

# Child Support Portal Application Navigation Guide for Data Access Research

ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Child Support Services 330 C  
Street, SW  
Washington, DC 20201  
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# 1 Introduction

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The Child Support Portal (Portal) is a secure Internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other services for state child support programs. It provides matching partners with quick access to FPLS information.

The Data Access Research application allows Data Access research partners to electronically upload input files and download output files on the Portal:

- **Input files**

National Directory of New Hires (NDNH) comparison request files and pass-through data files

- **Output files**

NDNH comparison results files and pass-through data files.

The purpose of this navigation guide is to provide instruction on how to upload and download these files on the Data Access Research application. Federal agency users can upload input files *and* download output files. Private entity users (contractors representing a federal agency) can only upload input files.

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## 1.1 What Can I Do Using the Data Access Research Application?

The following functions are available to authorized federal agency and private entity users based on your user access role:

- Upload input files for approved research matches
- Receive email notification when an output file is ready to download via the Portal
- Download output files for up to 60 days after the file is made available on the Portal
- View history of uploads and downloads for 12 months

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## 1.2 How Do I Access the Data Access Research Application?

To obtain access to the Data Access Research application, you must first register to use the Portal.

There are two types of users:

- Federal agency users can upload input files and download output files (NDNH comparison request and results files and pass-through data files).
- Private entity users (contractors representing a federal agency) can upload input files (NDNH comparison request files and pass-through data files).

Contact your Data Access liaison to request the Data Access Research Partner Profile Form. Tell your Data Access liaison whether you are with a federal agency or a private entity (contractor representing a federal agency), as the profile forms are different for the two types of users. If you are not sure who your Data Access liaison is, contact Kishore Raheja at [kishore.raheja@acf.hhs.gov](mailto:kishore.raheja@acf.hhs.gov) or 202-401-5730.

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## 1.3 General Tips for Using the Portal

Follow these general tips for using all Portal applications:

- For easy access, save the [Child Support Portal](#) website to your web browser's Favorites or as an icon on your desktop.
- **Frequently Asked Questions (FAQ)** appear on each page and may help answer your questions.
- If you have questions not found in the FAQ, use the **Contact Us** link in the navigation bar.
- Click **Log Out** in the navigation bar on each page to log out of the application and return to the Child Support Portal Welcome page.
- Whenever the  symbol appears beside a field, hover over it to see more information about that field.
- Click **Secure Home** to return to the Child Support Portal Welcome page and access another application.
- You can submit feedback on applications by clicking **Feedback** in the navigation bar on each page.
- Fields marked with a red asterisk (\*) are required fields.

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## 1.4 Using This Guide

The following icon provides important information or warnings.



**Notes contain important information and additional hints to improve your results.**

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# 2 Entering the Portal

The Child Support Portal Welcome page, Figure 2-1, is the first page you see when you enter the Portal.

Figure 2-1: Child Support Portal Welcome Page

Office of Child Support Services Child Support Portal

## CHILD SUPPORT PORTAL

PORTAL HOME FAQ CONTACT US

### Welcome to the Child Support Portal

The OCSS Child Support Portal provides an Internet portal for states, tribes, employers, insurers, financial institutions and other authorized users to send and receive vital information concerning child support cases. To learn about what applications are available to you, and to log into the Portal, click on your user role below.

