

Operations, Maintenance, and Enhancements for OCSS Systems

# **System Framework**

## **Portal User Page Flow**

Version 4.1  
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Administration for Children and Families  
Office of Child Support Services  
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## Revision History

Date	Revision	Section	Author
3/14/2024	Updated instances of Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS), including web page images (figures). Template and editorial changes.	Version 4.1: Replaced figures	C. Stachlinski

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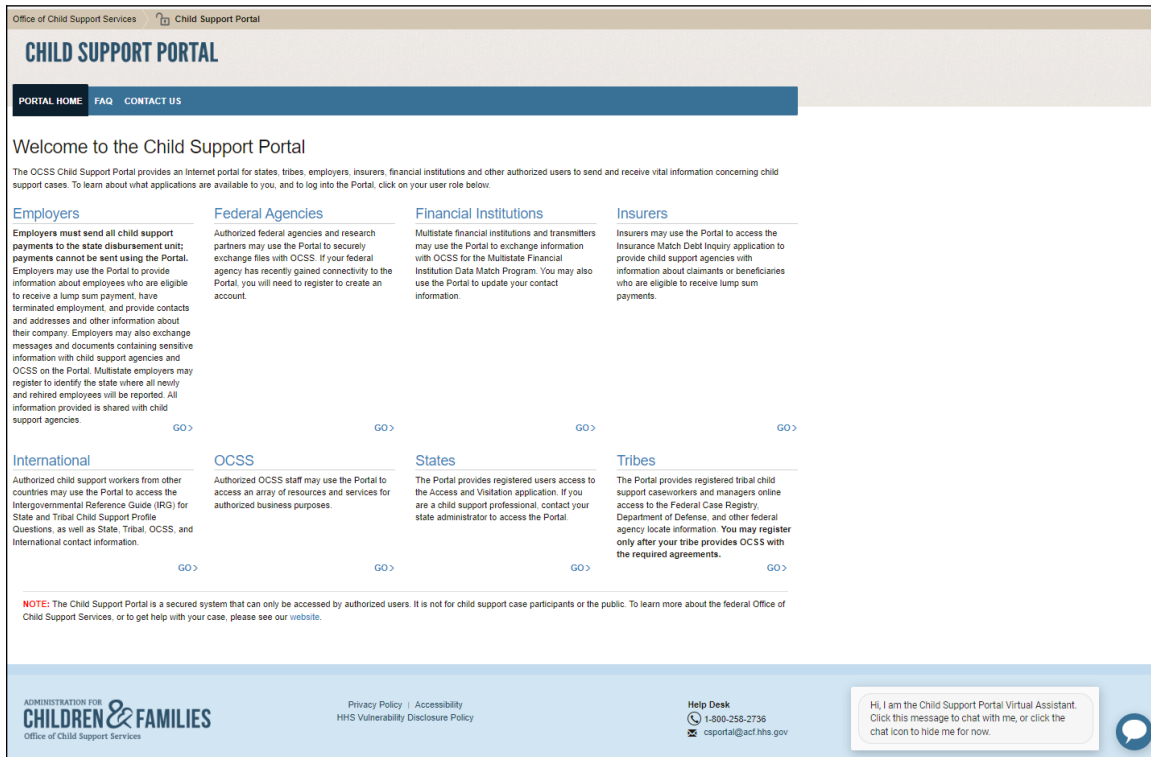
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# 1 Registration

This document describes the processes to submit a request for user registration to access the Child Support Portal (CSP or Portal).



**Figure 1-1: Welcome to the Child Support Portal**

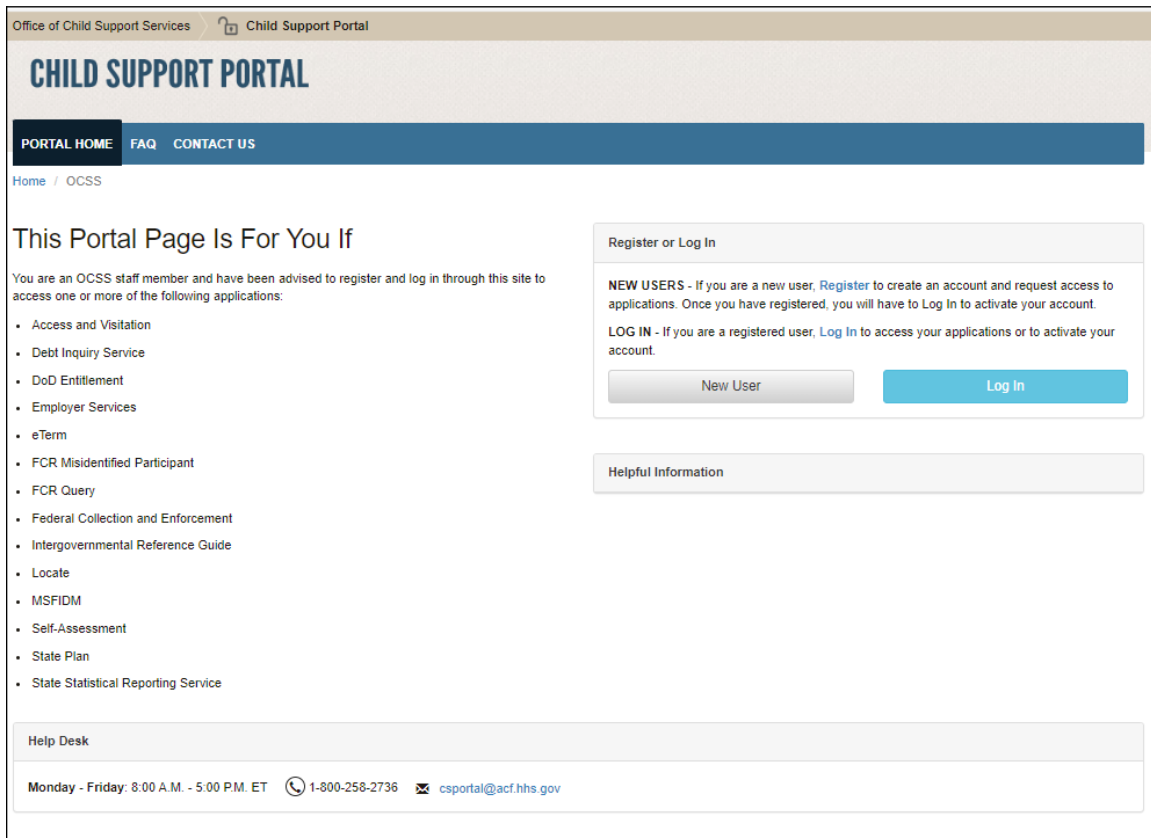
## Notes:

- Figure 1-1 shows the header and footer for all CSP screens. The header may contain additional links (for example, Logout, Comments, FAQ, Contact Us, Print, Portal Home, and Chatbot); the footer may, too (for example, Office of Child Support Services, Privacy Policy, Accessibility, HHS Vulnerability Disclosure Policy, and the Help Desk email address).
- The footer also contains a small chat icon in the bottom right corner. This icon, which displays until the user accesses the Portal, offers help to the user to reset their password or unlock their account.
- To improve the readability of this document, the headers and footers on many web page images (figures) were excluded.

Chart 1-1 defines the functions available on the Welcome to the Child Support Portal page, including those 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 Frequently Asked Questions (FAQ).
Contact Us	Displays the Help Desk Contact Page, which shows the phone number and email address for the Help Desk.
User Affiliations	Eight affiliations exist: <b>Employers, Federal Agencies, Financial Institutions, Insurers, International, OCSS, States, and Tribes.</b> The user selects the affiliation they want to register for. A list of functions for the selected affiliation displays.
Office of Child Support Services	Opens a web page with details about the Office of Child Support Services (OCSS).
Privacy Policy	Displays the Child Support Portal Privacy Policy.
Accessibility	Opens a web page with details on the Administration for Children and Families' commitment to making its websites accessible to the widest possible audience, including the disabled.
HHS Vulnerability Disclosure Policy	Opens a web page with details of the Health and Human Services Vulnerability Policy.
Help Desk	Shows the contact information for the Help Desk
GO	To select the user role the user is registering for, the user clicks <b>GO</b> in that user role's section; an applications list displays for the selected user role. All roles take the user to the This Portal Page Is For You If page. 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 without Help Desk staff assistance.

Users click one of the user affiliations or **GO** to navigate to the This Portal Page Is For You If page; for an example, see Figure 1-2. On the left is a list of applications the user may be able to access, depending on the affiliation they select.

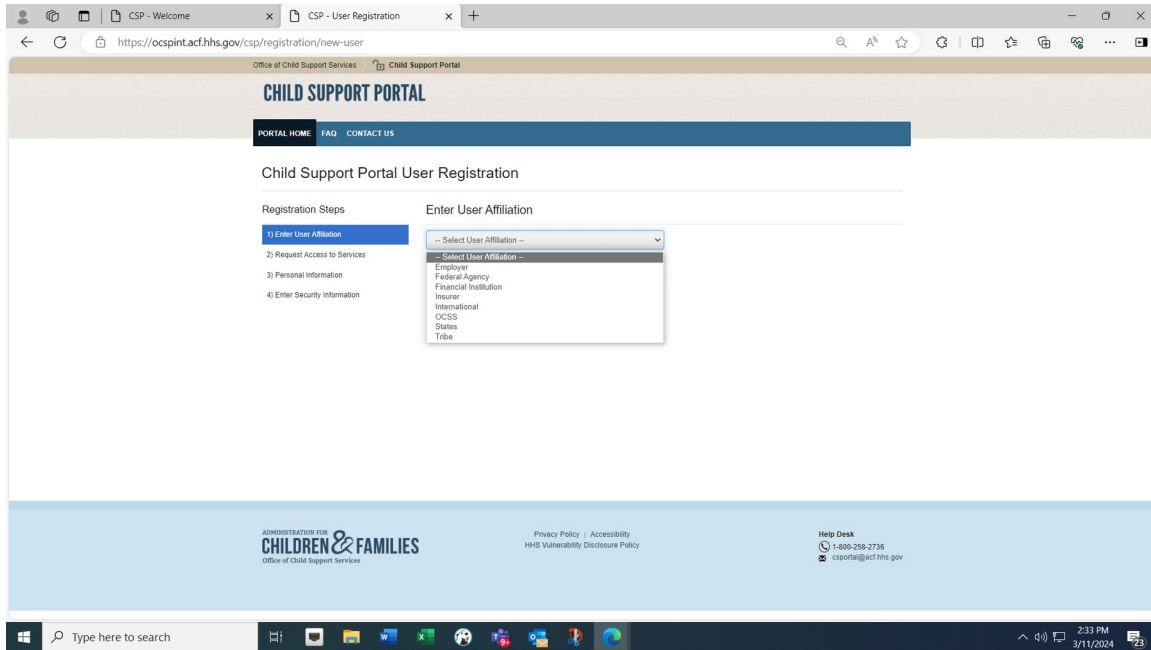


**Figure 1-2: This Portal Page Is For You If**

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

Chart 1-2: This Portal Page Is For You If Page	
Link	Description
This Portal Page Is For You If	Displays a list of functions available to the user role the user 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 when using the Portal

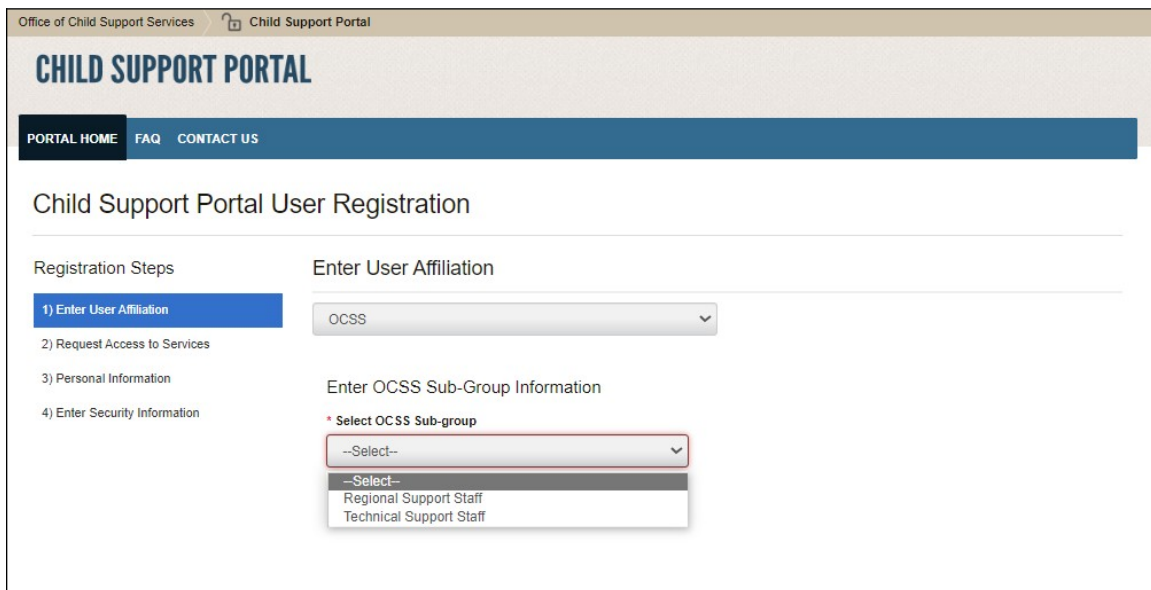
In the **Register or Login** box, the user clicks **New User**. The Child Support Portal User Registration page opens; see Figure 1-3.



