

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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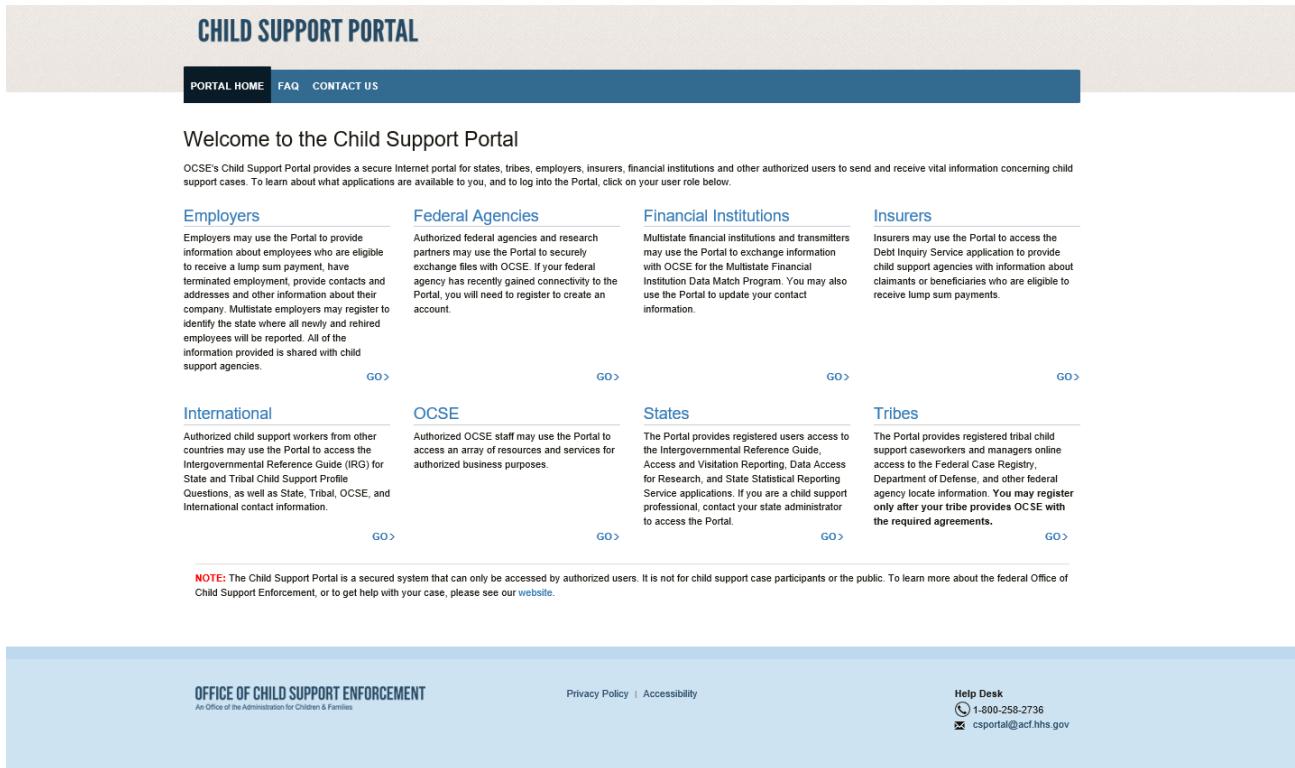
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1. Registration

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



The screenshot shows the 'CHILD SUPPORT PORTAL' welcome page. At the top, there is a navigation bar with 'PORTAL HOME', 'FAQ', and 'CONTACT US'. Below the navigation bar, the text 'Welcome to the Child Support Portal' is displayed. A note below it states: 'OCSE's Child Support Portal provides a secure Internet portal for states, tribes, employers, insurers, financial institutions and other authorized users to send and receive vital information concerning child support cases. To learn about what applications are available to you, and to log into the Portal, click on your user role below.' Below this note, there are four main sections: 'Employers', 'Federal Agencies', 'Financial Institutions', and 'Insurers'. Each section has a brief description and a 'GO >' link. Below these sections, there are two more sections: 'International' and 'OCSE'. Each of these also has a brief description and a 'GO >' link. At the bottom of the page, there is a note: 'NOTE: The Child Support Portal is a secured system that can only be accessed by authorized users. It is not for child support case participants or the public. To learn more about the federal Office of Child Support Enforcement, or to get help with your case, please see our website.' The footer of the page includes the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'An Office of the Administration for Children & Families', 'Privacy Policy | Accessibility', 'Help Desk' (with phone number 1-800-258-2736 and email address cspportal@acf.hhs.gov), and a link to the website.

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	<p>There are eight affiliations: Employers, Federal Agencies, Financial Institutions, Insurers, International, OCSE, States, and Tribes.</p> <p>The user selects the affiliation they want to register for. A list of functions for the selected affiliation display.</p>
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

The screenshot shows the Child Support Portal homepage. At the top, there is a navigation bar with 'PORTAL HOME', 'FAQ', and 'CONTACT US'. Below the navigation bar, the page title 'CHILD SUPPORT PORTAL' is displayed. The main content area is titled 'This Portal Page Is For You If'. It lists various applications available for access: Access and Visitation Reporting application, Debt Inquiry Service application, DoD Enrollment application, e-IWO application, Employer Services application, eTerm application, FCR Misidentified Participant application, FCR Query application, Federal Collection and Enforcement application, Intergovernmental Reference Guide, Locate application, MSFIDM application, Self-Assessment application, State Plan application, State Statistical Reporting Service application, and Voluntary Collections application. To the right of this list are two boxes: 'Register or Log In' and 'Helpful Information'. The 'Register or Log In' box contains links for 'New User' and 'Log In'. The 'Helpful Information' box contains links for 'eTerm Documentation and Procedures' and 'USER GUIDE'. At the bottom of the page, there is a 'Help Desk' section with the text 'Monday - Friday 8:00 A.M. - 5:00 P.M. ET' and contact information: 1-800-258-2736 and email csportal@acf.hhs.gov. The footer of the page includes the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, links to 'Privacy Policy' and 'Accessibility', and the same 'Help Desk' contact information.

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.

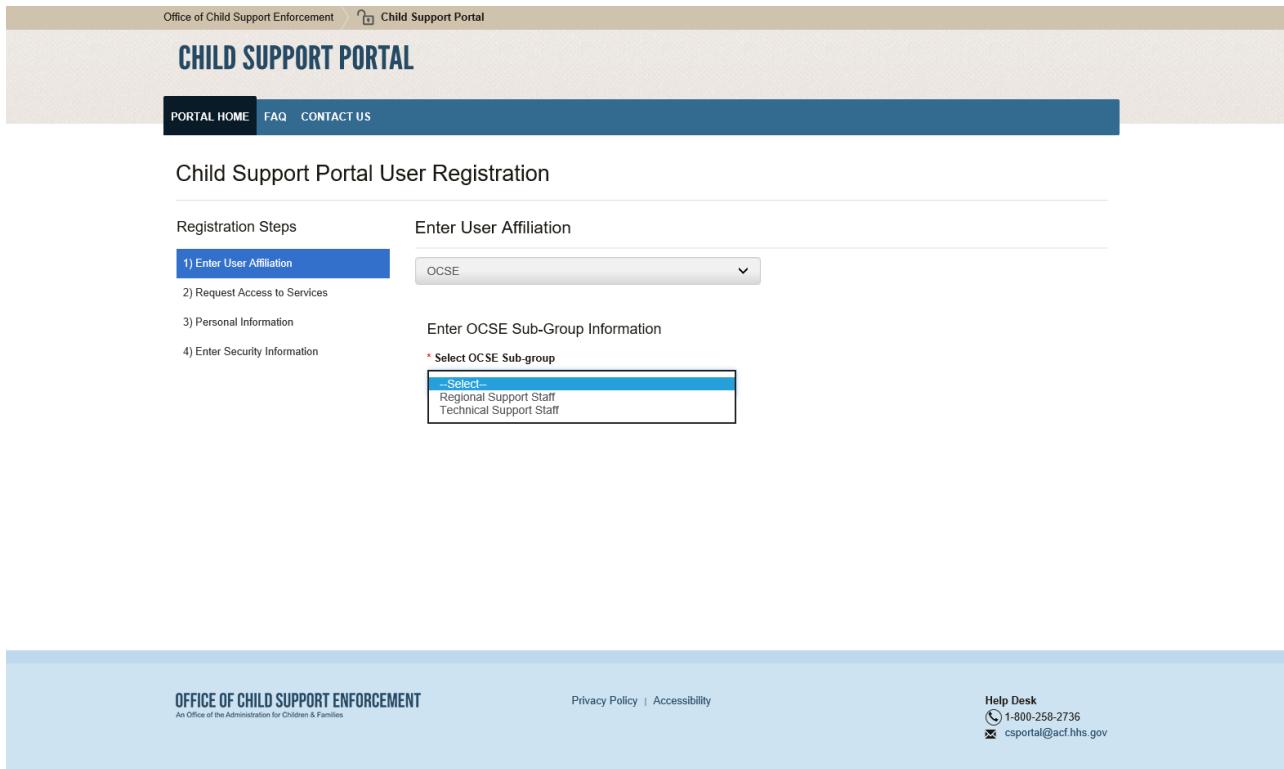
Figure 1-3: Child Support Portal User Registration (Step 1)

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)



Office of Child Support Enforcement > Child Support Portal

CHILD SUPPORT PORTAL

PORAL HOME FAQ CONTACT US

Child Support Portal User Registration

Registration Steps

1) Enter User Affiliation (selected)

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

--Select--

Regional Support Staff

Technical Support Staff

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
csportal@acf.hhs.gov

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)	<ul style="list-style-type: none">Employer, Insurer, and Financial Institution: FEINFederal Agency: Agency nameTribe: Tribe nameInternational: Country nameState: 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)

Child Support Portal User Registration

Registration Steps	Enter User Affiliation
1) Enter User Affiliation	OCSE
2) Request Access to Services	
3) Personal Information	Enter OCSE Sub-Group Information
4) Enter Security Information	<ul style="list-style-type: none">* Select OCSE Sub-groupTechnical Support Staff
Request Access to Services	
<ul style="list-style-type: none"><input type="checkbox"/> Enter and submit program data about Access and Visitation (AV) services to OCSE (Access and Visitation)<input type="checkbox"/> Allows a secure path for a user to upload their input files and download the responses for Data Access.(Data Access Research)<input type="checkbox"/> View or enter information about debtors who are eligible to receive a payout (Debt Inquiry)<input type="checkbox"/> Request monthly entitlement payment information for active and reservist service members.(DoD Entitlement)<input type="checkbox"/> Send and receive child support documents and UIFSA forms electronically.(Electronic Document Exchange)<input type="checkbox"/> Employer Information Updates<input type="checkbox"/> 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)<input type="checkbox"/> Report an incorrect participant SSN to avoid receiving erroneous information from the FCR.(FCR Misidentified Participant)<input type="checkbox"/> 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)<input type="checkbox"/> Upload and download federal offset files and documents.(Federal Collection and Enforcement)<input type="checkbox"/> Upload insurance claim files for the IM program.(Insurance Match)<input type="checkbox"/> 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)<input type="checkbox"/> Initiate locate requests from the NDNI and FPLS external locate sources(Locate)<input type="checkbox"/> Update profile contact and preference information, and view the status of inquiry and response files (Multistate Financial Institution Data Match)<input type="checkbox"/> The Office of Audit Data Exchange (Office Of Audit Data Exchange)<input type="checkbox"/> 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)

Registration Steps

1) Enter User Affiliation

2) Request Access to Services

3) Personal Information

4) Enter Security Information

Self-Assessment System is a software application used by the OCSE Division of Performance and Statistical Analysis (DPSA) staff to track OCSE Self-Assessment Reports and Regional Review Reports submitted annually by state and regional offices (Self-Assessment)

States may submit their State Plans and OCSE may review and approve State Plans (State Plan)

Access state semi-annual reports and monthly New Hire and Multi-State Employer Registry reports (State Statistical Reporting System)

Record collection information provided by the States (Voluntary Collections)

Search employer information in the NDNH and identify employers that participate in e-IWO (eEmployer)

Enter Personal Information and Work Location

* First Name MI * Last Name

* Address Line 1 Address Line 2 Address Line 3

* City * State * Zip Code Zip Code Ext

* Phone Number Phone Ext * E-mail Address

* My FEIN Where do I find this?

