

FCR Misidentified Participant Navigation Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

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June 1, 2014
Version 1.0

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1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Federal Parent Locator Service (FPLS) State Services Portal (SSP), a secure internet gateway that provides access to FPLS data for state child support programs. It provides a new way for states to access existing FPLS information and offers a quick and inexpensive way to take advantage of new FPLS applications and programs. For a complete description of applications available through the SSP, go to [The FPLS State Services Portal at a Glance](#).

This guide contains instructions for using the Federal Case Registry (FCR) Misidentified Participant application. OCSE developed the FCR Misidentified Participant application to assist states with reporting an incorrect SSN for a participant that should not be used as a final, verified SSN for FCR purposes. The application allows states to maintain a list of participant IDs with incorrect SSNs for their state. The FCR will reference this table during the SSN and name verification process to avoid assigning a misidentified SSN as a verified SSN.

1.1 How will FCR Misidentified Participant Assist with Case Management?

Occasionally, the verified SSN located and reported by the FCR is incorrect. This occurs when the participant submitted by the state has the same name, sex, and similar date of birth of another person. The FCR Misidentified Participant application helps states to report these incorrect SSNs to the FCR and ensure they are not associated with the participant in the future. The application supplements the existing FCR “break the link” process by providing states more flexibility in managing misidentified participant SSNs by removing the need to store the information within the state system for submission with each FCR transaction. It also provides the added ability to specify more than one incorrect SSN for a single participant.

1.2 Where can I learn more?

[FCR Interface Guidance Document](#)

[FCR Technical Assistance Guide](#)

[FCR Release Specifications and Technical Resources](#)

1.3 Navigation

Follow these general tips for using the SSP:

- For easy access, save the SSP site to your web browser’s Favorites or as an icon on your desktop.
- On the SSP, **Frequently Asked Questions (FAQ)** appear in the upper right hand corner of each screen and may help answer your questions.
- If you have questions not found in the FAQs, use the **Contact Us** link found at the bottom of most SSP screens for information on inquiring about specific topics, or contact your [State Technical Support Liaison](#).
- Whenever the  symbol appears beside a field, you may select it to see additional information about that field.
- Click **Home** to return to the welcome screen to access another application.
- The **Messages** section appears on the SSP welcome screen and the welcome screen of each application. Important general information for application users will be displayed here.

1.4 Using This Guide

You will find these informational messages throughout SSP navigation guides. The corresponding icons indicate whether the information is a note or warning.

