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1. INTRODUCTION

The Office of Child Support Enforcement (OCSE) Intergovernmental Reference Guide (IRG) offers states, tribes, and other partners an effective and efficient way to view and retrieve child support program and address information. The IRG consolidates data into a centralized, automated repository, which is available via the Child Support Portal (Portal), formerly referred to as the State Services Portal (SSP), or directly via the Internet.

**Note:** The web pages in the Portal version of the IRG will display the former name until we update Portal applications to display Child Support Portal.

1.1 What Is the IRG?

The IRG offers profile and contact information for four different types of entities associated with the child support program:

- States and territories
- Tribes
- International – The Hague Treaty countries and foreign reciprocating countries with agreements with the United States to exchange child support information
- OCSE offices

**Profile information:** Contains program-specific law, policies, and procedures specific to each state and tribe. Profile information includes, for example, state-level reciprocity agreements, enforcement tools, and policies on age of majority, income withholding, paternity, and support order establishment. State profiles also include The Hague Country Profile questions. There is no profile information for international partners or OCSE offices.

**Contact information:** Contains address and other contact information for state and tribal child support programs, international partners, and OCSE offices.

1.2 What Features Does the IRG Offer?

The IRG offers easy access to profile and contact information. It also has other tools that enable you to work with that information. When you log into the IRG, it opens to the Profile tab for your state or tribe. Figure 1-1 shows a Virginia user’s view.
Chart 1-1 describes the tools available to work with IRG information, as well as additional resources.

<table>
<thead>
<tr>
<th>CHART 1-1: IRG MAIN PAGE DESCRIPTION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>Home</td>
<td>Returns to the view displayed in Figure 1-1 if you were on another page, such as the Profile Query</td>
</tr>
<tr>
<td>OSP</td>
<td>Returns to the Welcome to OCSE Security page</td>
</tr>
<tr>
<td>Exchange Agreements</td>
<td>View the types of child support information states have agreed to exchange with each other electronically via the Child Support Enforcement Network (CSENNet)</td>
</tr>
<tr>
<td>Profile Query</td>
<td>Search for answers to a single profile question for one or more states or tribes</td>
</tr>
<tr>
<td>Downloads</td>
<td>Access all downloads in a single location.</td>
</tr>
<tr>
<td></td>
<td>• State Download – Download the answers to profile questions from all states</td>
</tr>
<tr>
<td></td>
<td>• Tribal Download – Download the answers to profile questions from all tribes</td>
</tr>
<tr>
<td></td>
<td>• Address Download – Download addresses filtered by criteria you specify, such as date range or type of addresses: state, tribal, or international</td>
</tr>
<tr>
<td></td>
<td>• Address Type – Download addresses filtered by address type – enables users to create a list of contacts</td>
</tr>
<tr>
<td>Resources</td>
<td>View links to a variety of information of interest to child support personnel</td>
</tr>
<tr>
<td>LOGOUT</td>
<td>Logout of the IRG</td>
</tr>
</tbody>
</table>
### CHART 1-1: IRG MAIN PAGE DESCRIPTION

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Tool</td>
<td>Select the type of information you are seeking: state, international, tribe, or OCSE</td>
</tr>
</tbody>
</table>
| Profile tab | • View state and tribal laws, policies, and procedures for child support activities  
               • International countries do not have profiles on the IRG, but do have The Hague Country Profiles on The Hague website (click the Resources tab for a link to the website) |
| Contact tab | View contact information for the entity type you chose in the Search tool |

### CHART 1-2: IRG SEARCH TOOL DESCRIPTION

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>Gives access to state profiles and contacts</td>
</tr>
<tr>
<td>International</td>
<td>Gives access to international contacts</td>
</tr>
<tr>
<td>Tribe</td>
<td>Gives access to tribal profiles and contacts</td>
</tr>
<tr>
<td>OCSE</td>
<td>Gives access to OCSE contacts</td>
</tr>
</tbody>
</table>

### 1.3 How Do I Use the Search Tool?

The search tool, which appears in the header region of the profile and contacts pages, allows quick access to state and tribal profile and contact information.

*Note:* The State and Tribal Download pages do not contain the search tool, because they are intended for downloading only. The Profile Query only contains the option to switch between states and tribes, because only they have profiles.

Figure 1-2 illustrates the search tool with a state selected. Note the state icon on the right for access to the state’s child support website.

**Figure 1-2: IRG Search Tool in the Header Region – State Sample**

Chart 1-2 describes the features of the search tool.
### CHART 1-2: IRG SEARCH TOOL DESCRIPTION

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| –Select– | • Select the name of a state, international country, tribe, or OCSE office, depending on the entity you chose in the search tool  
• The list will display –Select– before you make a selection  
• **Note:** You must make a selection before clicking **GO** |
| **GO** | Opens the information you requested |

### 1.4 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 only. If you have not been active on an IRG page for 15 minutes, the system times out, and you need to log in again to continue using the IRG as an authorized user. A five-minute warning appears after 10 minutes of inactivity and a system message alerts you to click **Continue** if you want to keep your session active.