* My Employer Name Where do I find this?

* Last 4 of SSN

* Date of Birth

* Access Code

For additional security, the system will ask you to provide an access code each time you log into the portal. You can elect to receive the access code via voice or text message.

If you elect to use text message, you must select your service provider. If you do not see your service provider in the list, please contact the Portal Help Desk.

At the end of the registration process, the system will ask you to verify the phone successfully received the call.

Voice Text

* Phone Number Phone Ext:

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)

4) Enter Security Information

Enter Security Information

* Create User ID
Enter User ID Here

* Confirm User ID
Confirm

* Create Password
[Text Input]

* Confirm Password
Confirm

Enter Security Questions

Security Question 1
In what city did you meet your spouse/significant other? [Dropdown]

* Answer 1
Enter your answer here

Security Question 2
What is your favorite animal? [Dropdown]

* Answer 2
Enter your answer here

Security Question 3
What is your pet's name? [Dropdown]

* Answer 3
Enter your answer here

Security Question 4
Who was your childhood best friend? [Dropdown]

* Answer 4
Enter your answer here

Security Question 5
What is your favorite restaurant? [Dropdown]

* Answer 5
Enter your answer here

Submit Cancel

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An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
cspotal@acf.hhs.gov

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)

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 Stachinski
Address Line 1:	123 Test Lane
Address Line 2:	
Address Line 3:	
City, State:	Baltimore, MD
Zip Code Full:	21233
Country:	USA
E-mail Address:	cheryl.stachinski@csp.ssa.gov
Phone Number - Extension:	123-456-7899
Last 4 of SSN:	1111
FENR:	123456789
Employer Name:	Lextos
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**

Your phone PIN code is: **403106**

Confirm **Return to Make Changes**

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)

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**

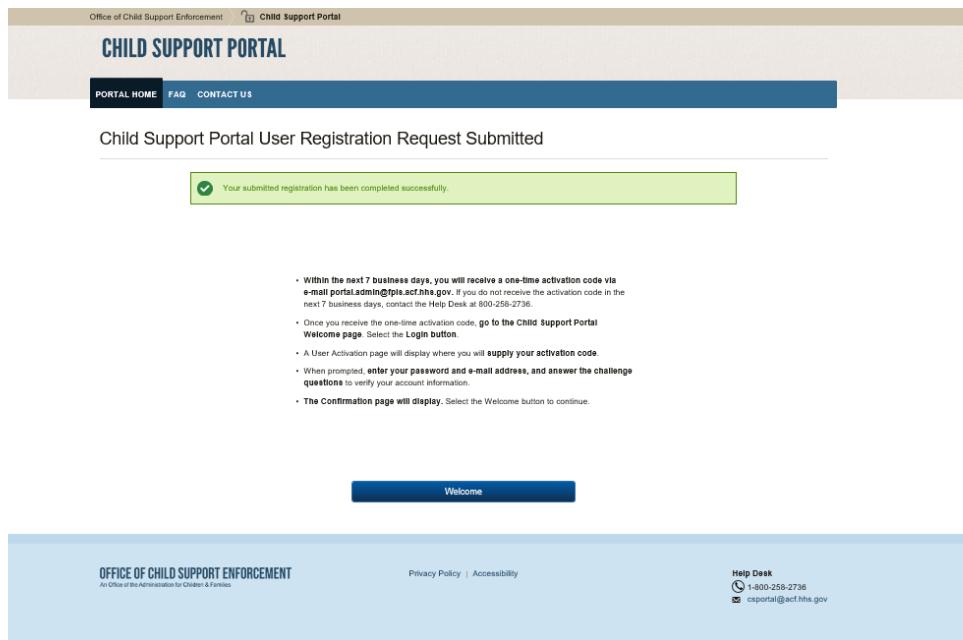
Confirm **Return to Make Changes**

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



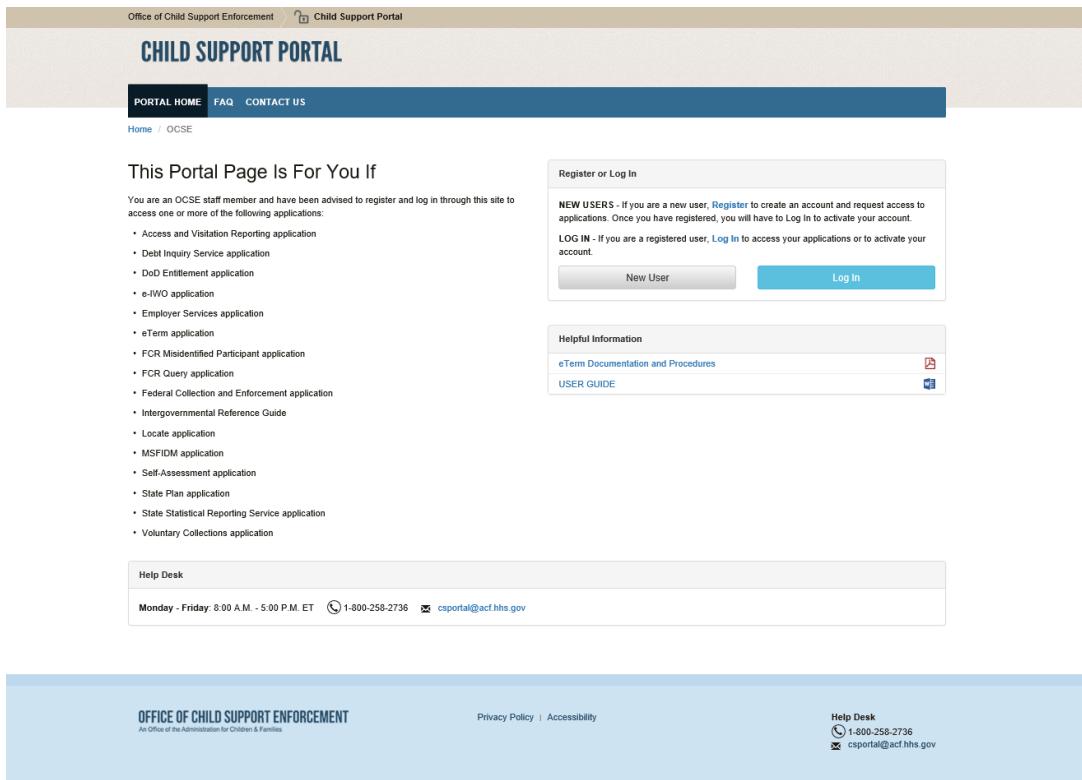
Click **Welcome** to navigate to the Welcome to the Child Support Portal page.

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.

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)

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

The screenshot shows the 'User Activation' page of the Child Support Portal. The page header includes the 'Office of Child Support Enforcement' logo and a 'Child Support Portal' link. Below the header, the 'CHILD SUPPORT PORTAL' logo is displayed. The main content area is titled 'User Activation' and is for User ID: cspocse1. It contains several input fields: 'Activation Code' (mandatory), 'Password' (mandatory), 'Email' (mandatory), and several optional questions with dropdown menus for answers: '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 'Submit' and 'Cancel' buttons. The footer of the page includes links to 'OFFICE OF CHILD SUPPORT ENFORCEMENT', 'Privacy Policy', 'Accessibility', 'Help Desk' (with phone number 1-800-258-2736 and email cspotal@acf.hhs.gov), and the 'Help Desk' logo.

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

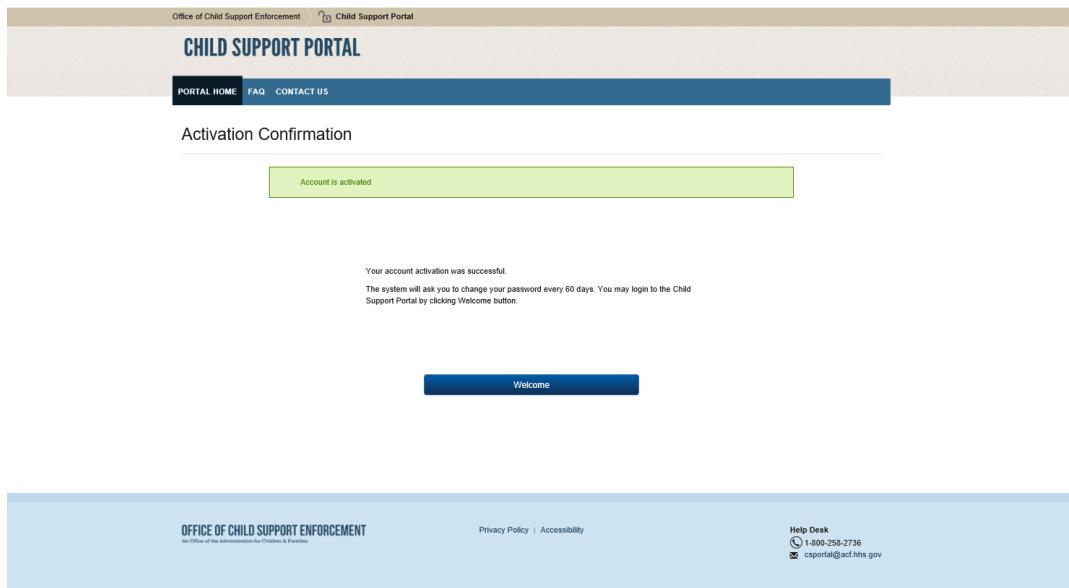
Chart 2-5: User Activation

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.