**Figure 1-3: Child Support Portal User Registration, Step 1**

To select an affiliation from the list of affiliations, the user clicks **Enter User Affiliation** to select the specific affiliation. For this example, the user clicked **OCSS**.

Depending on the affiliation selected, a new section with sub-groups may appear requesting more information. Continuing the above example, the **Enter OCSS Sub-Group Information** field displays; see Figure 1-4.



**Figure 1-4: Child Support Portal User Registration, Step 2**



Chart 1-3 defines the functions available on the Enter User Affiliation page.

<b>Chart 1-3: Enter User Affiliation</b>	
Link	Description
Enter User Affiliation	Opens a list of user affiliations.
Enter OCSS Sub-Group Information	In this OCSS user affiliation example above, clicks <b>Regional or Technical Support Staff</b> . Selections available for other affiliations vary from the example; see the next row.
Sub-Groups for Other Affiliations (Information requested for the other user types)	<ul style="list-style-type: none"><li>• <b>Employer, Insurer, and Financial Institution:</b> The user must enter the FEIN.</li><li>• <b>Federal Agency:</b> The user must enter the agency name.</li><li>• <b>Tribe:</b> The user must enter the tribe name.</li><li>• <b>International:</b> The user must enter the country name.</li><li>• <b>State:</b> The user must enter the state name.</li></ul>

After the user makes selections in the affiliation list, the page expands to display a list of functions in the Request Access to Services section; Figure 1-5 shows an example of this page.

**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**

OCSS

**Enter OCSS Sub-Group Information**

\* Select OCSS Sub-group

Technical Support Staff

**Request Access to Services**

- Enter and submit program data about Access and Visitation (AV) services to OCSS. (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)

**Figure 1-5: Child Support Portal User Registration, Step 3**

The user clicks the functions they want to access. The next section the user completes is Enter Personal Information and Work Location; see Figure 1-6.

Required fields have red asterisks (\*) before their labels.

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

States may submit their State Plans and OCSS 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 Reports)

### 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.

\* My Employer Name [Where do I find this?](#)  You can elect to receive the access code via voice or text message.

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

\* Last 4 of SSN   Voice  Text

\* Date of Birth   \* Phone Number  Phone Ext:

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

The user completes the required fields in the Access Code sub-section. For enhanced security, OCSS requires users to enter an access code each time they log in. Users can select one of two options to receive the access code: **Voice**, a phone call, or **Text**, a text message on their cell phone.

The user also completes the required Security Information fields; Figure 1-7 shows an example of this page.

The screenshot shows a web form titled "Enter Security Information" with a blue header bar containing the text "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?".
- \* Answer 1:** A text input field labeled "Enter your answer here".
- Security Question 2:** A dropdown menu with the text "What is your favorite animal?".
- \* Answer 2:** A text input field labeled "Enter your answer here".
- Security Question 3:** A dropdown menu with the text "What is your pet's name?".
- \* Answer 3:** A text input field labeled "Enter your answer here".
- Security Question 4:** A dropdown menu with the text "Who was your childhood best friend?".
- \* Answer 4:** A text input field labeled "Enter your answer here".
- Security Question 5:** A dropdown menu with the text "What is your favorite restaurant?".
- \* Answer 5:** A text input field labeled "Enter your answer here".

At the bottom of the form, there are two buttons: a blue "Submit" button and a grey "Cancel" button.

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

To submit their registration, the user clicks **Submit**.

Figure 1-8 shows a summary of the entered information.

### Child Support Portal User Registration: Review

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#### User Affiliation & Services Requested

**OCSS Technical Support Staff**

**Services Requested**

- State Profile Administration
  - I am a Profile user registering to maintain a states business profile, technical profile ,contacts and organization profile.

---

#### Personal Information

Name:	Jane Doe
Address Line 1:	12 Test Lane
Address Line 2:	
Address Line 3:	
City, State:	Baltimore, MD
Zip Code Full:	21224
Country:	USA
E-mail Address:	jane.doe@test.com
Phone Number - Extension:	443-444-4443
Last 4 of SSN:	5555
FEIN:	111111111
Employer Name:	Test
Date of Birth:	03/11/2008

---

#### Access Code

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

---

#### Security Information

User ID:	JaneDoe1
----------	----------

---

#### 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**.

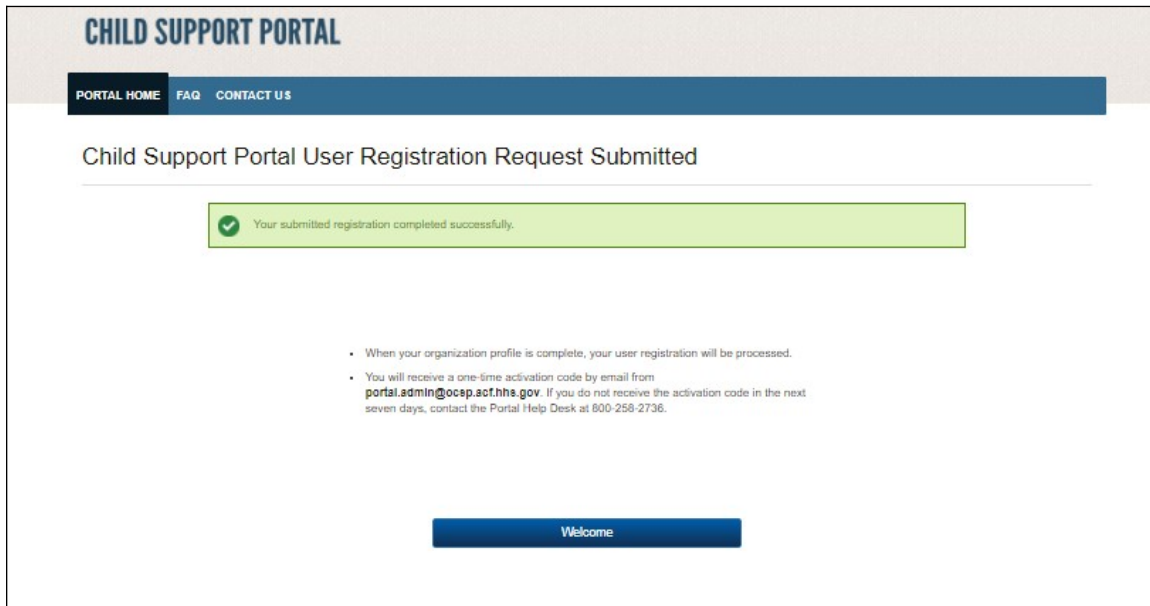
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Figure 1-8: Child Support Portal User Registration, Step 6

To update any information, the user clicks **Return to Make Changes** and then makes the changes.

To receive a call or text message to enter an access code, the user clicks **Request**:

1. As part of two-factor authentication, the system calls the user (**Voice** option) or sends a text message (**Text** option) with an access code to the phone number selected on the Child Support Portal User Registration page; see Figure 1-6.
2. The user must enter the access code to complete the registration process.
3. When the user clicks **Confirm**, the Child Support Portal User Registration Request Submitted page displays to inform the user their registration is complete; Figure 1-9 shows an example of this page.



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

When the user clicks **Welcome**, the Welcome to the Child Support Portal page opens. The next part, "Activation," covers activating the user's account.

This portion of registration is complete. The Help Desk emails the user an access code so that the user can complete the activation process and log into the Portal.

## 2 Activation

On the **Portal Home** tab on the Welcome to the Child Support Portal Page (see Figure 1 -1), the user clicks a user affiliation to open the This Portal Page Is For You If page. Figure 1 -2 on page 3 shows this page; Chart 1 -2 on page 3 defines the functions available.

In the **Register or Login** box, the user clicks **Log In**; the Log In Certification page opens. Figure 2 -10 shows this page.

Office of Child Support Services > Child Support Portal

# CHILD SUPPORT PORTAL

PORTAL HOME | FAQ | CONTACT US

Home / Federal Agencies / Login Certification

## Log In Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSS may ban me from the use of these services if OCSS determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSS records and/or intends to deceive OCSS as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my tribe, employer or client.
- I understand OCSS will use this information for employment verification purposes.
- I understand that OCSS will maintain and use the information I provide to verify my identity and my relationship to tribe/employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system.
- Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

By checking 'I Accept' you certify that you have read, understood, and agree to the terms of this agreement.

I Accept

Log in using User ID: [Forgot User ID?](#)

Log in using PIV card (Insert PIV card) ⓘ

**Figure 2-10: Log-In Certification**

The user takes the following steps:

1. Selects the **I Accept** check box to accept the terms of the agreement
2. Enters their user ID
3. Clicks **Enter**

Chart 2 -4 defines the functions available on the Log In Certification page.

Chart 2-4: Log In Certification	
Element	Description
I Accept	Certifies the user agrees to the terms of the agreement
Log In using User ID	Allows the user to access the Portal by entering a user ID
Forgot User ID?	Opens the Forgot User ID page
Log In using PIV card	Allows the user to access the Portal using a PIV card (internal users only)
Cancel	Cancels the login attempt and returns to the This Portal Page Is For You If page
i (information link)	Provides more information about PIV card access

When the user clicks **Enter**, the User Activation page opens for the user to complete their account activation. Figure 2-11 shows this page.

**CHILD SUPPORT PORTAL**

PORTAL HOME [FAQ](#) [CONTACT US](#)

### User Activation

For User ID: cspocse1

- \* Activation Code
- \* Password [Forgot/Change Password?](#)
- \* Email
- \* In what city did you meet 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?

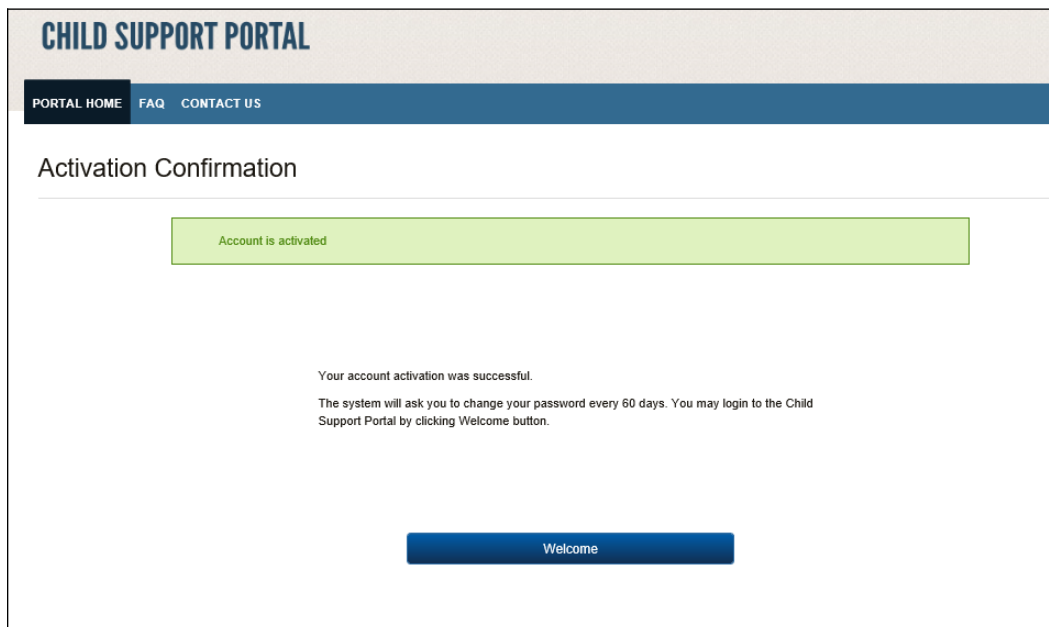
**Figure 2-11: User Activation**



Chart 2-5 defines the functions available on the User Activation page.

Chart 2-5: User Activation	
Element	Description
User ID	Displays a system-generated user ID
Activation Code	Allows the user to enter the activation code the Portal sent
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

When the user clicks **Submit**, the Activation Confirmation page opens. Figure 2-12 shows an example with a message confirming the user's account is activated.



**Figure 2-12: Activation Confirmation**

When the user clicks **Welcome**, the Welcome to the Child Support Portal page opens.

### 3 Log In

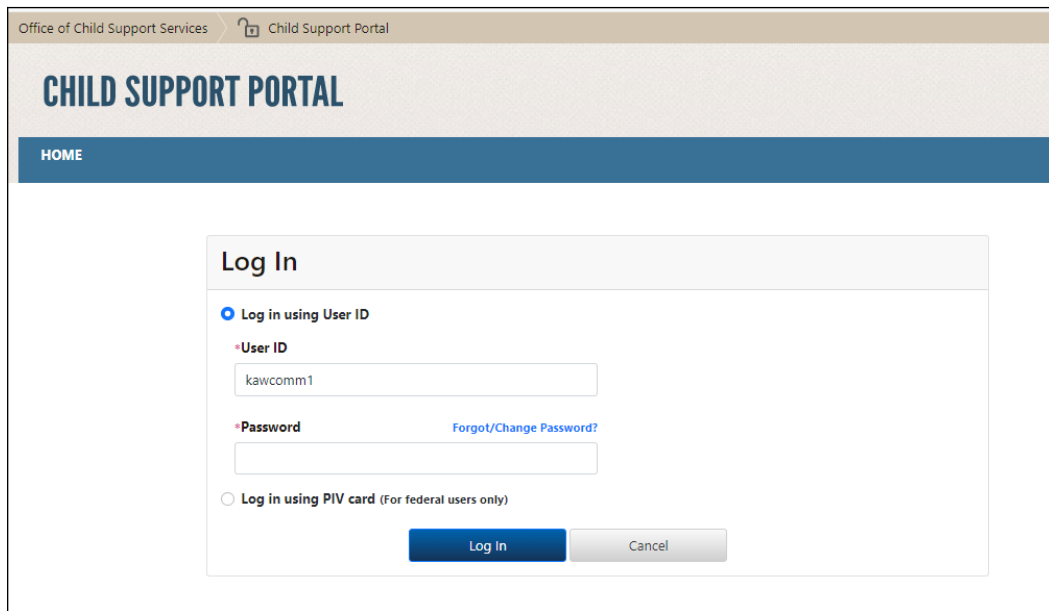
This Portal Page is for You If page is where the user initiates the logging-in process. Figure 1 -2 on page Error: Reference source not found shows this page; Chart 1 -2 on page 3 defines the functions available on this page.

