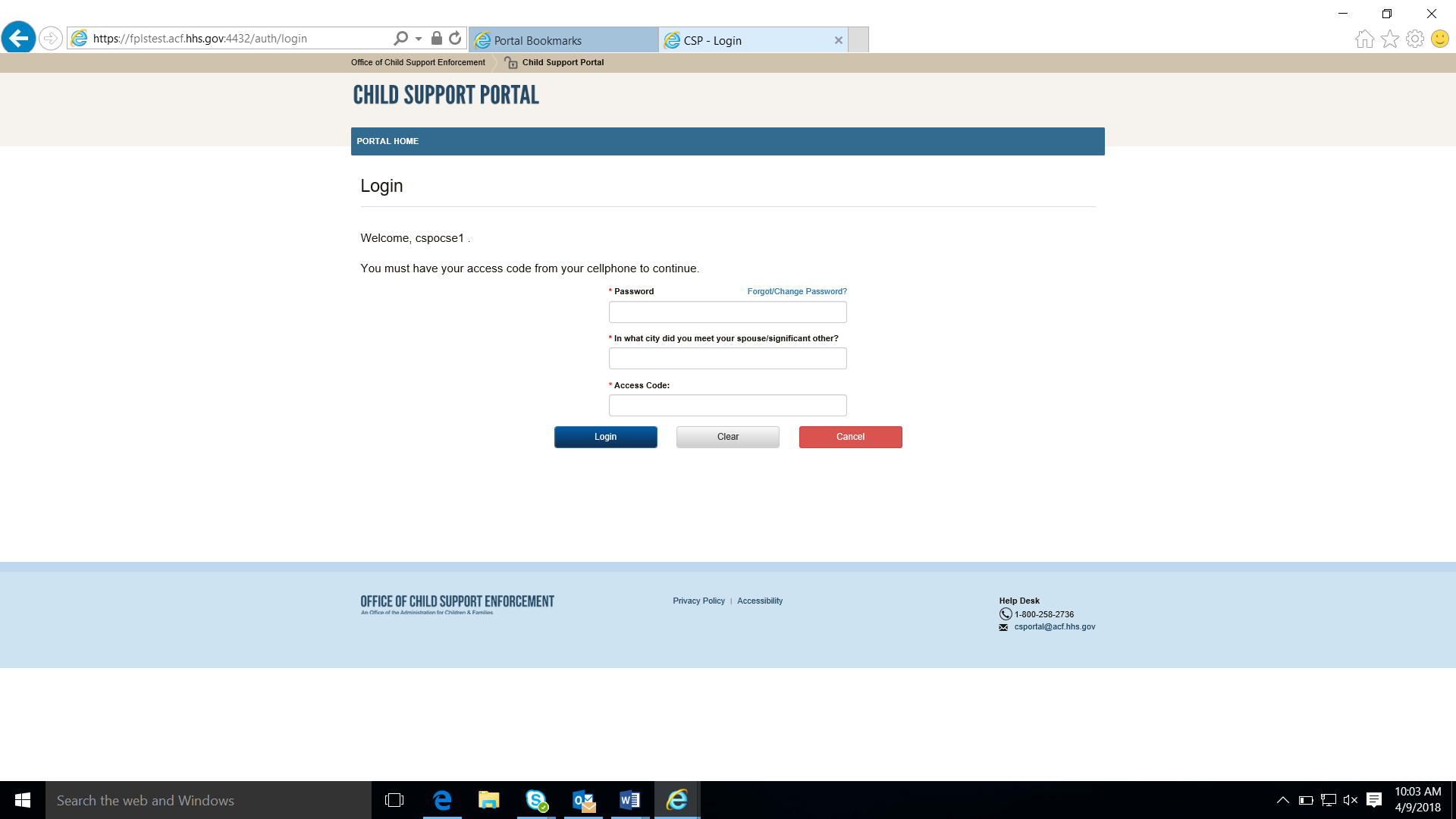


Chart 3-2 describes the functions available from the Login page.

| Chart 3‑2: Login | |
| --- | --- |
| Element | Description |
| Password | Enter a password |
| Forgot/Change Password? | Opens the Forgot/Change Password page |
| Challenge Question | Enter an answer to the challenge question |
| Access Code | Enter the access code received via email or text (chosen during registration) |

Enter your password, answer the challenge question, enter an access code received via voice or text, and then click **Login**.

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

Figure 3‑5: Child Support Portal Home Page

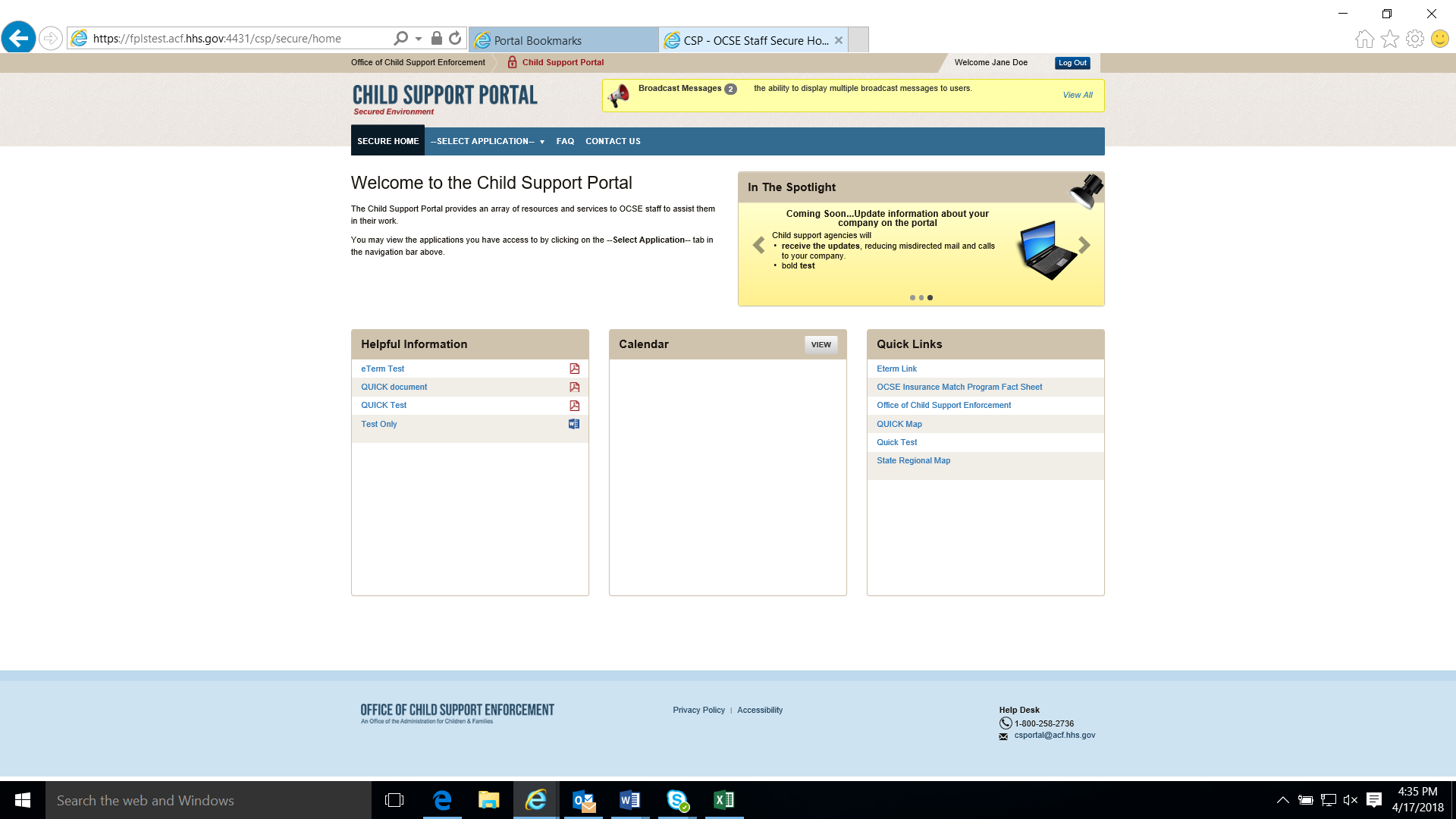


Chart 3-3 describes the functions available from the Child Support Portal Home page.

| Chart 3‑3: Child Support Portal Home Page | |
| --- | --- |
| Element | Description |
| Welcome <User Name> | User can update their account profile |
| Broadcast Messages | Messages of interest for users of all affiliations on the Portal, such as availability, maintenance, changes, and the like |
| Secure Home | Indicates that this is the Portal Home Page |
| Select Application | Select an application for which you have privileges |
| FAQ | Frequently Asked Questions about the Portal |
| Contact Us | Displays the Help Desk Contact information |
| In the Spotlight | Information about new items or events on the Portal |
| Helpful Information | Documents provided for further information |
| Calendar | Displays events of interest to users |
| Quick Links | Links provided for reference |

# Profile Updates

Figure 4-1 shows the page displayed when the user selects Profile Update from the left menu on the Child Support Portal Home page.