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

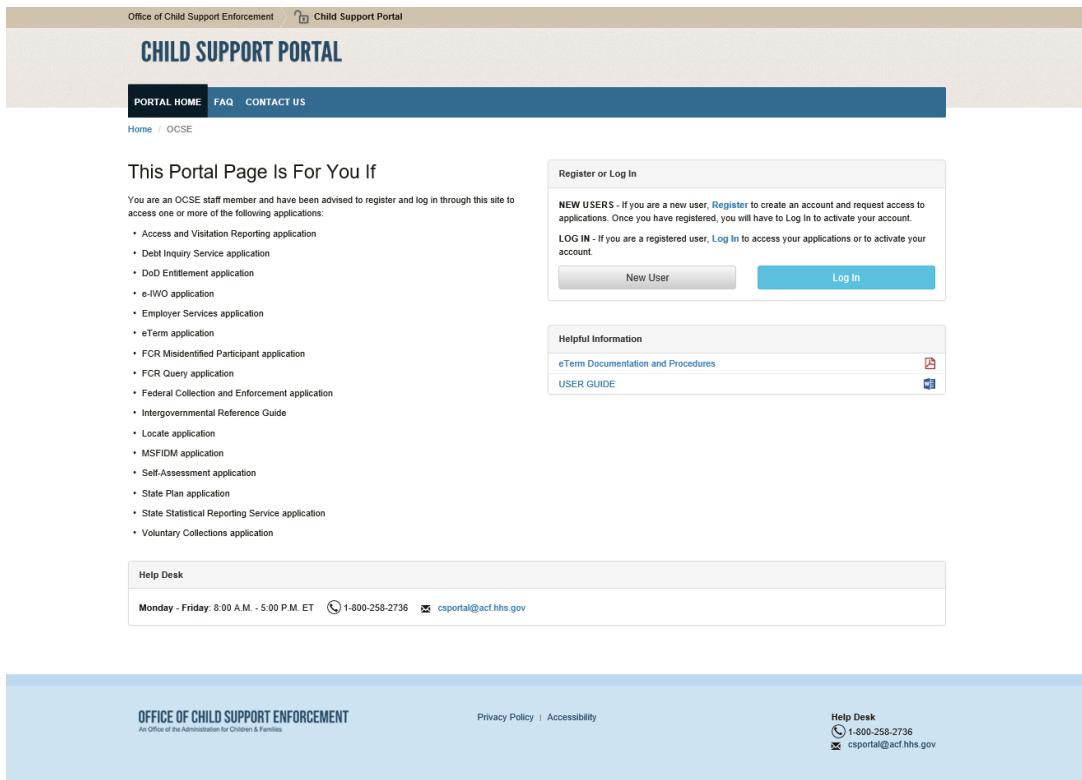


Figure 3-16: Login Certification

The screenshot shows the 'Login Certification' page of the Child Support Portal. At the top, there is a disclaimer: '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.' Below this is a list of terms of use. A checkbox labeled 'I Accept' is checked. Below the checkbox are two login options: 'Login using User ID:' with a text input field containing 'cspocse1' and a 'Forgot User ID?' link, and 'Login using PIV card (Insert PIV card)' with an 'i' information icon. At the bottom are 'Enter' and 'Cancel' buttons.

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

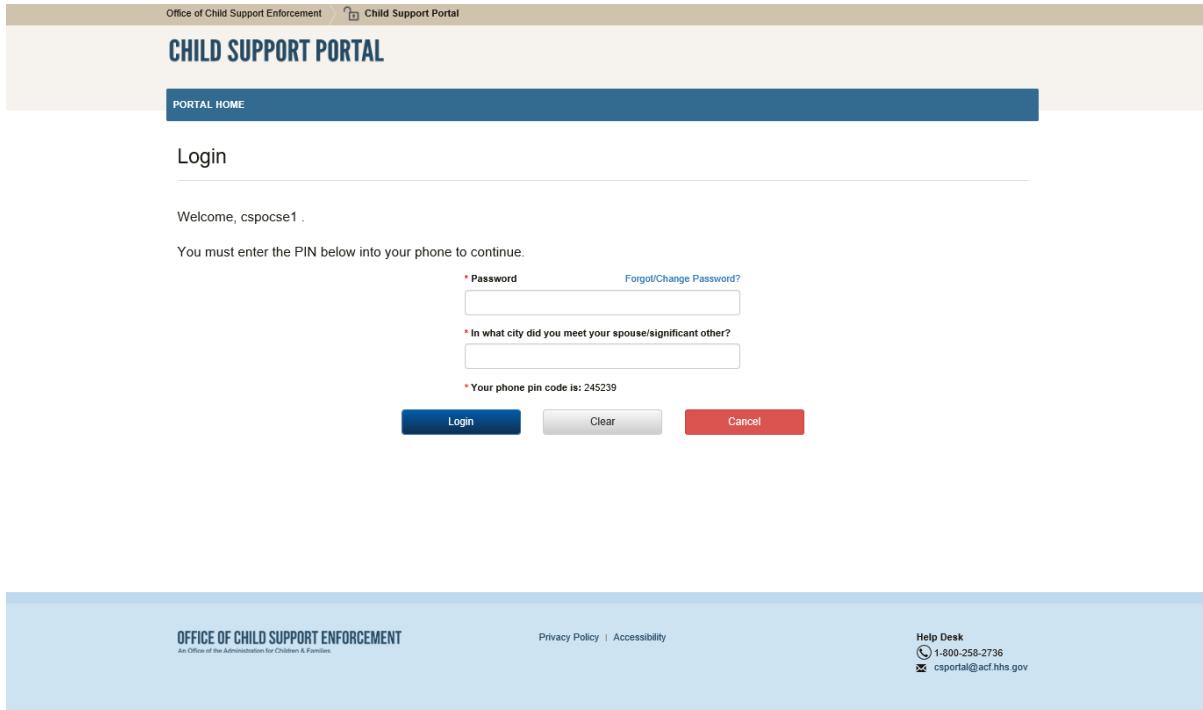
Chart 3-6: Login Certification

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.

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

Figure 3-17: Login – via Text



The screenshot shows the 'CHILD SUPPORT PORTAL' login page. At the top, there is a navigation bar with 'Office of Child Support Enforcement' and 'Child Support Portal'. Below the navigation bar, the 'CHILD SUPPORT PORTAL' logo is displayed. A blue header bar contains the text 'PORTAL HOME'. The main content area is titled 'Login'. It displays a welcome message 'Welcome, cspocse1.' and a instruction 'You must enter the PIN below into your phone to continue.' There are three input fields: 'Password' (marked with a red asterisk), 'Forgot/Change Password?', and 'In what city did you meet your spouse/significant other?' (also marked with a red asterisk). Below these fields is another input field for 'Your phone pin code is: 245239' (marked with a red asterisk). At the bottom of the form are three buttons: 'Login' (blue), 'Clear' (gray), and 'Cancel' (red).

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
csportal@acf.hhs.gov

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

Figure 3-18: Login – via Voice

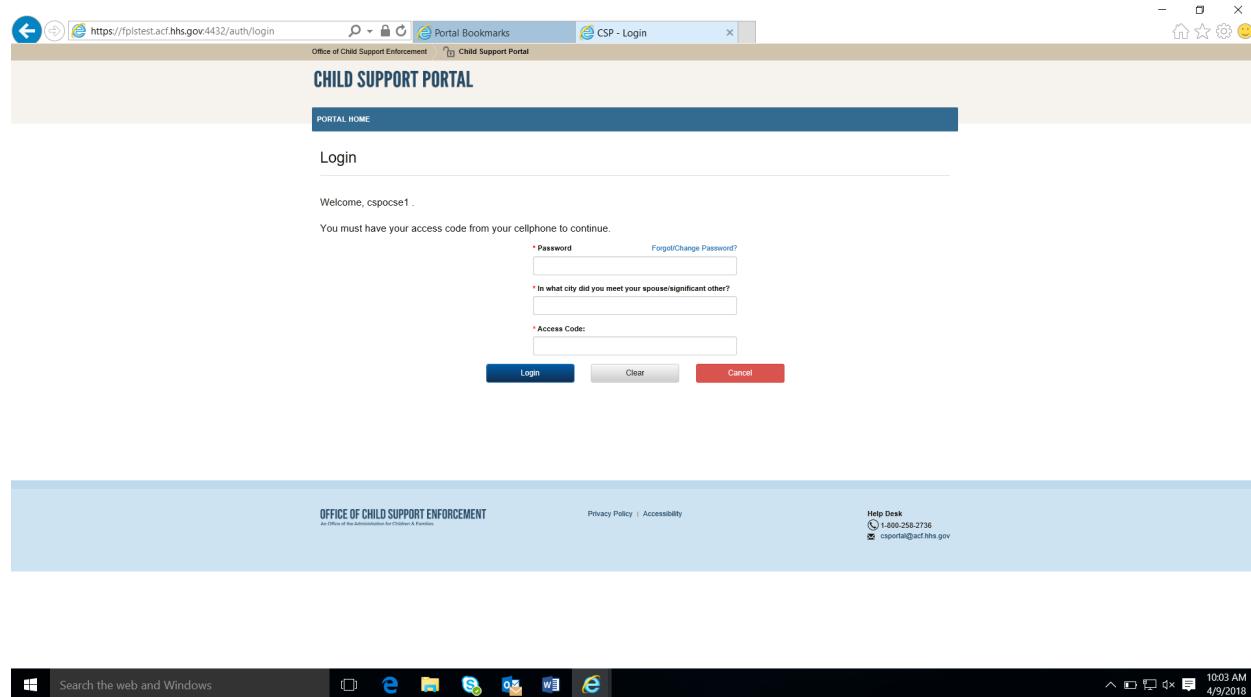


Chart 3-2 describes the functions available from the Login page.

