

OCSE Federal Parent Locator Service

Intergovernmental Reference Guide

State and Tribal Child Support Users' Guide

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Administration for Children and Families
Office of Child Support Enforcement
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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.

Figure 1-1: IRG Main Page

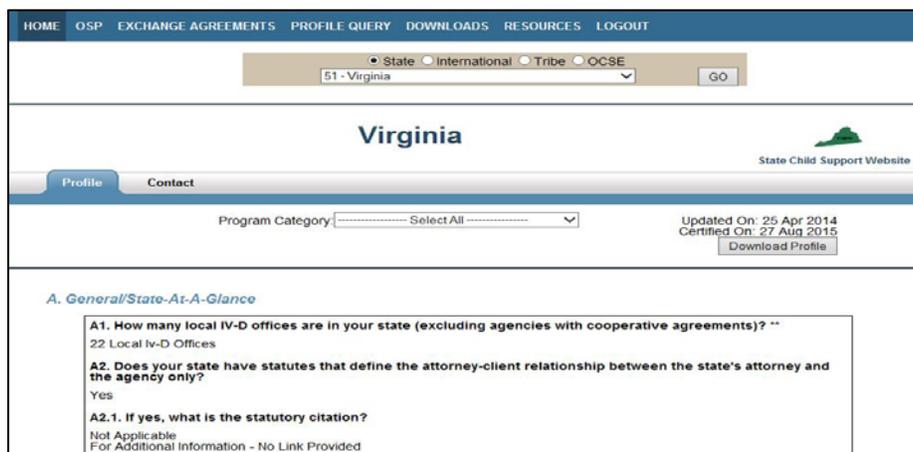


Chart 1-1 describes the tools available to work with IRG information, as well as additional resources.

CHART 1-1: IRG MAIN PAGE DESCRIPTION	
Element	Description
Home	Returns to the view displayed in Figure 1-1 if you were on another page, such as the Profile Query
OSP	Returns to the Welcome to OCSE Security page
Exchange Agreements	View the types of child support information states have agreed to exchange with each other electronically via the Child Support Enforcement Network (CSENet)
Profile Query	Search for answers to a single profile question for one or more states or tribes
Downloads	Access all downloads in a single location. <ul style="list-style-type: none"> • State Download – Download the answers to profile questions from all states • Tribal Download – Download the answers to profile questions from all tribes • Address Download – Download addresses filtered by criteria you specify, such as date range or type of addresses: state, tribal, or international • Address Type – Download addresses filtered by address type – enables users to create a list of contacts
Resources	View links to a variety of information of interest to child support personnel
LOGOUT	Logout of the IRG

CHART 1-1: IRG MAIN PAGE DESCRIPTION	
Element	Description
Search Tool	Select the type of information you are seeking: state, international, tribe, or OCSE
Profile tab	<ul style="list-style-type: none"> 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

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	
Element	Description
State	Gives access to state profiles and contacts
International	Gives access to international contacts
Tribe	Gives access to tribal profiles and contacts
OCSE	Gives access to OCSE contacts

CHART 1-2: IRG SEARCH TOOL DESCRIPTION	
Element	Description
-Select-	<ul style="list-style-type: none"> • 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



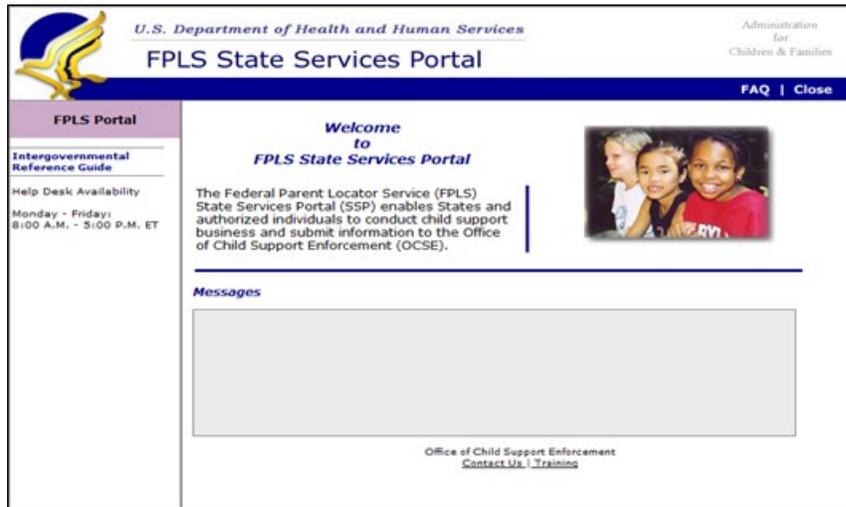
To enter the Portal:

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.