Figure 4‑1: Profile Update

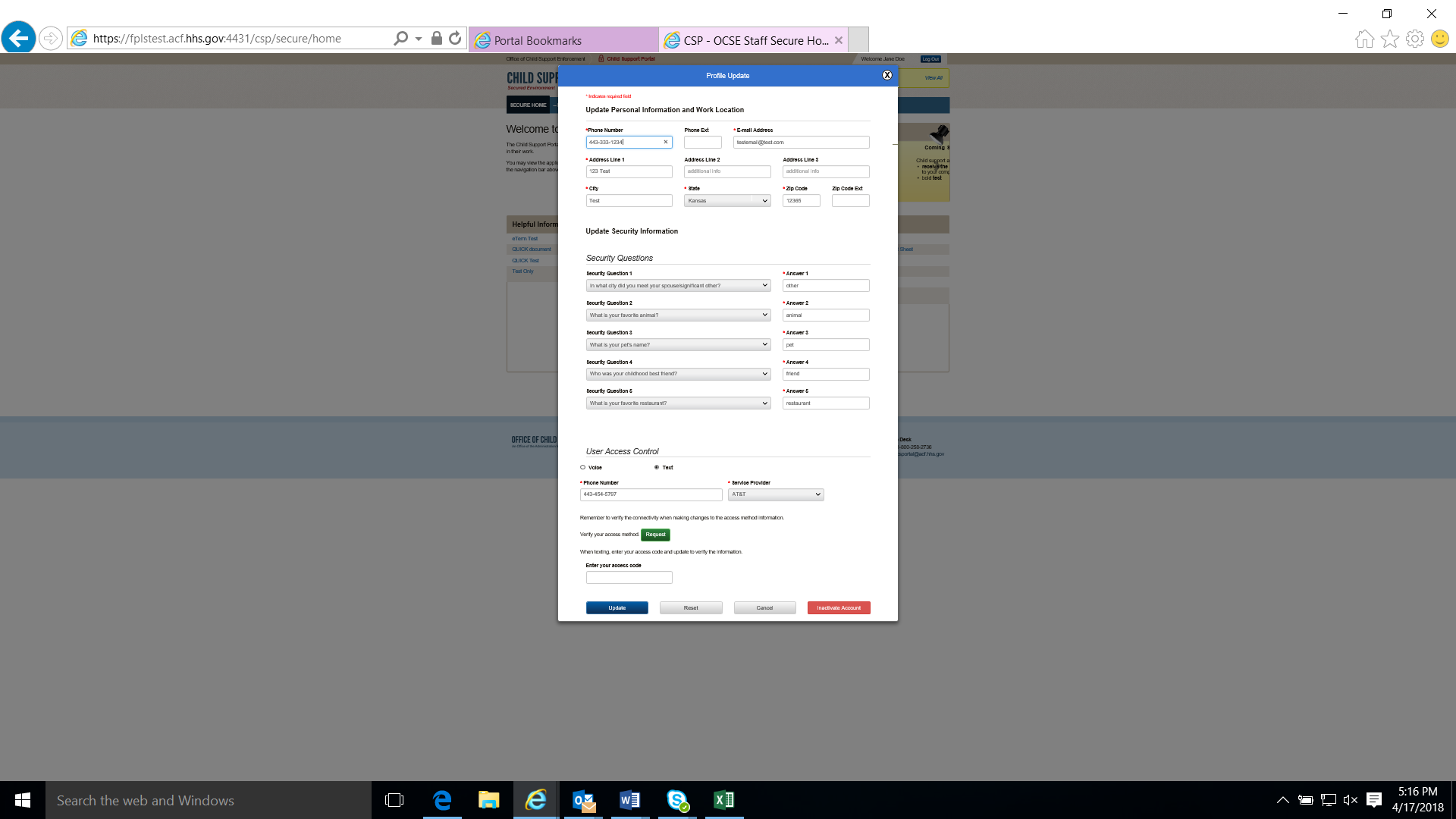
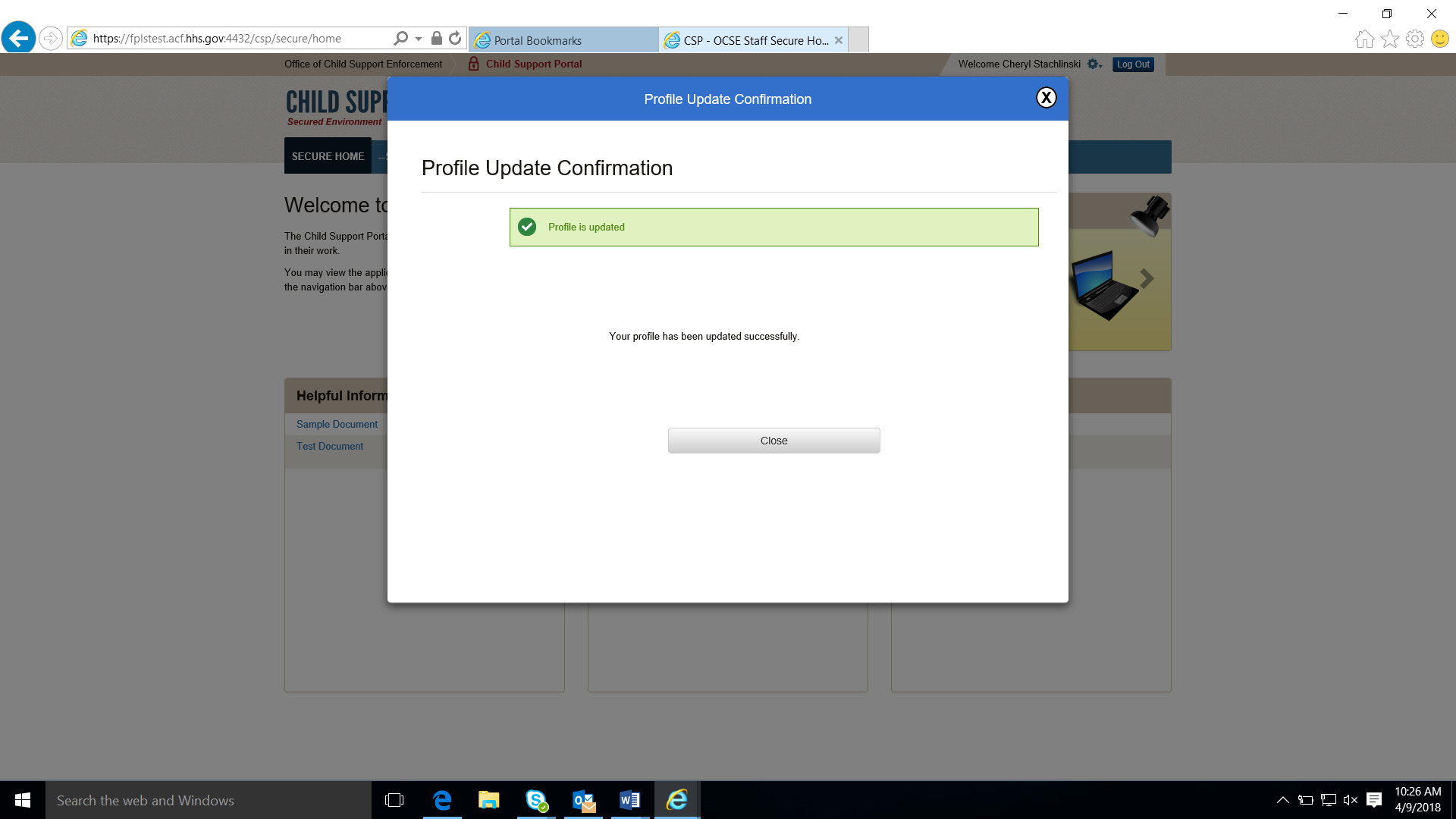


Chart 4-1 displays the information a user can update.

| Chart 4‑1: Profile Update | |
| --- | --- |
| Element | Description |
| Update Personal Information and Work Location Section | Displays the user’s personal and location information |
| Update Security Information Section | Displays the challenge questions the user selected and the responses the user provided |
| User Access Control Section | Displays access code choices of voice or text used for two-factor authentication |
| Request | Click to request an access code |
| Update | Click to save and confirm the account update |
| Reset | Click to reset any unsaved updated information |
| Cancel | Click to cancel the transaction and open the Welcome to Child Support Portal page |
| Inactivate Account | Click to disable the account |

Figure 4-2 shows the Profile Update Confirmation page displayed when a user updates their account.

Figure 4‑2: Profile Update Confirmation



Click **Close** to return to the Welcome to Child Support Portal page

# Credential Management

Figure 5‑1 displays the Login Certification page.

