OCSE Software Changes

Release 18-04 – Minor
Implementation Date: October 21, 2018

Release Specifications
Version 1.1
September 21, 2018
Revised December 6, 2018

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List of Figures

1. Remove Questions from Section B (UIFSA) of the IRG State Profile (OCSE Ref. # CLI-6665)

1.1 Summary of Changes

We updated the Intergovernmental Reference Guide (IRG) application to remove irrelevant questions from section B in the state profile UIFSA section.

1.2 Background

This change is in response to legislation that was passed making some questions in section B of the IRG no longer relevant for states. As a result, the Division of Policy and Training agreed to remove the irrelevant questions and answers.

1.3 Description of Changes

We removed questions and answers for B.1, B.3, and B.3.1 and renumbered the remaining questions in that section.

1.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

1.5 State Testing

No testing required.

1.6   Page Enhancements

Figure 1-1 shows an example of the new section B of the IRG.

Figure 1-1: Updated UIFSA Questions

1.7   Release Date

August 2018

1.8   Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

2.   Decommission of the InterAct Application (OCSE Ref. # CSP-7187)

2.1   Summary of Changes

We removed the InterAct application and its links from the Portal for the pilot states.

2.2   Background

We introduced the InterAct application as a pilot to the following states: AR, CA, HI, ID, IL, IN, NJ, TN, and VI. InterAct allowed authorized users to complete the following tasks:

- Invite another authorized user to a one-on-one chat
- Invite multiple authorized users to a chat
- Share personally identifiable information and other sensitive information securely

2.3   Description of Changes

As a result of the pilot findings and state-recommended enhancements, we decided to decommission the InterAct application. This change is the outcome of our periodic evaluation of an application's needs and usage. The InterAct application will no longer be accessible from the Portal.

2.4   Impact on States

States do not need to change their systems. We recommend the pilot states remove the 'S8' InterAct role from their users' Portal profile.

2.5   State Testing

No testing required.

2.6   Page Enhancements

Figure 2-1 shows the 'InterAct' button, which no longer appears at the bottom right side on the Portal pages. You no longer see InterAct in the drop-down menu on the Portal homepage.

Figure 2-1: InterAct Button on the Portal
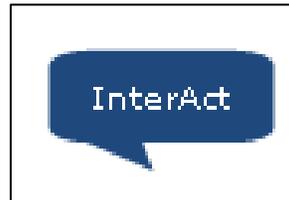
2.7   Release Date

October 2018

2.8   Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

3. Enhance Portal User Audit Log – CSV Format (OCSE Ref. # CSP-6962)

3.1 Summary of Changes

We enhanced the Child Support Portal application to offer the Portal user audit information in a comma-separated value (CSV) file format.

3.2 Background

The report was available to states in Excel (.xlsx) format. States requested we also make the file available in CSV format.

3.3 Description of Changes

States not on a mainframe system will receive Portal audit information in both Excel and CSV format. Mainframe states are IL, IN, KS, MN, MO, NC, ND, NE, OH, OK, SD, and WV. These states will receive Portal audit information in only CSV format. The CSV file is a variable length file with a comma delimiter. If you need more information, email the Portal Help Desk at CSPortal@acf.hhs.gov.

3.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

3.5 State Testing

No testing required.

3.6 Page Enhancements

There are no page enhancements for this change.

3.7 Release Date

November 2018

3.8 Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

4.   Add Ability to Update the Responding State Case ID on an Incoming EDE Request (OCSE Ref. # CLI-6691)

4.1   Summary of Changes

We enhanced the Electronic Document Exchange (EDE) application to allow state users to update the responding state case ID on incoming requests.

4.2   Background

This enhancement is in response to state users' recommendation to have the ability to update the responding state case ID.

4.3   Description of Changes

Caseworkers are able to update the case number on incoming requests on the Document Information page.

4.4   Impact on States

States do not need to change their systems to take advantage of this enhancement.

4.5   State Testing

No testing required.

4.6   Page Enhancements

Figure 4-1 shows the Document Information – Request Details page with the 'Updated Case ID' field.

