Intergovernmental Reference Guide
State and Tribal Administrator Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

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Figures and Tables

1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal (Portal), a secure internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other state and tribal child support program information. It allows users to access existing FPLS information and offers a quick and inexpensive way to take advantage of new applications.

The Intergovernmental Reference Guide (IRG) offers profile and contact information for four entities associated with the child support program:

- States and territories
- Tribes
- International Programs –Foreign Treaty Countries (FTC) and Foreign Reciprocating Countries (FRC) with agreements with the United States to exchange child support information.
- OCSE offices

This document provides guidance to state and tribal child support administrators for how to maintain their IRG profile and contact information. It includes instructions on how to update profile question responses; add, modify, and delete addresses; and certify that profile and contact information is current.

This document focuses exclusively on administrators' tasks. For general information about using the IRG, including performing profile queries, downloading profiles, and searching for and downloading addresses, see the "Intergovernmental Reference Guide State and Tribal User Guide." That document also contains detailed instructions for maintaining your password.

1.1 What Are the Different Levels of IRG Access?

There are three levels of access to the IRG:

- **Edit** – enables administrators to add, modify, and delete state or tribal profiles and contact information. States and tribes designate their administrators.
- **View** – enables child support personnel to view all IRG contact address information, including direct phone numbers, profile information, and OCSE and international addresses.
- **Public View** – enables users to view all state and tribal profile information and a limited subset of addresses.

Table 1-1 summarizes privileges for administrators, child support personnel, and the public.

Table 1-1: IRG Access Levels

Function	Administrator	Child Support Personnel	Public
View state and tribal profiles	Yes	Yes	Yes
Download profiles for a one or all states or tribes	Yes	Yes	Yes
Query profiles for answers to a single profile question	Yes	Yes	Yes
View a subset of state and tribal addresses	N/A	N/A	Yes
View all state, county, region, and tribal addresses	Yes	Yes	No
View international and OCSE addresses	Yes	Yes	Yes
Add, change, or delete state or tribal profiles responses	Yes	No	No
Add, change, or delete state or tribal addresses	Yes	No	No
Certify profile and address information	Yes	No	No
Change state child support website URLs	Yes	No	No

The public may view the following address types, which may contain telephone numbers operated by voice mail services:

- Central Registry
- Customer Service
- Domestic Violence
- State Disbursement Unit
- State Parent Locator Service

1.2 Why Should I Log Out Instead of Closing the Browser?

IRG users should always use **LOGOUT,** located on the IRG navigation bar, to exit the application. If not, you will remain logged in even after closing the browser.

As a result, the next time you log in, the IRG will block your access and display a message to indicate the username-password is already logged in or the previous session was not logged off properly. The IRG does not allow a user to log in simultaneously.

You will have to wait 15 minutes for the system to release your username and password.

1.3 Why Does the IRG Time Out?

The purpose of a time out is to prevent unauthorized people from viewing IRG data intended for child support personnel. The system provides a five-minute warning after 10 minutes of inactivity and alerts you to click **Continue** if you want to keep your session active. The system times out after 15 minutes of inactivity. You will need to log in again to continue using the IRG as an authorized user.

1.4 What If My Account Locks?

For child support personnel with a user ID and password, accounts lock after three unsuccessful attempts to log in, and the following message appears: *"Exceeded number of invalid login attempts. Your account has been locked. Please wait 15 minutes before attempting to access your account again."*

If you re-open your browser and attempt to access your account within the 15-minute wait period, the following message appears: *"Account is locked. Wait 15 minutes before attempting to access this account."*

The system unlocks your account automatically after 15 minutes.

2 How Do I Maintain Profile Information?

The Profile tab offers access to state and tribal profile information. As the administrator, you can add, modify, and delete responses to your state or tribal questions and, in the process, certify your responses are current.

2.1 How Do I Change or Add New Information to a Profile?

When you first log in, the IRG displays the Profile tab showing your state or tribal profile, opened to the General Program-At-A-Glance Category. Figure 2-1 shows a state sample.