<h4>Employers</h4> <p>Employers must send all child support payments to the state disbursement unit; payments cannot be sent using the Portal. Employers may use the Portal to provide information about employees who are eligible to receive a lump sum payment, have terminated employment, and provide contacts and addresses and other information about their company. Employers may also exchange messages and documents containing sensitive information with child support agencies and OCSS on the Portal. Multistate employers may register to identify the state where all newly and rehired employees will be reported. All information provided is shared with child support agencies.</p> <p><a href="#">GO &gt;</a></p>	<h4>Federal Agencies</h4> <p>Authorized federal agencies and research partners may use the Portal to securely exchange files with OCSS. If your federal agency has recently gained connectivity to the Portal, you will need to register to create an account.</p> <p><a href="#">GO &gt;</a></p>	<h4>Financial Institutions</h4> <p>Multistate financial institutions and transmitters may use the Portal to exchange information with OCSS for the Multistate Financial Institution Data Match Program. You may also use the Portal to update your contact information.</p> <p><a href="#">GO &gt;</a></p>	<h4>Insurers</h4> <p>Insurers may use the Portal to access the Insurance Match Debt Inquiry application to provide child support agencies with information about claimants or beneficiaries who are eligible to receive lump sum payments.</p> <p><a href="#">GO &gt;</a></p>
<h4>International</h4> <p>Authorized child support workers from other countries may use the Portal to access the Intergovernmental Reference Guide (IRG) for State and Tribal Child Support Profile Questions, as well as State, Tribal, OCSS, and International contact information.</p> <p><a href="#">GO &gt;</a></p>	<h4>OCSS</h4> <p>Authorized OCSS staff may use the Portal to access an array of resources and services for authorized business purposes.</p> <p><a href="#">GO &gt;</a></p>	<h4>States</h4> <p>The Portal provides registered users access to the Access and Visitation application. If you are a child support professional, contact your state administrator to access the Portal.</p> <p><a href="#">GO &gt;</a></p>	<h4>Tribes</h4> <p>The Portal provides registered tribal child support caseworkers and managers online access to the Federal Case Registry, Department of Defense, and other federal agency locate information. <b>You may register only after your tribe provides OCSS with the required agreements.</b></p> <p><a href="#">GO &gt;</a></p>

**Table 2-1: Child Support Portal Welcome Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Portal Home</b>	Navigates to the Child Support Portal Welcome page.
<b>FAQ</b>	Opens a list of Frequently Asked Questions about the Portal.
<b>Contact Us</b>	Displays a list of resources.

Identify your user type using one of the following steps:

- Click **Federal Agencies**.
- Click **GO** in the section you want to access. The “This Portal Page Is For You If” page for federal agencies opens; see Figure 2-2.
- On this page, start the login process by clicking the appropriate button: **New User** if you are registering or **Log In** if you are a returning user.

Figure 2-2: “This Portal Page Is For You If” Page

Office of Child Support Services > Child Support Portal

# CHILD SUPPORT PORTAL

PORTAL HOME FAQ CONTACT US

Home / Federal Agencies

## This Portal Page Is For You If

- You are an authorized federal agency employee and want to use this application to upload your agency's files and download OCSS files.
- You are a federal research partner and prefer to:
  - use a secure file transmission method
  - submit and receive information comparison files directly through the Portal

### Register or Log In

**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.

**LOG IN** - If you are a registered user, [Log In](#) to access your applications or to activate your account.

[New User](#) [Log In](#)

### Helpful Information

[Data Access Research Navigation Guide](#) 

### Help Desk

Monday - Friday: 8:00 A.M. - 5:00 P.M. ET  1-800-258-2736  [csportal@acf.hhs.gov](mailto:csportal@acf.hhs.gov)

**Table 2-2: “This Portal Page Is For You If” Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>New User</b>	Register as a new user.
<b>Log In</b>	Log in as a returning user.
<b>Helpful Information</b>	Displays application documentation (navigation guides, technical guides, and general information).
<b>Help Desk</b>	Displays contact information for the Help Desk, including office hours, a phone number, Chatbot feature and an email address.

## 2.1 Federal Agency Access (PIV Card)

Federal agency users must log into the Portal using a PIV card.

The Login Certification page allows you to use your PIV card for login; see Figure 2-3. It is important to carefully read and understand the security and confidentiality message.

To log in:

1. Click **Login using PIV card** and insert your PIV card.
2. Click **I Accept**.
3. Click **Enter** to proceed to the PIV card sign-on process.

**Figure 2-3: Login Certification – PIV Card Access Page**

The screenshot shows the 'CHILD SUPPORT PORTAL' header with navigation links for 'PORTAL HOME', 'FAQ', and 'CONTACT US'. The breadcrumb trail is 'Home / Federal Agencies / Login Certification'. The main content area is titled 'Log In Certification' and contains a disclaimer: '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:'. A list of 10 terms follows, covering consent to OCSS services, privacy, and data use. Below the terms is a checkbox for 'I Accept'. Two login options are presented: 'Log in using User ID' (selected) with a 'Forgot User ID?' link and an empty input field, and 'Log in using PIV card (Insert PIV card)' with an information icon. At the bottom are 'Enter' and 'Cancel' buttons.

