

OCSE O&M and Continuous Improvements

OCSE Software Changes

Release 18-04 – Minor

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Release Specifications

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Administration for Children and Families
Office of Child Support Enforcement
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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

The screenshot displays the Alabama State Child Support Website interface. At the top, the word "Alabama" is prominently displayed in blue, next to a red outline of the state. Below this, a navigation bar includes tabs for "Profile", "Contact", "OCSE Matrix", "MSFIDM Matrix", "General Admin", and "Reports". The "Profile" tab is currently selected. Below the navigation bar, a dropdown menu for "Program Category" is set to "B. UIFSA". To the right of this menu, the text "Updated On: 20 Jun 2018" and "Certified On: 10 Aug 2018" is shown, along with a "Download Profile" button. The main content area is titled "B. UIFSA" and contains two questions: "B1. What is the statutory citation for your state's UIFSA?" and "B2. How many copies or sets of documents does your state need for an intergovernmental case referral?". The answer for B1 is "Section 30-3D-101 through -902 Codes of Alabama 1975. For Additional Information- For Additional Information - http://alisondb.legislature.state.al.us/alison/codeof Alabama/1975/coatoc.htm". The answer for B2 is "2 copies, including one certified copy of the order to be registered and also including any modification of the order". At the bottom of the form, there are "Edit" and "Certify" buttons. A footnote at the bottom left states "** Signifies a Hague profile question".

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.

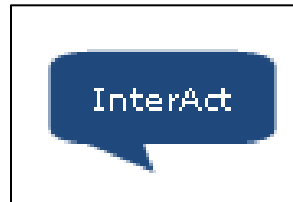
2.5 State Testing

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

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Home Print | FAQ | Logout

Electronic Document Exchange

Request Documents
[Query FCR](#)
[Respond to Requests](#)
[View Responses](#)
[Upload Unsolicited Documents](#)
[View Unsolicited Documents Sent](#)
[Download Unsolicited Documents](#)
Reports
[Intergovernmental Reference Guide](#)

Document Information

Request Details

Requesting State Information

Case ID: 910062684
County FIPS: 322, County A
State: Maryland

Responding State Information

Case ID: 0003224507
Updated Case ID:
County FIPS: 356, County B
Updated County FIPS: [List Counties](#)

Request Date: 08/06/2018
Document Type: Financial Record
SSN: 569-XX-6667
First Name: William
Last Name: Jones
Date of Birth: 02/26/1970
Most Recent: Yes
Certified: Yes

[Update](#) [Return](#)

Office of Child Support Enforcement
[Contact Us](#)

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

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, there's a header with 'Office of Child Support Enforcement' and 'Child Support Portal'. A yellow banner contains an 'Application Broadcast Messages' icon and a notice about Alabama QUICK web services maintenance from October 20, 2017, to October 22, 2017. Below the header is a blue navigation bar with links: 'SECURE HOME', 'QUERY INTERSTATE CASES FOR KIDS' (selected), 'FAQ', and 'CONTACT US'. A 'State Status' link is on the right. The main content area is titled 'Welcome to Query Interstate Cases for Kids'. It features a 'Query State' tab and a 'Find Case ID' button. The form includes four required fields: 'Requesting State Case ID', 'State you want to query' (a dropdown menu), 'Responding State Case ID', and 'Data you want to view' (a dropdown menu). There are 'Submit' and 'Clear' buttons at the bottom of the form. A 'Case ID Matrix' link is also present. A notice at the bottom states that access to QUICK is limited to authorized IV-D personnel and subject to safeguards. The footer includes the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'Privacy Policy | Accessibility' links, and a 'Help Desk' box with contact information: 1-800-258-2736 and csportal@acf.hhs.gov.

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

The screenshot displays the 'Child Support Portal' interface. At the top, there is a header with the 'Office of Child Support Enforcement' logo and a 'Child Support Portal' link. A yellow banner contains an 'Application Broadcast Messages' notification and a maintenance notice for Alabama QUICK web services. Below the header is a navigation bar with links for 'SECURE HOME', 'QUERY INTERSTATE CASES FOR KIDS', 'FAQ', and 'CONTACT US'. The main content area is titled 'Welcome to Query Interstate Cases for Kids'. It features two input fields: 'Query State' and 'Find Case ID'. The 'Find Case ID' field is highlighted with a red box, and a tooltip labeled 'SSN' is visible next to it. Below the input fields are 'Submit' and 'Clear' buttons. A notice at the bottom states that access to the QUICK system is limited to authorized IV-D personnel and subject to confidentiality safeguards. The footer includes the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, links for 'Privacy Policy' and 'Accessibility', and a 'Help Desk' section with a phone number and email address.