Figure 2-2: FPLS Portal Home Page



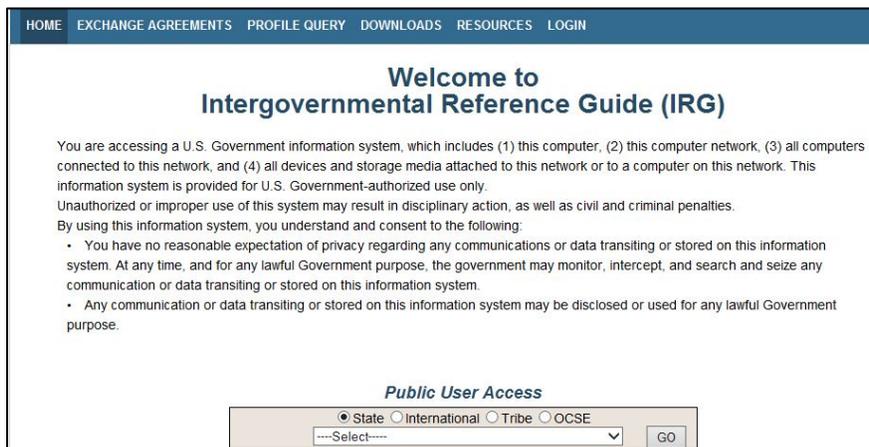
To open the IRG:

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>. This link opens the IRG Welcome page, shown in Figure 2-3.

Figure 2-3: IRG Welcome Page



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

Figure 2-4: Welcome to OCSE Security



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.)

Figure 2-5: Registration Certification

OS WELCOME

Registration Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

By clicking the 'Accept' button below you certify that you have read, understand, and agree to the terms of this agreement.

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.

Figure 2-6: User Registration

OS WELCOME

User Registration

* indicates required field

Personal Information

* First Name: * Last Name:
* Email Address:
* Phone: Phone Ext:
Fax:

User Affiliation

* Organization Type:
* Organization:

Security Information

* User ID: (Required 8 characters; alpha-numeric only)
* Password: Password Policy
* Re-enter Password:

Challenge Question Information

* Question 1:
* Answer 1:
* Question 2:
* Answer 2:
* Question 3:
* Answer 3:
* Question 4:
* Answer 4:
* Question 5:
* Answer 5:

Chart 2-1 describes the elements on this page. Required fields show an asterisk.

CHART 2-1: USER REGISTRATION DESCRIPTION	
Element	Description
*First Name	Your first name
*Last Name	Your last name
*E-mail Address	Your work e-mail address
*Phone	Your phone number (no spaces, hyphens, or dots allowed)
Fax	Your fax number (optional)
Phone Ext	Your extension if applicable (optional)
*Organization Type	Select your organization type: State, Tribal, or International
*Organization	Your organization: Depending on your chosen affiliation, select from a list of states, tribes, or countries
*User ID	<ul style="list-style-type: none"> • User ID – Enter your user ID according to these requirements: <ul style="list-style-type: none"> – 8 characters – Letters and numbers only
*Password	<ul style="list-style-type: none"> • Enter a password according to these requirements: <ul style="list-style-type: none"> – Minimum of 8 characters – Maximum of 15 characters – At least one: <ul style="list-style-type: none"> ▪ Uppercase letter ▪ Lowercase letter ▪ Number ▪ Special character: @ # \$ % ^ + =
*Re-enter Password	Re-enter your password exactly for verification

CHART 2-1: USER REGISTRATION DESCRIPTION	
Element	Description
*Challenge Question Information	<p>Challenge questions contain answers that only you would know, so they protect your account from unauthorized use by someone else</p> <ul style="list-style-type: none"> • 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 <p>The questions include:</p> <ul style="list-style-type: none"> • 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.

CHART 2-2: USER REGISTRATION – SERVICE ELEMENT DESCRIPTIONS	
Element	Description
Service	“Intergovernmental Reference Guide (IRG)” (pre-filled)
Access Type: I want to only have view capabilities	For Child Support Personnel <ul style="list-style-type: none"> View all state and tribal profile and contact information, including direct telephone numbers, for all address types
Access Type: I want to only have edit and view capabilities	For IRG Administrators <ul style="list-style-type: none"> Add, change, and delete profile and contact information, and certify that the profile and contact information is up-to-date every 30 days Administrators who do not certify the data in 30 days receive daily e-mails until they certify their state’s or tribe’s data is correct
Next	Continues the registration process and opens the User Registration – Verification page
Previous	Returns to the User Registration page
Clear	Removes any information you entered

CHART 2-2: USER REGISTRATION – SERVICE ELEMENT DESCRIPTIONS	
Element	Description
Cancel	Stops the registration process and returns to the Welcome to OCSE Security page

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.