In the **Register or Log In** section, when the user click **Log In**, the Log In Certification page opens. Figure 2 -10 on page 1 shows this page; Chart 2 -4 on page 2 defines the functions available on this page.

The user takes the following steps:

1. Selects the **I Accept** check box to accept the terms of the agreement
2. Enters their user ID
3. Clicks **Enter**

When the user clicks **Enter**, the Log In page opens. Figure 3 -13 shows an example of this page.



**Figure 3-13: Log In**

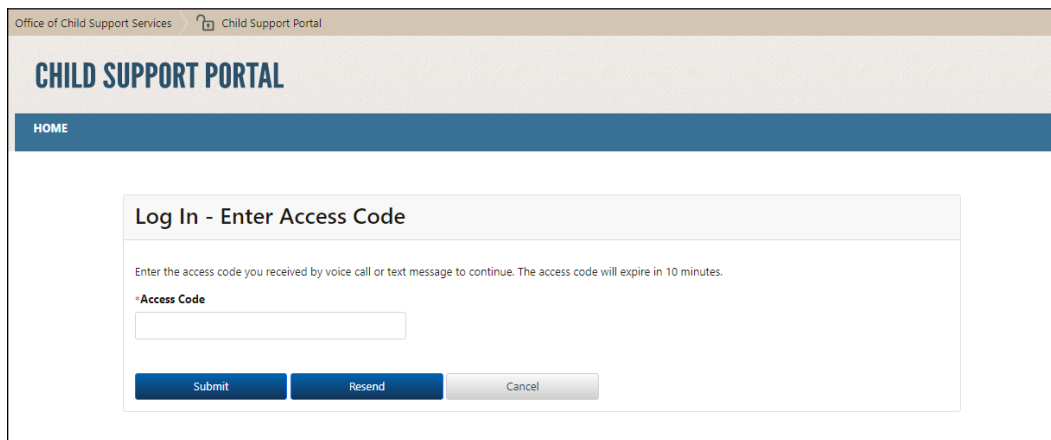
Chart 3 -6 defines the functions available on the Log In page.

Chart 3-6: Log In	
Element	Description
User ID	Shows the user ID from the This Portal Page Is For You If page (see Figure 1 -2); the user can change this

Chart 3-6: Log In	
Element	Description
Password	Enters a password
Forgot/Change Password?	Opens the Forgot/Change Password page

The user enters their password and then clicks **Log In**.

Figure 3-13 shows the Log In - Enter Access Code page.



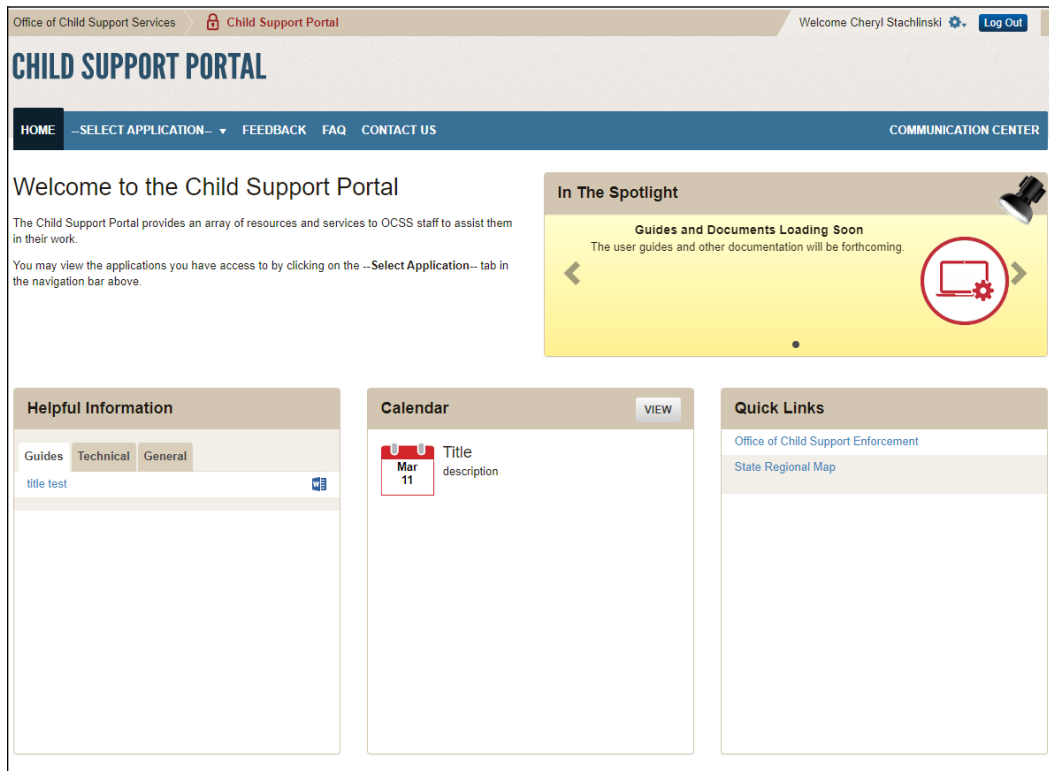
**Figure 3-14: Log In - Enter Access Code**

**Chart 3-7**Error: Reference source not found defines the function available on the Log In - Enter Access Code page.

Chart 3-7: Log In - Enter Access Code	
Element	Description
Access Code	Enters the access code received by email or text (chosen during registration)

The user enters their access code received by voice (phone call) or a text message and then clicks **Submit**.

The Child Support Portal Home page opens; Figure 3-15 shows an example of this page.



**Figure 3-15: Child Support Portal Home Page**

Chart 3-8 defines the functions available on this page.

Chart 3-8: Child Support Portal Home Page	
Element	Description
Welcome <User Name>	Allows users to update their account profile
Broadcast Messages	Shows messages of interest for Portal users of all affiliations, such as availability, upcoming maintenance, and changes
Secure Home	Labels the Portal Home Page
Select Application	Lists Portal application the user has privileges for and can select
Feedback	Submits feedback about the Portal or a Portal application
FAQ	Displays FAQs about the Portal
Contact Us	Displays Help Desk contact information
In the Spotlight	Displays information about new items or events on the Portal
Helpful Information	Shows documents provided for more information

<b>Chart 3-8: Child Support Portal Home Page</b>	
<b>Element</b>	<b>Description</b>
Calendar	Displays events of interest to users
Quick Links	Provides links to reference information

## 4 Profile Updates

When the user clicks **Profile Update** on the left menu of the Child Support Portal Home page (see Figure 3-15 on page 3), the Profile Update page opens; Figure 4-16 shows an example of this page.

The screenshot shows the 'Profile Update' page with the following sections:

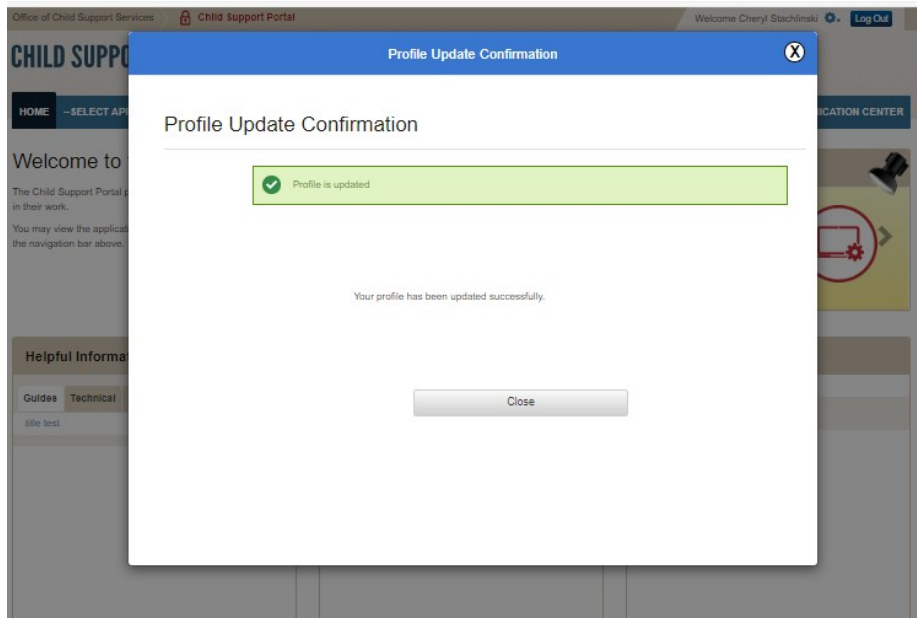
- Update Personal Information and Work Location:** Includes fields for Phone Number (443-438-8425), Phone Ext, Email Address (test@test.com), Address Line 1 (123 Test Lane), Address Line 2 (test), Address Line 3 (additional info), City (Test), State (Maine), Zip Code (12585), and Zip Code Ext.
- Update Security Information:** Includes a section for Security Questions with five questions and corresponding answer fields:
  - Security Question 1: In what city did you meet your spouse/significant other? Answer: other
  - Security Question 2: What is your favorite animal? Answer: animal
  - Security Question 3: What is your pet's name? Answer: name
  - Security Question 4: Who was your childhood best friend? Answer: friend
  - Security Question 5: What is your favorite restaurant? Answer: restaurant
- User Access Control:** Includes radio buttons for Voice and Text (selected), a Phone Number field (111-111-1111), and a 'Request' button. Below this, there are instructions to enter an access code received via text message and an 'Update' button.

Figure 4-16: Profile Update

Chart 4-9 defines the information a user can add or update on this page.

Chart 4-9: Profile Update	
Element	Description
Update Personal Information and Work Location Section	Displays the user's personal and work 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 options - <b>Voice</b> or <b>Text</b> - used for two-factor authentication
Request	Requests an access code
Update	Saves and confirms the account update
Reset	Resets fields to the previously saved information or, if nothing was saved, blank fields
Cancel	Cancels the transaction and opens the Welcome to Child Support Portal page
Inactivate Account	Disables the account

Figure 4-17 shows the Profile Update Confirmation page displayed when the user updates their account.



**Figure 4-17: Profile Update Confirmation**

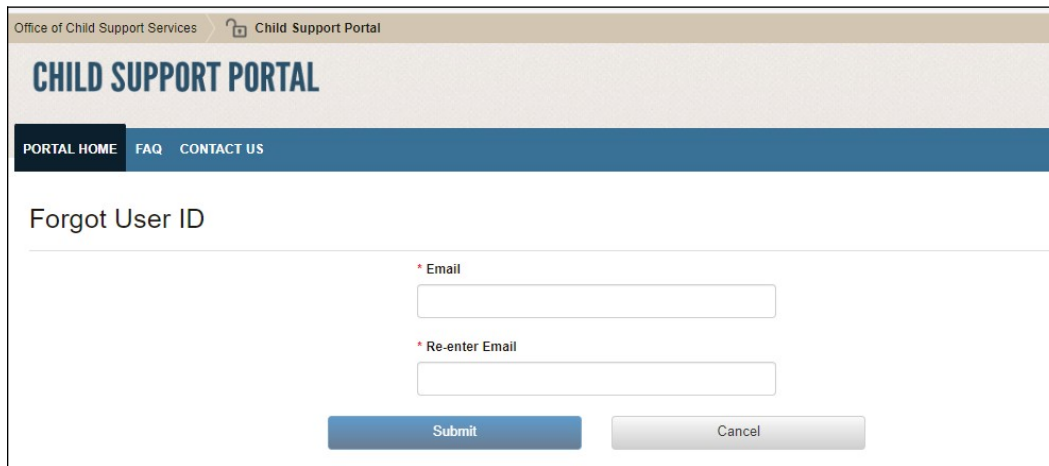
When the user clicks **Close**, the Welcome to the Child Support Portal page reopens.

## 5 Credential Management

Each time the user wants to access the Portal, they go to the Log In Certification page. Figure 2-10 on page 1 shows this page; Chart 2-4 on page 2 defines the functions available on this page.

To accept the terms of the agreement, the user selects the **I Agree** check box.

If the user does not remember their user ID, they click **Forgot User ID?** Figure 5-18 displays the Forgot User ID page. They can also use the chatbot; for instructions, see Part 7, “Chatbot.”