Figure 2-1: State Profile Tab

Each page has Edit and Certify buttons at the top and bottom for opening the edit mode to make changes and to certify your state or tribal profile information.

Figure 2-2 shows the Profile tab in edit view. Descriptions for the four types of data entry fields are explained in Section 2.1.1, "What Are the Types of Data Entry Fields?"

Figure 2-2: Edit View of Profile Tab

2.1.1 What Are the Types of Data Entry Fields?

There are four types of fields used for data entry on the profile.

- Yes/No fields (not pictured)
- URL address entry
- Text boxes
- Date (not pictured)

Figure 2-3 illustrates text and URL data entry fields.

Figure 2-3: Example of Profile Data Entry Fields – Text and URL

Table 2-1 explains the specifications for the data entry fields.

Table 2-1: State Profile – Edit View – Data Entry Fields

Data Element	Description
Yes/No Fields	• Click to indicate either Yes or No • For some fields, a Yes triggers a prompt to type additional information in the next field • Additional information, while desirable, is optional
Link to Additional Information URL	• If your state has relevant statutory information available on the Internet, you can type the URL for the site • Typing a URL allows you to link your state or tribal online statutory information to the question • When users view the question, they see the **For Additional Information** link that takes them to the information
Text Boxes	• Use to type free-form text up to 2,000 characters • **Note:** Entering tabs or spaces in a blank text box will cause formatting errors in the profile.
Date Fields	• Dates must be in one of the following formats: MM/DD/YYYY, MM/YYYY, or YYYY

2.1.2 How Do I Update Profile Questions?

You can open all profile responses for editing, or you can edit selectively by choosing a Program Category.

To edit all profile responses:

1. Click the **Profile** tab.
2. Click **Edit** at the top or bottom of the page.
3. Make your changes.
4. Click **Save**.

To reset an answer to its previous content:

Click **Reset**.

To edit by Program Category:

1. Click the **Profile** tab.
2. Select a **Program Category** from the Select list on the Profile tab.
3. Click **Edit** at the top or bottom of the page. (The page refreshes to an editable view of profile questions and responses.)
4. Make your changes.
5. Click **Save**.

2.2 How Do I Certify Profile Data?

As an administrator, you must certify the accuracy of your data every 30 days. If you haven't certified your state or tribal information in the last 30 days, you'll receive an automatic reminder via e-mail. Certification is a two-step process since you certify the profile and address data on separate pages.

Certify profile data from the Profile tab. When logged on as the administrator, there are Certify buttons located at the top and bottom of the profile. (See Figure 2-1.)
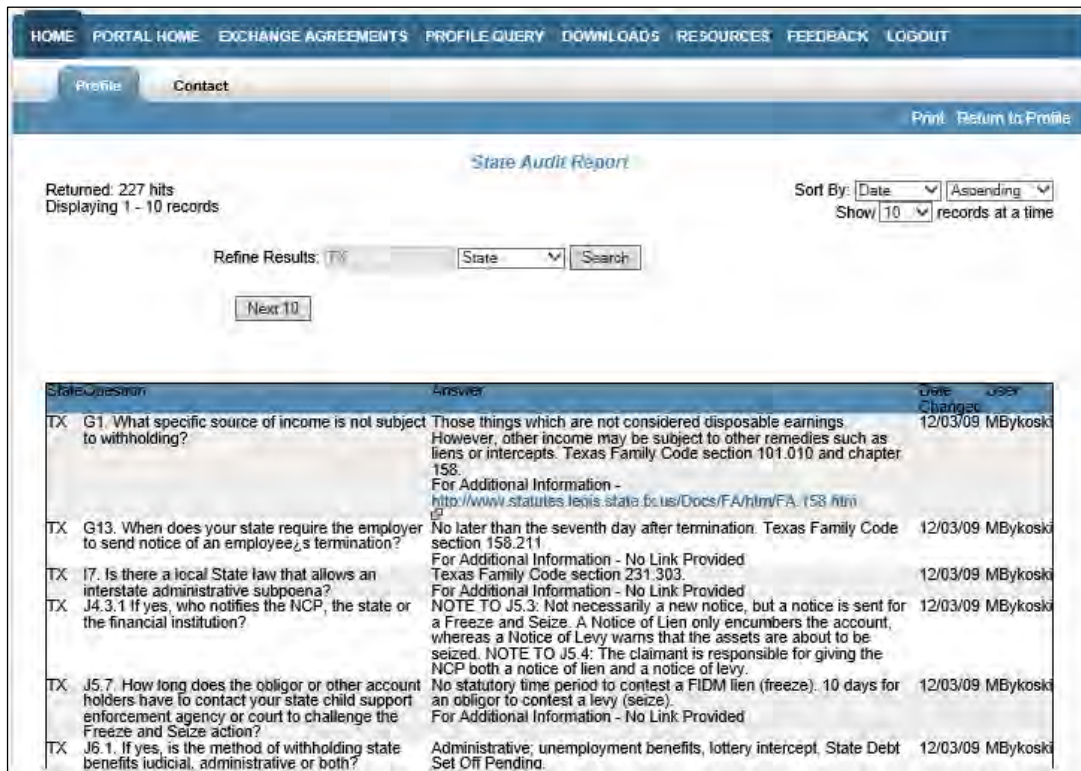
To certify state or tribal profile:

