

OCSE O&M and Continuous Improvements

# **System Framework**

## **User Screen Flow**

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Administration for Children and Families  
Office of Child Support Enforcement  
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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 <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**

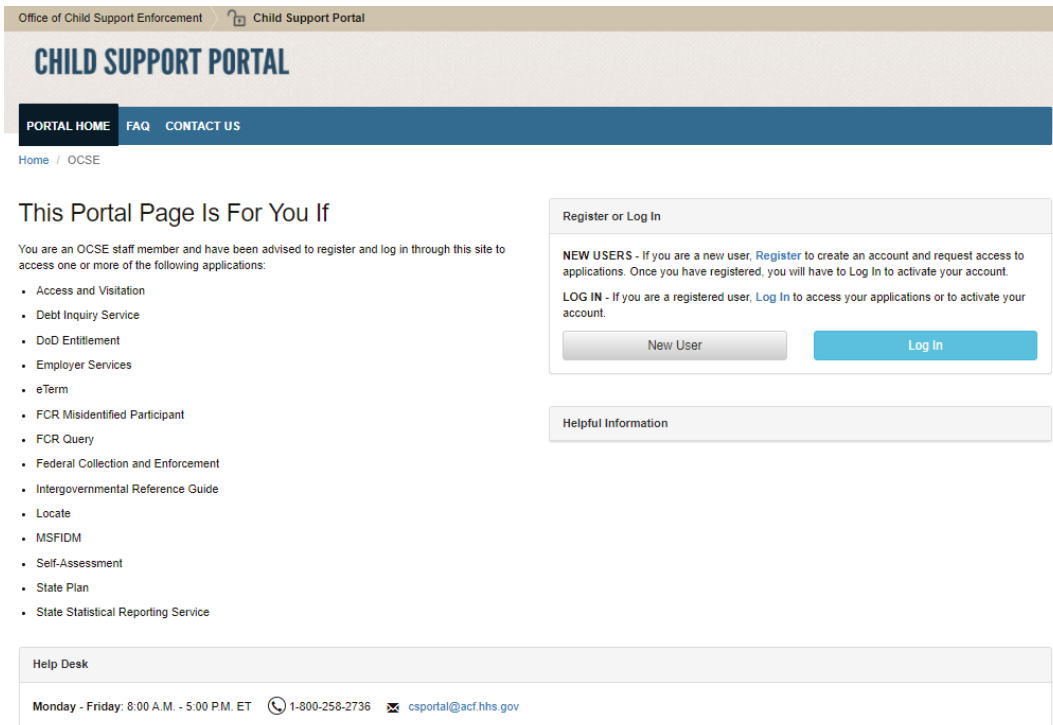
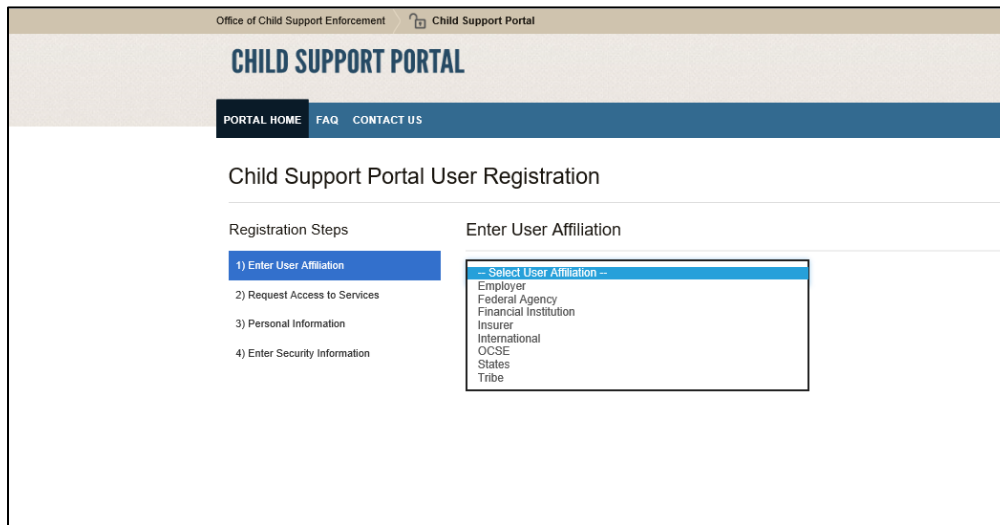


Chart 1-2 describes the functions available from This Portal Page Is For You If page.

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)**

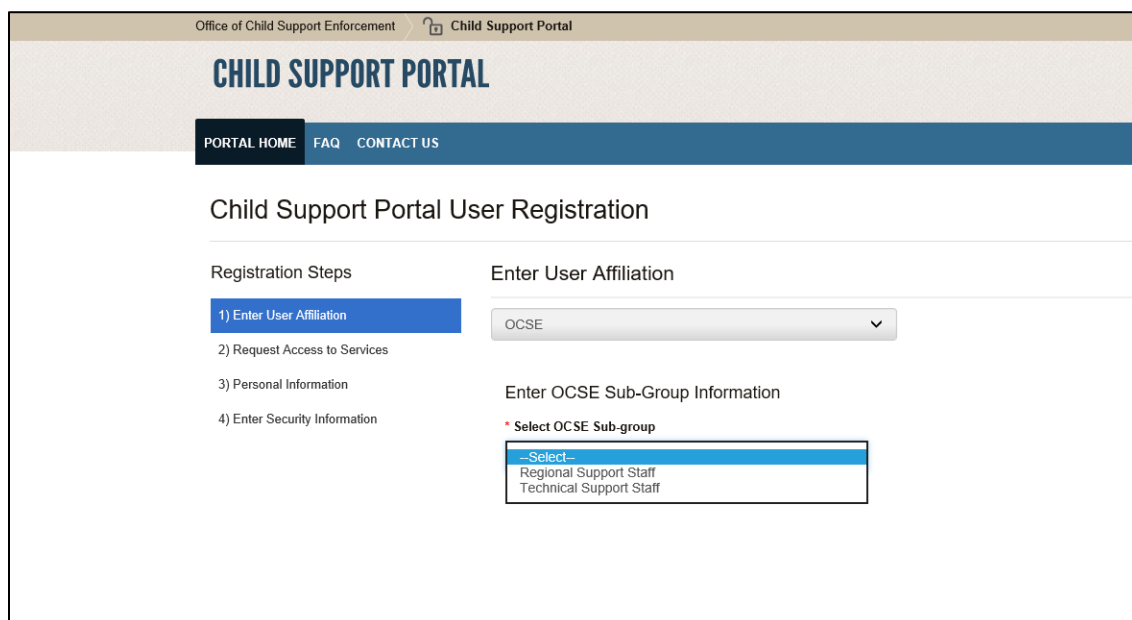




Chart 1-3 describes the functions available from the Enter User Affiliation page.

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)	<ul style="list-style-type: none"> <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 Support Portal User Registration (Step 3)**

Child Support Portal User Registration

---

Registration Steps

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

Enter User Affiliation

OCSE

Enter OCSE Sub-Group Information

\* Select OCSE Sub-group

Technical Support Staff

---

Request Access to Services

- Enter and submit program data about Access and Visitation (AV) services to OCSE. (Access and Visitation)
- 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 Reference Guide)

Click the functions you want to access.

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

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

Registration Steps

- 1) Enter User Affiliation
- 2) Request Access to Services**
- 3) Personal Information
- 4) Enter Security Information

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

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

The State Profile Administration service allows authorized users to update a state's CSP profile and contacts. (State Profile Administration)

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

### Enter Personal Information and Work Location

\* First Name  MI  \* Last Name

\* Address Line 1  Address Line 2  Address Line 3

\* City  \* State  \* Zip Code  Zip Code Ext

\* Phone Number  Phone Ext  \* Email Address

\* My FEIN [Where do I find this?](#)  \* Access Code

For additional security, the system will ask you to provide an access code each time you log into the portal.

\* Last 4 of SSN  You can elect to receive the access code via voice or text message.

\* Date of Birth  At the end of the registration process, the system will ask you to verify if the phone successfully received the call or text message.

Voice  Text

\* Phone Number  Phone Ext:

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

Complete the required fields for Security Information.