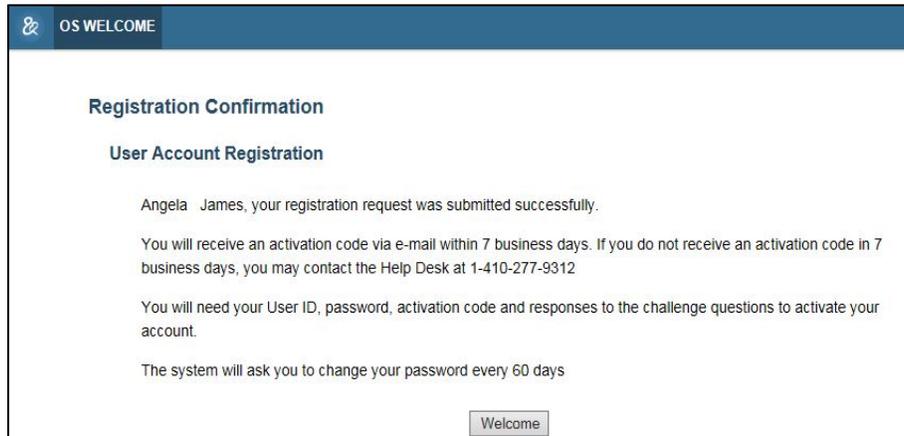
Figure 2-8: User Registration – Verification

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.

Figure 2-9: Registration Confirmation



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?

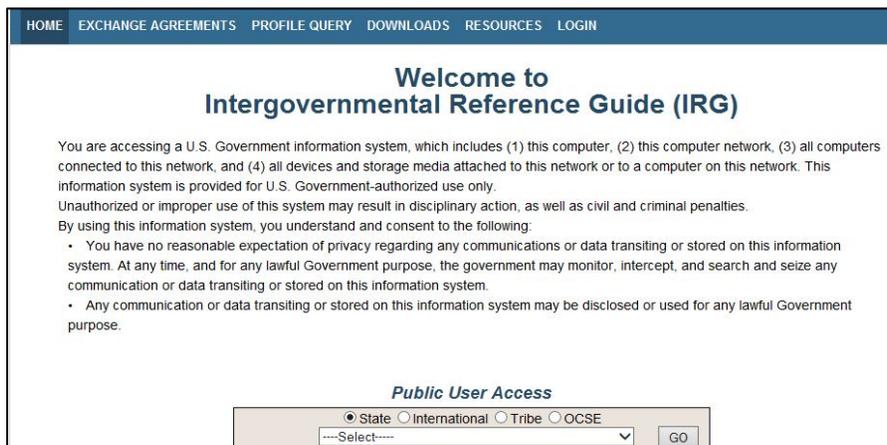
To activate, you need the following information:

- 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> 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

OS WELCOME

Login Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.

I Accept

User ID: [Forgot User ID?](#)

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

OS WELCOME

User Activation

* Indicates required field

User ID:

* Activation Code:

* Password: [Forgot/Change Password?](#)

* Email Address:

* In what city did you meet your spouse/significant other?:

* What is your pet's name?:

* What is your favorite restaurant?:

* Who was your childhood best friend?:

* In what town was your first job?:

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

1. Enter data in all following fields:
 - User ID (pre-filled)
 - Activation Code
 - Password

- E-mail Address
 - Challenge questions responses
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

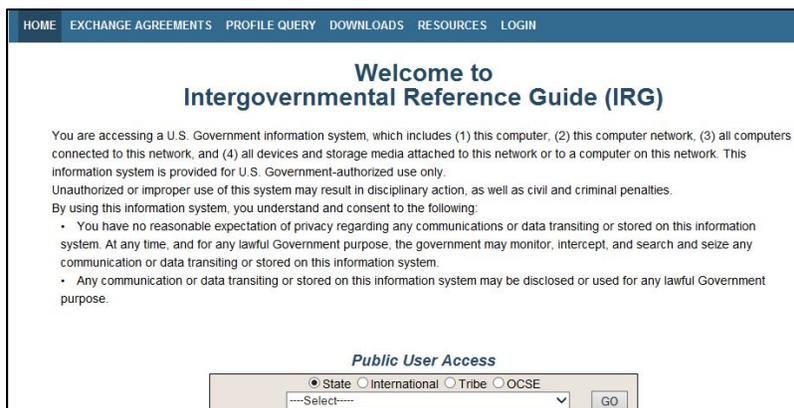
Your new password must conform to the following requirements:

- 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> to open the IRG. (The IRG Welcome page opens, shown in Figure 2-14.)

Figure 2-14: IRG Welcome Page



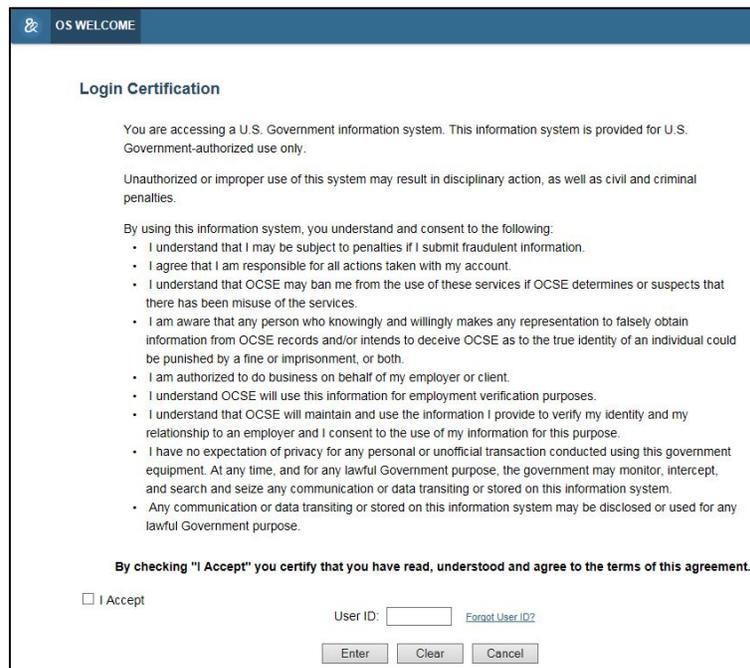
2. Click **LOGIN** on the navigation bar. (The Welcome to OCSE Security page opens, shown in Figure 2-15.)