1. Click the **Profile** tab.

2. Click **Certify** at the top or bottom of the page.

3. The page refreshes, and a confirmation message appears.

4. The "Certified On" date in the upper right corner of the profile updates to display the current date.

2.3 What is a Profile Audit Report?

An Audit Report shows updates made to your profile information and the user who made the change. Since each state assigns the administrator roles, this is a good resource to keep track of changes. To open the Audit Report, click the **Audit Report** link in the upper right corner of the Profile tab.

Figure 2-4 shows an example of changes made by several administrators to profile responses.

Figure 2-4: Profile State Audit Report

Table 2-2 describes the elements on this page.

Table 2-2: Profile Audit Report Description

Page Element	Description
Print	Allows you to print the audit report
Return to Profile	Closes the audit report
Returned	Number of records retrieved for the selected search
Displaying	Number of records displayed per page
Sort By	• Sort by Date, State, Question, or User • Sort in ascending or descending order
Show	Select the number of records to view on a page
Refine Results	• Select State, Date Range, or Username • If you select Date Range, date fields appear • If you select Username, you can type the user's name
Search (bottom of page – not pictured)	Click to initiate a search for the category you selected in Refine Results
Next (bottom of page – not pictured)	Click to move to the next page of records

3 How Do I Maintain IRG Contact Information?

The Contact tab, shown in Figure 3-1, offers access to address information. As the administrator, you can add, modify, and delete addresses and identify address types for your state's contacts. In the process of maintaining addresses, you can certify them as being current.

3.1 How Do I Find the Address I Want?

When you click the **Contact** tab, shown in Figure 3-1, it displays a list of your state or tribal contacts. You can select criteria to narrow your search if there are multiple addresses. (See Section 3.1.1, "What Criteria Can I Use to Narrow My Search?")

Figure 3-1: Search Contact Address Type

Table 3-1 describes elements on this tab.

Table 3-1: Contact Tab Description

Page Element	Description
Audit Report	Click to open the Audit Report for addresses (See Section 3.6 for details)
Add Contact	Opens a blank Contact Information page
Search criteria	Narrow your search for a contact (See Section 3.1.1 for details)
Selection button	Click to select a contact to view or edit contact details
Address information	Shows first and last names, address type, department name, email address and direct phone number
View (bottom of page – not in screenshot)	Opens the Contact Information page with address details (not editable)
Edit (bottom of page – not in screenshot)	Opens an editable version of the Contact Information page

3.1.1 What Criteria Can I Use to Narrow My Search?

Table 3-2 shows the criteria available for these address categories. For a complete list of available address types, please refer to the IRG Download Record Layout.