Figure 4-1: Document Information – Request Details

4.7   Release Date

December 2018

4.8   Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

5.   QUICK Modernization (OCSE Ref. # CLI-7226)

5.1   Summary of Changes

We enhanced the Query Interstate Cases for Kids (QUICK) application to offer a modern user interface for a better user experience and increased efficiency. The new QUICK application offers a simple, efficient, and easy way to navigate the user interface with enhanced features that improve system interaction.

5.2   Background

We modernized the application using the latest technology framework developed for Child Support Portal applications. After upgrades, QUICK will resemble other updated pages on the Portal.

5.3   Description of Changes

The QUICK Technology Modernization Project is primarily a technology upgrade initiative. We redesigned the QUICK application web pages with modern web standards to enhance the user experience. We added no new data fields to the application, but you will see that some elements were moved to new pages or consolidated on existing pages.

We made the following changes to the QUICK application:

- Modernized the web pages
- Improved data viewing with data sorting capabilities
- Reorganized information displays
- Improved general error handling by displaying specific error identifiers on the user interface so the OCSE technical team can troubleshoot issues that states report
- Removed the InterAct link as part of the InterAct decommissioning task

5.4   Impact on States

States do not need to change their systems to use the modernized QUICK application.

5.5   State Testing

Optional state testing in the User Acceptance Testing (UAT) environment began on November 20, 2018. All states were invited to participate. States were advised to contact the Portal Help Desk at CSPortal@acf.hhs.gov with feedback.

5.6   Page Enhancements

This section describes the changes we made to the QUICK application.

Figure 5-1 shows the following changes we made to the Query State web page:

- Reorganized the Welcome page to show two tabs: 'Query State' and 'Find Case ID'
- Removed the Help link and added Help Desk contact information to the bottom right corner of the page
- Added a drop-down menu on the header ribbon to navigate to other state-authorized applications
- Added 'FAQ' and 'CONTACT US' links to the header ribbon
- Replaced the Portal Home link with 'SECURE HOME'
- Updated field names

Figure 5-1: Query State

Figure 5-2 shows the update to the field name on the 'Find Case ID' tab on the Welcome page.

Figure 5-2: Find Case ID

Figure 5-3 shows the new 'Action' column with a 'Select' button. The 'Select' button only appears if the state participates in QUICK. This button replaces the hyperlink under Case ID in the legacy QUICK application.

Figure 5-3: FCR Query Results

Figure 5-4 shows the following changes we made to the 'Case Participants' section:

- Replaced the 'FCR Query Results Link' with 'Return to FCR Query Results.' You will see this on the top right corner only when you select a case ID from the Find Case ID tab.
- Renamed the 'Case Request' link previously on the left navigation menu to 'Query New Case' and moved it to the right side of the 'Case Information' section.
- Replaced 'Case Participants,' 'Financial Information,' 'Case Activities Summary,' and 'Contact Information' links previously on the left navigation panel with tabs in the 'Case Details' section.
- Moved the 'State Status' link to the top right corner of every web page.
- Renamed the 'IRG' button to 'Open IRG.'
- Moved the 'Make EDE Request,' 'Send EDE Document,' and 'Open IRG' to the right side of the 'Case Information' section.
- Replaced the 'Print' link previously on the header ribbon with 'Print PDF' on the right side of the 'Case Participants' section.

Figure 5-4: Case Participants

Figure 5-5 shows the 'NCP Payment Detail' and 'Disbursement Detail' sections under Financial Detail Information for a QUICK user with Federal Tax Information (FTI) access. Figure 5-6 shows the same information for a QUICK user with no FTI access. The two sections were previously links in the navigation panel.

Figure 5-5: Financial Summary – QUICK Users

Figure 5-6: Financial Summary – QUICK Users – No FTI

Figure 5-7 shows the 'Print Options' for QUICK users when they choose 'Print PDF' in the 'Financial Summary' section.