Notes



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

Warnings

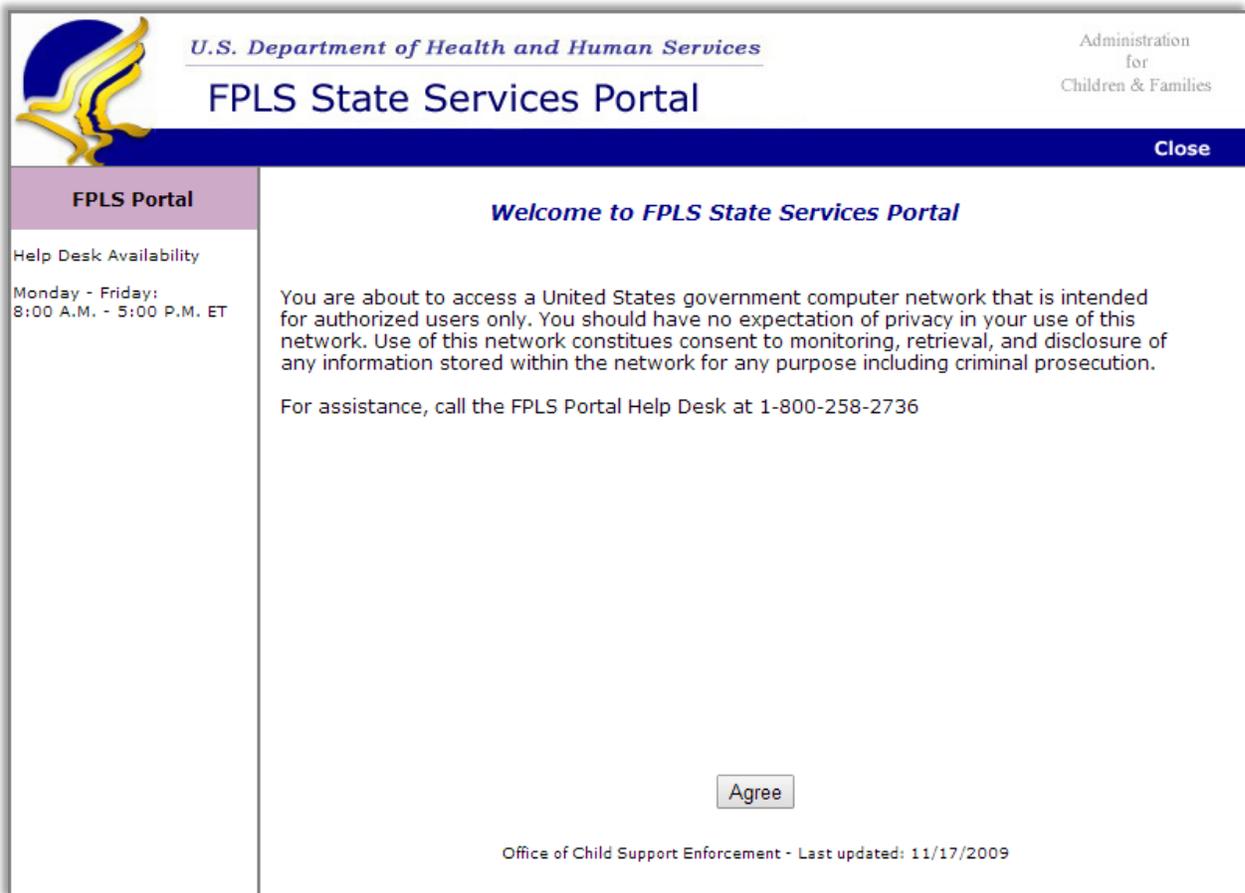


Warnings must be followed carefully to avoid undesirable results.

2 Entering the State Services Portal

The Welcome to the FPLS State Services Portal page (Figure 2-1) is the first screen you will see when you enter the SSP. It is important that you carefully read and understand the security and confidentiality message displayed. Once you read and agree to the terms of the message, click **Agree** to proceed.

Figure 2-1: Welcome to the FPLS State Services Portal



3 FCR Misidentified Participant

FCR Misidentified Participant allows you to add or remove an SSN from a table of known SSNs that are not associated with a specific participant in your state. It also allows you to view the current listing of SSNs that have been reported as misidentified and the specific participants they should not be associated with. You may access the application by selecting **FCR Misidentified Participant** from the FPLS Portal main menu (Figure 3-1).

Figure 3-1: Welcome to the FPLS State Services Portal

The screenshot shows the FPLS State Services Portal homepage. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS State Services Portal". A navigation bar at the top right contains "FAQ | Close". A left sidebar menu lists various services: "FPLS Portal", "Debt Inquiry", "DoD Entitlement", "FCR Misidentified Participant", "Employer Search", "Electronic Document Exchange", "eTermination", "FCR Query", "Federal Collection and Enforcement", "Locate", and "Query Interstate Cases for Kids". Below the menu is "Help Desk: Availability" with hours "Monday - Friday: 8:00 A.M. - 5:00 P.M. ET". The main content area features a "Welcome to FPLS State Services Portal" message, a description of the portal's purpose, and a photo of three children. Below this is a "Messages" section with a large empty box. At the bottom, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Training".

The FCR Misidentified Participant Welcome page gives you access to the FCR Misidentified Participant application on the SSP. You have the option to select **Member ID Search** or **Add SSN**. To search by a participant, select **Member ID Search** from the FCR Misidentified Participant menu (Figure 3-2).

Figure 3-2: Welcome to FCR Misidentified Participant

The screenshot shows the FPLS State Services Portal. At the top left is the U.S. Department of Health and Human Services logo. To its right is the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main header reads "FPLS State Services Portal". Below this is a dark blue navigation bar with "SSP Home" on the left and "Print | FAQ | Close" on the right. A red sidebar on the left contains the text "FCR Misidentified Participant" and two links: "Member ID Search" and "Add SSN". Below these links is the "Help Desk Availability" section, which states "Monday - Friday: 8:00 A.M. - 5:00 P.M. ET". The main content area features a "Welcome to FCR Misidentified Participant" heading, a photograph of five children on a grassy hill, and a paragraph explaining that the application allows the state to submit SSNs determined to not be associated to their state's participant. Below this is a "Messages" section with a large grey placeholder box. At the bottom of the page, it says "Office of Child Support Enforcement" with a "[Contact Us](#)" link.