Table 3-2: Search Criteria for Addresses

Address Category	Criteria Available
State – Type	• State – Select statewide address types • County – Select counties, displaying their county codes • Region – Select state regions if the state has regions (If the Region list is blank, the state does not have regions)
Address Type – State	These are commonly-used address types for states among over 50 available in the IRG: • Central Registry Contact • Continuing Exclusive Jurisdiction Contact • Copy of Order Contact • CSENet Contact • Domestic Violence Contact • Genetic Testing and Interstate Teleconferencing Contact

Address Category	Criteria Available
Address Type – Tribe	These are search criteria for tribes: • T01 - Tribal Office 1 • T02 - Tribal Office 2 • DIV – Tribal IV-D Director • PYB – Payment Records Contact • OPM – Office Program Manager • ICW – Intergovernmental Case Work • T03 – Tribal Office 3 • T04 – Tribal Office 4 • T05 – Tribal Office 5 • T06 – Tribal Office 6 • TLC – Tribal Court • CSC – Customer Service Contact • IRG – Intergovernmental Reference Guide
Additional Criteria	• City • Zip Code • Last Name

3.1.2 What Results Do I Get from a Search?

To search for a contact:

1. Select criteria to narrow your search, if desired.

2. Click **Search**.

After clicking **Search**, the results appear at the bottom of the Contact tab, as illustrated in Figure 3-2. This is an example filtered by an address type, Central Registry Contact.

Figure 3-2: Address Search Results

3.2 How Do I Add an Address?

When you add a new address, add the person's first name, last name, and address information, and assign at least one address type for which the person will serve as contact. After saving the contact record, the address types selected appear whenever someone views the address.

To add an address:

1. Click **Add Contact** in the upper right corner of the Contact tab.

2. Add address details to the Contact Information form.

3. Click the address type(s) for which the person will serve as a contact.

4. Click **Save** to save and certify all addresses.

Note: Clicking **Cancel** closes the form without saving.

The list of address types displayed on a new Contact Information record contains address types that do not currently have a contact assigned. Figure 3-3 shows a Contact Information form.

Figure 3-3: Add Contact and Address Type

3.3 How Do I Edit an Address?

You use the edit mode to update information for the current contact, such as a change in telephone number, but also to replace the current contact with a new person.

Figure 3-4 shows an example of the Contact information page in Edit mode. It contains buttons to save, certify, and delete the address.

Figure 3-4: Edit State Contact

3.4 How Do I Delete an Address?

To delete a State Address or Region Address Type:

1. In the Edit view of the Contact Information page, click **Delete**.

2. A message appears asking whether you want to delete the record, Click **OK.**

3. A conformation message appears.

> ℹ️ **State Administrators cannot delete a county address. Please contact the IRG Help Desk at irghelpdesk@acf.hhs.gov if this action is needed.**

3.5 How Do I Certify Addresses?

If you make changes to an address, the IRG automatically certifies all addresses when you save your changes. If you don't have changes to make, you can certify your addresses using the following procedure. (Use the Profile tab to certify your profile separately.)

To certify your address information:

1. Click the selection button for a contact.

2. Click **Edit**. (The contact's record opens.)

3. Click **Certify**. (The IRG returns to the Contact tab, and a message, "Addresses Certified," appears under your state or tribal name.)

The "Certified On" date on all contacts updates to display the current date.

3.6 What Is an Address Audit Report?

An Audit Report shows all updates made to addresses and the user who made the change. Since each state can have up to five administrators, this is a good resource to keep track of changes. Click **Audit Report** on the Contact tab to open the Audit report. Figure 3-5 shows the changes made by an administrator to contact information.

Figure 3-5: Address Audit Port

4 What Is the General Admin Tab?

The General Admin tab offers the state administrators access to update the state's child support website link.

4.1 How Do I Maintain My State's Website Link?

State Administrators can modify, but not delete, their state's child support website Uniform Resource Locator (URL) displayed on the IRG.

To change yours state child support URL:

1. Click the URL text field.

2. Type your state child support website URL.

3. Click **Save.**

4. A confirmation message appears.

Figure 4-1 shows a state's General Admin tab opened to the State Child Support URL page.

Figure 4-1: General Admin Tab