### 1.5 What if My Account Is Locked?

For child support personnel with a user ID and password (those using the Internet), 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 minutes, 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 ACCESS THE IRG?

You access the IRG either via the Portal or via the Internet.

- If authorized by your state, you access the IRG via the Portal (see section 2.1, “How Do I Access the IRG from the Portal?”)
- All other users must access the IRG via the Internet (see section 2.2, “How Do I Access the IRG from the Internet?”)

2.1 How Do I Access the IRG from the Portal?

This section describes accessing the IRG via the Portal. Because states have individual processes for logging into the Portal, we do not include those steps here.

Figure 2-1 shows the Portal Welcome page.

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

To enter the Portal:

Click *Agree*. (The Portal Home page opens, showing a link in the navigation panel to the IRG.)

**Note:** Depending on whether you are authorized to use other Portal applications, the navigation panel may contain links to other applications as well as to the IRG.

Figure 2-2 shows how to open the IRG.
To open the IRG:

Click **Intergovernmental Reference Guide** in the navigation panel.

### 2.2 How Do I Access the IRG from the Internet?

All users without access to the Portal enter the IRG via the Internet, by clicking: [https://ocsp.acf.hhs.gov/irg/welcome.html](https://ocsp.acf.hhs.gov/irg/welcome.html). This link opens the IRG Welcome page, shown in Figure 2-3.

![Figure 2-3: IRG Welcome Page](image)

Click **LOGIN** on the navigation bar. The Welcome to OCSE Security page opens, shown in Figure 2-4.

![Figure 2-4: OCSE Security Page](image)
2.2.1 HOW DO I REGISTER AS A NEW USER?

Registration involves two steps:

1. **Register**: Create your personal account. Within seven business days, you will receive an activation code from the IRG Help Desk.
2. **Activate your account**: After receiving the code, log in again to activate your account and begin using the IRG.

**Important**: You create and maintain your own user name and password. Every 60 days, the system prompts you to change your password seven days before it expires.

To register as a new user:

1. Click **Register** under **New User** on the Welcome to the OCSE Security page. (The Registration Certification page opens, shown in Figure 2-5.)
2. Read the terms of the agreement and click **Accept**. (The User Registration page opens, shown in Figure 2-6.)

**Note:** Clicking **Quit** ends the registration process and returns to the Welcome to OCSE Security page.

Chart 2-1 describes the elements on this page. Required fields show an asterisk.
### CHART 2-1: USER REGISTRATION DESCRIPTION

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*First Name</td>
<td>Your first name</td>
</tr>
<tr>
<td>*Last Name</td>
<td>Your last name</td>
</tr>
<tr>
<td>*E-mail Address</td>
<td>Your work e-mail address</td>
</tr>
<tr>
<td>*Phone</td>
<td>Your phone number (no spaces, hyphens, or dots allowed)</td>
</tr>
<tr>
<td>Fax</td>
<td>Your fax number (optional)</td>
</tr>
<tr>
<td>Phone Ext</td>
<td>Your extension if applicable (optional)</td>
</tr>
<tr>
<td>*Organization Type</td>
<td>Select your organization type: State, Tribal, or International</td>
</tr>
<tr>
<td>*Organization</td>
<td>Your organization: Depending on your chosen affiliation, select from a list of states, tribes, or countries</td>
</tr>
<tr>
<td>*User ID</td>
<td>• User ID – Enter your user ID according to these requirements:</td>
</tr>
<tr>
<td></td>
<td>− 8 characters</td>
</tr>
<tr>
<td></td>
<td>− Letters and numbers only</td>
</tr>
<tr>
<td>*Password</td>
<td>• Enter a password according to these requirements:</td>
</tr>
<tr>
<td></td>
<td>− Minimum of 8 characters</td>
</tr>
<tr>
<td></td>
<td>− Maximum of 15 characters</td>
</tr>
<tr>
<td></td>
<td>− At least one:</td>
</tr>
<tr>
<td></td>
<td>▪ Uppercase letter</td>
</tr>
<tr>
<td></td>
<td>▪ Lowercase letter</td>
</tr>
<tr>
<td></td>
<td>▪ Number</td>
</tr>
<tr>
<td></td>
<td>▪ Special character: @ # $ % ^ + =</td>
</tr>
<tr>
<td>*Re-enter Password</td>
<td>Re-enter your password exactly for verification</td>
</tr>
</tbody>
</table>
**CHART 2-1: USER REGISTRATION DESCRIPTION**