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) ⓘ

**Table 2-3: Login Certification – PIV Card Access Page Element Descriptions**

Element	Description
<b>I Accept</b>	Accepts the security and confidentiality terms.
<b>Login using User ID</b>	Allows private entity users to enter a user ID created during the registration process to log in.
<b>Login using PIV Card</b>	Allows federal agency users to use their PIV card to log in.
<b>Enter</b>	<ul style="list-style-type: none"> <li>• Navigates private entity users to the Login page.</li> <li>• Requires federal agency users to follow the steps for their PIV card.</li> </ul>
<b>Cancel</b>	Returns to the Child Support Portal Welcome page.

## 2.2 Private Entity Access (User ID)

Private entity users log into the Portal with a user ID and password.

On the Login Certification page, click **Login using User ID**; see Figure 2-4. It is important to carefully read and understand the security and confidentiality message.

Once you read and agree to the terms of the message:

1. Click **I Accept**.
2. Click **Login using User ID** and enter your ID.
3. Click **Enter** to open the Login page.

**Figure 2-4: Login Certification – User ID Access Page**

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, it says 'Office of Child Support Services' and 'Child Support Portal'. Below that is a navigation bar with 'PORTAL HOME', 'FAQ', and 'CONTACT US'. A breadcrumb trail reads 'Home / Federal Agencies / Login Certification'. The main heading is 'Log In Certification'. The page contains a disclaimer: '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:'. A list of 10 terms follows, covering consent to terms, responsibility for actions, OCSS ban, false information, authorization, employment verification, privacy, and data disclosure. Below the terms is a checkbox for 'I Accept'. There are two radio button options: 'Log in using User ID' (selected) and 'Log in using PIV card'. The 'Log in using User ID' option has a text input field and a 'Forgot User ID?' link. At the bottom are 'Enter' and 'Cancel' buttons.

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)

**Table 2-4: Login Certification Page – User ID Access Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>I Accept</b>	Accepts the security and confidentiality terms.
<b>Login using User ID</b>	Allows private entity users to enter a user ID created during the registration process to log in.
<b>Login using PIV Card</b>	Allows federal agency users to use their PIV card to log in.
<b>Enter</b>	<ul style="list-style-type: none"> <li>• Navigates private entity users to the Login page.</li> <li>• Requires federal agency users to follow the steps for their PIV card.</li> </ul>
<b>Cancel</b>	Returns to the Child Support Portal Welcome page.

## 2.2.1 Private Entity User Authentication

The system authenticates private entity users with a password, an answer to a challenge question, and an access code. At registration, you choose the method for receiving the access code: voice call or text message. The Login page will reflect the method you chose.

If you chose the voice call option, you are required to enter your password, challenge question answer, and your access code; see Figure 2-5.

**Figure 2-5: Login Page – Voice Call Version**

The screenshot shows the 'CHILD SUPPORT PORTAL' login page. At the top, it says 'Office of Child Support Services' and 'Child Support Portal'. Below the header is a blue bar with 'PORTAL HOME'. The main heading is 'Login'. A personalized message reads 'Welcome, jamesmith'. Below this, a note states: 'Enter the Access Code you received via voice call to continue. The Access Code will expire in 10 minutes.' There are three input fields: 'Password' with a blue information icon, 'In what city did you meet your spouse/significant other?', and 'Access Code:'. At the bottom of the form are three buttons: 'Login' (blue), 'Clear' (grey), and 'Cancel' (red). The footer contains the 'ADMINISTRATION FOR CHILDREN & FAMILIES' logo, links for 'Privacy Policy | Accessibility' and 'HHS Vulnerability Disclosure Policy', and 'Help Desk' information including the phone number '1-800-258-8736' and email 'cspotal@af.hhs.gov'.

**Table 2-5: Login Page – Voice Call Version Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Password</b>	Enter the Portal password you created during registration.
<b>Challenge Question</b>	Answer the challenge question you created during registration.
<b>Access Code</b>	A system-generated access code you receive from a voice call.
<b>Login</b>	Navigates to the Child Support Portal Home page.
<b>Clear</b>	Clears all recently entered data.
<b>Cancel</b>	Returns to the Child Support Portal Welcome page.

If you chose the text message option, you are required to enter your password, challenge question answer, and access code; see Figure 2-6.

