**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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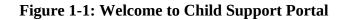
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## 1. Registration

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



Welcome to the Child S	•••		
	nternet portal for states, tribes, employers, insurers, f are available to you, and to log into the Portal, click o		nd and receive vital information concerning child
Employers	Federal Agencies	Financial Institutions	Insurers
Employers may use the Portal to provide information about employees who are eligible to receive a lump sum payment, have terminated employment, provide contacts and addresses and other information about their company. Multistate employers may register to identify the state where all newly and rehired employees will be reported. All of the information provided is shared with child support agencies.	Authorized federal agencies and research partners may use the Portal to securely exchange files with OCSE. If your federal agency has recently gained connectivity to the Portal, you will need to register to create an account.	Multistate financial institutions and transmitters may use the Portal to exchange information with OCSE for the Multistate Financial Institution Data Match Program. You may also use the Portal to update your contact information.	Insurers may use the Portal to access the Debt Inquiry Service application to provide child support agreencies with information about claimants or beneficiaries who are eligible to receive lump sum payments.
GO>	GO>	GO>	GO>
Interfrequotial Authorized child support workers from other countries may use the Portal to access the intergovernmental Reference Guide (IRG) for State and Tribal Child Support Profile Questions, as well as State. Tribal, OCSE, and International contact information.	Authorized OCSE staff may use the Portal to access an array of resources and services for authorized business purposes.	The Portal provides registered users access to the intergovernmental Reference Quide, Access and Visitation Reporting, Data Access for Research, and State Statistical Reporting Service applications. If you are a child support professional, contact your state administrator to access the Portal.	These The Portal provides registered tribal child support caseworkers and managers online access to the Foderal Case Registry, Department of Defense, and other federal agency locate information. You may register only after your this provides OCS ski with the required agreements.
	system that can only be accessed by authorized user		

**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 <b>GO</b> 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.

Office of Child Support Enforcement Office Of Child Support Portal						
CHILD SUPPORT PORTAL	CHILD SUPPORT PORTAL					
PORTAL HOME FAQ CONTACT US						
Home / OCSE						
This Portal Page Is For You If Yea are an CSE staff member and have been advised to register and log in through this site to access one or more of the following applications.	Register or Log In NEW USERS - If you are a new user, Register applications. Once you have registered, you wi					
Access and Visitation Reporting application     Debt Inquiry Service application     DoD Entitlement application     e-tW0 application	LOG IN - If you are a registered user, Log In to account. New User	b access your applications or to activate your Log In				
Employer Services application     eTerm application     FCR Misidentified Participant application	Helpful Information	ß				
FCR Query application     Federal Collection and Enforcement application     Intergovernmental Reference Guide	USER GUIDE	2 1				
Locate application     MSFIDM application     Self-Assessment application						
State Plan application     State Statistical Reporting Service application     Voluntary Collections application						
Help Desk						
Monday - Friday: 8:00 A.M 5:00 P.M. ET 🕓 1-800-258-2736 👿 csportal@acf.hhs.gov						
OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy As Office of the Administrative for Children & Parelines	I Accessibility	Help Desk ∬ 1:800-258-2736 ॼ csportal@acf.hhs.gov				

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.		

PORTAL HOME FAQ CONTA	CT US			
Child Support Po	rtal User Registratio	n		
Registration Steps 1) Enter Viser Afficiation 2) Request Access to Services 3) Personal Information 4) Enter Security Information	Enter User Affili Endbyg Endbyg Financial Institution Insurer International Ostates Tribe			
OFFICE OF CHILD SUPPORT F	NFORCEMENT	Privacy Policy   Accessibility	Help Desk © 1.400-258-2736 ☎ csportal@act.hhs.gov	

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.