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

The screenshot shows a web form titled "Enter Security Information" with a blue header bar containing "4) Enter Security Information". The form is divided into two main sections: "Enter Security Information" and "Enter Security Questions".

**Enter Security Information:**

- Create User ID:** A text input field labeled "Enter User ID Here".
- Confirm User ID:** A text input field labeled "Confirm".
- Create Password:** A text input field.
- Confirm Password:** A text input field labeled "Confirm".

**Enter Security Questions:**

- Security Question 1:** A dropdown menu with the text "In what city did you meet your spouse/significant other?".
- Security Question 2:** A dropdown menu with the text "What is your favorite animal?".
- Security Question 3:** A dropdown menu with the text "What is your pet's name?".
- Security Question 4:** A dropdown menu with the text "Who was your childhood best friend?".
- Security Question 5:** A dropdown menu with the text "What is your favorite restaurant?".

**Answers:**

- Answer 1:** Text input field labeled "Enter your answer here".
- Answer 2:** Text input field labeled "Enter your answer here".
- Answer 3:** Text input field labeled "Enter your answer here".
- Answer 4:** Text input field labeled "Enter your answer here".
- Answer 5:** Text input field labeled "Enter your answer here".

At the bottom of the form are two buttons: "Submit" (blue) and "Cancel" (grey).

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)

#### Child Support Portal User Registration: Review

##### User Affiliation & Services Requested

OCSE Technical Support Staff

##### Services Requested

- Audit Search
  - I am a Audit Search user registering to view portal web service audit records.

##### Personal Information

Name:	John Doe
Address Line 1:	12 Test Lane
Address Line 2:	
Address Line 3:	
City, State:	Test, KS
Zip Code Full:	12311
Country:	USA
E-mail Address:	john.doe@test.com
Phone Number - Extension:	111-111-1111
Last 4 of SSN:	1111
FEIN:	111111111
Employer Name:	Test Employer
Date of Birth:	06/19/1984

##### Access Code

Access Device:	Phone Texting
Phone Number:	443-454-5797

##### 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?	restaurant

##### 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:

Enter your access code and select **Confirm**.

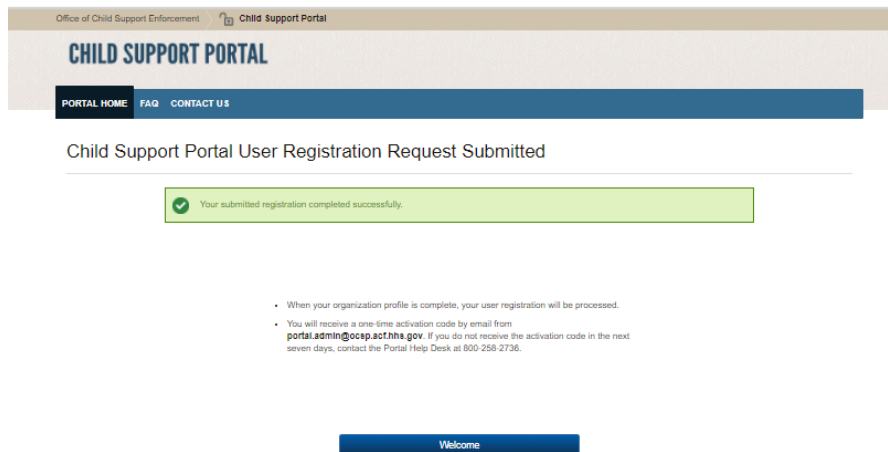
Click **Return to Make Changes** if any information needs to be updated.

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**



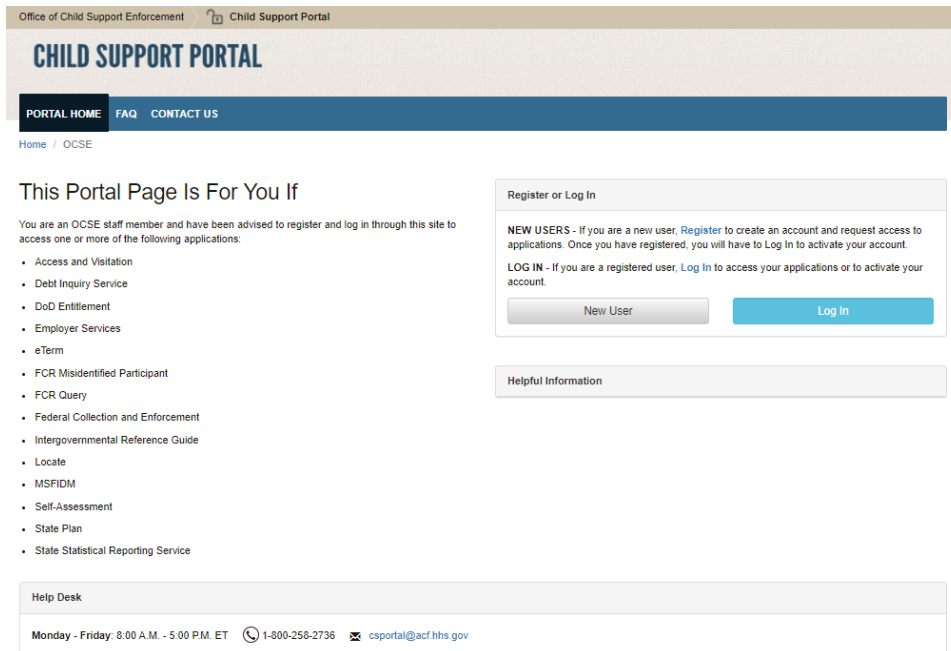
Click **Welcome** to navigate to the Welcome to the Child Support Portal page.

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.

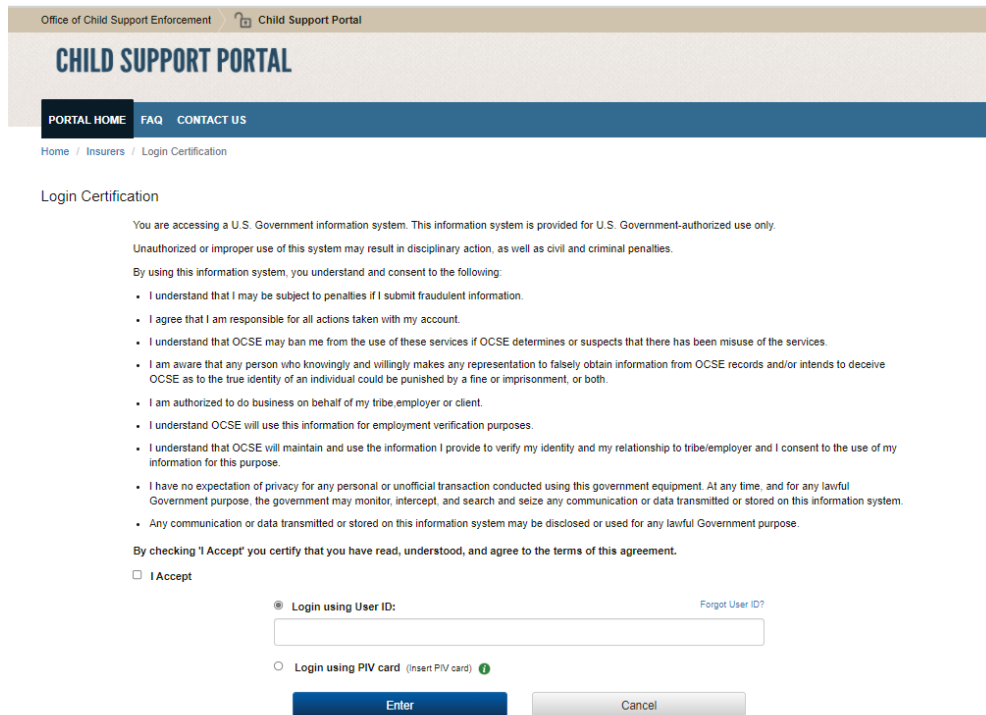
**Figure 2-1: This Portal Page Is For You If**