**Figure 2-6: Login Page – Text Message Version**

The screenshot shows the 'CHILD SUPPORT PORTAL' login page. At the top, there is a navigation bar with 'Office of Child Support Services' and 'Child Support Portal'. Below this is a blue header with 'PORTAL HOME'. The main content area is titled 'Login' and includes a personalized welcome message: 'Welcome, jamesmith'. A green notification states: 'Enter the Access Code you received via text message to continue. The Access Code will expire in 10 minutes.' The login form contains three required fields: 'Password' (with a help icon), 'In what city did you meet your spouse/significant other?', and 'Access Code:'. Below the fields are three buttons: 'Login' (blue), 'Clear' (grey), and 'Cancel' (red). The footer contains the 'ADMINISTRATION FOR CHILDREN & FAMILIES' logo, links for 'Privacy Policy | Accessibility | HHS Vulnerability Disclosure Policy', and 'Help Desk' information including the phone number '1-800-258-0736' and email 'cspotal@af.hhs.gov'.

**Table 2-6: Login Page – Text Message Version Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Password</b>	Enter the Portal password you created during registration.
<b>Challenge Question</b>	Answer the challenge question you created during registration.
<b>Access Code</b>	A system-generated access code you receive from a text message.
<b>Login</b>	Navigates to the Child Support Portal Home page.
<b>Clear</b>	Clears all recently entered data.

## 2.3 Successful Portal Access – All User Types

If your authentication is successful, the system opens the Child Support Portal Home page; see Figure 2-7. Click the **Select Application** tab in the navigation bar and select **Data Access Research** from the drop-down list.

Figure 2-7: Child Support Portal Home Page

Office of Child Support Services [Child Support Portal](#) Welcome Jean Christy [Log Out](#)

# CHILD SUPPORT PORTAL

HOME --SELECT APPLICATION-- FEEDBACK FAQ CONTACT US COMMUNICATION CENTER

## Welcome to the Child Support Portal

The Child Support Portal provides an array of resources and services to OCSS staff to assist them in their work.

You may view the applications you have access to by clicking on the --Select Application-- tab in the navigation bar above.

### In The Spotlight

**Your feedback is important to us!**

Click "Feedback" on the navigation bar menu to leave a question or suggestion about the Portal

- Remember to leave your contact information, and
- Exclude case-specific information

We look forward to hearing from you as we strive to meet your needs.

### Helpful Information

Guides **Technical** General

- [Child Welfare Navigation Guide](#)
- [Communication Center Navigation Guide](#)
- [Data Access Research Navigation Guide](#)
- [Debt Inquiry Navigation Guide](#)
- [DoD Entitlement Navigation Guide](#)
- [eEmployer Navigation Guide](#)
- [Electronic Document Exchange Navigation Guide](#)
- [Employer Participation Project Reports Guide](#)
- [eTermination Navigation Guide](#)
- [FCR Misidentified Participant Navigation Guide](#)
- [FCR Query Navigation Guide](#)

### Calendar

[VIEW](#)

- Sep 2** Labor Day  
Federal offices closed for holiday
- Oct 14** Columbus Day  
Federal offices closed for holiday
- Nov 11** Veterans Day  
Federal Offices closed for holiday

### Quick Links

- [Department of Corrections \(DOC\) Websites by State](#)
- [Federal Case Registry \(FCR\) Data Election Guide](#)
- [Federal Case Registry \(FCR\) Interface Guidance Document \(IGD\)](#)
- [Federal Collection and Passport Denial Technical Guide](#)
- [Intergovernmental Reference Guide Resources](#)
- [Interstate Case Reconciliation Case ID Matrix](#)
- [Interstate Case Reconciliation \(ICR\) Guide](#)
- [IRS Individual Taxpayer Identification Number \(ITIN\) Information](#)
- [Overview of the Federal Collection and Enforcement Program](#)
- [QUICK State Status](#)
- [Social Security Office Locator](#)

**Table 2-7: Child Support Portal Home Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Welcome &lt;User Name&gt;</b>	Displays your account information.
<b>Log Out</b>	Exits the Portal and returns to the Child Support Portal Welcome page.
<b>Secure Home</b>	Indicates the Portal is a secure environment.
<b>--Select Application--</b>	Displays the list of applications available to you.
<b>Feedback</b>	Opens a page where you can submit feedback on Portal applications.
<b>In the Spotlight</b>	Displays important information from OCSS.
<b>Helpful Information</b>	Displays application documentation (navigation guides, technical guides, and general information).
<b>Calendar</b>	Displays upcoming OCSS events including federal government holidays.
<b>Quick Links</b>	Opens links to external sources of useful information (links open in a separate tab).