Office of Child Support CHILD SU PORTAL HOME F/	PPORT PORTAL			
Child Sup Registration St 1) Enter User Affili 2) Request Access 3) Personal Informa 4) Enter Security In	tion OCSE to Services ation Enter OCSE Su formation * Select OCSE Sub- Select-	iliation v ub-Group Information group		
	Regional Suppor Technical Suppo	t staff nt staff		
OFFICE OF CHILD An Office of the Administration	SUPPORT ENFORCEMENT for Children & Families	Privacy Policy   Accessibility	Help Desk ⑤ 1-800-258-2736 ☎ csportal@acf.hhs.gov	

#### 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)	<ul> <li>Employer, Insurer, and Financial Institution: FEIN</li> <li>Federal Agency: Agency name</li> <li>Tribe: Tribe name</li> <li>International: Country name</li> <li>State: State name</li> </ul>		

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

) Enter User Affiliation	
	OCSE 🗸
) Request Access to Services	
Personal Information	Enter OCSE Sub-Group Information
) Enter Security 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 Inguiry.)
	View of enter information about debities who are englished to receive a payout (Debt inquiry )     Request monthly entitlement payment information for active and reservist service members.(DoD Entitlement)
	Request monantly enablement payment monanation for active and reserves service memory. Solo Enablement     Send and receive child support documents and UIFSA forms electronically.(Electronic Document Exchange)
	Conclusion Control man composition of the Control of Control
	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)

#### 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.)

	Self-Assessment System is a software appl	ication used by the OCSE Division of Performance	e and Statistical Analysis (DPSA) staff to track		
Registration Steps	OCSE Self-Assessment Reports and Regional Review Reports submitted annually by state and regional offices (Self-Assessment)				
1) Enter User Affiliation	States may submit their State Plans and O	CSE may review and approve State Plans.(State	Plan)		
2) Request Access to Services	Access state semi-annual reports and mont	hly New Hire and Multi-State Employer Registry i	reports.(State Statistical Reporting System)		
3) Personal Information	Record collection information provided by the	ne States(Voluntary Collections)			
4) Enter Security Information	Search employer information in the NDNH and identify employers that participate in e-IWO.(eEmployer)				
	Enter Personal Information a	nd Work Location			
	* First Name	MI Last Name			
	Enter your first name	Enter your last r	name		
	* Address Line 1	Address Line 2	Address Line 3		
	Enter number and street	additional info	additional info		
	* City	* State	* Zip Code Zip Code Ext		
	Enter City	-Select-	12345 1234		
	* Phone Number	Phone Ext * E-mail Address			
	XXX-XXX-XXXX	username@con	npany.com		
	* My FEIN Where do I find this?	* Access Code			
	XXXXXXXXX	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			
	• My Employer Name Where do I find this?				
	Enter Employer Name 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 su				
	* Last 4 of SSN	received the call.			
	XXXX	Voice     O Text			
	* Date of Birth	* Phone Number	Phone Ext:		
	MM/DD/YYYY mi	Enter Work Phone Number			

## 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.

4) Enter Security Information	Enter Security Information		
	Create User ID	Confirm User ID	
	Enter User ID Here	Confirm	
	* Create Password	Confirm Password	
		Confirm	
	Enter Security Questions Security Question 1	* Answer 1	
	In what city did you meet your spouse/significant other?	Enter your answer here	
	Security Question 2	Answer 2	
	What is your favorite animal?	Enter your answer here	
	Security Question 3	* Answer 3	
	What is your pet's name?	Enter your answer here	
	Security Question 4	Answer 4	
	Who was your childhood best friend?	Enter your answer here	
	Security Question 5	Answer 5	
	What is your favorite restaurant?	Enter your answer here	
	Submit Cancel		
OFFICE OF CHILD SUPPORT ENFORCEMENT	VT Privacy Policy   Accessibility	Help Desk ⓒ 1-800-258-2736 ☎ csportal@acf.hhs.go	,

Figure 1-7:	<b>Child Support P</b>	ortal 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.

