OCSE O&M and Continuous Improvements

System Framework

User Screen Flow

Version 4.0

June 24, 2021

Administration for Children and Families
Office of Child Support Enforcement
330 C Street, SW, 5th Floor
Washington, DC 20201

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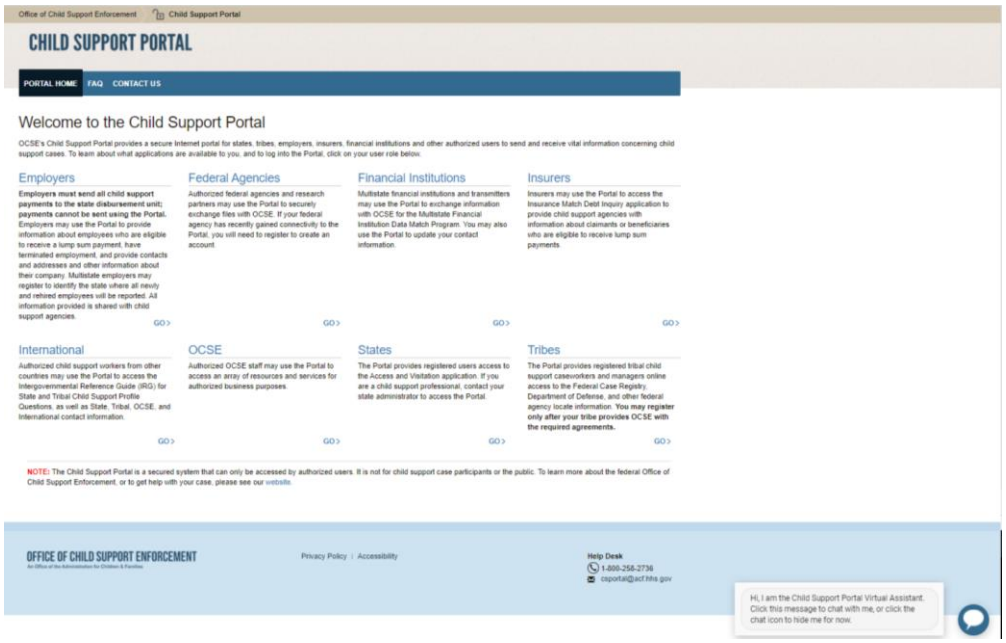
1. Registration

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

Figure 1-1: Welcome to Child Support Portal



Note: Figure 1-1 shows the header and footer for all CSP screens. The header may contain additional links (e.g., Logout, Comments, FAQ, Contact Us, Print, Portal Home, Chatbot). The footer may contain additional links (e.g., Office of Child Support Enforcement, Privacy Policy, Accessibility, Help Desk email address). The footer also contains a small chat icon in the bottom right hand corner. This icon displays until the user access the portal. It offers help to the user to reset their password or unlock their account.

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

Chart 1-1 describes the functions available from the Welcome to Child Support Portal page, including in the header and footer.

Chart 1-1: Welcome to Child Support Portal	
Link	Description
Portal Home	Indicates this is the Home Page for the Portal
FAQ	Displays the FAQs for security
Contact Us	Displays the Help Desk Contact Page, which lists the contact phone number and e-mail address for the Portal Administrator and applications on the Portal
User Affiliations	There are eight affiliations: Employers, Federal Agencies, Financial Institutions, Insurers, International, OCSE, States, and Tribes. The user selects the affiliation they want to register for. A list of functions for the selected affiliation display.
Office of Child Support Enforcement	Opens a new web page with details about the Office of Child Support Enforcement.
Privacy Policy	Displays the Child Support Portal Privacy Policy
Accessibility	Opens a new web page with details on the Administration for Children and Families' (ACF) commitment to making its websites accessible to the widest possible audience, including the disabled and impaired.
Help Desk	Lists the contact information for the Help Desk
GO	The user clicks **GO** under the user role they are registering for to view a list functions for the role selected. All roles navigate to This Portal Page Is For You If. The registration form is not role-specific at this point.
Chatbot Icon	An interactive system to help a user change their password or unlock their account.

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

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

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

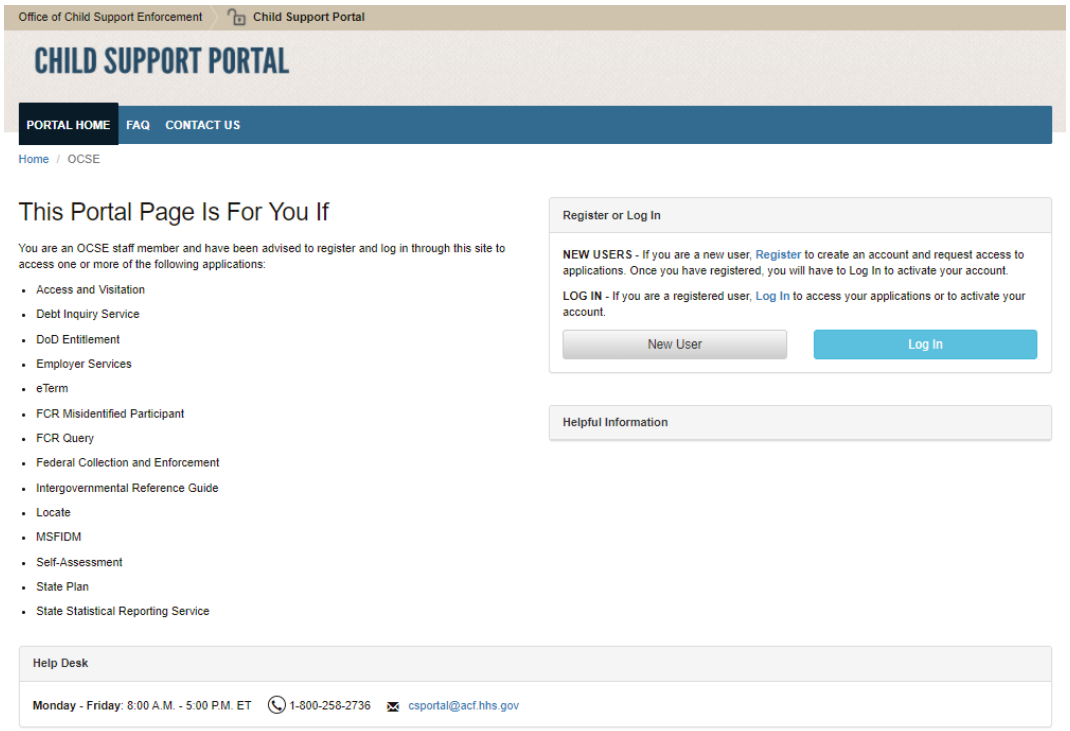
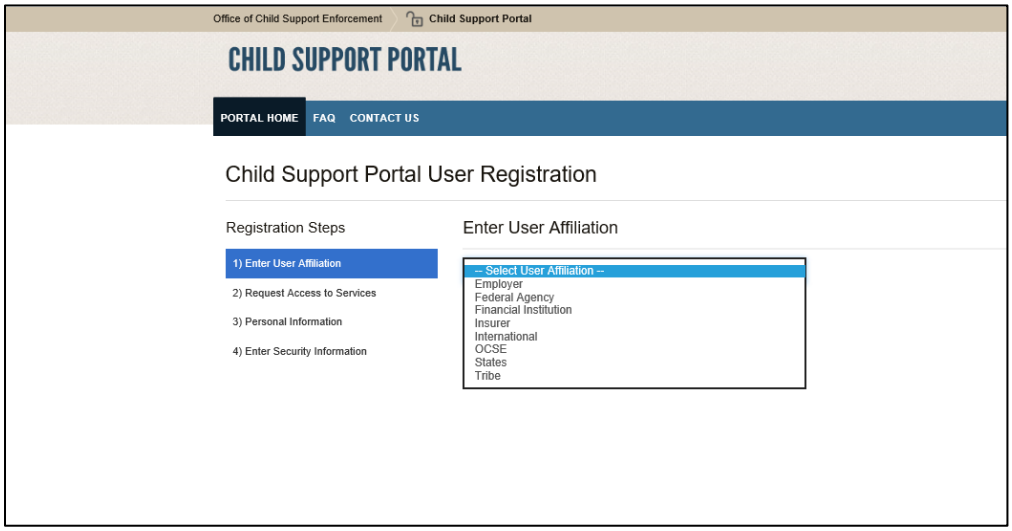


Chart 1-2 describes the functions available from This Portal Page Is For You If page.

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

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



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

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

Figure 1-4 displays if OCSE is selected.

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

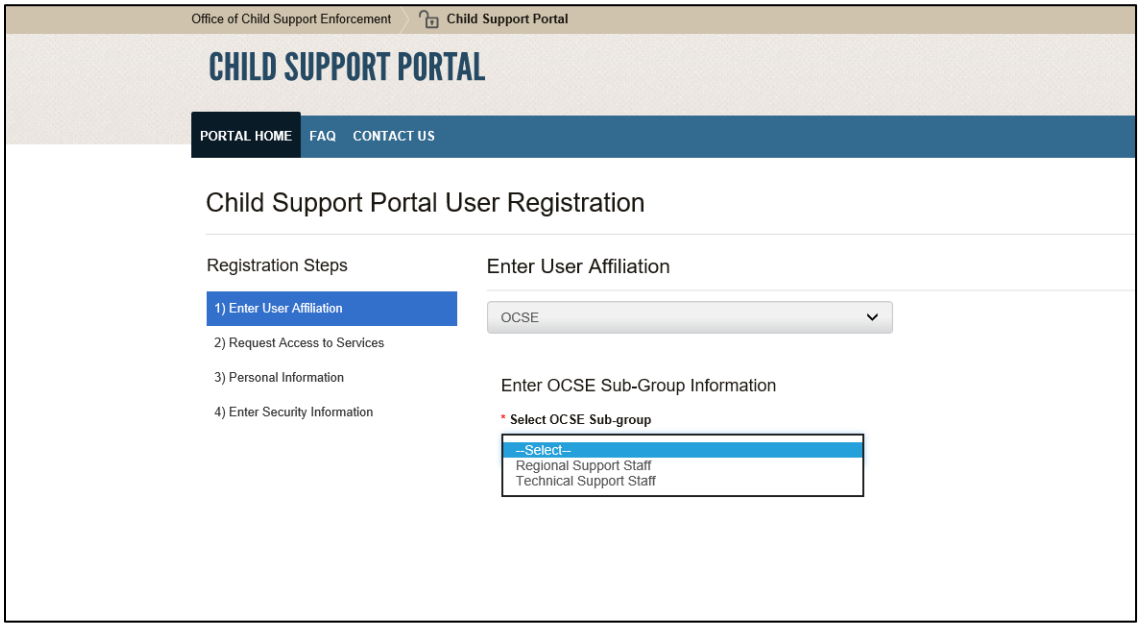
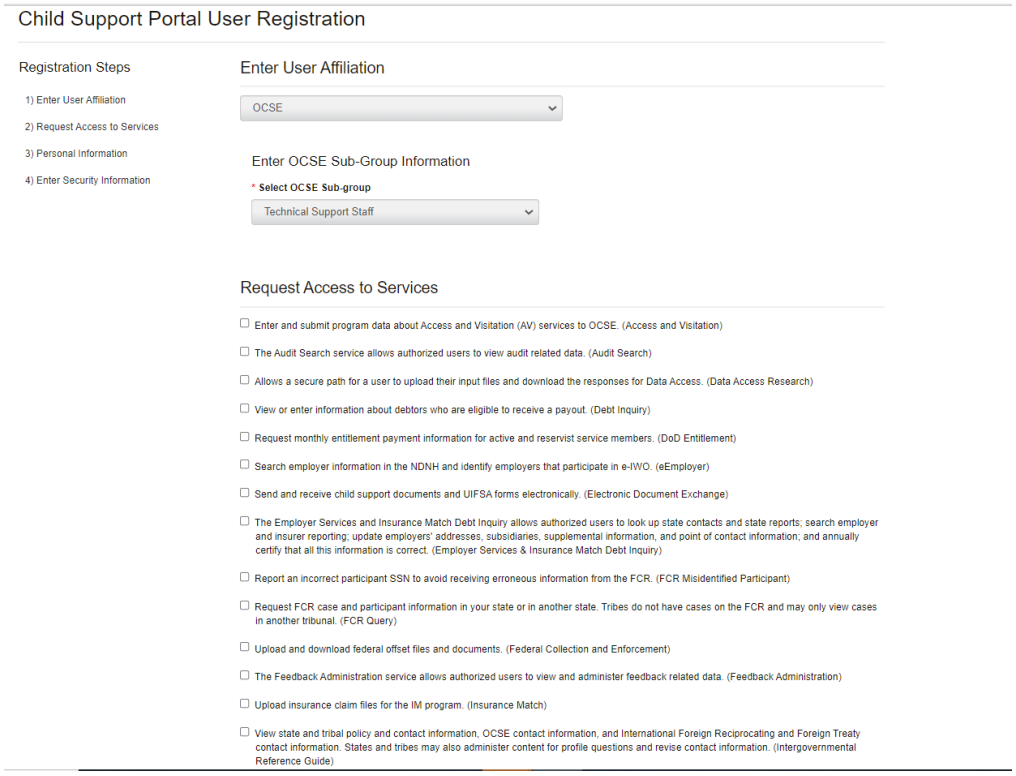


Chart 1-3 describes the functions available from the Enter User Affiliation page.