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

Application Broadcast Messages 1

Alabama QUICK web services will be down for maintenance from October 20, 2017 - October 22, 2017. [View All](#)

SECURE HOME QUERY INTERSTATE CASES FOR KIDS FAQ CONTACT US

State Status

Welcome to Query Interstate Cases for Kids

Query State Find Case ID

SSN

569XX6667

Submit Clear

Notice - Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

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An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
csportal@acf.hhs.gov

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

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME QUERY INTERSTATE CASES FOR KIDS FAQ CONTACT US

State Status

Welcome to Query Interstate Cases for Kids

Query State Find Case ID

* SSN
569XX6667

Submit Clear

FCR Query Results

Case ID	State	County Code	Name	Date of Birth	Date of Death	Case Type	Participant Type	Verify Type	Action
0003224507	VA - 51	322	Jones, William	02/20/1990		IV-D	NCP	V	Select
910062684	MD - 24	450	Jones, William	02/20/1985		IV-D	NCP	U	Select
999888777	TX - 48	696	Jones, William	02/20/1990		Non-IV-D	CP	V	

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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

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME QUERY INTERSTATE CASES FOR KIDS FAQ CONTACT US

State Status

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J Custodial Party: Jones, Sandy R

Providing State: Virginia Providing State Case ID: 0003224507

Requesting State: Maryland Requesting State Case ID: 910082684

Case Status: Open Non-matching Case ID Returned: 123456789014

Virginia Case Details

Case Participants Financial Information Case Activities Summary Contact Information

Case Participants

Participant Type	Name	SSN	DOB	Family Violence	Born out of Wedlock
Child	Jones, Robert J	569-XX-8888	01/20/2010	No	No
Child	Jones, Mary T	568-XX-3434	05/24/2005	Yes	Yes
CP	Jones, Sandy R	568-XX-0121	05/19/1988	No	
NCP	Jones, William J	569-XX-6667	02/20/1985	No	

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csportal@acf.hhs.gov

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

Office of Child Support Enforcement

Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME

QUERY INTERSTATE CASES FOR KIDS

FAQ

CONTACT US

State Status

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J

Custodial Party: Jones, Sandy R

Providing State: Virginia

Providing State Case ID: 0003224507

Requesting State: Maryland

Requesting State Case ID: 910082684

Case Status: Open

Non-matching Case ID Returned: 123456789014

Query New Case

Make EDE Request

Send EDE Document

Open IRG

Virginia Case Details

Case Participants

Financial Information

Case Activities Summary

Contact Information

Print PDF

Financial Summary

Current Obligation

Monthly Support Amount:	\$200.00
Monthly Arrears Amount:	\$25.00
Other Monthly Amount:	\$10.00
Total Monthly Amount: *	\$235.00

Balance to Date

Total Arrears Owed:	\$13,500.00
Total Interest Owed:	\$250.00
Total NCP Fees Owed:	\$225.00
Total Judgment Amount:	\$11,000.00
Total Assigned Arrears:	\$2,500.00
Total Owed Amount: *	\$14,210.00

Last Payment Information

Last Payment Amount:	\$112.50
Last Payment Date:	09/15/2016

* Due to differences in state policies, the total amounts may not reconcile.

Financial Detail Information

From Date

02/03/2016

To Date

02/02/2017

All Dates

Request New Date Range

NCP Payment Detail

May contain confidential federal tax information (FTI)

Date	Amount	Source
01/27/2017	\$112.50	Income Withholding
01/13/2017	\$112.50	Income Withholding
12/30/2016	\$112.50	Income Withholding
12/16/2016	\$112.50	Income Withholding
12/02/2016	\$112.50	Income Withholding
11/18/2016	\$112.50	Income Withholding
11/11/2016	\$80.00	Other

Disbursement Detail

Date	Recipient	Amount	Instrument Number
01/30/2017	Smith, Jane	\$112.50	23201165
01/18/2017	Smith, Jane	\$112.50	23200199
01/02/2017	Smith, Jane	\$112.50	23199764
12/19/2016	Smith, Jane	\$112.50	23198261
12/14/2016	Smith, Jane	\$350.00	23197421
12/05/2016	Smith, Jane	\$112.50	23196911
11/21/2016	Smith, Jane	\$112.50	23195254

Notice - Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

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Help Desk

1-800-258-2736

csportal@acf.hhs.gov

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

Office of Child Support Enforcement
Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME
QUERY INTERSTATE CASES FOR KIDS
FAQ
CONTACT US

State Status

Return to FCR Query Results

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J
Providing State: Virginia
Requesting State: Maryland
Case Status: Open

Custodial Party: Jones, Sandy R
Providing State Case ID: 0003224507
Requesting State Case ID: 910062684
Non-matching Case ID Returned: 123456789014

Query New Case
Make EDE Request
Send EDE Document
Open IRG

Virginia Case Details

Case Participants
Financial Information
Case Activities Summary
Contact Information

Print PDF

Financial Summary

Current Obligation		Balance to Date		Last Payment Information	
Monthly Support Amount:	\$200.00	Total Arrears Owed:	\$13,500.00	Last Payment Amount:	\$112.50
Monthly Arrears Amount:	\$25.00	Total Interest Owed:	\$250.00	Last Payment Date:	09/15/2016
Other Monthly Amount:	\$10.00	Total NCP Fees Owed:	\$225.00		
Total Monthly Amount: *	\$235.00	Total Judgment Amount:	\$11,000.00		
		Total Assigned Arrears:	\$2,500.00		
		Total Owed Amount: *	\$14,210.00		

* Due to differences in state policies, the total amounts may not reconcile.