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| *Challenge Question Information* | Challenge questions contain answers that only you would know, so they protect your account from unauthorized use by someone else  
  - Select a different question for each option and enter the answer  
  - **Important!** You will need the answers to these questions when you activate your account, log in, or change your password in the future  
  The questions include:  
  - In what city did you meet your spouse/significant other?  
  - What is your favorite animal?  
  - What is your pet’s name?  
  - Who was your childhood best friend?  
  - What is your favorite restaurant?  
  - Who is your favorite historical person?  
  - Where does your nearest sibling live?  
  - In what town was your first job?  
  - What was your prom date’s first name?  
  - What was the make/model of your first car? |
| Next | Opens the User Registration – Service page |
| Clear | Removes any information you entered |
| Cancel | Stops the registration and returns to the Welcome to OCSE Security page |

To complete the form:

1. Fill out each asterisked field.
   **Important!** Make a note of your password and put it in a safe place. You will need it when you activate your account, and every time you sign in.

2. Fill out the telephone extension, if it’s needed to reach you directly, and the fax, if desired.

3. Select five different questions and fill in the answers.
   **Note:** You’ll be able to print the form containing your answers when you complete registration. For security reasons, the system does not print your password.

4. Click **Next**. (The User Registration – Service page opens, shown in Figure 2-7.)
2.2.2 WHAT IS AN ACCESS TYPE?

On the User Registration – Service page, Figure 2-7, you can select one of two access types: One is for those who only want to be able to view all IRG information, and the other is for IRG administrators who need to be able to make changes to their states’ IRG information.

**Figure 2-7: User Registration – Service**

Chart 2-2 describes the elements on this page.

<table>
<thead>
<tr>
<th>CHART 2-2: USER REGISTRATION – SERVICE ELEMENT DESCRIPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Element</strong></td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>Access Type: I want to only have view capabilities</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Access Type: I want to only have edit and view capabilities</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Next</td>
</tr>
<tr>
<td>Previous</td>
</tr>
<tr>
<td>Clear</td>
</tr>
</tbody>
</table>
### CHART 2-2: USER REGISTRATION – SERVICE ELEMENT DESCRIPTIONS

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel</td>
<td>Stops the registration process and returns to the Welcome to OCSE Security page</td>
</tr>
</tbody>
</table>

To select an access type:

1. Click the access type you want, using the descriptions listed above as a guide.
2. Click **Next** to continue the registration process. (The User Registration – Verification page opens, shown in Figure 2-8.)

The User Registration – Verification page displays your personal, security, and required access information, but not your password.

![Figure 2-8: User Registration – Verification](image)

To continue the registration:

1. Click **Print** to create a hard copy of your information.
   
   **Important!** Put the printout in a safe place. You’ll need this information in the future, in particular your user ID and answers to all challenge questions.

2. Click **Submit** to continue. (The Registration Confirmation page opens, shown in Figure 2-9.)

The Registration Confirmation page certifies that your registration meets the criteria for establishing a user name and password.
To complete registration:

1. Click **Welcome**. (The Welcome to OCSE Security page opens.)
2. Close your browser page to exit.

### 2.2.3 WHAT DOES THE ACTIVATION PROCESS INVOLVE?

All users registering to use the IRG from the Internet need approval to access the IRG by a designated IRG validator. For child support personnel, this means the IRG administrator in your state or tribe designated to approve access requests. That person must review your name and requested access type, and notify the IRG Help Desk of approval or denial.

These are the steps in the validation process:

1. After you receive the Registration Confirmation from the system, it sends an automatic notice of your request to the IRG Help Desk.
2. The Help Desk sends a request for validation to the designated IRG administrator in your state or tribe.
3. Once the Help Desk receives your administrator’s approval to grant access, the Help Desk sends you a validation code for activating your account.
4. You log into the IRG again, and then begin the activation process. (You only need to activate your account once.)

### 2.2.4 HOW LONG DOES IT TAKE TO GET AN ACTIVATION CODE?

You should receive an activation code via e-mail within seven business days after completing registration. If you do not receive the code in this timeframe, contact the IRG Help Desk at 410-277-9312 or e-mail at irg.helpdesk@ssa.gov.
2.2.5 HOW DO I ACTIVATE MY ACCOUNT?

To activate, you need the following information:

- User ID
- Password
- Activation code
- User Registration – Verification page you printed containing:
  - E-mail address
  - Responses to the challenge questions

To activate your account:

1. Click [https://ocsp.acf.hhs.gov/irg/welcome.html](https://ocsp.acf.hhs.gov/irg/welcome.html) to open the IRG. (The IRG Welcome page opens, shown in Figure 2-10.)