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

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

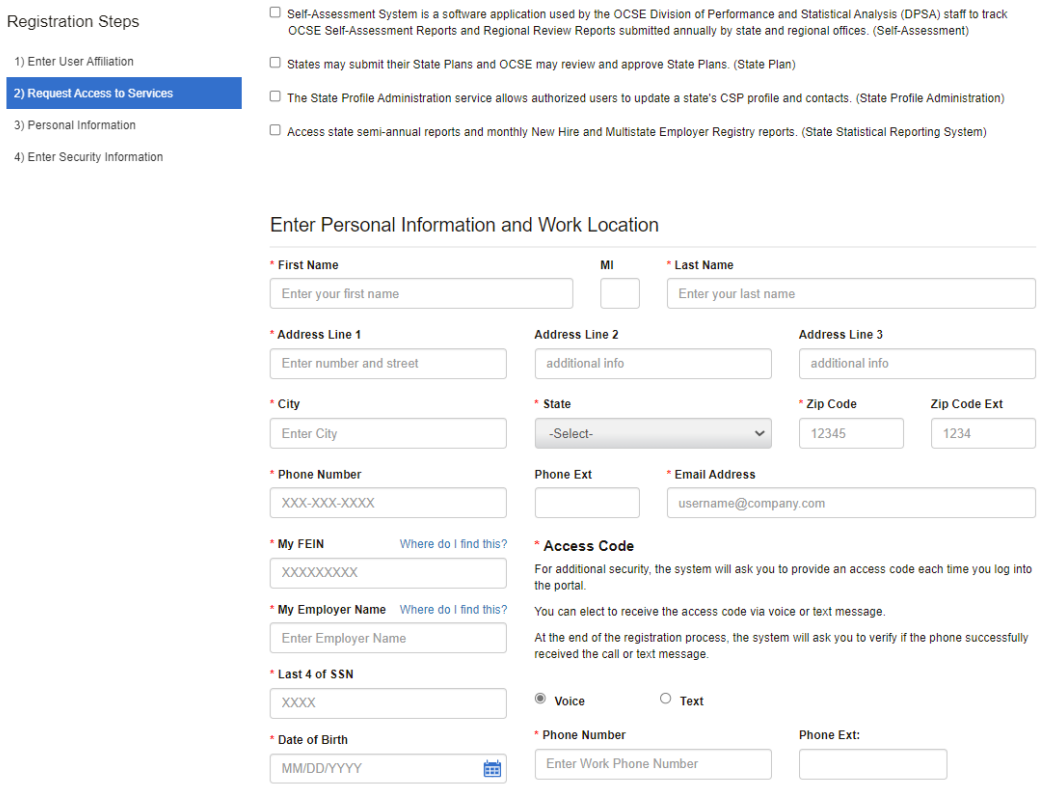
Figure 1-5: Child Support Portal User Registration (Step 3)



Click the functions you want to access.

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

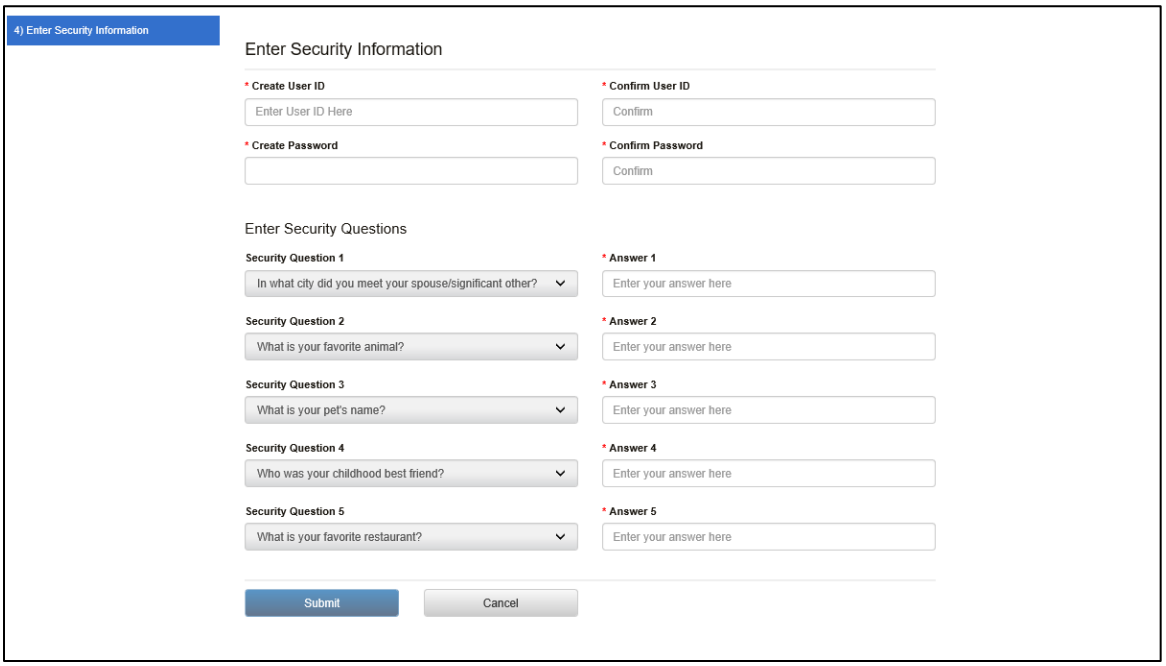
Figure 1-6: Child Support Portal User Registration (Step 4)



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

Complete the required fields for Security Information.

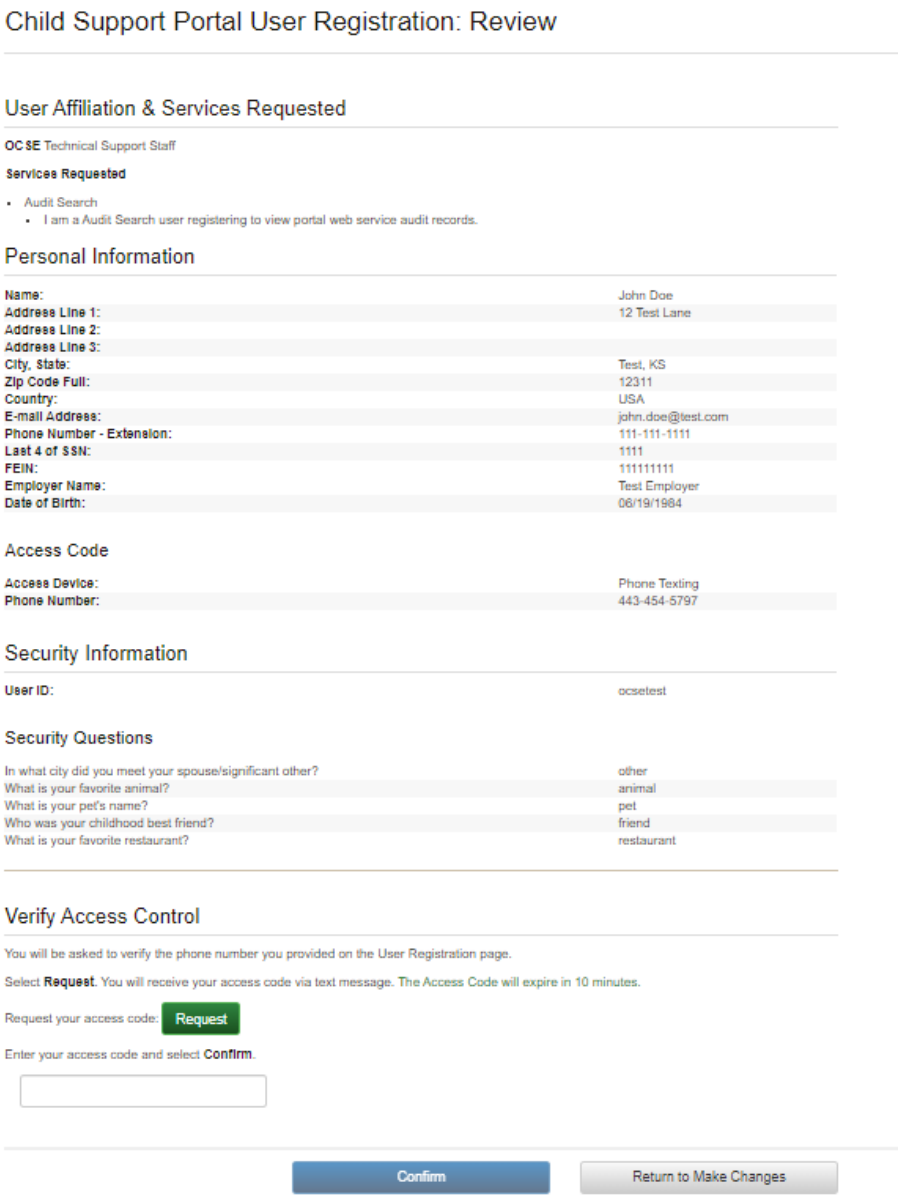
Figure 1-7: Child Support Portal User Registration (Step 5)



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

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

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



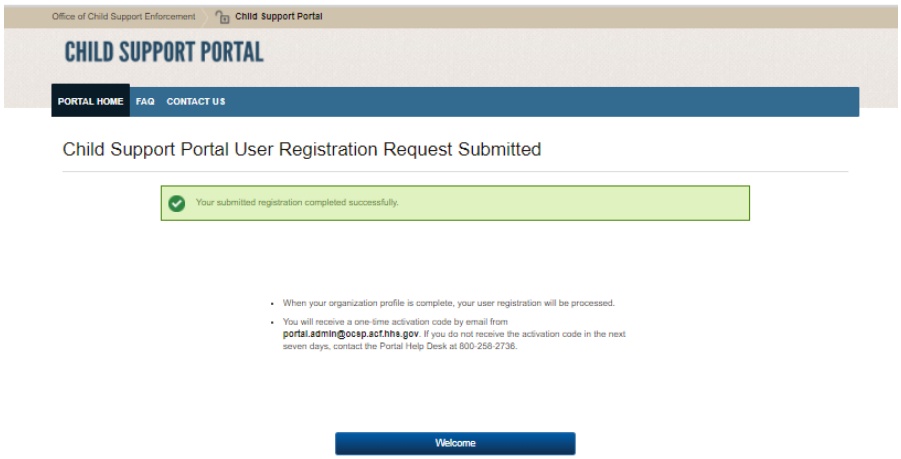
Click **Return to Make Changes** if any information needs to be updated.

Click **Request** to receive a call to enter a PIN.

As part of two-factor authentication, the system calls or sends 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.

Click **Confirm** to navigate to the User Confirmation to receive verification that the registration is complete. Figure 1-9 displays.

Figure 1-9: Child Support Portal User Registration Request Submitted



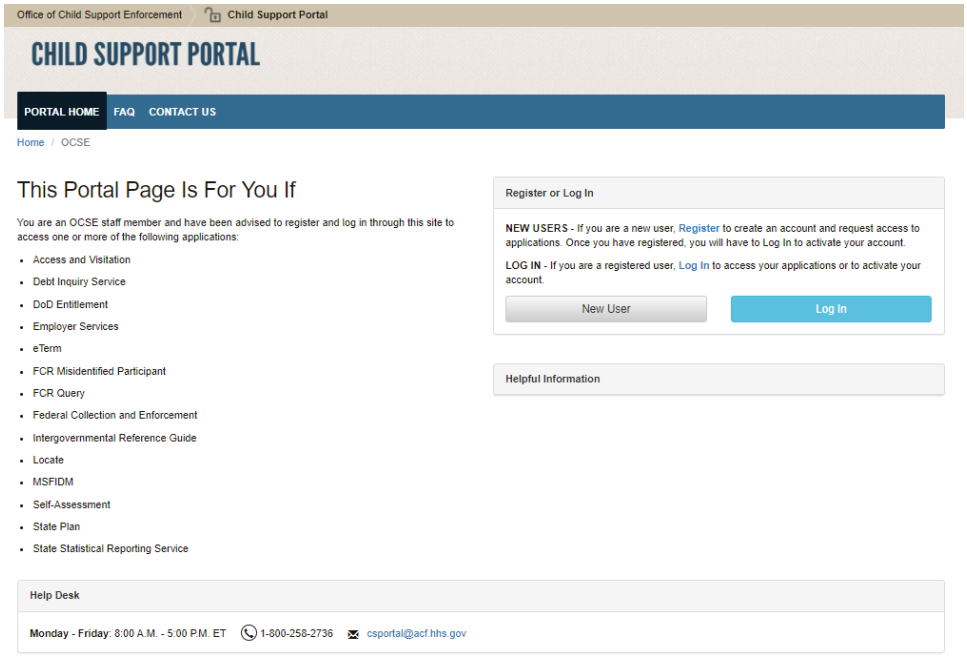
Click **Welcome** to navigate to the Welcome to the Child Support Portal page.

