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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OMB Contol No.: 0970-0370

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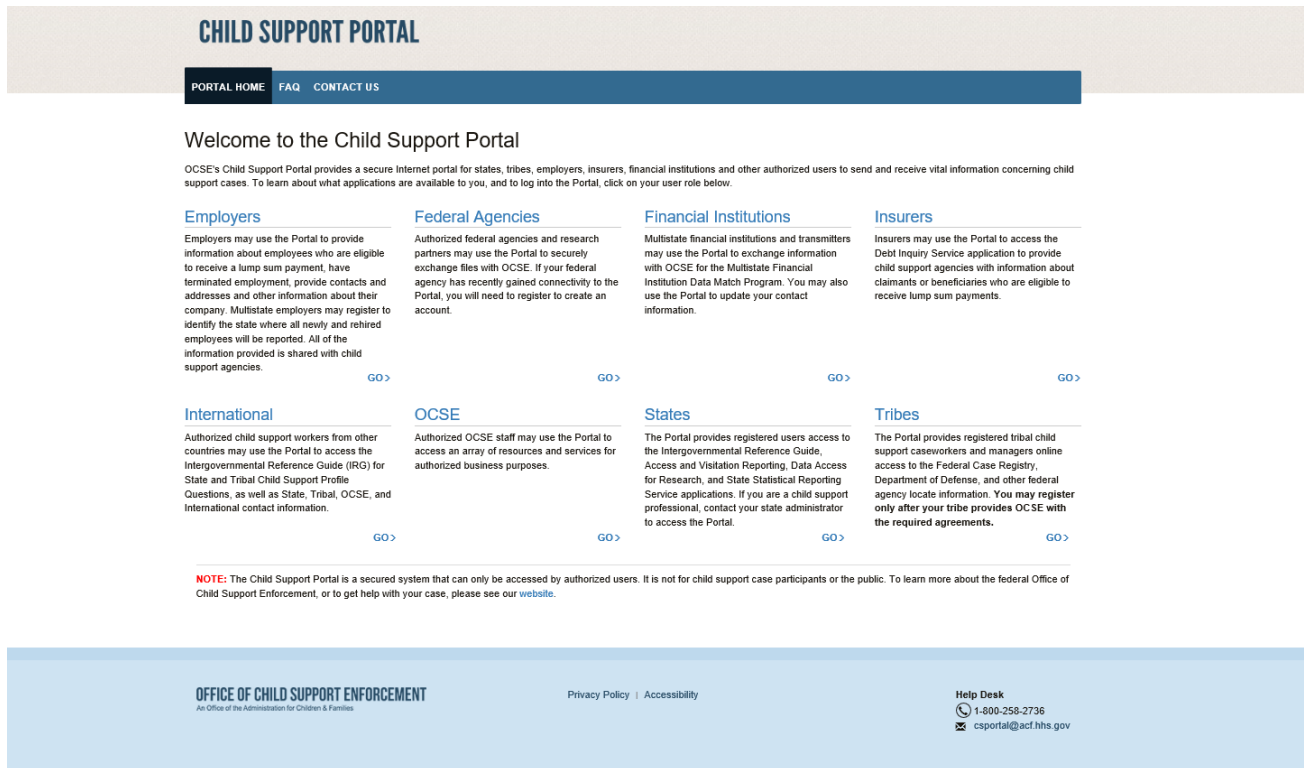
Note: Figure 1-1 shows the header and footer for all CSP screens. The header may contain additional links (e.g., Logout, Comments, FAQ, Contact Us, Print, Portal Home). The footer may contain additional links (e.g., Office of Child Support Enforcement, Privacy Policy, Accessibility, Help Desk email address).

We excluded the headers and footers from many of the screen images to improve the readability of this document.

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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.

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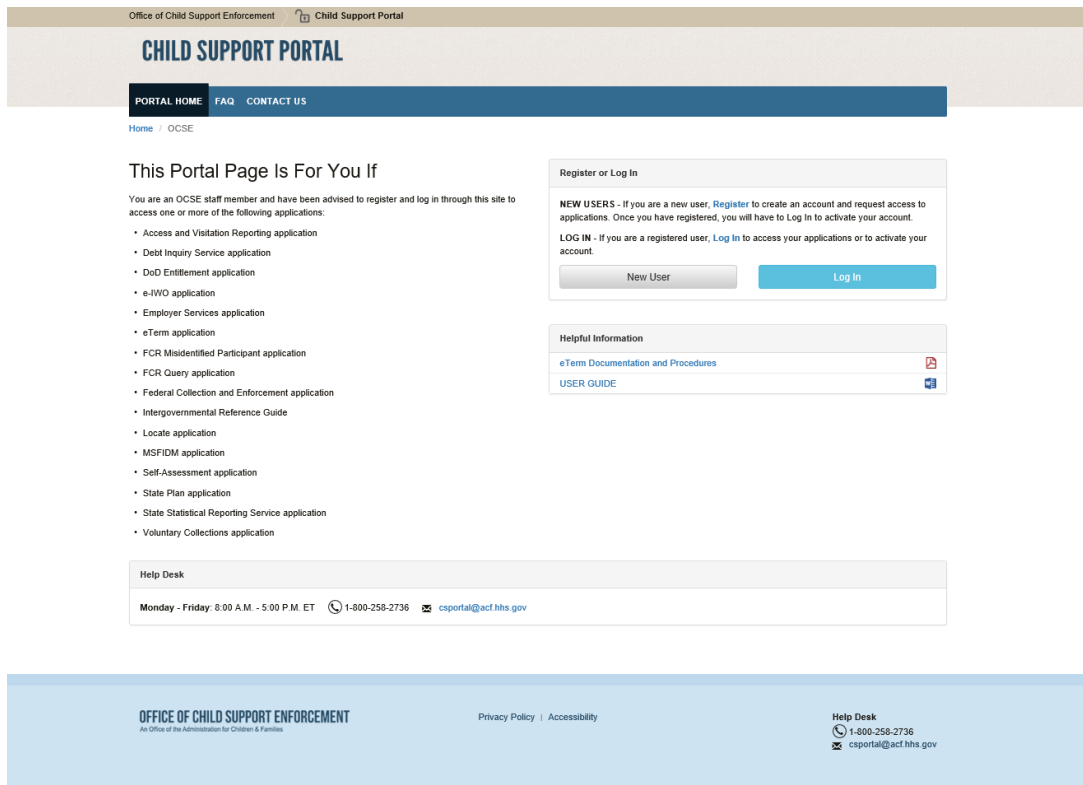
Chart 1-2 describes the functions available from This Portal Page Is For You If page.

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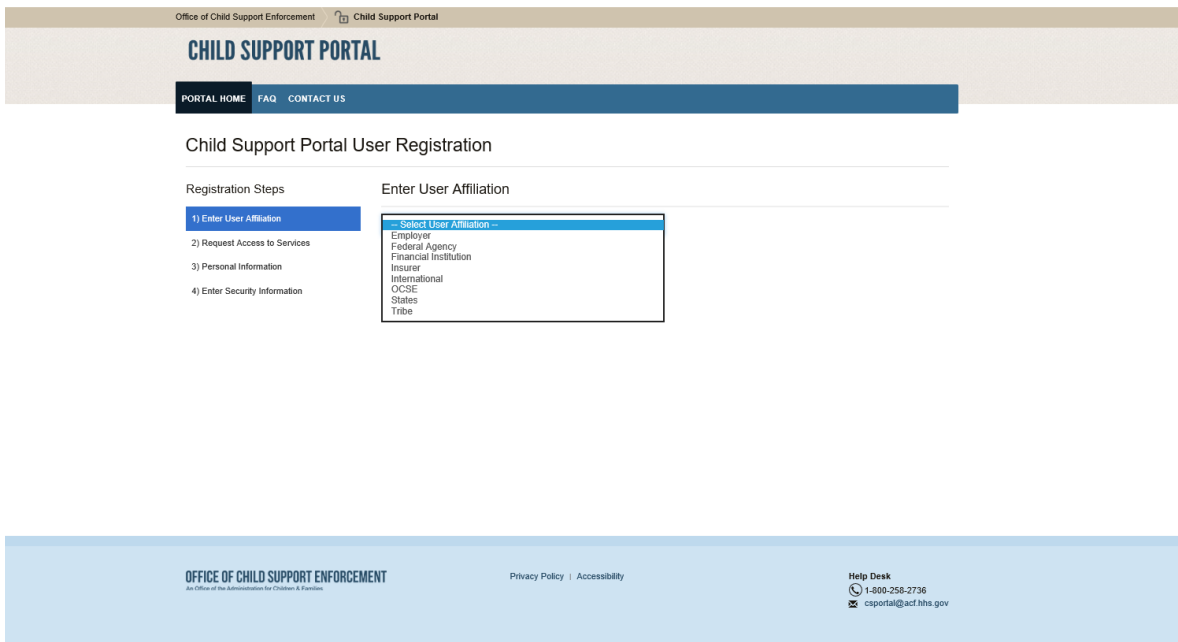
Click **Enter User Affiliation** to select an affiliation from the a list of affiliations. (In this example, we chose OCSE.)

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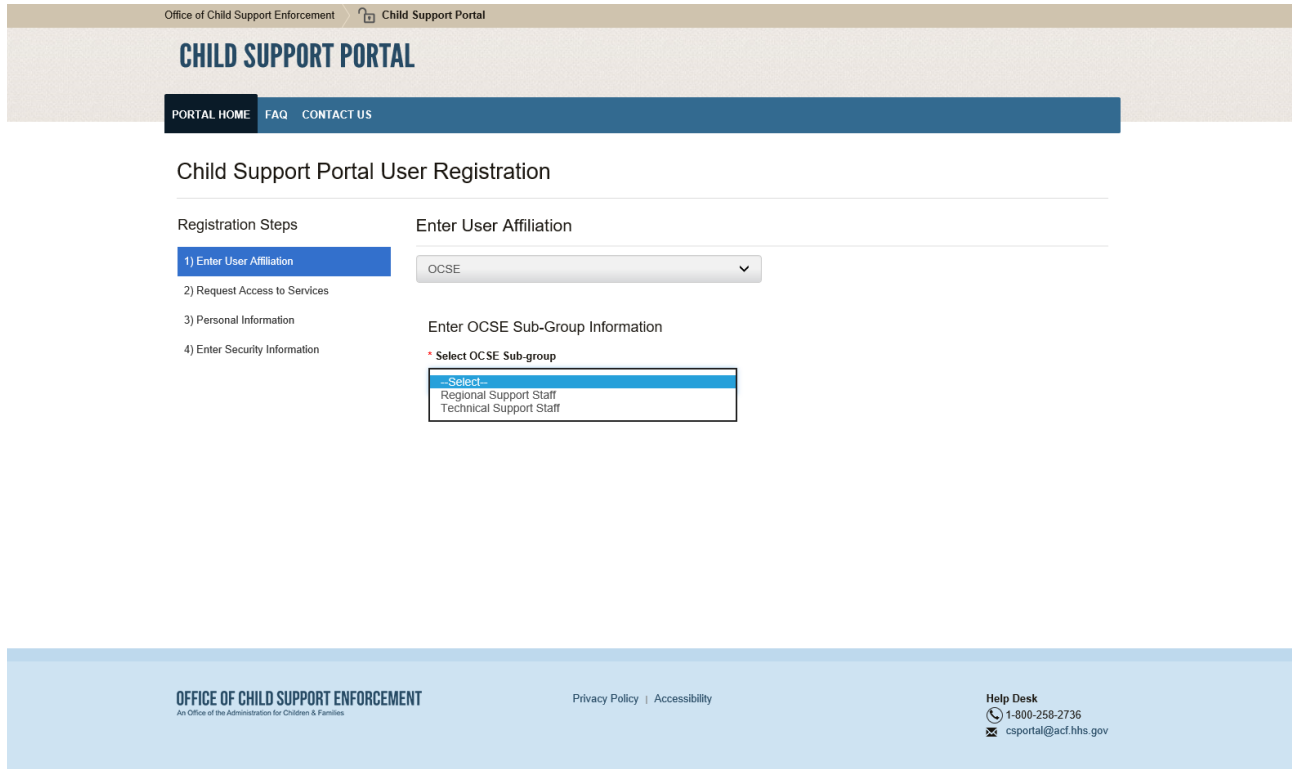
Chart   1 -3 describes the functions available from the Enter User Affiliation page.