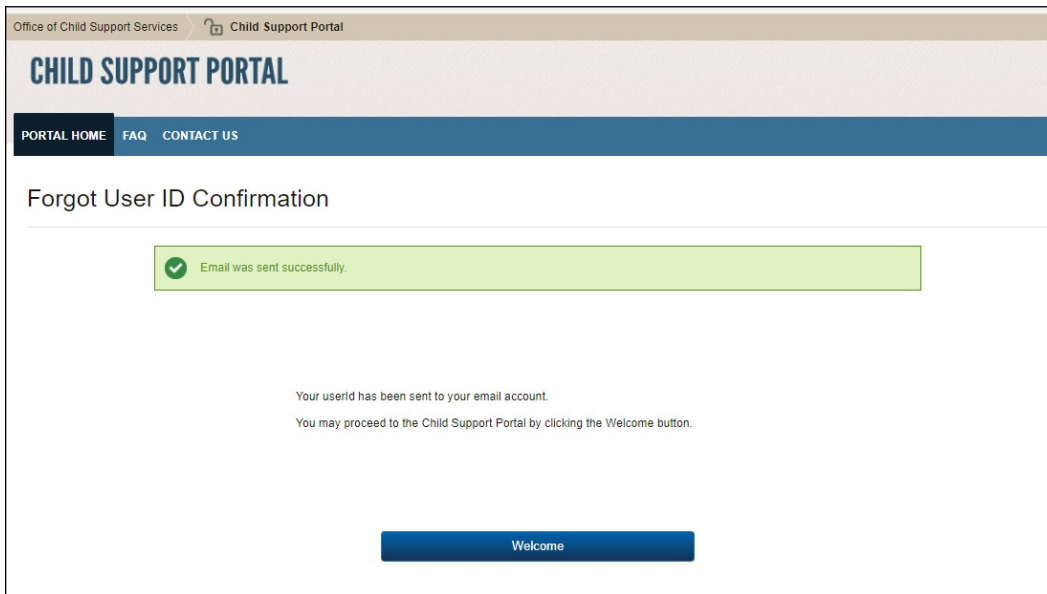
**Figure 5-18: Forgot User ID**

Chart 5-10 defines the functions available on this page.

Chart 5-10: Forgot User ID	
Element	Description
Email Address	Enters an email address to request the user ID
Re-enter Email Address	Re-enters the email address to confirm it

When the user clicks **Submit**, the Credential Management – Forgot User ID Confirmation page opens. Figure 5-19 shows this page with the message confirming to the user the system sent the user ID to their email account.

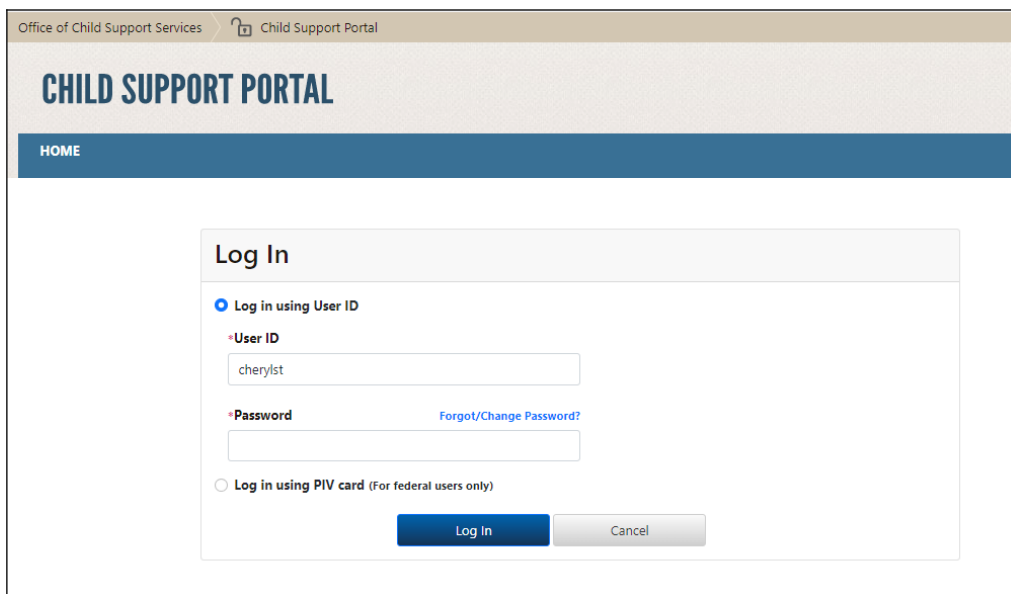




**Figure 5-19: Credential Management – Forgot User ID Confirmation**

To restart the log-in progress, the user clicks **Welcome**.

The Log In page is also where the user can change their password. **Figure 5-20** shows an example of this page.



**Figure 5-20: Log In – Forgot/Change Password**

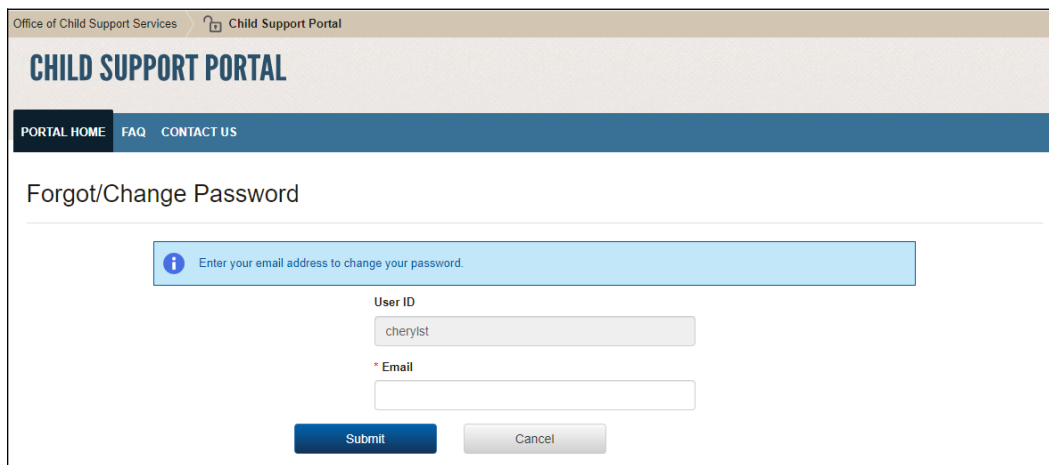
Chart 5-11 defines the functions available on the Log In – Forgot User ID page.

Chart 5-11: Log In – Forgot/Change Password	
Element	Description
Password	Enters a password
Forgot/Change Password?	Opens the Forgot/Change Password page
Access Code	Enters the access code received by phone call or text (selected during registration)
Cancel	Returns to the Welcome to the Child Support Portal page

The user clicks **Forgot/Change Password?**

The user clicks **Log In** to authenticate the password.

If the user forgot or wants to change their password, they click **Forgot/Change Password?** The Forgot/Change Password page opens; Figure 5-21 shows an example of this page.

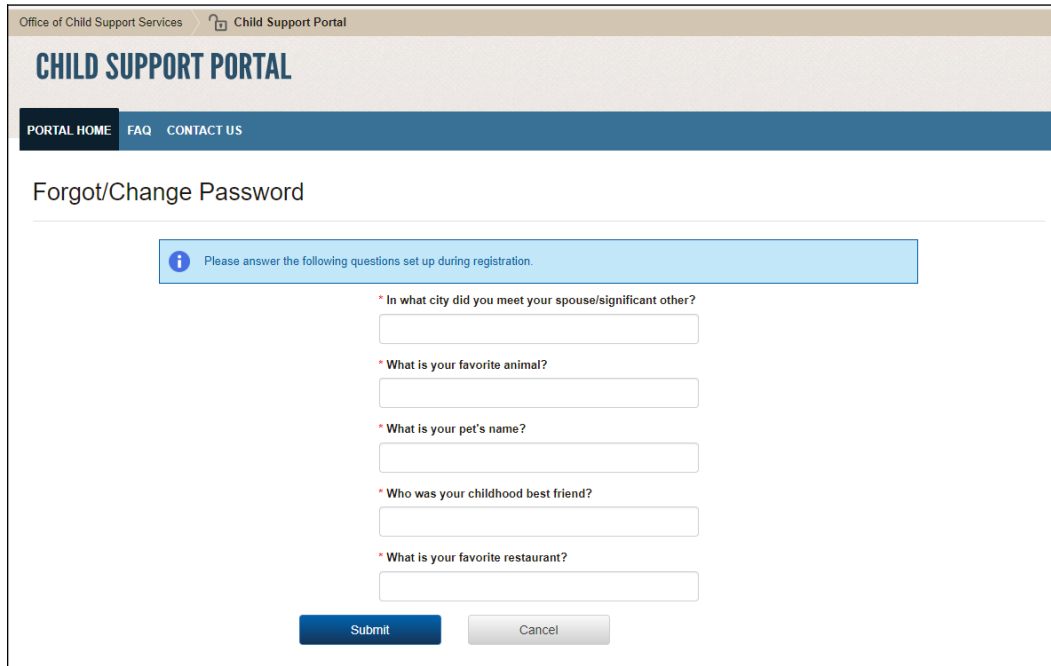


**Figure 5-21: Forgot/Change Password**

Chart 5-12 defines the functions available on the Forgot/Change Password page.

Chart 5-12: Log In Forgot/Change Password	
Element	Description
User ID	Displays a system-generated user ID
Email	Enters an email address associated with the user ID
Submit	Sends the request to change the user’s password
Cancel	Returns to the Welcome to the Child Support Portal page

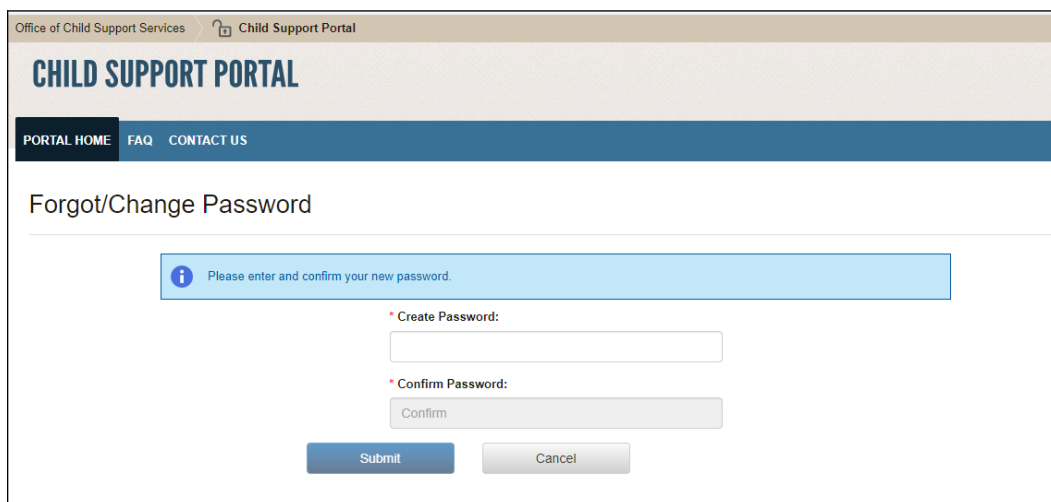
The user enters an email address to access to the password reset page and then clicks **Submit**. The Forgot/Change Password – Challenge Questions page opens. Figure 5 -22 shows an example of the page where the user answers the challenge questions they selected on the Profile Update page; see Figure 4 -16 on page 1.



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 questions, each with a red asterisk and a corresponding text input field: '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.

**Figure 5-22: Forgot/Change Password – Challenge Questions**

The user answers the challenge questions, and then clicks **Submit** to open the Forgot/Change Password –Reset Password page. Figure 5 -23 shows an example of this page.



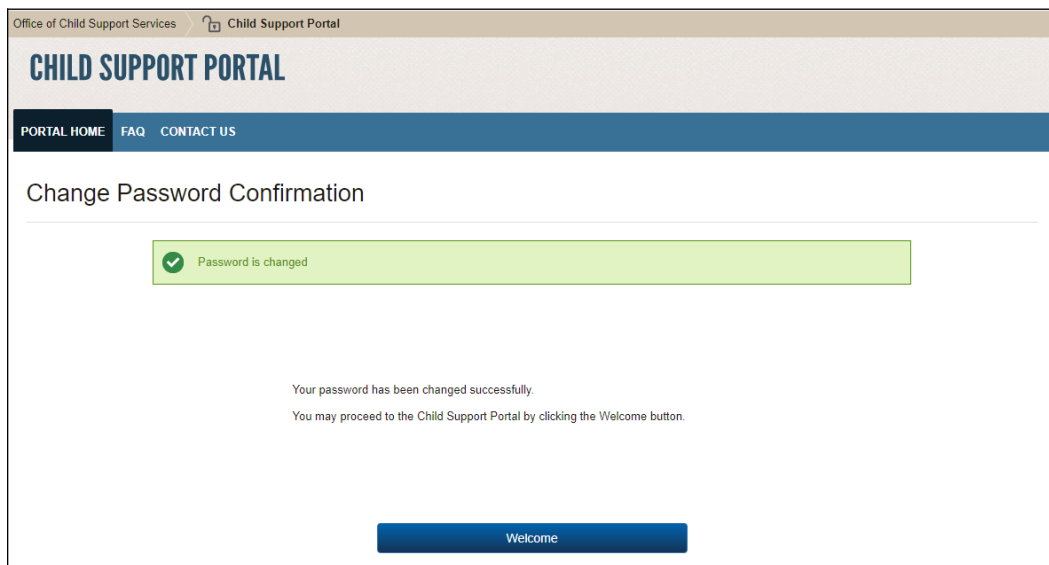
The screenshot shows the 'CHILD SUPPORT PORTAL' header with navigation links for 'PORTAL HOME', 'FAQ', and 'CONTACT US'. The main heading is 'Forgot/Change Password'. A blue information box contains the text: 'Please enter and confirm your new password.' Below this are two fields: 'Create Password:'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

**Figure 5-23: Forgot/Change Password – Reset Password**

Chart 5-13 defines the functions available on this page.

Chart 5-13: Forgot/Change Password (Reset Password)	
Element	Description
Create Password	Enables the user to enter a new password
Confirm Password	Enables the user to confirm the new password
Submit	Submits the reset password request

The user enters a new password, enters it again to confirm it, and then clicks **Submit**. The Change Password Confirmation page opens; Figure 5-24 shows an example of this page with the password change confirmation message.