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.

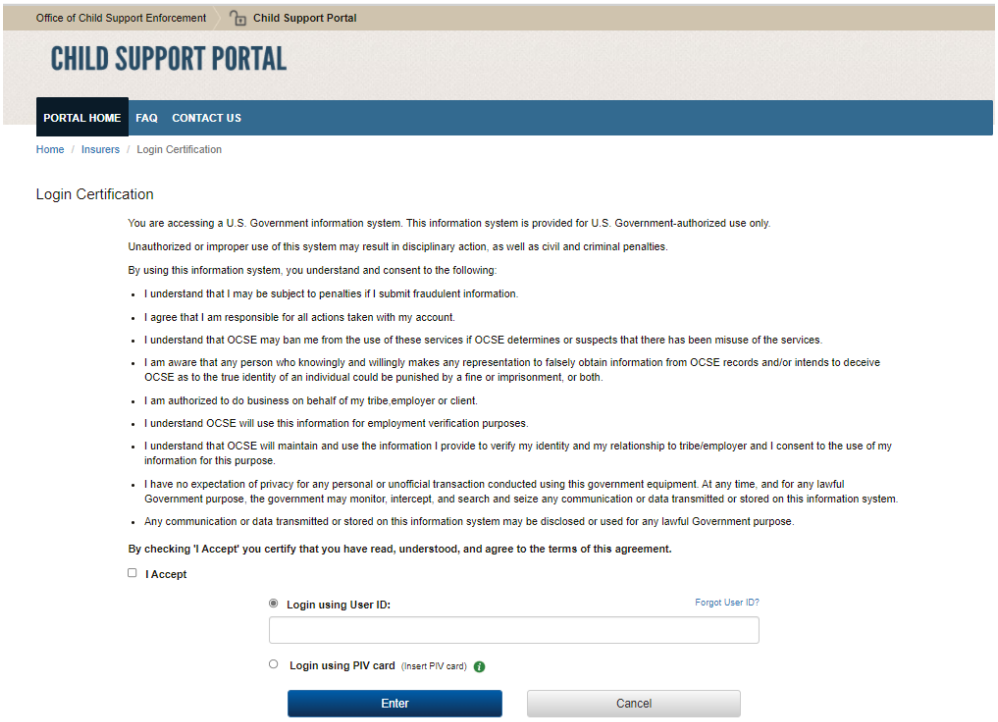
Figure 2-1: This Portal Page Is For You If



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

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

Figure 2-2: Login Certification



Click the check box to accept the terms of agreement.

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

Click **Cancel** to return to This Portal Page Is For You If displayed in Figure 2-1.

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

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

Chart 2-1: 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 2-3: User Activation

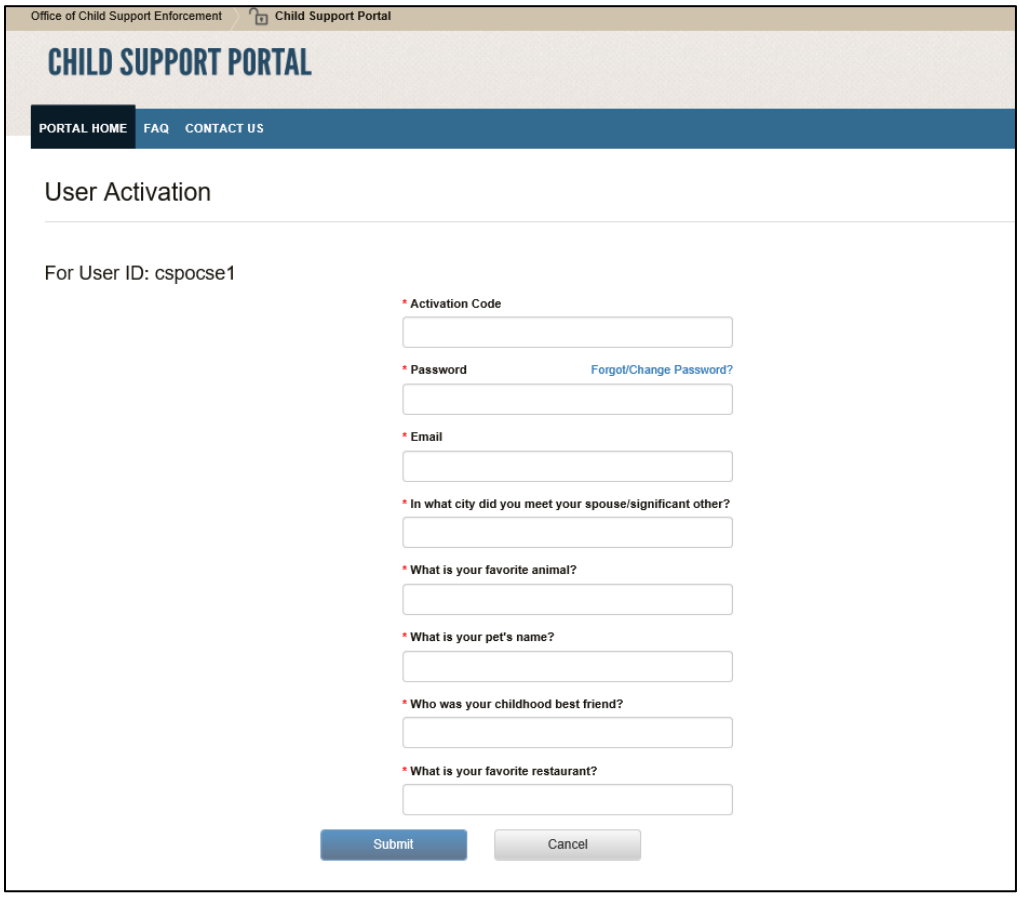


Chart 2-2 describes the functions available from the User Activation page.

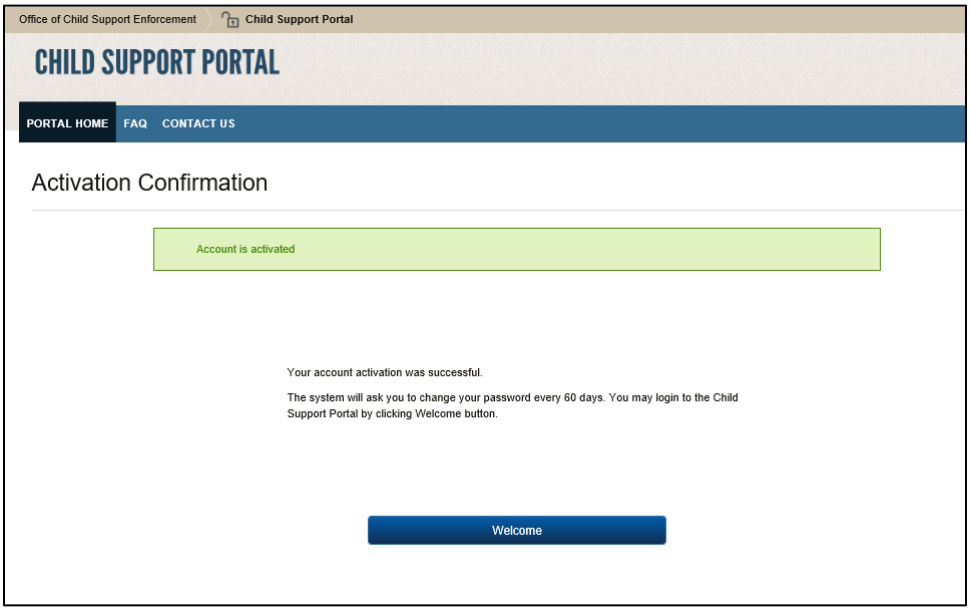
Chart 2-2: User Activation	
Element	Description
User ID	Displays a system-generated user ID

Chart 2-2: 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 2-4.

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

Figure 2-4: Activation Confirmation



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

3. Login

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

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

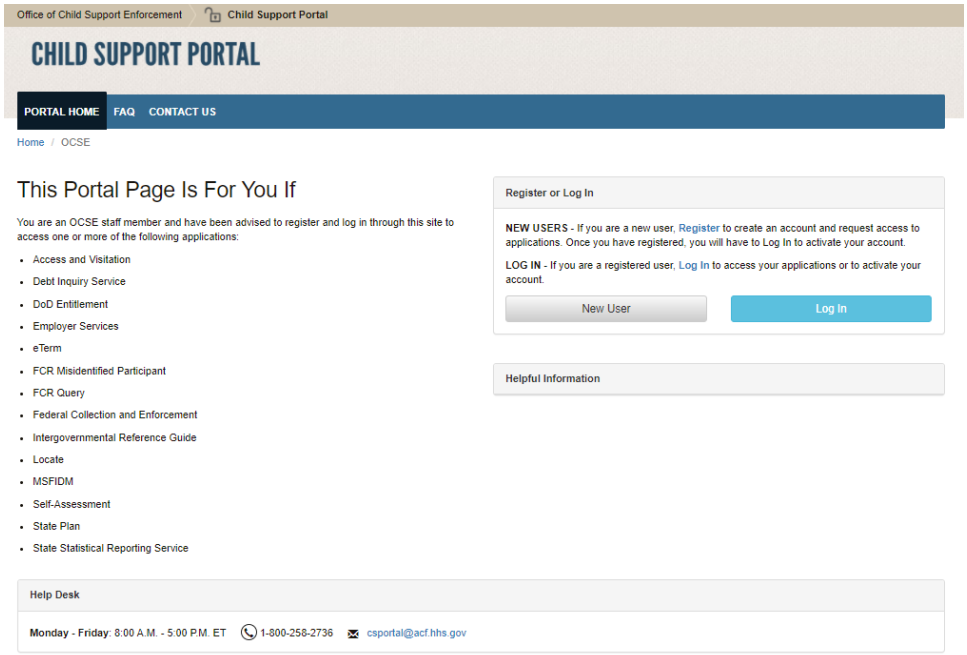


Figure 3-2: Login Certification

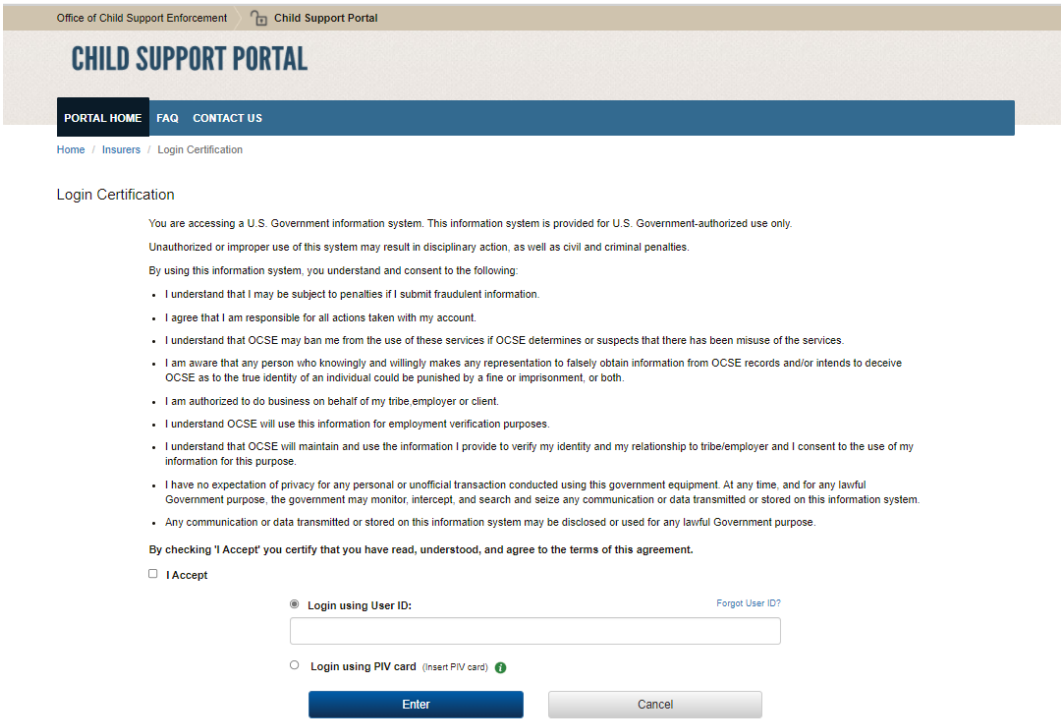


Chart 3-1 describes the functions available on the Login Certification page.

Chart 3-1: Login Certification	
Element	Description
I Accept	Check the box to agree to the terms of the agreement
Log In using User ID	Allows the user to access the Portal using a user ID
Forgot User ID?	Opens the Forgot User ID screen
Login using PIV card	Allows user to access the Portal using a PIV card (internal users)
I (Information Icon)	Provides extra information concerning PIV card access

Click **Enter** to open the Login page.