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.)

Figure 2-17: Login

The screenshot shows a web interface for logging in. At the top left, there is a logo and the text 'OS WELCOME'. The main heading is 'Login' with a red asterisk and the text '* Indicates required field' below it. The form contains the following elements:

- User ID: A text box containing 'AKasey12'.
- * Password: A text box with a red asterisk, followed by a link 'Forgot/Change Password?'.
- * In what city did you meet your spouse/significant other?: A text box with a red asterisk.
- Buttons: 'Login', 'Clear', and 'Cancel' at the bottom.

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

The screenshot shows the same login interface as Figure 2-17, but with a message indicating password expiration. The message reads: 'Your password has expired. Click [Forgot/Change Password?](#) to create a new password. Clicking the Login button will redirect you to the same link.' The form elements are:

- User ID: A text box containing 'Alaska'.
- * Password: A text box with a red asterisk, followed by a link 'Forgot/Change Password?'.
- * What is your pet's name?: A text box with a red asterisk.
- Buttons: 'Login', 'Clear', and 'Cancel' at the bottom.

2.3.1 WHAT IF I FORGOT MY PASSWORD?

On the Login page:

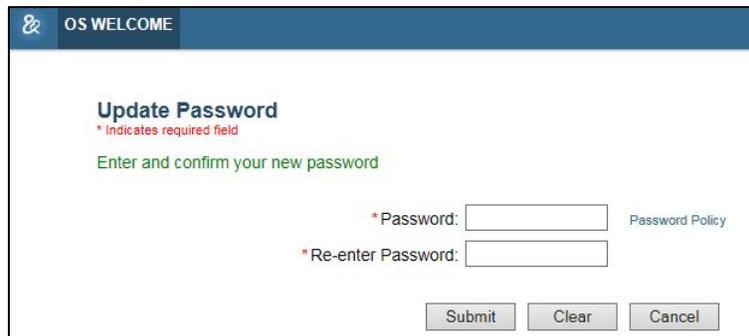
1. Click **Forgot/Change Password** (The Forgot/Change Password page opens, shown in Figure 2-19.)

Figure 2-19: Forgot/Change Password



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.)

Figure 2-21: Login Certification

OS WELCOME

Login Certification

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to an employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

By checking "I Accept" you certify that you have read, understood and agree to the terms of this agreement.

I Accept

User ID: [Forgot User ID?](#)

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

OS WELCOME

Forgot User ID

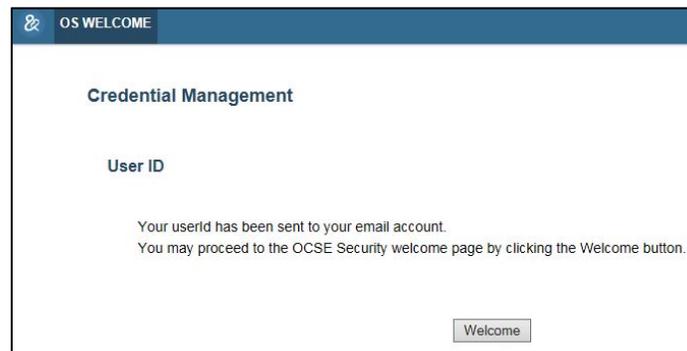
*fields required field

*Email Address:

*Re-enter Email Address:

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

The screenshot shows a page titled "Tribal Download" with a header for "Alabama-Coushatta Tribe of Texas". Below the header, there are several sections of data:

- A1. How many local IV-D 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 only?
Yes
- A3.1. If yes, what is the statutory citation?
Title VII Section 113
- B1. Does your Tribe recognize the Uniform Inter State Family Act (UIFSA)?
Yes
- D1. What is the age of majority in your Tribe?
18 years of age
- D2. What is the statutory citation for the age of majority?
Title VII Section 402
- D2.1. If not addressed in the order, 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 shall be entitled to support by the parents until the child graduates from high school, is emancipated, or reaches the age of 20 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