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-mall Address:	cheryl.stachlinski@csp.ssa.gov
Phone Number - Extension:	123-456-7899
Last 4 of \$\$N:	1111
FEIN:	123456789
Employer Name:	Leidos
Date of Birth:	07/16/1975
Accese Device: Phone Number: Phone Ext:	Phone Voice 443-454-5797
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 <b>Phone Verification</b> button. The system will call the phone number you p from your screen on your phone keypad.	rovided. When prompted, enter the phone PIN code displayed
Request phone verification Phone Verification	
Your phone PIN code is: 403106	

#### 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)**

	Child Support Portal User Registration: Review				
Your phone verification is successful. Please click of	onfirm 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:					
Address Line 3: City, State:	Baltimore, MD				
Zip Code Full:	12333				
Country:	USA				
E-mall Address:	cheryl.stachlinski@csp.ssa.gov				
Phone Number - Extension:	123-456-7899				
Last 4 of SSN:	1111				
FEIN:	123456789				
Employer Name: Date of Birth:	Leidos 07/16/1975				
bale of birdi.	07/10/13/3				
Access Code					
	Dhane Vision				
Access Device:	Phone Voice				
Access Device: Phone Number:	Phane Voice 443-454-5797				
Access Device: Phone Number:					
Access Davice: Phone Number: Phone Ext:					
Access Device: Phone Number: Phone Ext: Security Information					
Access Device: Phone Number: Phone Ext: Security Information	443-454-5797				
Access Borton Phone Number: Security Information User to: Security Questions	443-454-5797				
Access Davide: Phone Number: Phone Ext: Security Information User Id: Security Questions In what did you meet your spousehignificant other?	443-454-5797 CSPOCSE1				
Access Borlos: Phone Number: Phone Ext: Security Information User Id: Security Questions In what diy did you meet your spouse/significant other? What is your far anne?	443-454-5797 CSPOCSE1 other animal pet				
Access Davids. Phone Number: Phone Number: Security Information User Id: Security Questions In what in your factors anima? What is your performan? What is your performan?	443-454-5797 CSPOCSE1 other animal pet fitend				
Access Barlos: Phone Number: Phone Ext: Security Information User Id: Security Questions In what of your favore spouse isignificant other? What is your favore maintail? What is your favore maintail? What is your favore maintail? What is your favore restaurant? Verify Access Control The system will ask you to verify that the phone number you provided on the User Re	443-454-5797 CSPOCSE1 other enimal eti field restaurant giatration page connects successfully.				
Access Device: Phone Number: Phone Number: Phone Ext: Security Information User Id: Security Questions In what of your forsonic animal? What is your forsonic animal? What is your forsonic animal? What is your favorite restauran? Verify Access Control The system will ask you to verify that the phone number you provided on the User Re Click the Phone Vertification button. The system will call the phone number you provided	443-454-5797 CSPOCSE1 other enimal eti field restaurant giatration page connects successfully.				
Security Questions In what city did you meet your spousehispiticant other? What is your favorite name? What is your favorite restauran? What is your favorite restauran? Verify Access Control The system will ask you to verify that the phone number you provided on the User Re Click the Phone Verification button. The system will call the phone number you provide you prov tom your screen on your phone keypad.	443-454-5797 CSPOCSE1 other enimal eti field restaurant giatration page connects successfully.				

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.