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

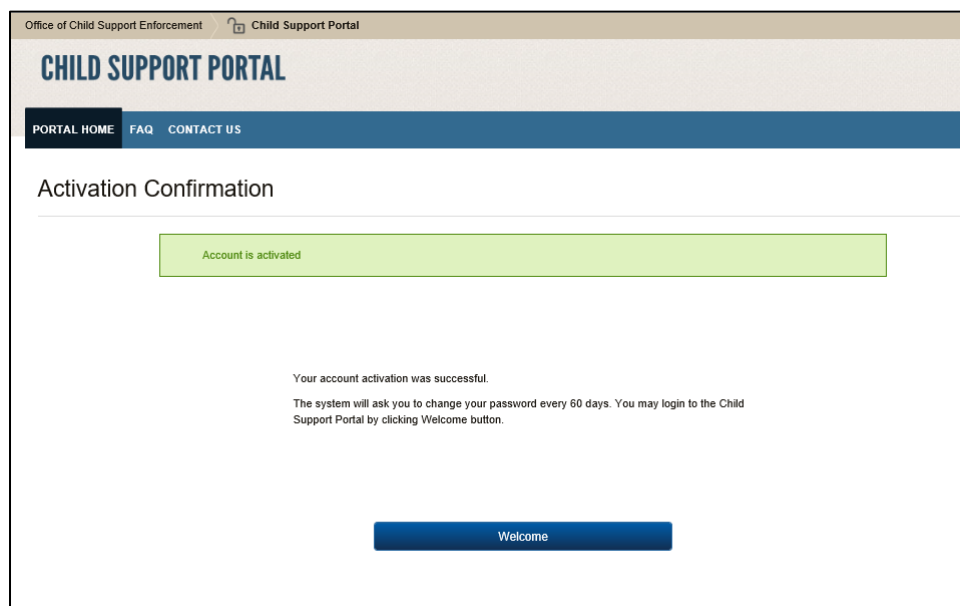


Chart 2-2: User Activation	
Element	Description
Activation Code	Allows the user to enter the activation code received from the Portal
Password	Allows the user to enter a password
Forgot/Change Password	Opens the Forgot/Change Password page to reset the password
Challenge Questions	Requires the user to 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**

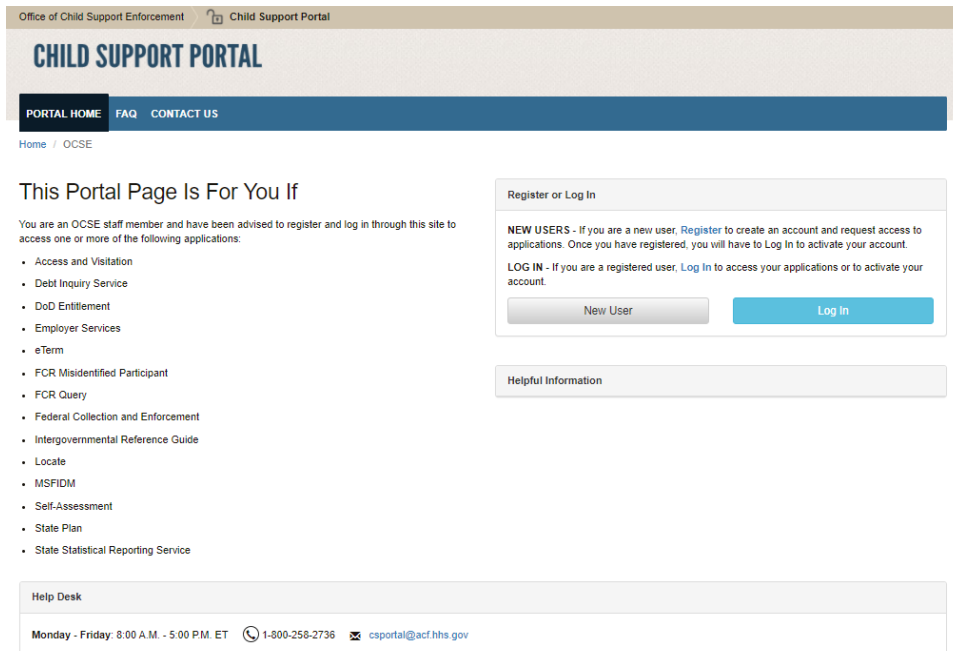


Click **Welcome** to open the Welcome to the Child Support Portal page.

### 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**

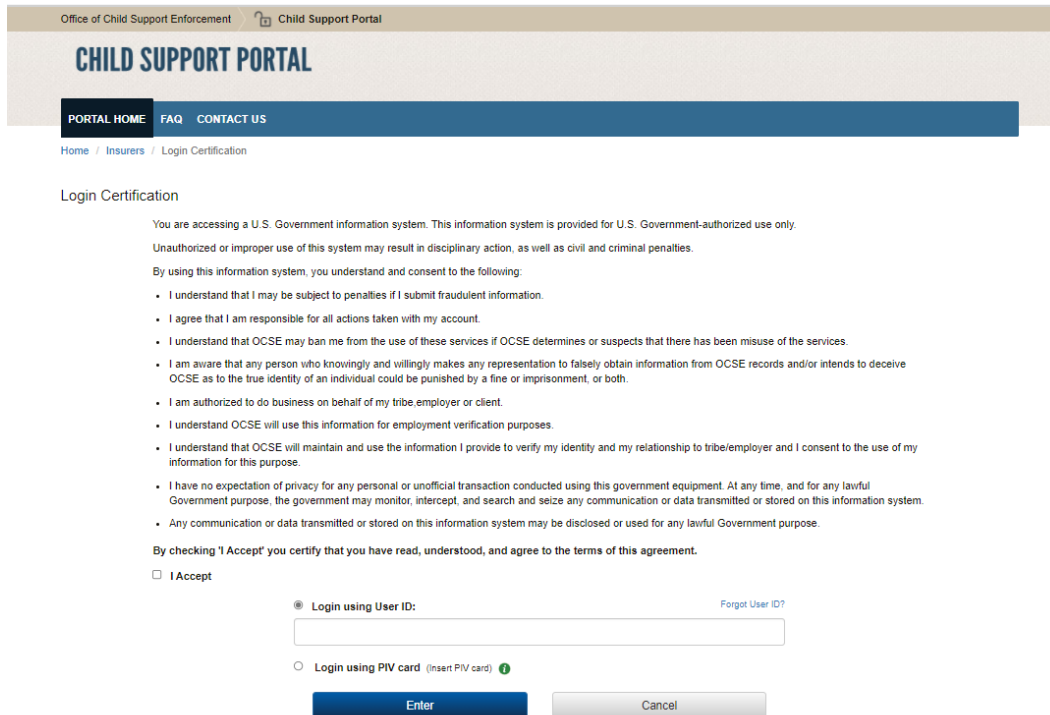


Chart 3-1 describes the functions available on the Login Certification page.

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**

Office of Child Support Enforcement Child Support Portal

**CHILD SUPPORT PORTAL**

PORTAL HOME

Login

Welcome, empest1

Enter the Access Code you received via text message to continue. The Access Code will expire in 10 minutes.