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

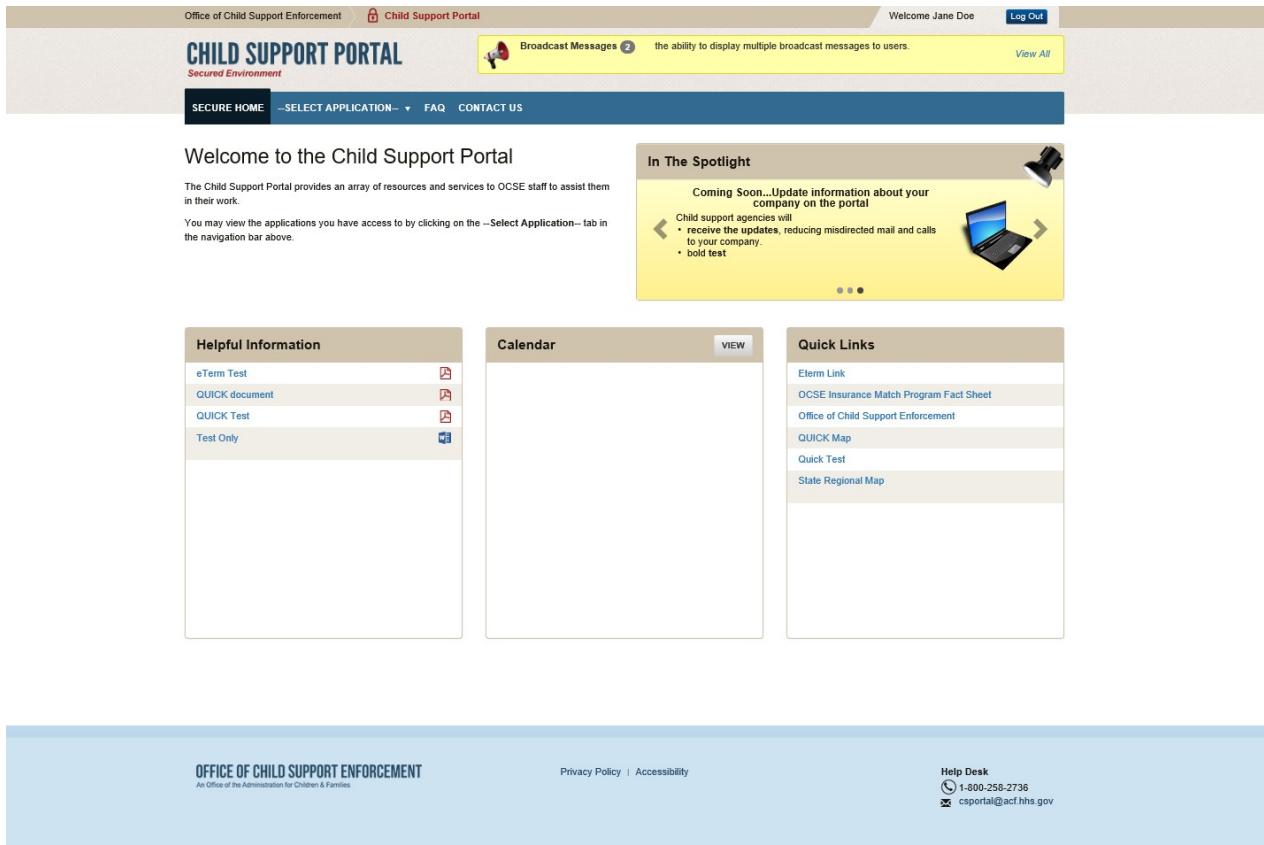


Chart 3-3 describes the functions available from the Child Support Portal Home page.

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

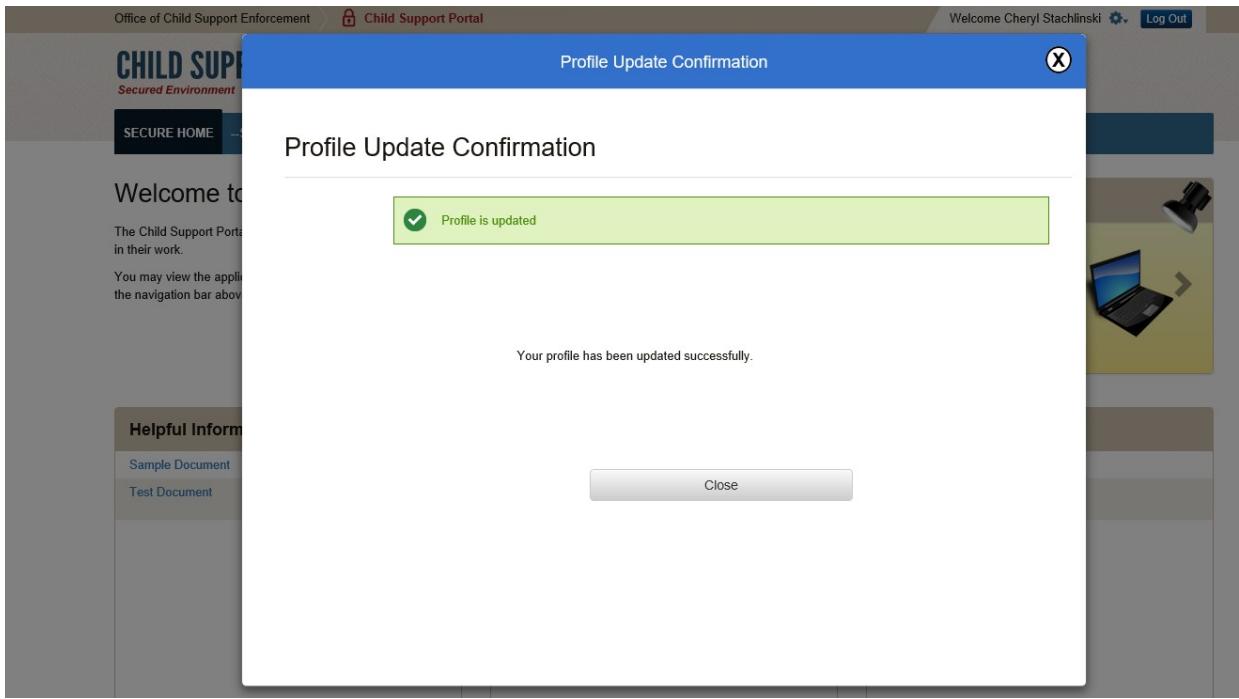
The screenshot shows the 'Profile Update' page of the Child Support Portal. The page is titled 'Profile Update' and contains two main sections: 'Update Personal Information and Work Location' and 'Update Security Information'. The 'Update Personal Information and Work Location' section includes fields for Phone Number (443-333-1234), Phone Ext, E-mail Address (testemail@test.com), Address Line 1 (123 Test), Address Line 2 (additional info), Address Line 3 (additional info), City (Test), State (Kansas), Zip Code (12365), and Zip Code Ext. The 'Update Security Information' section contains six security questions with their answers: Security Question 1 (In what city did you meet your spouse/significant other?) with Answer 1 (other); Security Question 2 (What is your favorite animal?) with Answer 2 (animal); Security Question 3 (What is your pet's name?) with Answer 3 (pet); Security Question 4 (Who was your childhood best friend?) with Answer 4 (friend); Security Question 5 (What is your favorite restaurant?) with Answer 5 (restaurant). At the bottom, there is a 'User Access Control' section with options for Voice or Text, and a 'Request' button. The right side of the screen shows a sidebar with a 'Coming Soon' message and contact information: 'Child support a... + receive the to your comp... + bold text', 'Deck', 'Office of Child Support Enforcement', 'An Office of the Administration', '4800-258-2736', and 'ocsportal@ocf.hhs.gov'.

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

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

Figure 4-21: Profile Update Confirmation

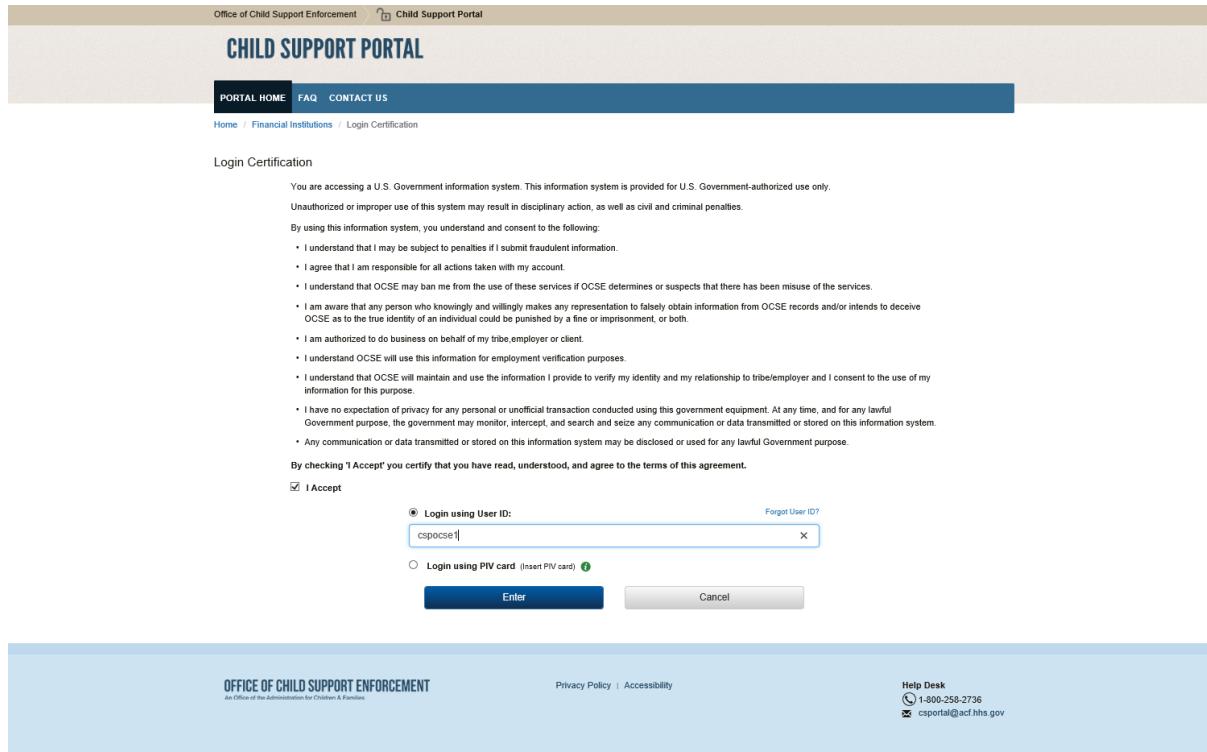


Click **Close** to return to the Welcome to Child Support Portal page

5. Credential Management

Figure 5-22 displays the Login Certification page.