Figure 5‑1: Login Certification

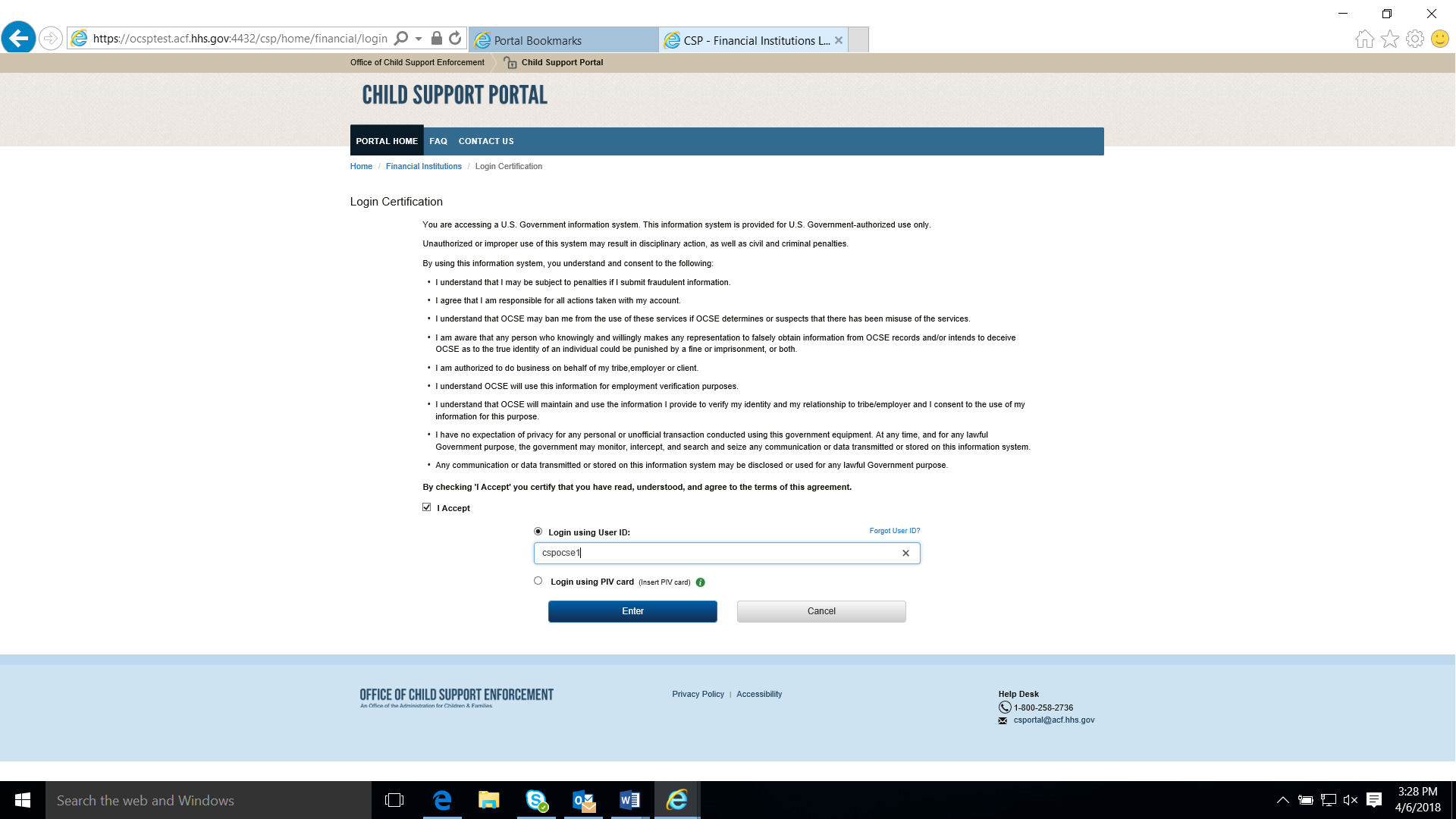


Chart 5-1 describes the functions that are available from the Login Certification page.

| Chart 5‑1: Login Certification | |
| --- | --- |
| Element | Description |
| I Accept | Click to certify the user agrees with the terms of the agreement |
| Login using User ID | Allows the user to access the Portal with a 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 Icon) | Provides extra information about PIV card access |
| Enter | Click to enter the login information |
| Cancel | Click to return to the This Portal Page Is For You If page |

Click **I Agree** checkbox to accept the terms of the agreement.

Click **Forgot User ID?**

Figure 5-2 displays the Forgot User ID page.

Figure 5‑2: Forgot User ID

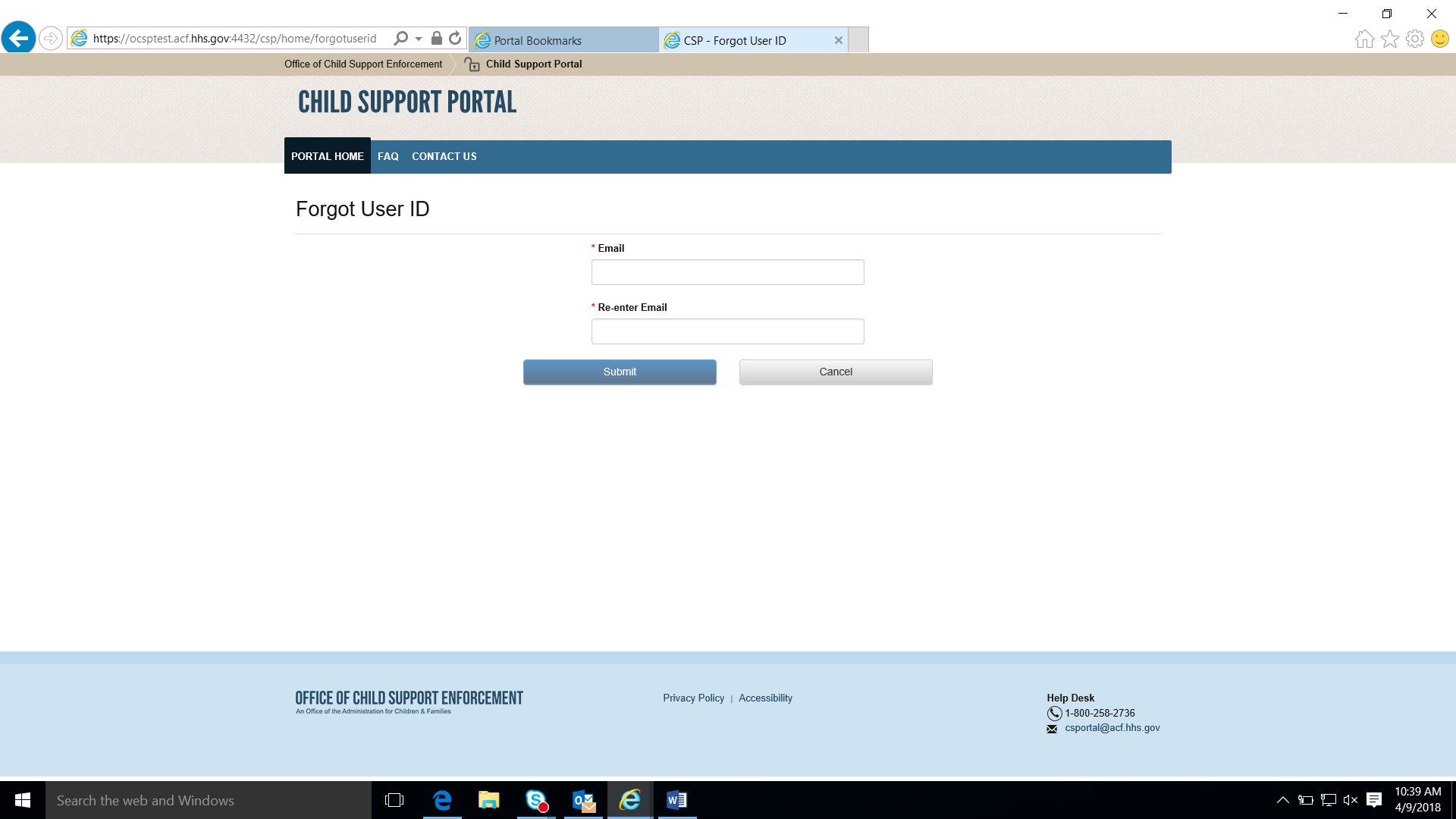


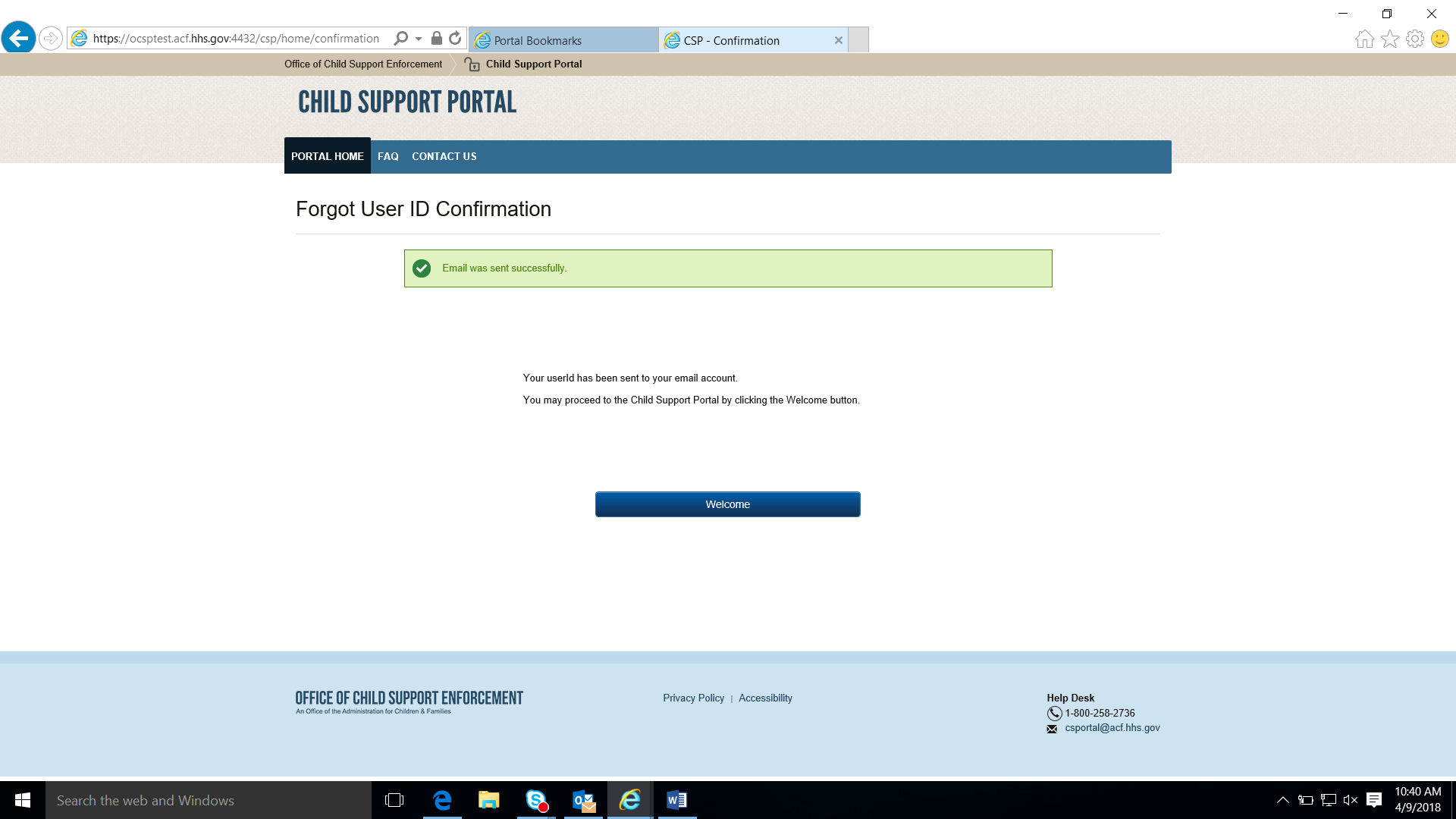
Chart 5-2 describes the functions available from the Forgot User ID page.

