Operations, Maintenance, and Enhancements for OCSS Systems

System Framework

Portal User Page Flow

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

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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1 Registration

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

Office of Child Support Services	Support Portal			
CHILD SUPPORT PORT	AL			
	-			
PORTAL HOME FAQ CONTACT US				
Walcome to the Child S	upport Portol			
The OCSS Child Support Partal provides as Inter	upport Fortal	ncial institutions and other authorized users to send	and receive vital information concerning child	
support cases. To learn about what applications a	ire available to you, and to log into the Portal, click or	n your user role below.	and receive that merination concerning entity	
Employers	Federal Agencies	Financial Institutions	Insurers	
Employers must send all child support payments to the state dishursment unit; payments cannot be sent using the Portal. Employers may use the Portal bory information about employees who are eligible to receive a lane sum payment. In are terminated employment, and provide contacts and addresses and other information about their company. Employees may also exchange messages and downends containing sensitive information with child support agencies and OCSS on the Portal. Multistate employees may register to identify the state where all newly and rehird employees wilb e reported. All information provided is shared with child support agencies.	Authorized foderal agencies and research partners may use the Portal to security exchange files with OCSS If your federal agency has necesity gained connectivity to the Portal, you will need to register to create an account.	Multistate financial institutions and transmitters may use the Portial to exchange information with OCSS for the Multistate Financial Institution Data Match Porgram. You may also use the Portal to update your contact information.	Insurers may use the Portal to access the Insurance Mark-Devi Inquiry application to provide child support agencies with Information about claimnants or beneficiaries who are eligible to receive lump sum payments.	
International	Authorized OCSS staff may use the Portal to	States	Tribes	
counties may use the Portal to access the intergovernmental Reference Guide (IRG) for State and Thal Child Support Profile Questions, as well as State, Tribal, OCSS, and International contact information.	Autorized Oct3 stati may use the Polarito access an array of resources and services for authorized business purposes.	The Protein professional explored observations access to the Access and Visitation application. If you are a child support professional, contact your state administrator to access the Portal.	The rolate provides registered trade child support Cases to the Federal Case Registry. Department of Defense, and other federal agency locate information. You may register only after your tribe provides OCSS with the required agreements.	
GO>	GO>	GO>	GO>	
NOTE: The Child Support Portal is a secured s Child Support Services, or to get help with your	system that can only be accessed by authorized user case, please see our websile.	s. It is not for child support case participants or the p	ublic. To learn more about the federal Office of	
ADMINISTRATION FOR CHILDREN & FAMILIE Office of Child Support Services	Privacy Policy HHS Vulnerability	I Accessibility Disclosure Policy	Help Desk ⓒ 1.800.258.2736 ☎ csportal@act.hhs.gov	Hi, I am the Child Support Portal Virtual Assistant. Click this message to chat with me, or click the chat icon to hide me for now.

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.

Cha	rt 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: Employers , Federal Agencies , Financial Institutions , Insurers , International , OCSS , States , and Tribes .				
	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 GO 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.

Office of Child Support Services Child Support Portal	
CHILD SUPPORT PORTAL	
PORTAL HOME FAQ CONTACT US	
Home / OCSS	
This Portal Page Is For You If	Register or Log In
You are an OCSS 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	
• 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 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.

💄 🔞 🗖 🗋 CSP - Welcome	× CSP - User Registration	× +										-	0	×
← C 🗇 https://ocspint.acf.hhs.gov/cs	p/registration/new-user				Q	A#	☆	G	C()	5⁄≣	Ē	₹ 6		٠
	Office of Child Support Services 🛛 🕞 Child Su	pport Portal												
	CHILD SUPPORT PORTA	L												
							_							
	PORTAL HOME FAQ CONTACT US													
	Child Support Portal Us	er Registratio	on											
	Registration Steps	Enter User Affili	ation											
	1) Enter User Affiliation	Select User Affiliat	ion	~										
	2) Request Access to Services	Select User Afiliati Employer	ion	-										
	3) Personal Information	Federal Agency Financial Institution												
	4) Enter Security information	Insurer												
		States Tribe												
	ADMINISTRATION FOR		Privacy Policy Accessibility		Help De	sk								
	CHILDREN C FAMILIES		HHS Vulnerability Disclosure Policy		() 1-80	0-258-2735 intal@acf.ht	is.gov							
F D Type here to search	H 🛡 📙 🚾	× 🛞 诸	i 🤹 🤱 💽							^	d)) 🔛	2:33 F 3/11/2	°М 024	23

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.