Figure 3-3 shows the Login page.

Figure 3-3: Login

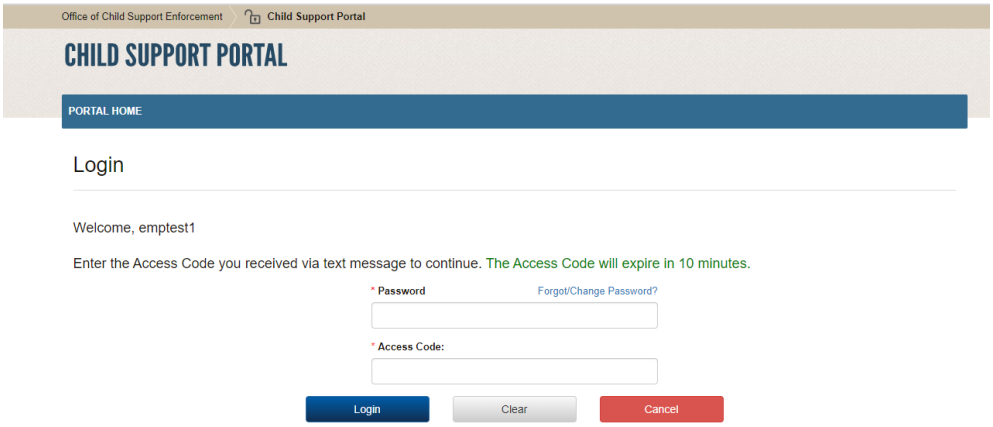


Chart 3-2 describes the functions available from the Login page.

Chart 3-2: Login	
Element	Description
Password	Enter a password
Forgot/Change Password?	Opens the Forgot/Change Password page
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 3-4 shows the Child Support Portal Home page.

Figure 3-4: Child Support Portal Home Page

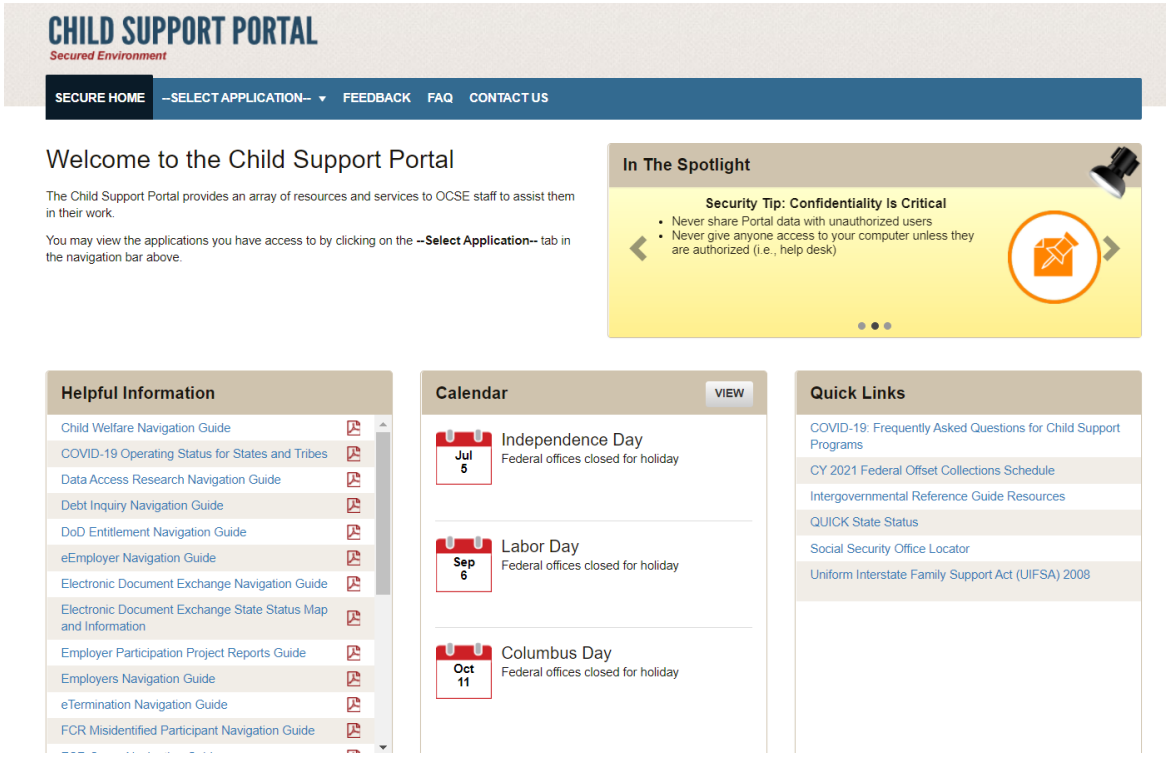


Chart 3-3 describes the functions available from the Child Support Portal Home page.

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

Chart 3-3: Child Support Portal Home Page	
Element	Description
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 4-1: Profile Update

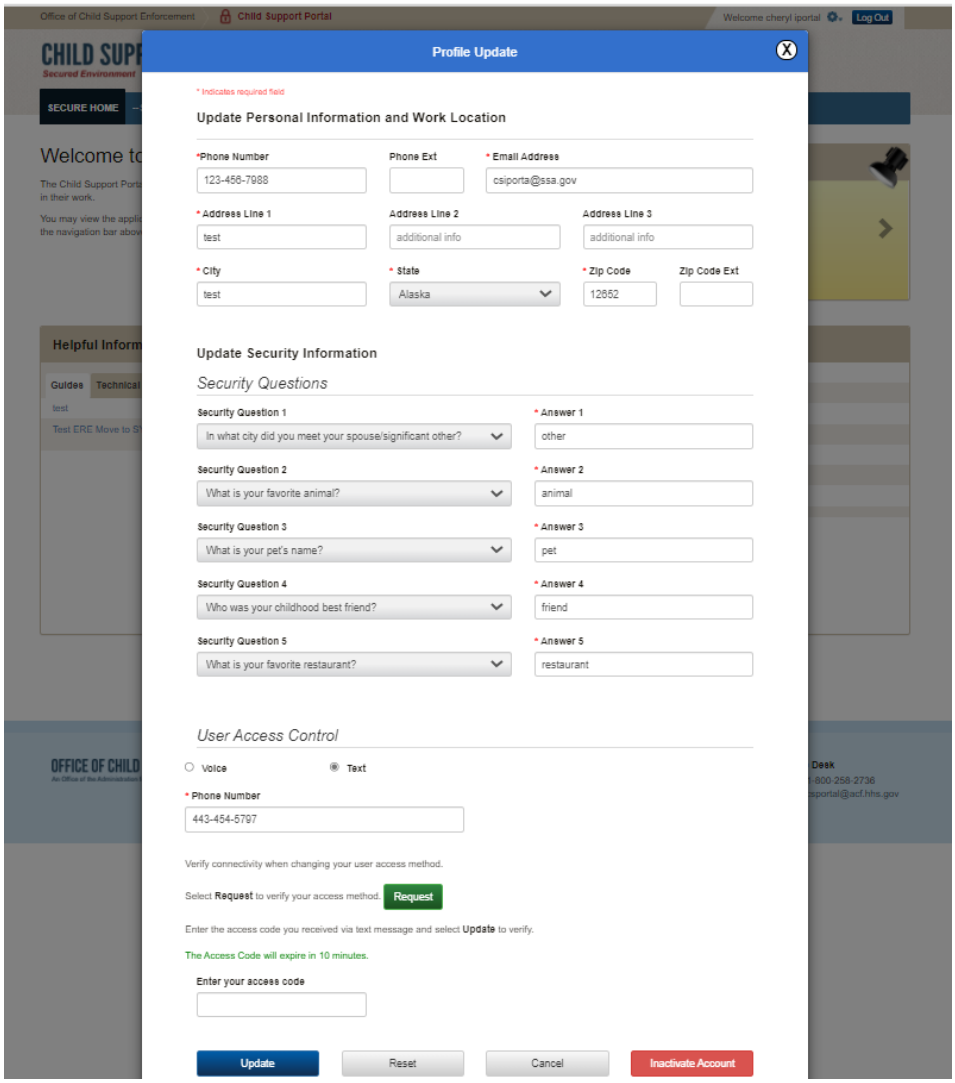
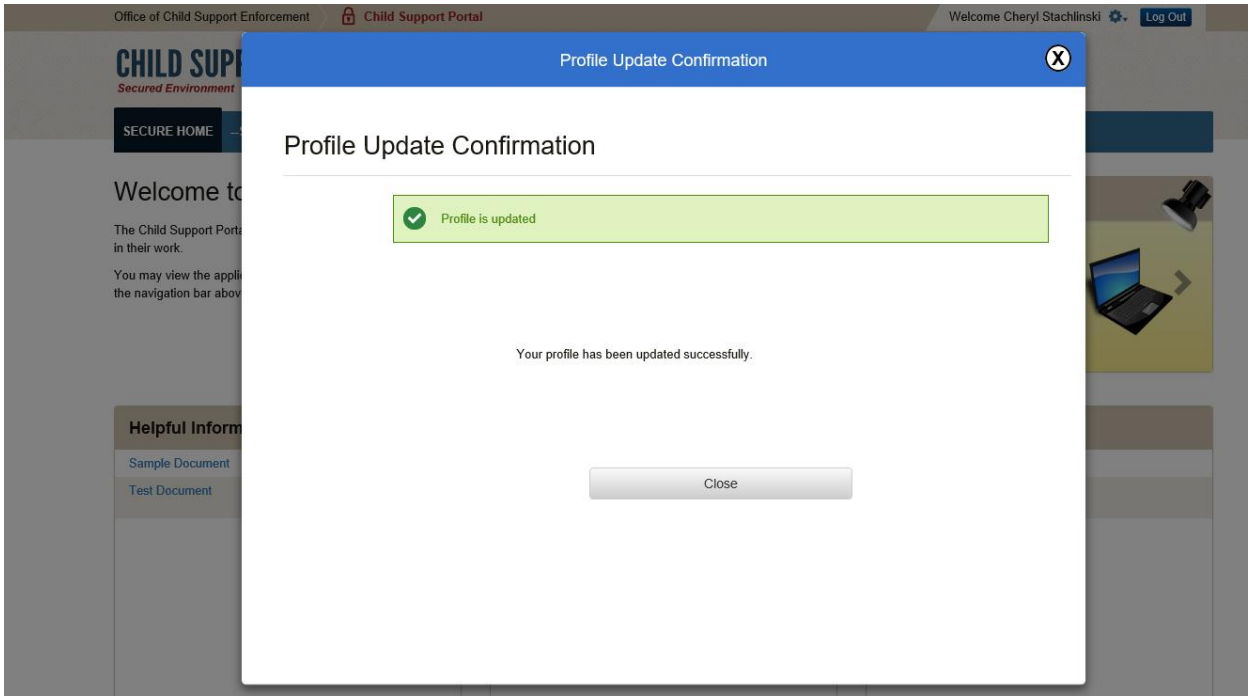


Chart 4-1 displays the information a user can update.

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

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

Figure 4-2: Profile Update Confirmation



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

5. Credential Management

Figure 5-1 displays the Login Certification page.

Figure 5-1: Login Certification

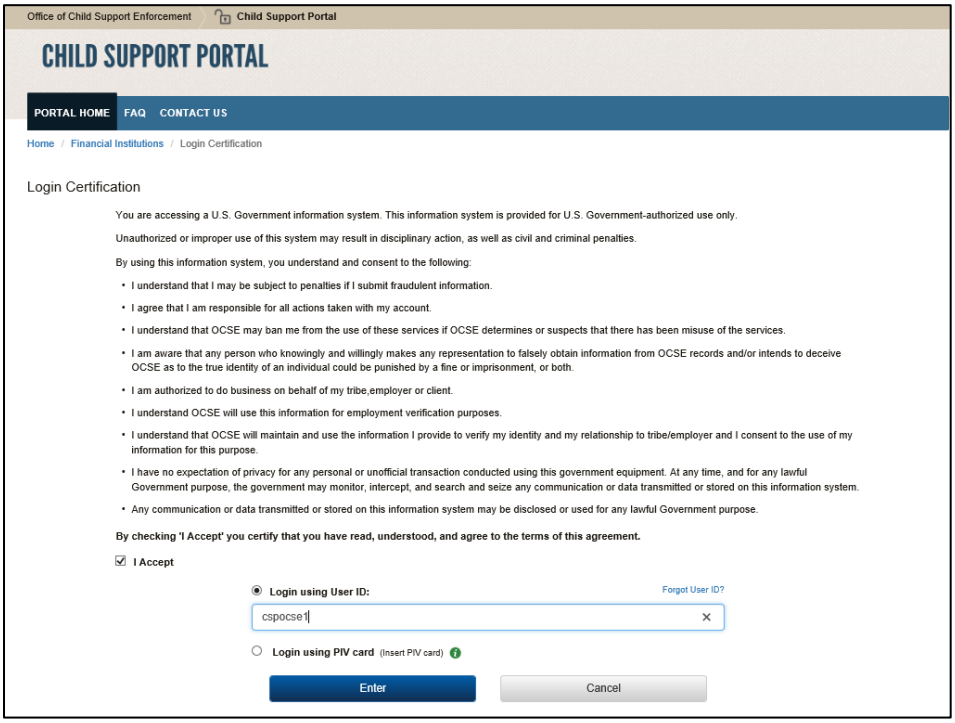


Chart 5-1 describes the functions that are available from the Login Certification page.

