Child Support Portal Application Navigation Guide for Data Access Research

ADMINISTRATION FOR CHILDREN & FAMILIES

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1 Introduction

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.

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

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 or 202-401-5730.

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.

1.4 Using This Guide

The following icon provides important information or warnings.

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

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.

Employers

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.

GO >

Federal Agencies

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.

GO >

Financial Institutions

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.

GO >

Insurers

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.

GO >

International

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.

GO >

OCSS

Authorized OCSS staff may use the Portal to access an array of resources and services for authorized business purposes.

GO >

States

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.

GO >

Tribes

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. You may register only after your tribe provides OCSS with the required agreements.

GO >

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

Element	Description
Portal Home	Navigates to the Child Support Portal Welcome page.
FAQ	Opens a list of Frequently Asked Questions about the Portal.
Contact Us	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

Table 2-2: "This Portal Page Is For You If" Page Element Descriptions

Element	Description
New User	Register as a new user.
Log In	Log in as a returning user.
Helpful Information	Displays application documentation (navigation guides, technical guides, and general information).
Help Desk	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

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) ⓘ

[Enter   ]   [Cancel   ]

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

Element	Description
I Accept	Accepts the security and confidentiality terms.
Login using User ID	Allows private entity users to enter a user ID created during the registration process to log in.
Login using PIV Card	Allows federal agency users to use their PIV card to log in.
Enter	- Navigates private entity users to the Login page. - Requires federal agency users to follow the steps for their PIV card.
Cancel	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

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

Element	Description
I Accept	Accepts the security and confidentiality terms.
Login using User ID	Allows private entity users to enter a user ID created during the registration process to log in.
Login using PIV Card	Allows federal agency users to use their PIV card to log in.
Enter	- Navigates private entity users to the Login page. - Requires federal agency users to follow the steps for their PIV card.
Cancel	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

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

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

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

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

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

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

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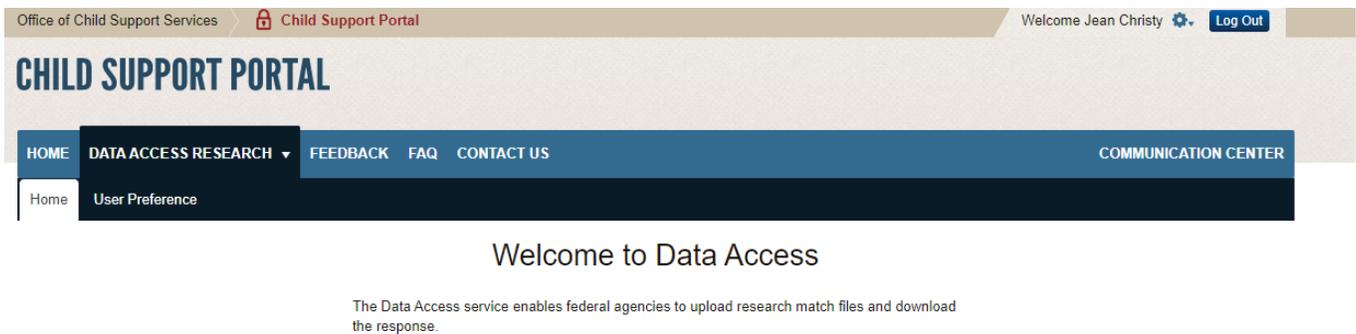
Table 3-1: Welcome to Data Access Page Element Descriptions

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

Table 3-2: File Upload Page Element Descriptions

Element	Description
Home	Displays the Data Access Research home page.
Upload Tab	Opens the File Upload page. Only displayed for users with upload privileges.
Download Tab	Opens the File Download page. Only displayed for users with download privileges.
File Type	Select the type of input file you want to upload: • Match • Pass-through
Browse	Locate a file to upload.
Upload	Upload a file.
File Upload History	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.

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- **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.**RTW**SXXM.FPLS.CSE	**RTW** for submitter ID
RMPO.RTWSXX**M**.FPLS.CSE	**M** for match
RMPO.RTWSXX**P**.FPLS.CSE.txt	**P** for pass-through
RMPO.RTWSXX**M**.FPLS.CSE.txt	**txt** extension
RMPO.RTWSXX**M**.FPLS.CSE.pgp	The Portal accepts **PGP** encrypted files
RMPO.RTWSXX**P**.FPLS.CSE.gpg	The Portal accepts **GPG** 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

Table 3-4: File Download Page Element Descriptions

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