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

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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)

Child Support Portal User Registration

Registration Steps
1) Enter User Affiliation
2) Request Access to Services
3) Personal Information
4) Enter Security Information

Enter User Affiliation

OCSE

Enter OCSE Sub-Group Information
* Select OCSE Sub-group
Technical Support Staff

Request Access to Services

☐ Enter and submit program data about Access and Visitation (AV) services to OCSE.(Access and Visitation)

☐ Allows a secure path for a user to upload their input files and download the responses for Data Access.(Data Access Research)

☐ View or enter information about debtors who are eligible to receive a payout.(Debt Inquiry)

☐ Request monthly entitlement payment information for active and reservist service members.(DoD Entitlement)

☐ Send and receive child support documents and UIFSA forms electronically.(Electronic Document Exchange)

☐ Employer Information Updates

☐ Enter information about your organization including addresses, subsidiaries, supplemental information and contacts and report child support terminations and/or lump sum payout information that will be sent to child support agencies. Access the multistate employer registry to provide information about your company and to identify a single state to report all new hire information.(Employer Reporting)

☐ Report an incorrect participant SSN to avoid receiving erroneous information from the FCR.(FCR Misidentified Participant)

☐ Request FCR case and participant information in your state or in another state. Tribes do not have cases on the FCR and may only view cases in another tribunal.(FCR Query)

☐ Upload and download federal offset files and documents.(Federal Collection and Enforcement)

☐ Upload insurance claim files for the IM program.(Insurance Match)

☐ View state and tribal policy and contact information, OCSE contact information, and International Foreign Reciprocating and Foreign Treaty contact information. States and tribes may also administer content for profile questions and revise contact information.(Intergovernmental Reference Guide)

☐ Initiate locate requests from the NDNH and FPLS external locate sources(Locate)

☐ Update profile contact and preference information, and view the status of inquiry and response files.(Multistate Financial Institution Data Match)

☐ The Office of Audit Data Exchange (Office Of Audit Data Exchange)

☐ Allows users to query information on the debtor file, withdraw and certify Passports, and submit a passport denial emergency/special request. (Passport Denial)

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.

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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.

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

Child Support Portal User Registration: Review

✓ Your phone verification is successful. Please click confirm to complete the registration.

User Affiliation & Services Requested

OCSE Technical Support Staff

Services Requested

• Employer Reporting
  • OCSE Employer Admin

• FCR Query
  • Query by SSN and Query by Case ID and State

  • Administration activities, Maintain FAQs, Issue broadcasts for FCR Query

Personal Information

Name:	Cheryl Stachlinski
Address Line 1:	123 Test Lane
Address Line 2:	
Address Line 3:	
City, State:	Baltimore, MD
Zip Code Full:	12333
Country:	USA
E-mail Address:	cheryl.stachlinski@csp.ssa.gov
Phone Number - Extension:	123-456-7899
Last 4 of SSN:	1111
FEIN:	123456789
Employer Name:	Leidos
Date of Birth:	07/16/1975

Access Code

Access Device:	Phone Voice
Phone Number:	443-454-5797
Phone Ext:	

Security Information

User Id:	CSPOCSE1

Security Questions

In what city did you meet your spouse/significant other?	other
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?	restaurant

Verify Access Control

The system will ask you to verify that the phone number you provided on the User Registration page connects successfully.

Click the **Phone Verification** button. The system will call the phone number you provided. When prompted, enter the phone PIN code displayed from your screen on your phone keypad.

Request phone verification: [Phone Verification]

[Confirm]   [Return to Make Changes]

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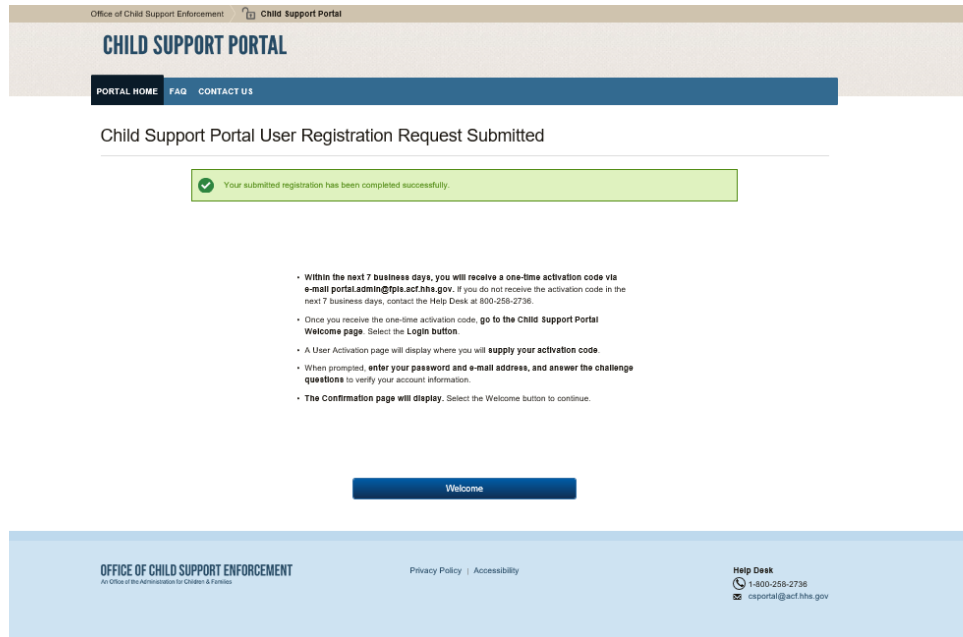
Click **Welcome** to navigate to the Welcome to the Child Support Portal page.

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.

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2.   Activation

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

Figure 2-11: This Portal Page Is For You If
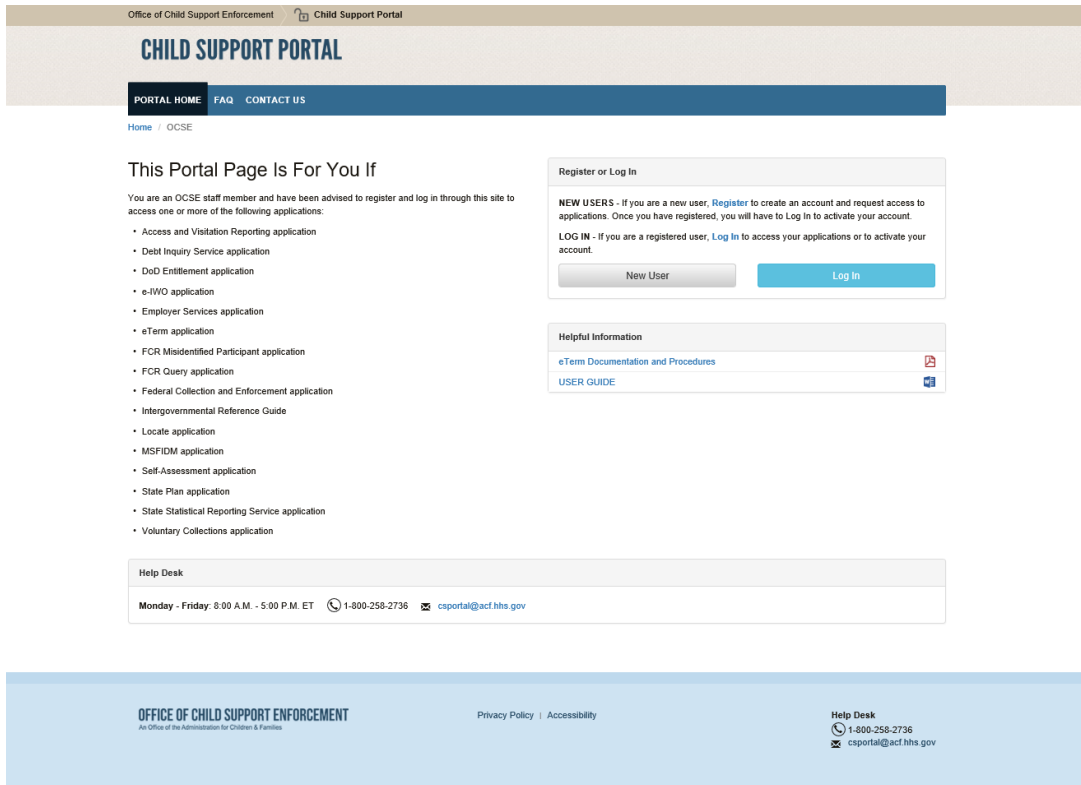
Click **Log In** to open the Login Certification page.