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

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

Click **Forgot User ID?**

Figure 5-2 displays the Forgot User ID page.

Figure 5-2: Forgot User ID

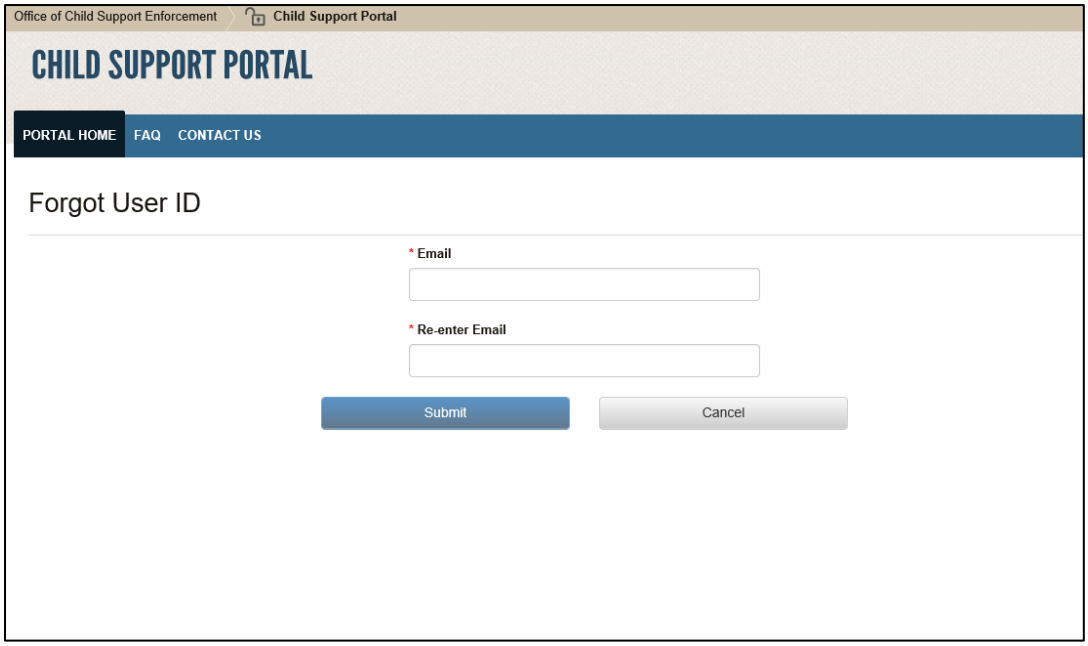


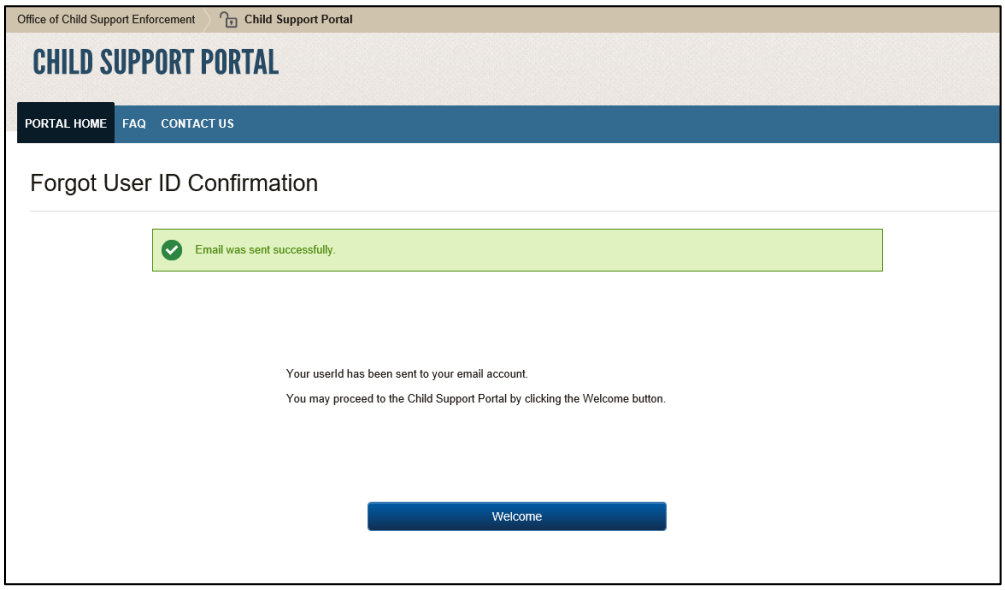
Chart 5-2 describes the functions available from the Forgot User ID page.

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

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

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

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



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

Figure 5-4: Login – Forgot/Change Password

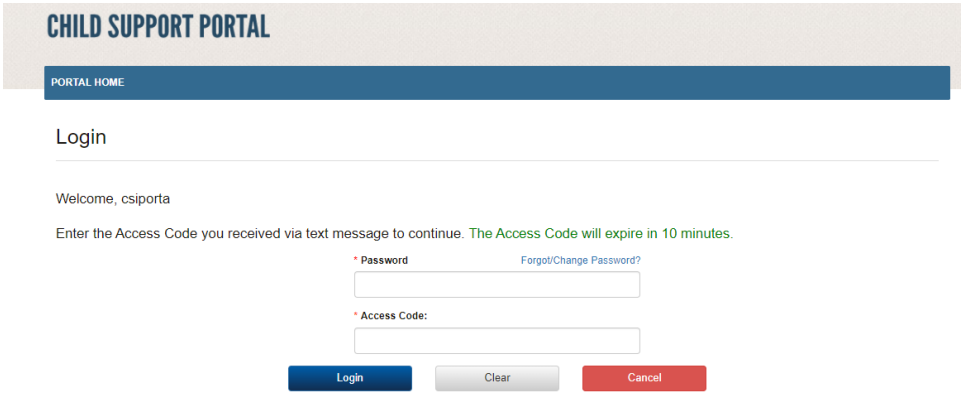


Chart 5-3 describes the functions available from the Login – Forgot User ID page.

Chart 5-3: Login – Forgot/Change Password	
Element	Description
Password	Enter a password
Forgot/Change Password?	Opens the Forgot/Change Password page
Access Code	Enter the access code received via email or text (chosen during registration)
Cancel	Click to navigate to Welcome to the Child Support Portal

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

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

Figure 5-5: Forgot/Change Password

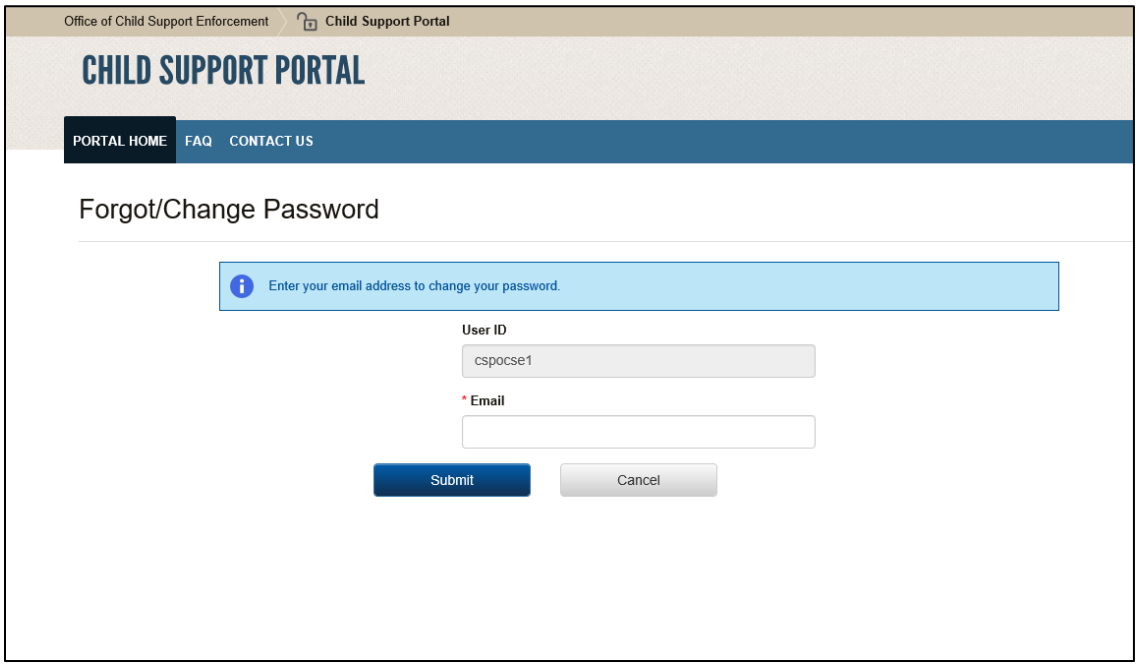


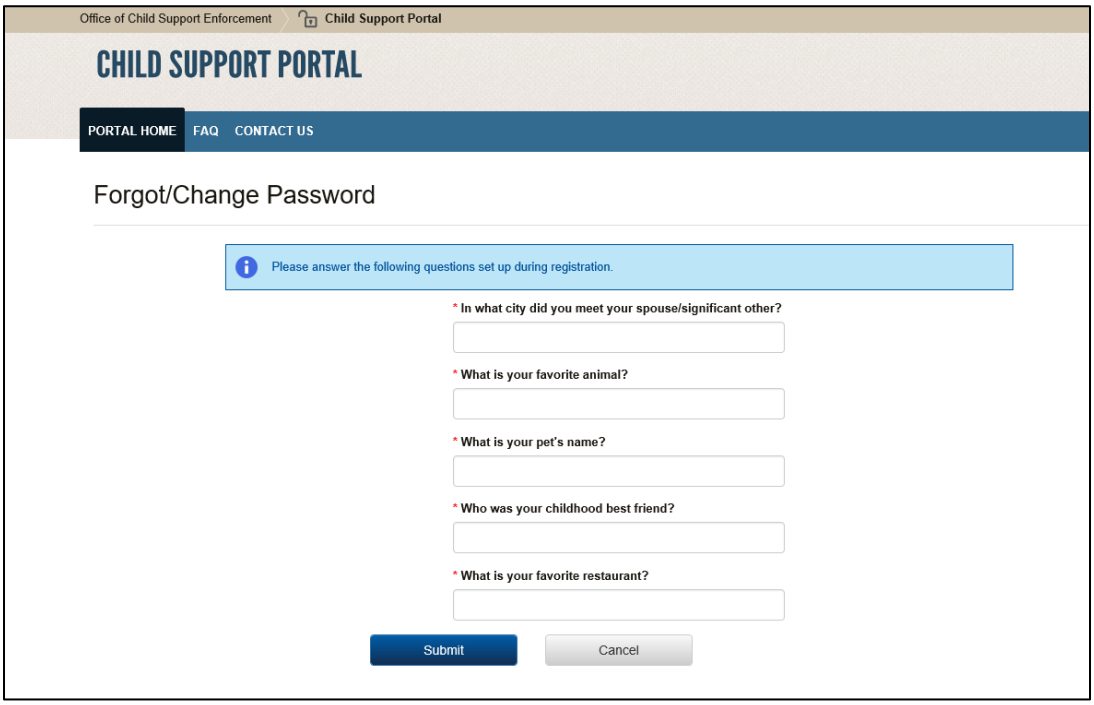
Chart 5-4 describes the functions available from the Forgot/Change Password page.