| Chart 5‑2: Forgot User ID | |
| --- | --- |
| Element | Description |
| Email Address | Enter an email address to request the user ID |
| Re-enter Email Address | Re-enter the email address to confirm it |

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

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

Figure 5‑3: Credential Management – Forgot User ID Confirmation



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

Figure 5‑4: Login – Forgot/Change Password

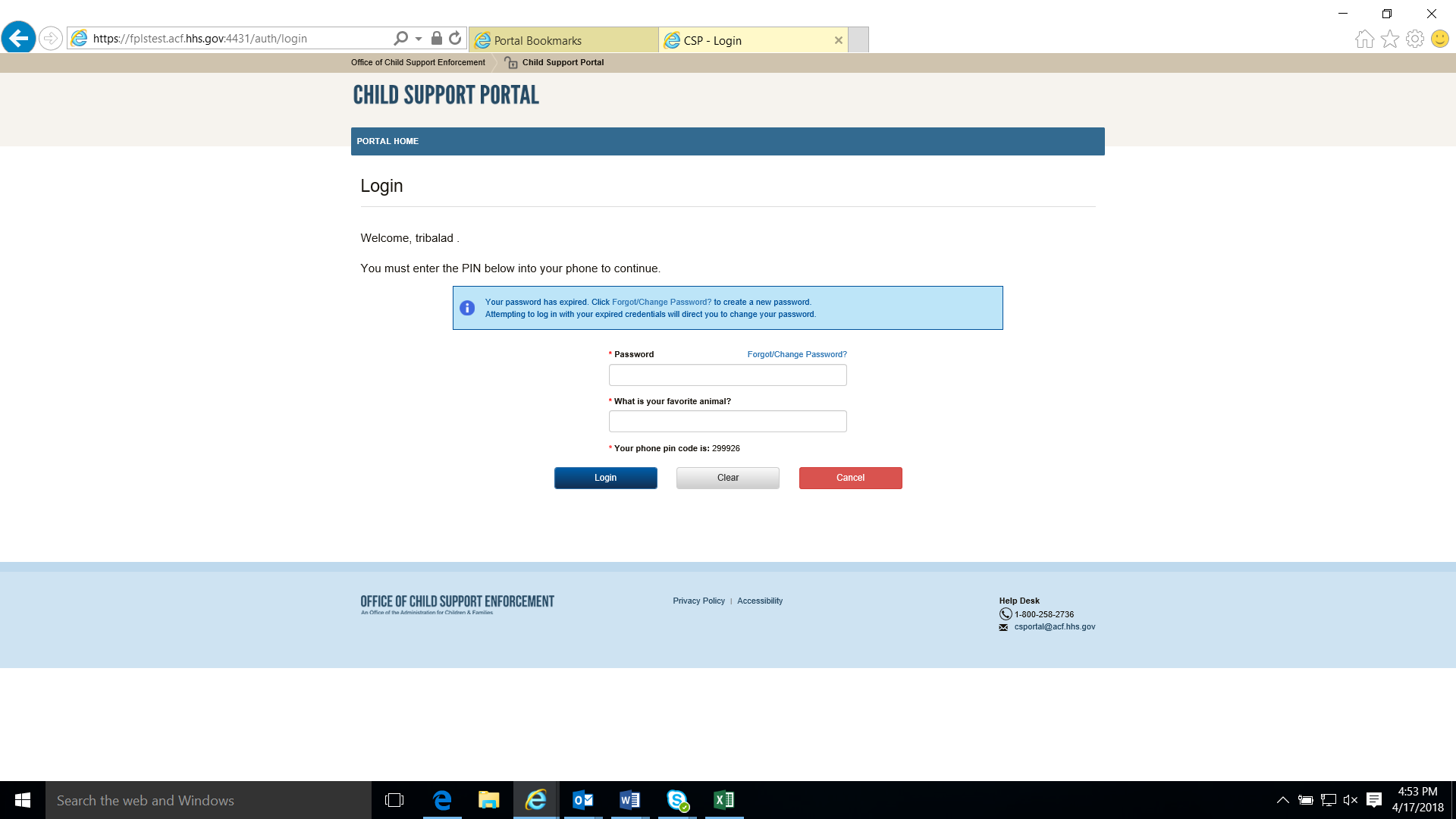


Chart 5‑3 describes the functions available from the Login – Forgot User ID page.

| Chart 5‑3: Login – Forgot/Change Password | |
| --- | --- |
| Element | Description |
| Login Guide | Opens screen that provides information on completing the Login Process |
| Password | Enter password |
| Forgot/Change Password? | Opens the Forgot/Change Password page |
| Challenge Question | Answer the challenge question |
| Access Code/  Your phone pin code is: | Entes a temporary access code received via an e-mail or text message received from the Portal. |
| Logon | Click to enter information to access portal |
| Clear | Click to clear data entered |
| Cancel | Click to navigate to Welcome to the Child Support Portal |

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

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

Figure 5‑5 displays the page to request a password reset.