3.1 Member ID Search

From the Member ID Search page (Figure 3-3) enter a participant's Member ID or Misidentified SSN and click **GO**. For information to be returned, the participant must already appear in your state's table of known misidentified participants. Alternatively, you may leave both fields blank if you wish to see all participants with a misidentified SSN contained in the table for your state.

Figure 3-3: Member ID Search

The screenshot shows the 'Member ID Search' page within the 'FPLS State Services Portal'. The page header includes the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main title is 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print | FAQ | Close', and a red button labeled 'FCR Misidentified Participant'. The main content area is titled 'Member ID Search' and includes a green instruction: 'Member ID must match what is on or will be submitted to the FCR.' Below this is a section titled 'Member ID Query' with two input fields: 'Member ID:' and 'Misidentified SSN:'. A red 'GO' button is positioned to the right of the 'Misidentified SSN' field. At the bottom of the page, it says 'Office of Child Support Enforcement' with a link to 'Contact Us'.

The following table lists possible error messages and recommended actions to resolve the errors.

Table 3-4: Member ID Search Error Messages

Message	Action
SSN must be 9 numbers, '0' thru '9' and no dashes	You must enter the SSN using all numbers, with no dashes or spaces.

3.1.1 Member ID Results

If the Member ID or Misidentified SSN you entered matches a participant in the current table of known misidentified participants for your state, that participant’s information will be displayed in the Member ID Results page (Figure 3-5). If you did not enter a Member ID or Misidentified SSN on the Member ID search page, a complete listing of all participants included in your state’s table of misidentified participants will be displayed.

Figure 3-5: Member ID Results

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header includes 'Home', 'Print | FAQ | Close', and 'FPLS State Services Portal'. A left sidebar contains 'FCR Misidentified Participant', 'Member ID Search', and 'Add SSN'. The main content area is titled 'Member ID Search' and includes a green instruction: 'Member ID must match what is on or will be submitted to the FCR.' Below this is a 'Member ID Query' section with input fields for 'Member ID:' and 'Misidentified SSN:', followed by a red 'GO' button. A horizontal line separates this from the 'Member ID Results' section, which contains a table with two rows of participant data and 'Delete' buttons for each. At the bottom of the results section are 'Previous', 'Add', and 'Next' buttons. The footer of the page reads 'Office of Child Support Enforcement' with a 'Contact Us' link.

Member ID ▲▼	Misidentified SSN ▲▼	First Name	Middle Name	Last Name ▲▼	
000000G12345678	123-XX-6789	James	Riedy	Sturgeon	Delete
QWERTYU87654321	987-XX-4321	William	John	Sturgeon	Delete

The Member ID Results page allows you to review information on previously entered misidentified participants. The following data is displayed for each participant:

- Member ID – a unique identifier assigned by your state
- Misidentified SSN
- First Name
- Middle Name
- Last Name

If you wish to remove a Member ID from the table, click **Delete** next to the participant entry in the Member ID Results and click **OK** when asked, “Do you want to Delete the Participant?”

To add a new participant to the table, click **Add** at the bottom of the Member ID Results page to proceed to the Add Misidentified Participant Information page.

As an alternative, you may proceed directly to the Add Misidentified Participant Information page by selecting **Add SSN** from the FCR Misidentified Participant menu.



If the results exceed one page, you will see Next and Previous buttons. The Next button displays more results. The Previous button returns you to the previous page.