Financial Detail Information

From Date: 02/03/2017 To Date: 02/02/2018 All Dates Request New Date Range

NCP Payment Detail

Date	Amount
01/27/2017	\$112.50
01/13/2017	\$112.50
12/30/2016	\$112.50

Disbursement Detail

Date	Recipient	Amount	Instrument Number
01/30/2017	Smith, Jane	\$112.50	23201165
01/16/2017	Smith, Jane	\$112.50	23200199
01/02/2017	Smith, Jane	\$112.50	23199764

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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

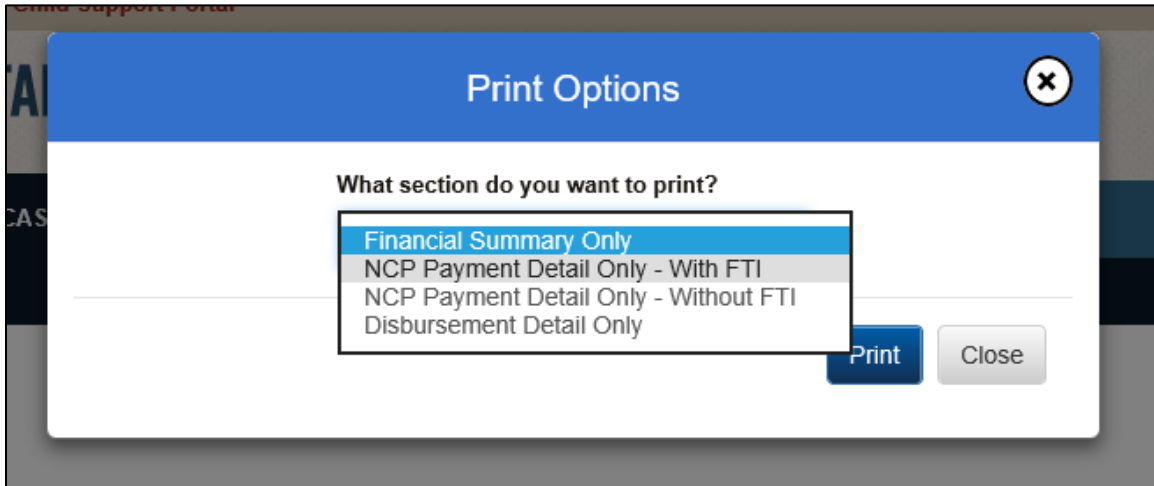


Figure 5-8 shows the ‘Print PDF’ options when a QUICK user without FTI access clicks ‘Print PDF’ in the ‘Financial Summary’ section.

Figure 5-8: Print Options Financial Detail Information – QUICK Users – Without FTI

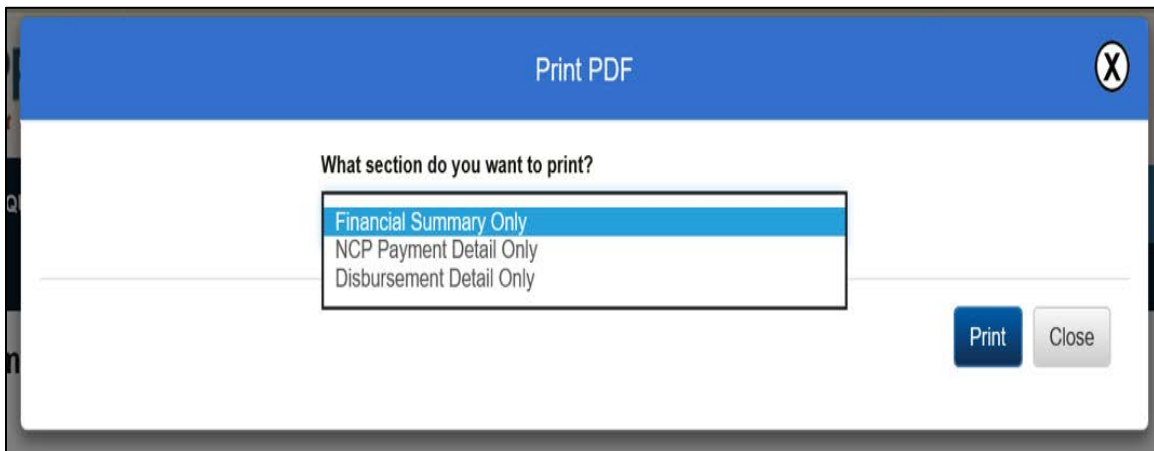


Figure 5-9 shows the changes we made to the ‘Case Activities Summary’ section:

- 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

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME QUERY INTERSTATE CASES FOR KIDS FAQ CONTACT US

State Status

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J Custodial Party: Jones, Sandy R

Providing State: Virginia Providing State Case ID: 0003224507

Requesting State: Maryland Requesting State Case ID: 910062684

Case Status: Open Non-matching Case ID Returned: 123456789014

Query New Case
Make EDE Request
Send EDE Document
Open IRG

Virginia Case Details

Case Participants Financial Information Case Activities Summary Contact Information