Figure 5-22: Login Certification



Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL

PORTAL HOME FAQ CONTACT US

Home / Financial Institutions / Login Certification

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 tribe/employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to tribe/employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system.
- Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

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) [i](#)

[Enter](#) [Cancel](#)

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Privacy Policy | Accessibility

Help Desk
i 1-800-258-2736
e csportal@acf.hhs.gov

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

Chart 5-10: Login Certification

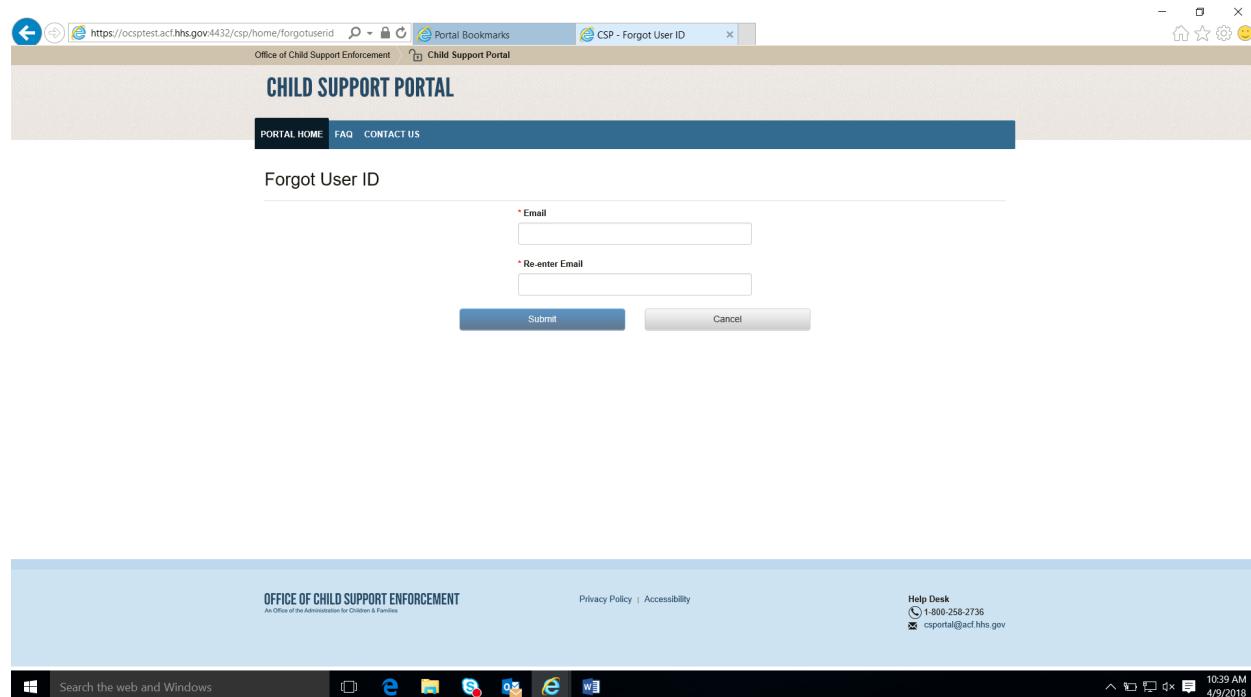
Element	Description
Cancel	Click to return to the This Portal Page Is For You If page

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



The screenshot shows the 'Forgot User ID' page of the Child Support Portal. The URL in the address bar is <https://ocsp-test.acf.hhs.gov:4432/csp/home/forgotuser>. The page title is 'CHILD SUPPORT PORTAL'. Below the title, there is a sub-header 'Forgot User ID'. There are two input fields: 'Email' and 'Re-enter Email', both with red asterisks indicating they are required. Below these fields are two buttons: 'Submit' and 'Cancel'. At the bottom of the page, there is a footer with the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, a 'Help Desk' section with a phone number (1-800-258-2736) and an email address (csp@acf.hhs.gov), and a Windows taskbar at the bottom.

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

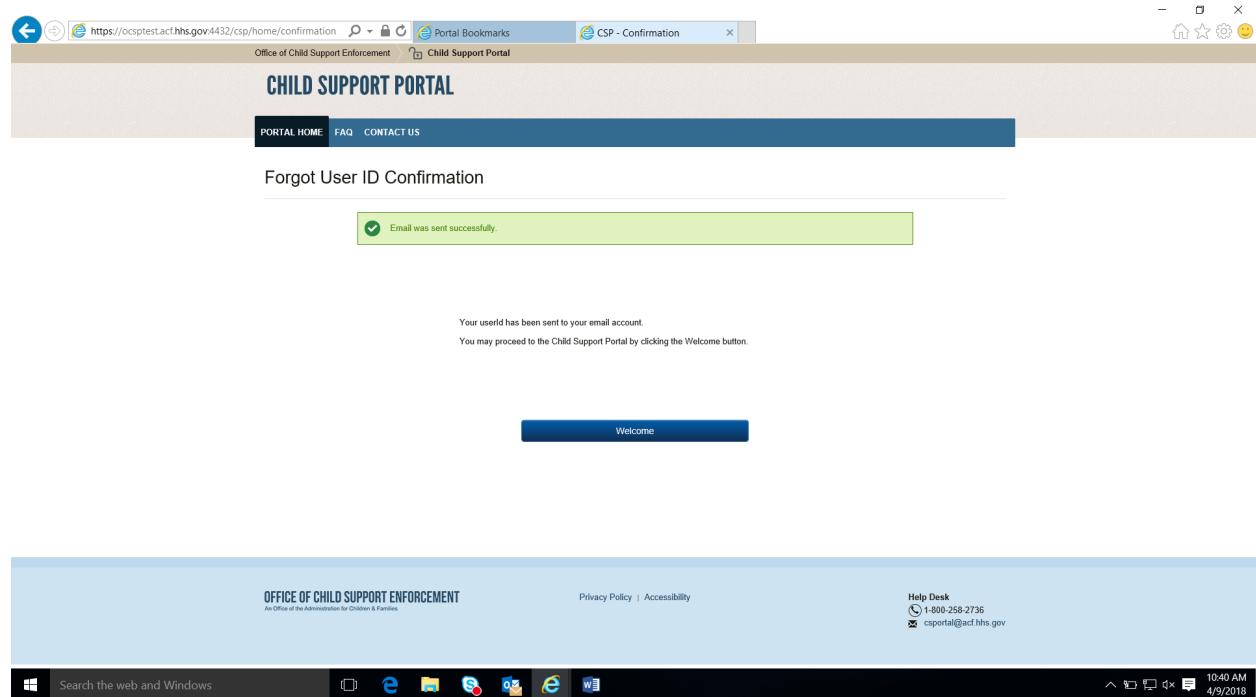
Chart 5-11: Forgot User ID

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.

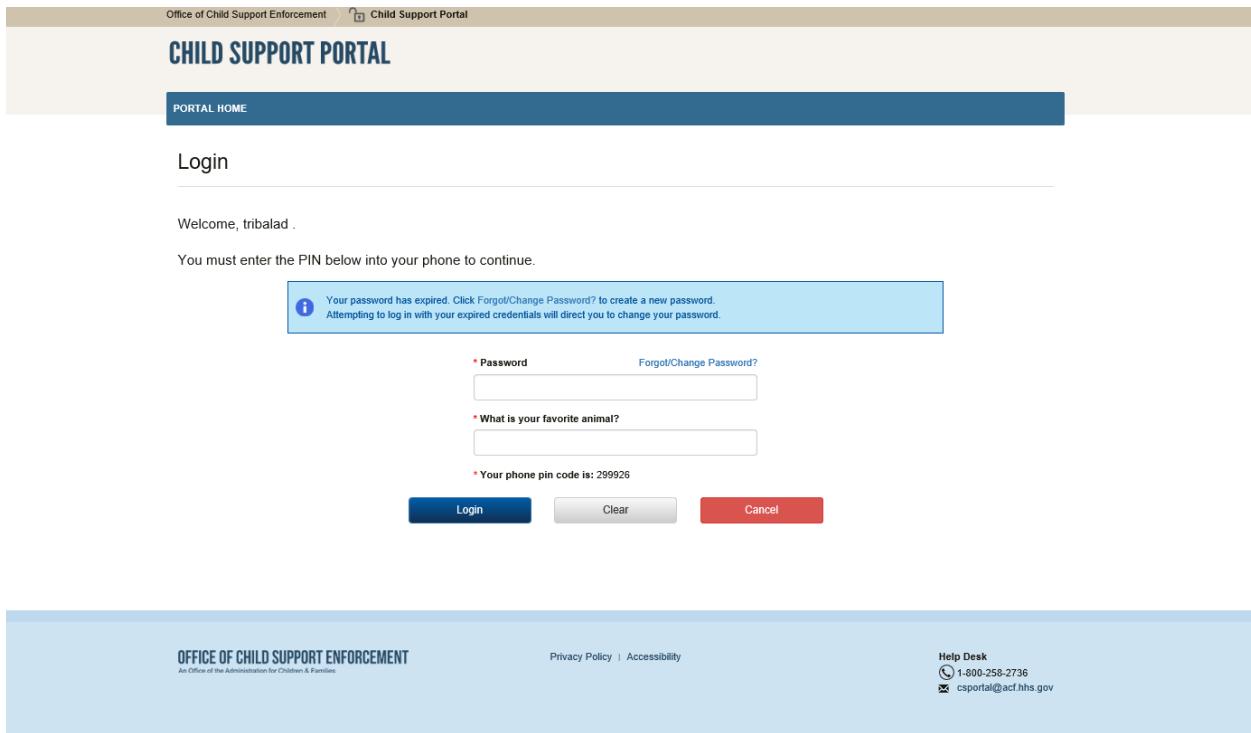
Figure 5-3 displays the confirmation that the system sent the ID to the user's email account.

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



Office of Child Support Enforcement | Child Support Portal

CHILD SUPPORT PORTAL

PORAL HOME

Login

Welcome, tribalad .

You must enter the PIN below into your phone to continue.

Info Your password has expired. Click Forgot/Change Password? to create a new password.
Attempting to log in with your expired credentials will direct you to change your password.

* Password [Forgot/Change Password?](#)

* What is your favorite animal?

* Your phone pin code is: 299926

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Help Desk
1-800-258-2736
csportal@acf.hhs.gov

Chart 5-12 describes the functions available from the Login – Forgot User ID page.

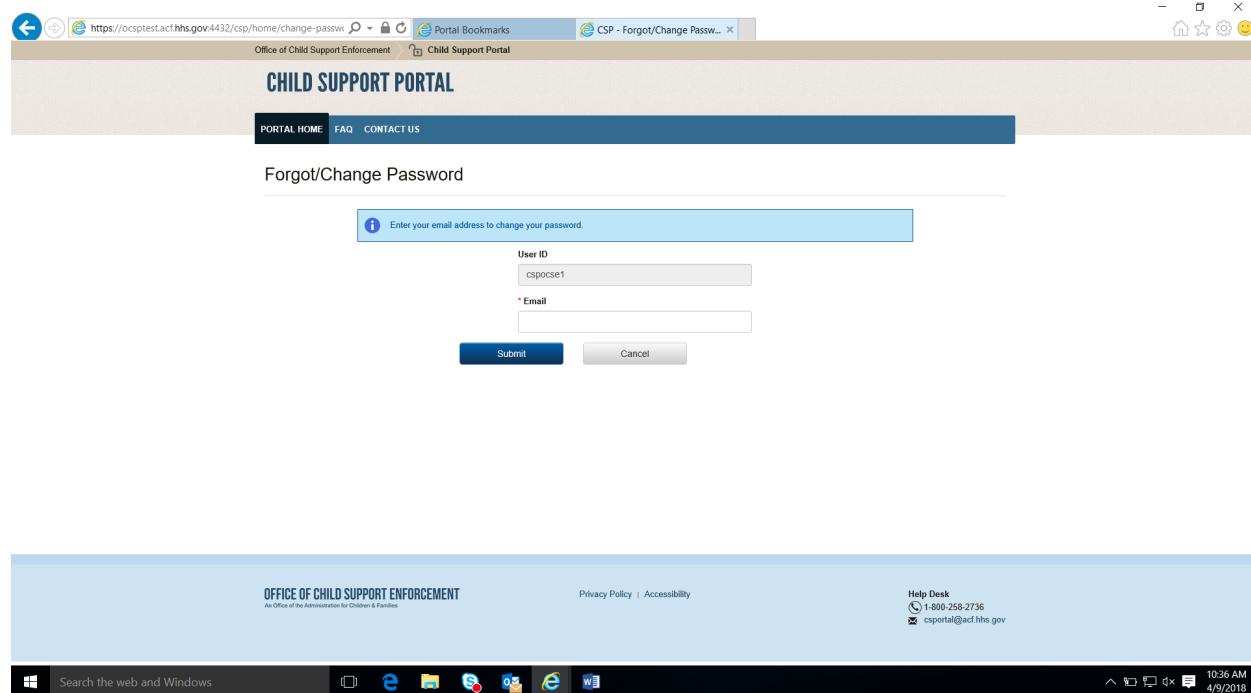
Chart 5-12: Login – Forgot/Change Password	
Element	Description
Login Guide	Opens screen that provides information on completing the Login Process
Password	Enter password
Forgot/Change Password?	Opens the Forgot/Change Password page
Challenge Question	Answer the challenge question
Access Code/ Your phone pin code is:	Enters 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 -26 displays the page to request a password reset.