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

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

Office of Child Support Enforcement	lid Support Portal	
CHILD SUPPORT PORT/	IL .	
PORTAL HOME FAQ CONTACT US		
Home / Financial Institutions / Login Certificati	on	
Login Certification		
You are accessing a U.S. Go	ernment information system. This information system is provided for U.S. Government-authorized	d 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 syst	m, 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 responsi	le for all actions taken with my account.	
I understand that OCSE m	ay ban me from the use of these services if OCSE determines or suspects that there has been m	isuse of the services.
	n who knowingly and willingly makes any representation to falsely obtain information from OCSE by of an individual could be punished by a fine or imprisonment, or both.	records and/or intends to deceive
I am authorized to do busi	tess on behalf of my tribe, employer or client.	
I understand OCSE will us	e this information for employment verification purposes.	
<ul> <li>I understand that OCSE w information for this purpose</li> </ul>	II maintain and use the information I provide to verify my identity and my relationship to tribe/emp a.	loyer and I consent to the use of my
	ivacy for any personal or unofficial transaction conducted using this government equipment. At an government may monitor, intercept, and search and seize any communication or data transmitted	
Any communication or dat	a transmitted or stored on this information system may be disclosed or used for any lawful Govern	nment purpose.
By checking 'I Accept' you	ertify that you have read, understood, and agree to the terms of this agreement.	
I Accept		
	Login using User ID: Forgot	User ID?
	cspocse1	×
	Login using PIV card (Insert PIV card)	
	Enter Cancel	
OFFICE OF CHILD SUPPORT ENFORCEM As Office of the Administrations for Oxforce A Fermion	ENT Privacy Policy   Accessibility	Heip Desk ⊙ 1-800-258-2736 ≌ csportal@acf.hhs.gov

#### 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		
Ι	Provides extra information about PIV card access		
(Information Link)			

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

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

Office of Child Support Enforcement 🔿 🍗 Child Support Porta	1			
CHILD SUPPORT PORTAL				
PORTAL HOME FAQ CONTACT US				
User Activation				
For User ID: cspocse1				
	* Activation Code			
	* Password	Forgot/Change Password?		
	* Email			
	* In what city did you meet you	r spouse/significant other?		
	* What is your favorite animal?			
	* What is your pet's name?			
	• Who was your childhood best	friend?		
	* What is your favorite restaura	nt?		
Su	ıbmit Canc	el		
OFFICE OF CHILD SUPPORT ENFORCEMENT As Office of the Administration for Chatters A Farmine	Privacy Policy	Accessibility	Help Desk ⓒ 1-800-258-2736 ☞ csportal@acf.hhs.gov	

#### 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				

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

Office of Child Support Enforcement	nt Portai		
CHILD SUPPORT PORTAL			
PORTAL HOME FAQ CONTACT US			
Activation Confirmation			
The	raccount activation was successful. system will ask you to change your password every 60 days. You may login to the Child port Portal by clicking Wolcome button.		
	Welcome		
OFFICE OF CHILD SUPPORT ENFORCEMENT As Office of the Administration for Children & Foreigne	Privacy Policy : Accessibility	Help Desk () 1:000-258-2736 g csportal@acf.hhs.gov	

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

Office of Child Support Enforcement Dflice of Child Support Portal			
CHILD SUPPORT PORTAL			
PORTAL HOME FAQ CONTACT US			
Home / OCSE			
This Portal Page Is For You If	Register or Log In		
You are an OCSE staff member and have been advised to register and log in through this sile to access on or more of the following applications: • Access and Visitation Reporting application • DoD Entimement application • DoD Entimement application • Entiphyer Services application • Entiphyer Services application • Erd Musientified Participant application • Erd Guery application • Ford Audeev application • Erderal Codection and Enforcement application • Intergovernmental Reference Guide • Locate application • Safer Asplication • Safer Asplication • Safer Assessment application • Safer Assessment application	NEW USERS - If you are a new user, Register applications. Once you have registered you w LOG IM - If you are a registered user, Log In account. New User Helpful Information eTerm Documentation and Procedures USER GUIDE	ill have to Log In to activate your account.	
Help Desk			
Monday - Friday: 8:00 A.M 5:00 P.M. ET 🚫 1-800-258-2736 🕱 csportal@acf.hhs.gov			
OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy Ar Office of the Administration for Colderes & Pandias	Accessibility	Help Desk State of the test of test	