Print PDF

Case Activities Summary

Case Open Status: The case was opened. - 08/01/2016

Filter by: -All- Filter

Virginia Child Support Activities	Date of Activity	Activity Type
Medical coverage is provided by NCP for his or her dependents.	12/01/2016	Enforcement
A National Medical Support Notice was issued to ABC Company.	11/05/2016	Enforcement
An IWO was issued to ABC Company.	10/30/2016	Enforcement
A determination was made that paternity could not be established for Mary T Jones.	10/13/2016	Paternity
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.	10/09/2016	Locate
NCP's information was submitted to the Federal Tax Refund Offset program.	09/01/2016	Enforcement
NCP's information was submitted to the Passport Denial Program.	09/01/2016	Enforcement

Notice - Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

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Help Desk
1-800-258-2736
csportal@acf.hhs.gov

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

Office of Child Support Enforcement Child Support Portal

CHILD SUPPORT PORTAL
Secured Environment

SECURE HOME QUERY INTERSTATE CASES FOR KIDS ▾ FAQ CONTACT US

State Status

Case Information

As of: 01/25/2017

Non-custodial Parent: Jones, William J	Custodial Party: Jones, Sandy R
Providing State: Virginia	Providing State Case ID: 0003224507
Requesting State: Maryland	Requesting State Case ID: 910062684
Case Status: Open	Non-matching Case ID Returned: 123456789014

Query New Case

Make EDE Request

Send EDE Document

Open IRG

Virginia Case Details

Case Participants Financial Information Case Activities Summary **Contact Information**

Print PDF

Contact Information

FOR INTERNAL USE ONLY

Name:	John Doe
Office Name:	Office of Child Support Enforcement
Address:	411 Information Street Anytown, VA 99999-9999
Telephone Number:	555-222-5678 x3325
Email Address:	John.Doe@ocse.xx.us
Fax Number:	555-222-5465

Notice - Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

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csportal@acf.hhs.gov

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

State Status							
State Name	Can Provide Data For					Can Only Request Data	Participates in EDE
	Financial/Case Participants	Case Activities/Contact Information	Closed Cases	Non-IV-D Cases	Two-state Interstate Cases Only		
State A	1 Year	X	X	X		X	
State B	From August 1997	X	X	X	X		X
State C	From 1986	X		X			X
State D		X				X	
State E	From 1996	X		X			X
State F	From 1986	X					X
State G	From 1986	X	X			X	

Print

Close

Notice - Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. 654 (26)]. QUICK data shall be used for informational purposes only.

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

Office of Child Support Enforcement
Child Support Portal

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Secured Environment

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Electronic Document Exchange

Request Documents
Query FCR
Respond to Requests
View Responses
Upload Unsolicited Documents
View Unsolicited Documents Sent
Download Unsolicited Documents
Reports
Intergovernmental Reference Guide

*** Documents may contain Federal Tax Information ***

View Responses
Requested documents are available for download for 30 days.

Query Responses
Request From Date: 08/01/2018
Request To Date: 08/15/2018
Response From Date:
Response To Date:
Requesting State Case ID:
Responding State Case ID:
Requesting Counties: -All- List Counties
Status: -All- GO

Response Results
** Document contains Federal Tax Information.

Requesting State Case ID	Req County FIPS	Responding State Case ID	Resp State	Doc Type	Request Date	Days Remain	Status	Action
910062684	322	0003224507	VA	SOR	08/08/2018	21	Pending Download	
910062684	322	0003224507	VA	BCT	08/08/2018	51	Pending Request	Recall
910062684	322	0003224507	VA	PNP	08/08/2018	21	Cannot be provided	
7044027808 **	327	0002450324	VA	FRD	08/07/2018	25	Pending Download	
C01809456	330	0023456789	NC	FRD	08/07/2018	26	Downloaded	
N966000313	332	0087523123	NC	MSO	08/03/2018	46	Pending Request	Recall

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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)

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Child Support Portal

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View Responses
Upload Unsolicited Documents
View Unsolicited Documents Sent
Download Unsolicited Documents
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*** Documents may contain Federal Tax Information ***

View Responses
Requested documents are available for download for 30 days.

Query Responses
Request From Date: 08/01/2018
Request To Date: 08/15/2018
Response From Date:
Response To Date:
Requesting State Case ID:
Responding State Case ID:
Status: -All- GO

Response Results
** Document contains Federal Tax Information.

Requesting State Case ID ▼▲	Req County FIPS ▼▲	Responding State Case ID ▼▲	Resp State ▼▲	Doc Type ▼▲	Request Date ▼▲	Days Remain ▼▲	Status ▼▲	Action
910062684	322	0003224507	VA	SOR	08/08/2018	21	Pending Download	
910062684	322	0003224507	VA	BCT	08/08/2018	30	Request Recalled	
910062684	322	0003224507	VA	PNP	08/08/2018	21	Cannot be provided	
7044027808 **	327	0002450324	VA	FRD	08/07/2018	25	Pending Download	
C01809456	330	0023456789	NC	FRD	08/07/2018	26	Downloaded	
N966000313	332	0087523123	NC	MSO	08/03/2018	46	Pending Request	Recall

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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