Office of Child Support Services	nild Support Portal	
CHILD SUPPORT POR	TAL	
PORTAL HOME FAQ CONTACT US		
Child Support Portal	User Registration	
Registration Steps	Enter User Affiliation	
1) Enter User Affiliation	ocss 🗸	
2) Request Access to Services		
3) Personal Information	Enter OCSS Sub-Group Information	
4) Enter Security Information	* Select OCSS Sub-group	
	Select V	
	-Select- Regional Support Staff	
	Technical Support Staff	

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

	Chart 1-3: Enter User Affiliation			
Link	Description			
Enter User Affiliation	Opens a list of user affiliations.			
Enter OCSS Sub-Group Information	In this OCSS user affiliation example above, clicks Regional or Technical Support Staff . 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)	 Employer, Insurer, and Financial Institution: The user must enter the FEIN. Federal Agency: The user must enter the agency name. Tribe: The user must enter the tribe name. International: The user must enter the country name. State: The user must enter the state name. 			

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

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.

egistration Steps	Enter User Affiliation
Enter User Affiliation	ocss 🗸
Request Access to Services	
Personal Information	Enter OCSS Sub-Group Information
Enter Security 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 employ 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 cas
	in another tribunal. (FCR Query)

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 applied OCSS Self-Assessment Reports and Region	cation used by the OCSS nal Review Reports subm	Division of Performance a itted annually by state and	and Statistical Analysis I regional offices. (Self-	(DPSA) staff to track Assessment)
□ States may submit their State Plans and OC	SS may review and appr	ove State Plans. (State Pla	an)	
The State Profile Administration service allow	vs authorized users to up	odate a state's CSP profile	and contacts. (State Pr	ofile Administration)
Access state semi-annual reports and month Enter Personal Information ar	ily New Hire and Multista	te Employer Registry repo	rts. (State Statistical Re	eports)
* First Name	М	* Last Name		
Enter your first name		Enter your last nam	ne	
* 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@compa	any.com	
* My FEIN Where do I find this?	* Access Code			
XXXXXXXXX	For additional security the portal.	y, the system will ask you t	o provide an access co	de each time you log into
* My Employer Name Where do I find this?	You can elect to recei	ive the access code via voi	ice or text message.	
Enter Employer Name	Enter Employer Name At the end of the registration process, the system will ask you to verify if the phone successfully received the call or text message			if the phone successfully
* Last 4 of SSN				
XXXX	Voice	○ Text		
* Date of Birth	* Phone Number		Phone Ext:	
MM/DD/YYYY	Enter Work Phone	e Number		

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.

* Create User ID	* Confirm User ID	
Enter User ID Here	Confirm	
* Create Password	* Confirm Password	
	Confirm	
Enter Security Questions Security Question 1	* Answer 1	
In what city did you meet your spouse/significant other? $$	Enter your answer here	
Security Question 2	* Answer 2	
What is your favorite animal?	Enter your answer here	
Security Question 3	* Answer 3	
What is your pet's name?	Enter your answer here	
Security Question 4	* Answer 4	
Who was your childhood best friend?	Enter your answer here	
Security Question 5	* Answer 5	
What is your favorite restaurant?	Enter your answer here	
Submit Cancel		

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	
User Affiliation & Services Requested	
OC\$\$ Technical Support Staff	
Services Requested	
- State Profile Administration	
 State Profile Voltamissication I am a Profile user registering to maintain a states business profile, technical profile 	2
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: E-mail Address:	USA
Phone Number - Extension:	443-444-4443
Last 4 of SSN:	5555
FEIN:	11111111
Employer Name: Date of Birth:	Test 03/11/2008
	00112000
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? 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 w	ill expire in 10 minutes.
Request your access code: Request	
Enter your access code and select Confirm.	
Confirm	Return to Make Changes



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.