3.2 Add SSN

To add a member ID with a misidentified SSN for your state, enter the following data in the Add Misidentified Participant Information page (Figure 3-6) for the participant:

- Member ID – a unique identifier assigned by your state (leading zeroes required)
- Misidentified SSN – the SSN known to be incorrect for a participant
- Last Name
- First Name
- Middle Name – optional

Figure 3-6: Add Misidentified Participant Information

The screenshot shows the 'FPLS State Services Portal' interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. Below this is a navigation bar with 'Home', 'Print', 'FAQ', and 'Close'. The main content area is titled 'Add Misidentified Participant Information' and includes a note: '* Indicates required field'. A green message states: 'Member ID must match what is on or will be submitted to the FCR.' The 'Participant Information' section contains five input fields: '* Member ID:', '* Misidentified SSN:', '* Last Name:', '* First Name:', and 'Middle Name:'. At the bottom of the form are three buttons: 'Save', 'Return', and 'Clear'. The footer of the page reads 'Office of Child Support Enforcement' with a link to 'Contact Us'.

Once the required information has been entered, click **Save** to add the participant.

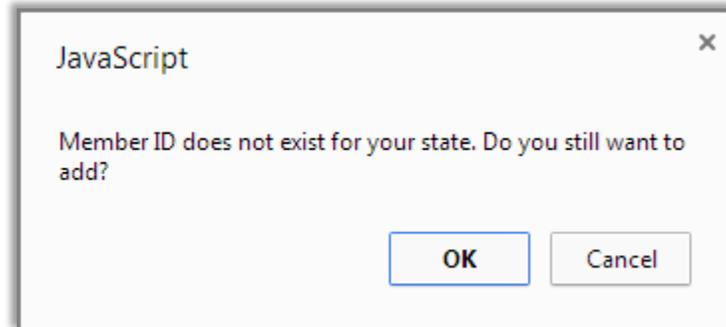
The following table lists possible error messages and recommended actions to resolve the errors.

Table 3-7: Add Misidentified Participant Information Error Messages

Message	Action
Member ID is required	You must enter the Member ID for the participant you wish to add.
SSN is required	You must enter the SSN known to be incorrect for the participant you wish to add.
SSN must be 9 numbers, '0' thru '9' and no dashes	You must enter the SSN using all numbers, with no dashes or spaces.
Last Name is required	You must enter the Last Name for the participant you wish to add.
First Name is required	You must enter the First Name for the participant you wish to add.
Last Name must be letters 'A' thru 'Z' and not equal to spaces	The participant's last name must be entered using alphabetic characters only. No spaces, numbers, or special characters are allowed in this field.
First Name must be letters 'A' thru 'Z' and not equal to spaces	The participant's first name must be entered using alphabetic characters only. No spaces, numbers, or special characters are allowed in this field.
Middle Name must be letters 'A' thru 'Z' and not equal to spaces	The participant's middle name must be entered using alphabetic characters only. No spaces, numbers, or special characters are allowed in this field.

You may receive the informational confirmation message “Member ID does not exist for your state. Do you still want to add?” (Figure 3-8). Click **OK** to confirm your selection.

Figure 3-8: Add Misidentified Participant Confirmation



Upon completion, you will be returned to the Add Misidentified Participant information page with a confirmation message displayed indicating “Participant successfully added” (Figure 3-9).

Figure 3-9: Add Misidentified Participant Information – Participant Successfully Added

The screenshot shows the FPLS State Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The page title is "FPLS State Services Portal" and the sub-header is "Administration for Children & Families". A navigation bar contains "Home", "Print", "FAQ", and "Close". On the left sidebar, there is a red button for "FCR Misidentified Participant" and links for "Member ID Search" and "Add SSN". The main content area is titled "Add Misidentified Participant Information" with a note that an asterisk indicates a required field. A green message states "Member ID must match what is on or will be submitted to the FCR." and "Participant successfully added." Below this is the "Participant Information" section with five input fields: Member ID, Misidentified SSN, Last Name, First Name, and Middle Name. At the bottom of the form are three buttons: "Save", "Return", and "Clear". The footer of the page identifies the "Office of Child Support Enforcement" and provides a "Contact Us" link.



Please note, the Member ID added must match what is currently on, or will be submitted to the FCR in order to function successfully within the Misidentified Participant table.

Document Revision and Approval History

Title: FCR Misidentified Participant Navigation Guide

Effective: June 1, 2014

Version	Release Date	Author's Name	Reason for Change / Description of Changes
1.0	06/01/2014	Nancy Bienia	New application guide