Figure 5‑5: Forgot/Change Password

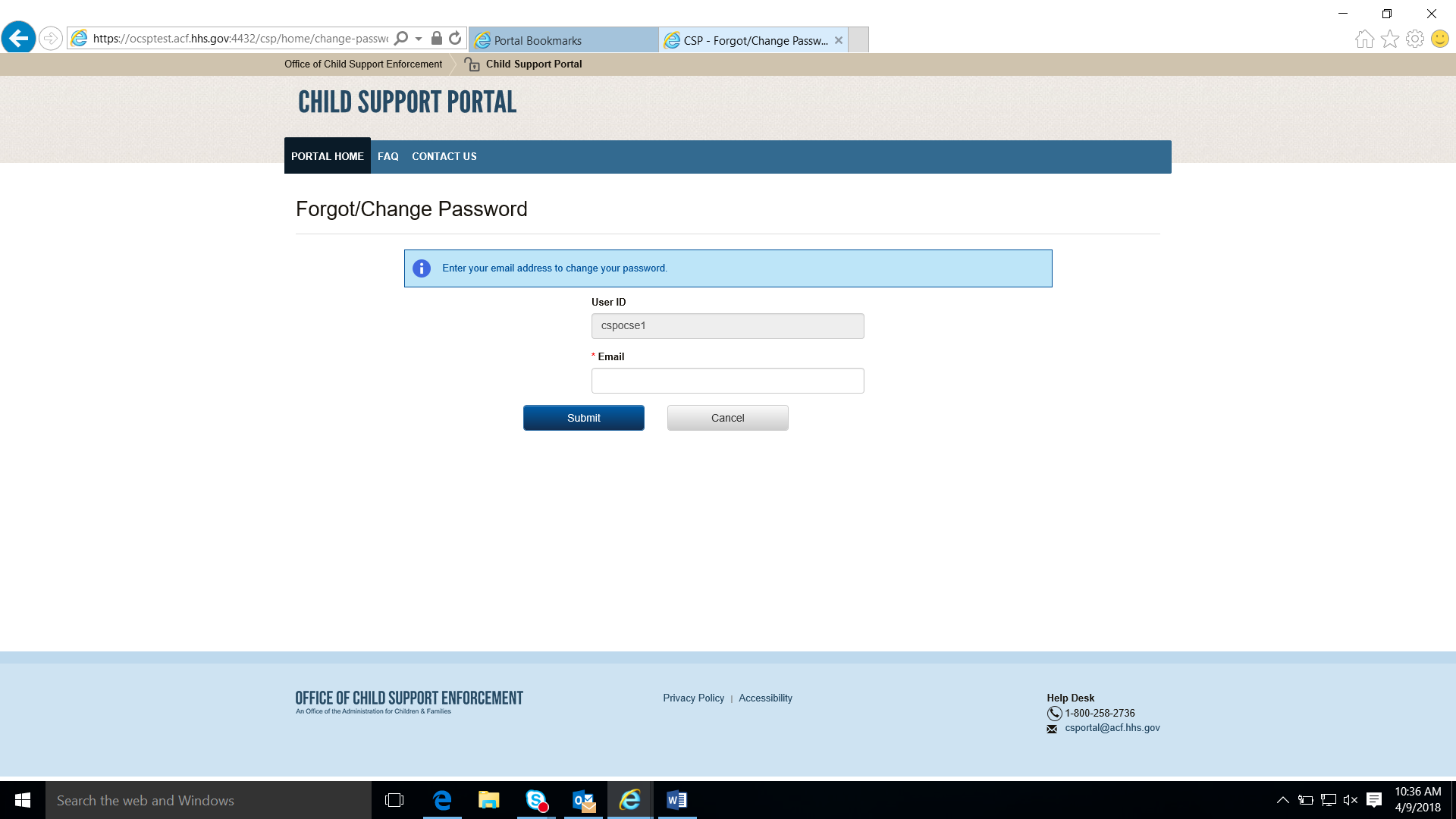


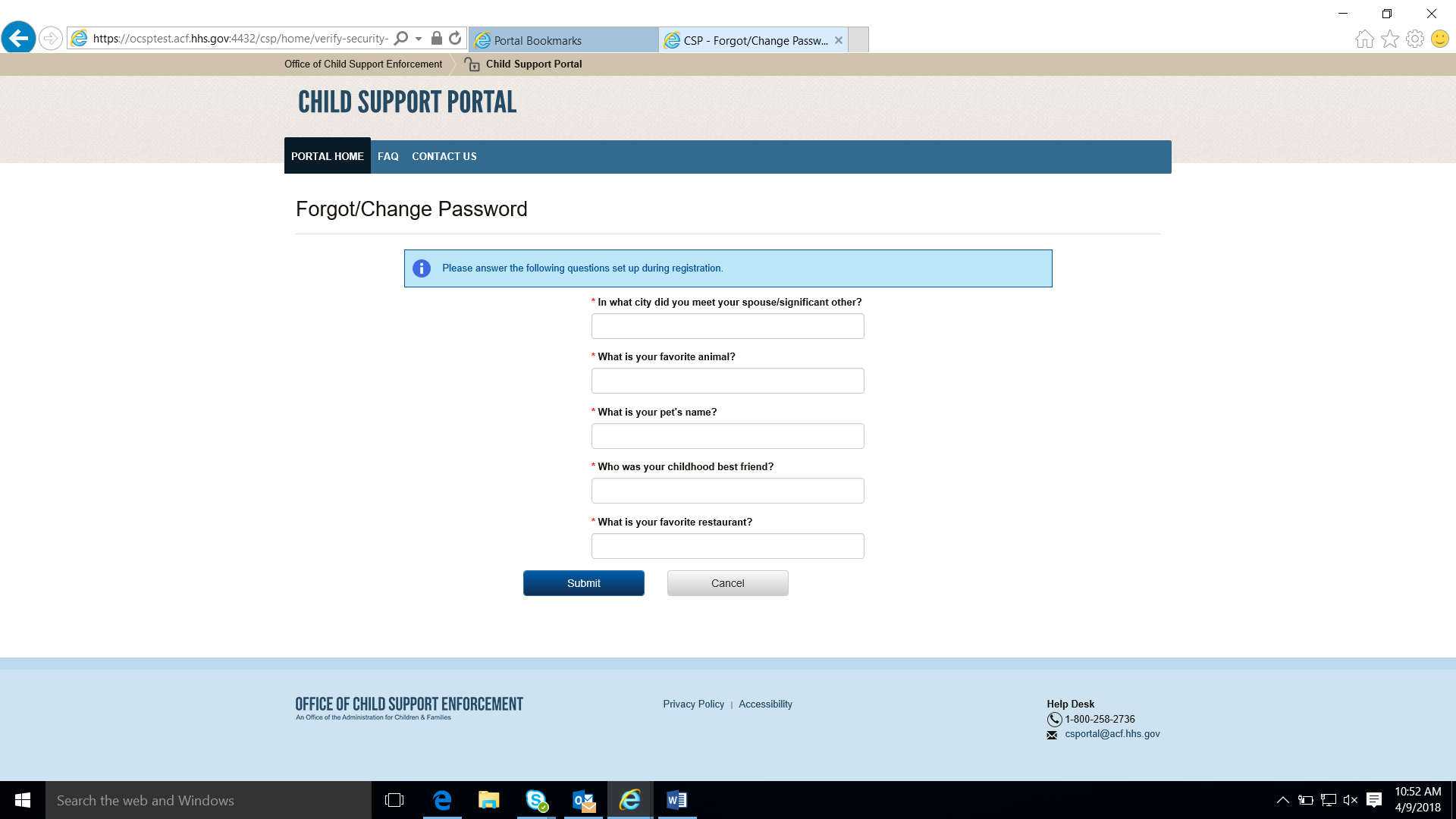
Chart 5‑4 describes the functions available from the Forgot/Change Password page.

| Chart 5‑4: Login Forgot/Change Password | |
| --- | --- |
| Element | Description |
| User ID | Displays a system-generated user ID |
| Email | Enter email address |

Enter an email address for access to a password reset page, and then click **Submit** to open the Forgot/Change Password – Challenge Questions page.

Figure 5‑6 displays a page for the user to answer challenge questions.

Figure 5‑6: Forgot/Change Password – Challenge Questions



Answer the challenge questions, and then click **Submit** to open the Forgot/Change Password –Reset Password page.

Figure 5‑7 shows the reset password page.

Figure 5‑7: Forgot/Change Password – Reset Password

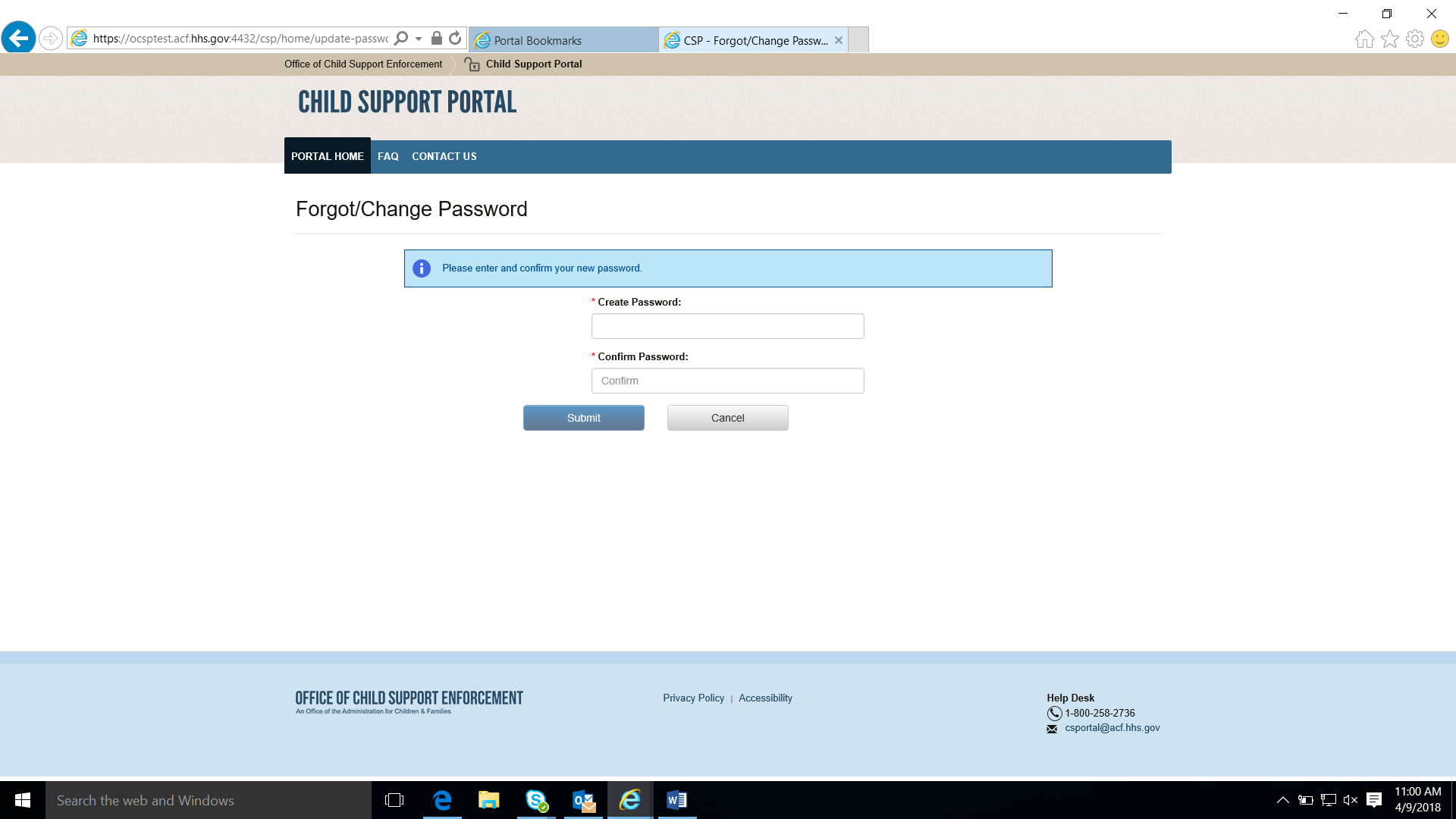


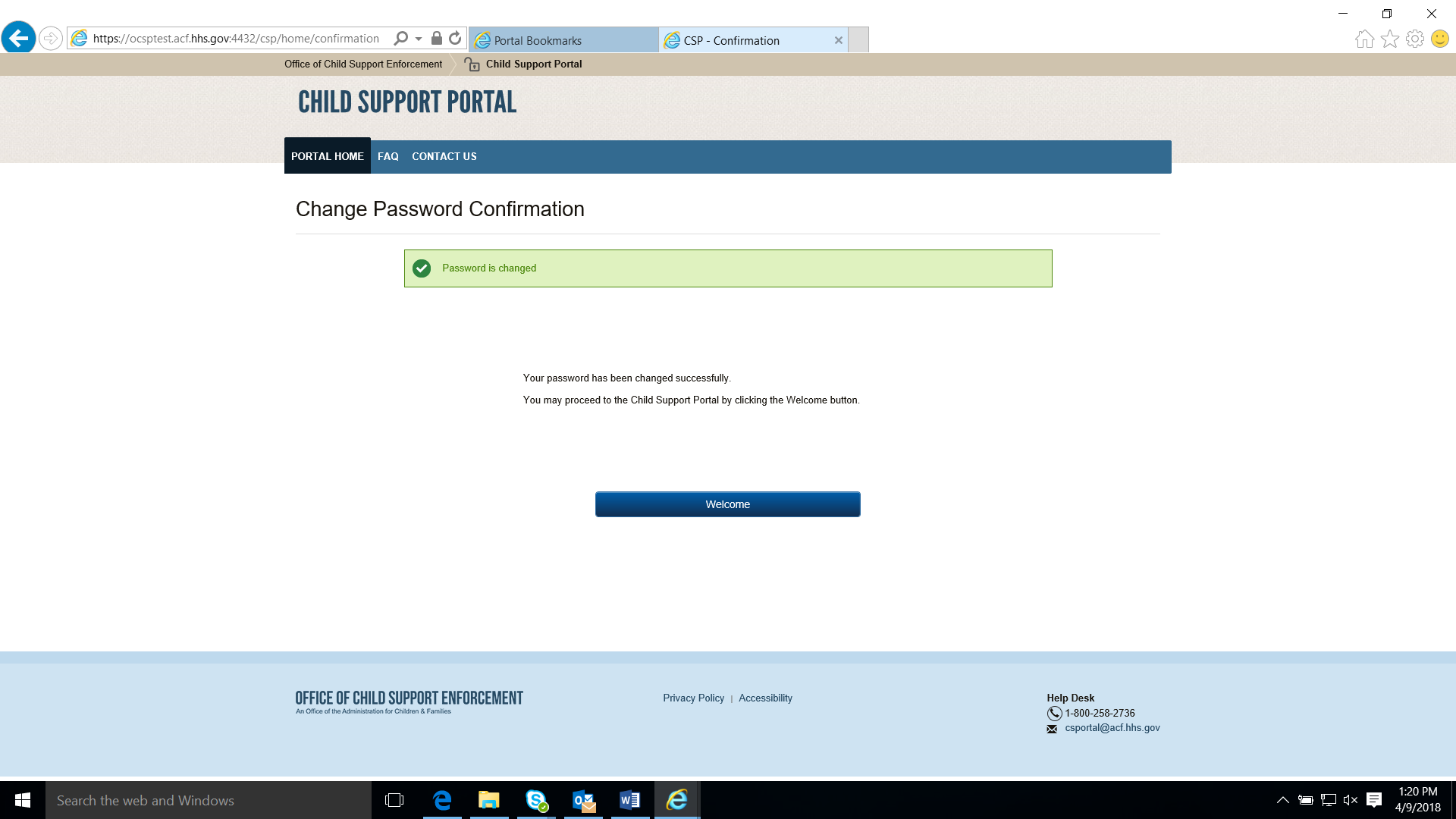
Chart 5‑5 describes the functions available on the Forgot/Change Password – Reset Password page.

| Chart 5‑5: Forgot/Change Password (Reset Password) | |
| --- | --- |
| Element | Description |
| Create Password | Allows the user to enter a new password |
| Confirm Password | Allows the user to confirm the new password |

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

Figure 5‑8 confirms the password change.