CHILD SU	PPORT PORTAL
PORTAL HOME	AQ CONTACT US
Child Sup	port Portal User Registration Request Submitted
	Vour submitted registration completed successfully.
	 When your organization profile is complete, your user registration will be processed. You will receive a one-time activation code by email from portal.admingOcep.act.htm.gov. If you do not receive the activation code in the next serven days, contact the Portal Help Desk at 800-258-2736.
	Welcome

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?		
C Log in using PIV card (Insert PIV card)		
Enter Cancel		

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?
_	Submit Cancel

Figure 2-11: User Activation

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	

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

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.

CHILD SUPP	PORT 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		

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.

Office of Child Support Services	Child Support Portal
CHILD SUPPO	RT PORTAL
НОМЕ	
	Log In
	Log in using User ID User ID
	kawcomm1
	Password Forgot/Change Password?
	C Log in using PIV card (For federal users only)
	Log in Cancel

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.

Office of Child Support Service	res 🖉 Child Support Portal	
CHILD SUPPORT PORTAL		
номе		
Log	g In - Enter Access Code	
Enter 1 *Acce	the access code you received by voice call or text message to continue. The access code will expire in 10 minutes.	
	Submit Resend Cancel	

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=""></user>	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		

Chart 3-8: Child Support Portal Home Page			
Element	Description		
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.

pport Services 🔒 Child Support Portal				Welcome Ch	eryl Stachlinski 💁
JPI	Profile Up	pdate			۲
* Indicates required field ECT Update Personal Informa	tion and Work Locat	ion			IUNICAT
e ti *Phone Number	Phone Ext	• Emall Address			
443-438-8425		test@test.com			
* Address Line 1	Address Line 2		Address Line 3		F
123 Test Lane	test		additional info		
* City	* State		* Zip Code	Zip Code Ext	
Test	Maine	~	12585		
Update Security Informat Security Questions	lion				
Security Question 1		* Answe	er 1		
In what city did you meet your sp	ouse/significant other?	 ✓ other 			
Security Question 2		* Answe	ər 2		
What is your favorite animal?		✓ anima			
Security Question 3		* Answe	er 3		
What is your pet's name?		✓ name			
Security Question 4		* Answe	ər 4		
Who was your childhood best frie	and?	✓ friend			
Security Question 5		* Answe	er 5		
User Access Control		125120	1.2111		
Voice ® Te * Phone Number	ext				p Desk 1-800-: csporta
111-111-1111					
Verify connectivity when changing your u Select Request to verify your access m	user access method.				
Enter the access code you received via t The Access Code will expire in 10 minut Enter your access code	text message and select Upda	te to verify.			
Update	Reset	Cancel		nactivate Account	



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 – Voice or Text – 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			

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

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

Office of Child Support Services	Child Support Portal	Welcome Cheryl Stachlinski 💁 Log Out
CHILD SUPPO	Profile Update Confirmation	8
HOME -SELECT APP	Profile Update Confirmation	ICATION CENTER
Welcome to The Child Support Portal p in their work.	Profile is updated	
You may view the applicat	Your profile has been updated successfully.	
Helpful Informa		
Guidee Technical	Close	



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."

Office of Child Support Services	Child Support Portal
CHILD SUPPOR	F PORTAL
PORTAL HOME FAQ CON	TACT US
Essent User ID	
Forgot User ID	
	* Email
	* Re-enter Email
	Submit Cancel

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.

Office of Child Support Services	Child Support Port	tal			
CHILD SUPPO	RT PORTAL				
НОМЕ					
	Log In				
	Log in using User ID				
	*User ID				
	cherylst				
	*Password	Forgot/Change Password?			
	Log in using PIV card	(For federal users only)			
		Log In	Cancel		
				,	

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

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.

Office of Child Support Sen	rices Child Support Portal
CHILD SUPP	ORT PORTAL
PORTAL HOME FAQ	CONTACT US
Forgot/Char	nge Password
	Enter your email address to change your password.
	User ID cheryist * Email Submit Cancel

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.