Chart 5-4: Login Forgot/Change Password	
Element	Description
User ID	Displays a system-generated user ID
Email	Enter email address
Submit	Click request to change password.
Cancel	Click to navigate to Welcome to the Child Support Portal

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

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

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



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

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

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

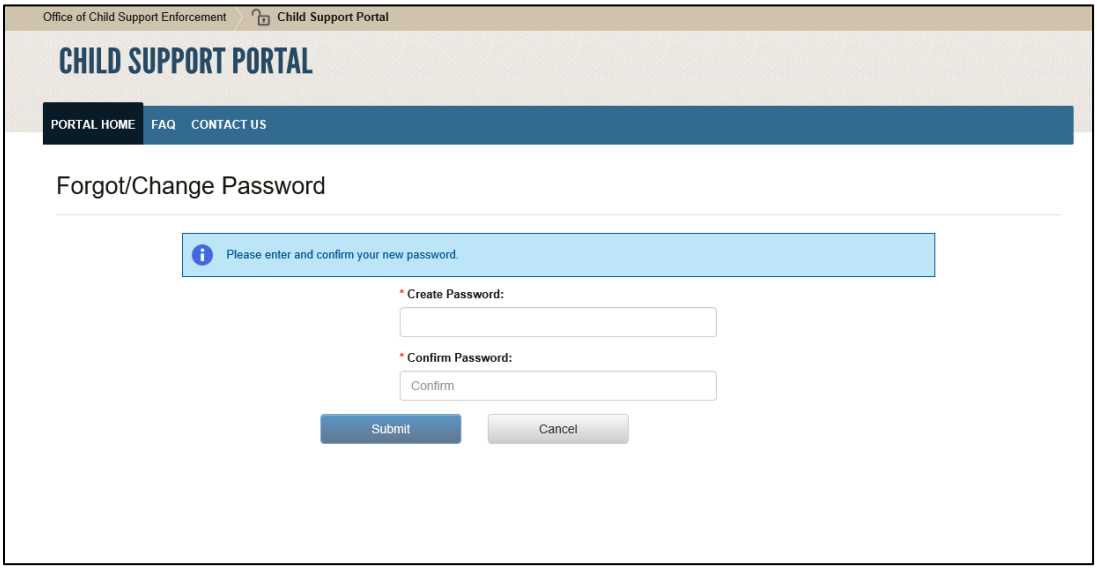


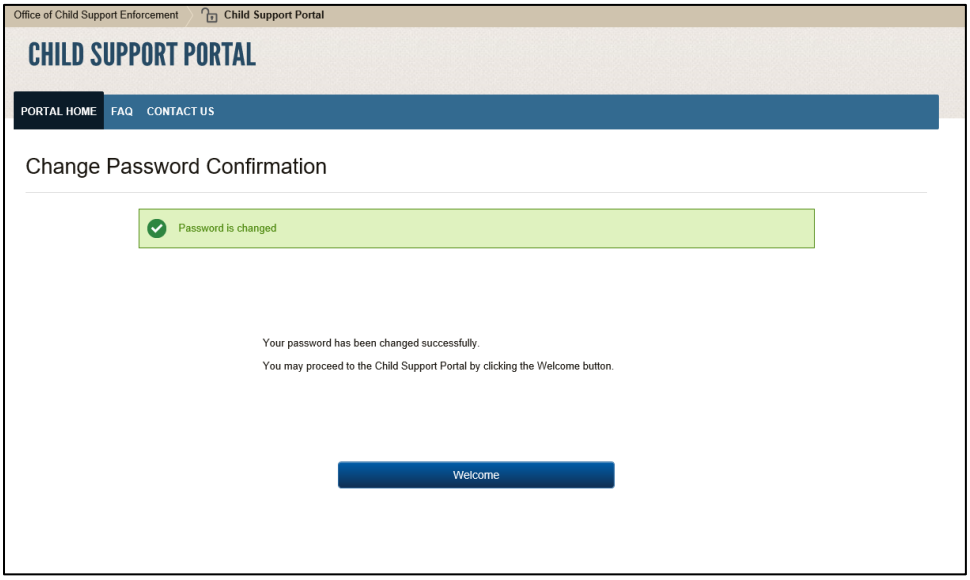
Chart 5-5 describes the functions available on the Forgot/Change Password – Reset Password page.

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

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

Figure 5-8 confirms the password change.

Figure 5-8: Change Password Confirmation

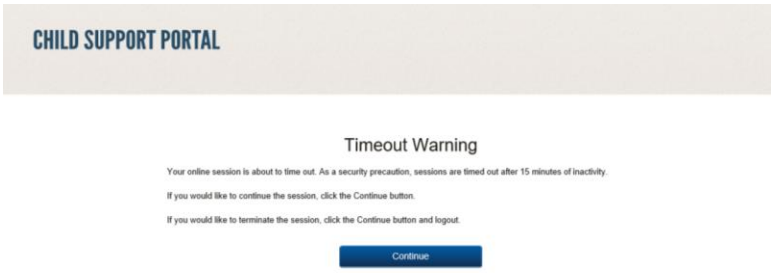


Click **Welcome** to open the Welcome to the Child Support Portal page.

6. General Pages

Figure 6-1 displays the timeout warning message.

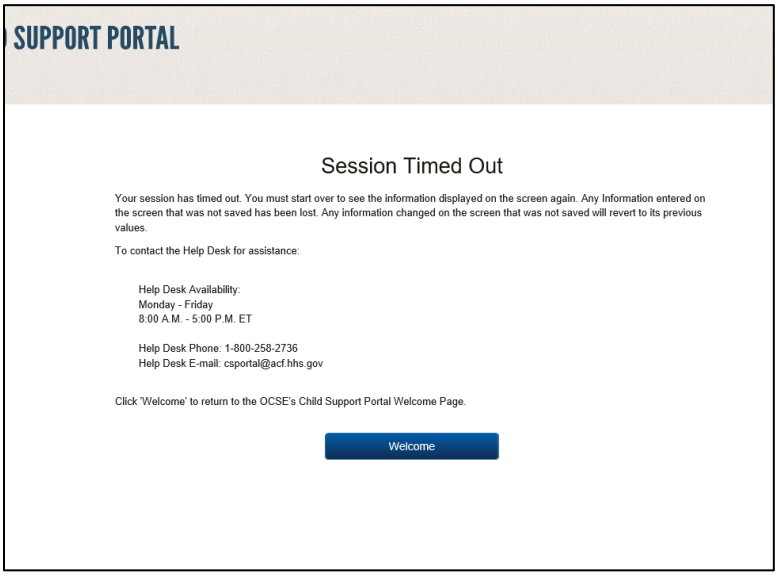
Figure 6-1: Timeout Warning



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

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

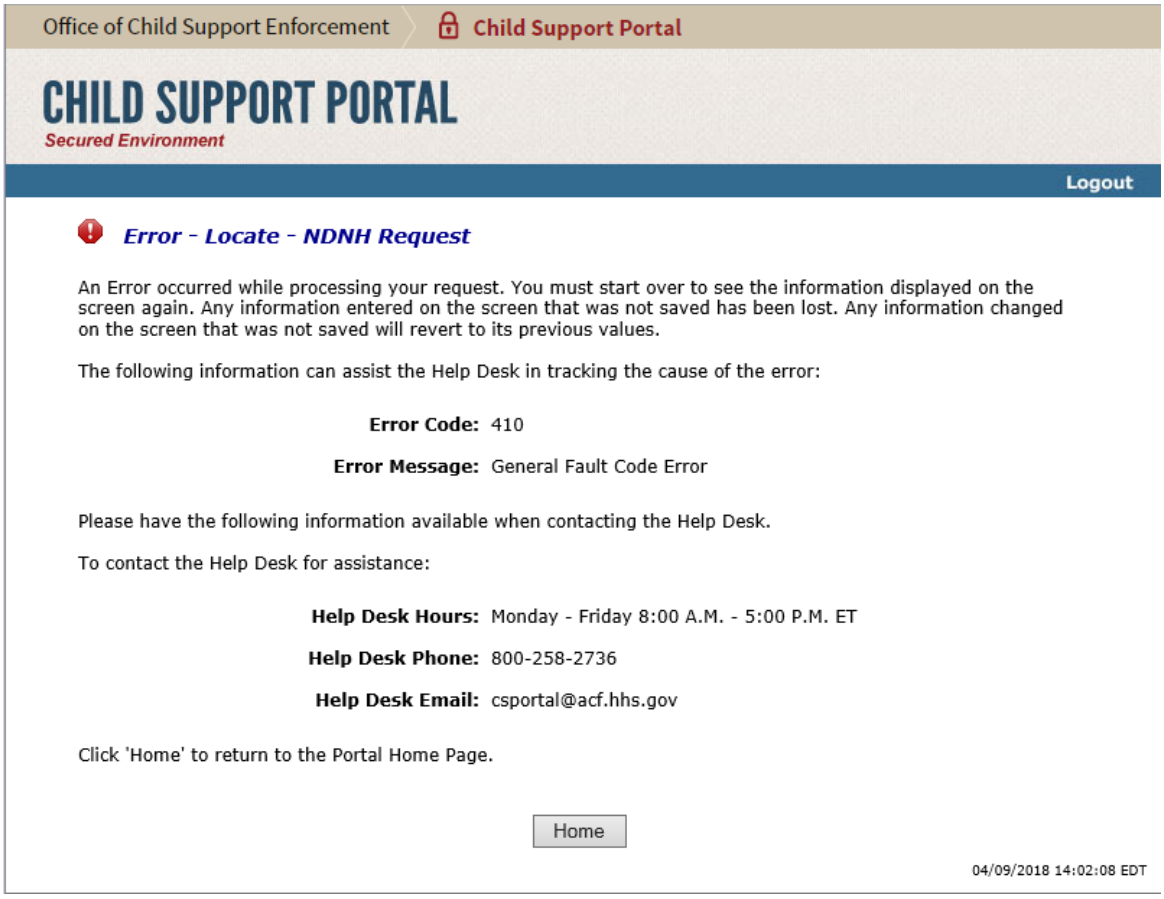
Figure 6-2: Session Timed Out



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

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

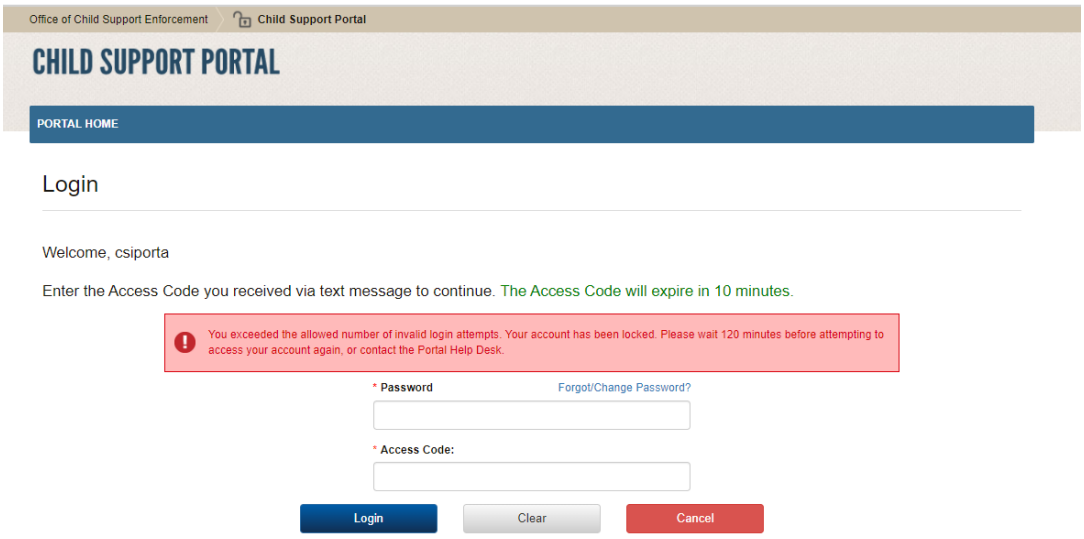
Figure 6-3: System Error



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

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

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

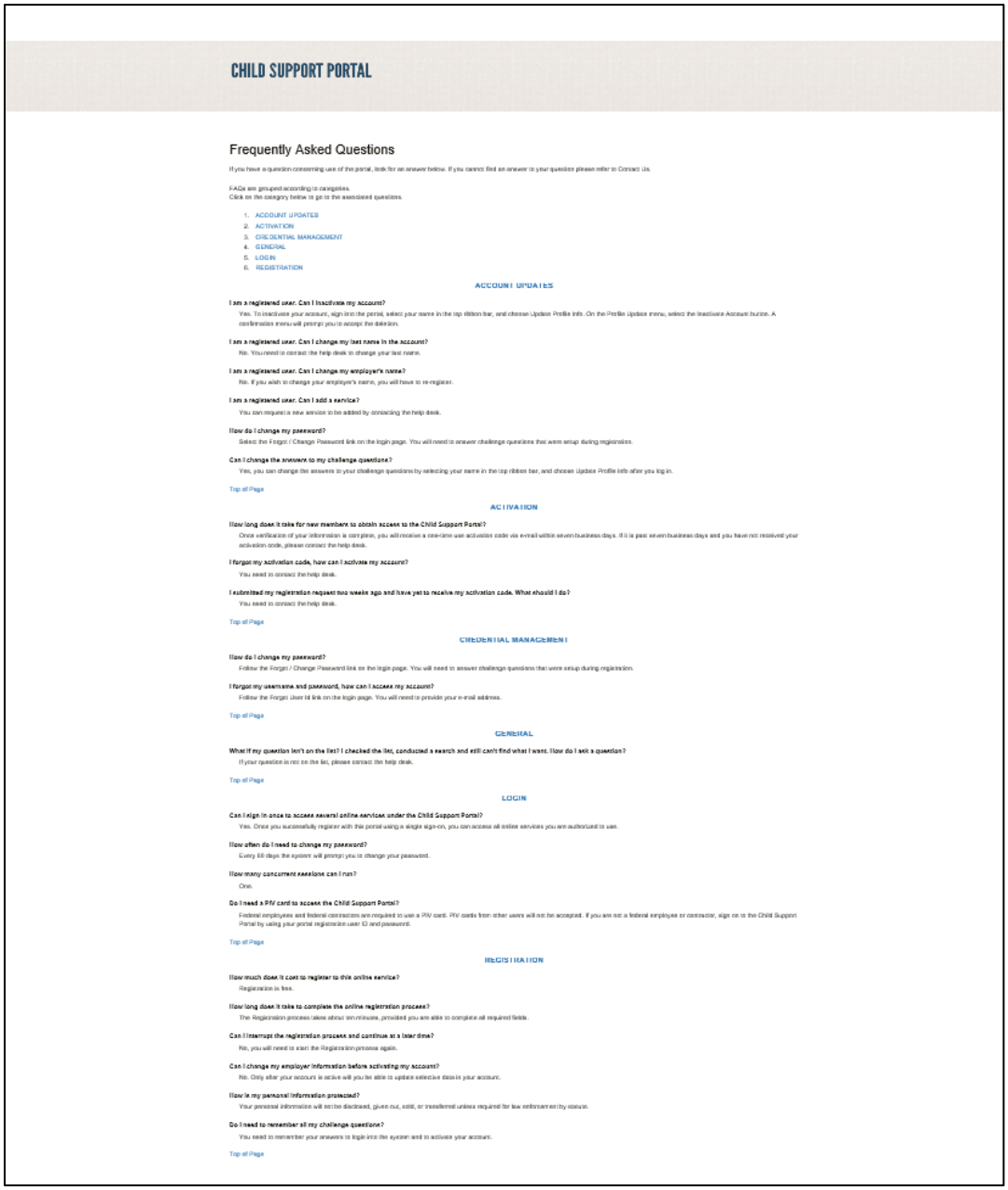


Click **Welcome** to open the Welcome to Child Support Portal page.