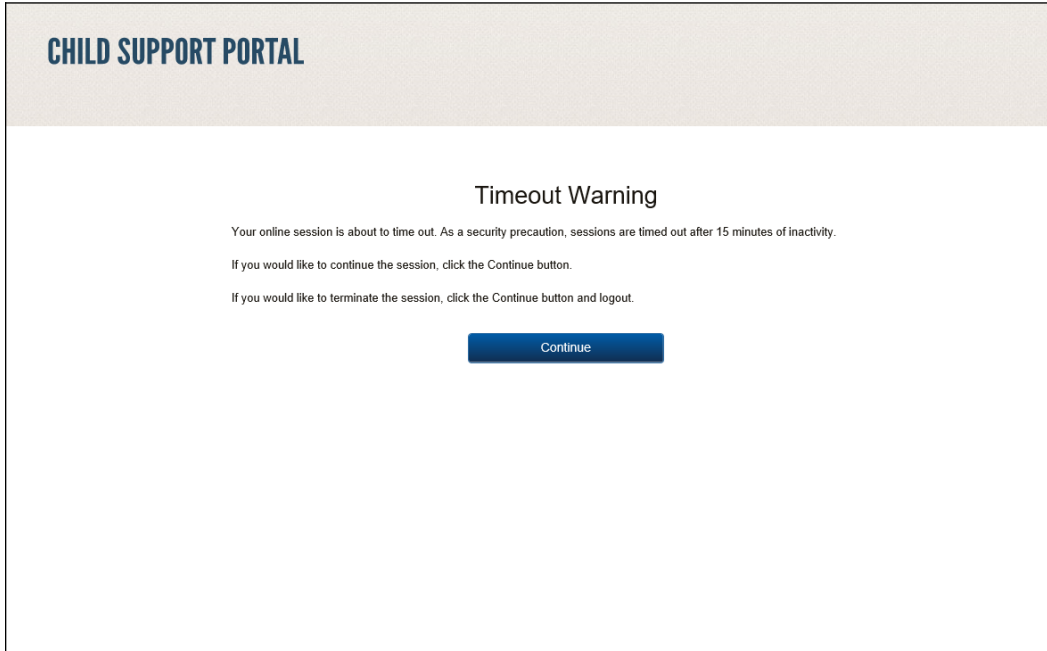


**Figure 5-24: Change Password Confirmation**

When the user clicks **Welcome**, the Welcome to the Child Support Portal page reopens.

## 6 General Pages

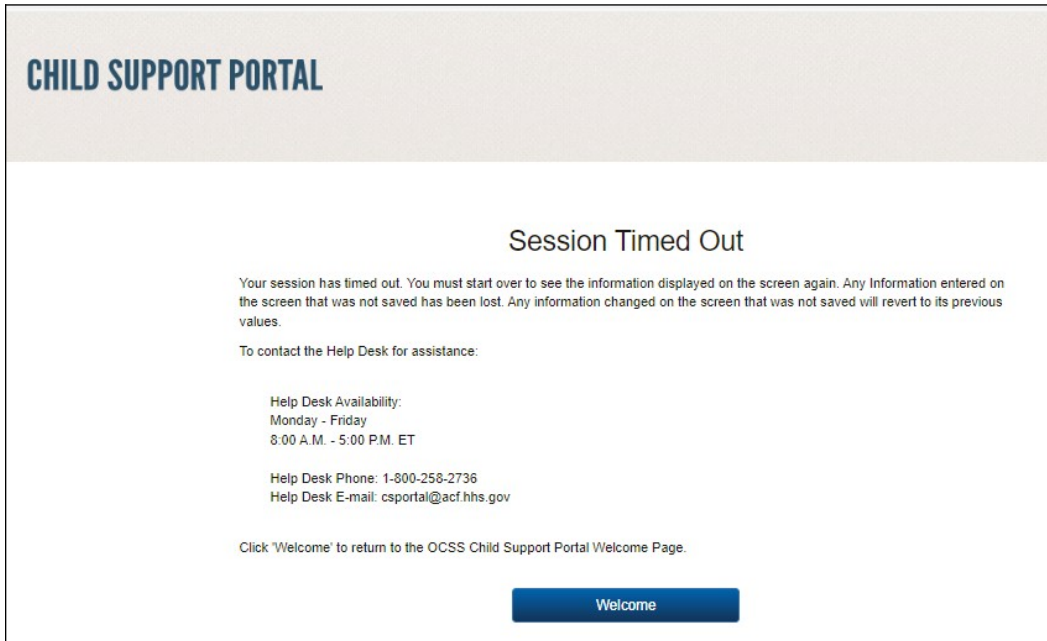
Figure 6-25 displays the timeout warning message.



**Figure 6-25: Timeout Warning**

To refresh the session, close the browser, and return to the previously displayed page, the user clicks **Continue**.

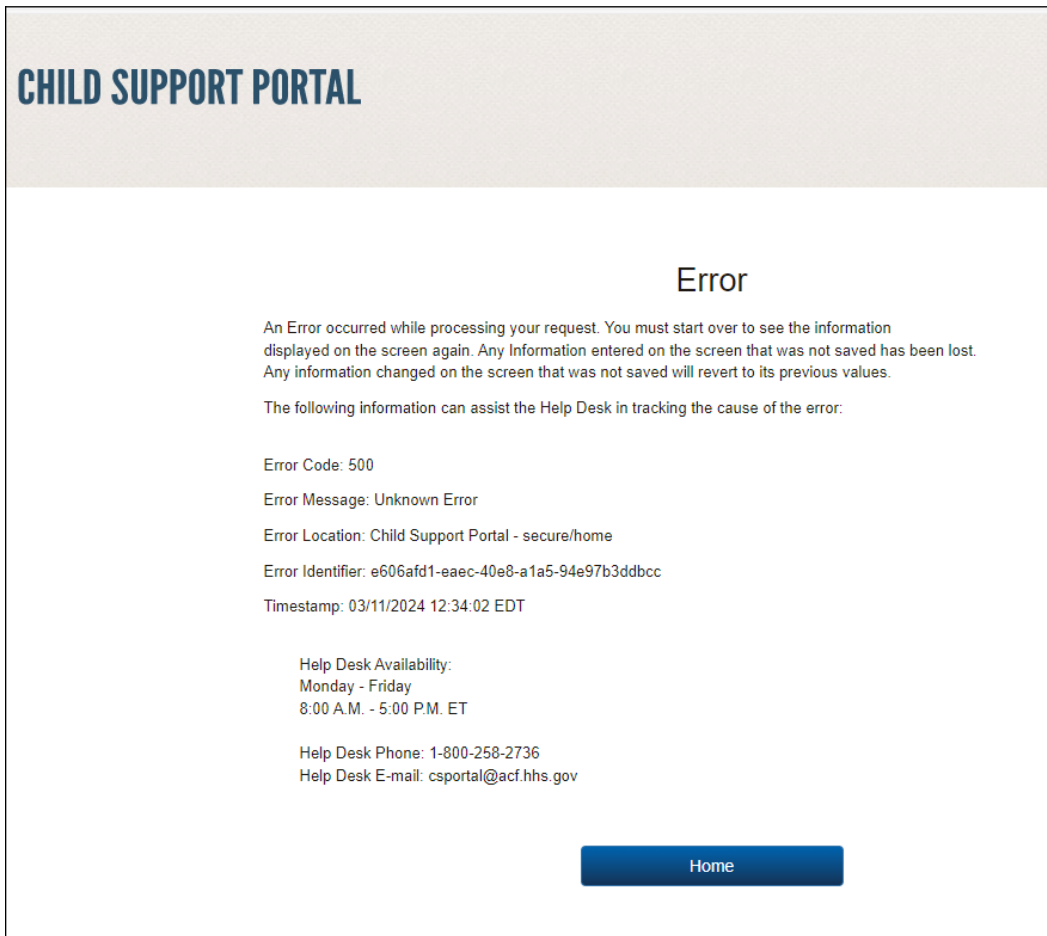
Figure 6 -26 displays the Session Timed Out message. When the user receives this message, they must log in again.



**Figure 6-26: Session Timed Out**

When the user clicks **Welcome**, the Welcome to the Child Support Portal page reopens.

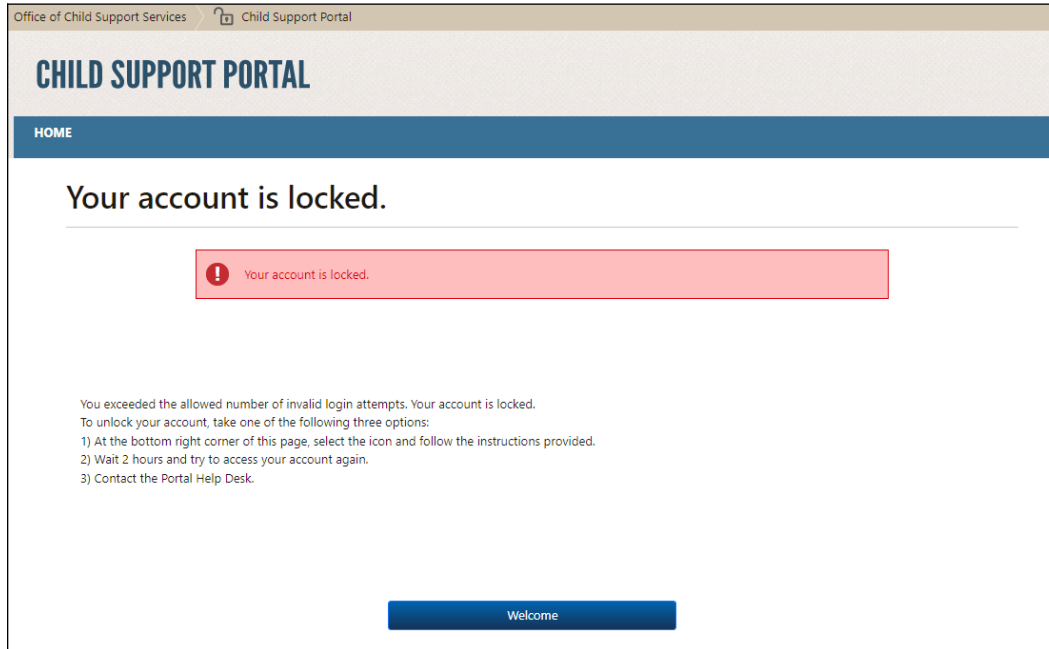
Figure 6 -27 displays an example of a system error page.



**Figure 6-27: System Error**

When the user clicks **Home**, the Welcome to the Child Support Portal page reopens.

Figure 6 -28 displays a message informing the user that the system locked their account because of the number of invalid log-in attempts. To unlock their account, the user must contact the Help Desk or use the chatbot. (For instructions, see Part 7, “Chatbot.”)

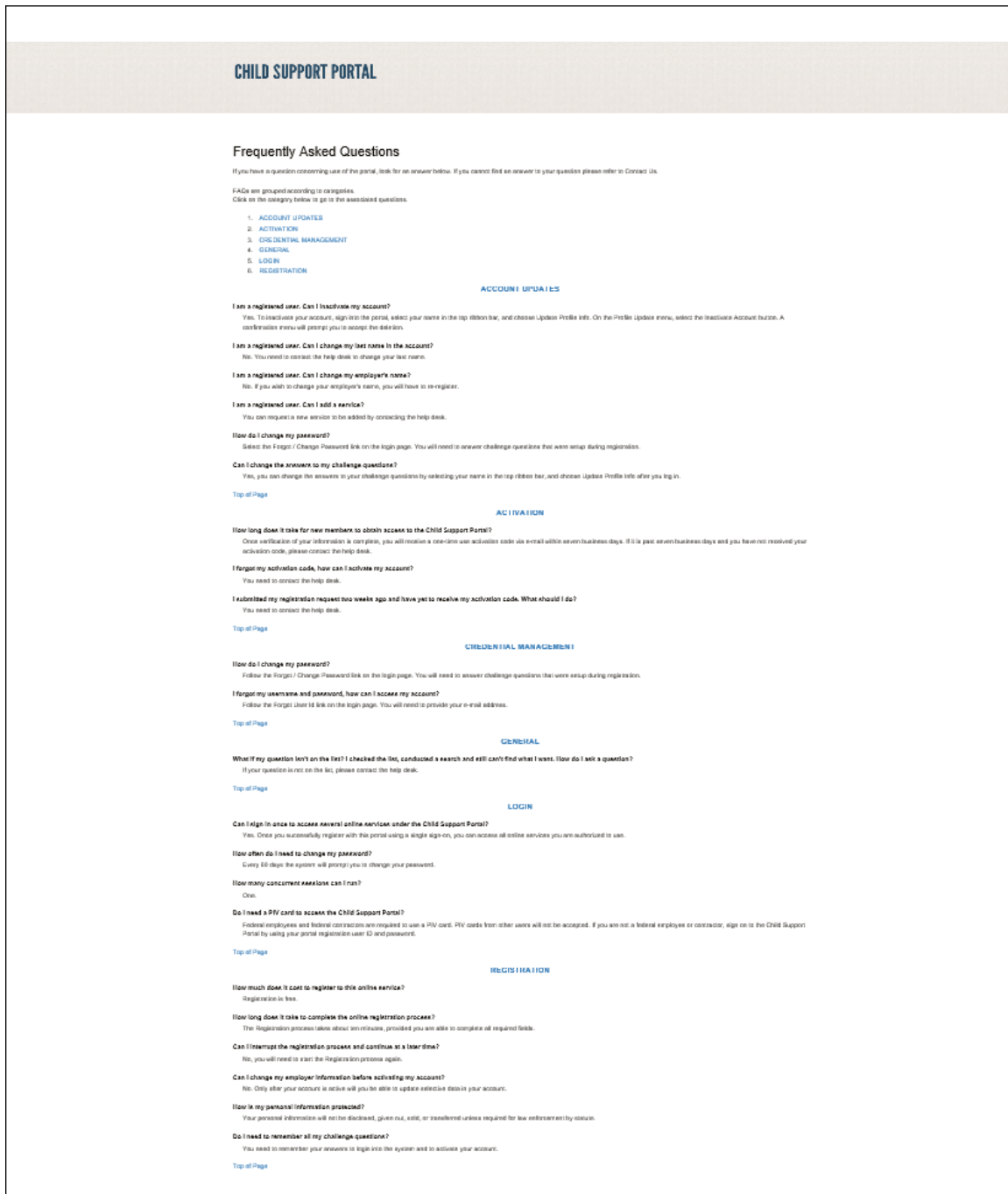


**Figure 6-28: Account Locked (Credential Management and Activation Page)**

When the user clicks **Welcome**, the Welcome to the Child Support Portal page reopens.

