

OCSE O&M and Continuous Improvements

OCSE Software Changes

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Release Specifications

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Office of Child Support Enforcement
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1. Establish a Basic Profile for State Portal Users (OCSE Ref. # CSP-6871)

1.1 Summary of Changes

We will enhance the Child Support Portal to capture and store the first name, last name, email address, and at user option, the phone number for state users accessing the Portal.

1.2 Background

Currently, only states know who they are authenticating to access the Portal. For security reasons, OCSE needs to uniquely identify every person who accesses the Portal. After implementation, the first time a user logs in they will be prompted to enter their:

- First name
- Last name
- Email address
- Phone number at user option

The Portal will use this information to create a profile for each user.

This enhancement will benefit states and help OCSE improve the user's Portal experience through automation of email communications, system-related notifications, and real-time audit abilities for state Portal administrators. The states will continue to be responsible for authenticating state users.

1.3 Description of Changes

To access the Portal, state users must have a profile that includes their first name, last name, email address, and at user option, their phone number. After users create their profiles, if their userID has not changed, they will not be prompted to reenter information. If a user has not accessed the Portal within the last 365 days, they will be prompted to confirm their information.

If we cannot find a user associated with the userID in the request, we will prompt them for their email address to match against their profile. If we find a match, we will prompt the user to verify or update the profile information associated with their email address. If we cannot find a user profile with the email address, we will prompt the user to enter new profile information.

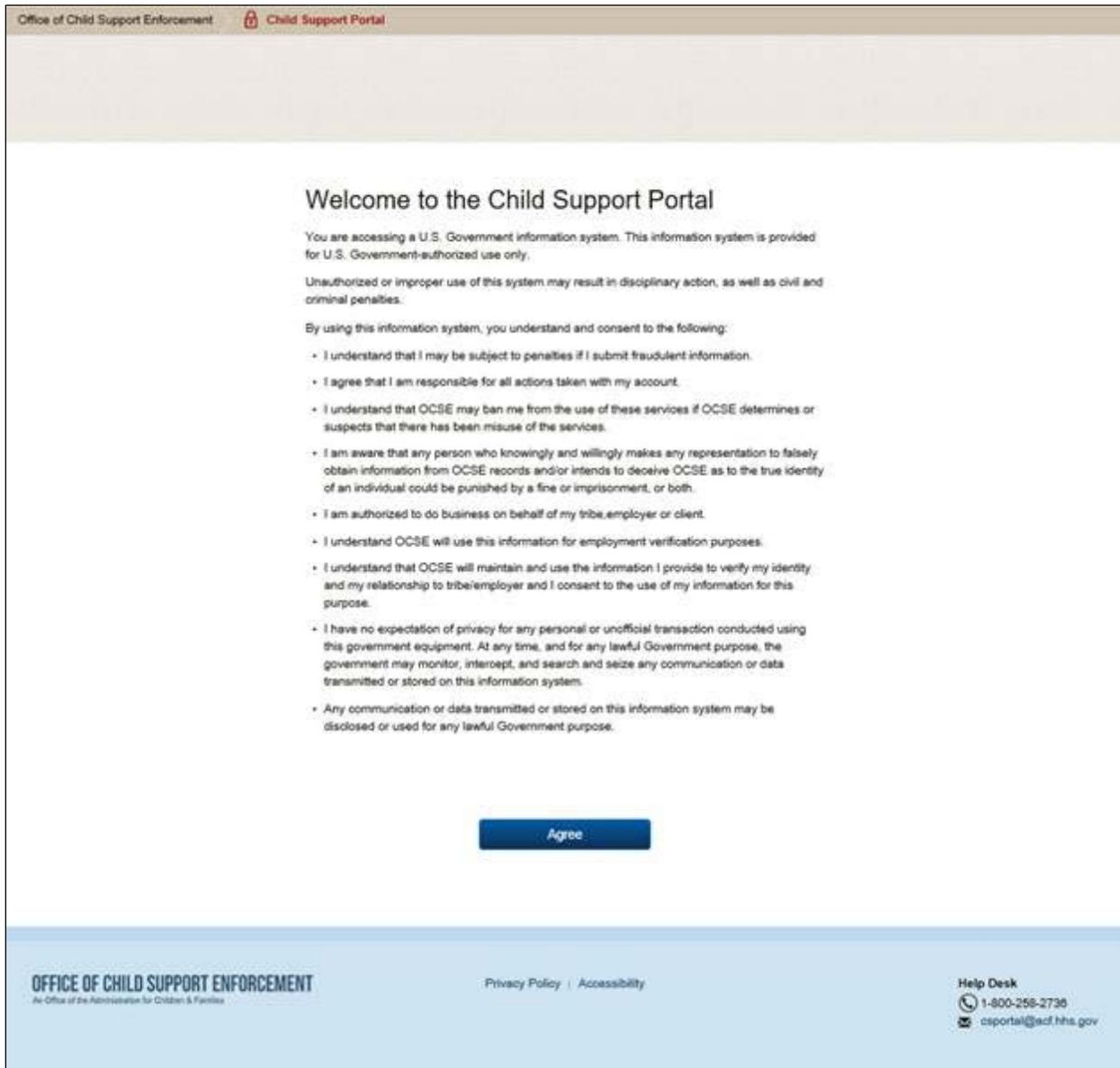
Anytime user information changes, users can update their profile information by selecting the **Update Profile Information** link on the Portal Welcome page; see Figure 1-5.

