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

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under HHSN316201200034W by Leidos Innovations Corporation. The work was authorized in compliance with the following specific prime task order:

Delivery Order Number: Delivery Order Title: Document Date: Document Number: C-34668-O System Framework June 24, 2021 C2-211L1.81.01

# **Table of Contents**

1.	Registration	1-1
2.	Activation	
3.	Login	
4.	Profile Updates	
5.	Credential Management	
6.	General Pages	

# List of Figures and Charts

Figure 1-1: Welcome to Child Support Portal	. 1-1
Figure 1-2: This Portal Page Is For You If	. 1-3
Figure 1-3: Child Support Portal User Registration (Step 1)	. 1-4
Figure 1-4: Child Support Portal User Registration (Step 2)	. 1-4
Figure 1-5: Child Support Portal User Registration (Step 3)	. 1-5
Figure 1-6: Child Support Portal User Registration (Step 4)	. 1-6
Figure 1-7: Child Support Portal User Registration (Step 5)	. 1-7
Figure 1-8: Child Support Portal User Registration (Step 6)	. 1-8
Figure 1-9: Child Support Portal User Registration Request Submitted	. 1-9
Figure 2-1: This Portal Page Is For You If	.2-1
Figure 2-2: Login Certification	.2-2
Figure 2-3: User Activation	.2-3
Figure 2-4: Activation Confirmation	.2-4
Figure 3-1: This Portal Page Is For You If	. 3-1
Figure 3-2: Login Certification	. 3-2
Figure 3-3: Login	. 3-3
Figure 3-4: Child Support Portal Home Page	. 3-4
Figure 4-1: Profile Update	. 4-1
Figure 4-2: Profile Update Confirmation	.4-3
Figure 5-1: Login Certification	. 5-1
Figure 5-2: Forgot User ID	. 5-2
Figure 5-3: Credential Management – Forgot User ID Confirmation	. 5-3
Figure 5-4: Login – Forgot/Change Password	. 5-4
Figure 5-5: Forgot/Change Password	. 5-5
Figure 5-6: Forgot/Change Password – Challenge Questions	. 5-6
Figure 5-7: Forgot/Change Password – Reset Password	. 5-6
Figure 5-8: Change Password Confirmation	. 5-7
Figure 6-1: Timeout Warning	. 6-1
Figure 6-2: Session Timed Out	.6-1
Figure 6-3: System Error	. 6-2
Figure 6-4: Account Locked (Credential Management and Activation Pages)	.6-3
Figure 6-5: Frequently Asked Questions	. 6-4

Figure 6-6: Contact Us
Figure 7-3: Child Support Portal Virtual Assistance – Account Unlock – User ID
Figure 7-5: Child Support Portal Virtual Assistance – Account Unlock – Get Started 7-3 Figure 7-6: Child Support Portal Virtual Assistance – Account Unlock – Challenge Questions
Figure 7-7: Child Support Portal Virtual Assistance – Account Unlock – Challenge Questions 3-4 Correct
Figure 7-9: Child Support Portal Virtual Assistance – Password Reset – User ID 7-7 Figure 7-10: Child Support Portal Virtual Assistance – Password Reset – Email Address
Figure 7-11: Child Support Portal Virtual Assistance – Password Reset – Get Started 7-9 Figure 7-12: Child Support Portal Virtual Assistance – Password Reset – Challenge Questions
Figure 7-7: Child Support Portal Virtual Assistance – Password Reset – Challenge Questions 3-4 Correct
Figure 7-14: Child Support Portal Virtual Assistance – Password Reset – User Sent Email to Reset Password
Chart 1-1: Welcome to Child Support Portal
Chart 2-1: Login Certification
Chart 3-1: Login Certification
Chart 4-1: Account Update
Chart 5-3: Login – Forgot/Change Password