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

Figure 2-12: Login Certification
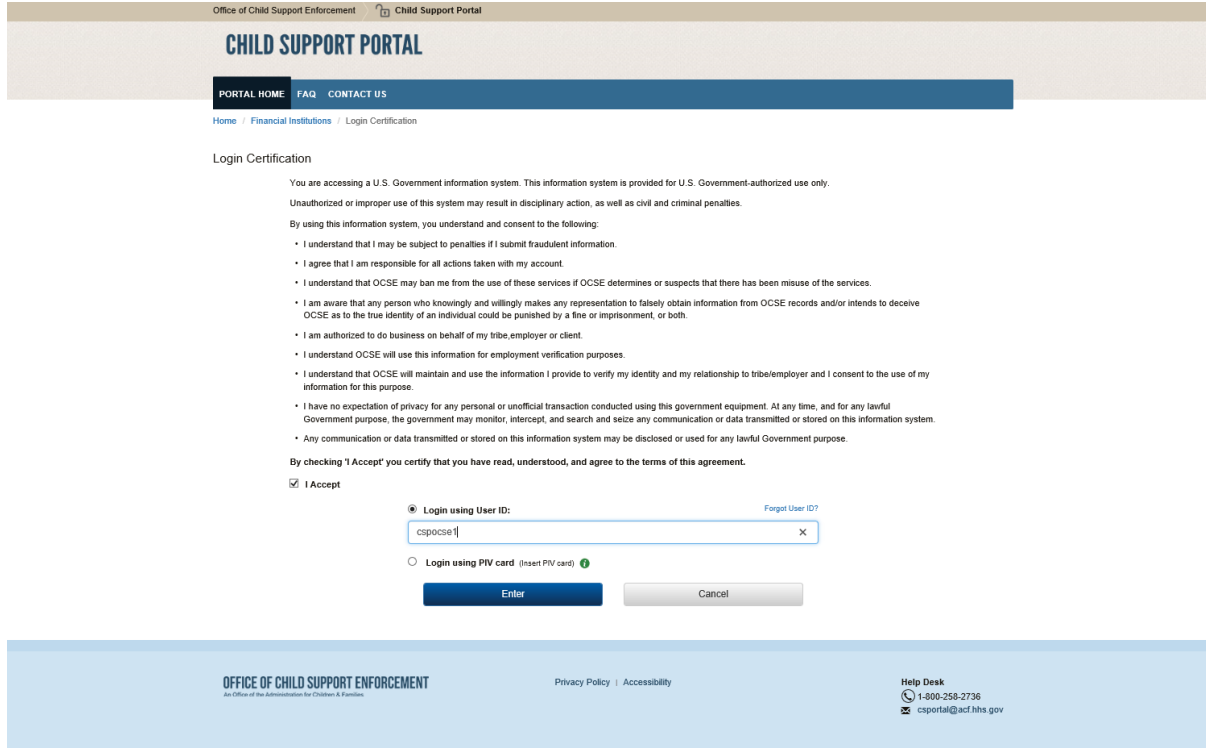
Click the check box to accept the terms of agreement.

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

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

Chart 2-4: 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)

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Chart 2-4: Login Certification	
Element	Description
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 2-13: User Activation

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

Chart 2-5: User Activation	
Element	Description
User ID	Displays a system-generated user ID

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Chart 2-5: User Activation	
Element	Description
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 -14.

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

Figure 2-14: Activation Confirmation

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

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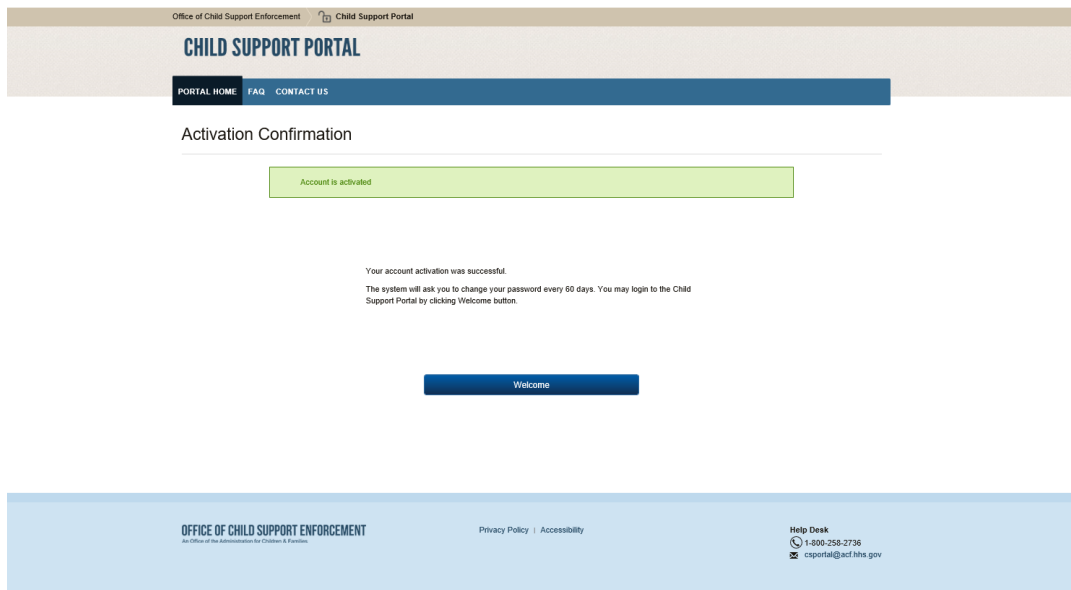
3. Login

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

Figure 3-15: This Portal Page Is For You If

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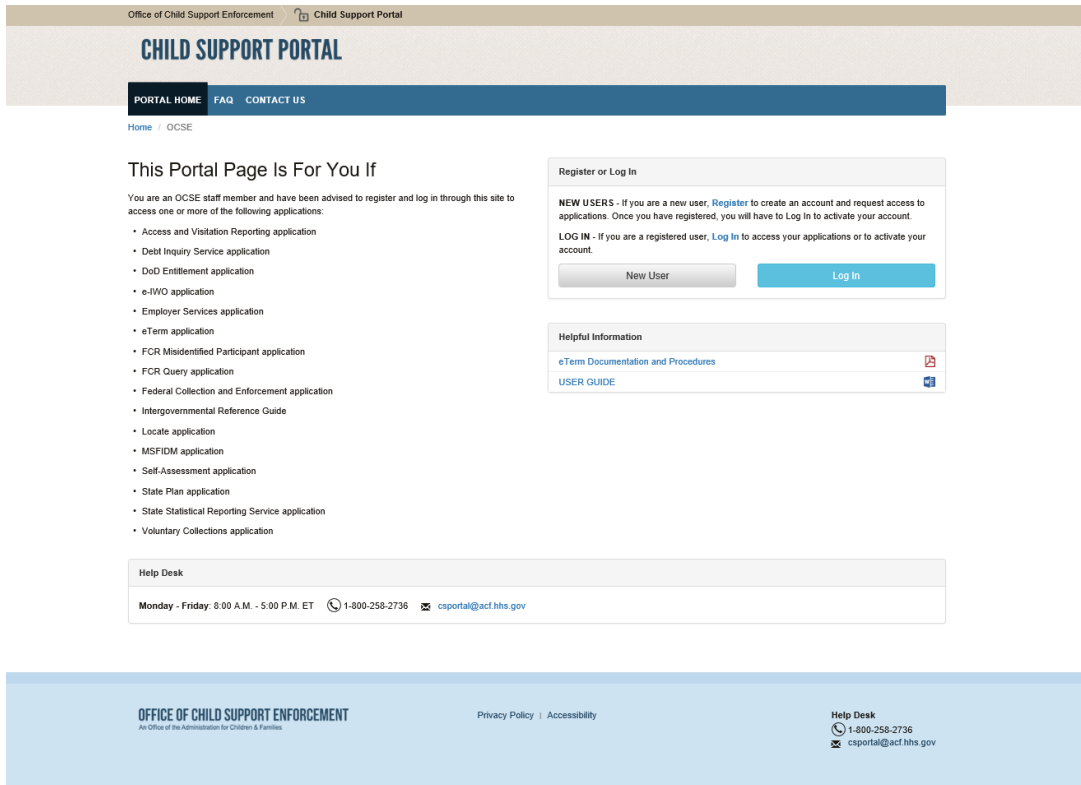
Figure 3-16: Login Certification
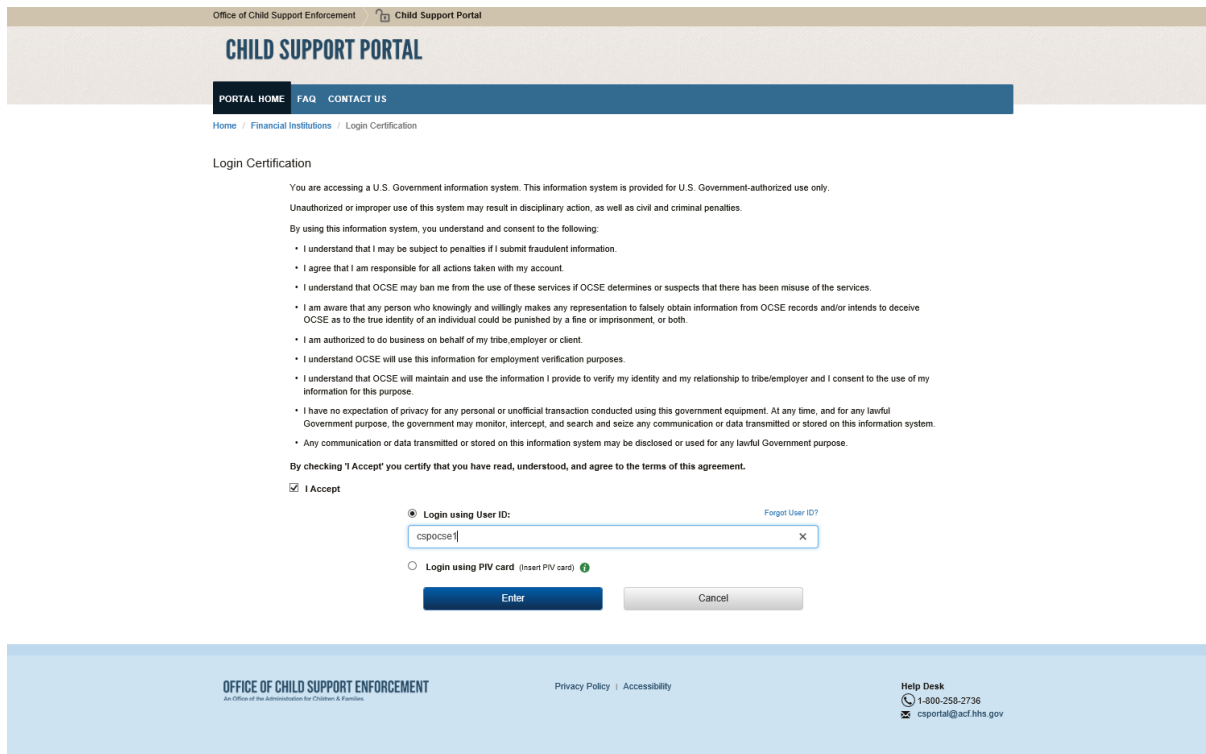
Chart 3-1 describes the functions available on the Login Certification page.

Chart 3-6: 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.

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

Figure 3-17: Login – via Text

Figure　3 -18 shows the Login page when the user elected to receive an access code via voice.