#### Figure 3-16: Login Certification

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<ul> <li>1 ulerstand to CSC will use the information for melloyment verification provide to verify my identify and my relationship to brokemployses and I consent to the use of my.</li> <li>1 uberstand to LSC will maintain and use the information is provide to verify my identify and my relationship to brokemployses and I consent to the use of my.</li> <li>1 uberstand to LSC will maintain and use the information is provide to verify my identify and my relationship to brokemployses and I consent to the use of my.</li> <li>1 uberstand to LSC will maintain and use the information system may be disclosed or used for any lawful.</li> <li>1 uberstand to a data transmitted or stored on the information or data transmitted or stored to insentification or data transmitted or stored on the information or data transmitted or stored on transmitted or stored or mainter or tra</li></ul>	<ul> <li>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</li> </ul>				
<ul> <li> <ul> <li> <ul></ul></li></ul></li></ul>	<ul> <li>I am authorized to do business on behalf of my tribe employer or client.</li> </ul>				
information for this purpose. • does not expectable of privacy progressed or unofficial transaction conducted using this government expipipment. At any time, and for any tan/ull Overnment purpose, this government may monitor, inferced, 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. • Any communication or data transmitted or stored on this information system. • Detecting TAccept you certify that you have read, understood, and agree to the terms of this agreement. • I Accept • Login using Dire ID: • Login US: •	<ul> <li>I understand OCSE will use this information for employment verification purposes.</li> </ul>				
Government may monitor, intercept, and seize any communication or data transmitted or stored on this information system. A via communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose. Bry checking 7 Accessy to use certify that you have read, understood, and agree to the terms of this agreement. I Access I Access I Access I Access I Access I Prover Poticy   Accessibility I Prover Poticy					
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Cancel      Cancel      Pracy Policy   Accessibility      Metry Deak	<ul> <li>Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.</li> </ul>				
	By checking 1 Accept you certify that you have read, understood, and agree to the terms of this agreement.				
Copose 1 x x Concel	S I Accept				
Cogin using PIV card (Inser PIV card) Cancel	Login using User ID: Forgot User ID?				
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OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy   Accessibility Help Desk Accessibility Costan & Zamina	C Login using PIV card (Insert PIV card)				
An Office of the Administration for Children & Femilies	Enter Cancel				
An Office of the Administration for Children & Families					
	An Office of the Administration for Children & Families.				

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..

Office of Child Support Enforcement Child Support Portal		
PORTAL HOME		
Login		
Welcome, cspocse1 .		
	Forgoti/Change Password? d you meet your spouse/significant other? in code is: 245239 Clear Cancel	
OFFICE OF CHILD SUPPORT ENFORCEMENT An Office of the Administration for Children & Families	Privacy Policy   Accessibility	Help Desk ∭ 1400.258-2736 ∞ csportal@acf.hhs.gov

#### Figure 3-17: Login – via Text

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

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E https://fplstest.acf.hhs.gov:4432/auth/login	🔎 👻 🔒 🖒 🌈 Portal Bookmarks	CSP - Login ×		습☆ 🕸 🙂
	Office of Child Support Enforcement	rtal		
	CHILD SUPPORT PORTAL			
	PORTAL HOME			
	Login			
	Login			
	Welcome, cspocse1 .			
	You must have your access code from your of	Password Forgot/Change Password?		
		Password Porgouchange Password?		
		In what city did you meet your spouse/significant other?		
		Access Code:		
		Login Clear Cancel		
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	An Office of the Administration for Children & Families		S 1-800-258-2736	
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#### 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.