Figure 5-7: Print Options Financial Detail Information – QUICK Users
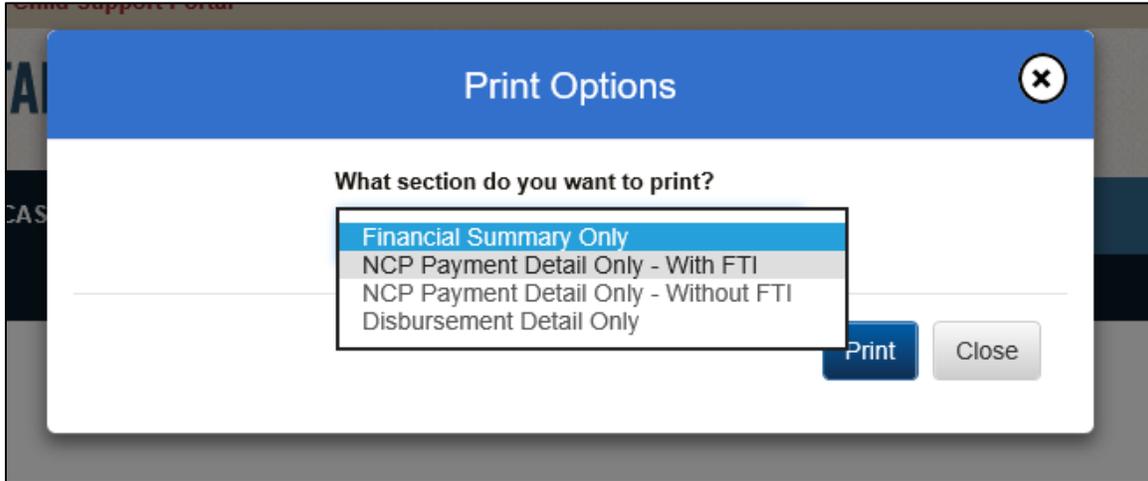
Figure 5-8 shows the 'Print PDF' options when a QUICK user without FTI access clicks 'Print PDF' in the 'Financial Summary' section.

Figure 5-8: Print Options Financial Detail Information – QUICK Users – Without FTI
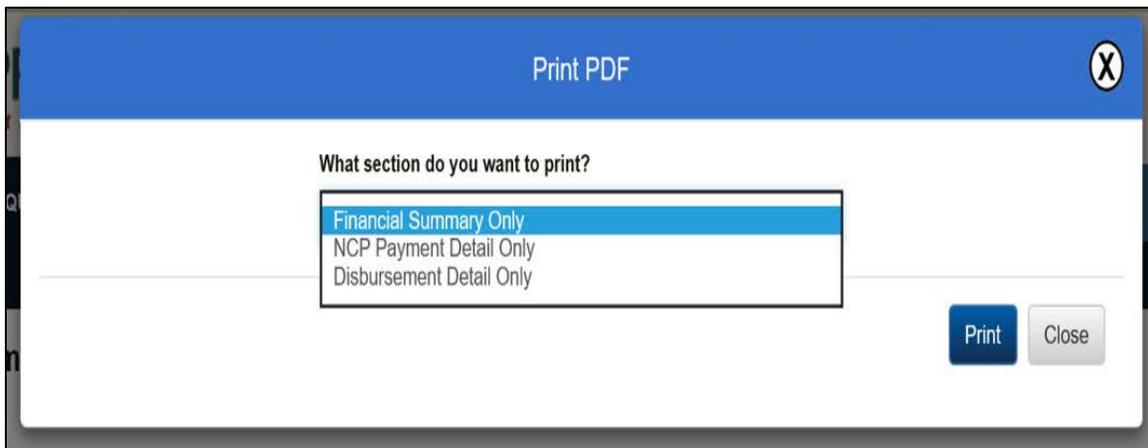
Figure 5-9 shows the changes we made to the 'Case Activities Summary' section:

- Added an 'Activity Type' column with sorting capability.
- Replaced the 'Print' link with a 'Print PDF' button. The link was on the header ribbon on the right side of the 'Case Activities Summary' section.
- Replaced the 'Locate,' 'Paternity,' 'Order Establishment,' and 'Enforcement' links from the navigation panel with a 'Filter by' drop-down menu.