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

\* Access Code:

Login Clear Cancel

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**

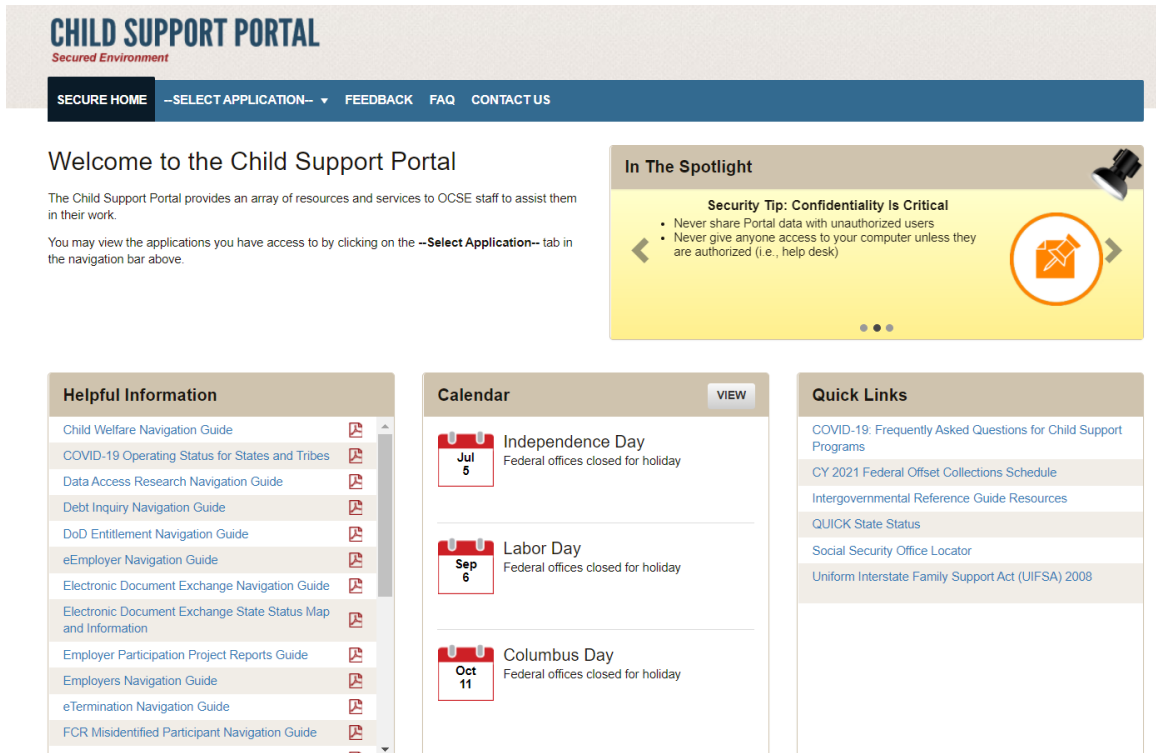


Chart 3-3 describes the functions available from the Child Support Portal Home page.

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

<b>Chart 3-3: Child Support Portal Home Page</b>	
<b>Element</b>	<b>Description</b>
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**

Office of Child Support Enforcement | Child Support Portal | Welcome cheryl portal | Log Out

### Profile Update

\* Indicates required field

#### Update Personal Information and Work Location

\* Phone Number: 123-456-7988 | Phone Ext: | \* Email Address: csiporta@ssa.gov

\* Address Line 1: test | Address Line 2: additional info | Address Line 3: additional info

\* City: test | \* State: Alaska | \* Zip Code: 12852 | Zip Code Ext:

#### Update Security Information

##### Security Questions

Security Question 1: In what city did you meet your spouse/significant other? | \* Answer 1: other

Security Question 2: What is your favorite animal? | \* Answer 2: animal

Security Question 3: What is your pet's name? | \* Answer 3: pet

Security Question 4: Who was your childhood best friend? | \* Answer 4: friend

Security Question 5: What is your favorite restaurant? | \* Answer 5: restaurant

#### User Access Control

Voice |  Text

\* Phone Number: 443-454-5797

Verify connectivity when changing your user access method.

Select **Request** to verify your access method. **Request**

Enter the access code you received via text message and select **Update** to verify.

The Access Code will expire in 10 minutes.

Enter your access code

**Update** | **Reset** | **Cancel** | **Inactivate Account**

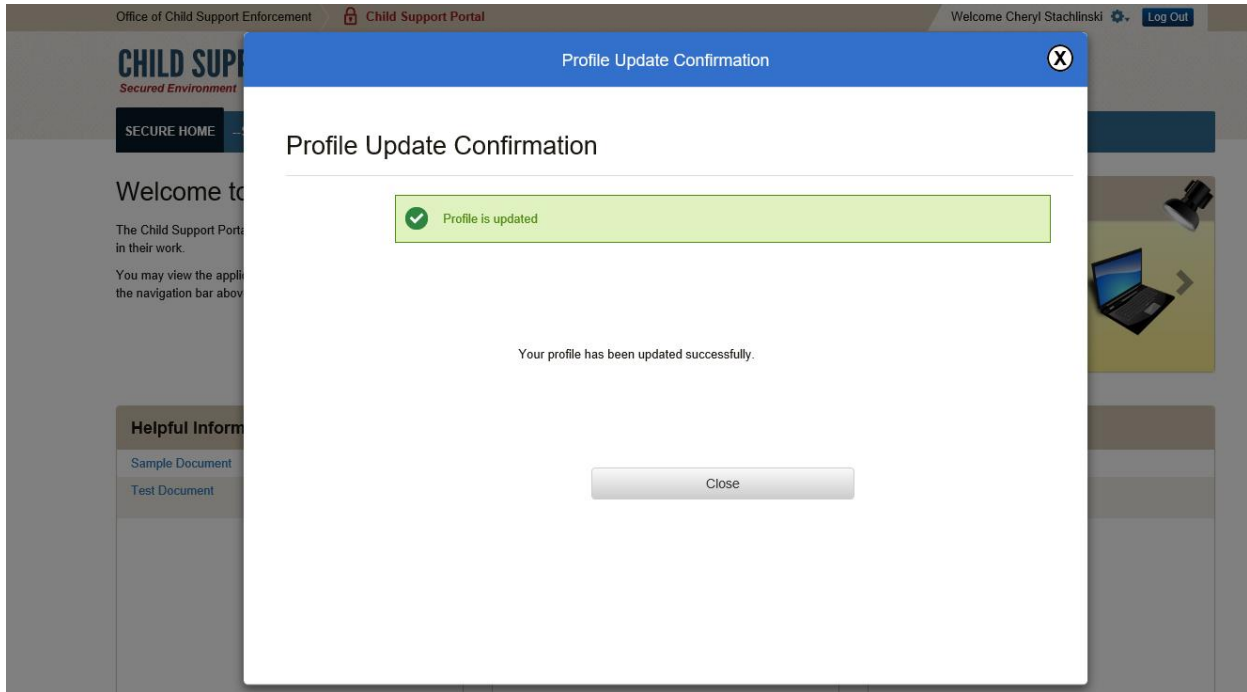
Chart 4-1 displays the information a user can update.

<b>Chart 4-1: Profile Update</b>	
<b>Element</b>	<b>Description</b>
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**

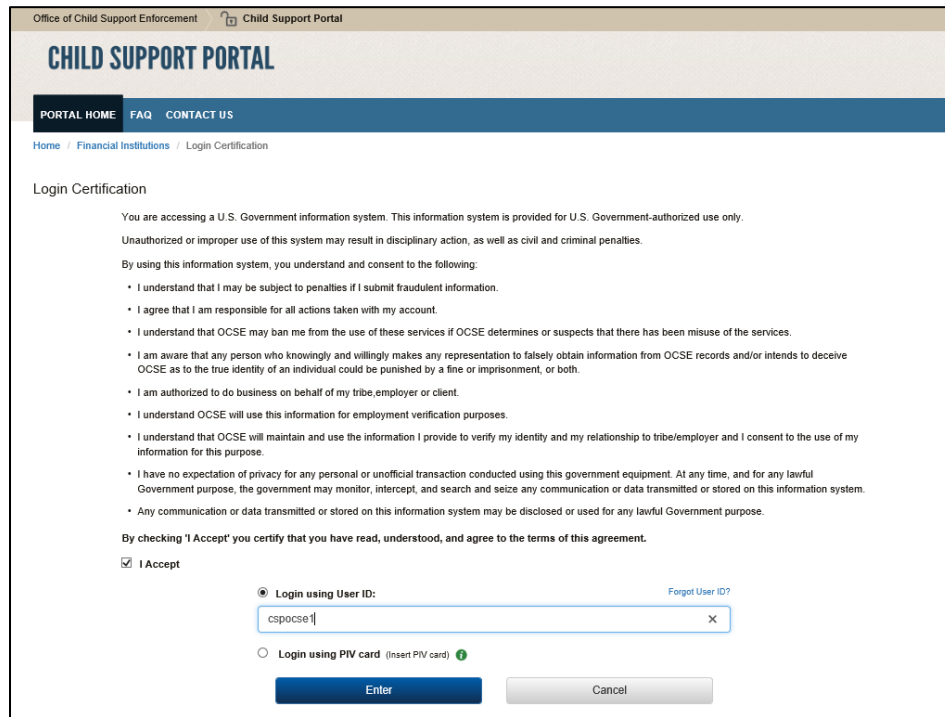


Chart 5-1 describes the functions that are available from the Login Certification page.