Figure 3-18: Login – via Voice
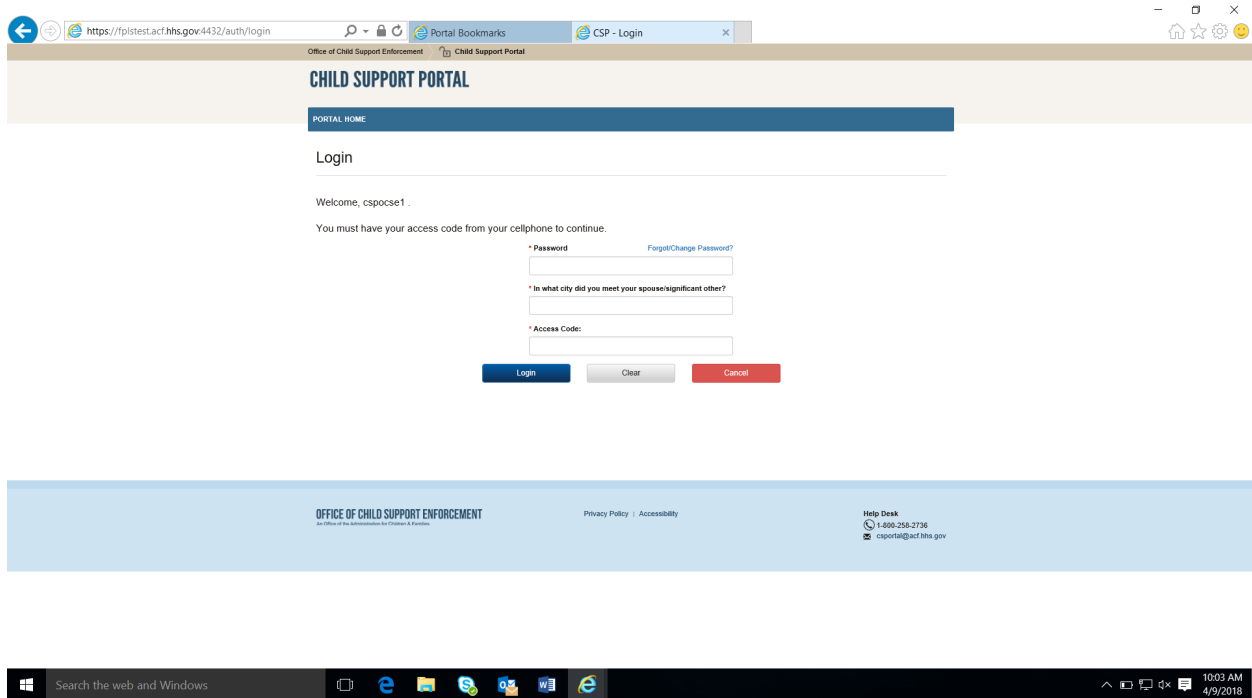
Chart 3-2 describes the functions available from the Login page.

Chart 3-7: 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 3-19: Child Support Portal Home Page
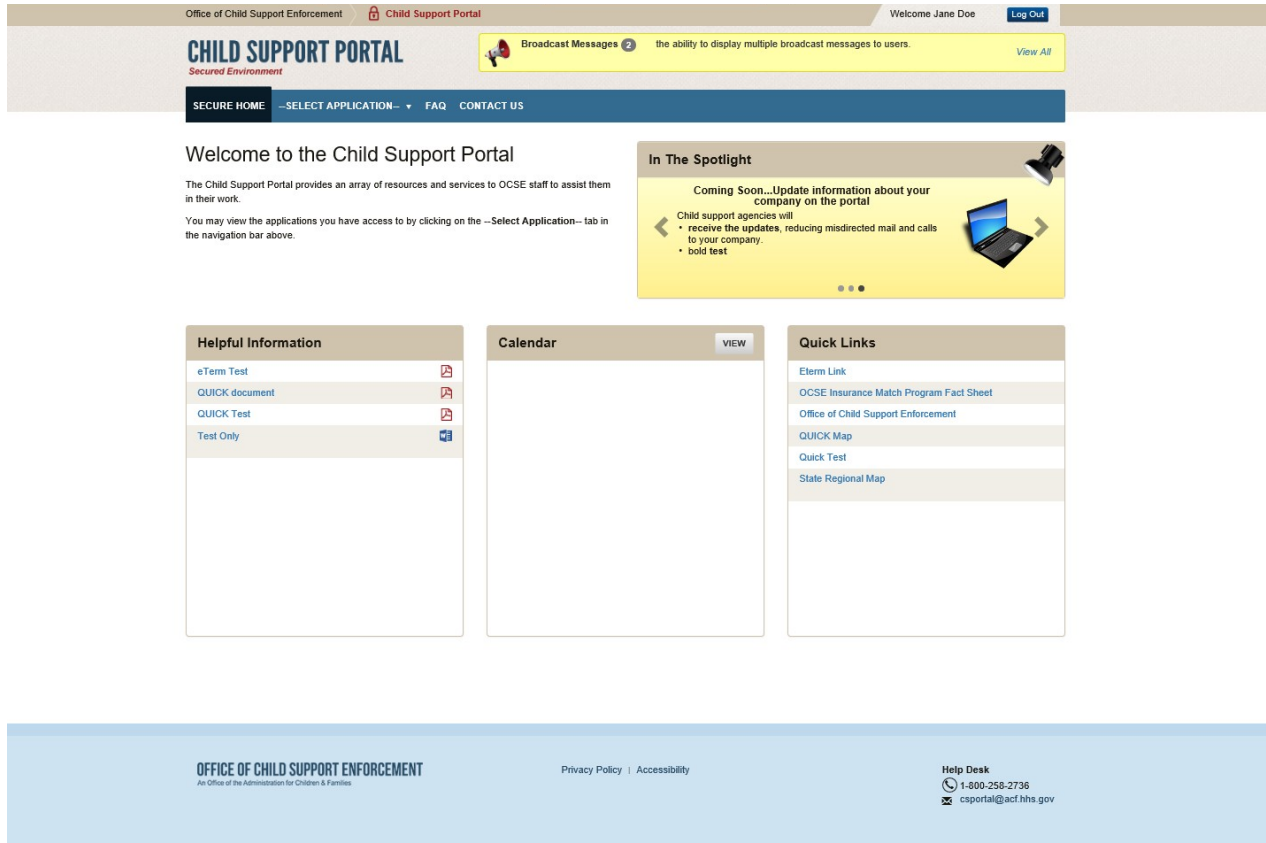
Chart 3-3 describes the functions available from the Child Support Portal Home page.

Chart 3-8: 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

Chart 3-8: Child Support Portal Home Page	
Element	Description
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

4.   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 4-20: Profile Update

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

Chart 4-9: 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

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

Figure 4-21: Profile Update Confirmation
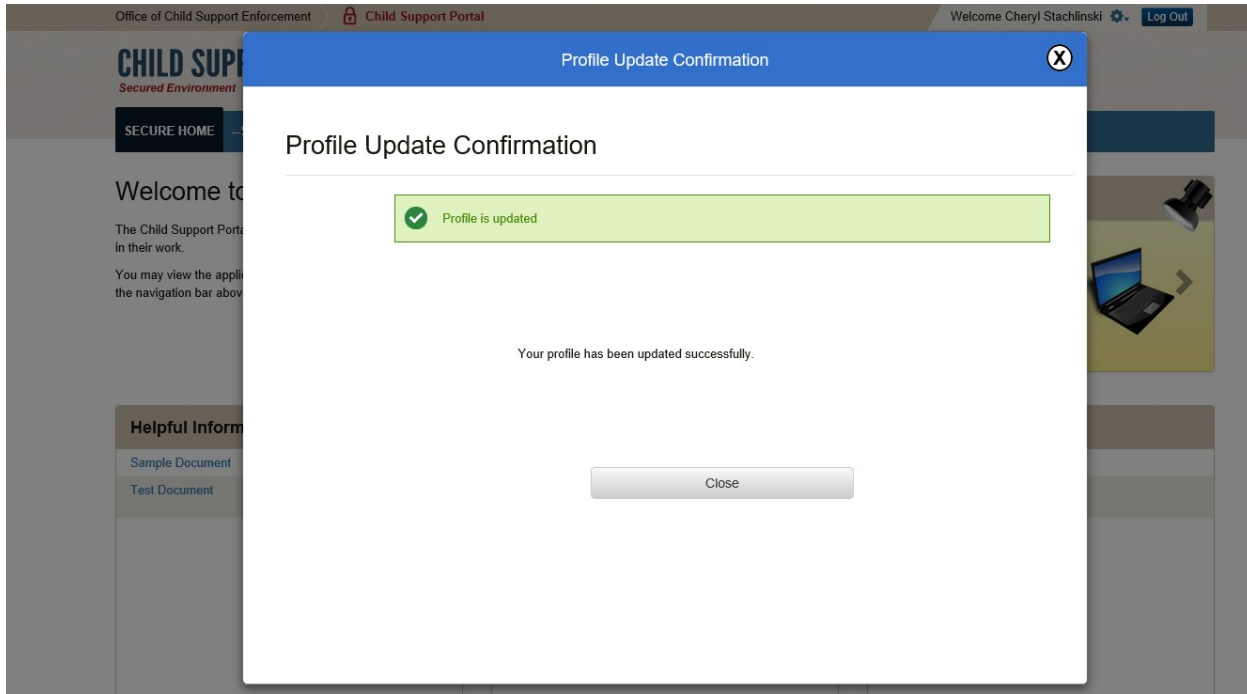
Click **Close** to return to the Welcome to Child Support Portal page

5.   Credential Management

Figure   5 -22 displays the Login Certification page.

Figure 5-22: Login Certification
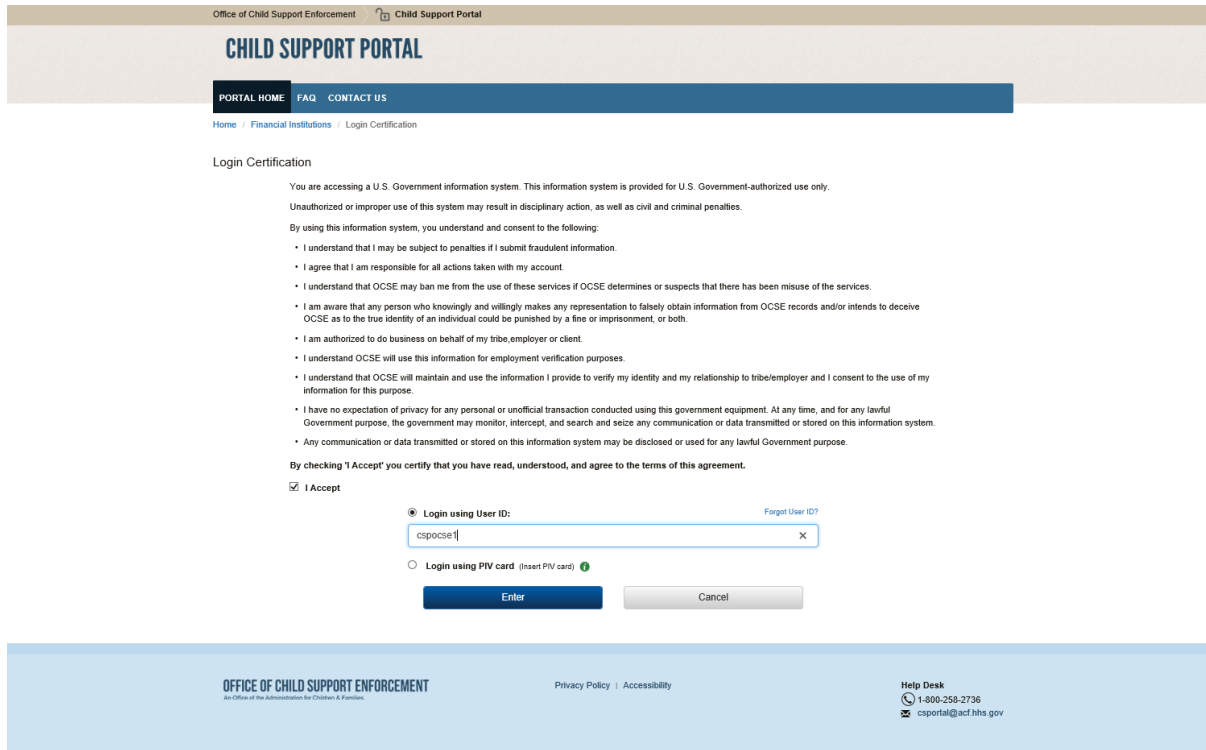
Chart 5-1 describes the functions that are available from the Login Certification page.