Figure 5-9: Case Activities

Figure 5-10 shows the changes we made to the 'Contact Information' section:

- Replaced the 'Print' link with a 'Print PDF' button. The link was in the header ribbon.
- Moved the 'Make EDE Request,' 'Send EDE Document,' and 'Open IRG' buttons to the right side of the 'Case Information' section.

Figure 5-10: Contact Information

Figure 5-11 shows the new location of the 'Print' and 'Close' buttons at the bottom of the state status matrix.

Figure 5-11: State Status

5.7 Release Date

December 2018

5.8 Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

6.   Update EDE to Include Recall Function (OCSE Ref. # CLI-6343)

6.1   Summary of Changes

We enhanced the Electronic Document Exchange (EDE) application to include functionality to recall submitted requests for a document, responses sent in error, and unsolicited documents sent through the EDE system.

6.2   Background

The EDE application allows participating states to exchange documents related to case processing. States requested the ability to recall requests, responses, and unsolicited documents.

6.3   Description of Changes

The following pages changed as part of this enhancement:

- View Responses – Response Results
- Document Information – Request Details
- Respond to Requests – Process Results
- View Unsolicited Documents Sent – Unsolicited Document Results
- Unsolicited Document Sent Details
- Download Unsolicited Documents – Unsolicited Document Results
- Report Results – Report Summary

> **Note:** See section 6.6 for detailed information about these changes.

6.4   Impact on States

States do not need to change their systems to take advantage of this enhancement.

6.5   State Testing

No testing required.

6.6   Page Enhancements

Sections 6.6.1 through 6.6.3 describe the new pages for this enhancement.

6.6.1   Request Recall

Figure 6-1 shows the 'Recall' button in the newly added 'Action' column. A state user can recall a request if the status is 'Pending Request.'

Figure 6-1: View Responses – Response Results

When the state user recalls a request, the status changes to 'Request Recalled'; see Figure 6-2.

Figure 6-2: View Responses – Response Results (After a Recall Request)

When you click a 'Requesting State Case ID,' the Document Information page appears showing the updated status as 'Request Recalled' and the date the recall occurred; see Figure 6-3.

Figure 6-3: Document Information – Request Details

You can search for recalled requests by selecting the new option 'Request Recalled' in the 'Status' box under Query Responses; see Figure 6-4.

Figure 6-4: View Responses – Query Responses

6.6.2 Response Recalls

We added a 'Recall' button so the responding state can recall a sent response if the status is 'Pending,' 'Uploaded,' or 'Cannot Be Provided'; see Figure 6-5.

You can view documents sent in response to a request by clicking 'Uploaded' in the 'Status' column.

Figure 6-5: Respond to Requests – Process Results

When a responding state recalls a response, the status changes to 'Unassigned'; see Figure 6-6.

Figure 6-6: Respond to Requests – Process Results (After Response Recall)

When a responding state recalls a response, the requesting state user will see the status as 'Pending Request'; see Figure 6-7.

Figure 6-7: View Responses – Response Results (After Recalling a Response)

6.6.3 Unsolicited Documents Sent Recalls

Figure 6-8 shows the 'Recall' button in the newly added 'Action' column. You can recall an unsolicited document if the status is 'Pending Download' or 'Downloaded.'

You can view documents the providing state uploaded on EDE by clicking 'Downloaded' in the 'Status' column.

Figure 6-8: View Unsolicited Documents Sent – Unsolicited Document Results

When the providing state recalls an uploaded document, the status changes to 'Recalled'; see Figure 6-9.

Figure 6-9: View Unsolicited Documents Sent – Unsolicited Document Results (Recalled)

When you click a 'Requesting State Case ID,' the Document Information page appears showing the updated status as 'Recalled' and the date the recall occurred; see Figure 6-10.

Figure 6-10: Unsolicited Document Sent Details

You can search for recalled documents by selecting 'Recalled' in the 'Status' box under Query Unsolicited Documents; see Figure 6-11.