# 1. Registration

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

In the other base, and power, insurant, on to you, and to log with the Provide and Constraints and the second second second of the other approximation of the second second of the other approximation of the second second of the second second second second second on and meet to register to create an second second second second second second second second second second second second technical second s	Intercial inductions and other authorized users to in a your over role to local. <b>Exancial Institutions</b> Multiple for the Multiple francial with code to the Multiple francial Multiple francial Multiple francial (Multiple francial) Multiple francial Multiple francial Mul	and and receive vide information concerning data <b>Incurrents</b> The second seco	2		
ral Agencies the footing agencies and research may such the Audit Security a file such CCSC II your follow the such CCSC II your follow to util need to register to create an to util need to register to create and the such that the such that the the such that the such that the the summary such that the such that the summary such that the the summary such that the such that the summary summary such that the summary summary summary summary such that the summary summary	Financial Institutions Multist found institutions and transmission space the Probatic sectionage advancements institution (Jab Atoth Physican View ray may see the Prost to logistic proc costal structures) Statuse The Protograpowers registered users access to	Insurers Insurant Statub Carlot in Socies the Insurance Mitch Decimary applications for the spoot agencies with the status in the socies was pass approved.	>		
on folderal agreeds and research may use the Potal to security of the sum control years (control by the next security grane (control by the next security agreed) control by the next security agreed (control by the security of the security of of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security of the security	Multidation formancial institutions and transmitters with code for the Multidate Financial with code for the Multidate Financial with the support of the support institution.	Investment was the Profile Tax sources the hypother differ support species with provide differ support species with investment data the duration of beneficiation of the strength to inscribe hump burn payments	>		
GD> E ed OCSE staff may use the Portal to in array of resources and services for ed business purposes.	GO> States The Potal provides registered users access to	co> Tribes	>		
E ed OCSE staff may use the Portal to in array of resources and services for ed business purposes.	States The Portal provides registered users access to the force and Visitation and the force	Tribes			
ed OCSE staff may use the Portal to an array of resources and services for ed business purposes.	The Portal provides registered users access to				
	are a child support protessional, contact your state administrator to access the Portal.	The Portal provides registered tribal child support case-workers and managers online access to the Federal Case Registry. Department of Defense, and other Redeal agency locate information. You may register only after your tribe provides OCSE with the required agreements.			
GO>	60>	60>			
can only be accessed by authorized use please see our writistite. Privacy Policy	<ol> <li>It is not for child support case participants or the i Accessibility</li> </ol>	public. To learn more about the federal Office of Help Desk Studies 256-3728			
	zn only be accessed by subwiced use jesse see our wohnte. Privacy Policy	an only be accessed by subhability with a fin of for dbit support case participants or the brazes see our vectoria.	an only be accessed by adhedical wares. It is not for data support case participants or the public. To issen more about the fieldest Office of Integer field connected.	zin only be sconses by adhediced vales. It is not for child support case participants or the public. To learn more about the federal Office of Brazes are our vortools. Prouscy Policy 1: Accessibility Prouscy Policy 1: Accessibility Capontal part The gov	can only be accessed by adherical users. It is not for child support case participants or the public. To learn more about the federal Office of Privacy Policy I: Accessibility Privacy Policy I: Accessibilit



**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 <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.		
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

Office of Child Support Enforcement 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 site to access one or more of the following applications:	NEW USERS - If you are a new user, Register to create an account and request access to applications. Once you have registered, you will have to Log in to activate your account.			
Access and Visitation	LOG IN - If you are a registered user, Log In to access your applications or to activate your			
Debt Inquiry Service	account.			
DoD Entitlement	New User Log In			
Employer Services				
• eTerm				
FCR Misidentified Participant	Helpful Information			
FCR Query				
Federal Collection and Enforcement				
Intergovernmental Reference Guide				
Locate				
MSFIDM				
Self-Assessment				
State Plan				
State Statistical Reporting Service				
Help Desk				
Monday - Friday: 8:00 A.M 5:00 P.M. ET 🚫 1-800-258-2736 🛛 🛛 csportal@acf.hhs.gov				

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.		

Office of Child Support Enforcement CHILD SUPPORT PORTAL PORTAL HOME FAQ CONTACT US Child Support Portal U	Nitd Support Portal AL User Registration	
Registration Steps           1) Enter User Affiliation           2) Request Access to Services           3) Personal Information           4) Enter Security Information	Enter User Affiliation Employer Federal Agency Financial Institution Insure International OCSE States Tribe	

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:	<b>Child Support</b>	<b>Portal User</b>	Registration	(Step 2)
-------------	----------------------	--------------------	--------------	----------

Office of Child Support Enforcement Child	Support Portal
CHILD SUPPORT PORTAI	
PORTAL HOME FAQ CONTACT US	
Child Support Portal Us	er Registration
Registration Steps	Enter User Affiliation
1) Enter User Affiliation	OCSE 🗸
2) Request Access to Services	
3) Personal Information	Enter OCSE Sub-Group Information
4) Enter Security Information	* Select OCSE Sub-group
	-Select- Regional Support Staff Technical Support Staff

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.