Office of Child Support Enforcement	port Portal				Welcome Jane Doe	Log Out
CHILD SUPPORT PORTAL		Broadcast Messages	the ability to display multip	ple broadcast messages	to users.	View All
SECURE HOME -SELECT APPLICATION- + I	AQ CON	FACT US				
Welcome to the Child Supp	ort Po	ortal	In The Spotlight			J.
The Child Support Portal provides an array of resources in their work.	and service:	to OCSE staff to assist them	Coming SoonUpdate information about your company on the portal			-
in their work. You may view the applications you have access to by clicking on theSelect Application tab in the navigation bar above.		Child support agencies will • receive the updates, reducing misdirected mail and calls to your company. • bold test				
Helpful Information		Calendar	VIEW	Quick Links	5	
eTerm Test	P			Eterm Link		
QUICK document	PA			OCSE Insurance	Match Program Fact Shee	et
QUICK Test				Office of Child St	apport Enforcement	
Test Only	<b>C</b> 1			QUICK Map		
				Quick Test		
				State Regional N	lap	
OFFICE OF CHILD SUPPORT ENFORCEMENT		Privacy Policy	Accessibility		Help Desi	
An Office of the Administration for Children & Families					S 1-800- S csport	-258-2736 tal@acf.hhs.gov
					_	

#### 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>	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.

CHILD SUPP		Profi	le Update			Xew Al
Secured Environment	* Indicates required field					
SECURE HOME -	Update Personal Informatio	on and Work Lo	ocation			
Welcome to	*Phane Number	Phone Ext	• E-mail Address			1
The Child Support Ports	443-333-1234 ×		testemail@test.c	ma		Coming
in their work. You may view the applic	Address Line 1	Address Line 2		Address Line S		
the navigation bar above	123 Test	additional Info		additional Info		Child suppor • receive th to your co • boid test
	• City	· State		* Zip Code	Zip Code Ext	· boo wet
	Test	Kansas	~	12365		
Helpful Inform eTerm Test GUICK document	Update Security Information	n				Sheet
GUICK Test Test Only	Security Questions			Answer 1		
	In what city did you meet your spous	se/significant other?	*	other		
	Seourity Quection 2			Answer 2		
	What is your favorite animal?		*	animal		
	Seourity Question 3			Answer 3		
	What is your pet's name?		×	pet		
	Seourity Question 4			Answer 4		
	Who was your childhood best friend?	17	×	friend		
	Seourity Question 6			Answer 5		
	What is your favorite restaurant?		~	restaurant		
OFFICE OF CHILD	User Access Control O Voice ® Text					- <b>Desk</b> 1-800-258-2736 sportel@acf.hhs.gov
	Phone Number     443-454-5797		Service Provider			
			AT&T	~		

Figure 4-20: Profile 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			

Part 6: General Pages

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

Office of Child Support Enfor	Office of Child Support Enforcement Child Support Portal		
CHILD SUP	Profile Update Confirmation	8	
SECURE HOME Welcome to	Profile Update Confirmation		
The Child Support Porta in their work. You may view the appli- the navigation bar abov	Profile is updated		
Helpful Inform	Your profile has been updated successfully.		
Sample Document Test Document	Close		

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:	
<ul> <li>I understand that I may be subject to penalties if I submit fraudulent information.</li> </ul>	
<ul> <li>I agree that I am responsible for all actions taken with my account.</li> </ul>	
<ul> <li>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.</li> </ul>	
<ul> <li>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 purished by a fine or imprisonment, or both.</li> </ul>	
<ul> <li>I am authorized to do business on behalf of my tribe,employer or client.</li> </ul>	
<ul> <li>I understand OCSE will use this information for employment verification purposes.</li> </ul>	
<ul> <li>Lunderstand that OCSE will maintain and use the information I provide to verify my identify and my relationship to tribe/employer and I content to the use of my information for this purpose.</li> </ul>	
<ul> <li>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.</li> </ul>	
<ul> <li>Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.</li> </ul>	
By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.	
☑ IAccept	
Login using User ID: Forget User ID:	
cspocset x	
C Login using PW card (next PV card)	
Enter Cancel	
OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy   Accessibility Ac Office of the Adversaria Accessibility Privacy Policy   Accessibility	

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

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	CHILD SUPPORT PORTAL	
	PORTAL HOME FAQ CONTACT US	
	Forgot User ID	
	* Email	
	* Re-enter Email	
	Submit Cancel	
	OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy   Accessibility Support ENFORCEMENT () 1400-258-2736 C 1400-258-2736 S coportiligibant this gov	
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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.

