IRG Tribal Registration Desk Aid

Use this desk aid as a guide as you complete the two-part process to **register** and **activate** your account.

Part 1. Register as a new user

1. Go to https://ocsp.acf.hhs.gov/csp/home/tribe

The Tribe's Portal Home page opens

2. Click *New User*

The Child Support Portal User Registration page opens

3. Select *Tribe* from the drop list under *Enter User Affiliation*
4. Select your tribe from the drop list under *Enter Tribal Information*
5. Select the following checkbox option from *Request Access to Services*

   ☐ View state and tribal policy and contact information

6. Check the applicable statement in the selection box

   Either
   ☐ I am an IRG Tribal Administrator registering to do business on behalf of my tribe
   Or
   ☐ I am an IRG User registering to have view access only

7. Complete personal Information fields
8. Complete security Information fields
9. Complete security question and response fields
10. Click *Submit* to continue

The User Registration – Verification page opens

11. Click *Print* to create a hard copy of your information
12. Click *Submit* to continue

The Registration Confirmation page opens

The Registration confirmation page confirms you completed Part 1 of the process. Click *Welcome* to return to the **Child Support Portal** registration home page.

Note: You should receive an activation code via e-mail within seven business days after completing registration. If you do not receive the code in seven business days, contact the IRG Help Desk at 202-401-5568 or irg.helpdesk@acf.hhs.gov.

Part 2. Activate your account

You will need the following information:
- User ID
- Password
- Activation code
- User Registration – Verification page you printed in Part 1 Step 11 containing:
  ☐ Email address
  ☐ Responses to challenge questions

1. Go to https://ocsp.acf.hhs.gov/csp/home/tribe

The Tribe's Portal Home page opens

2. Click *Log In*

The Login Certification page opens

3. Read the terms of agreement and check the *I Accept* checkbox
4. Select *Login using User ID*
5. Enter your user ID
6. Click *Enter*

The User Activation page opens

7. Enter your Portal activation code (received via email after completing Part 1)
8. Enter your password and email address
9. Answer the challenge questions to verify your account information
10. Click *Submit* to continue

The Confirmation page displays

11. Click *Welcome* to continue
12. Click *Activate*

An activation confirmation screen opens

The screen confirms you have successfully activated your account and may access the IRG. Click *Welcome* to return to the **Child Support Portal** home page and log in.