Figure 1-5:	Child Sup	port Portal	User Reg	sistration	(Step	3)
					(~~	- /

Registration Steps	Enter User Affiliation
1) Enter User Affiliation	OCSE 🗸
2) Request Access to Services	
3) Personal Information	Enter OCSE Sub-Group Information
4) Enter Security Information	* 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)
	The Audit Search service allows authorized users to view audit related data. (Audit Search)
	Allows a secure path for a user to upload their input files and download the responses for Data Access. (Data Access Research)
	View or enter information about debtors who are eligible to receive a payout. (Debt Inquiry)
	Request monthly entitlement payment information for active and reservist service members. (DoD Entitlement)
	Search employer information in the NDNH and identify employers that participate in e-IWO. (eEmployer)
	Send and receive child support documents and UIFSA forms electronically. (Electronic Document Exchange)
	The Employer Services and Insurance Match Debt Inquiry allows authorized users to look up state contacts and state reports; search employer and insurer reporting; update employers' addresses, subsidiaries, supplemental information, and point of contact information; and annually certify that all this information is correct. (Employer Services & Insurance Match Debt Inquiry)
	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)
	The Feedback Administration service allows authorized users to view and administer feedback related data. (Feedback Administration)
	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

Click the functions you want to access.

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

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

Registration Steps	<ul> <li>Self-Assessment System is a softwa OCSE Self-Assessment Reports and</li> </ul>	are application used by the OCSE E d Regional Review Reports submitt	ivision of Performance ted annually by state an	and Statistical Analysis d regional offices. (Sel	s (DPSA) staff to track f-Assessment)	
1) Enter User Affiliation	States may submit their State Plans and OCSE may review and approve State Plans. (State Plan)					
2) Request Access to Services	The State Profile Administration service	vice allows authorized users to upda	ate a state's CSP profile	and contacts. (State F	Profile Administration)	
3) Personal Information	Access state semi-annual reports ar	nd monthly New Hire and Multistate	Employer Registry repo	orts. (State Statistical F	Reporting System)	
4) Enter Security Information						
	Enter Personal Informati	ion and Work Location	) * Last Name			
	Enter your first name		Enter your last na	me		
	* 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	* Email Address			
	XXX-XXX-XXXX		username@comp	any.com		
	* My FEIN Where do I find	d this? * Access Code				
	XXXXXXXXX	For additional security, the portal.	the system will ask you	to provide an access c	code each time you log into	
	* My Employer Name Where do I find	d this? You can elect to receive	e the access code via vo	pice or text message.		
	Enter Employer Name	At the end of the registr received the call or text	At the end of the registration process, the system will ask you to verify if the phone succes received the call or text message			
	* Last 4 of SSN					
	XXXX	Voice	○ Text			
	* Date of Birth	* Phone Number		Phone Ext:		
	MM/DD/YYYY	Enter Work Phone I	Number			

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.

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 nere
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	

Figure	1_7.	Child	Sunn	ort	Portal	Licer	Rea	listrat	tion (	Stor	n 5`	۱
rigui c.	1-/.	Cimu	Supp	υιι	i ui tai	USCI	NCS	(1511 a)	uon (	DIC	JJ	,

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.

#### User Affiliation & Services Requested OC SE Technical Support Staff Services Requested Audit Search · I am a Audit Search user registering to view portal web service audit records Personal Information Name: Address Line 1: John Doe 12 Test Lane Address Line 2: Address Line 3: City, State: Zip Code Full: Test, KS 12311 Country: E-mail Address: USA john.doe@test.co Phone Number - Extension: 111-111-1111 Last 4 of SSN: 1111 111111111 FEIN: Employer Name: Date of Birth: Test Employer 06/19/1984 Access Code Phone Texting 443-454-5797 Access Device: Phone Number: Security Information User ID: ocsetest 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? restauran Verify Access Control You will be asked to verify the phone number you provided on the User Registration page. Select Request. You will receive your access code via text message. The Access Code will expire in 10 minutes Request your access code: Request Enter your access code and select Confirm. Return to Make Changes

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

Child Support Portal User Registration: Review

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

Office of Child Support Enforcement 🕥 🎧 Child Support Portal
CHILD SUPPORT PORTAL
PORTAL HOME FAQ CONTACT US
Child Support Portal User Registration Reguest Submitted
Vour submitted registration completed successfully.
<ul> <li>When your organization profile is complete, your user registration will be processed.</li> </ul>
<ul> <li>You will receive a one-time activation code by email from portal.admin@ocep.acf.hhs.gov. If you do not receive the activation code in the next.</li> </ul>
seven days, contact the Portal Help Desk at 800-266-2736.
Welcome

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: 7	<b>This Portal Page</b>	Is For You If
---------------	-------------------------	---------------