Figure 6 -29 displays the Frequently Asked Questions (FAQ) page with answers to frequently asked questions about Portal applications. The link for this page is on the header of all applications that have an associated FAQ page; not all applications do. Figure 5 -18 on page 1 shows an example of the FAQ link.





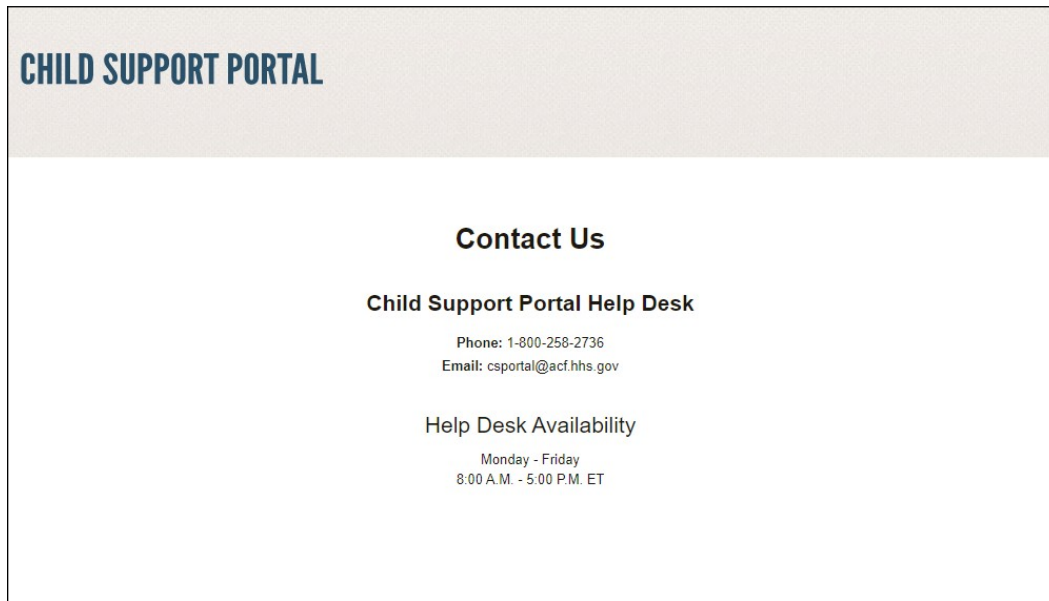
**Figure 6-29: Frequently Asked Questions**

Chart 6-14 defines the functions available on the Frequently Asked Questions page.

<b>Chart 6-14: Frequently Asked Questions</b>	
Element	Description
Category List	Displays the FAQ in that section

<b>Chart 6-14: Frequently Asked Questions</b>	
<b>Element</b>	<b>Description</b>
Top of Page	Returns to the top of the page

Figure 6 -30 displays the Contact Us information for the Portal Help Desk.



**Figure 6-30: Contact Us**

Figure 6 -31 shows the security alert message displayed when the user's system has an issue with the site security.

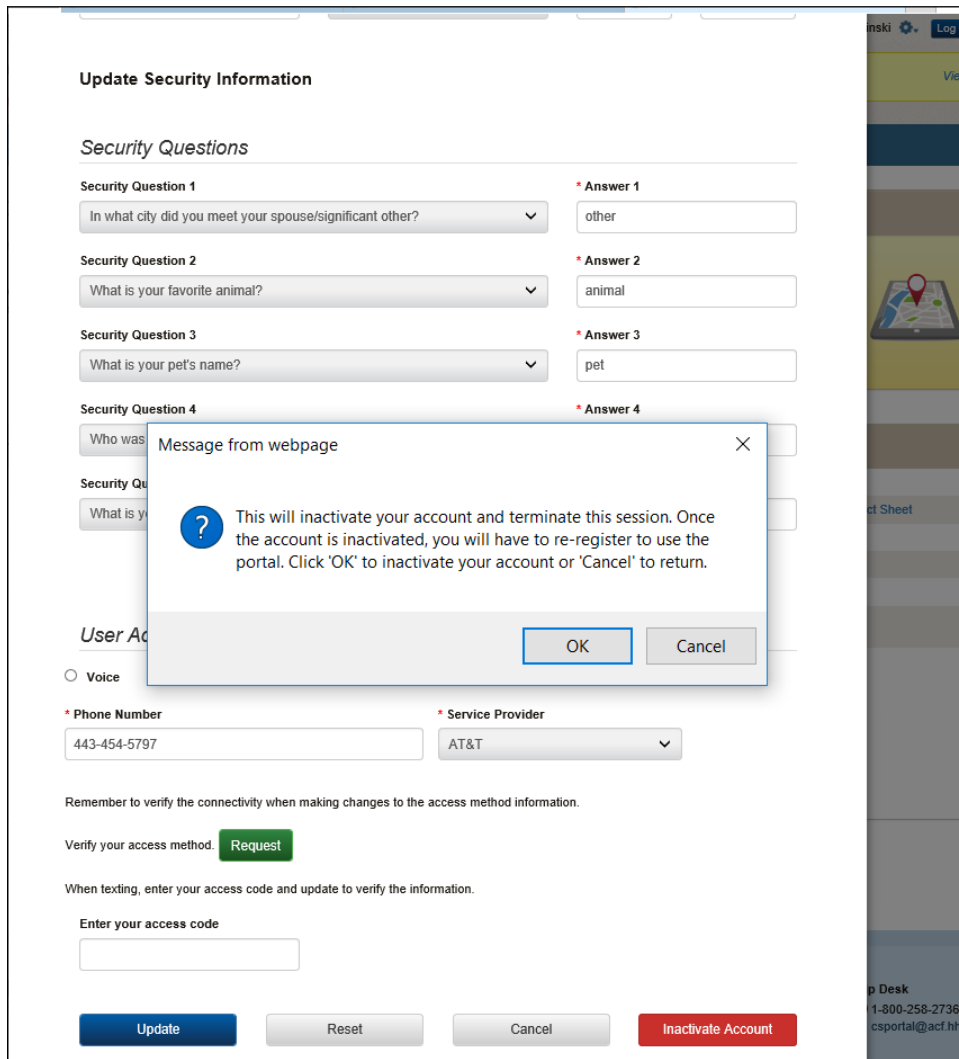


**Figure 6-31: Security Alert – User Accepts Certificate**

The user takes one of the following actions:

- To open the Welcome to Child Support Portal, clicks **Yes**.
- To cancel the current operation, clicks **No**.
- To open the certificate information, clicks **View Certificate**.

Figure 6 -32 shows the message the system sends the user before inactivating their account.



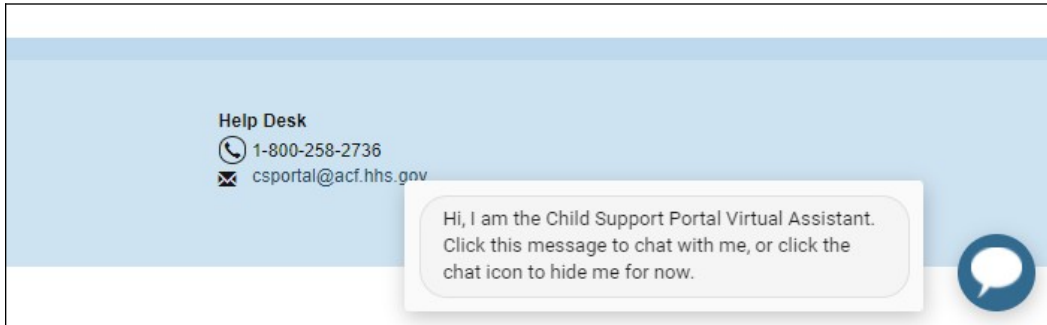
**Figure 6-32: Disable Account Message**

To inactivate their account, the user clicks **OK**.

## 7 Chatbot

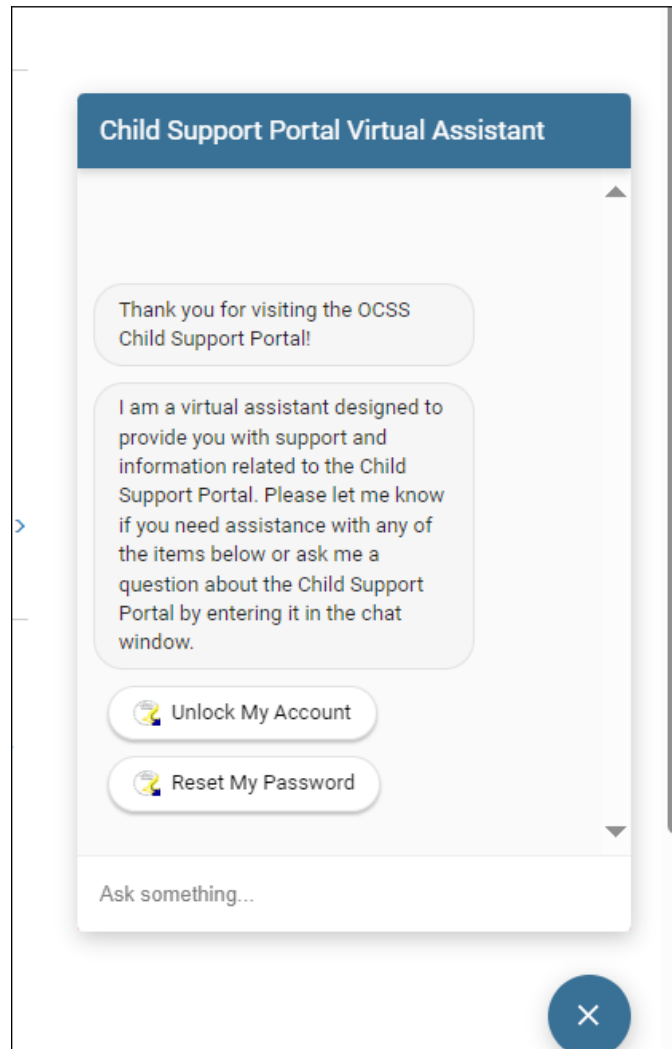
A chatbot is an interactive chat system that helps the user to reset their password or unlock their account without Help Desk intervention.

Before accessing the Portal, when the user hovers over the chatbot icon in the bottom right corner of the footer, the message in Figure 7-33 displays in the information box.



**Figure 7-33: Chatbot Icon**

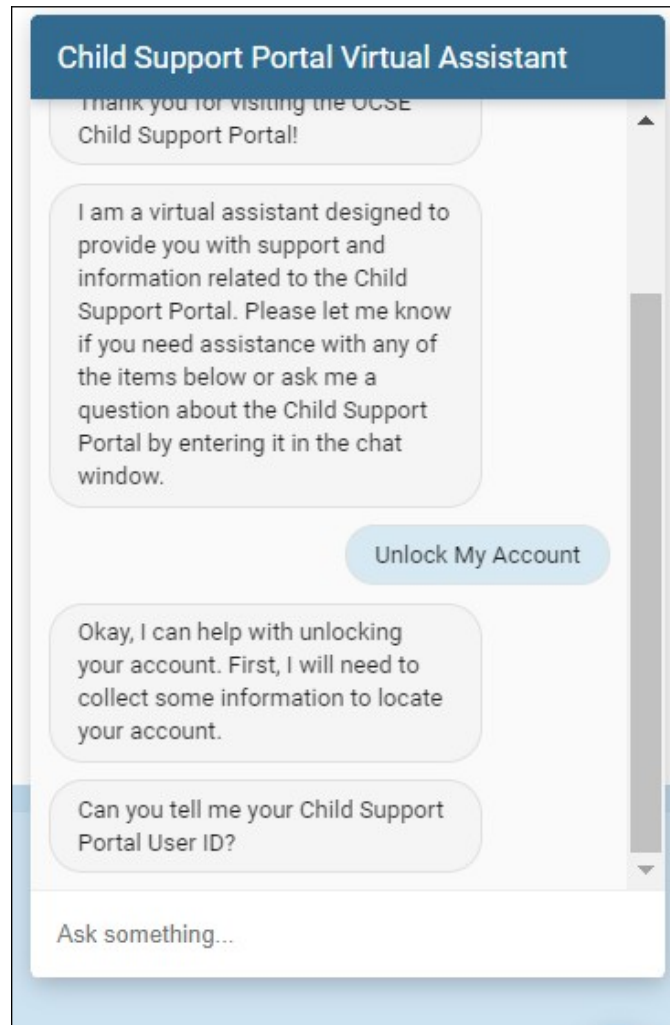
To open the Child Support Portal Virtual Assistance pop-up, the user clicks inside the information box; Figure 7-34 shows the first Portal Virtual Assistant pop-up.