Chart 5-10: 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

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Chart 5-10: Login Certification	
Element	Description
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 5-23: Forgot User ID
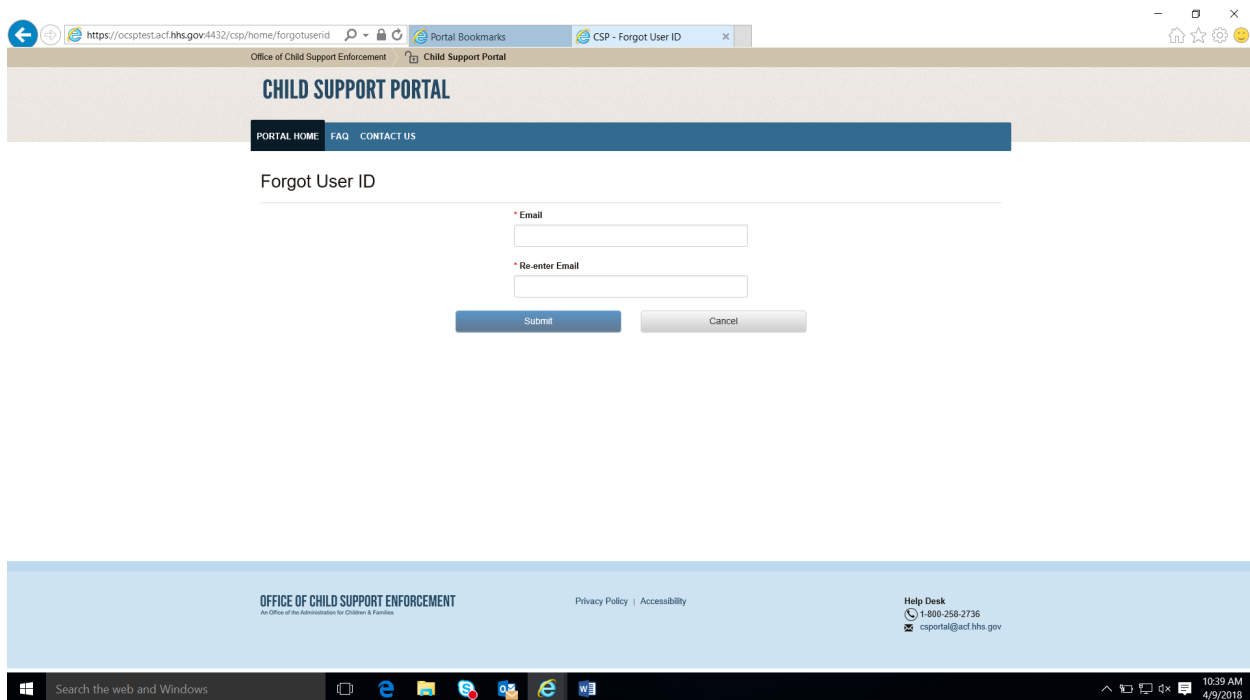
Chart 5-2 describes the functions available from the Forgot User ID page.

Chart 5-11: 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.

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

Figure 5-24: Credential Management – Forgot User ID Confirmation
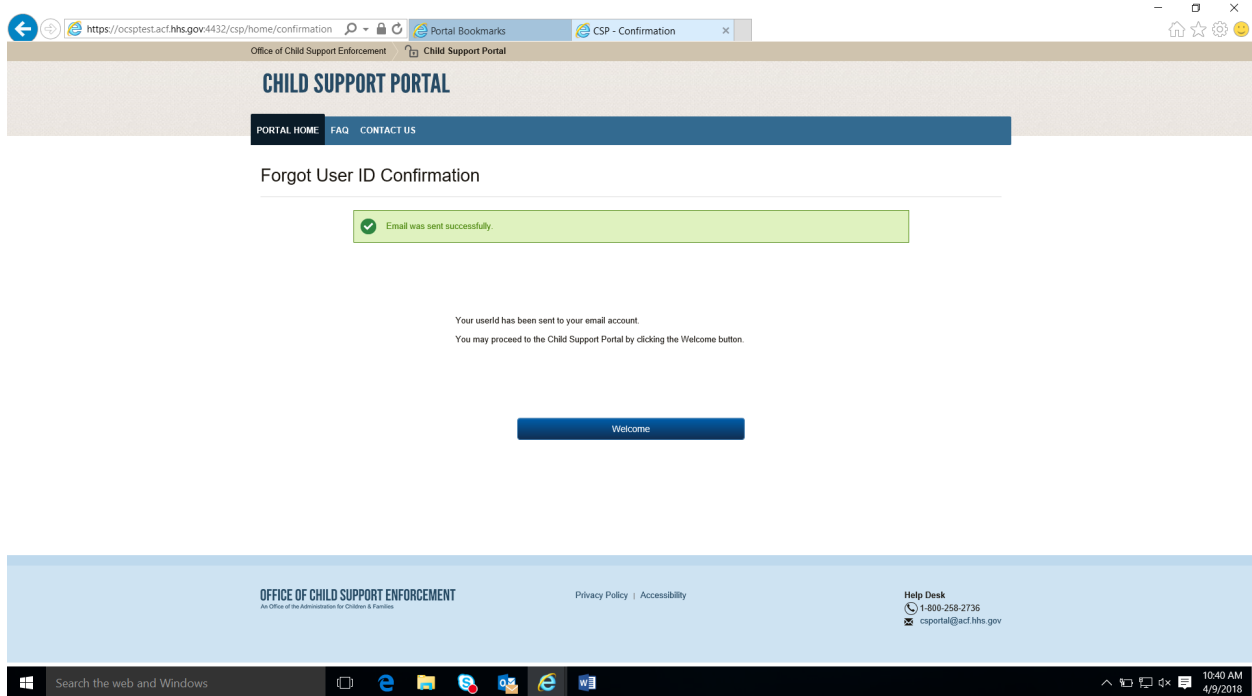
Click **Welcome** to open the Welcome to the Child Support Portal page.

Figure 5-25: Login – Forgot/Change Password
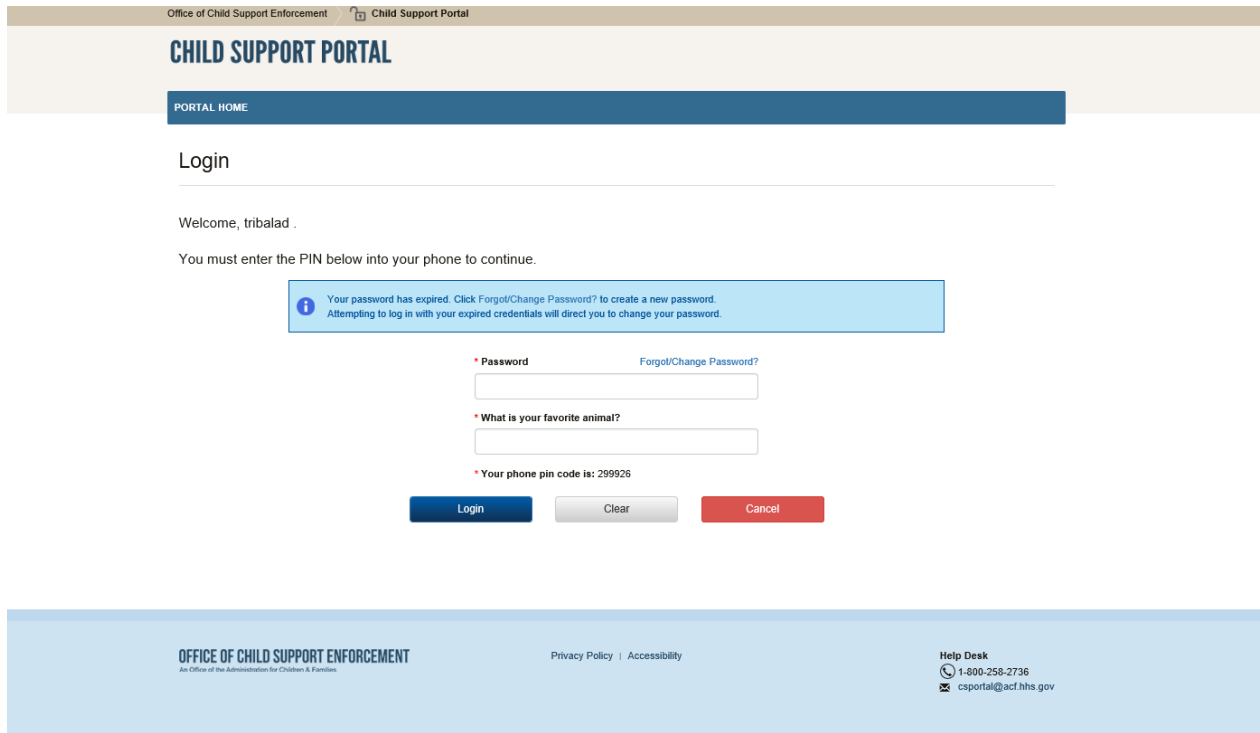
Chart 5 -12 describes the functions available from the Login – Forgot User ID page.

Chart 5-12: 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

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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 -26 displays the page to request a password reset.