Office of Child Support Enforcement 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 site to access one or more of the following applications:	NEW USERS - If you are a new user, Register to create an account and request access to applications. Once you have registered, you will have to Log in to activate your account.
Access and Visitation	LOG IN - If you are a registered user, Log In to access your applications or to activate your
Debt Inquiry Service	account.
DoD Entitlement	New User Log In
Employer Services	
eTerm	
FCR Misidentified Participant	Helpful Information
FCR Query	
Federal Collection and Enforcement	
Intergovernmental Reference Guide	
Locate	
MSFIDM	
Self-Assessment	
State Plan	
State Statistical Reporting Service	
Help Desk	
Monday - Friday: 8:00 A.M 5:00 P.M. ET 🚫 1-800-258-2736 🕱 csportal@acf.hhs.gov	

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	d Sunnort Portal			
CH	ILD SUPPORT PORTA	L			
PORTA	LHOME FAQ CONTACT US				
Home /	Insurers / Login Certification				
Login (	Cartification				
Login	Jennication				
	You are accessing a U.S. Gove	rnment information system. This information sys	tem is provided for U.S. Government-authorized use	only.	
	Unauthorized or improper use of	of this system may result in disciplinary action, a	s well as civil and criminal penalties.		
	By using this information syster	n, you understand and consent to the following:			
	<ul> <li>I understand that I may be s</li> </ul>	ubject to penalties if I submit fraudulent informa	tion.		
	<ul> <li>I agree that I am responsible</li> </ul>	e for all actions taken with my account.			
	<ul> <li>I understand that OCSE ma</li> </ul>	y ban me from the use of these services if OCS	E determines or suspects that there has been misuse	e of the services.	
	<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 punished by a fine or imprisonment, or both.</li> </ul>				
	<ul> <li>I am authorized to do busine</li> </ul>	ess on behalf of my tribe, employer or client.			
	<ul> <li>I understand OCSE will use</li> </ul>	this information for employment verification pur	poses.		
	<ul> <li>I understand that OCSE will information for this purpose.</li> </ul>	maintain and use the information I provide to ve	rify my identity and my relationship to tribe/employer	r and I consent to the use of my	
	<ul> <li>I have no expectation of priv Government purpose, the gr</li> </ul>	vacy for any personal or unofficial transaction co overnment may monitor, intercept, and search a	nducted using this government equipment. At any tin nd seize any communication or data transmitted or s	ne, and for any lawful tored on this information system.	
	<ul> <li>Any communication or data</li> </ul>	transmitted or stored on this information system	may be disclosed or used for any lawful Governmer	t purpose.	
	By checking 'I Accept' you ce	rtify that you have read, understood, and ag	ree to the terms of this agreement.		
	I Accept				
		Lesis using Hear ID:	Fornot User	ID?	
		Eogin using oser iD:			
	C	Login using PIV card (Insert PIV card)			
		Enter	Cancel		

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.

office of Child Support Enforcement	Inport Portal
	pport order
CHILD 20PPUKI PUKIAL	
PORTAL HOME FAQ CONTACT US	
User Activation	
For User ID: cspocse1	
	* Activation Code
	Deseword     Exmot/Change Deseword?
	* Email
	* 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

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** 

Office of Child Support Enforcement Child Support Portal				
CHILD SUPPORT PORTAL				
PORTAL HOME FAQ CONTACT US				
Activation Confirmation				
Account is activated				
Your account activation was successful.				
The system will ask you to change your password every 60 days. You may login to the Child Support Portal by clicking Welcome button.				
Welcome				

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**.

Office of Child Support Enforcement 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 site to access one or more of the following applications:	NEW USERS - If you are a new user, Register to create an account and request access to applications. Once you have registered, you will have to Log In to activate your account.
Access and Visitation	LOG IN - If you are a registered user, Log In to access your applications or to activate your
Debt Inquiry Service	account.
DoD Entitlement	New User Log In
Employer Services	
eTerm	
FCR Misidentified Participant	Helpful Information
FCR Query	
Federal Collection and Enforcement	
Intergovernmental Reference Guide	
Locate	
MSFIDM	
Self-Assessment	
State Plan	
State Statistical Reporting Service	
Help Desk	
Monday - Friday: 8:00 A.M 5:00 P.M. ET 🚫 1-800-258-2736 🕱 csportal@acf.hhs.gov	