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Office of Child Support Enforcement Child Support Portal	
CHILD SUPPORT PORTAL	
PORTAL HOME FAQ CONTACT US	
Forgot User ID Confirmation	
Email was sent successfully.	
Your userId has been sent to your email account. You may proceed to the Child Support Portal by citcking the Welcome button.	
Welcome	
An Office of the Administration for Children & Families	h <b>p Desk</b> ) 1:800-258-2736 csportal@acf.hhs.gov
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#### 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/Chang	e Password
Inguic	0 20.	LUSIII	I UI SUU Onung	

Office of Child Support Enforcement	Office of Child Support Enforcement of the Child Support Portal					
CHILD SUPPORT PORTAL	CHILD SUPPORT PORTAL					
PORTAL HOME						
Login						
Welcome, tribalad .						
You must enter the PIN below into your p	none to continue.					
Your password has exp Attempting to log in with	ired. Click Forgol/Change Password? to create a new password. your expired credentials will direct you to change your password.					
	Password Forgol/Change Password?					
	* What is your favorite animal?					
	* Your phone pin code is: 299926					
	Login Clear Cancel					
_						
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 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	

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.

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Office of Child Support Enforcement Child Support Portal	
CHILD SUPPORT PORTAL	
OHED OUT OWN FORTAL	
PORTAL HOME FAQ CONTACT US	
Forgot/Change Password	
r orgor onange r assword	
Enter your email address to change your password.	
User ID	
cspocse1	
* Email	
Submit Cancel	
OFFICE OF CHILD SUPPORT ENFORCEMENT Privacy Policy   Accessibility	Help Desk
An Office of the Administration for Children & Families	S 1-800-258-2736
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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.

Image: Attps://ocsptest.acf.hhs.gov	4432/csp/home/verify-security- ♀ ▲ ♂ 🤗 Portal Bookma Office of Child Support Enforcement			☆ ☆ 🙂
	CHILD SUPPORT PORTAL			
	PORTAL HOME FAQ CONTACT US			
	Forgot/Change Password			
	Please answer the following	questions set up during registration.		
		* 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?		
		Submit Cancel		
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#### 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.

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

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	CHILD SUPPORT PORTAL			
	PORTAL HOME FAQ CONTACT US			
	Forgot/Change Password			
	Please enter and confirm your new p	assword.		
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	• 0	Confirm Password:		
		Confirm		
	Submit	Cancel		
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#### 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.

Figure 5-29 confirms the password change.

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Office of Child Support Enforcement 🖉 🎦 Child Support Portal	
CHILD SUPPORT PORTAL	
PORTAL HOME FAQ CONTACT US	
Change Password Confirmation	
Password is changed	
Your password has been changed successfully.	
You may proceed to the Child Support Portal by clicking the Welcome button.	
Welcome	
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#### 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.

https://ocsptest.acf.hhs.gov/4432/ - CSP - Timeout Warning - Internet Explorer		×
CHILD SUPPORT PORTAL		
GRILD SUFFURI FURIAL		
Timeout Warning		
Your online session is about to time out. As a security precaution, sessions are timed out after 15 minutes of inactively.		
If you would like to continue the session, click the Continue button.		
If you would like to terminate the session, click the Continue button and logout.		
Continue		
OFFICE OF CHILD SUPPORT ENFORCEMENT As Office of the Administration for Contents of America		
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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.

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CHILD SUPPORT PORTAL	
Session Timed Out           Your session has timed out. Your 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 value.           To contact the Help Deak for assistance:           Help Deak Availability: Notadra - Friday 800 Am S00P PM. ET	
Help Dask Phone 1-980-255-2736 Help Dask E-mail: caportal@acf.hhs.gov Click: Welcome' to return to the OCSE's Child Support Portal Welcome Page.	
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#### 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.