   **Figure 2-10: IRG Welcome Page**

2. Click **LOGIN** on the navigation bar. (The Welcome to OCSE Security page opens, shown in Figure 2-11.)

   **Figure 2-11: Welcome to OCSE Security**
3. Click **Log In** under **Registered User**. (The Login Certification page opens, shown in Figure 2-12.)

**Figure 2-12: Login Certification**

![Login Certification](image)

4. Read the terms of the agreement, and check the **I Accept** box.

5. Type your user ID, and then click **Enter**. (The User Activation page opens, shown in Figure 2-13.)

**Figure 2-13: User Activation**

![User Activation](image)

You must complete all fields, as indicated by an asterisk.

1. Enter data in all following fields:
   - User ID (pre-filled)
   - Activation Code
   - Password
2. Click **Activate** to receive a confirmation screen that you successfully registered to access the IRG. Return to the Welcome to OCSE Security page to log in.

**Note:** Click **Clear** to remove all entries or **Cancel** to stop the activation and return to the Welcome to the OCSE Security page.

### 2.3 How Do I Get a New Password?

You must change your password every 60 days. The system automatically reminds you via e-mail when your current password will expire in seven days. It contains a link to start the password change process.

If your password expires, use this process to create a new password.

**Password Policy**

Your new password must conform to the following requirements:

- Minimum of 8 characters
- Maximum of 15 characters
- At least one:
  - Uppercase letter
  - Lowercase letter
  - Number
  - Special character: @ # $ % ^ + =
- Must be different from your previous six passwords

To change your password:

1. Click [https://ocsp.acf.hhs.gov/irg/welcome.html](https://ocsp.acf.hhs.gov/irg/welcome.html) to open the IRG. (The IRG Welcome page opens, shown in Figure 2-14.)

**Figure 2-14: IRG Welcome Page**

![IRG Welcome Page](image-url)
2. Click **LOGIN** on the navigation bar. (The Welcome to OCSE Security page opens, shown in Figure 2-15.)

**Figure 2-15: Welcome to OCSE Security**

3. Click **Log In** under **Registered User**. (The Login Certification page opens, shown in Figure 2-16.)

**Figure 2-16: Login Certification**

4. Read the terms of the agreement, and check the **I Accept** check box.
5. Enter your **user ID**.
6. Click **Enter**. (The Login page opens, shown in Figure 2-17, displaying your user ID.)
7. Type your password and the answer to the challenge question, and then click Login. (The IRG main page opens.)

If your password has expired

You will see following page with a prompt to create a new password.

Figure 2-18: Login – After Password Expiration

2.3.1 WHAT IF I FORGOT MY PASSWORD?

On the Login page:

1. Click Forgot/Change Password (The Forgot/Change Password page opens, shown in Figure 2-19.)
2. Type your e-mail address.
3. Type your responses to the security questions
4. Click Submit (The Update Password page opens, shown in Figure 2-20.)

Figure 2-20: Update Password

5. Type your new password, and then re-enter it.
6. Click Submit. (You receive a confirmation page that your password change is successful.)

2.3.2 WHAT IF I FORGOT MY USER ID?

If you forgot your user ID, you can retrieve it.

1. Log into the IRG. (The IRG Welcome page opens. See Figure 2-3.)
2. Click LOGIN. (The Welcome to OCSE Security page opens. See Figure 2-4.)
3. Click Log In under Registered User. (The Login Certification page, shown in Figure 2-21, opens.)
4. Click **Forgot User ID** to the right of the User ID text box. (The Forgot User ID page opens, shown in Figure 2-22.)

**Figure 2-22:  Forgot User ID**

5. Enter the e-mail address you used to register, and then re-enter it.
6. Click **Submit** to continue to the Credential Management page, shown in Figure 2-23.
Figure 2-23: Credential Management

7. The system sends your user ID to your e-mail account.
8. Click Welcome to return to the Welcome to OCSE Security page to log in.
9. Retrieve your user ID from your e-mail and log in.
3. **HOW DO I GET PROFILE INFORMATION?**

The Profile tab offers access to state and tribal profile information. The profiles contain child support enforcement policies, procedures, and links to statutory information, where applicable, that underlie states’ and tribes’ child support programs. Profiles contain state and tribal responses to questions in the following program categories:

- General State- or Tribe-At-A-Glance
- UISFA
- Reciprocity (states only)
- Age of majority
- Statutes of limitations
- Support details
- Income withholding
- Paternity
- Support order establishment
- Support enforcement
- Modification and review/adjustment
- Lump sum payments
- Insurance match (states only)

**Note:** States’ profiles also contain their responses to The Hague Country Profile questions, which are marked with double asterisks at the end of each question. In the Profile query, you can use The Hague Country Profile Questions tab to search for states’ responses to only those questions. (See section 3.2, “Can I Search for the Answer to a Single Question?” for more information.)