Office of Child Support Ser	rvices	Child Support	rt Portal	
CHILD SUPI	PORT	PORTAL		
PORTAL HOME FAQ	CONT	ACTUS		
Forgot/Cha	nge	Password		
	0	Please answer the fo	following questions set up during registration.	
			* In what city did you meet your spouse/significant other?	
			* What is your favorite animal?	
			* What is your pet's name?	
			* Who was your childhood best friend?	
			* What is your favorite restaurant?	
		_		
			Submit Cancel	

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.

Office of Child Support Ser	ervices 🖉 🕞 Child Support Portal	
CHILD SUPP	PORT PORTAL	
PORTAL HOME FAQ	CONTACT US	
Forgot/Char	inge Password	
	Please enter and confirm your new password.	
	Create Password:	
	Confirm Password:	
	Commit	
	Submit Cancel	



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.

Office of Child Support Services	Child Support Portal		
CHILD SUPPORT	CHILD SUPPORT PORTAL		
PORTAL HOME FAQ CONTA	CT US		
Change Passwo	rd Confirmation		
S F	Password is changed		
	Your password has been changed successfully.		
	You may proceed to the Child Support Portal by clicking the Welcome button.		
	Welcome		

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.

CHILD SUPPORT PORTAL
Continue User 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.

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.

CHILD SUPPORT	PORTAL
	Error
	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.
	The following information can assist the Help Desk in tracking the cause of the error:
	Error Code: 500
	Error Message: Unknown Error
	Error Location: Child Support Portal - secure/home
	Error Identifier: e606afd1-eaec-40e8-a1a5-94e97b3ddbcc
	Timestamp: 03/11/2024 12:34:02 EDT
	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
	Home

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.")





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.

CHILD SUPPORT PORTAL
Frequently Asked Questions
In programmy instruction determined in an annumber before. If you cannot that an ensure to your questions present other to Contact U.s.
FAGe are grouped according to caragedee.
1. ACCOUNT UPDATES
2. ACTIVATION 3. OREDONTIAL MANAGAMENT
A GONERAL 5. LOON
6. REGERATION
I an anglesend user. Chrill Inschuse my soccum? Yes. This before our version with instruments index as a were in the test filters buy defined. Define Wile Units
can be addressed and a second
Tan a naglinensi anar. Can Li change my lain tonse is the account? No. You rend to contact the help deals to change your live norm.
Tors a neglisend uner. Cas I change my employer's name? No. E par with to change par employer's name, you will have to severginer.
Taes a negissend uner. Enn 1 add n wenken?
na an ing paning men menan ana mahalagi serang penang ana. Naw da Johnga ny pamenedi
Salest the Forget / Change Pleasured ink on the login page. You will need to answer challenge quesilines that were entip during registration.
Can I change the answers to try challenge questions? Yos, you can change the answers to your challenge questions by realenting your name in the top ribbon bar, and choose Updase Profile into after you log in.
Top of Page
ACLIVENTION How long dow, it take for new members to above access to the Child Support Portsil?
Once welfaulter of your information is complete, you will receive a constant use activation code view e-mail within assembasitees days. If it is part assembasitees days and you have not received year activation scole, please context the help deak.
Fargoniny schoolse.code, how can l anchose my accesser? Ves and is consist the holp deal.
Faubrelined my registeration request two weeks ago and have yet to receive my activation code. What should I do?
Yau anadi to concust the holp data. Top di Paga
CREDENTIAL MANAGEMENT
How do I change my pareneed? Follow the Forget / Drange Password link on the logic page. You will need to answer challenge questions that were entry during regulation.
I forgot my seems we and password, how can in access my account?
нали и на нации на на или па вари ради. Тод на пакила разника прака и на нашева. Тора Педа
GENEIAL
What iff my guardian ker's an the limb? I checked the list, conducted a watch and still carry find what I want. I low do I sek a quantian? Hyper quartice in one to be fait, please carried the help deal.
TopolPage
LUCIN An Islan is see a second solar and can be fait for second bank
van regel nie weer in worden weerde der verde kanne een kanne ausgeber verteer. Yes, Drea jeu auzenseluig register wich hie perei weing in eige er, you zen azense al entien anviens jeu een authorized in san.
How often die Inweit to chonge my paramot? Gwery 60 days die system will promy iyes is chonge yna passwerd.
Her many concerned weaklose can line 1
cum Do Tread a PRV card to access the Child Support Pertuit?
Federal employees and federal contractors are required to use a PV cards from other users will not be accepted. If you are not a believel employee or contractor, sign on in the Child Support Partial by using part partial inglanulate user ID and password.
Top of Page
RECID HALTON
Registration in Inno.
The Registration process takes about ten minutes, provided you are able to complete all required fields.
Can Triserrupt the registration process and continues at a later daw? No, you will need to a nurt the Registration process again.
Can I chunge my employer information before activiting my account? No. Only day you account is only will not be different effects in your account.
Hav'n ny penansi informatan provinsia?
Your personal information will not be disclosed, given cod, edit, or intendented unless required for low enforcemently statuum. Do lowed to represente all not challence coverfaces?
You send to remember your answers to legile into ity enters and to activate your account.
Top of Page