Office of Child Support Enforcement G Child Support Portal	
CHILD SUPPORT PORTAL	
	Logoul
Error - Locate - NDNH Request	
An Error occurred while processing your request. You must start over to see the information of screen again. Any information entered on the screen that was not saved has been lost. Any in on the screen that was not saved will revert to its previous values.	
The following information can assist the Help Desk in tracking the cause of the error:	
Error Code: 410	
Error Message: General Fault Code Error	
Please have the following information available when contacting the Help Desk.	
To contact the Help Desk for assistance:	
Help Desk Hours: Monday - Friday 8:00 A.M 5:00 P.M. ET	
Help Desk Phone: 800-258-2736	
Help Desk Email: csportal@acf.hhs.gov	
Click 'Home' to return to the Portal Home Page.	
Home	
	04/09/2018 14:02:08

#### Figure 6-32: 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.

Office of Child Support Enforcement	al			
CHILD SUPPORT PORTAL				
PORTAL HOME				
Login				
Welcome, cspocse1.				
You must have your access code from your ce	liphone to continue.			
Exceeded number of invalid log	gin attempts. Your account has been locked. Contact the HelpDesk.			
	* Password Forgot/Change Password?			
	* What is your pet's name?			
	*Access Code:			
	ogin Clear Cancel			
		•		
OFFICE OF CHILD SUPPORT ENFORCEMENT An Office of the Administration for Children & Families	Privacy Policy   Accessibility	Help Desk		

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**.

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

PULL D SUDDORT DODTAL
CHILD SUPPORT PORTAL
Frequently Asked Questions If you have a guardian concentration, use of the game, and the second field as ensure to your question preserve the "to Contect Us.
FAGs are grouped controller to compare 4.
Cick on the congray below to get the associated questions 1. ACCOUNT UPDATES
2. ACTIVITIES 2. ACTIVITIES 3. OFEIDENTIES
4. CONTRAL 5. LOOM
6 REDISTRATION ACCOUNT UPDATES
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Bo I need to momentalize all may challenge questions? You send to momentary part answers in topic into the system and to active your account.
ta de la constance pour el antes se la que el se el antes de la constance. Tega d'Agus
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#### 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

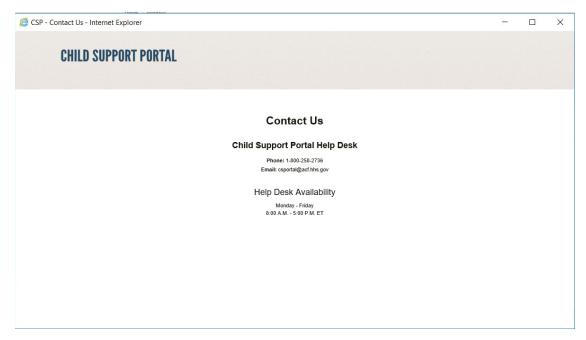


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.



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.

Office of Child Suppor	Update Security Information		nski 🕼 Log Out
Secured Environment			
SECURE HOME	Security Questions		
	Security Question 1	* Answer 1	
Welcome t	In what city did you meet your spouse/significant other?	other	
The Child Support Por in their work.	Security Question 2	* Answer 2	
You may view the app the navigation bar abo	What is your favorite animal?	animal	
the havigation bar abc	Security Question 3	* Answer 3	
	What is your pet's name?	pet	
	Security Question 4	* Answer 4	
Helpful Inform	Who was Message from webpage	×	
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	Historian Alst	v	
	Remember to verify the connectivity when making changes to the access method informat	ion.	
	Verify your access method. Request		
	When texting, enter your access code and update to verify the information.		
	Enter your access code		
OFFICE OF CHILI			p Desk
An Office of the Administratio	Update Reset Cancel	Inactivate Account	1-800-258-2736 csportal@acf.hhs.gov
	Update Reset Cancel	Inactivate 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.