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**

The screenshot shows a web browser window with the address bar displaying 'Office of Child Support Enforcement' and 'Child Support Portal'. The page header includes the text 'CHILD SUPPORT PORTAL'. A dark blue navigation bar contains the links 'PORTAL HOME', 'FAQ', and 'CONTACT US'. The main content area is titled 'Forgot User ID'. It features two text input fields. The first field is labeled '\* Email' and the second is labeled '\* Re-enter Email'. Below these fields are two buttons: a blue 'Submit' button and a grey 'Cancel' button.

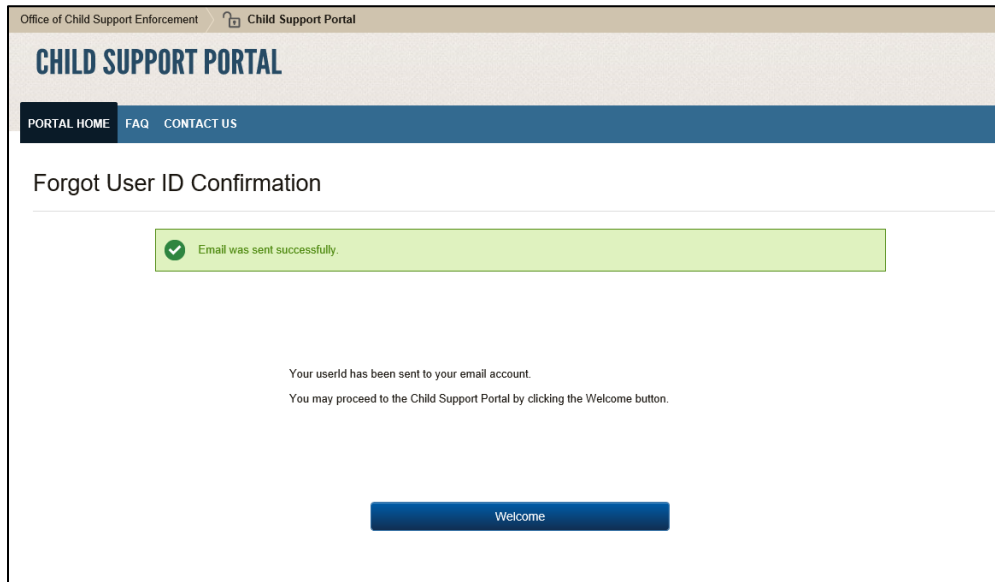
Chart 5-2 describes the functions available from the Forgot User ID page.

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**

The screenshot shows the 'CHILD SUPPORT PORTAL' header with navigation links for 'PORTAL HOME', 'FAQ', and 'CONTACT US'. The main heading is 'Forgot/Change Password'. A blue information box contains the text: 'Please answer the following questions set up during registration.' Below this are five required text input fields with red asterisks: 'In what city did you meet your spouse/significant other?', 'What is your favorite animal?', 'What is your pet's name?', 'Who was your childhood best friend?', and 'What is your favorite restaurant?'. At the bottom are 'Submit' and 'Cancel' buttons.

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**

The screenshot shows the 'CHILD SUPPORT PORTAL' header with navigation links for 'PORTAL HOME', 'FAQ', and 'CONTACT US'. The main heading is 'Forgot/Change Password'. A blue information box contains the text: 'Please enter and confirm your new password.' Below this are two required text input fields with red asterisks: 'Create Password:' and 'Confirm Password:'. The 'Confirm Password:' field has a 'Confirm' label inside it. At the bottom are 'Submit' and 'Cancel' buttons.

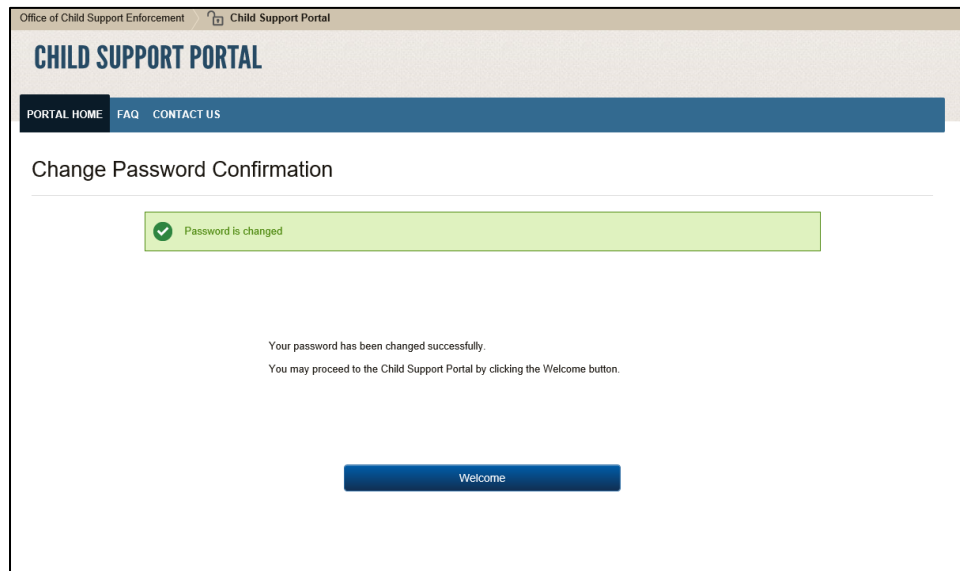
Chart 5-5 describes the functions available on the Forgot/Change Password – Reset Password page.

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**



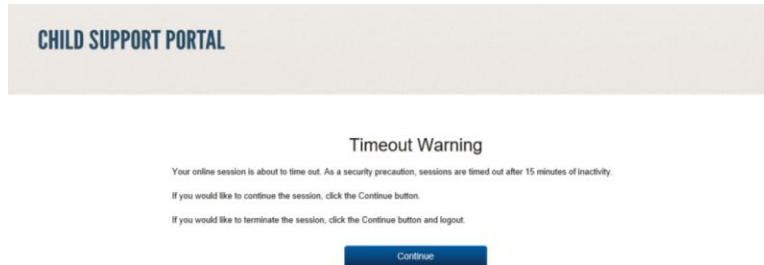
Click **Welcome** to open the Welcome to the Child Support Portal page.



## 6. General Pages

Figure 6-1 displays the timeout warning message.

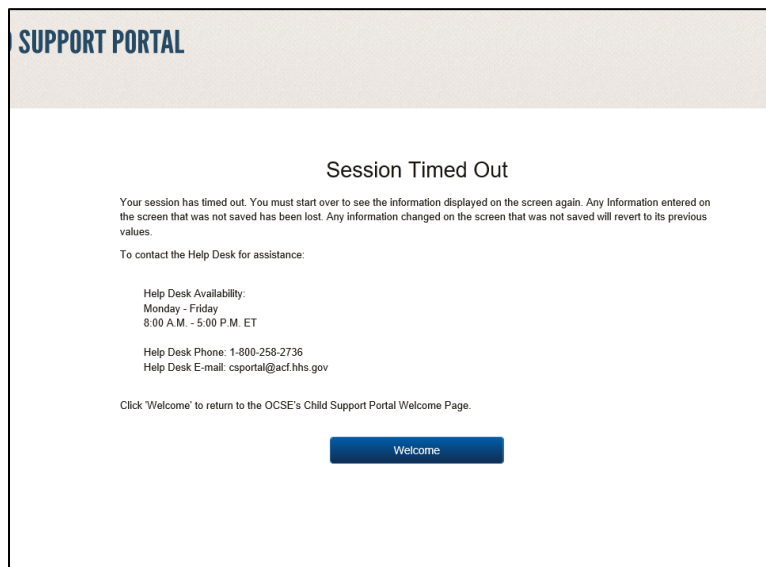
**Figure 6-1: Timeout Warning**



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**

The screenshot shows the top navigation bar with 'Office of Child Support Enforcement' and 'Child Support Portal'. Below this is the main header 'CHILD SUPPORT PORTAL' with the tagline 'Secured Environment' and a 'Logout' button. The main content area features a red error icon and the title 'Error - Locate - NDNH Request'. The error message states: 'An Error occurred while processing your request. You must start over to see the information displayed on the screen again. Any information entered on the screen that was not saved has been lost. Any information changed on the screen that was not saved will revert to its previous values.' It then provides the following information to assist the Help Desk: 'Error Code: 410' and 'Error Message: General Fault Code Error'. Contact information for the Help Desk is listed: 'Help Desk Hours: Monday - Friday 8:00 A.M. - 5:00 P.M. ET', 'Help Desk Phone: 800-258-2736', and 'Help Desk Email: csportal@acf.hhs.gov'. A 'Home' button is located at the bottom center, and the timestamp '04/09/2018 14:02:08 EDT' is in the bottom right corner.