Figure 5-26: Forgot/Change Password
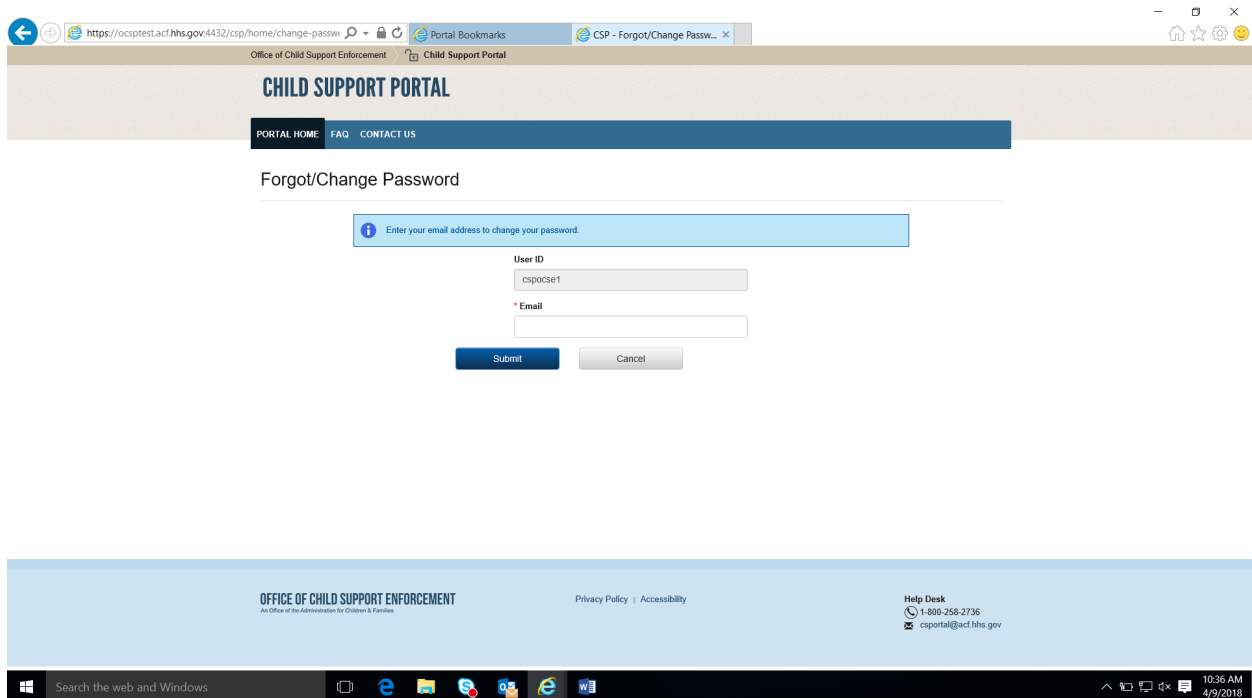
Chart   5 -13 describes the functions available from the Forgot/Change Password page.

Chart 5-13: 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.

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Figure 5 -27 displays a page for the user to answer challenge questions.

Figure 5-27: Forgot/Change Password – Challenge Questions
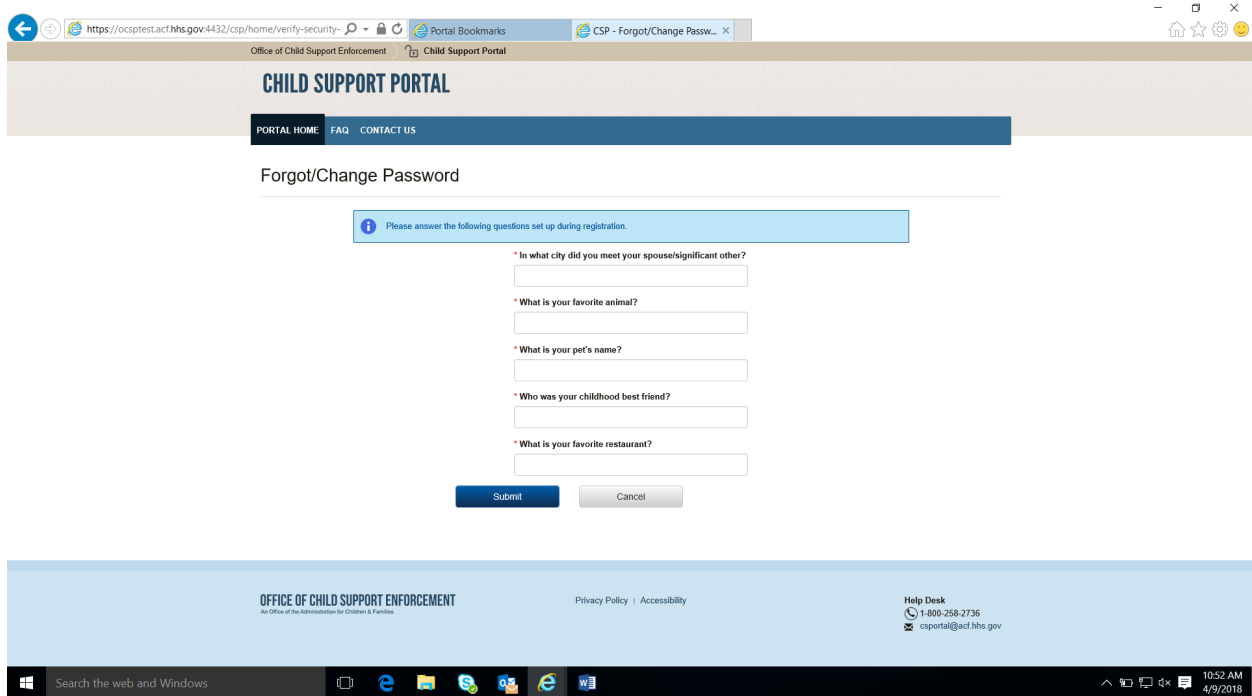
Answer the challenge questions, and then click **Submit** to open the Forgot/Change Password – Reset Password page.

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Error: Reference source not found shows the reset password page.

Figure 5-28: Forgot/Change Password – Reset Password
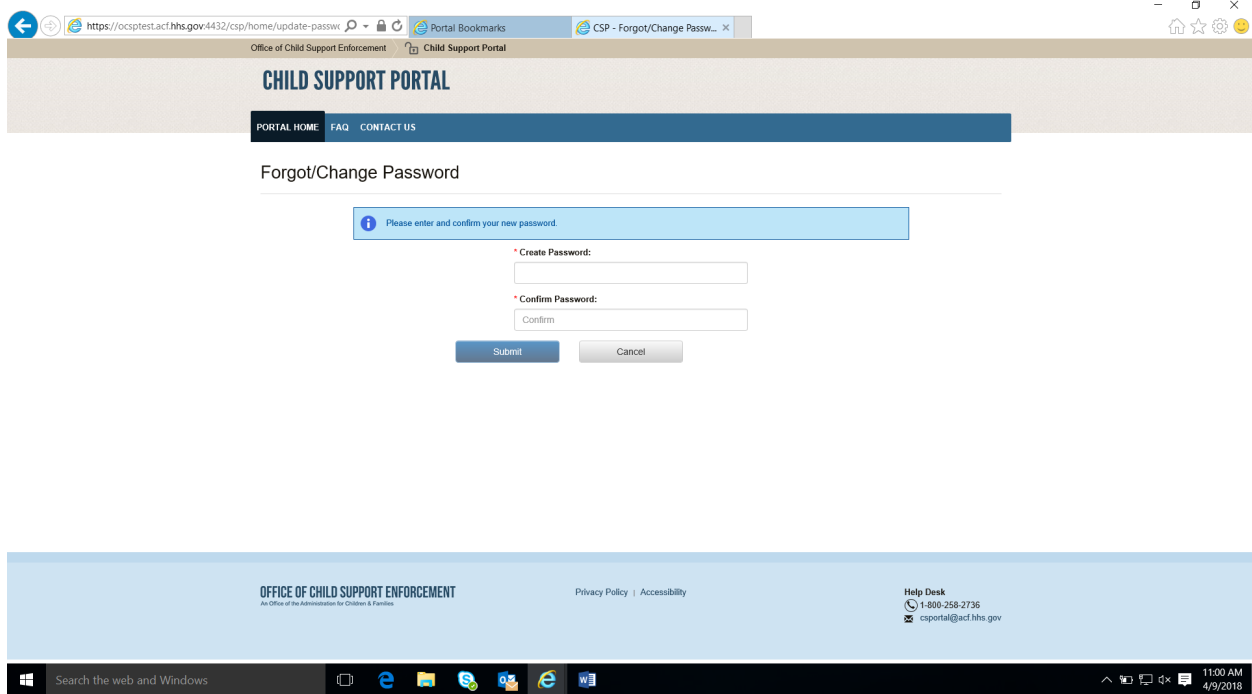
Chart 5 -14 describes the functions available on the Forgot/Change Password – Reset Password page.

Chart 5-14: 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.

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Figure 5 -29 confirms the password change.

Figure 5-29: Change Password Confirmation

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

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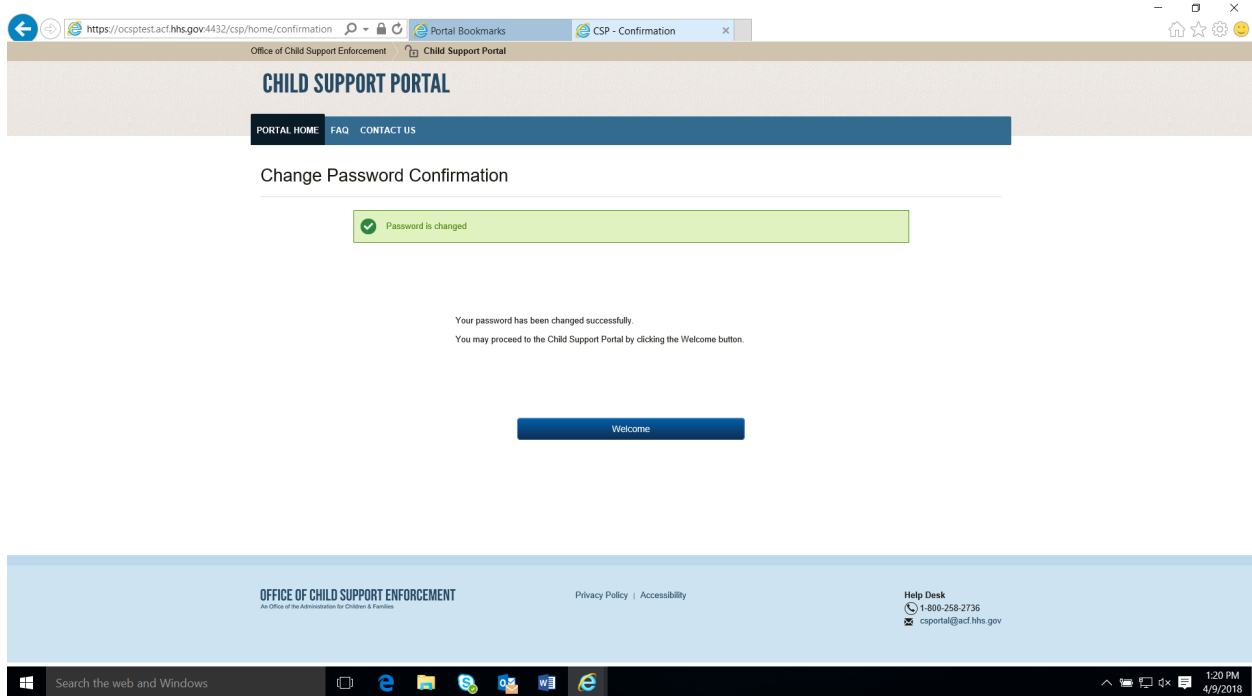
6.   General Pages

Figure 6-1 displays the timeout warning message.