# Figure 3-2: Login Certification

PORTAL HON					
tome / Insure	rs / Login Certification				
ogin Certif	ication				
	You are accessing a U.	S. Government information system. This information system	n is provided for U.S. Government-authorized use only.		
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.					
	By using this information system, you understand and consent to the following:				
	I understand that I r	nay be subject to penalties if I submit fraudulent information	ı.		
	<ul> <li>I agree that I am res</li> </ul>	ponsible for all actions taken with my account.			
	<ul> <li>I understand that O</li> </ul>	CSE may ban me from the use of these services if OCSE of	letermines or suspects that there has been misuse of the services.		
	<ul> <li>I am aware that any OCSE as to the true</li> </ul>	person who knowingly and willingly makes any representa identity of an individual could be punished by a fine or imp	tion to falsely obtain information from OCSE records and/or intends to deceive rrisonment, or both.		
	<ul> <li>I am authorized to d</li> </ul>	o business on behalf of my tribe, employer or client.			
	<ul> <li>I understand OCSE</li> </ul>	will use this information for employment verification purport	ses.		
	<ul> <li>I understand that O information for this presented in the presented of the pr</li></ul>	CSE will maintain and use the information I provide to verif purpose.	y my identity and my relationship to tribe/employer and I consent to the use of my		
	<ul> <li>I have no expectation</li> <li>Government purpose</li> </ul>	n of privacy for any personal or unofficial transaction cond e, the government may monitor, intercept, and search and	ucted using this government equipment. At any time, and for any lawful seize any communication or data transmitted or stored on this information system.		
	<ul> <li>Any communication</li> </ul>	or data transmitted or stored on this information system m	ay be disclosed or used for any lawful Government purpose.		
	By checking 'I Accept	you certify that you have read, understood, and agree	to the terms of this agreement.		
	I Accept				
		Icogin using User ID:	Forgot User ID?		

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
--------	------	-------

PORTAL HOME		
Login		
Welcome, emptest1		
Enter the Access Code you	received via text message to continue	. The Access Code will expire in 10 minutes.
Enter the Access Code you	received via text message to continue	. The Access Code will expire in 10 minutes. Forgot/Change Password

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.

CHILD SUPPORT PORTAL Secured Environment					
SECURE HOMESELECT APPLICATION- + FEEDBACK FAQ CONTACT US					
Welcome to the Child Sup	port Po	ortal	In The Spotlight	<b>_</b>	
The Child Support Portal provides an array of resources and services to OCSE staff to assist them in their work. You may view the applications you have access to by clicking on the <b>Select Application</b> tab in the navigation bar above.			Security Tip: Confidentiality Is Critical  Never share Portal data with unauthorized users Never give anyone access to your computer unless they are authorized (i.e., help desk)		
				•••	
Helpful Information		Calendar	VIEW	Quick Links	
Child Welfare Navigation Guide	₽ ^	Independence	Day	COVID-19: Frequently Asked Questions for Child Support Programs	
COVID-19 Operating Status for States and Tribes		Jul Federal offices close	ed for holiday	CY 2021 Federal Offset Collections Schedule	
Data Access Research Navigation Guide				Intergovernmental Reference Guide Resources	
Debt Inquiry Navigation Guide				QUICK State Status	
DOD Entitlement Navigation Guide		Sep 6 5		Social Security Office Locator	
Electronic Document Exchange Navigation Guide				Uniform Interstate Family Support Act (UIFSA) 2008	
Electronic Document Exchange State Status Map and Information					
Employer Participation Project Reports Guide	P	Columbus Day	(		
Employers Navigation Guide		Oct Federal offices close	ed for holiday		
eTermination Navigation Guide	ß				
FCR Misidentified Participant Navigation Guide					
land a state and a second					

#### 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>	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.

ILD SUP		Profile U	lpdate				×	
	* Indicates required field							
JRE HOME:	Update Personal Information	n and Work Loca	tion					
lcome to	*Phone Number	Phone Ext	• Email Addre	88				4
hild Support Ports	123-458-7988		csiporta@s	sa.gov				
ay view the applic	*Address Line 1	Address Line 2		Address I	Line 3			
igation bar abov	test	additional info		addition	al info			
	• City	* State		• Zip Code	e z	lp Code Ext		
	test	Alaska	~	12852				
RE Move to S'	Security Questions Security Question 1		• A	nswer 1				
	In what city did you meet your spous	e/significant other?	× •	ther				
	Security Question 2		*A	newer 2				
	vinat is your lavonte animai?		▼ a	nimai				
	Security Question 3		*A	newer 3				
	formation growthan to							
	Who was your childhood best friend?	,	✓ fr	iend				
	Security Question 5		• 4	newer 5				
	What is your favorite restaurant?		× R	estaurant				
CE OF CHILD	User Access Control Voice ® Text Phone Number						De 1-80	9 <b>8k</b> 20-258-2736 ortal@acf.hh
	443-454-5797							
	Verify connectivity when changing your user Select Request to verify your access methor Enter the access code you received via text r The Access Code will expire in 10 minutes. Enter your access code	access method.	late to verify.					