### 3.1 How Can I View All Profile Information for a State or Tribe?

When you first search for a state or tribe, its page opens with the Profile tab displayed. Figure 3-1 shows an example of a tribe’s entries in the general program category.

**Figure 3-1: Profile – Tribal Sample**
To view a full profile:

1. Click State or Tribe in the IRG search tool. (This filters the –Select– list below the tool for either state or tribal names.)
2. Select a state or tribe from the –Select– list.
3. Click GO. (This starts a search for the state or tribe and opens its Profile tab.)

3.1.1 CAN I QUICKLY FIND ONE SECTION OF THE PROFILE?

You can quickly find a specific program category, like Age of Majority, for a single state or tribe on the Program Category list at the top of the profile.

To view a section of a profile:

Click the Program Category you want to view on the Program Category list.

3.1.2 CAN I DOWNLOAD A SINGLE PROFILE?

You can download a state or tribal profile directly from the profile page by clicking the Download Profile beneath the Updated On and Certified On dates in the upper right corner (see Figure 1-1).

3.1.3 CAN I DOWNLOAD ALL STATE OR TRIBAL PROFILES?

You can download profile information for all states or tribes using the Downloads tab on the navigation bar. Clicking State Download or Tribal Download opens the download page, shown in Figure 3-2. (For information on downloading addresses, see section 5, “How Do I Download Addresses from the IRG?”)

Figure 3-2: State or Tribal Download Page – Tribal Sample

```plaintext
Tribal Download

Alabama-Coushatta Tribe of Texas

A1. How many local NSE offices are in your Tribe (excluding agencies with cooperative agreements)?
   One
A2. With what types of agencies do you have cooperative agreements?
   State of Texas
A3. Does your Tribe have statutes that set forth the attorney-client relationship between the Tribal attorney and the agency?
   Yes
   Title 11, Section 11-0
B1. Does your Tribe recognize the Uniform Inter State Family Act (UISFA)?
   Yes
B2. What is the age of majority in your Tribe?
   18 years of age
B3. What is the statutory citation for the age of majority?
   Title 11, Section 402
C1. If not addressed in the code, at what age is child support automatically terminated as a matter of Tribal law? Qualify, if necessary.
   18 years of age. If a child is regularly enrolled and attending high school or an alternative high school program as a full-time student, the child must be entitled to support by the parents until the child graduates from high school, is emancipated, or reaches the age of 21 years, which ever occurs first.
```

To download all state or tribal profiles:

1. Click **State Download** or **Tribal Download**. (The contents of all profiles appear in the browser window.)
2. Select **File > Save As** from the browser menu. (The Save As dialog box opens.)
3. Navigate to the location desired for storing the file.
4. Type a file name. (The default name is IRG - Profile Download.)
5. Select **Text File (*.txt)** from the Save As type list. (This produces a text-only file.)
6. Click **OK**.

### 3.2 Can I Search for the Answer to a Single Question?

You can search for the answer to a single question from one or more states or tribes, using the Profile Query tab on the navigation bar. You can also search separately for states’ answers to The Hague Country Profile questions. After you click the tab, the Profile Query page, shown in Figure 3-3, appears.

**Figure 3-3: Profile Query – State Sample**

![Profile Query – State Sample](image)

To perform a profile query:

1. Click **Profile Query** on the navigation bar.
2. Click **State Questions**, **Tribal Questions**, or **Hague Country Profile Questions**. (The Select State button changes to Select Tribe when you click Tribal Questions.)
3. Click **Select State** (or **Select Tribe**) to select states or tribes to search. (The Profile Query States [or Tribes] list opens, as shown in Figure 3-4.)

**Note**: To choose states for Hague Country Profile questions, click Select State.
Figure 3-4: Profile Query – Select States or Tribes – State Sample

Note: The image does not show all states in order to illustrate the Clear, OK, and Cancel buttons.

To eliminate states or tribes from the query:

1. If you want to eliminate only a few states or tribes from the query:
   Click the check box beside the name to deselect states or tribes individually.

   OR

2. If you want to eliminate a number of states or tribes from the query:
   Scroll to the bottom of the page, and then click Clear to deselect all. Then click the
   check box beside the states or tribes you want to query.

   THEN

3. Click OK to close the States or Tribes page. (The IRG includes all checked states or
   tribes in the query.)

3.2.1 HOW DO I SELECT A QUESTION FOR THE QUERY?

This Profile Query allows you to select a Program Category and a profile question. The query
searches for answers to one question at a time.

To continue the query:

1. Click the Program Category list. (The Profile Query Program Category list opens,
   shown in Figure 3-5.)
2. Select a category.

After selecting the Program Category, the page refreshes to display all questions associated with the selected Program Category, as illustrated in Figure 3-6.