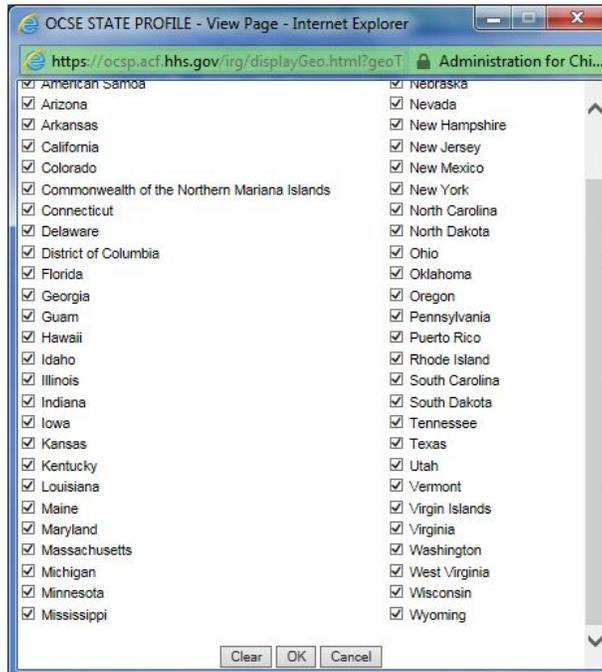


To perform a profile query:

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.)

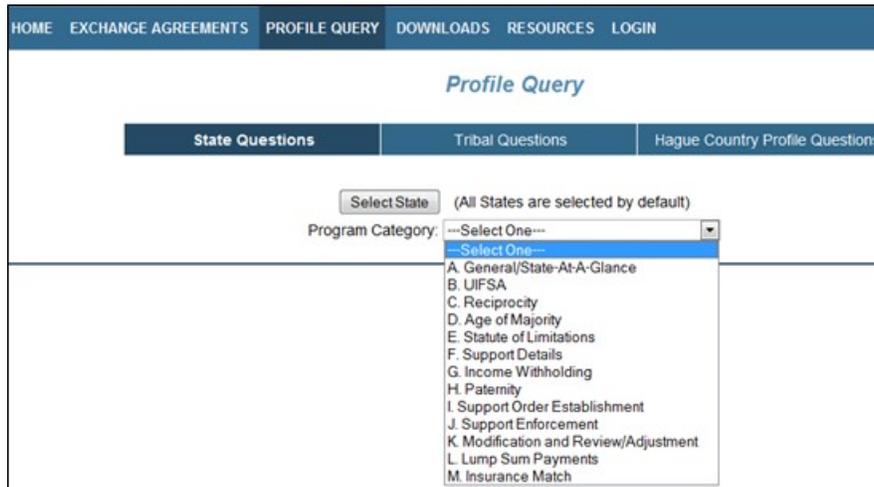
3.2.1 HOW DO I SELECT A QUESTION FOR THE QUERY?

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.)

Figure 3-5: Profile Query – Program Category List – State Sample

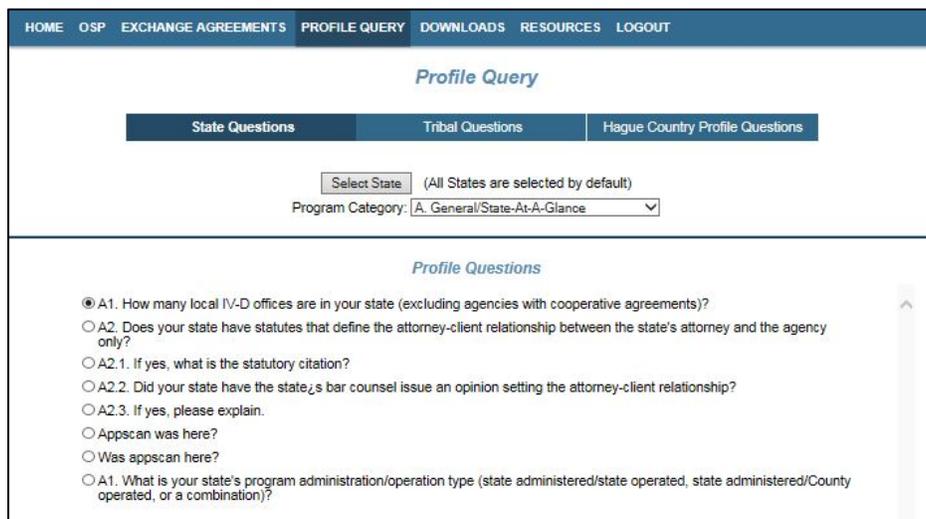


Note: The Tribal Program Category list does not contain Insurance Match.

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.

Figure 3-6: Profile Query – Profile Questions – State Sample



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

The screenshot shows a web interface for a profile query. At the top, there is a navigation bar with links: HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY (highlighted), DOWNLOADS, RESOURCES, and LOGOUT. Below the navigation bar, the page title is "Profile Query". There are three tabs: "State Questions" (selected), "Tribal Questions", and "Hague Country Profile Questions". Below the tabs, there is a "Select State" button and a note "(All States are selected by default)". A "Program Category" dropdown menu is set to "A. General/State-At-A-Glance". The main content area is titled "Profile Query Response" and displays question A1: "How many local IV-D offices are in your state (excluding agencies with cooperative agreements)?". Below the question is a table with five rows, one for each state: Florida, Maryland, North Carolina, Pennsylvania, and Texas. Each row contains the state name and a detailed response. At the bottom of the page, there are two buttons: "Return to Questions" and "Print PDF".