Figure 5‑8: Change Password Confirmation

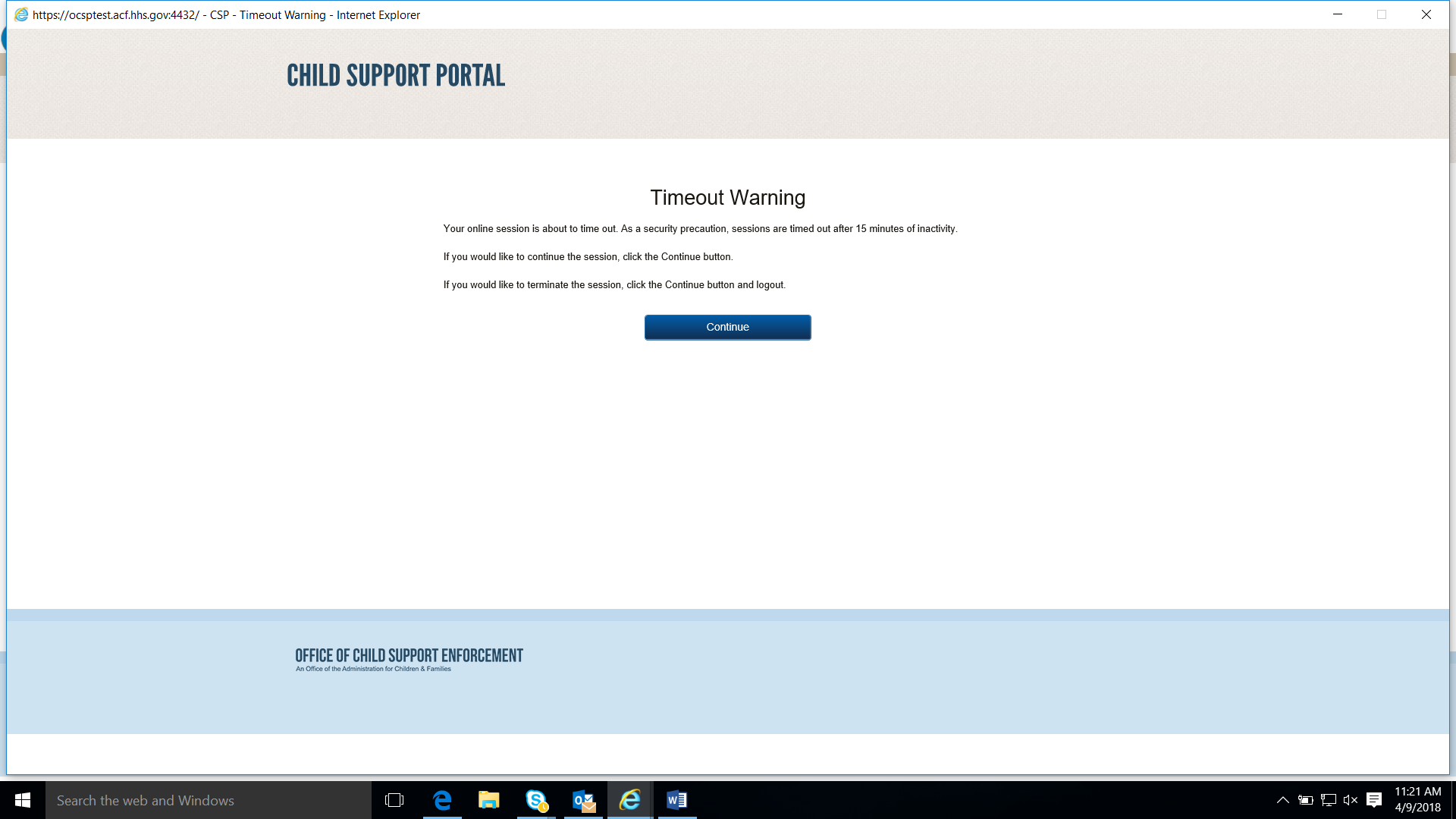


Click **Welcome** to open the Welcome to the Child Support Portal page.

# General Pages

Figure 6-1 displays the timeout warning message.

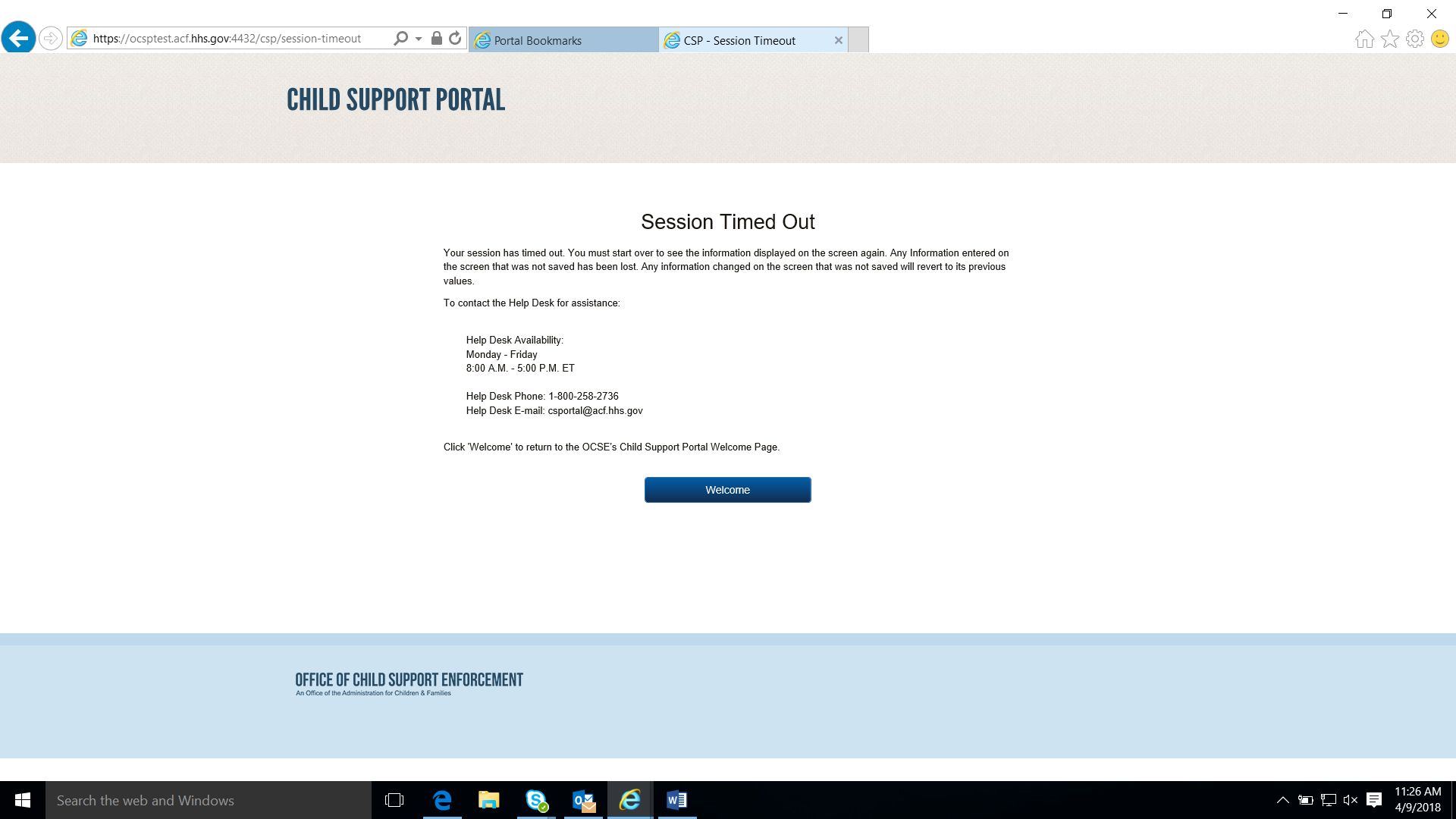
Figure 6‑1: Timeout Warning



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

Figure 6-2 displays the Session Timed Out message. After receiving this message, the user must log in again.