Figure 5-26: Forgot/Change Password



The screenshot shows a web browser window with the URL <https://ocspstestact.hhs.gov:4432/csp/home/change-passw...> in the address bar. The page title is "CSP - Forgot/Change Passw...". The header includes the "Office of Child Support Enforcement" and "Child Support Portal". The main content is titled "CHILD SUPPORT PORTAL" and "Forgot/Change Password". The form contains fields for "User ID" (cspocse1) and "Email", with a note "Enter your email address to change your password." Below the form are "Submit" and "Cancel" buttons. The footer includes links for "Privacy Policy" and "Accessibility", and a "Help Desk" section with phone number 1-800-258-2736 and email cspornt@act.hhs.gov. The bottom of the screen shows the Windows taskbar with the date 4/9/2018 and time 10:36 AM.

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

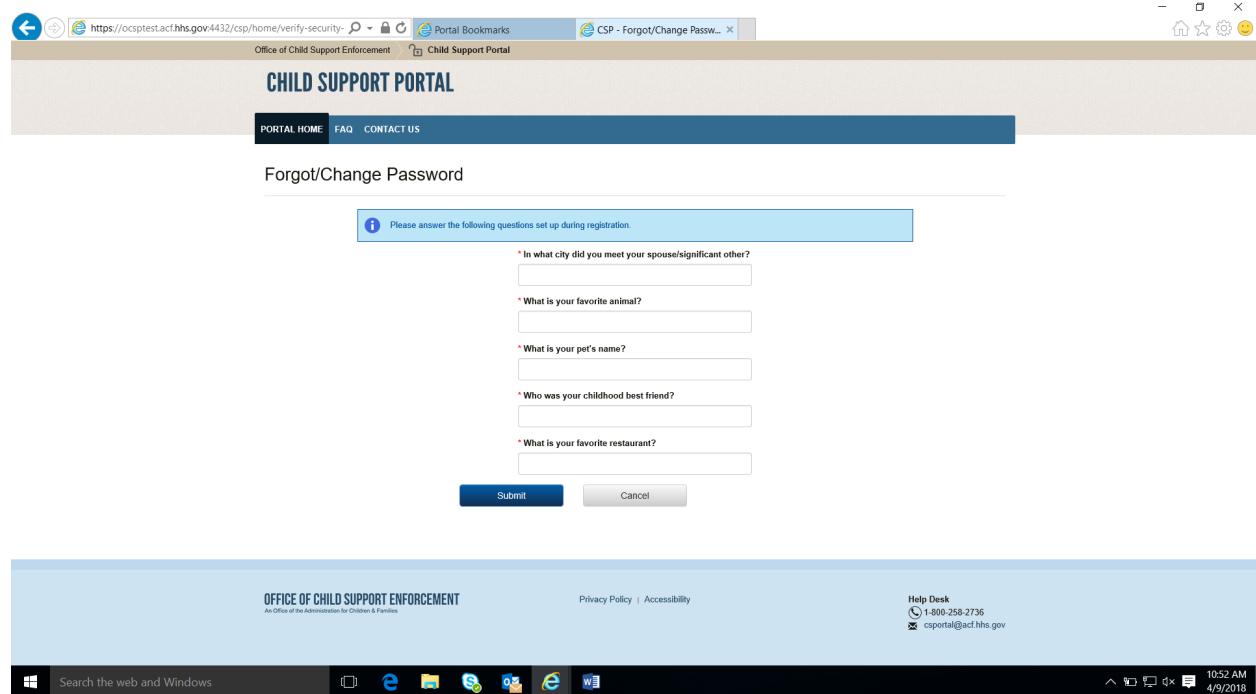
Chart 5-13: Login Forgot/Change Password

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.

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

Figure 5-27: Forgot/Change Password – Challenge Questions



The screenshot shows a web browser window for the Child Support Portal. The URL is https://ocpstest.acf.hhs.gov:4432/csp/home/verify-security-. The page title is "CSP - Forgot/Change Passw...". The main content area is titled "CHILD SUPPORT PORTAL" and "Forgot/Change Password". A blue box contains the instruction: "Please answer the following questions set up during registration." Below this are five questions with input fields:

- * 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?
- * What is your favorite restaurant?

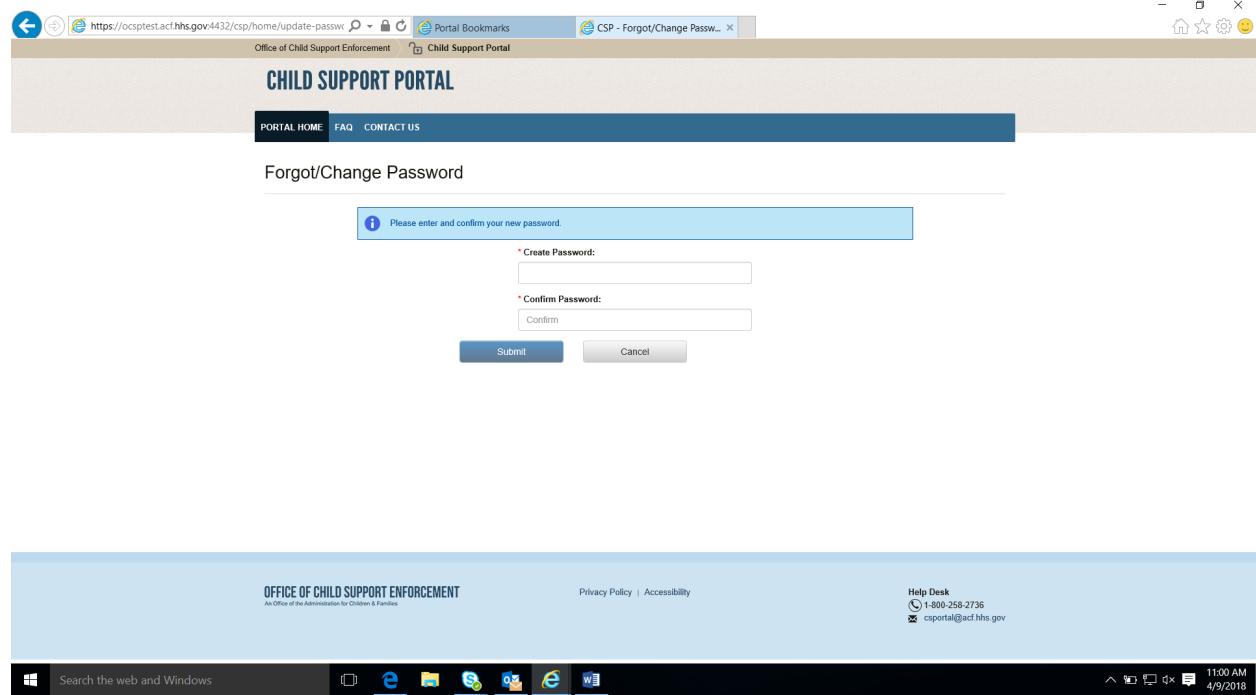
At the bottom are "Submit" and "Cancel" buttons.

The bottom of the screen shows the Windows taskbar with the Start button, a search bar, and various pinned icons. The system tray shows the date and time as 10:52 AM 4/9/2018.

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

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

Figure 5-28: Forgot/Change Password – Reset Password



The screenshot shows a web browser window for the Child Support Portal. The address bar shows the URL <https://ocsptest.acf.hhs.gov:4432/csp/home/update-password>. The page title is "CSP - Forgot/Change Passw...". The main content area is titled "CHILD SUPPORT PORTAL" and contains a "Forgot/Change Password" form. The form has two input fields: "Create Password" and "Confirm Password", both marked with a red asterisk indicating they are required. Below the fields are "Submit" and "Cancel" buttons. At the bottom of the page, there is footer information for the Office of Child Support Enforcement, including links to Privacy Policy and Accessibility, and contact information for the Help Desk (1-800-258-2736, caportal@acf.hhs.gov). The browser interface includes standard navigation buttons (back, forward, search, etc.) and a status bar showing the date and time (11:00 AM, 4/9/2018).

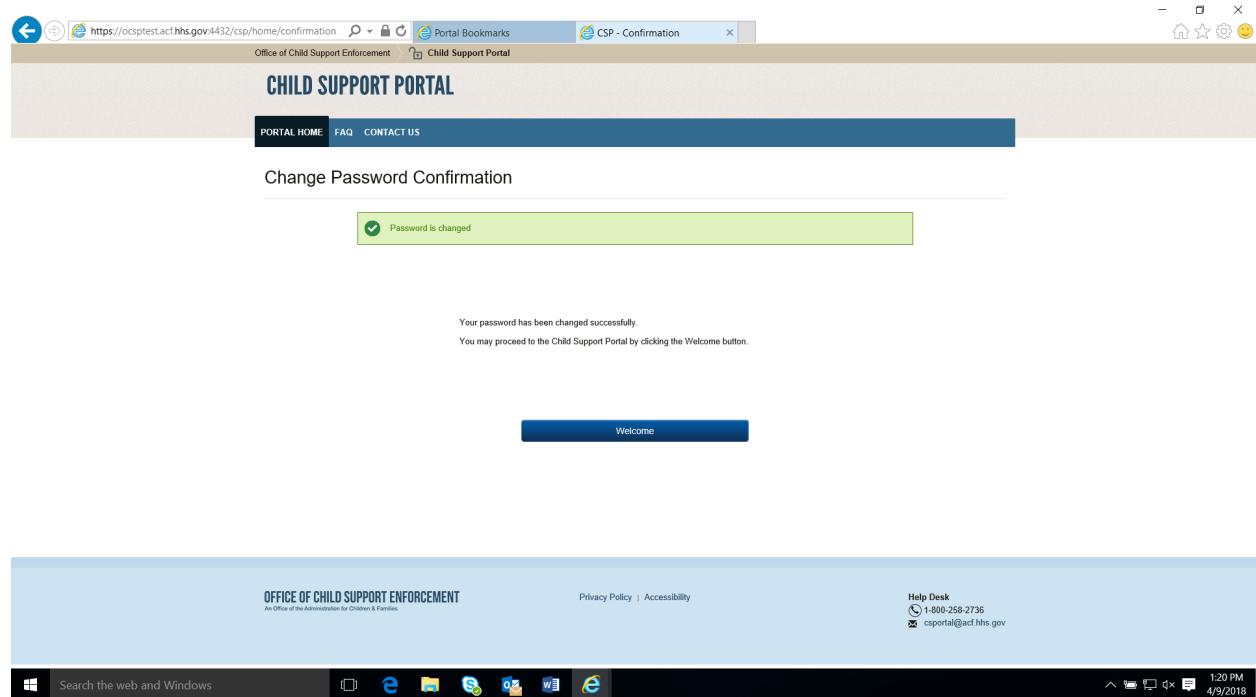
Chart 5-14 describes the functions available on the Forgot/Change Password – Reset Password page.