## 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.

Office of Child Support Emore		Welcome Cheryr Stachiniski 😽 Log Out
CHILD SUPI Secured Environment	Profile Update Confirmation	8
SECURE HOME	Profile Update Confirmation	
Welcome to The Child Support Ports	Profile is updated	
in their work. You may view the appli the navigation bar abov		
	Your profile has been updated successfully.	
Helpful Inform		
Sample Document Test Document	Close	

# 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

Office of Child Support Enforcement The Chi	ild Support Portal			
CHILD SUPPORT PORT	AL .			
PORTAL HOME FAQ CONTACT US				
Home / Financial Institutions / Login Certification	on			
Login Certification				
You are accessing a U.S. Gov	vernment information system. This information system	n is provided for U.S. Government-authorized use on	ly.	
Unauthorized or improper use	of this system may result in disciplinary action, as w	ell as civil and criminal penalties.		
By using this information syste	em, you understand and consent to the following:			
<ul> <li>I understand that I may be</li> </ul>	subject to penalties if I submit fraudulent information	L.		
<ul> <li>I agree that I am responsib</li> </ul>	ole for all actions taken with my account.			
<ul> <li>I understand that OCSE m</li> </ul>	ay ban me from the use of these services if OCSE d	etermines or suspects that there has been misuse of	the services.	
<ul> <li>I am aware that any person OCSE as to the true identitient</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 punished by a fine or imprisonment, or both.</li> </ul>			
<ul> <li>I am authorized to do busin</li> </ul>	ness on behalf of my tribe, employer or client.			
<ul> <li>I understand OCSE will us</li> </ul>	I understand OCSE will use this information for employment verification purposes.			
<ul> <li>I understand that OCSE wi information for this purpose</li> </ul>	ill maintain and use the information I provide to verify e.	my identity and my relationship to tribe/employer an	d I consent to the use of my	
<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>				
Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.				
By checking 'I Accept' you o	certify 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		

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.

Office of Child Support Enforcement	ipport Portal		
CHILD SUPPORT PORTAL			
PORTAL HOME FAQ CONTACT US			
Forgot User ID			
	* E1		
	Email		
	* Re-enter Email		
	Submit	Cancel	

# 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

Office of Child Support Enforcement D 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 clicking the Welcome button.	
Welcome	

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

# Figure 5-4: Login – Forgot/Change Password

RTAL HOME		
Login		
Welcome, csiporta		
Enter the Access Code you received v	ia text message to continue.	The Access Code will expire in 10 minutes.
Enter the Access Code you received v	ia text message to continue. * Password	The Access Code will expire in 10 minutes. Forgot/Change Password?
Enter the Access Code you received v	ia text message to continue. * Password	The Access Code will expire in 10 minutes. Forgot/Change Password?
Enter the Access Code you received v	ia text message to continue. * Password * Access Code:	The Access Code will expire in 10 minutes. Forgol/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

Office of Child Support Enforcement Child Support Portal
CHILD SUPPORT PORTAL
PORTAL HOME FAQ CONTACT US
Forgot/Change Password
Enter your email address to change your password.
User ID
cspocse1
* Email
Submit Cancel

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.

Office of Child Support E	inforcement Child Support Portal
CHILD SUF	PORT PORTAL
PORTAL HOME FA	Q CONTACT US
Forgot/Cha	ange 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 host friend?
	This was your climanoou best menu :
	* What is your favorite restaurant?
	Submit Cancel

## 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 Passwo
---

Office of Child Support Enforcement	ort Portal	
<b>CHILD SUPPORT PORTAL</b>		
PORTAL HOME FAQ CONTACT US		
Forgot/Change Password		
Please enter and confi	rm your new password.	
	* Create Password:	
	Confirm Password:	
_	Confirm	
	Submit Cancel	

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

Office of Child Support Enforcement	
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.	
Walcome	

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

CHILD SUPPO	DRT PORTAL
	Timeout Warning
	Your online session is about to time out. As a security precaution, sessions are timed out after 15 minutes of inactivity.
	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