The screenshot displays the 'CHILD SUPPORT PORTAL' interface. The header includes the 'Office of Child Support Enforcement' and 'Child Support Portal' logo. The main navigation bar has 'Home', 'Print', 'FAQ', and 'Logout'. A left sidebar lists various actions like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Reports', and 'Intergovernmental Reference Guide'. The main content area is titled 'Document Information' and includes a green message: 'An email will be sent with the transaction number, once the response is received.' Below this is the 'Request Details' section, which is divided into 'Requesting State Information' and 'Responding State Information'. The 'Requesting State Information' section shows Case ID: 910062684, County FIPS: 322, County A, Request Date: 08/08/2018, Status: Request Recalled (highlighted with a blue box), Date: 08/28/2018, Document Type: Birth Certificate, SSN: 569-XX-8888, First Name: Robert, Last Name: Jones, Date of Birth: 01/20/2000, From Date: 01/01/2018, To Date: 08/15/2018, and Certified: Yes. The 'Responding State Information' section shows Case ID: 0003224507, State: Virginia, and County FIPS: 320, County B. At the bottom, there is a 'Return' button and the text 'Office of Child Support Enforcement' with a 'Contact Us' link.

Request Details	
Requesting State Information	Responding State Information
Case ID: 910062684	Case ID: 0003224507
County FIPS: 322, County A	State: Virginia
	County FIPS: 320, County B
Request Date: 08/08/2018	
Status: Request Recalled	
Date: 08/28/2018	
Document Type: Birth Certificate	
SSN: 569-XX-8888	
First Name: Robert	
Last Name: Jones	
Date of Birth: 01/20/2000	
From Date: 01/01/2018	
To Date: 08/15/2018	
Certified: Yes	

[Return](#)

Office of Child Support Enforcement
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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

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*** Documents may contain Federal Tax Information ***

View Responses
Requested documents are available for download for 30 days.

Query Responses
Request From Date: 08/01/2018
Request To Date: 08/15/2018
Response From Date:
Response To Date:
Requesting State Case ID:
Responding State Case ID:
Status: -All- GO

Cannot be provided
Downloaded
Pending Download
Pending Request
Request Recalled

Response Results
** Document contains Federal Tax Information

Requesting State Case ID ▼▲	Req County FIPS ▼▲	Responding State Case ID ▼▲	Resp State ▼▲	Doc Type ▼▲	Request Date ▼▲	Days Remain ▼▲	Status ▼▲	Action
910062684	322	0003224507	VA	SOR	08/08/2018	21	Pending Download	
910062684	322	0003224507	VA	BCT	08/08/2018	30	Request Recalled	
910062684	322	0003224507	VA	PNP	08/08/2018	21	Cannot be provided	
7044027808 **	327	0002450324	VA	FRD	08/07/2018	25	Pending Download	
C01809456	330	0023456789	NC	FRD	08/07/2018	26	Downloaded	
N966000313	332	0087523123	NC	MSO	08/03/2018	46	Pending Request	Recall

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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

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Electronic Document Exchange

- Request Documents
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- View Responses
- Upload Unsolicited Documents
- View Unsolicited Documents Sent
- Download Unsolicited Documents
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Respond to Requests

Query Request

From Date: 08/01/2018
 To Date: 08/15/2018
 Requesting State: -All-
 Responding Counties: 5 selected [List Counties](#)
 User ID: -All-
 Status: -All- [GO](#)

Process Results

Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC or DOCX. Documents will be stored for a period of 30 days after upload.

Responding State Case ID ▼ ▲	Resp County FIPS ▼ ▲	Document Type ▼ ▲	Request Date ▼ ▲	Status ▼ ▲	Action
C01509837	356	Financial Record	08/06/2017	Assigned	Release Send Document Cannot Provide
0003204507	320	Support Order	08/08/2018	Uploaded	Recall
0003204507	220	Bankruptcy Document	08/12/2018	Assigned	Release Send Document Cannot Provide
0003204507	320	Photo ID of NCP	08/08/2018	Pending	Release Send Document Cannot Provide Recall
0003204507	320	Birth Certificate	08/08/2018	Request Recalled	
C0150987837	237	Genetic Testing Results	08/07/2018	Cannot Be Provided	Recall

[Assign All](#)
[Release All](#)

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)

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Respond to Requests

Query Request

From Date:
 To Date:
 Requesting State:
 Responding Counties:
 User ID:
 Status:

Process Results

Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC or DOCX. Documents will be stored for a period of 30 days after upload.

Responding State Case ID ▼▲	Resp County FIPS ▼▲	Document Type ▼▲	Request Date ▼▲	Status ▼▲	Action
C01509837	356	Financial Record	08/06/2017	Assigned	<input type="button" value="Release"/> <input type="button" value="Send Document"/> <input type="button" value="Cannot Provide"/>
0003204507	320	Support Order	08/08/2018	Uploaded	<input type="button" value="Recall"/>
0003204507	220	Bankruptcy Document	08/12/2018	Pending	<input type="button" value="Release"/> <input type="button" value="Send Document"/> <input type="button" value="Cannot Provide"/> <input type="button" value="Recall"/>
0003204507	320	Photo ID of NCP	08/08/2018	Unassigned	<input type="button" value="Assign"/>
0003204507	320	Birth Certificate	08/08/2018	Request Recalled	
C0150987837	237	Genetic Testing Results	08/07/2018	Cannot Be Provided	<input type="button" value="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)

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*** Documents may contain Federal Tax Information ***

View Responses

Requested documents are available for download for 30 days.