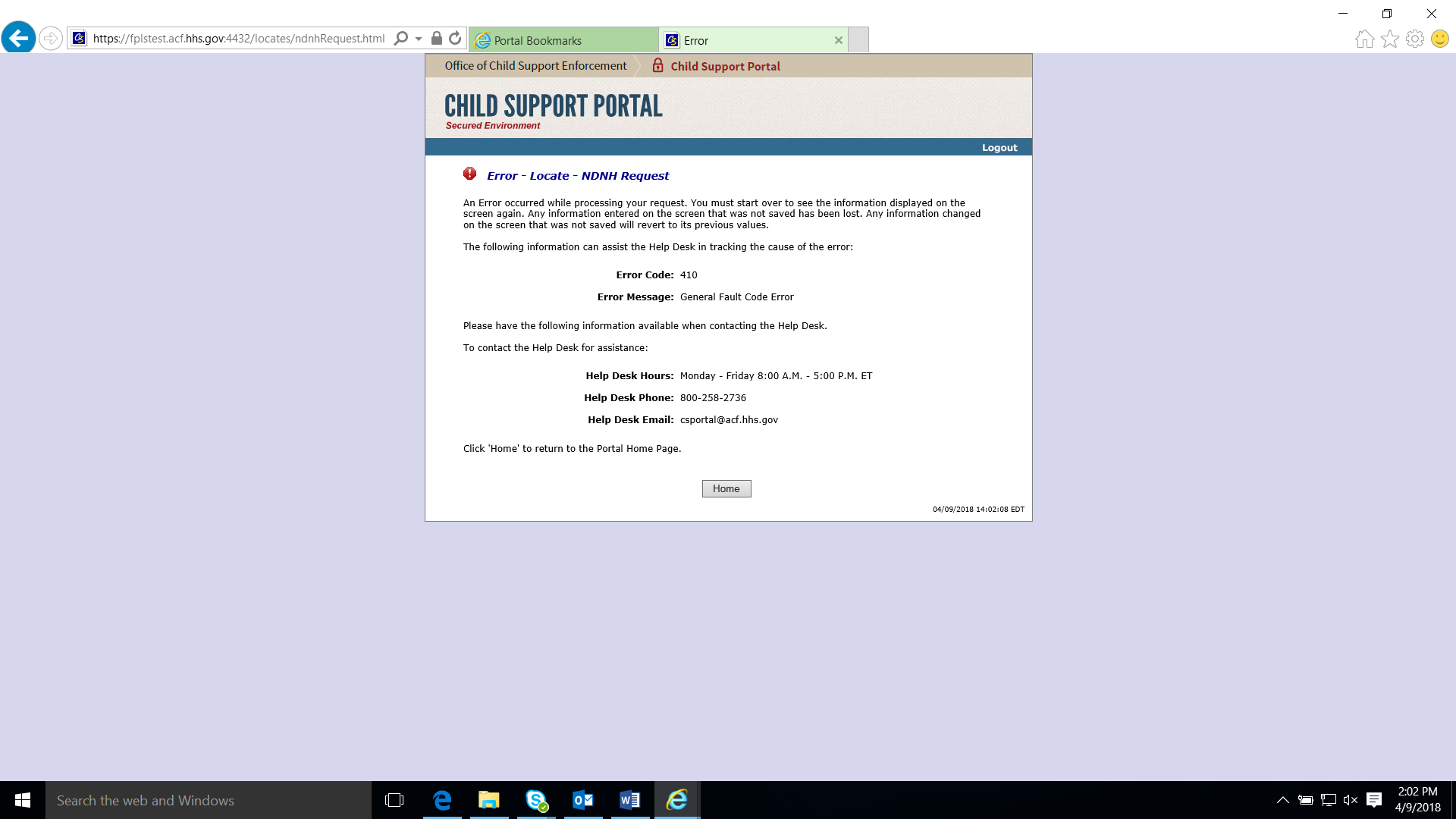
Figure 6‑2: Session Timed Out



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

Figure 6-3 displays an example of a system error.

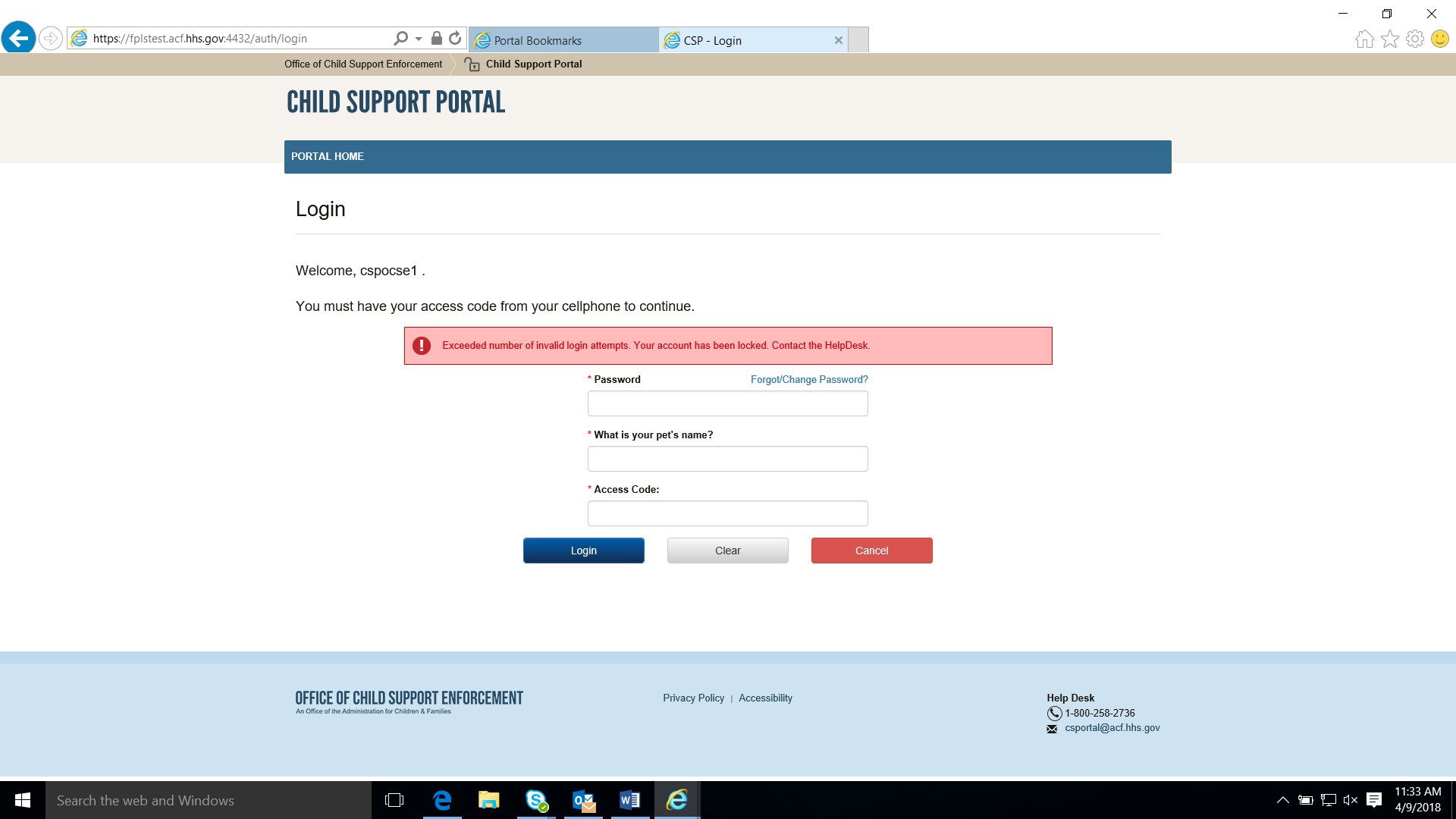
Figure 6‑3: System Error



Click **Home** to open the Welcome to the Child Support Portal page.

Figure 6-4 displays a message that the system locked the account because of the number of invalid login attempts. The user must contact the Help Desk to unlock.

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



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

Enter your password, answer the challenge question, and enter an access code, and then click **Login**.

Figure 6-5 displays the FAQ page, displaying the answers to frequently asked questions about the Portal.