Figure 6-11: View Unsolicited Documents Sent – Query Unsolicited Documents

When the providing state recalls a document, the status changes to 'Recalled'; see Figure 6-12. Once recalled, the receiving state will not be able to view the recalled document.

Figure 6-12: Download Unsolicited Documents – Unsolicited Document Results

Superusers can access the Report Result page, Figure 6-13 and Figure 6-14, which now includes the following rows:

- Number of Responses Recalled
- Number of Requests Recalled
- Number of Documents Recalled

> **Note:** The entire Report Result page does not fit in one figure. Figure 6-14 is an extension of Figure 6-13.

Figure 6-13: Report Result – Report Summary with New Rows

Figure 6-14: Report Result – Report Summary with New Rows (continued)

Summary of Unsolicited Documents Received	
Number of Providing States	9
List of Providing States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Maine, Nebraska]
List of Recipient Counties	[Anne Arundel-003, Baltimore-005]
Number of Unsolicited Documents Received from other states	20
Pending Download	5
Documents Downloaded	15
Documents Pending Download: greater than 45 days and less than 55 days	3
Documents Pending Download: greater than 55 days	2
Summary of Unsolicited Documents Sent	
Number of Recipient States	8
List of Recipient States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Nebraska]
List of Providing Counties	5
Number of Documents Sent	112
Number of Documents Recalled	1
Pending Download	12
Documents Downloaded	100
Documents Pending Download: greater than 45 days and less than 55 days	8
Documents Pending Download: greater than 55 days	4

New Report

Office of Child Support Enforcement
Contact Us

6.7   Release Date

December 2018

6.8   Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

7. Implement Solicit User Feedback on Portal (OCSE Ref. # CSP-7290)

7.1 Summary of Changes

We enhanced the Child Support Portal to include a user feedback feature.

7.2 Background

We had no way for Portal users to enter online comments. However, we want to collect your feedback so we can optimize your Portal experience. This enhancement allows us to obtain and evaluate your feedback.

7.3 Description of Changes

We added a link to the Portal allowing users to give feedback. When the user selects 'FEEDBACK,' a screen appears for the user to enter comments and their email address and select the related application.

7.4 Impact on States

States do not need to change their systems to take advantage of this enhancement.

7.5 State Testing

No testing required.

7.6 Page Enhancements

Figure 7-1 shows the 'FEEDBACK' link that allows states to submit suggestions through the Portal.

Figure 7-1: Portal Welcome Screen – FEEDBACK Link
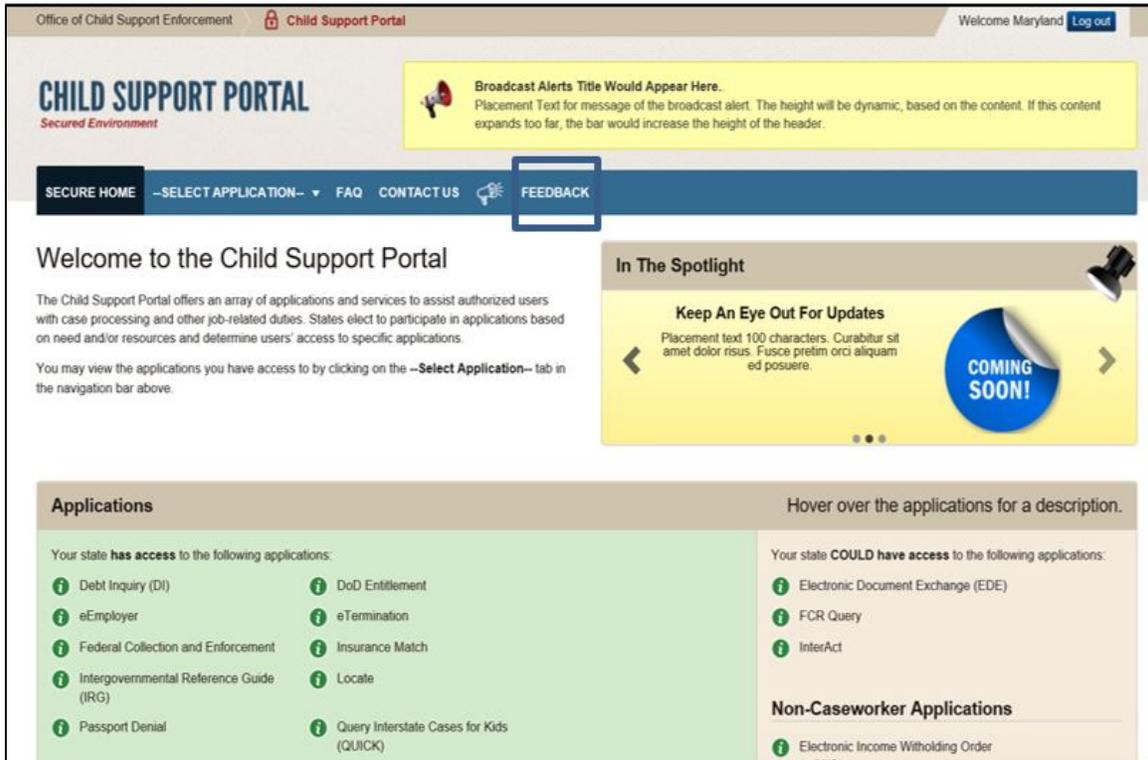
When you select 'FEEDBACK,' a screen appears for you to enter your information; see Figure 7-2. You can send feedback on any application by selecting it in the Application drop-down list.