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)**

The screenshot shows the Child Support Portal login interface. At the top, there is a header with "Office of Child Support Enforcement" and "Child Support Portal". Below this is a blue bar with "CHILD SUPPORT PORTAL" and a "PORTAL HOME" link. The main content area starts with a "Login" heading. Below the heading, it says "Welcome, csiporta" and "Enter the Access Code you received via text message to continue. The Access Code will expire in 10 minutes." A red error message box is displayed, stating: "You exceeded the allowed number of invalid login attempts. Your account has been locked. Please wait 120 minutes before attempting to access your account again, or contact the Portal Help Desk." Below the error message, there are two input fields: one for "Password" with a "Forgot/Change Password?" link, and one for "Access Code:". At the bottom, there are three buttons: "Login" (blue), "Clear" (grey), and "Cancel" (red).

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**

The screenshot shows the 'CHILD SUPPORT PORTAL' header. Below it is the 'Frequently Asked Questions' section. The page is organized into several categories: ACCOUNT UPDATES, ACTIVATION, CREDENTIAL MANAGEMENT, GENERAL, and LOGIN. Each category contains a list of questions and their corresponding answers. For example, under 'ACCOUNT UPDATES', there are questions about activating an account, changing last name, employer name, and adding services. Under 'ACTIVATION', there are questions about how long it takes to obtain access and what to do if an activation code is not received. Under 'CREDENTIAL MANAGEMENT', there are questions about changing passwords and what to do if a user forgets their username and password. Under 'GENERAL', there is a question about what to do if a question isn't on the list. Under 'LOGIN', there are questions about signing in, changing passwords, and concurrent sessions. Under 'REGISTRATION', there are questions about how long it takes to complete the process, how to interrupt the process, and how to change employer information.

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**

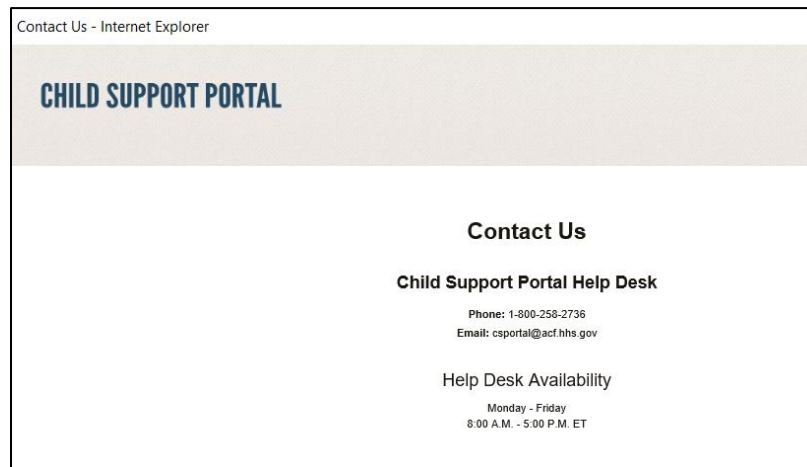


Figure 6-7 shows the security alert message if the user's system has an issue with the site security.

**Figure 6-7: Security Alert – User Accepts Certificate**



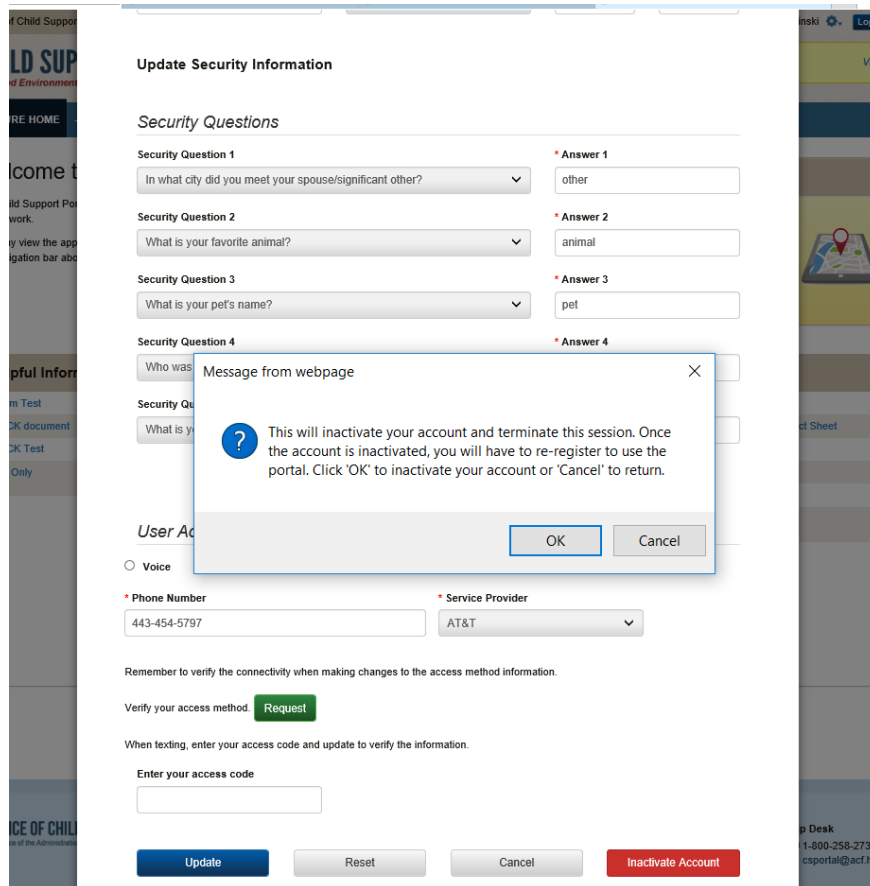
Click **Yes** to open the Welcome to Child Support Portal.

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.

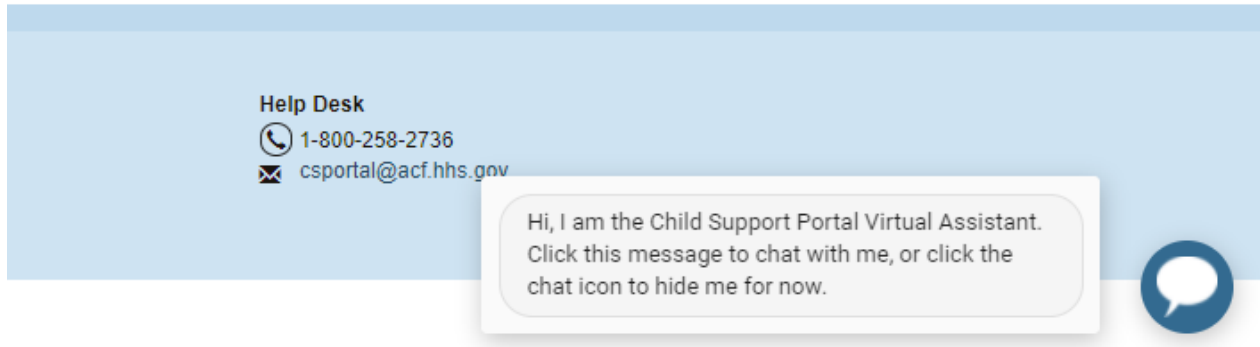
The Paperwork Reduction Act of 1995(Pub.L. 104-13)