Figure 6‑5: Frequently Asked Questions

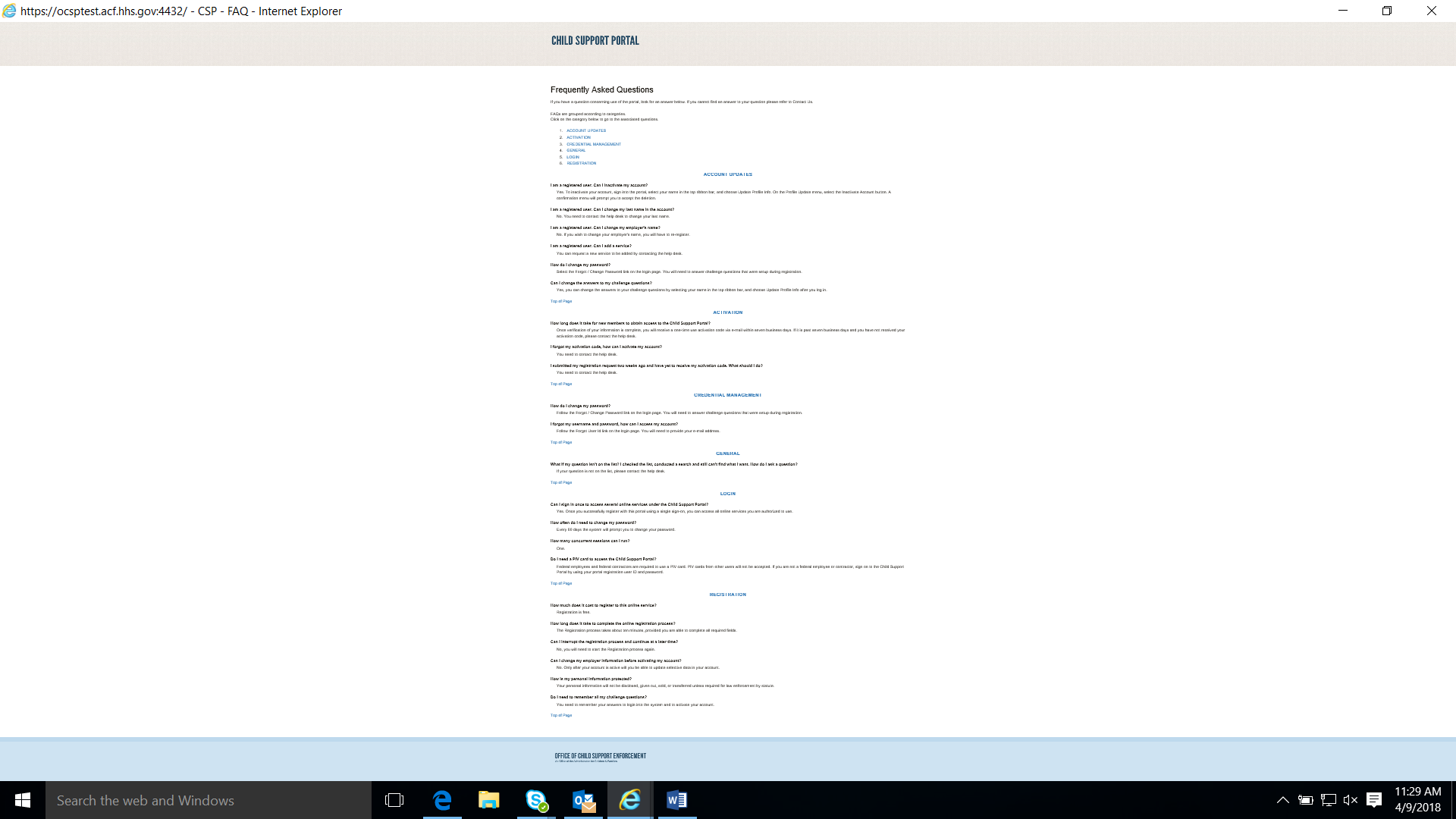


Chart 6-5 describes the functions available from the Frequently Asked Questions page.

| Chart 6‑5: Frequently Asked Questions | |
| --- | --- |
| Element | Description |
| Category List | Click a category, and the system displays the section |
| Top of Page | Returns to the top of the page |

Figure 6-6 displays the Contact Us information for the Portal Help Desk.

Figure 6‑6: Contact Us

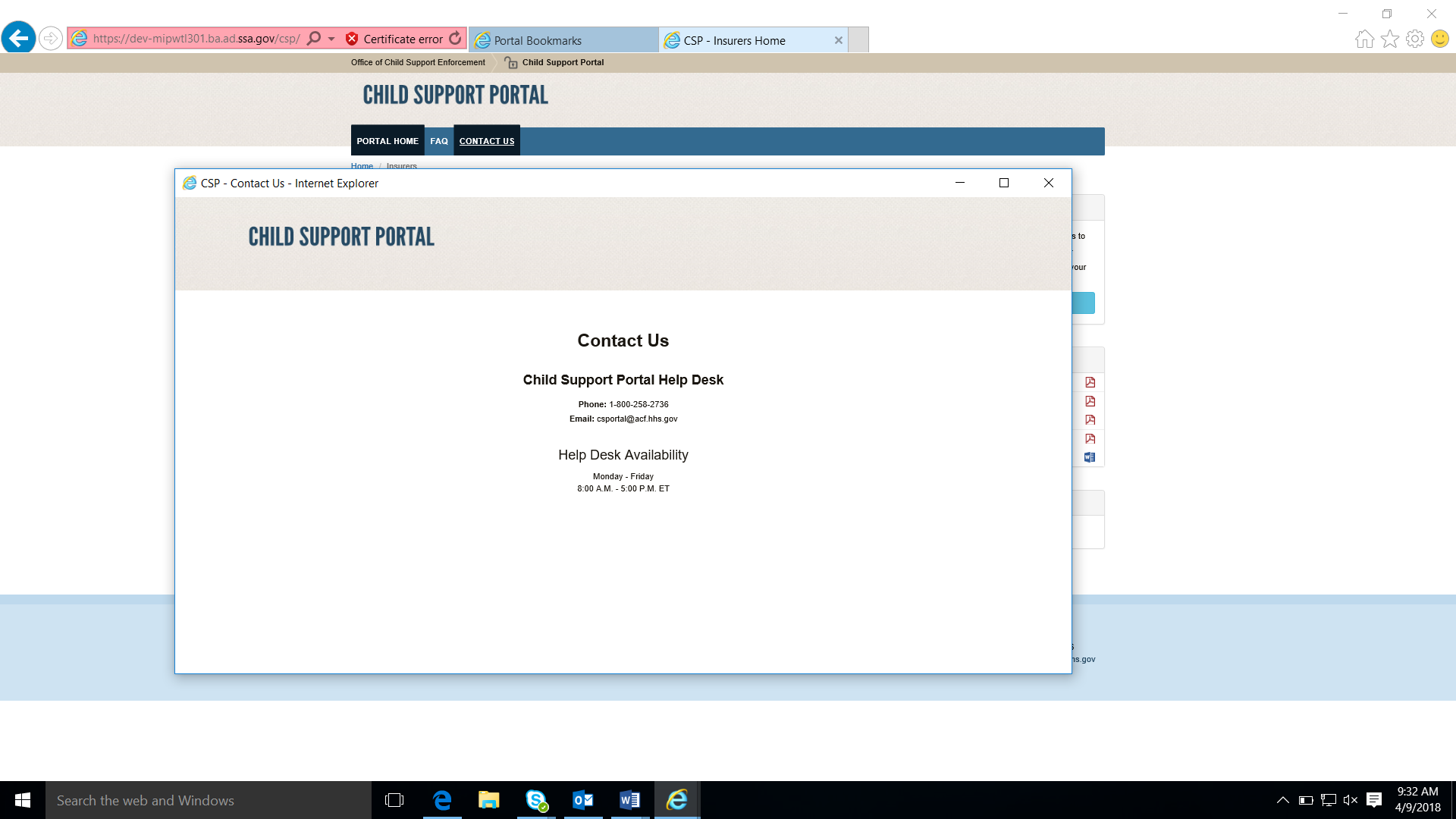


Figure 6-7 shows the security alert message if the user’s system has an issue with the site security.

Figure 6‑7: Security Alert – User Accepts Certificate



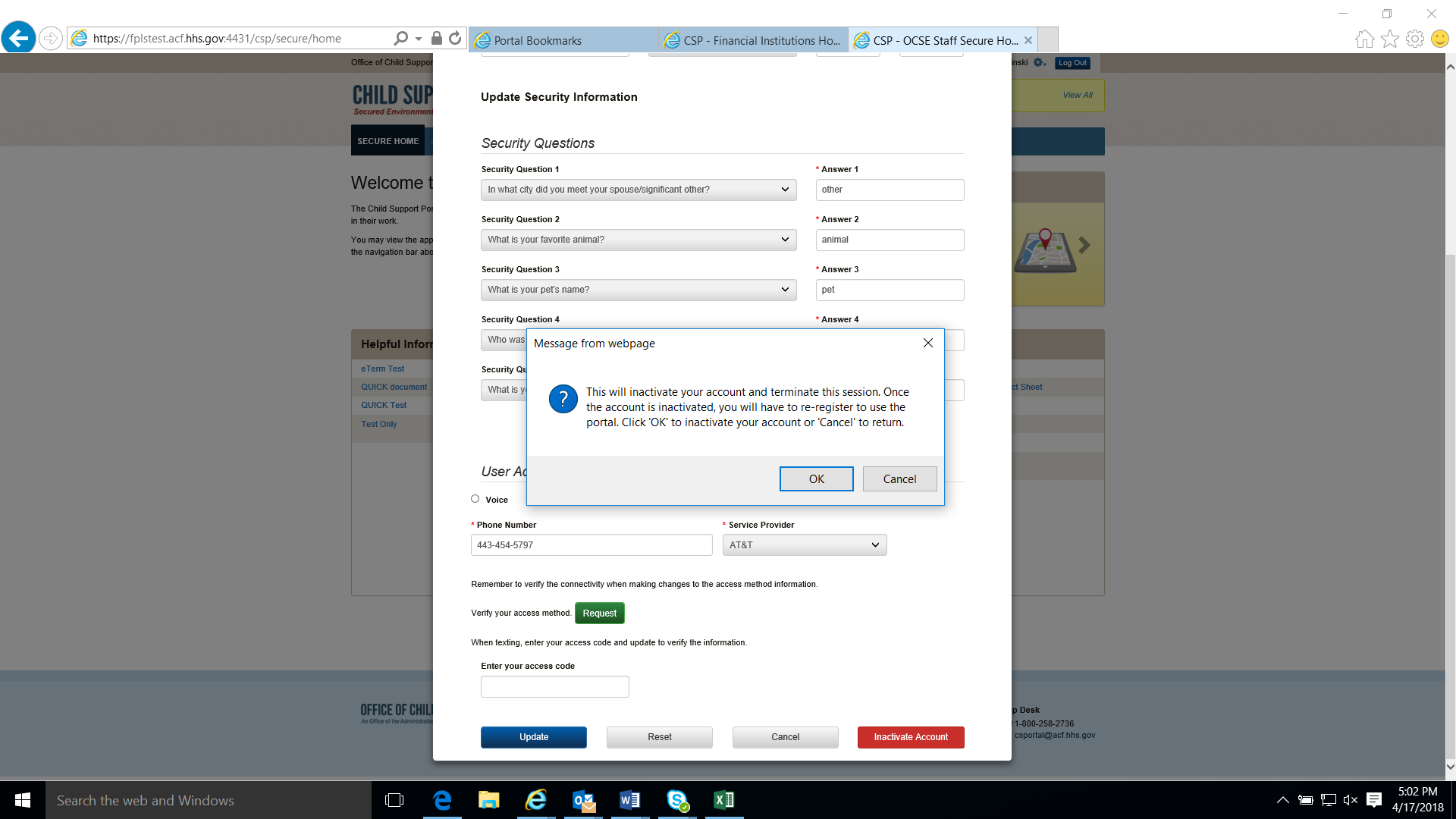
Click **Yes** to open the Welcome to Child Support Portal.

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

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

Figure 6-8 shows the message a user sees before disabling their account.

Figure 6‑8: Disable Account Message



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

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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.