Figure 6-30: Timeout Warning
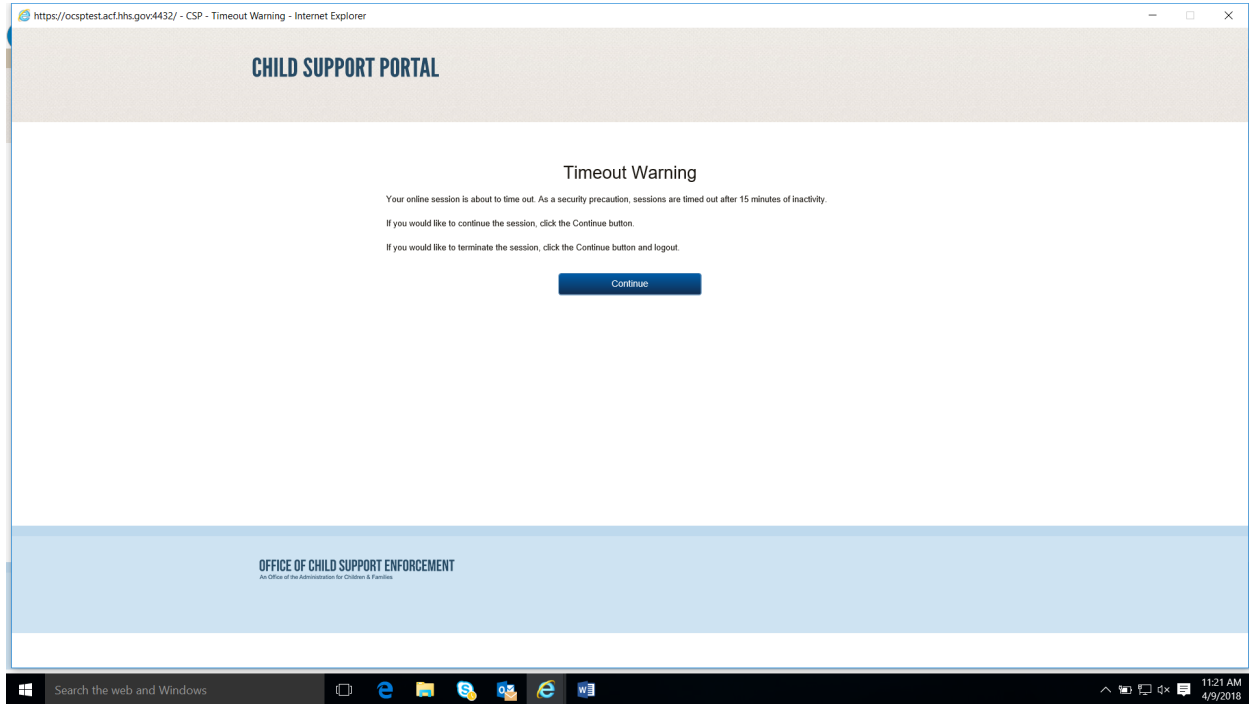
Click **Continue** to refresh the session, close the browser, and return to the previously displayed page.

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

Figure 6-31: Session Timed Out

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

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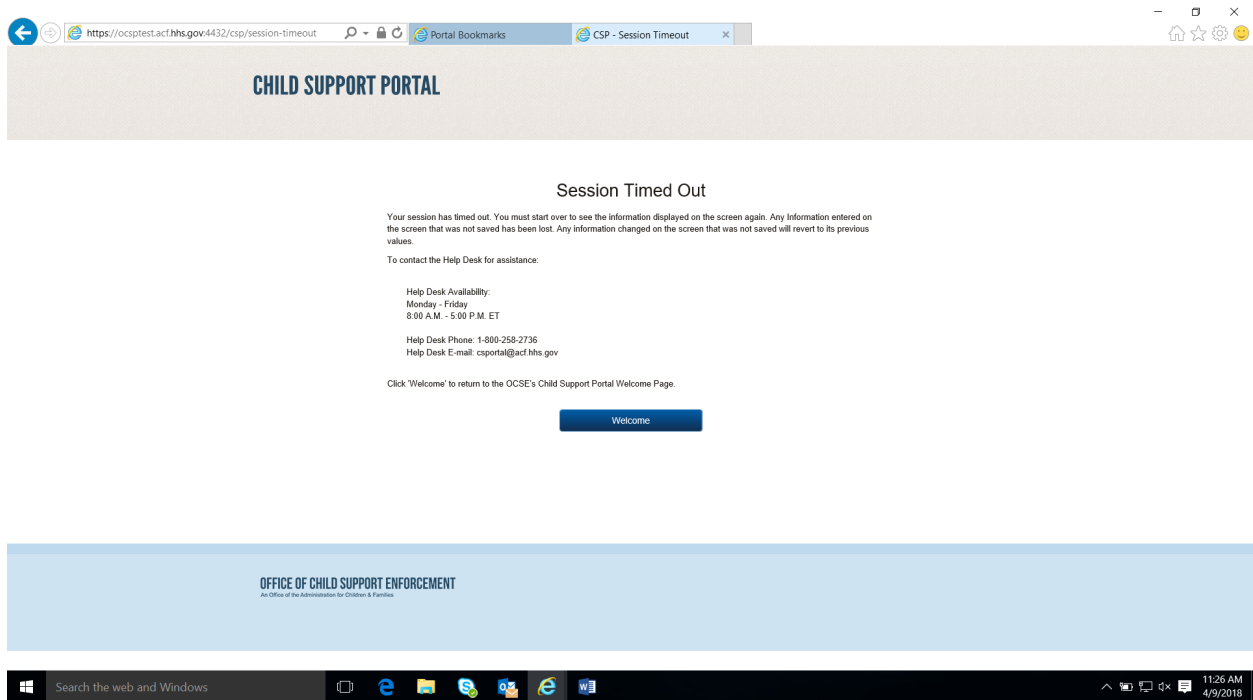
Figure 6-3 displays an example of a system error.

Figure 6-32: System Error
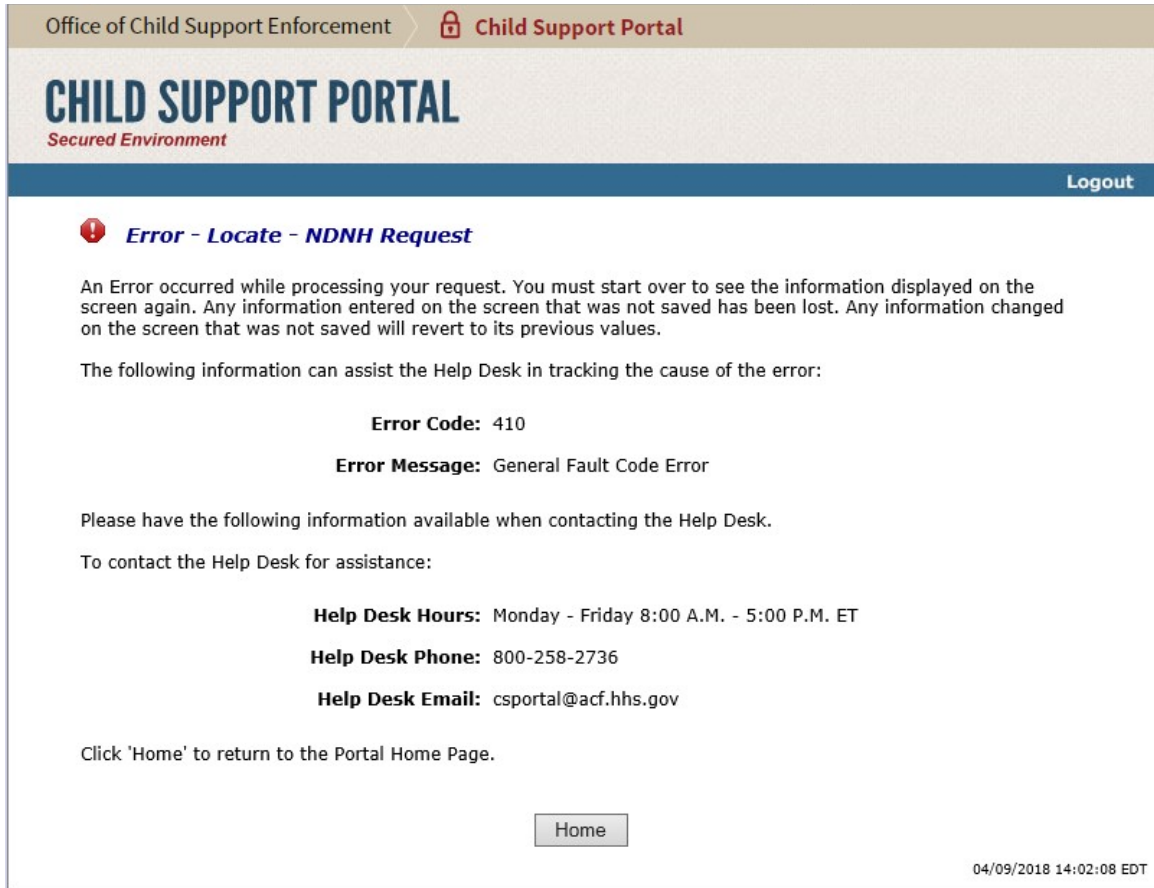
Click **Home** to open the Welcome to the Child Support Portal page.

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Version 4.0
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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 6-33: Account Locked (Credential Management and Activation Pages)
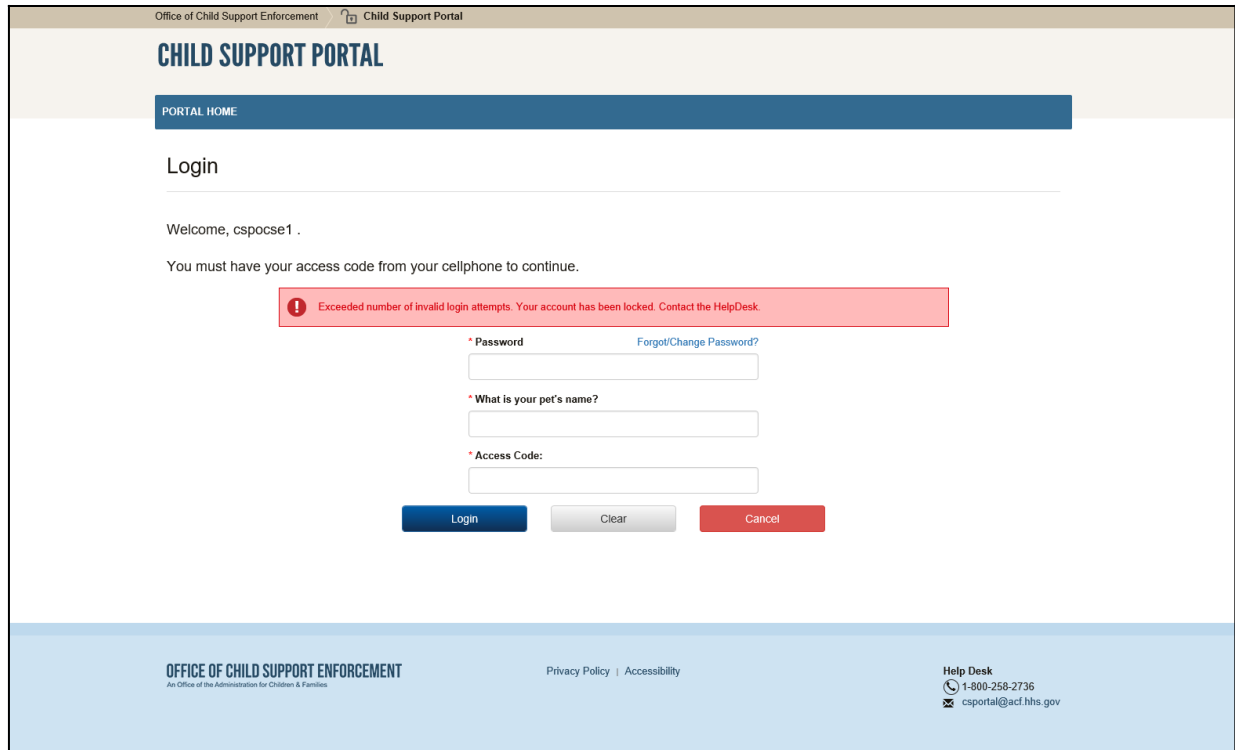
Click **Welcome** to open the Welcome to Child Support Portal page.