Figure 6-29: Frequently Asked Questions

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

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

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

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

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 6-30: Contact Us

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

Securit	y Alert 🔀
£	Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.
	The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.
	The security certificate date is valid.
	The security certificate has a valid name matching the name of the page you are trying to view.
	Do you want to proceed?
	Yes No View Certificate

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.

Update Security Information Security Questions Security Question 1 In what city did you meet your spouse/significant other? Security Question 2 What is your favorite animal? Security Question 3 Answer 3 What is your pet's name? Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Answer 4 Answer 4 Mo was Message from webpage Answer 4					
Security Questions Security Question 1 In what city did you meet your spouse/significant other? Security Question 2 What is your favorite animal? Security Question 3 What is your pet's name? Security Question 4 What is your pet's name? Security Question 4 Security Question 4 S	Update Sec	curity Information			
Security Question 1 In what city did you meet your spouse/significant other? Security Question 2 What is your favorite animal? Security Question 3 What is your pet's name? Who was Message from webpage Security Question 4 Who was Message from webpage What is your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice Phone Number 432-454-5797 AT&T V	Security G	uestions			
In what city did you meet your spouse/significant other? Security Question 2 What is your favorite animal? Security Question 3 What is your pet's name? What is your pet's name? Security Question 4 Who was Message from webpage Security Question 4 Who was Message from webpage Security Question 4 What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice Phone Number 432-454-5797 AT&T V	Security Quest	on 1		* Answer 1	
Security Question 2 What is your favorite animal? Security Question 3 What is your pet's name? Pet Security Question 4 Message from webpage Security Question 4 Who was Message from webpage Security Question 4 Message from webpage Message from webpage Security Question 4 Message from webpage Security Question 4 Message from webpage Security Question 4 Message from webpage Message from webpage Security Question 4 Message from webpage Message from	In what city d	d you meet your spouse/significant other?	~	other	
What is your favorite animal? Security Question 3 What is your pet's name? Pet Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Answer 4 Who was Message from webpage Security Question 4 Other account is inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice Phone Number * Service Provider 443-454-5797	Security Questi	on 2		* Answer 2	
Security Question 3 What is your pet's name? Security Question 4 Who was Message from webpage Security Question 4 Who was Message from webpage Security Question 4 What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice Phone Number 443-454-5797 AT&T V	What is your	favorite animal?	~	animal	
What is your pet's name? Pet Security Question 4 Answer 4 Who was Message from webpage Security Que What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice * Phone Number * Service Provider 443-454-5797 AT&T	Security Questi	on 3		* Answer 3	
Security Question 4 • Answer 4 Who was Message from webpage × Security Question 4 What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice * Service Provider 443-454-5797 AT&T ×	What is your	pet's name?	~	pet	
Who was Message from webpage X Security Qu What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac OK Cancel Voice * Service Provider 443-454-5797 AT&T	Security Questi	on 4		* Answer 4	
Security Qu What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice * Phone Number 443-454-5797	Who was N	lessage from webpage		X	
What is y This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac OK Voice * Phone Number 443-454-5797					
What is yi This will inactivate your account and terminate this session. Once the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac OK Voice * Phone Number 443-454-5797	Security Qu	_			1.01
 the account is inactivated, you will have to re-register to use the portal. Click 'OK' to inactivate your account or 'Cancel' to return. User Ac Voice * Phone Number * Service Provider 443-454-5797 	What is ye	This will inactivate your ac	count and termin	ata this sossion. Onco	ct Snee
Voice Phone Number 443-454-5797				ate this session. Once	
User Ac Voice Phone Number 443-454-5797 AT&T V		the account is inactivated,	you will have to	re-register to use the	