**Figure 7-34: Portal Virtual Assistant**

To start the process to unlock their Portal account, the user clicks **Unlock My Account**.

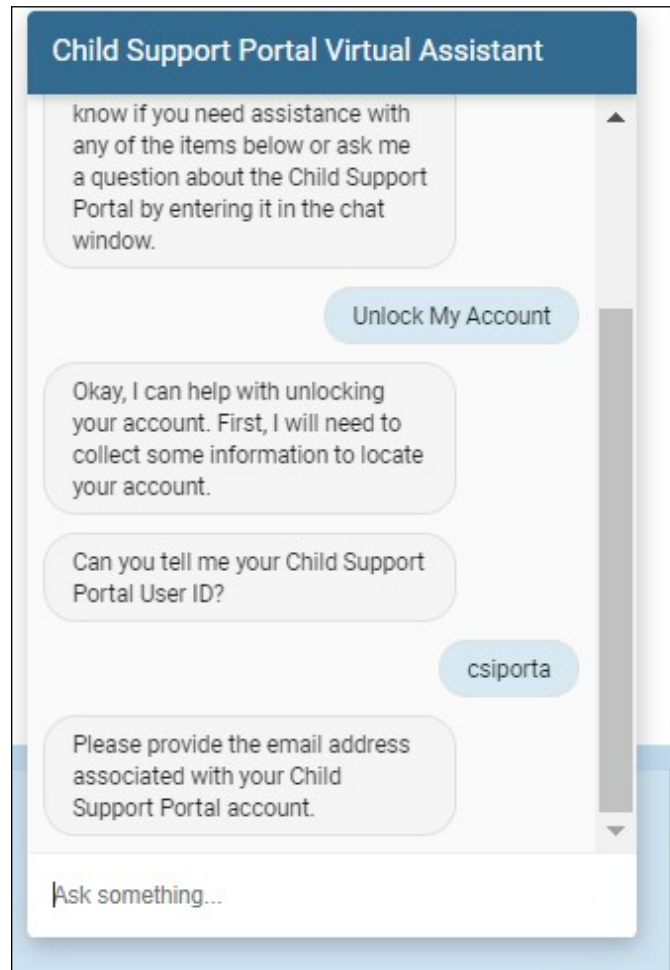
The virtual assistant asks the user to enter their Child Support Portal user ID; Figure 7-35 shows this request.



**Figure 7-35: Portal Virtual Assistant, Account Unlock – User ID**

The user enters their user ID and clicks **Enter**.

The virtual assistant prompts the user for the email address associated with their user ID; Figure 7-36 shows this request.

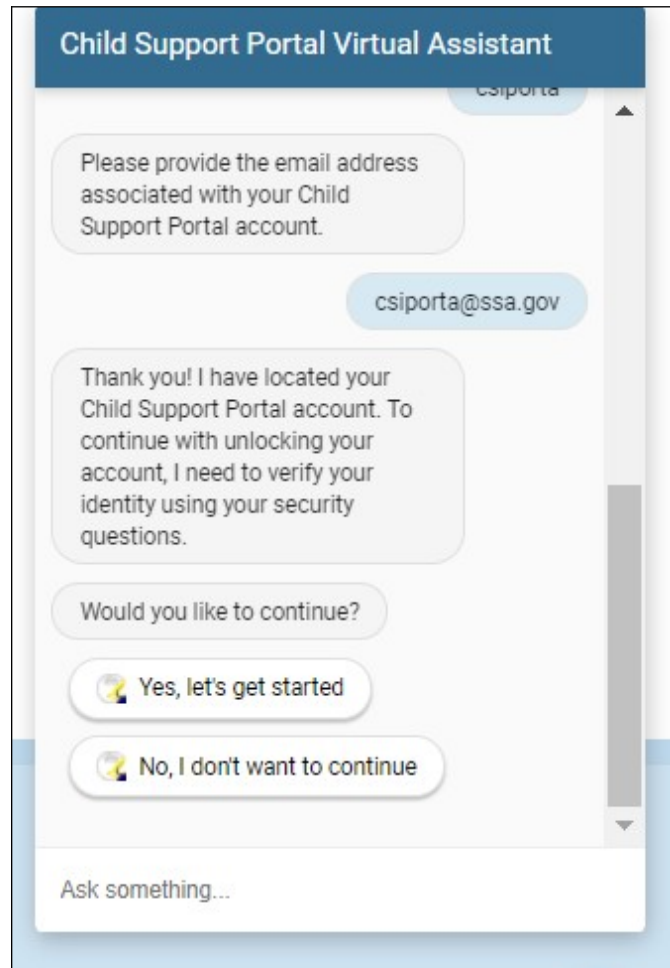


**Figure 7-36: Portal Virtual Assistant, Account Unlock - Email Address**

The user enters the email address associated with their Portal account and clicks **Enter**.

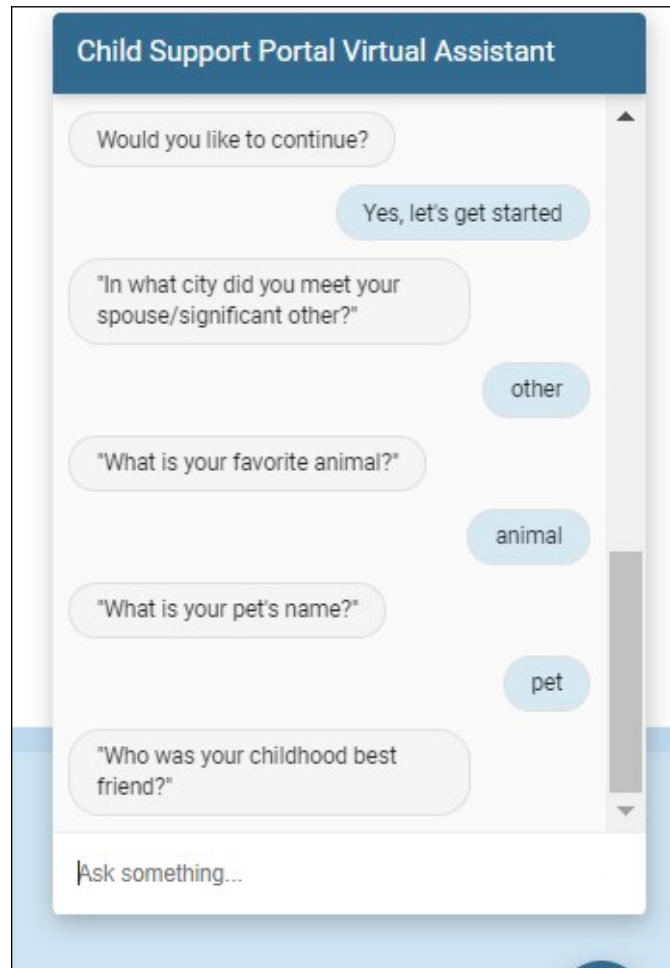
The virtual assistant informs the user that their Portal account was located (that is, verified) and asks whether they want to continue. Figure 7-37 shows the verification, the prompt, and the user's options.





**Figure 7-37: Portal Virtual Assistant, Account Unlock - Get Started**

The user clicks **Yes, let's get started**. The virtual assistant asks the user to answer the challenge questions they created when they registered their account. Figure 7-38 shows several example questions and answers.



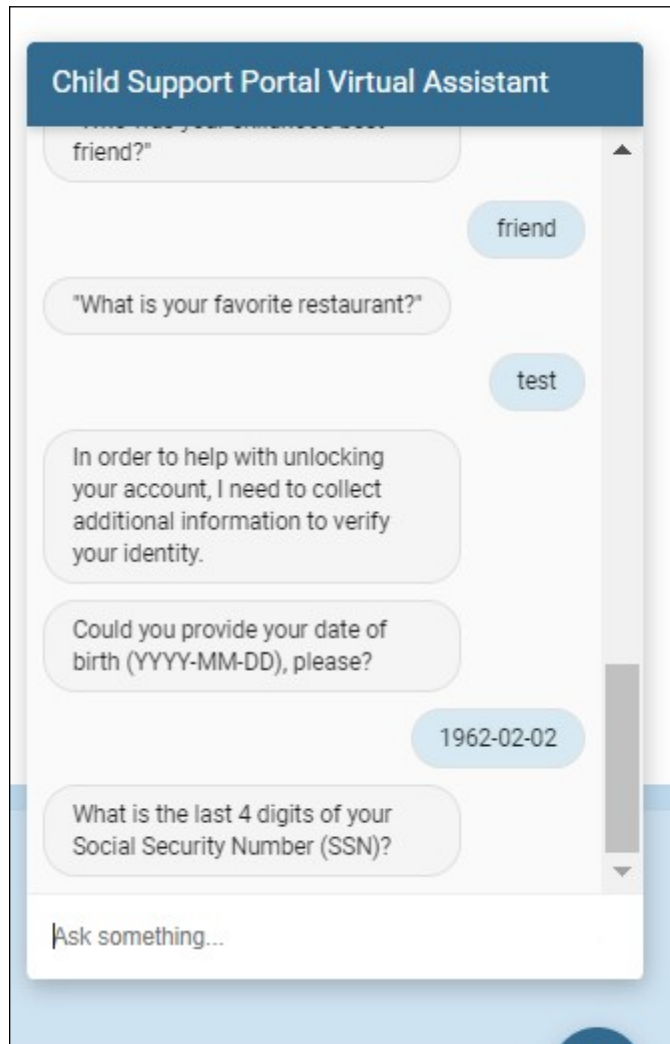
**Figure 7-38: Portal Virtual Assistant, Account Unlock – Challenge Questions**

If the user answers three or four of the five challenge questions correctly, the virtual assistant asks the user to enter their date of birth and SSN; Figure 7-39 shows this prompt.

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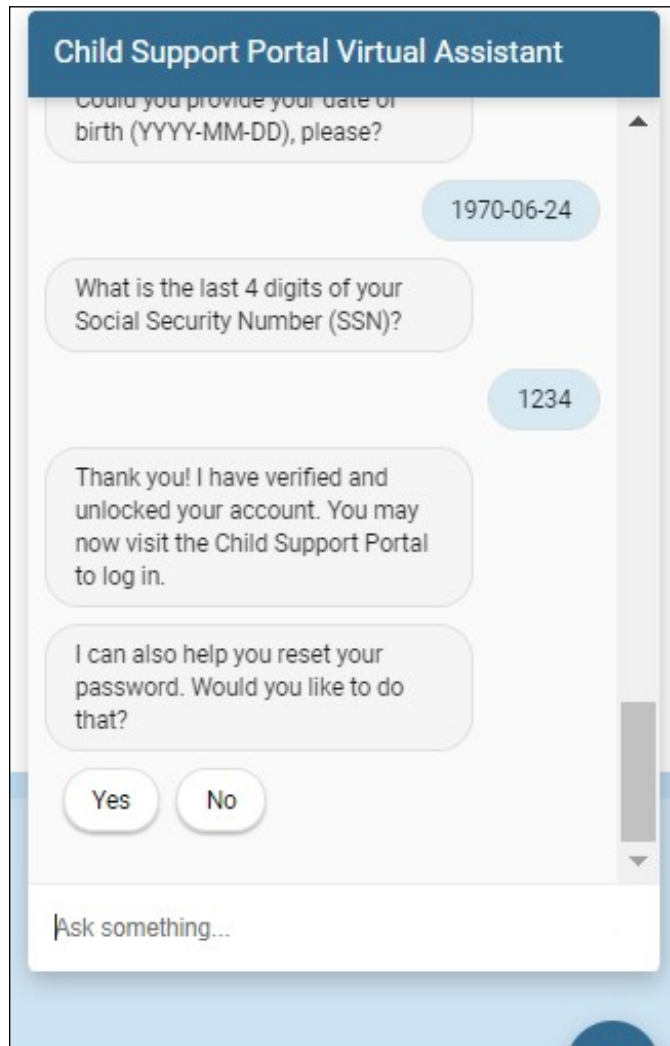
**Note:** If the user answers less than three challenge questions correctly, the user must start over.

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**Figure 7-39: Portal Virtual Assistant, Account Unlock – Challenge Questions 3-4 Correct**

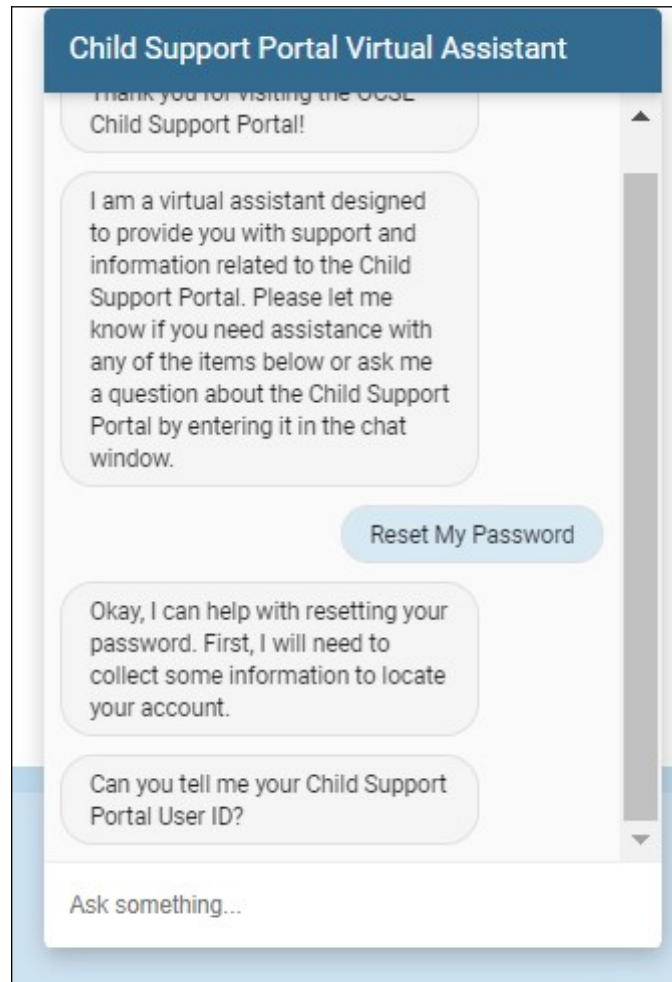
When the user answers all five challenge questions correctly or enters their correct date of birth and SSN when prompted, their account is unlocked. Figure 7-40 shows how the virtual assistant informs the user that their account is unlocked and prompts them whether they want to change the password for their Portal account.