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

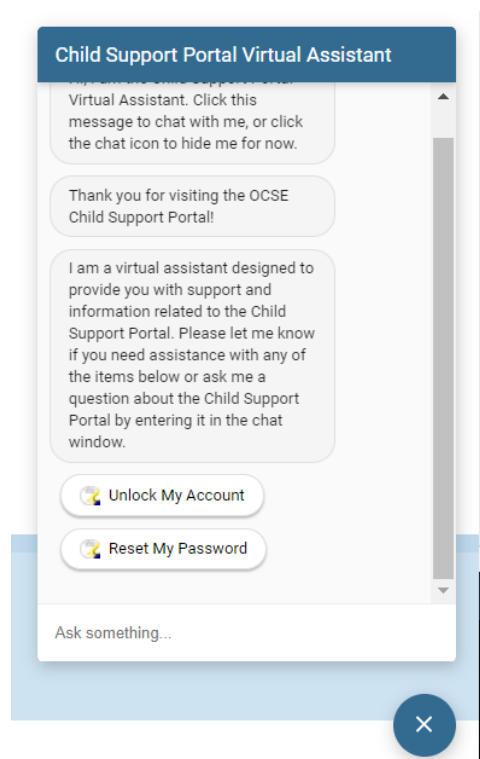
Chatbot is an interactive chat system that helps the user to reset their password or unlock their account. When user hovers on the icon in the bottom right hand corner of the footer (before accessing the portal) the following message in Figure 7-1 displays.

**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**

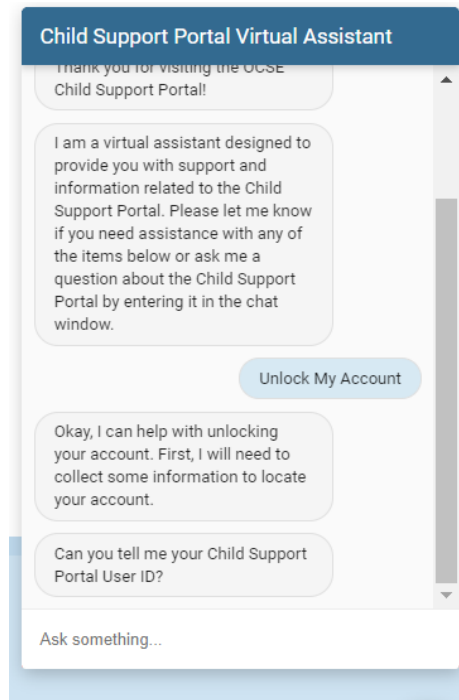




Click **Unlock My Account** to start the process to unlock your portal account.

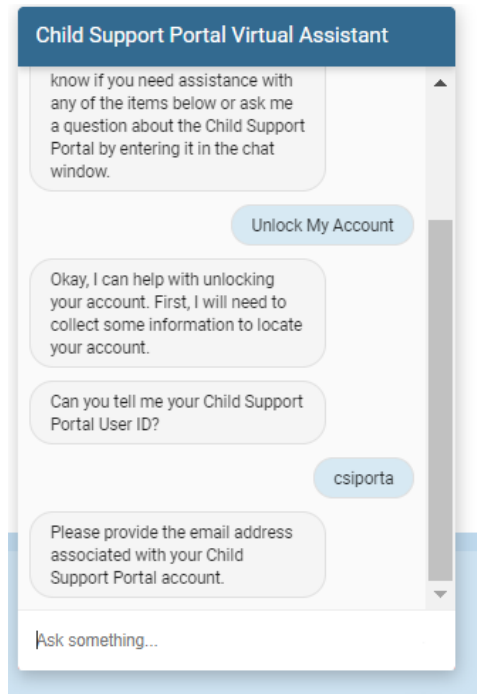
The user is asked for their Child Support Portal User ID as displayed in Figure 7-3.

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



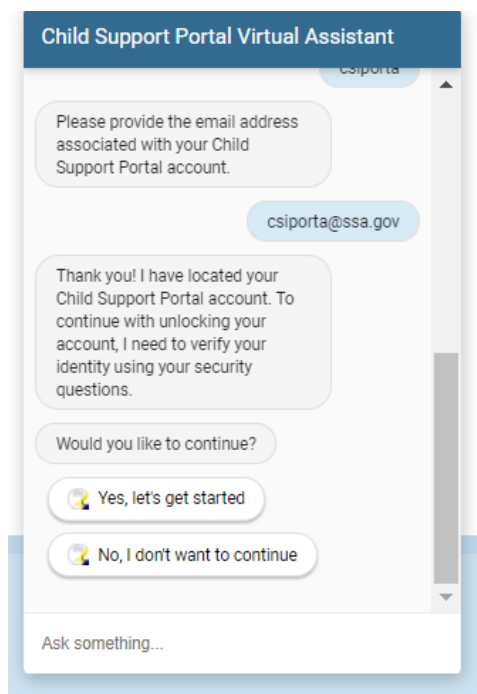
The user enters their User ID and clicks enter. The user’s email address associated to the User ID is requested as displayed in Figure 7-4.

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



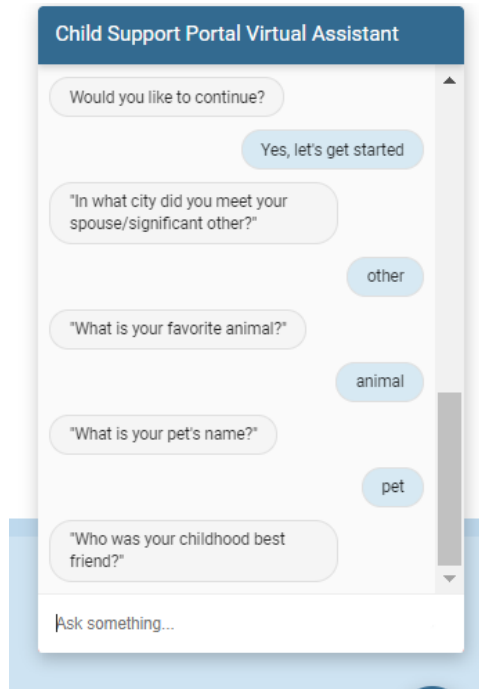
The user is informed they have been verified. Click **Yes, lets get started** as displayed in Figure 7-5.

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



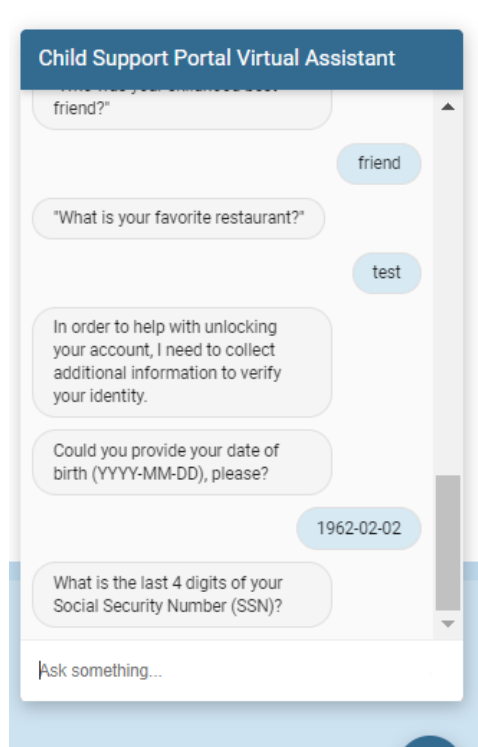
The user answers challenge questions they created at the time of registration as displayed in Figure 7-6.

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



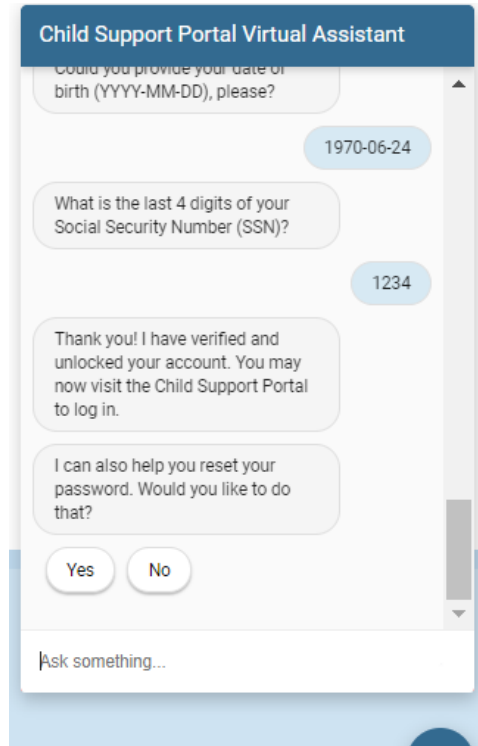
If user correctly answered three or four of the five challenge questions correctly their date of birth and SSN are requested as shown in Figure 7-7. If less than three answered correctly user must start over.