Query Responses

Request From Date: 08/01/2018
Request To Date: 08/15/2018
Response From Date:
Response To Date:

Requesting State Case ID:
Responding State Case ID:

Requesting Counties: -All-
List Counties

Status: -All-
GO

Response Results

** Document contains Federal Tax Information.

Requesting State Case ID ▼▲	Req County FIPS ▼▲	Responding State Case ID ▼▲	Resp State ▼▲	Doc Type ▼▲	Request Date ▼▲	Days Remain ▼▲	Status ▼▲	Action
910062684	322	0003224507	VA	SOR	08/08/2018	21	Pending Download	
910062684	322	0003224507	VA	BCT	08/08/2018	51	Pending Request	Recall
910062684	322	0003224507	VA	PNP	08/08/2018	51	Pending Request	Recall
7044027808 **	327	0002450324	VA	FRD	08/07/2018	25	Pending Download	
C01809456	330	0023456789	NC	FRD	08/07/2018	26	Downloaded	
N966000313	332	0087523123	NC	MSO	08/03/2018	46	Pending Request	Recall

Office of Child Support Enforcement
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Part 6: Update EDE to Include Recall Function (OCSE Ref. # CLI-6343)

6-8

Revised December 6, 2018

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

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View Unsolicited Documents Sent

Unsolicited documents are available for download for 60 days.

Query Unsolicited Documents

From Date: 01/01/2018
To Date: 08/15/2018
Receiving State: -All-
Providing Counties: 5 selected
Status: -All-
List Counties
GO

Unsolicited Document Results

** Document contains Federal Tax Information.

Providing State Case ID ▼▲	Receiving State Case ID ▼▲	Prov County FIPS ▼▲	Rec State ▼▲	Document Type ▼▲	Days Avail ▼▲	Status ▼▲	Inter State ▼▲	Action
910062684	0003224507		VA	Declaration in Support of Establishing Parentage	45	Pending Download	No	Recall
0123456778	916785439		NC	CSE Transmittal #1	45	Downloaded	No	Recall

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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)

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View Unsolicited Documents Sent

Unsolicited documents are available for download for 60 days.

Query Unsolicited Documents

From Date: 01/01/2018
To Date: 08/15/2018
Receiving State: -All-
Providing Counties: 5 selected
Status: -All-
List Counties
GO

Unsolicited Document Results

** Document contains Federal Tax Information.

Providing State Case ID ▼▲	Receiving State Case ID ▼▲	Prov County FIPS ▼▲	Rec State ▼▲	Document Type ▼▲	Days Avail ▼▲	Status ▼▲	Inter State ▼▲	Action
910062684	0003224507		VA	Declaration in Support of Establishing Parentage	45	Recalled	No	
0123456778	916785439		NC	CSE Transmittal #1	45	Downloaded	No	Recall

Office of Child Support Enforcement
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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

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Electronic Document Exchange

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[View Unsolicited Documents Sent](#)
[Download Unsolicited Documents](#)
[Reports](#)
[Intergovernmental Reference Guide](#)

Unsolicited Document Sent Details

Providing State Information
Case ID: 910062684
County FIPS:
State: Maryland

Other State Information
Case ID: 0003224507
County FIPS:
State: Virginia

Case Parameters

CP First Name: Patricia
CP SSN: 292-XX-0986
PF First Name: Charles
PF SSN: 340-XX-6254
NCP First Name:
NCP SSN:
Foster Care Agency:

CP Last Name: Johnson
CP Date of Birth: 02/09/1978
PF Last Name: Brown
PF Date of Birth: 04/15/1980
NCP Last Name:
NCP Date of Birth:

Contact Information

First Name:
Phone:
Email:

Last Name:
Fax:

Document Information

Document Type: Declaration in Support of Establishing Parentage
Date Uploaded: 08/13/2018
Interstate: No

Status: Recalled
Date: 03/15/2018

Return

Office of Child Support Enforcement
[Contact Us](#)

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

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View Unsolicited Documents Sent

Unsolicited documents are available for download for 60 days.

Query Unsolicited Documents

From Date: 01/01/2018
To Date: 08/15/2018
Receiving State: -All-
Providing Counties: 5 selected
Status: -All-
GO

List Counties

Unsolicited Document Results

** Document contains Federal Tax Information.

Providing State Case ID ▼▲	Receiving State Case ID ▼▲	Prov County FIPS ▼▲	Rec State ▼▲	Document Type ▼▲	Days Avail ▼▲	Status ▼▲	Inter State ▼▲	Action
910062684	0003224507		VA	Declaration in Support of Establishing Parentage	45	Pending Download	No	Recall
0123456778	916785439		NC	CSE Transmittal #1	45	Downloaded	No	Recall

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

Revised December 6, 2018

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

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Secured Environment

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Request Documents

Query FCR

Respond to Requests

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Upload Unsolicited Documents