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

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

Figure 6-5: Frequently Asked Questions



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 inactivate my account?
Yes. To inactivate 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 menu will prompt you to accept the deletion.

I am a registered user. Can I change my last name in the account?
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 Forgot / 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?
Follow the Forgot / 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?
Follow the Forgot 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 is not 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 60 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 ten 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 selective data in your account.

How is my personal information protected?
Your personal information will not be disclosed, given out, sold, or transferred unless required for law enforcement by statute.

Do I need to remember all my challenge questions?
You need to remember your answers to login into the system and to activate your account.

Top of Page

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

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

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

Figure 6-6: Contact Us

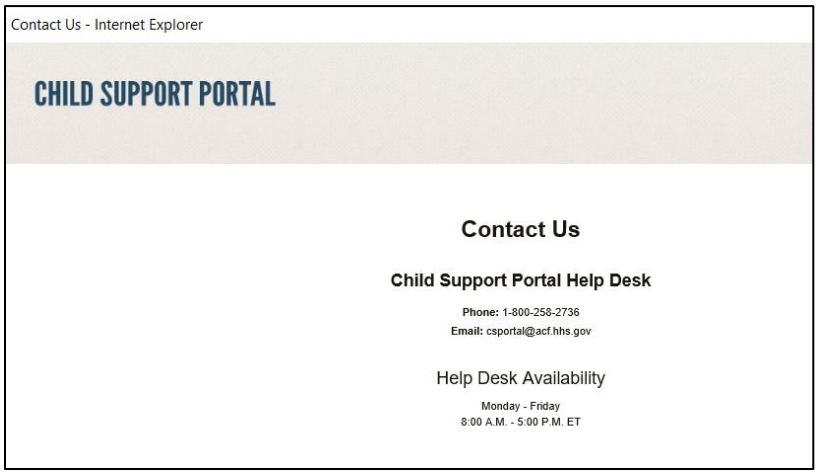


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

Figure 6-7: Security Alert – User Accepts Certificate

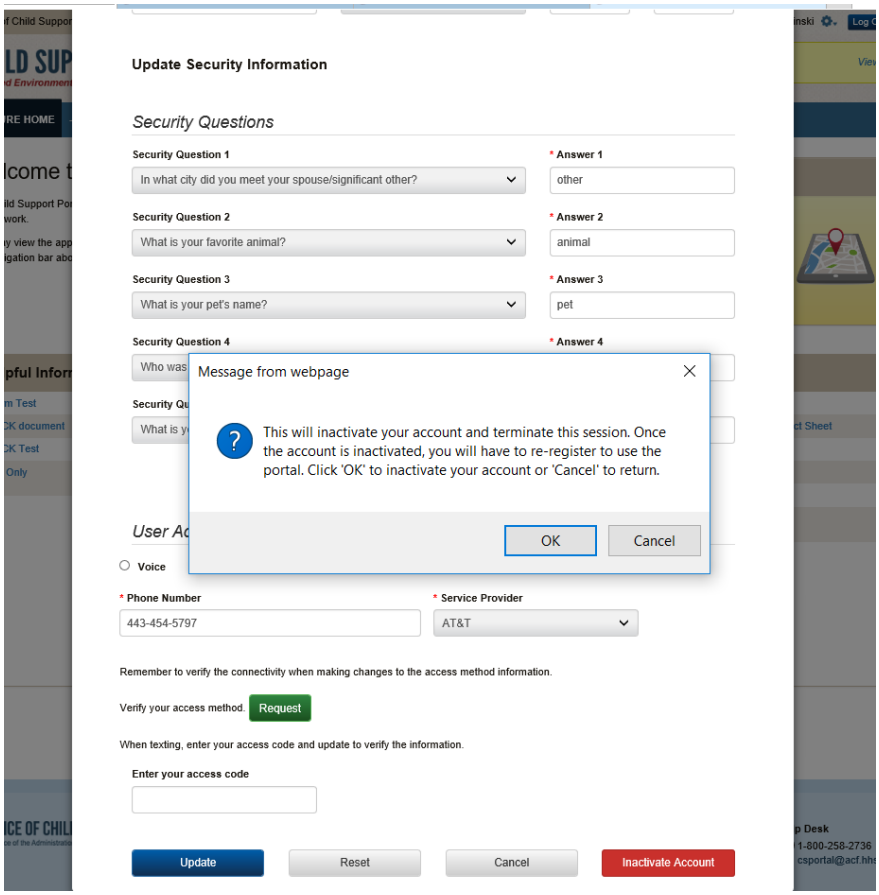
Click **Yes** to open the Welcome to Child Support Portal.

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

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

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

Figure 6-8: Disable Account Message



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

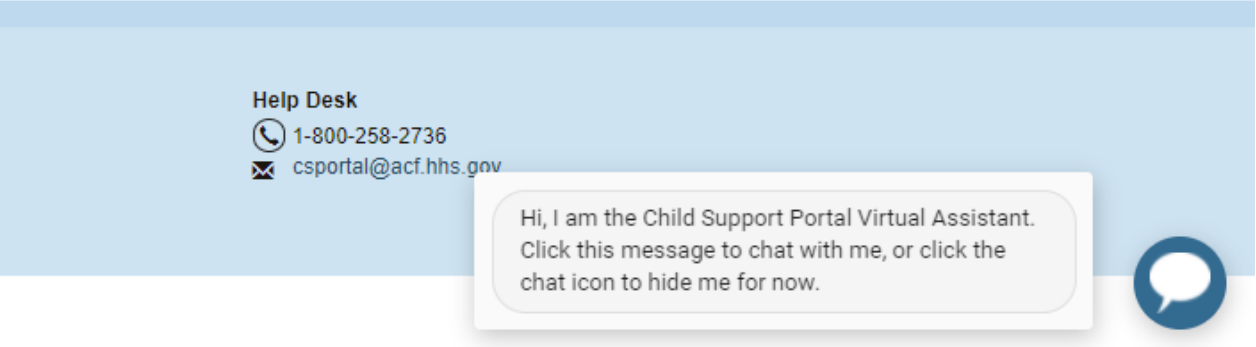
The Paperwork Reduction Act of 1995(Pub.L. 104-13)

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.

7. Chatbot

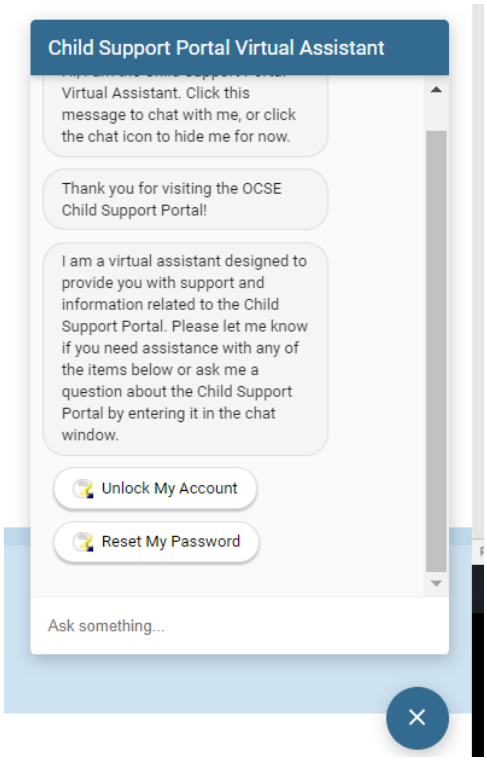
Chatbot is an interactive chat system that helps the user to reset their password or unlock their account. When user hovers on the icon in the bottom right hand corner of the footer (before accessing the portal) the following message in Figure 7-1 displays.

Figure 7-1: Chatbot Icon



Click **inside the information box** to open the Child Support Virtual Assistance pop-up as displayed in Figure 7-2.

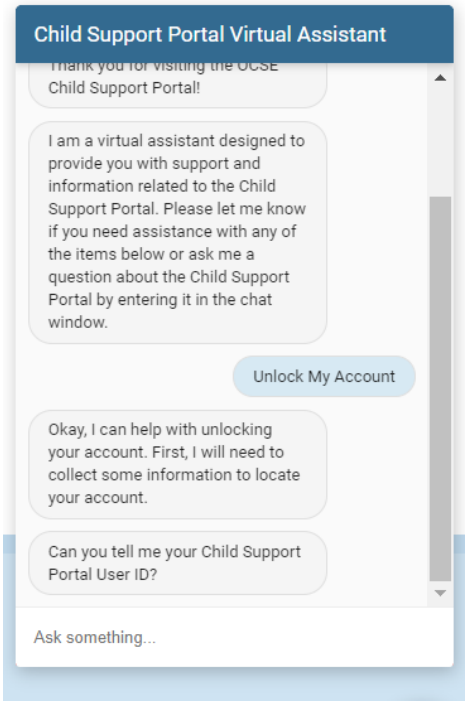
Figure 7-2: Child Support Portal Virtual Assistance



Click **Unlock My Account** to start the process to unlock your portal account.

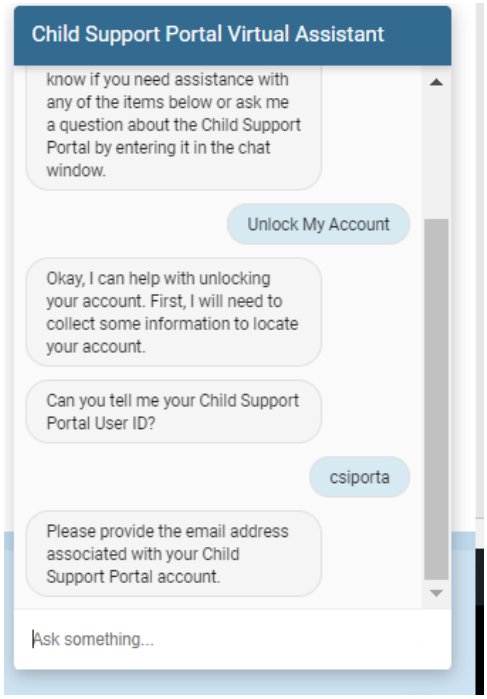
The user is asked for their Child Support Portal User ID as displayed in Figure 7-3.

Figure 7-3: Child Support Portal Virtual Assistance – Account Unlock – User ID



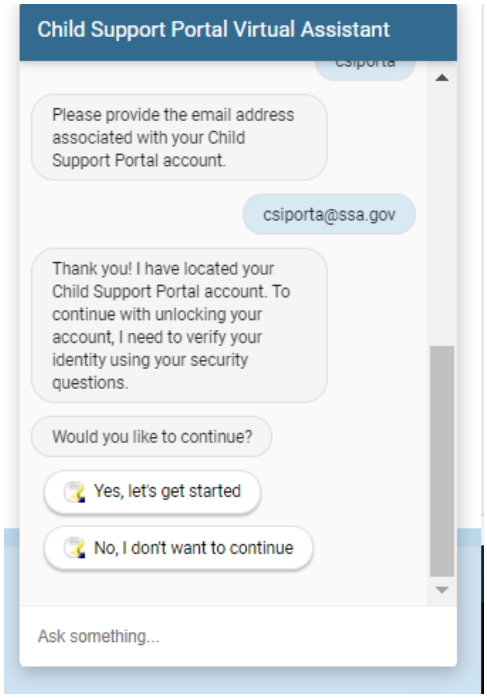
The user enters their User ID and clicks enter. The user's email address associated to the User ID is requested as displayed in Figure 7-4.