**Figure 7-40: Portal Virtual Assistant, Account Unlock – Account is Unlocked**

To start the process to reset the user's password, the user clicks **Yes**. When the virtual assistant displays the **Reset My Password** option, the user clicks this option.

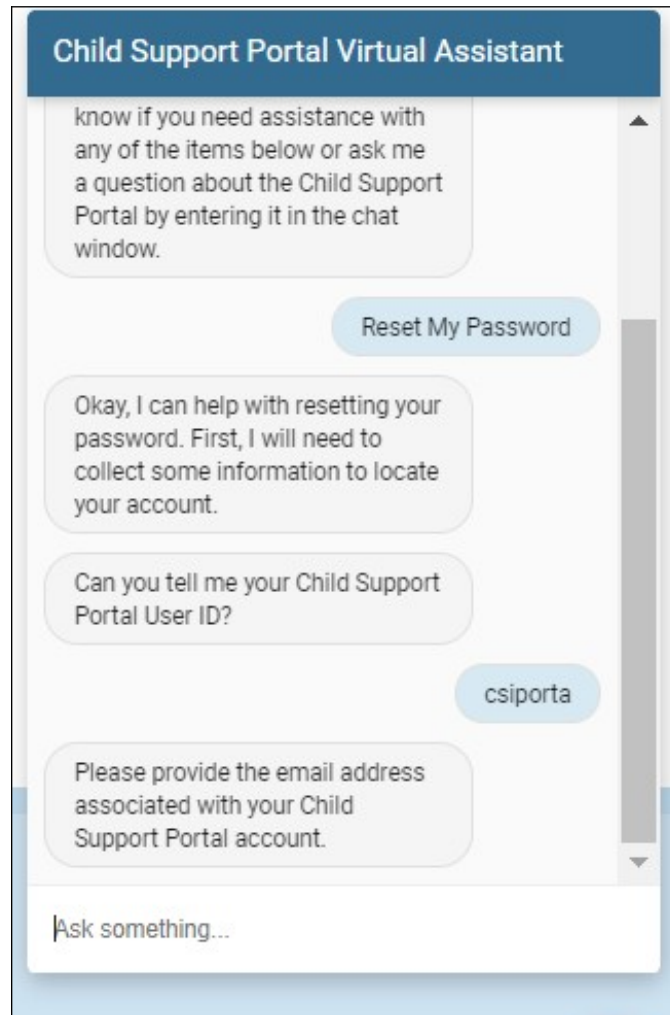
The virtual assistant asks the user to enter their Child Support Portal user ID; Figure 7-41 shows this request.



**Figure 7-41: Portal Virtual Assistant, Password Reset – User ID**

The user enters their user ID and clicks **Enter**.

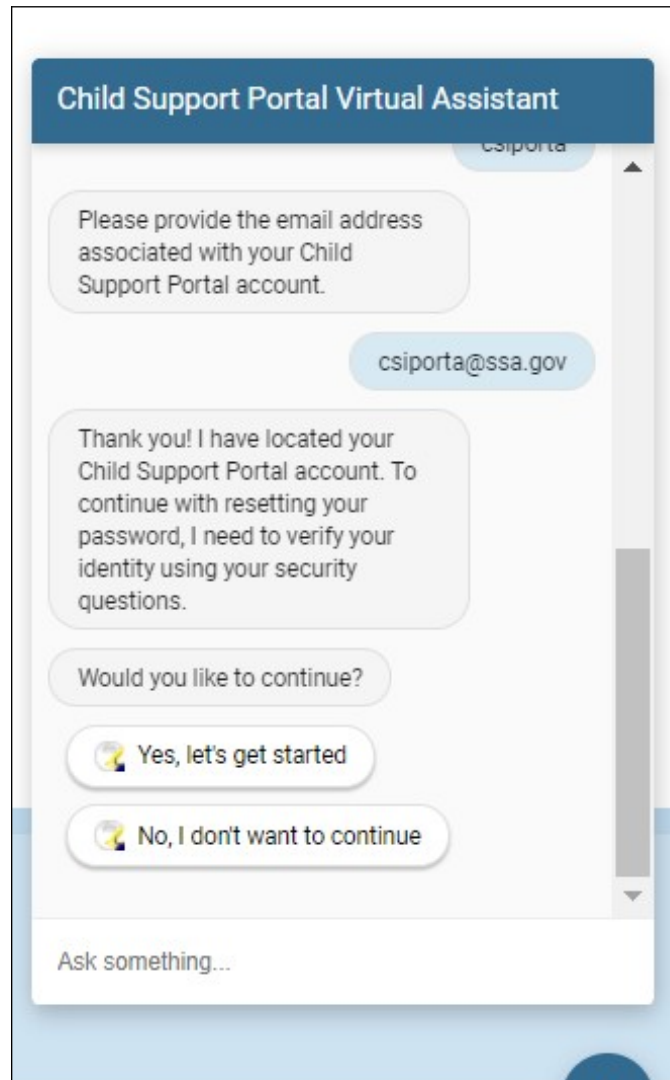
The virtual assistant prompts the user for the email address associated with their user ID; Figure 7-42 shows this request.



**Figure 7-42: Portal Virtual Assistant, Password Reset – Email Address**

The user enters the email address associated with their Portal account and clicks **Enter**.

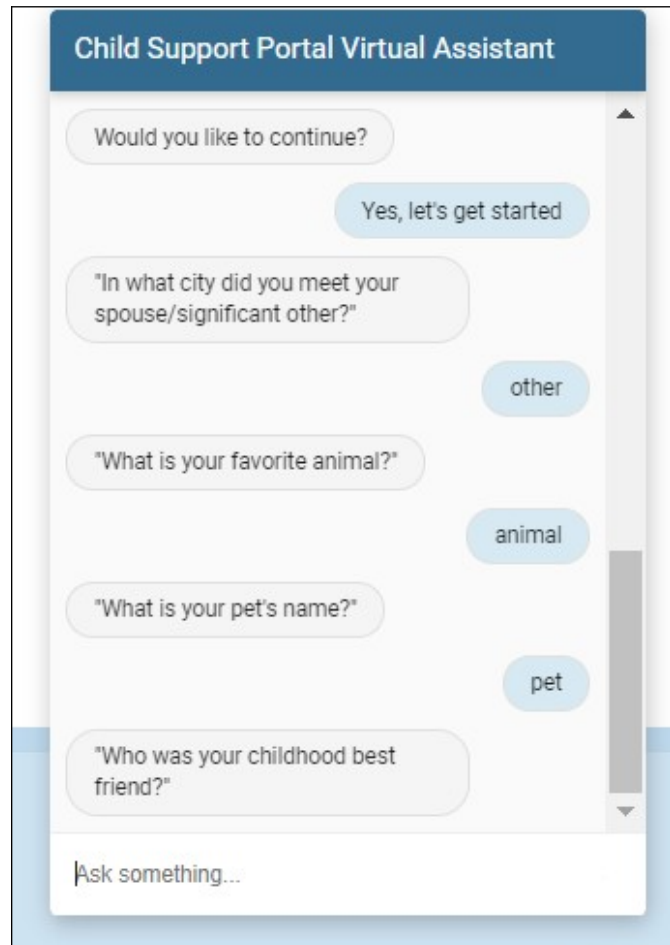
The virtual assistant informs the user that their Portal account was located and asks whether they want to continue. Figure 7-43 shows the verification, the prompt, and the user's options.



**Figure 7-43: Portal Virtual Assistant, Password Reset - Get Started**

The user clicks **Yes, let's get started**.

The virtual assistant asks the user to answer challenge questions they created when they registered their account. Figure 7-44 shows some example questions and answers.



**Figure 7-44: Portal Virtual Assistant, Password Reset – Challenge Questions**

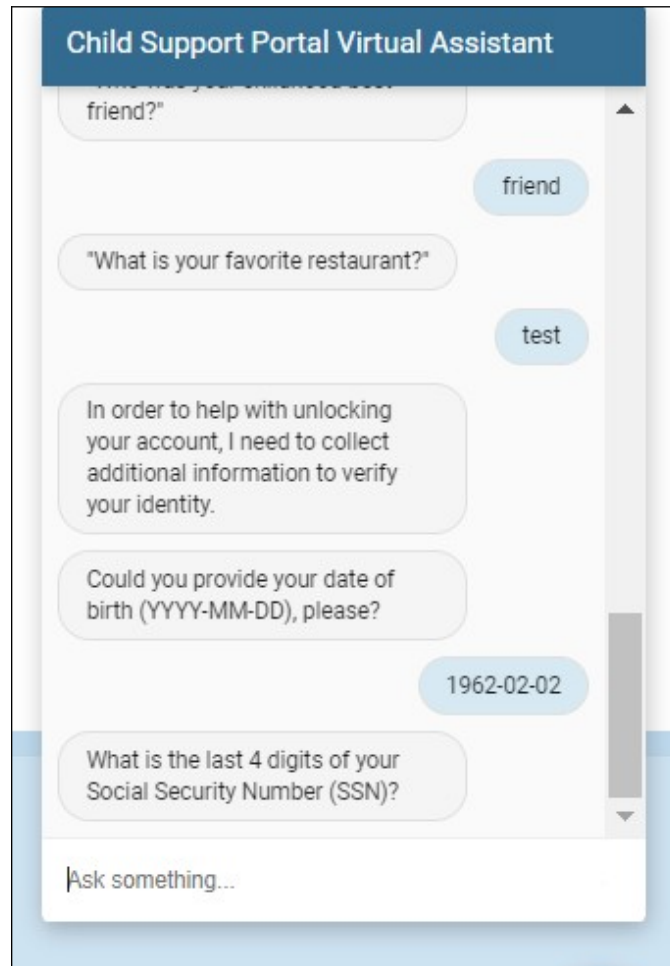
If the user correctly answers three or four of the five challenge questions, the virtual assistant prompts the user to enter their date of birth and SSN. Figure 7-45 shows these prompts.

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**Note:** If the user answers less than three challenge questions correctly, the user must start over.

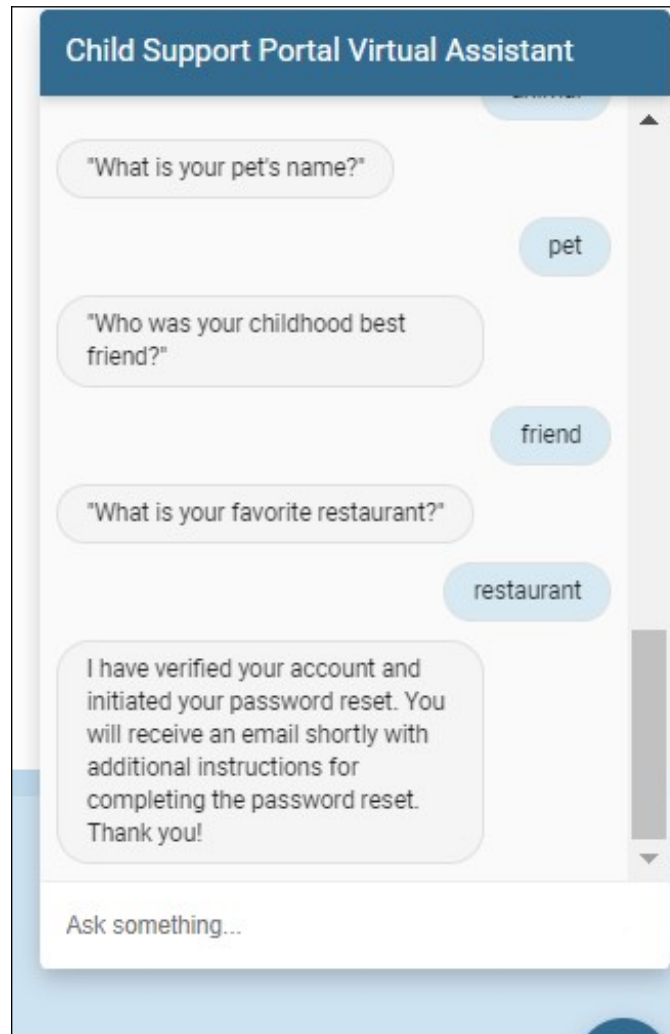
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**Figure 7-45: Portal Virtual Assistant, Password Reset – Challenge Questions 3-4 Correct**

If the user answers all five challenge questions correctly or enters their correct date of birth and SSN, the virtual assistant tells them they will receive an email with instructions to reset their password; see Figure 7-46.



**Figure 7-46: Portal Virtual Assistant, Password Reset – User Sent Email to Reset Password**

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