User Ac Voice Phone Number 443-454-5797 AT&T V		the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account	re-register to use the or 'Cancel' to return.	
Voice * Phone Number 443-454-5797		the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account	re-register to use the or 'Cancel' to return.	
Voice * Phone Number 443-454-5797 AT&T	User Ac	the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account	re-register to use the or 'Cancel' to return.	ł
* Phone Number * Service Provider 443-454-5797 AT&T	User Ac	the account is inactivated, portal. Click 'OK' to inactiv	you will have to a ate your account	OK Cancel	
443-454-5797 AT&T	User Ac	the account is inactivated, portal. Click 'OK' to inactiv	you will have to a ate your account	OK Cancel	l
	User Ac	the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account	OK Cancel	l
	User Ac Voice Phone Number 443-454-5797	the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account	OK Cancel	
	User Ac Voice Phone Number 443-454-5797 Remember to verifi	the account is inactivated, portal. Click 'OK' to inactiv	you will have to i ate your account * Service Provider AT&T access method informa	OK Cancel	
	User Ac Voice Phone Number 443-454-5797 Remember to verify	the account is inactivated, portal. Click 'OK' to inactiv	you will have to i ate your account * Service Provider AT&T access method informa	OK Cancel	
Verify your access method. Request	User Ac Voice Phone Number 443-454-5797 Remember to verify Verify your access	the account is inactivated, portal. Click 'OK' to inactiv	you will have to ate your account * Service Provider AT&T access method informa	OK Cancel	ĺ
Verify your access method. Request	User Ac Voice Phone Number 443-454-5797 Remember to verify Verify your access	the account is inactivated, portal. Click 'OK' to inactiv	you will have to i ate your account * Service Provider AT&T access method informa	OK Cancel	
Verify your access method. Request When texting, enter your access code and update to verify the information.	User Ac Voice Phone Number 443-454-5797 Remember to verify Verify your access When texting, ente	the account is inactivated, portal. Click 'OK' to inactiv (the connectivity when making changes to the a method. Request	you will have to i ate your account * Service Provider AT&T access method informa rmation.	OK Cancel	
Verify your access method. Request When texting, enter your access code and update to verify the information. Enter your access code	User Ac Voice Phone Number 443-454-5797 Remember to verifi Verify your access When texting, ente Enter your acces	the account is inactivated, portal. Click 'OK' to inactiv (the connectivity when making changes to the a method. Request r your access code and update to verify the info	you will have to i ate your account * Service Provider AT&T access method informa rmation.	OK Cancel	
Verify your access method. Request When texting, enter your access code and update to verify the information. Enter your access code	User Ac Voice Phone Number 443-454-5797 Remember to verifi Verify your access When texting, ente Enter your acces	the account is inactivated, portal. Click 'OK' to inactiv y the connectivity when making changes to the a method. Request r your access code and update to verify the info	you will have to i ate your account * Service Provider AT&T access method informa rmation.	OK Cancel	
Verify your access method. Request When texting, enter your access code and update to verify the information. Enter your access code	User Ac Voice Phone Number 443-454-5797 Remember to verifi Verify your access When texting, ente	the account is inactivated, portal. Click 'OK' to inactiv y the connectivity when making changes to the a method. Request r your access code and update to verify the info	you will have to i ate your account * Service Provider AT&T access method informa rmation.	OK Cancel	
Verify your access method. Request When texting, enter your access code and update to verify the information. Enter your access code p Des 1-800 1-800	User Ac	the account is inactivated, portal. Click 'OK' to inactiv (the connectivity when making changes to the a method. Request ryour access code and update to verify the info	you will have to i ate your account	OK Cancel	p Desk 1-800-

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.





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.

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



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.





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.





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.





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.

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



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

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this voluntary information collection is for OCSS to register and authenticate authorized users to access applications on OCSS' 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 <u>OCSSFedSystems@acf.hhs.gov.</u>