Figure 7-2: Feedback Screen

When you click Submit, a confirmation screen appears; see Figure 7-3.

Figure 7-3: Confirmation Screen
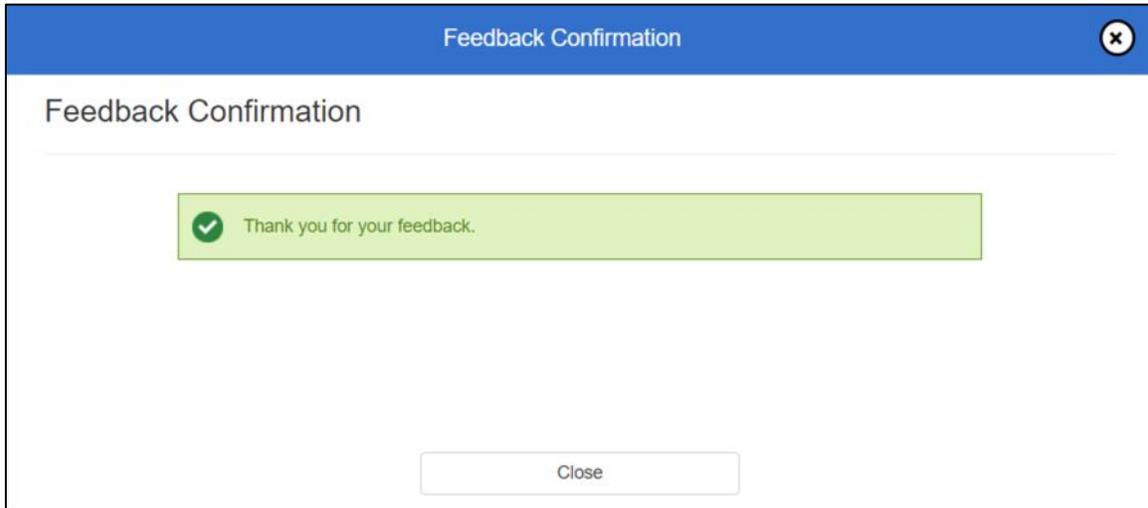
7.7   Release Date

Postponed until Release 19-01.

7.8   Contact Information

If you have questions about these changes, contact the Service Desk at 800-258-2736, Option 3, or CSPortal@acf.hhs.gov.

8. Establish a Basic Profile for State Portal Users (OCSE Ref. # CSP-6871)

We published this enhancement in the Release 18-04 Manifest. However, we decided to move this enhancement to Release 19-01.