3. Select the desired Profile Question.
4. Click **Submit** (The Profile Query – Profile Query Response page, shown in Figure 3-7, opens.)
3.2.2 WHAT RESULTS DO I GET FROM A PROFILE QUERY?

The Profile Query Response page displays the selected states or tribes, selected question, and state or tribal response (in alphabetical order if you chose more than one state or tribe).

Figure 3-7: Profile Query – Profile Query Response – State Sample

3.2.3 CAN I SAVE OR PRINT THE PROFILE QUERY RESPONSES?

You can either save or print a copy of the responses from the PDF file.

To save or print the responses:

1. Click Print PDF. (A PDF file of the responses opens, Figure 3-8.)
2. Click either the **Save** or **Print** icon in the upper left corner of the PDF. (The PDF saves or prints.)

3. Close the PDF to return to the Profile Query Response page.

4. Click **Return to Questions** to create another query.
4. HOW DO I GET ADDRESS INFORMATION?

The address pages all work in a similar manner, whether you select State, International, Tribe, or OCSE in the IRG search tool.

4.1 How Do I Find the Address I Want?

The Contact tab opens to display a list of the state’s or tribe’s contacts. The example in Figure 4-1 shows a state version of the Contact tab.

Figure 4-1: Contact Tab – State Sample

This view contains basic information including:

- First and last name
- Address type
- Department
- Phone number
4.1.1 CAN I NARROW MY RESULTS?

The criteria you can select depend on the category of contact information you identified in the search tool: State, International, Tribe, or OCSE. Chart 4-1 shows the criteria available for each of the four address categories.

**Note:** When you select the Address Type list for a state, the address types listed are those the state’s administrator has chosen from the more than 30 state address types supported by the IRG system. Therefore, the address type lists will vary from one state to another. Tribes have two address types.

---

**CHART 4-1: SEARCH CRITERIA FOR ADDRESSES**

<table>
<thead>
<tr>
<th>Address Category</th>
<th>Criteria Available</th>
</tr>
</thead>
</table>
| State – Type     | • State – Allows selection of statewide address types  
                  • County – Allows selection of counties, displaying the county codes  
                  • Region – Allows selection of state regions, if the state has regions  
                  (The region list is blank if the state does not have regions) |
| State – Address Types | These are commonly-used address types for states among over 30 available in the IRG for states:  
                        • Central Registry Contact  
                        • Central Registry Contact  
                        • Continuing Exclusive Jurisdiction Contact  
                        • Copy of Order Contact  
                        • Customer Service Contact  
                        • Domestic Violence Contact  
                        • Genetic Testing and Interstate Teleconferencing Contact  
                        • Intergovernmental Reference Guide Contact  
                        • Interstate Policy Contact  
                        • New Hire Reporting Contact  
                        • PRWORA-Administrative Policies, Procedures Contact  
                        • Paternity Acknowledgement Copies Contact  
                        • Paternity Acknowledgement Forms Contact  
                        • Service of Process Contact  
                        • State Disbursement Unit  
                        • State IV-D Director  
                        • State Long Arm Statute and Process Contact  
                        • State Parent Locator Service  
                        • State Paternity Acknowledgement Hospital Contact  
                        • Tax Offset Coordinator  
                        Details:  
                        • Last name, city, ZIP Code |
<p>| International     | Province, if the country has provinces (like Canada) |</p>
<table>
<thead>
<tr>
<th>Address Category</th>
<th>Criteria Available</th>
</tr>
</thead>
</table>
| Tribal Address Types | These are search criteria for tribes:  
  - Tribal Office 1  
  - Tribal Office 2  
  Details:  
  - Region, Last name |
| OCSE Address Types | Complete list of address types:  
  - Central  
  - Access and Visitation  
  - CSENet  
  - Data Transmission  
  - Division of State and Tribal Systems  
  - Employer Services  
  - Intergovernmental Reference Guide  
  - Interstate Case Reconciliation  
  - National Directory of New Hires  
  - Passport Denial  
  - Tax Offset  
  OCSE Regions  
  - IV – Atlanta  
  - I – Boston  
  - V – Chicago  
  - VI – Dallas  
  - VIII – Denver  
  - VII – Kansas City  
  - II – New York  
  - III – Philadelphia  
  - IX – San Francisco  
  - X – Seattle |

To search for a contact:

1. Select your criteria.
2. Click Search.

### 4.2 What Results Do I Get from a Search?

When the entity you selected has numerous contacts, you can use the Address Type or detail criteria at the top of the tab to quickly find the person you are looking for. Figure 4-2 shows results filtered by the Central Registry Contact address type. You could have filtered by details like city, ZIP code, or last name, as well.
4.3 How Do I Get Contact Details?