View Unsolicited Documents Sent

Download Unsolicited Documents

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Report Result

Report Criteria

State: All

From Date: 07/01/2017

Counties Selected: Multiple

As of Date: 08/15/2018

To Date: 08/15/2018

Report Summary

Print PDF Export to CSV

Summary of Requests Received and Responses Made	
Number of States Requesting Documents	17
List of Requesting States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Maine, Massachussets, Nebraska, New Jersey, North Carolina, Pennsylvania, Puerto Rico, Texas, Virginia, Wisconsin]
List of Responding Counties	[Anne Arundel-003, Baltimore-005, Calvert-009, Charles-017]
Number of Requests Received	50
Number of Requests Responded to	40
Number of Requests Unassigned	8
Number of Requests Assigned	2
Number of Responses Recalled	3
Requests Pending Response: greater than 45 days and less than 55 days	4
Requests Pending Response: greater than 55 days	4
Summary of Requests Made and Responses Received	
Number of States Responding to Requests	13
List of Responding States	[Alaska, Arizona, Florida, Hawaii, Idaho, Maine, Massachussets, Nebraska, North Carolina, Pennsylvania, Texas, Virginia, Wisconsin]
List of Requesting Counties	[Anne Arundel-003, Baltimore-005, Charles-017, Howard-027]
Number of Requests Made	60
Number of Requests Recalled	1
Number of Responses Received	54
Responses Not Received	6
Pending Download	6
Documents Downloaded	48
Documents Pending Download: greater than 25 days and less than 30 days	2

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

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.

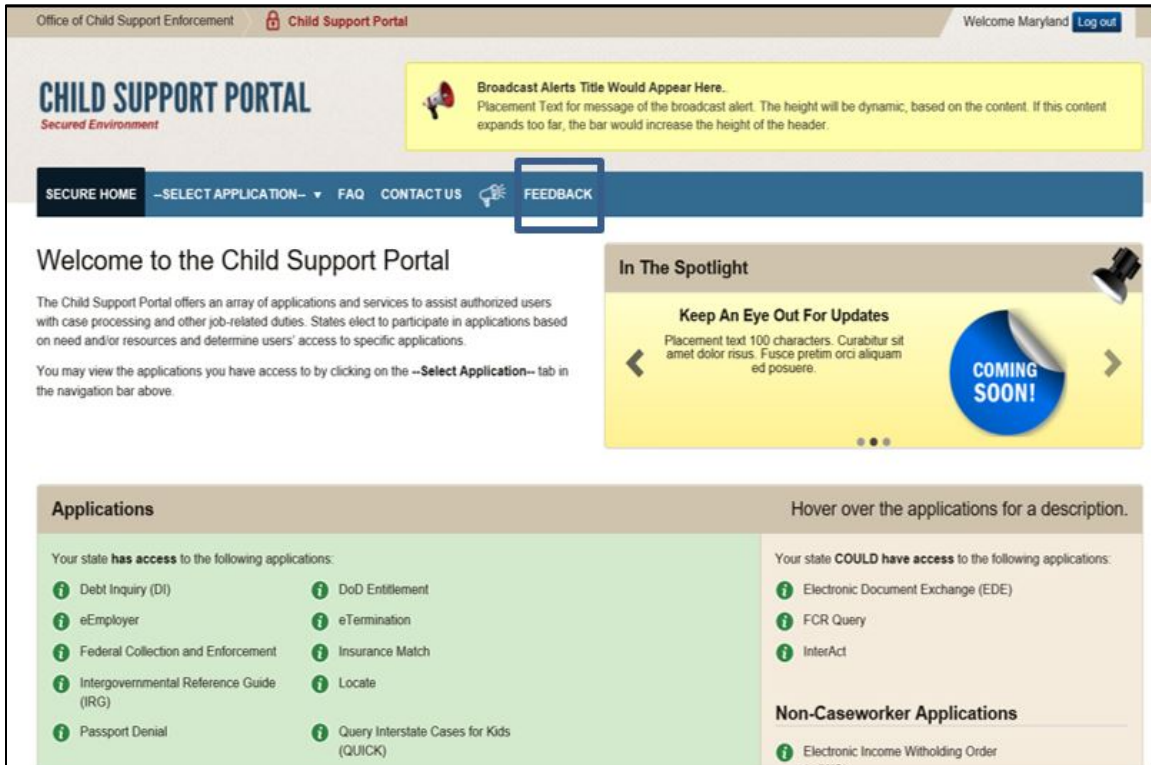
7.5 State Testing

No testing required.