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.

Figure 5 -29 confirms the password change.

Figure 5-29: Change Password Confirmation

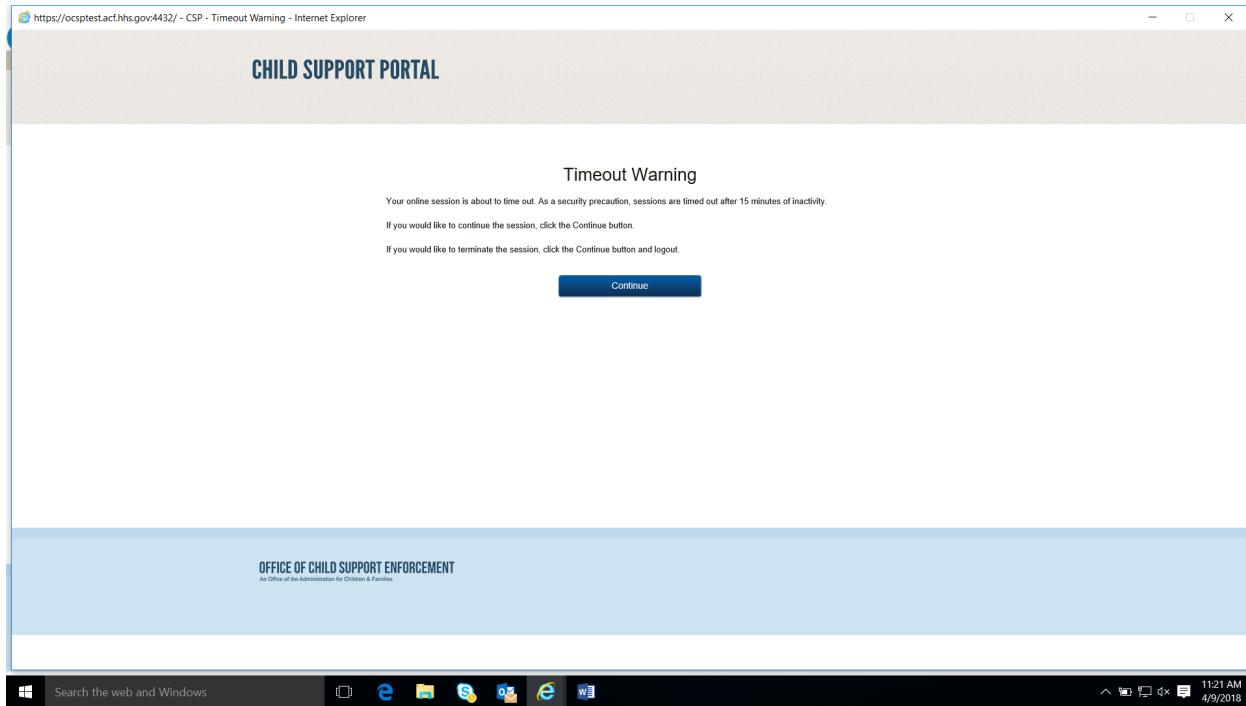


Click **Welcome** to open the Welcome to the Child Support Portal page.

6. General Pages

Figure 6-1 displays the timeout warning message.

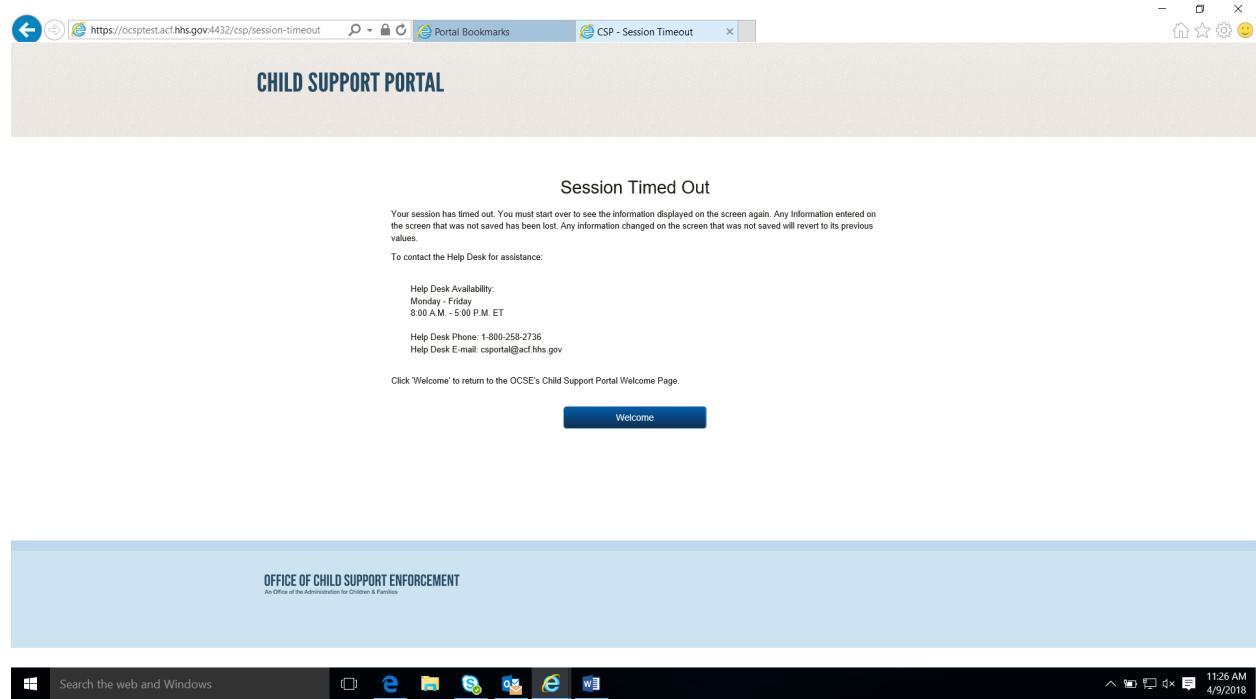
Figure 6-30: Timeout Warning



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

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

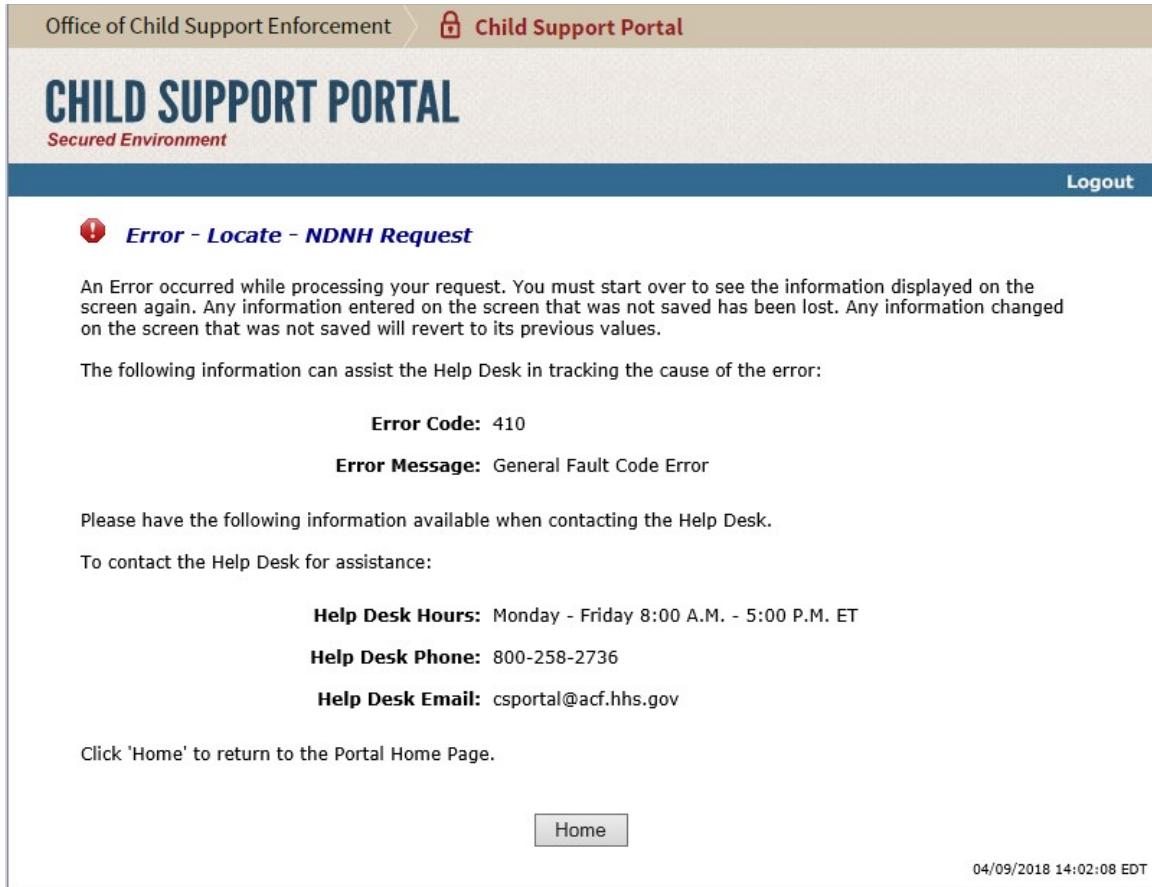
Figure 6-31: Session Timed Out



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

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

Figure 6-32: System Error



The screenshot shows a web page for the Child Support Portal. At the top, it says "Office of Child Support Enforcement" and "Child Support Portal". The main title is "CHILD SUPPORT PORTAL" with "Secured Environment" underneath. On the right, there is a "Logout" link. Below the title, there is an error message: "Error - Locate - NDNH Request" with an exclamation mark icon. The message states: "An Error occurred while processing your request. You must start over to see the information displayed on the screen again. Any information entered on the screen that was not saved has been lost. Any information changed on the screen that was not saved will revert to its previous values." It then says: "The following information can assist the Help Desk in tracking the cause of the error: Error Code: 410 Error Message: General Fault Code Error". It also provides contact information: "Help Desk Hours: Monday - Friday 8:00 A.M. - 5:00 P.M. ET", "Help Desk Phone: 800-258-2736", and "Help Desk Email: csportal@acf.hhs.gov". At the bottom, it says "Click 'Home' to return to the Portal Home Page." and has a "Home" button. The date and time "04/09/2018 14:02:08 EDT" are also at the bottom.