Figure 7-4: Child Support Portal Virtual Assistance – Account Unlock – Email Address



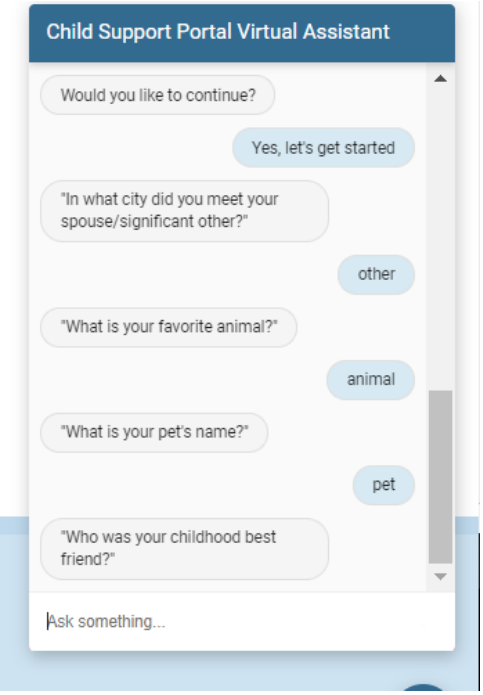
The user is informed they have been verified. Click **Yes, lets get started** as displayed in Figure 7-5.

Figure 7-5: Child Support Portal Virtual Assistance – Account Unlock – Get Started



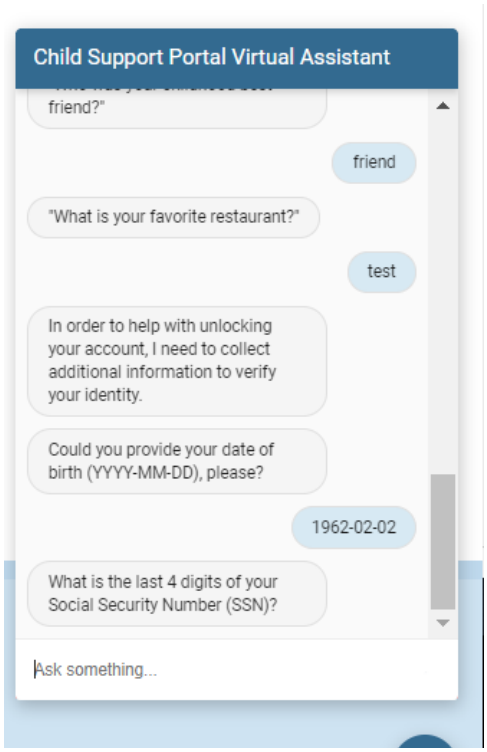
The user answers challenge questions they created at the time of registration as displayed in Figure 7-6.

Figure 7-6: Child Support Portal Virtual Assistance – Account Unlock – Challenge Questions



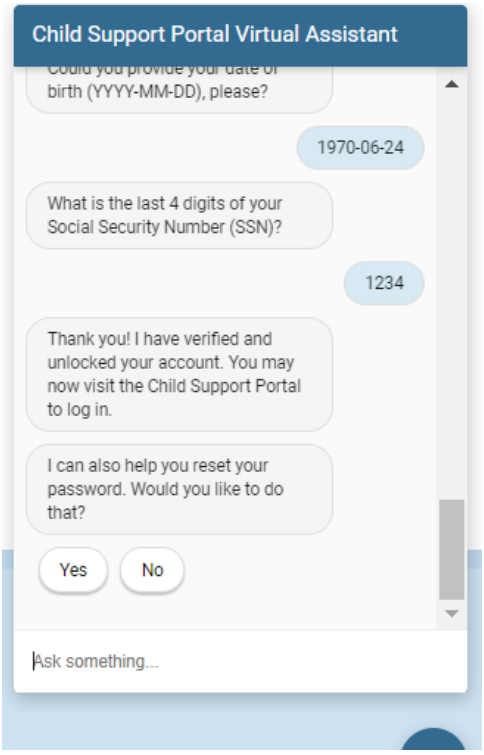
If user correctly answered three or four of the five challenge questions correctly their date of birth and SSN are requested as shown in Figure 7-7. If less than three answered correctly user must start over.

Figure 7-7: Child Support Portal Virtual Assistance – Account Unlock – Challenge Questions 3-4 Correct



The user answers all five challenge questions correctly or inputs the correct date of birth and SSN the account is unlocked and stated as in Figre 7-8. At this time, the use can select 'Yes' to change password also.

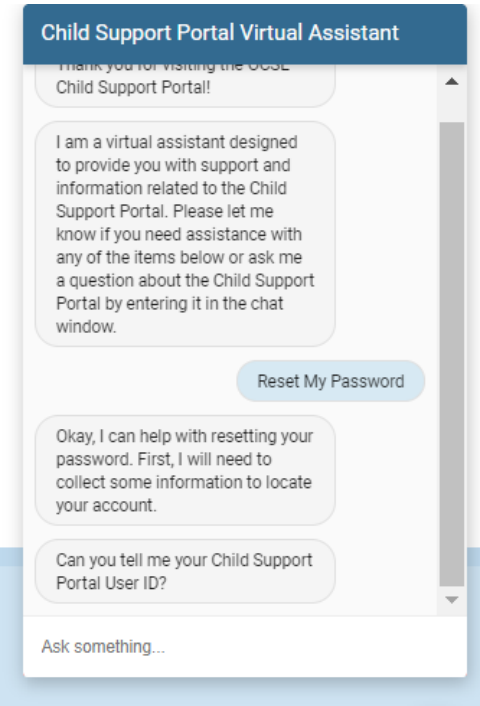
Figure 7-8: Child Support Portal Virtual Assistance – Account Unlock – Account is Unlocked



Click **Reset My Pasword** to start the process to reset your password to your portal account.

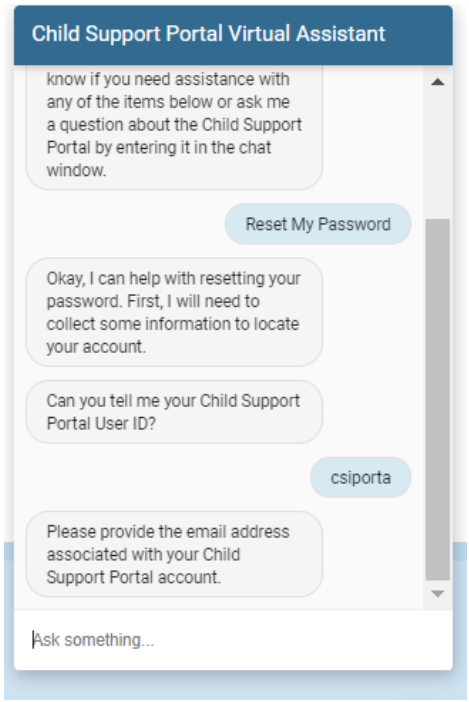
The user is asked for their Child Support Portal User ID as displayed in Figure 7-9.

Figure 7-9: Child Support Portal Virtual Assistance – Password Reset – User ID



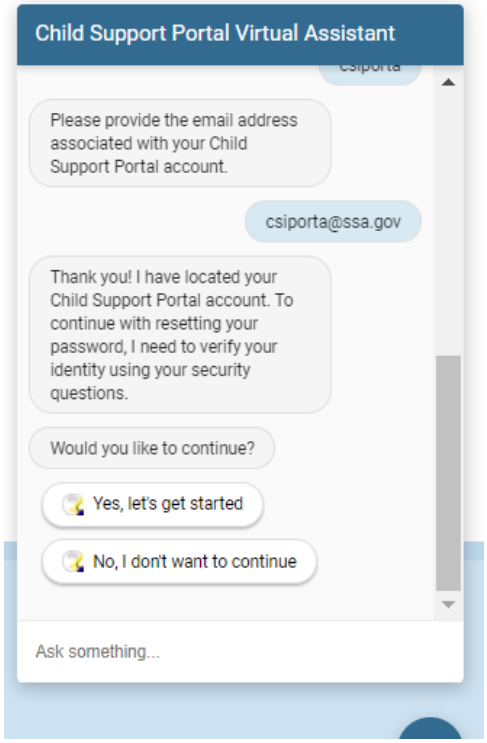
The user enters their User ID and clicks enter. The user's email address associated to the User ID is requested as displayed in Figure 7-10.

Figure 7-10: Child Support Portal Virtual Assistance – Password Reset – Email Address



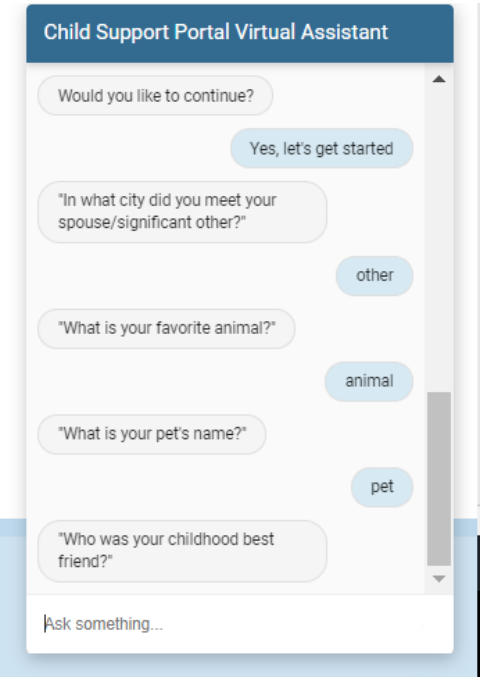
The user is informed they have been verified. Click **Yes, lets get started** as displayed in Figure 7-11.

Figure 7-11: Child Support Portal Virtual Assistance – Password Reset – Get Started



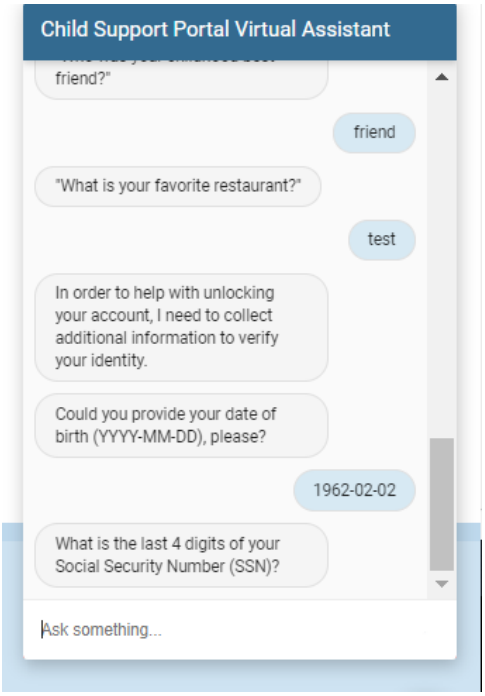
The user answers challenge questions they created at the time of registration as displayed in Figure 7-12.

Figure 7-12: Child Support Portal Virtual Assistance – Password Reset – Challenge Questions



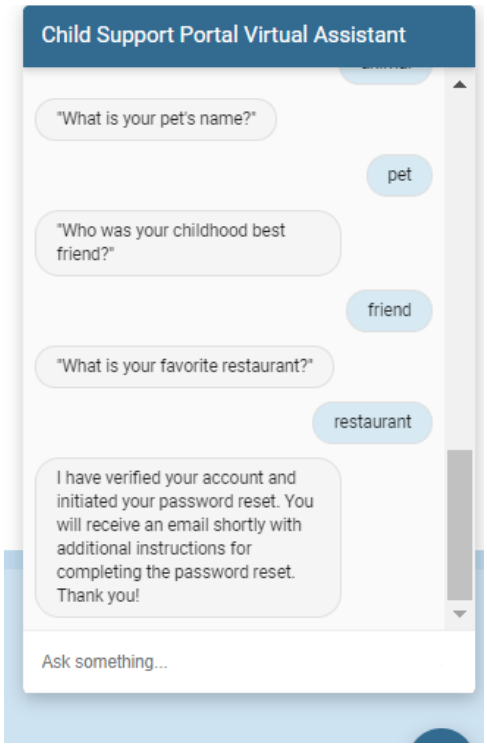
If user answered three to four of the five challenge questions correctly their date of birth and SSN are requested as shown in Figure 7-13. If less than three answered correctly user must start over.

Figure 7-13: Child Support Portal Virtual Assistance – Password Reset – Challenge Questions 3-4 Correct



The user answers all five challenge questions correctly or inputs the correct date of birth and SSN the user informed an email will be sent to reset their password Figre 7-14 displays.

Figure 7-14: Child Support Portal Virtual Assistance – Password Reset – User Sent Email to Reset Password



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