**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 Figure 7-8. At this time, the use can select 'Yes' to change password also.

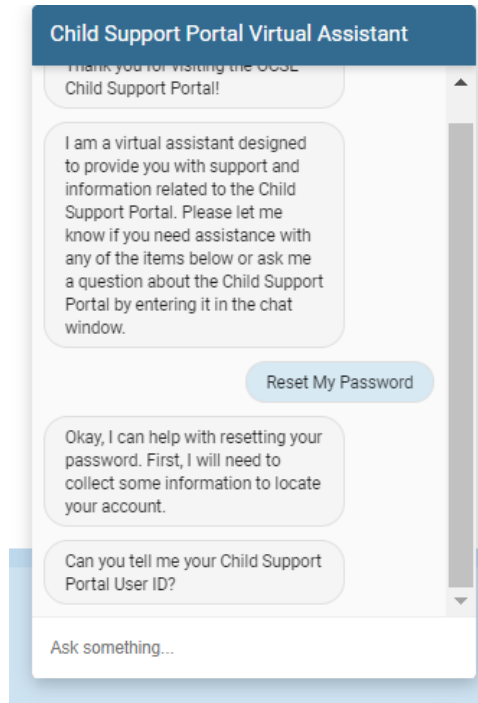
**Figure 7-8: Child Support Portal Virtual Assistance – Account Unlock – Account is Unlocked**



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

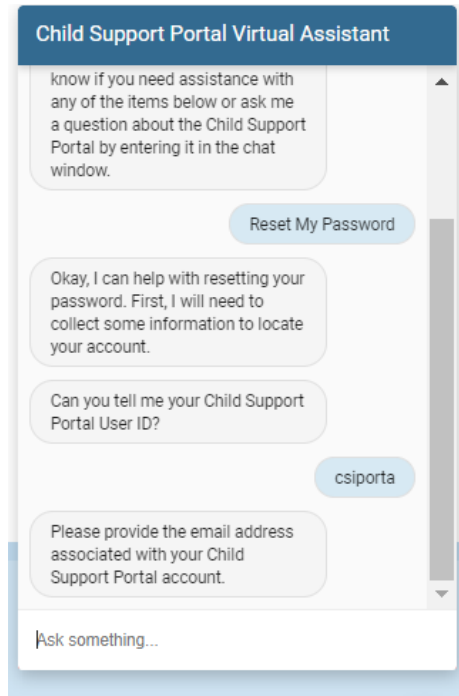
The user is asked for their Child Support Portal User ID as displayed in Figure 7-9.

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



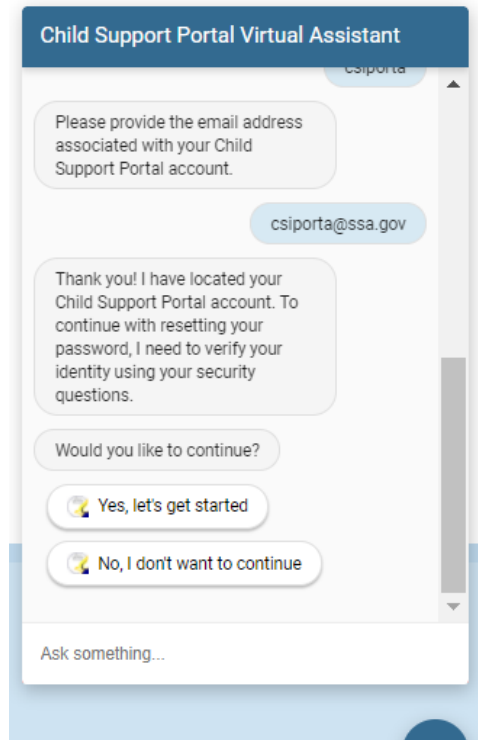
The user enters their User ID and clicks enter. The user’s email address associated to the User ID is requested as displayed in Figure 7-10.

**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.

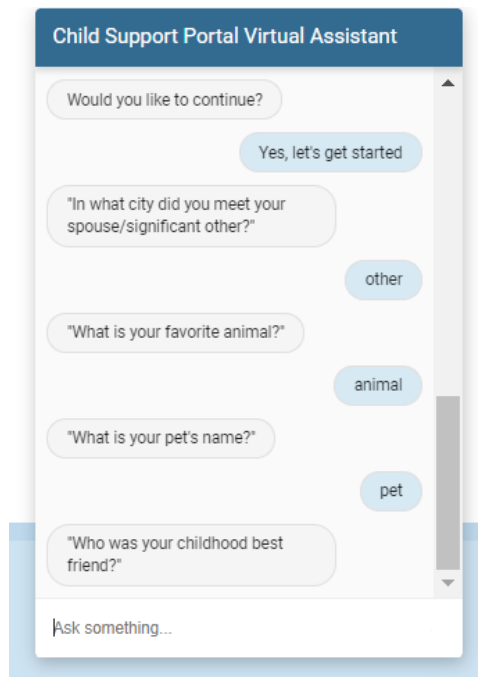
**Figure 7-11: Child Support Portal Virtual Assistance – Password Reset – Get Started**



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

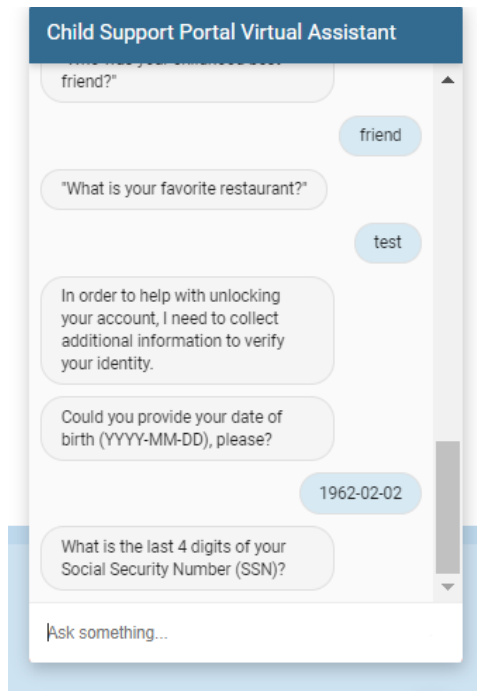


**Figure 7-12: Child Support Portal Virtual Assistance – Password Reset – Challenge Questions**



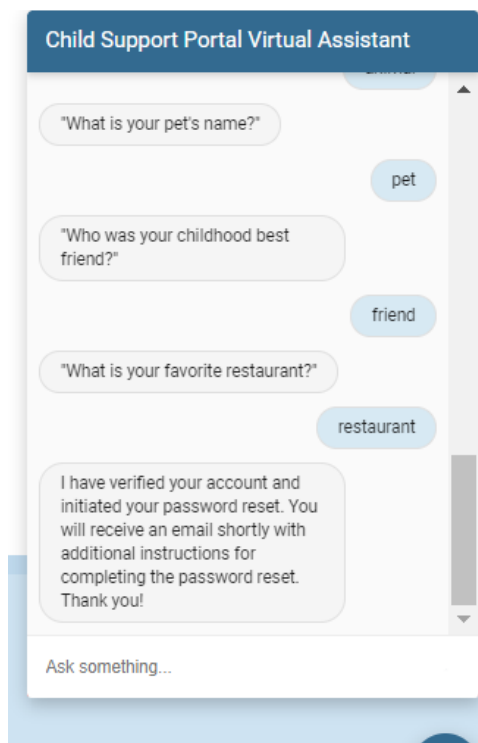
If user answered three to four of the five challenge questions correctly their date of birth and SSN are requested as shown in Figure 7-13. If less than three answered correctly user must start over.

**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 Figure 7-14 displays.

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



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