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

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Figure 6-5 displays the FAQ page, displaying the answers to frequently asked questions about the Portal.
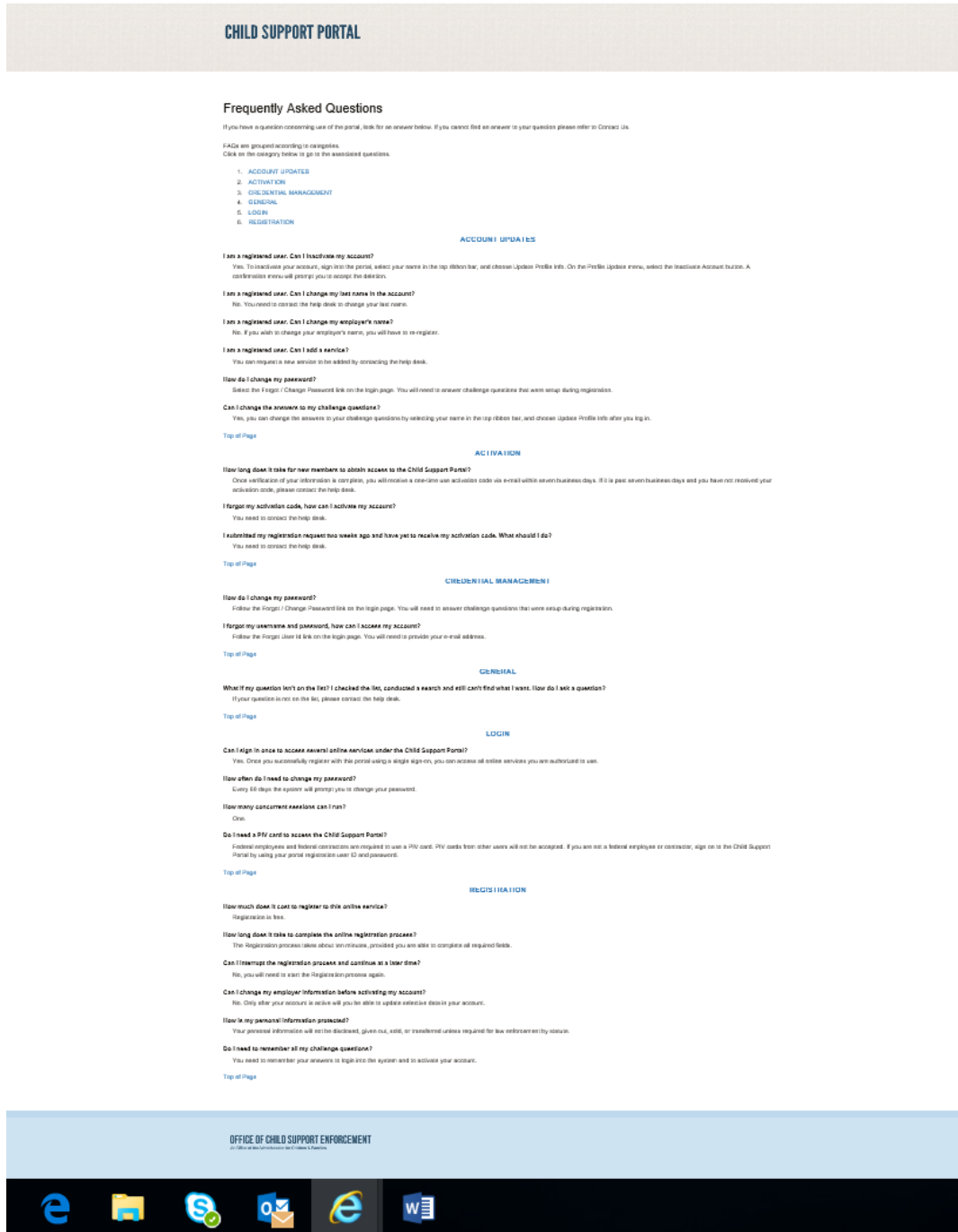
Figure 6-34: Frequently Asked Questions

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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 6-35: Contact Us

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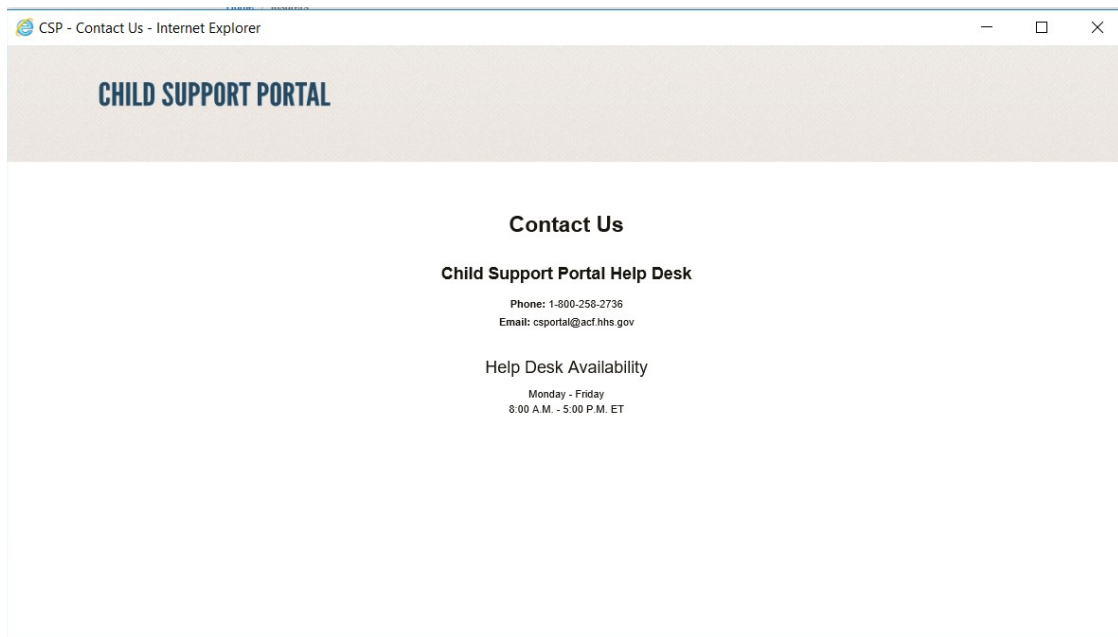User Screen Flow
Version 4.0
Expires: xx/xx/xxxx

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.

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

Figure 6-8: Disable Account Message
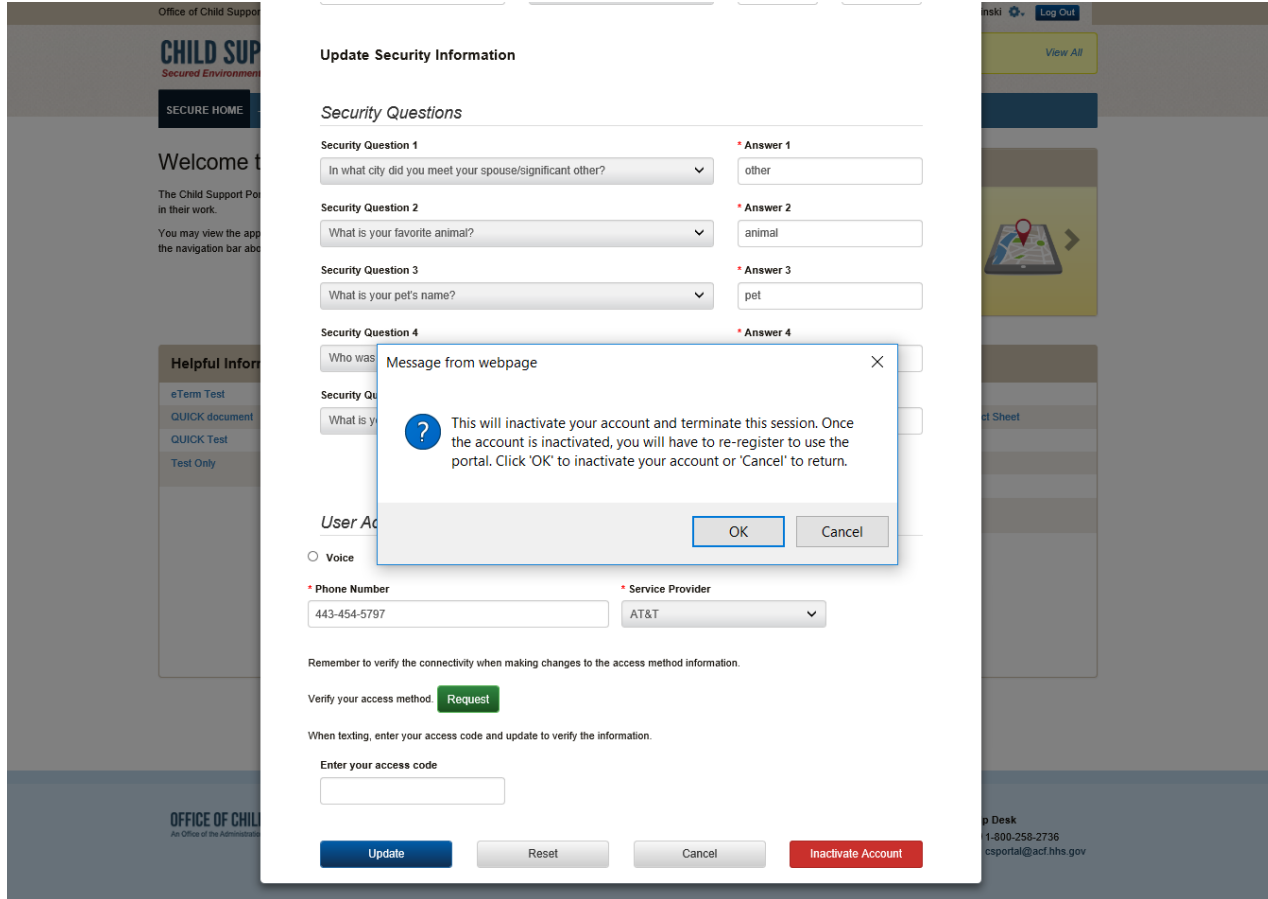
Click **OK** to disable the user's account.

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