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 6-33: Account Locked (Credential Management and Activation Pages)

The screenshot shows the Child Support Portal login page. At the top, there is a navigation bar with 'Office of Child Support Enforcement' and 'Child Support Portal'. Below the navigation bar, the title 'CHILD SUPPORT PORTAL' is displayed. A blue header bar contains the text 'PORTAL HOME'. The main content area is titled 'Login'. It displays a welcome message 'Welcome, cspocse1.' and a note 'You must have your access code from your cellphone to continue.' A red error box contains the message 'Exceeded number of invalid login attempts. Your account has been locked. Contact the HelpDesk.' Below the error box are three input fields: 'Password', 'What is your pet's name?', and 'Access Code'. To the right of the 'Password' field is a link 'Forgot/Change Password?'. At the bottom of the form are three buttons: 'Login' (blue), 'Clear' (gray), and 'Cancel' (red).

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Help Desk
1-800-258-2736
csportal@acf.hhs.gov

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 6-34: Frequently Asked Questions

CHILD SUPPORT PORTAL

Frequently Asked Questions

If you have a question concerning use of the portal, look for an answer below. If you cannot find an answer to your question please refer to Contact Us.

FAQs are grouped according to categories.

Click on the category below to go to the associated questions.

1. ACCOUNT UPDATES
2. ACTIVATION
3. CREDENTIAL MANAGEMENT
4. GENERAL
5. LOGIN
6. REGISTRATION

ACCOUNT UPDATES

I am a registered user. Can I deactivate my account?

Yes. To deactivate your account, sign into the portal, select your name in the top ribbon bar, and choose Update Profile Info. On the Profile Update menu, select the Inactivate Account button. A confirmation screen will prompt you to accept the deletion.

I am a registered user. Can I change my last name?

No. You need to contact the help desk to change your last name.

I am a registered user. Can I change my employer's name?

No. If you wish to change your employer's name, you will have to re-register.

I am a registered user. Can I add a service?

You can request a new service to be added by contacting the help desk.

How do I change my password?

Select the Forget / Change Password link on the login page. You will need to answer challenge questions that were setup during registration.

Can I change the answers to my challenge questions?

Yes, you can change the answers to your challenge questions by selecting your name in the top ribbon bar, and choose Update Profile Info after you log in.

[Top of Page](#)

ACTIVATION

How long does it take for new members to obtain access to the Child Support Portal?

Once verification of your information is complete, you will receive a one-time use activation code via e-mail within seven business days. If it is past seven business days and you have not received your activation code, please contact the help desk.

I forgot my activation code, how can I activate my account?

You need to contact the help desk.

I submitted my registration request two weeks ago and have yet to receive my activation code. What should I do?

You need to contact the help desk.

[Top of Page](#)

CREDENTIAL MANAGEMENT

How do I change my password?

Select the Forget / Change Password link on the login page. You will need to answer challenge questions that were setup during registration.

I forgot my username and password, how can I access my account?

Select the Forget User ID link on the login page. You will need to provide your e-mail address.

[Top of Page](#)

GENERAL

What if my question isn't on the list? I checked the list, conducted a search and still can't find what I want. How do I ask a question?

If your question isn't on the list, please contact the help desk.

[Top of Page](#)

LOGIN

Can I sign in once to access several online services under the Child Support Portal?

Yes. Once you successfully register with this portal using a single sign-on, you can access all online services you are authorized to use.

How often do I need to change my password?

Every 90 days, the system will prompt you to change your password.

How many concurrent sessions can I run?

One.

Do I need a PIV card to access the Child Support Portal?

Federal employees and federal contractors are required to use a PIV card. PIV cards from other users will not be accepted. If you are not a federal employee or contractor, sign on to the Child Support Portal by using your portal registration user ID and password.

[Top of Page](#)

REGISTRATION

How much does it cost to register to this online service?

Registration is free.

How long does it take to complete the online registration process?

The registration process takes about seven minutes, provided you are able to complete all required fields.

Can I interrupt the registration process and continue at a later time?

No, you will need to start the Registration process again.

Can I change my employer information before activating my account?

No. Only after your account is active will you be able to update employer details in your account.

How is my personal information protected?

Your personal information will be stored discreetly, given out, used, or treated unless required for law enforcement or by statute.

Do I need to remember all my challenge questions?

You need to remember your answers to log in to the system and to activate your account.

[Top of Page](#)

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U.S. Office of the Secretary of Health and Human Services

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

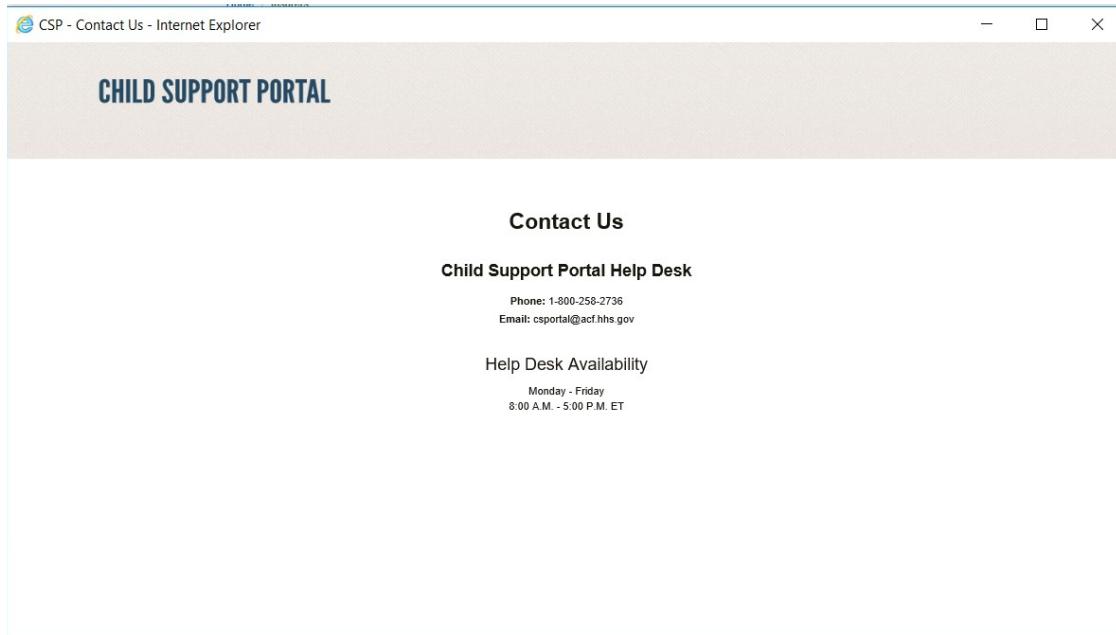


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

Figure 6-7: Security Alert – User Accepts Certificate



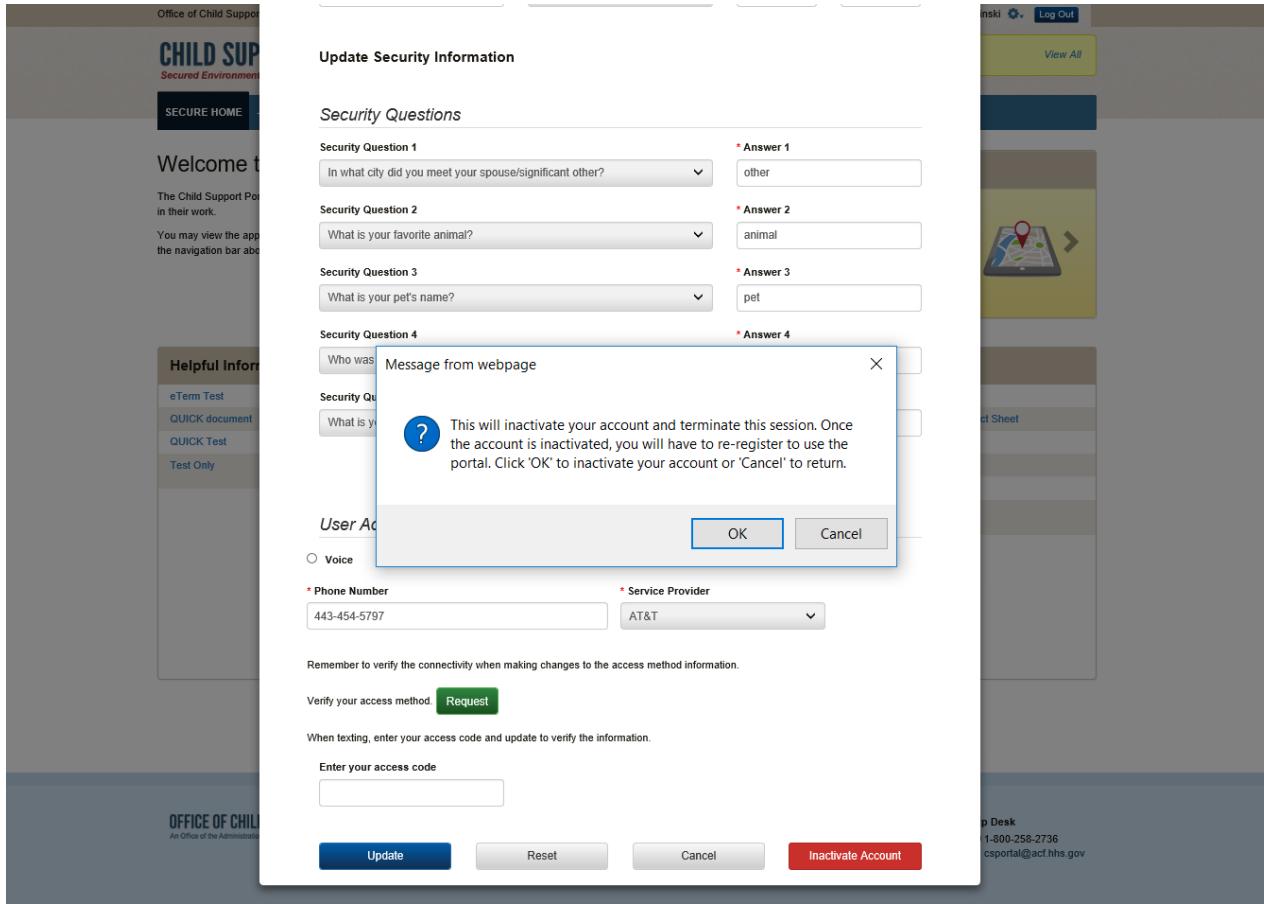
Click **Yes** to open the Welcome to Child Support Portal.

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.

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.