State	Response
Florida	Florida Attorney General; Miami-Dade County State Attorney's Office; County Sheriffs; Clerks of Court; Departments of Children and Families (public assistance), Financial Services, Business and Professional Regulation, Corrections, Health (Office of Vital Statistics and Medical Assurance), Highway Safety and Motor Vehicles, Law Enforcement, and Lottery; Federal District Courts; utility companies; Agency for Workforce Innovation and Workforce Development Boards; Ounce of Prevention Fund of Florida/Florida's Commission on Responsible Fatherhood.
Maryland	Prosecutors, Sheriffs and Clerks of Court. Test
North Carolina	Administrative Office of the Courts, several local sheriff's departments and attorneys
Pennsylvania	There are 67 County Courts of Common Pleas, Domestic Relations Sections, which are under cooperative agreement with the Pennsylvania Department of Public Welfare to provide Title IV-D services.
Texas	Cooperative agreements reached with limited number of county offices; these agreements do not affect incoming interstate cases.

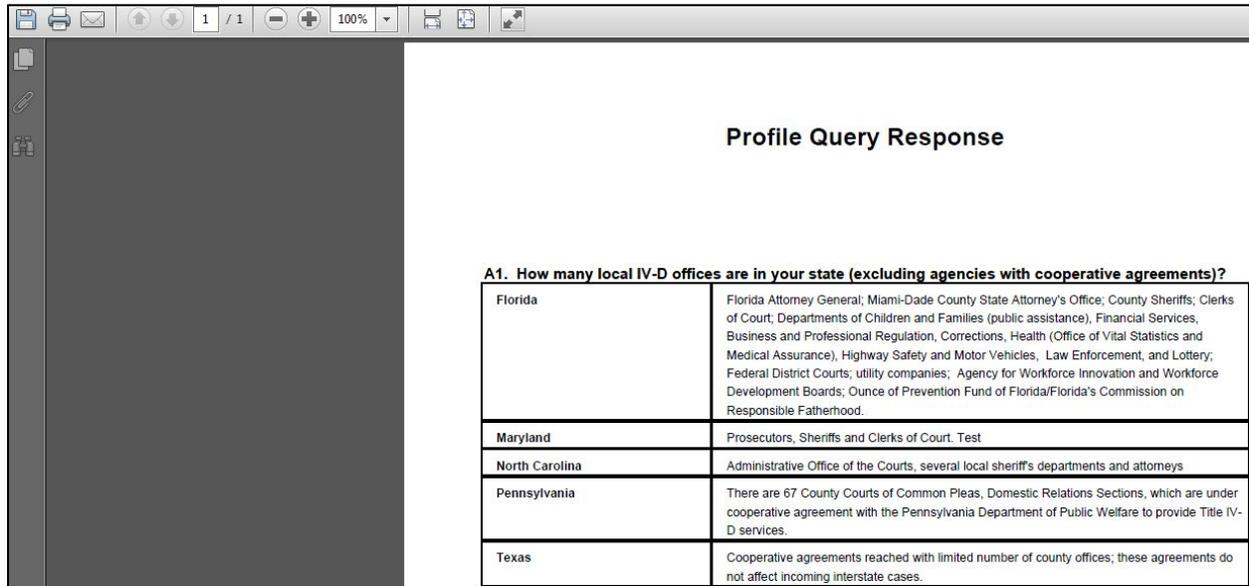
3.2.3 CAN I SAVE OR PRINT THE PROFILE QUERY RESPONSES?

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.)