The information displayed on the Contact tab may be all you need. But, if you need more details, you can view the Contact Information page, shown in Figure 4-3.

To open the Contact Information page:

1. Click the button to the left of the address you want on the Contact tab.
2. Click View.
4.4 How Can I Page Through Contact Details?

You can quickly navigate back and forth through contact details pages without returning to the main list on the Contact tab, using the Previous and Next buttons at the bottom of the Contact Information page.

Figure 4-4: Navigating with Previous and Next Buttons
5. **HOW DO I DOWNLOAD ADDRESSES FROM THE IRG?**

You can download the following types of addresses from the IRG:

- State, including state region addresses, where applicable and addresses for specific state and county address types
- International
- Tribal
- Regional and central OCSE

For some downloads, you can specify a date range. For address type downloads, you can customize the information you receive by selecting fields that you want to include in the download.

### 5.1 What Is the IRG Download Record Layout?

The record layout describes the structure of IRG address data. To view or download the layout, go to the [IRG Download Record Layout](#) on the OCSE website.

### 5.2 What Information Does the Address Download Page Offer?

The IRG Address Download page, shown in Figure 5-1, allows you to download addresses for international countries, states, and tribes. You can access the page from the Downloads tab on the navigation bar or from a link in the page footer at the bottom of all IRG pages.

To open the Address Download page:

Click **Address Download** on the Download tab.

*Figure 5-1: Address Download Page*
Chart 5-1 describes the features of this page.

<table>
<thead>
<tr>
<th>CHART 5-1: IRG ADDRESS DOWNLOAD PAGE DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page Element</td>
</tr>
<tr>
<td>All International Records</td>
</tr>
<tr>
<td>Submit</td>
</tr>
<tr>
<td>All Records</td>
</tr>
<tr>
<td>International Records?</td>
</tr>
<tr>
<td>Tribal Records?</td>
</tr>
<tr>
<td>Submit</td>
</tr>
<tr>
<td>All Tribal Records</td>
</tr>
<tr>
<td>Submit</td>
</tr>
<tr>
<td>International Records</td>
</tr>
<tr>
<td>Start Date:</td>
</tr>
<tr>
<td>End Date:</td>
</tr>
<tr>
<td>Submit</td>
</tr>
<tr>
<td>State Records</td>
</tr>
<tr>
<td>– All States –</td>
</tr>
<tr>
<td>State Records</td>
</tr>
<tr>
<td>Start Date:</td>
</tr>
<tr>
<td>End Date:</td>
</tr>
<tr>
<td>Submit</td>
</tr>
<tr>
<td>Tribal Records</td>
</tr>
<tr>
<td>Start Date:</td>
</tr>
<tr>
<td>End Date:</td>
</tr>
<tr>
<td>Submit</td>
</tr>
</tbody>
</table>
To download address records:

1. Select the type of download you want, including a date range, if applicable.
2. Click **Submit**. (A message appears asking if you want to save the file.)
3. Click **Save**. (The Windows Save As dialog box opens.)
4. Give the file a name, if desired, and then select a location.
5. Click **Save**.

**Note:** If no address records exist for the download criteria selected, the message “Data not found” appears.

### 5.3 How Does Address Type Download Differ from Address Download?

The Address Type Download page, shown in Figure 5-2, lets you customize the information downloaded, by choosing the address fields you want to download. This lets you eliminate address elements you don’t need. Further, you can select a state address type and download contact information from that address type from all states or several states of your choosing.

This page enables you to download the following types of addresses:

- International Records
- Tribal Records
- Regional OCSE Records
- Central OCSE Records
- State Region Records (for states that have regions)
- State addresses by State Address Type
- State addresses by County Address Type

**Figure 5-2: Address Type Download Page**
Chart 5-2 describes the features of this window.

<table>
<thead>
<tr>
<th>CHART 5-2: ADDRESS TYPE DOWNLOAD PAGE DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Element</strong></td>
</tr>
<tr>
<td>International Records</td>
</tr>
<tr>
<td>Tribal Records</td>
</tr>
<tr>
<td>Regional OCSE Records</td>
</tr>
<tr>
<td>Central OCSE Records</td>
</tr>
</tbody>
</table>
| State –All States– | • Select –All States– or a single state to download state or county addresses by address type  
• You must select either a state or a county address type to complete this download |
| State Region Records | • Initiates a download of the region addresses of the state selected in the State list  
• **Note:** Not all states have regions |
| State Address Type –Select State Address Type– | Identifies addresses associated with the selected state address type  
• When you select a single state in the state list, the download retrieves an address for that state only  
• When you select –All States–, the download retrieves the selected address for all states |
| State Address Type Download | Choose an address type from the –Select State Address Type– list  
• Retrieves addresses for a single state or all states, depending on your selection in the State list  
• Initiates a download of the selected states and address types  
• This button becomes enabled when you choose a State Address Type |
| County Address Type –Select County Address Type– | Identifies addresses associated with the selected county address type  
• When you select a single state in the State list, the download retrieves a county address for that state  
• When you select –All States–, the download retrieves county addresses for all states |
| County Address Type Download | • Initiates a download of the county address type you selected  
• This button becomes enabled when you choose a County Address Type |
To open the Address Type Download page:

On the Downloads tab on the navigation bar, click **Address Type Download**. (The Address Type Download page opens.)