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** 

SUPPORT PORTAL
Session Timed Out
Your session has timed out. You must start over to see the information displayed on the screen again. Any Information entered on the screen that was not saved has been lost. Any information changed on the screen that was not saved will revert to its previous values.
To contact the Help Desk for assistance:
Help Desk Availability: Monday - Friday 8:00 A.M 5:00 P.M. ET Help Desk Phone: 1-800-258-2736
Help Desk E-mail: csportal@acf.hhs.gov
Click 'Welcome' to return to the OCSE's Child Support Portal Welcome Page.
Welcome

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**

Offic	e of Child Support Enforcement 🛛 🔂 Child Support Portal
CH	ILD SUPPORT PORTAL
	Logo
	Error - Locate - NDNH Request
A S	An Error occurred while processing your request. You must start over to see the information displayed on the creen again. Any information entered on the screen that was not saved has been lost. Any information changed on the screen that was not saved will revert to its previous values.
Т	The following information can assist the Help Desk in tracking the cause of the error:
	Error Code: 410
	Error Message: General Fault Code Error
F	Please have the following information available when contacting the Help Desk.
Т	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
C	Click 'Home' to return to the Portal Home Page.
	Home
	04/09/2018 14:02:0

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	Child Support Portal
CHILD SUPPORT PI	ORTAL
PORTAL HOME	
Login	
Welcome, csiporta Enter the Access Code yo	ou received via text message to continue. The Access Code will expire in 10 minutes. ou exceeded the allowed number of invalid login attempts. Your account has been locked. Please wait 120 minutes before attempting to ccess your account again, or contact the Portal Help Desk.
	Password Forgot/Change Password?

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.

CHILD SUPPORT PURTAL
Frequently Asked Questions
Hype have a specific concerning use of the parts, link for an answer holes. If you cannot find an answer in your question please with r to Contact Us. Finds an upperformation to an approximation.
3. CIS DOTINE INVOCIDIT 4. GROVA 5. LICEN
6. REDISTRATEN ACCOUNT UPDATES
Lan a singleneed user. Can I Inschool my Account? You. To load user you account, giving the provide the provide the provide the set of the Profile Velocity of the Set of the Profile Velocity account bucks. A method has a many account registering of the Set of the Set of the Profile Velocity of the Set of the Profile Velocity of the Set of
Tan a naginawa lawa. Can'i changa my kat nawa in the account? New Tauwardi nawa nawa na ha nje daki na danga ya wilat nawa.
laer a ngkaana unor. Can Labuqa ny menjayah nama? Nin Jipa vilih tu danga yan mijitayi nami, pai vili bawa tu nenginar.
Lan a mighteend unor. Can Ladd a kunica? Yaa can migueeta ee annibot to be added ly contacting the help deel.
llier de Lahonge ny jaarsverd? Silies tre Freger / Change Passent lie is in the logis page. You will need to answer challenge quarters thei wom entop floring inglemation.
Can I change the annexes to my challenge questions? Yes, you can change the answers to your challenge questions by wheching your metre in the top robots beer, and choose lipides. Pollie into after you kg in.
Top of Page ACTIVATION
llawlang daw tala farawa member sa abah secan ta a Child Saggar Panet? Oran welkara di ya ukarnaka na angkan panu alimaka tari-am wa adakata tak wa enali wibis asambakatan day. Ili is pankara day ana pana tan kapi kana
Thropot may advandance adde, how can Eachanine may accessing? You used in accrease the help loade.
I radiotland my ngintration request two weeks ago and have yer to receive my socioidan code. What should fao't You and it occurso the heigh deal.
Tquid Pige Chedenijal Manacemeni
llør de i donge ny panswel? Filter ha Forget / Diverge Panswel fink en he legin page. You will nøst to answer chullenge questions that were energ during registration.
Hargar my unemume and gaussiand, han can l'accase my accasm? Fistor the Forget James Id lan con the tigin page, You vill meet its providing the real administ.
Top of Page CENEIAL
What If any quantion levil on the levil checked the line, conducted a wards and will contributed what I want. How do I axis a quantion ? I typer quantice is not on the leg please extract the heig deals.
Top of Page LOCIN
Can I diga Ib oras to access award and in any face and the Child Support Parts)? Yes, Drea you accessibly regizer with the perturbating or digit signers, you connected and some authorized to see.
Havedon do Insel to change ny possivut? Gang ki duge de system will prompt you is sharepay your possivent.
Harving catalant tailant an Iran ? Ora
De Talman 4 PV and the scalar in it. Cliff Jappen Point? Trainent mengingen met hinder cancername menging in to use a PV ands. You ands into it be accapted. If you are set ledened employee or contractor, sign on it he Child Support Parality using your profit inglemation user ID and passaverit.
Top of Page REGISTINATION
Howmuch down it can't an aghter to this write? Regenzation is two.
Hearlong dawn thain to complex the wolfne registration process? The Registration process cales and earl moving on a set in complete all required fields.
Exa Timempan de regionade a process se di cartino et a lisar deve? Nel posselleneo di a starti de Regionalempanese again.
san konng ing anayak manamasa anan asa asa asa asa asa asa asa asa
Visur parsanal information will ember disclosed, given cut, cell, or transferred unless regulard for law enforcementby assume Do I need to nemember sit my challenge queefloor?
Yau nasi in tementer yau awawan in lugik kito ten nyelan and in adlekis yau account. Taga d'Ange