7.6 Page Enhancements

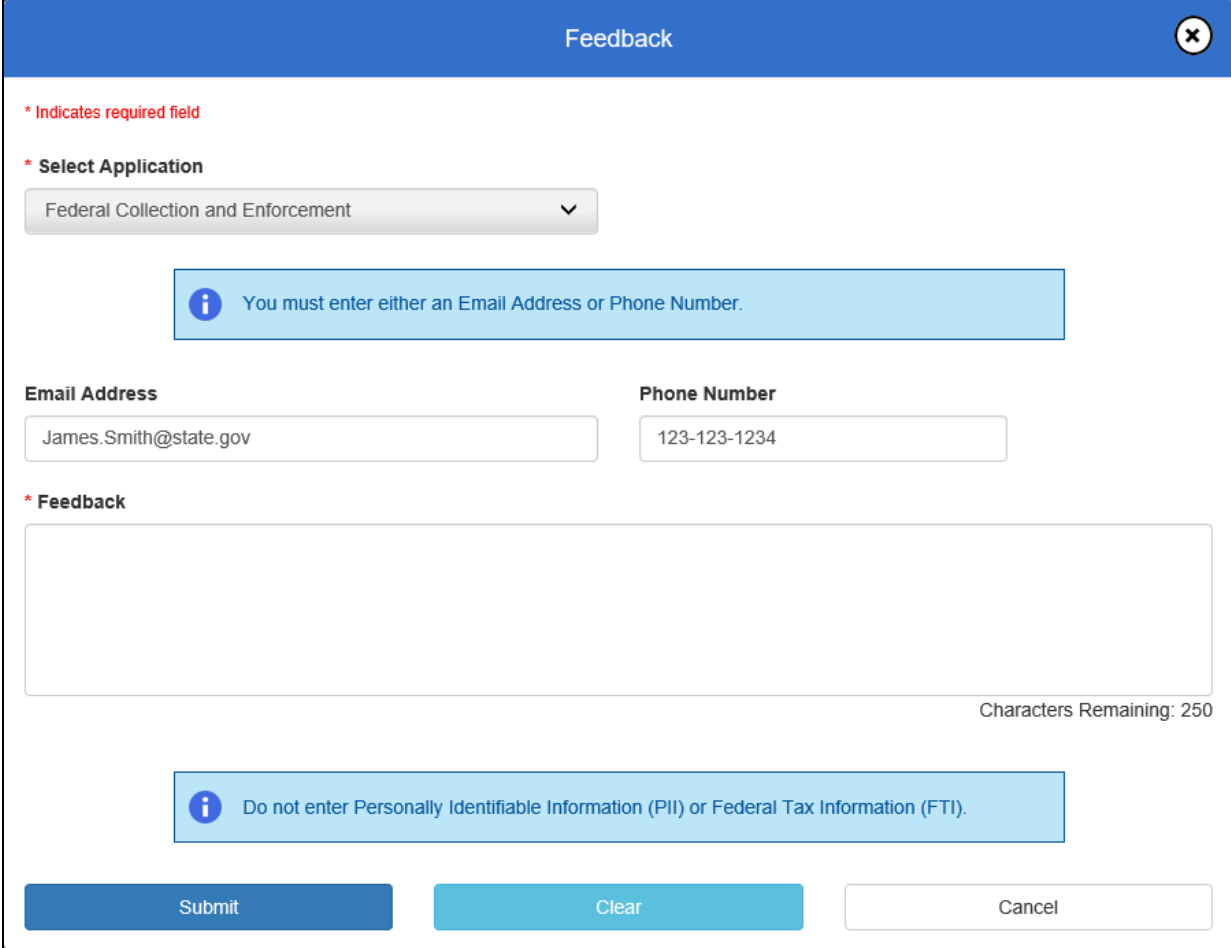
Figure 7-1 shows the ‘FEEDBACK’ link that allows states to submit suggestions through the Portal.

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



Feedback

* Indicates required field

* Select Application

Federal Collection and Enforcement

i You must enter either an Email Address or Phone Number.

Email Address

James.Smith@state.gov

Phone Number

123-123-1234

* Feedback

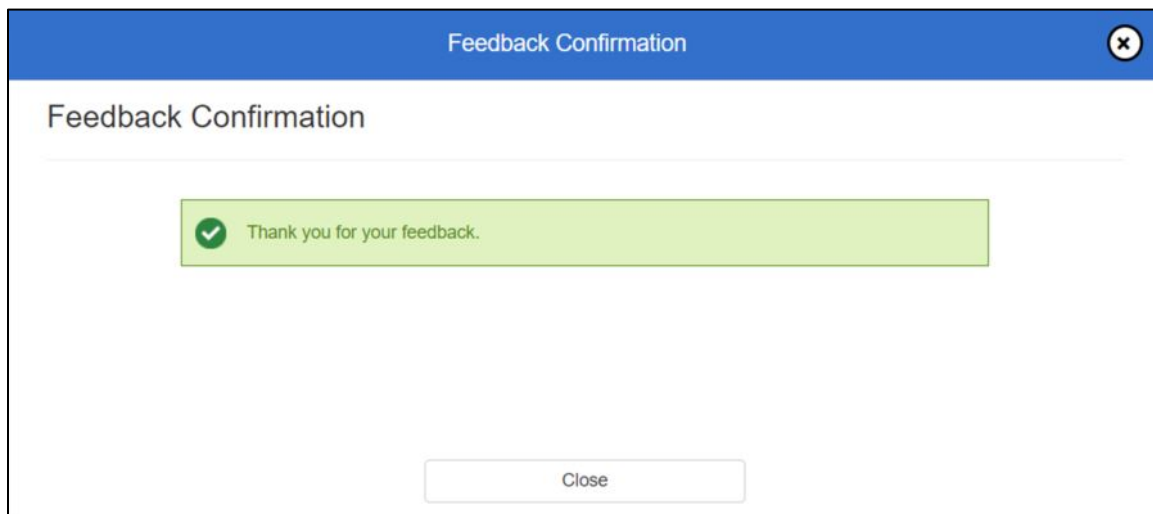
Characters Remaining: 250

i Do not enter Personally Identifiable Information (PII) or Federal Tax Information (FTI).

Submit Clear Cancel

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.