Figure 3-8: Profile Query Response – PDF



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

First Name	Last Name	Address Type	Department	Phone
		Automated Interstate Case Payment Requests Contact	Automated Interstate Case Pymnt Req	804855594
		Automated Interstate Case Status Requests Contact	Automated Interstate Cases Status Req	804855594
Steve	Margeson	CS/Niel Contact	Division of CSG	8047267546
Jane	Do	Central Registry Contact	DCSG	8045551098
Patel	Rinn	Collection and Distribution Contact	DSS Division of Finance	8047267541
Jane	Do	Continuing Exclusive Jurisdiction Contact	DCSG	8045551098
Jane	Do	Copy of Order Contact	DCSG	8045551098
		Domestic Violence Contact	S & DV Action Alliance	8043770325
Patel	Rinn	Electronic Funds Transfer Contact	DSS Division of Finance	8047267541
C. Patricia	Watson	Employer Assistance Contact	Division of CSG	8047267412
C. Patricia	Watson	Employer Income Withholding Contact	Division of CSG	8047267412
Carrie	Baskett	Financial Institution Data Match Contact	Division of CSG	8047267764
Test		Genetic Testing and Interstate Teleconferencing Contact		1334887890
Bob	Owen	Guideline Calculations Contact	Guideline Calculations	8047267434
Regina	Newman	Intergovernmental Reference Guide Contact	DCSG: Program Guidance Team	8047267445
Regina	Newman	Interstate Policy Contact	Program Guidance Team	8047267445
Bob	Owen	National Medical Support Contact	Program Guidance Team	8047267434
Jeff	McDermott	New Hire Reporting Contact	New Hire Reporting Contact	8047267551
Paulette	Reiney	Non W-D Contact	DCSG	8047267468
Regina	Newman	PRWORA-Administrative Policies Procedures Contact	PRWORA Contact	8047267445
Thomas	Rush	Passport Denial Contact	Division of CSG	8047267547
Strends	Adkins	Paternity Acknowledgement Copies Contact	Paternity Acknowledgment Copies	8047267449
Sandra	Steen	Paternity Acknowledgement Forms Contact	Paternity Acknowledgment Forms Contact	8047267550
C. Patricia	Watson	Payment Records Contact	Division of CSG	8047267412
Jerry	Lewis	Privatization Contact	Division of CSG	8047267407
Paulette	Reiney	Service of Process Contact	DCSG	8047267468
Patel	Rinn	State Disbursement Unit	Payments	8047267541
Craig M	Burham	State W-D Director	Deputy Commissioner	8047267418
Steve	Margeson	State Lien Contact	Division of CSG	8047267546
Regina	Newman	State Long Arm Statute and Process Contact	Program Guidance Team	8047267445
Paulette	Reiney	State Parent Locator Service	DCSG	8047267468
Jerry	Lewis	State Paternity Acknowledgement Hospital Contact	Division of CSG	8047267407
Thomas	Rush	Tax Offset Coordinator	Tax Offset	8047267547

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	
Address Category	Criteria Available
State – Type	<ul style="list-style-type: none"> • 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	<p>These are commonly-used address types for states among over 30 available in the IRG for states:</p> <ul style="list-style-type: none"> • 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 <p>Details:</p> <ul style="list-style-type: none"> • Last name, city, ZIP Code
International	Province, if the country has provinces (like Canada)

CHART 4-1: SEARCH CRITERIA FOR ADDRESSES	
Address Category	Criteria Available
Tribal Address Types	<p>These are search criteria for tribes:</p> <ul style="list-style-type: none"> • Tribal Office 1 • Tribal Office 2 <p>Details:</p> <ul style="list-style-type: none"> • Region, Last name
OCSE Address Types	<p>Complete list of address types:</p> <ul style="list-style-type: none"> • 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 <p>OCSE Regions</p> <ul style="list-style-type: none"> • 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.

Figure 4-2: Contact Search Results –Filtered by Address Type

First Name	Last Name	Address Type	Department	Phone
Jane	Doe	Central Registry Contact	DCSE	8045551096

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.

Figure 4-3: Contact Information – Details

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

The screenshot displays the Virginia State Child Support Website interface. At the top, there is a navigation menu with links: HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, and LOGOUT. Below this is a search bar with radio buttons for 'State', 'International', 'Tribe', and 'OCSE'. The 'State' option is selected, and a dropdown menu shows '51 - Virginia'. A 'GO' button is to the right of the search bar.

The main header features the word 'Virginia' in a large font, a small map of Virginia, and the text 'State Child Support Website'. Below the header is a navigation bar with three tabs: 'Profile', 'Contact' (which is active), and 'General Admin'. A 'Back to Search' link is located on the right side of this bar.

The main content area is divided into two columns. The left column is titled 'Contact Information' and contains the following details:
First Name: Jane
Department Name: DCSE
Title: Manager
Address Line 1: 801 East Main St.
Address Line 2: WyeStone Bldg - 12th Floor
City: Richmond
Zip Code: 23219-2901
Direct Phone: 8045550198 -
Public Phone: -
Email Address: jane.doe@dss.virginia.gov
URL:
Comments: The telephone numbers are 'agency only'
Modified: 09/30/2015

The right column is titled 'Address Types' and contains a single checked checkbox labeled 'Central Registry Contact'. Below this column, the text 'Certified: 09/30/2015' is displayed.

At the bottom of the page, there are two buttons: 'Previous' and 'Next'.

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

The screenshot shows the 'Address Download' page with a navigation bar at the top containing: HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, and LOGOUT. The main content area is titled 'Address Download' and contains three columns of download options:

- All International Records:** A single 'Submit' button.
- All Records:** Radio buttons for 'International Records?' (No , Yes) and 'Tribal Records?' (No , Yes). Below are a 'Submit' button, a 'State Records' dropdown menu (currently showing '--All States--'), and date fields for 'Start Date' (10/08/2014) and 'End Date' (10/08/2015), each with a calendar icon and a 'Submit' button.
- All Tribal Records:** Date fields for 'Start Date' (10/08/2014) and 'End Date' (10/08/2015), each with a calendar icon, and a 'Submit' button.