**Note:** The elements listed above is in the order they are displayed on Portal Home Page.

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## 3 Using the Data Access Research Application

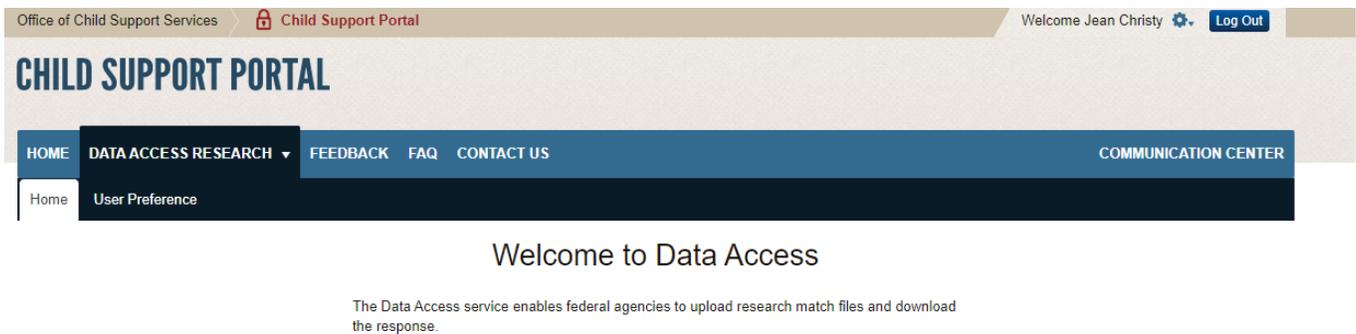
---

This section describes how to use the Data Access Research application.

### 3.1 Data Access Research Home Page

After selecting Data Access Research from the **Select Application** drop-down list, the Welcome to Data Access page opens; see Figure 3-1. The Home tab displays for all user types. The Upload and Download tabs display according to user access type.

**Figure 3-1: Welcome to Data Access Page**



**Table 3-1: Welcome to Data Access Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Home</b>	Opens the Data Access Research home page.
<b>Upload</b>	Opens the File Upload page. Only displayed for users with upload privileges.
<b>Download</b>	Opens the File Download page. Only displayed for users with download privileges.

## 3.2 File Upload Page

The File Upload page allows you to upload input files; Figure 3-2.

To upload a document:

1. Click **Browse** to locate a file to upload.
2. Select the input file type: match or pass-through.
3. Click **Upload**. (The system sends a confirmation that the upload was successful.)



**There are file naming and format requirements for input files. Review the criteria in section 3.2.1 before uploading an input file.**

---

Figure 3-2: File Upload Page

Office of Child Support Services | Child Support Portal

# CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME | DATA ACCESS RESEARCH | FEEDBACK | FAQ | CONTACT US

Home | **Upload** | Download

## File Upload

\* indicates required field

\* File Type: -- Select File Type -- | Browse ... | **Upload**

### File Upload History

Date Uploaded	File Type	File Name
05/16/2019	Pass Thru	RMPO.RTWSALP.FPLS.CSE.T141505.R190516
05/16/2019	Match	RMPO.RTWSXXM.FPLS.CSE.T140726.R190516
05/16/2019	Match	RMPO.RTWSXXM.FPLS.CSE.T140715.R190516
05/16/2019	Match	RMPO.RTWSXXM.FPLS.CSE.T140657.R190516
05/16/2019	Match	RMPO.RTWSXXM.FPLS.CSE.T140522.R190516

ADMINISTRATION FOR **CHILDREN & FAMILIES**  
Office of Child Support Services

Privacy Policy | Accessibility  
HHS Vulnerability Disclosure Policy

Help Desk  
1-800-258-7336  
cspotal@af.hhs.gov

**Table 3-2: File Upload Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Home</b>	Displays the Data Access Research home page.
<b>Upload Tab</b>	Opens the File Upload page. Only displayed for users with upload privileges.
<b>Download Tab</b>	Opens the File Download page. Only displayed for users with download privileges.
<b>File Type</b>	Select the type of input file you want to upload: <ul style="list-style-type: none"><li>• Match</li><li>• Pass-through</li></ul>
<b>Browse</b>	Locate a file to upload.
<b>Upload</b>	Upload a file.
<b>File Upload History</b>	Displays a history of your uploads for one year.