## **Figure 6-5: Frequently Asked Questions**

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

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

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

#### Figure 6-6: Contact Us

Contact Us - Internet Explorer		
CHILD SUPPORT PORTAL		
	Contact Us	
	Child Support Portal Help Desk	
	Phone: 1-800-258-2736 Email: csportal@acf.hhs.gov	
	Help Desk Availability	
	Monday - Friday 8:00 A.M 5:00 P.M. ET	

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.

Socie	ity Questions		
Securi	ly Questions		
Security	Question 1		* Answer 1
In what	city did you meet your spouse/significant other	? *	other
Security	Question 2		* Answer 2
What is	your favorite animal?	~	animal
Security	Question 3		* Answer 3
What is	your pet's name?	~	pet
Security	Question 4		* Answer 4
Security of What is User A O Voice	This will inactivate your the account is inactivate portal. Click 'OK' to inac	account and termin d, you will have to i tivate your account	ate this session. Once re-register to use the or 'Cancel' to return.
Security ( What is User A Voice * Phone Nur	This will inactivate your the account is inactivate portal. Click 'OK' to inac	account and termin d, you will have to r tivate your account	ate this session. Once re-register to use the or 'Cancel' to return.
Security of What is User A Voice * Phone Nut 443-454-5	This will inactivate your the account is inactivate portal. Click 'OK' to inact the account is inactivate portal. Click 'OK' to inact the account is inactivate portal. Click 'OK' to inact	account and termin d, you will have to r tivate your account • Service Provider AT&T	ate this session. Once re-register to use the or 'Cancel' to return. OK Cancel

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 a verage 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.





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





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

Child Support Portal Virtual Assistant	
Would you like to continue?	1
Yes, let's get started	
"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?"	
Ask something	

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

Child Support Portal Virtual	Assistant
friend?"	<b>^</b>
	friend
"What is your favorite restaurant?"	
	test
In order to help with unlocking your account, I need to collect additional information to verify your identity.	
Could you provide your date of birth (YYYY-MM-DD), please?	
	1962-02-02
What is the last 4 digits of your Social Security Number (SSN)?	
Ask something	

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

Child Support Portal Virtual Assistant	
know if you need assistance with any of the items below or ask me a question about the Child Support Portal by entering it in the chat window.	•
Reset My Password	
Okay, I can help with resetting your password. First, I will need to collect some information to locate your account.	
Can you tell me your Child Support Portal User ID?	
csiporta	
Please provide the email address associated with your Child Support Portal account.	
	•
Ask something	

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

Would you like to conti	nue?
	Yes, let's get started
"In what city did you me spouse/significant oth	eet your er?"
	other
"What is your favorite a	inimal?"
	animal
"What is your pet's nam	ne?"
	pet
"Who was your childho friend?"	od best

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

friend?"		
	friend	
"What is your favorite restaurant?"		
	test	
In order to help with unlocking your account, I need to collect additional information to verify your identity.		
Could you provide your date of birth (YYYY-MM-DD), please?		
	1962-02-02	
What is the last 4 digits of your Social Security Number (SSN)?		
sk something		

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

Child Support Portal Virtual Assistant			
"What is your pet's name?"		*	
	pet		
"Who was your childhood best friend?"			
	friend		
"What is your favorite restaurant?"			
	restaurant		
I have verified your account and initiated your password reset. You will receive an email shortly with additional instructions for completing the password reset. Thank you!			
- And		•	
Ask something			

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this voluntary information collection is for OCSE to register and authenticate authorized users to access applications on OCSE's Child Support Portal. Public reporting estimated burden for this collection of information is 0.15 hours per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. As provided by 42 U.S.C. § 653(m)(2), any confidential information collected for this program is accessed only by authorized users. A federal agency may not conduct or sponsor an information collection without a valid OMB Control Number. No individual or entity is required to respond to, nor shall an individual or entity be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, without a current valid OMB Control Number. If you have any comments on this collection of information, please contact OCSEFedSystems@acf.hhs.gov