Chart 5-1 describes the features of this page.

CHART 5-1: IRG ADDRESS DOWNLOAD PAGE DESCRIPTION	
Page Element	Description
All International Records	Retrieve all international addresses
Submit	Initiates a download of all international records
All Records	Retrieve all addresses, including state, tribal, and international
International Records?	Exclude (No) or include (Yes) international addresses with state addresses when submitting a request to download all records
Tribal Records?	Exclude (No) or include (Yes) tribal addresses with state addresses when submitting a request to download all records
Submit	Initiate a download of state addresses with or without international or tribal addresses
All Tribal Records	Retrieve all tribal addresses
Submit	Initiate a download of all tribal addresses
International Records Start Date: End Date:	Specify a date range for the international address download
Submit	Initiate a download of international records for a specified period
State Records – All States –	Select a single state or all states
State Records Start Date: End Date:	Specify a date range for the state address download
Submit	Initiate a download of all state records, or records for the states you selected, for a specified period
Tribal Records Start Date: End Date:	Specify a date range for the tribal address download
Submit	Initiate a download of tribal records for a specified period

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

The screenshot shows the 'Address Type Download' page with a navigation bar at the top containing 'HOME', 'OSP', 'EXCHANGE AGREEMENTS', 'PROFILE QUERY', 'DOWNLOADS', 'RESOURCES', and 'LOGOUT'. The main content area is titled 'Address Type Download' and features several selection options: 'International Records', 'Tribal Records', 'Regional OCSE Records', 'Central OCSE Records', and 'State Region Records'. A 'State' dropdown menu is set to '--All States--'. Below this, there are sections for 'Available Address Types', 'State Address Type' (with a dropdown menu), and 'County Address Type' (with a dropdown menu). A 'Select Address Fields' button is located below these sections. At the bottom, there are two buttons: 'State Address Type Download' and 'County Address Type Download'.

Chart 5-2 describes the features of this window.

CHART 5-2: ADDRESS TYPE DOWNLOAD PAGE DESCRIPTION	
Page Element	Description
International Records	Initiates a download of all international addresses
Tribal Records	Initiates a download all tribal addresses
Regional OCSE Records	Initiates a download of regional OCSE addresses
Central OCSE Records	Initiates a download of central OCSE addresses
State –All States–	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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–	<p>Identifies addresses associated with the selected state address type</p> <ul style="list-style-type: none"> • 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	<p>Choose an address type from the –Select State Address Type– list</p> <ul style="list-style-type: none"> • 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–	<p>Identifies addresses associated with the selected county address type</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Initiates a download of the county address type you selected • This button becomes enabled when you choose a County Address Type

CHART 5-2: ADDRESS TYPE DOWNLOAD PAGE DESCRIPTION	
Page Element	Description
Select Address Fields	<ul style="list-style-type: none">• Opens the Address Fields for Download window in which you can choose address elements you want to download• By default, all address elements are selected• If you're downloading more than one set of addresses, you must reset your choices for each download

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

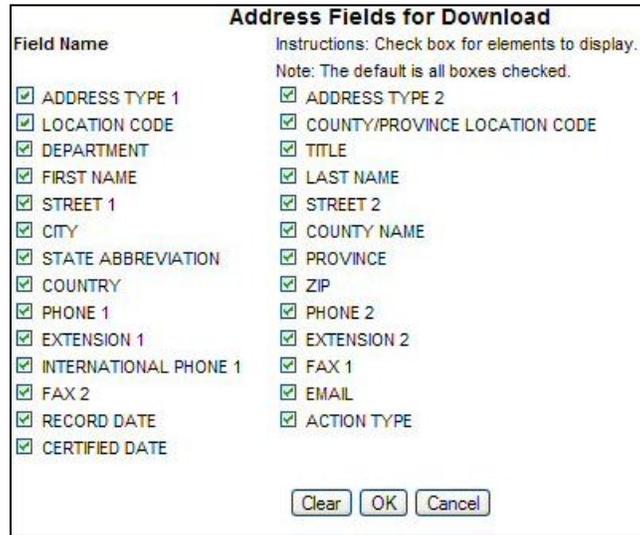


Chart 5-3 describes the features of this dialog box.

CHART 5-3: IRG ADDRESS FIELDS FOR DOWNLOAD DIALOG BOX DESCRIPTION	
Page Element	Description
Field Name	Lists the fields contained in the download with check boxes that allow you to select or deselect elements you don't need
Clear	Deselects all selected fields
OK	Confirms address elements you selected for the current download
Cancel	Cancels changes and closes the dialog box

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.

CHART A-1: SUMMARY OF CHANGES	
Location	Change
All screen prints containing the Navigation bar	Replaced to show the new Downloads tab
Section 1, "Introduction"	Changed the reference to the State Services Portal (SSP) to a new name, Child Support Portal (Portal)
Section 1.2, "IRG Main Page Description"	<ul style="list-style-type: none"> 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