**Note**: A link to this page also appears at the bottom of all IRG pages in the page footer.

### 5.3.1 HOW DO I ELIMINATE ADDRESS FIELDS I DON'T NEED?

Before you begin to download addresses, decide whether you want to choose a subset of address fields before downloading. This is useful if you only need key address elements, rather than all fields available.

**Note**: You will need to reselect address fields for each download you perform.

The Address Fields for Download dialog box, shown in Figure 5-3, allows you to select address fields to exclude from the download. If you only want a selected number of fields, you can clear all selections, and then click the ones you want to include.
Figure 5-3: IRG Address Fields for Download Dialog Box

Chart 5-3 describes the features of this dialog box.

<table>
<thead>
<tr>
<th>Page Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Name</td>
<td>Lists the fields contained in the download with check boxes that allow you to select or deselect elements you don’t need</td>
</tr>
<tr>
<td>Clear</td>
<td>Deselects all selected fields</td>
</tr>
<tr>
<td>OK</td>
<td>Confirms address elements you selected for the current download</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels changes and closes the dialog box</td>
</tr>
</tbody>
</table>

To eliminate address elements from the download:

1. Click Select Address Fields to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click OK.
3. Click the check boxes to deselect unnecessary address elements, or click Clear, and then click only the elements you want.
4. Click OK.
5. Proceed to downloading the desired information.

**Note:** You must make these selections for each download. After the download, this page defaults to all elements selected.
5.4 How Do I Download the Addresses?

To download international, tribal, regional OCSE, or central OCSE addresses:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Click the button labeled with the addresses you want. (A message appears asking whether you want to save the file.)
4. Click **Save**. (The Windows Save As dialog box appears.)
5. Type a file name, if desired, and then select a location.
6. Click **Save**.

To download state region addresses:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Select the state whose regional addresses you want. (Not all states have regions.)
4. Click **State Region Records**. (A message appears asking whether you want to save the file if state region address records are available. If not, a message appears stating “Data is not found.”)
5. If the state has region addresses, click **Save**. (The Windows Save As dialog box appears.)
6. Type a file name, if desired, and then select a location.
7. Click **Save**.

To download state or county addresses by address type:

1. Click **Select Address Fields** to choose address fields to include, if desired. (The Address Fields for Download dialog box opens.)
2. Make your choices, and then click **OK**.
3. Select **All States** or a **single state** from the –All States– list.
4. Select either a **state** or a **county address type**. (Depending on your selection, either the **State Address Type** or the **County Address Type** button becomes enabled.)
5. Click **State Address Type** or **County Address Type**. (A message appears asking whether you want to save the document.)
6. Click **Save**. (The Windows Save As dialog box appears.)
7. Type a file name, if desired, and then select a location.
8. Click **Save**.
A. SUMMARY OF CHANGES

Chart A-1 lists the changes to this document.

**Note:** The locations are hyperlinks; when you click them, you will go directly to that section. To return to this page, type `ALT + left arrow` on your keyboard.

<table>
<thead>
<tr>
<th>Location</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All screen prints containing the Navigation bar</td>
<td>Replaced to show the new Downloads tab</td>
</tr>
<tr>
<td>Section 1, “Introduction”</td>
<td>Changed the reference to the State Services Portal (SSP) to a new name, Child Support Portal (Portal)</td>
</tr>
</tbody>
</table>
| Section 1.2, “IRG Main Page Description” | • Described the function of clicking OSP to return to the Welcome to OCSE Security page  
• Listed the types of downloads available from the new Downloads tab |
| Section 3, “How Do I Get Profile Information?” | Added information about The Hague country profile questions |
| Section 3.2, “Can I Search for the Answer to a Single Question?” | Added information about searching for The Hague country profile questions |
| Section 3.1.2, “Can I Download a Single Profile?” | Added information about downloading a single profile from the Profile tab |
| Section 3.2.3, “Can I Save or Print the Profile Query Responses?” | Added information about saving and printing responses from a PDF file |
| Section 4.4, “How Can I Page Through Contact Details?” | Described the new Previous and Next buttons for navigating through the Contact Information details pages without having to return to the contact list |
| Section 5, “How Do I Download Addresses from the IRG?” | Added a new section consolidating information on performing all downloads of IRG address data |