## 3.2.1 File Upload Requirements

The system validates uploaded files using the criteria described below and issues a message when your upload is successful; see Table 3-3 for examples.

- NDNH comparison request files: format using Charts 1-3 of the NDNH Research Record Specifications. The file should have a header record, detail records, and a trailer record. Each record should be 200 bytes in length.
- Pass-through data files: format using the record layout approved by OCSS. Each record should be hard-coded to 2,000 bytes in length using spaces after the last variable.
- The input files must be in text format with a .txt extension.
- The file name must be uppercase, with no spaces, and must contain the submitter ID.



- **Your Data Access liaison supplies your agency's submitter ID.**
- **File Size Limitation:** There is a 480MB limit for research match input and pass-through files being uploaded and downloaded via the Portal.

If a large size input or pass-through file is sent, it may be necessary for OCSS to send multiple response files back to a partner, due to the file size.

Input or pass-through files larger than 480MB might need to be transmitted via SFTP (Secure File Transfer Protocol) or CFI (CyberFusion Integration Suite), where additional setup and testing is required. This will be determined on a case-by-case basis.

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**Table 3-3: File Name Examples - shows acceptable file names to upload documents**

File Name	Description
RMPO. <b>RTW</b> SXXM.FPLS.CSE	<b>RTW</b> for submitter ID
RMPO.RTWSXX <b>M</b> .FPLS.CSE	<b>M</b> for match
RMPO.RTWSXX <b>P</b> .FPLS.CSE.txt	<b>P</b> for pass-through
RMPO.RTWSXX <b>M</b> .FPLS.CSE.txt	<b>txt</b> extension
RMPO.RTWSXX <b>M</b> .FPLS.CSE.pgp	The Portal accepts <b>PGP</b> encrypted files
RMPO.RTWSXX <b>P</b> .FPLS.CSE.gpg	The Portal accepts <b>GPG</b> encrypted files



Files with multiple extensions such as RMPO.RTWSXXP.FPLS.CSE.txt.gpg will not be accepted.

## 3.3 Federal Agency User Email Notifications

The Data Access Research application sends email notifications to users mapped to a submitter ID when:

- An input file is processed
- An output file is available for download
- An output file will be deleted (email is sent 14 days prior to the deletion date)
- An output file has been deleted

Federal agency users can log into the Portal to download the file. Files are available for download for 60 days.

# 3.4 File Download Page

The File Download page allows you to download output files; see Figure 3-3.

Figure 3-3: File Download Page

Office of Child Support Services | Child Support Portal

## CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME | DATA ACCESS RESEARCH | FEEDBACK | FAQ | CONTACT US

Home | Upload | **Download**

### File Download

#### File Selection

Files are available to download for 60 days.

Date Uploaded	File Type	File Name	Download
12/19/2018	Match	RMPLCSE.RTWSXXM1.FPLSV.R160820	

#### File Download History

Date Downloaded	File Type	File Name
06/16/2019	Match	RMPLCSE.RTWSXXM1.FPLSV.R180802
05/16/2019	Match	RMPLCSE.RTWSXXM1.FPLSV.R181319
05/16/2019	Match	RMPLCSE.RTWSXXM1.FPLSV.R181319
05/16/2019	Pass Thru	RMPLCSE.RTWSXXM1.FPLSV.R181302

ADMINISTRATOR FOR CHILDREN & FAMILIES  
Office of Child Support Services

Privacy Policy | Accessibility | Vulnerability Disclosure Policy

Help Desk  
1-800-258-0736  
cspotal@cd.hhs.gov

**Table 3-4: File Download Page Element Descriptions**

<b>Element</b>	<b>Description</b>
<b>Home</b>	Displays the Data Access Research home page.
<b>Upload</b>	Opens the File Upload page. Only displayed for users with upload privileges.
<b>Download</b>	Opens the File Download page. Only displayed for users with download privileges.
<b>Document Icon</b>	Click the blue document icon in the Download column to download the file. <b>Note:</b> the document is available for download for 60 days.
<b>File Download History</b>	Displays your history of downloads for one year.