1.4 Impact on States

This enhancement will have the following impact on states:

- After implementation, the first time a user accesses the Portal disclaimer page – Figure 1-1 shows this page – and clicks **Agree**, they will be prompted to complete a user profile to gain access to the Portal.
- OCSE is planning an incremental rollout to states. The Implementation Plan will be shared later.

Figure 1-1: Portal Disclaimer Page



1.5 State Testing

No testing is required.

1.6 Page Enhancements

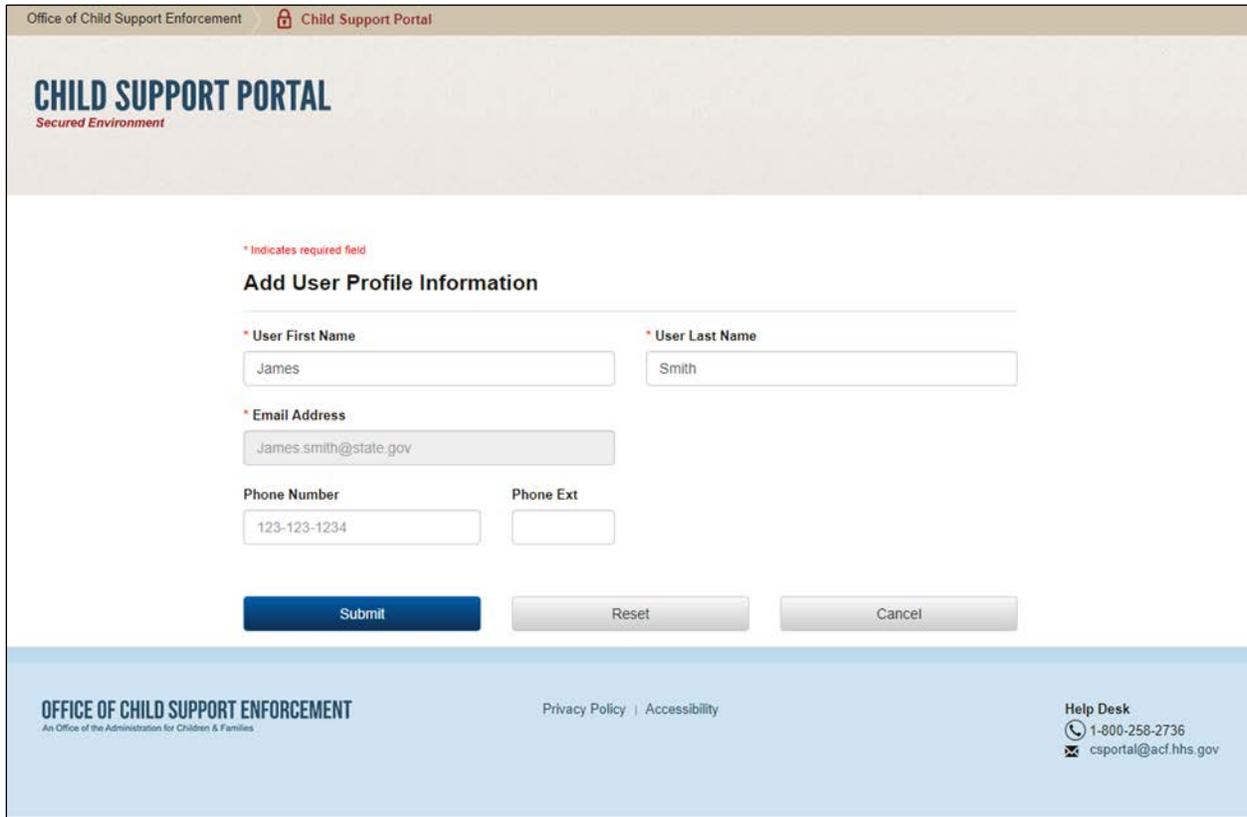
Figure 1-2 shows the User Profile Lookup page. This page will display when we cannot find the userID entered by the state user. The system prompts the user to enter their email address twice for verification.

Figure 1-2: User Profile Lookup Page

The screenshot shows the 'User Profile Lookup' page within the 'CHILD SUPPORT PORTAL'. The page header includes 'Office of Child Support Enforcement' and 'Child Support Portal'. The main heading is 'CHILD SUPPORT PORTAL' with the tagline 'Secured Environment'. A red asterisk indicates required fields. A blue information box states: 'To improve security and enhance the user experience, OCSE now requires all users to create a user profile that includes your name, email address, and an optional phone number. Entering your email address will determine if you have an existing profile; if you do not, you are prompted to create one.' Below this, there are two input fields: '* Email Address' and '* Confirm Email Address', both containing 'James.smith@state.gov'. At the bottom of the form are three buttons: 'Submit' (dark blue), 'Clear' (light grey), and 'Cancel' (light grey). The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'An Office of the Administration for Children & Families', 'Privacy Policy | Accessibility', and 'Help Desk' information: '1-800-258-2736' and 'csportal@acf.hhs.gov'.

Figure 1-3 shows the Add User Profile Information page. If we cannot find a user profile with the email address they entered on the User Profile Lookup page (Figure 1-2), we prompt the user to create a profile on this page.

Figure 1-3: Add User Profile Information Page



Office of Child Support Enforcement  Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

* Indicates required field

Add User Profile Information

* User First Name

* User Last Name

* Email Address

Phone Number Phone Ext

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

[Privacy Policy](#) | [Accessibility](#)

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

Figure 1-4 shows the Verify User Profile Information page. When the user is prompted to enter their email address on the User Profile Lookup page (Figure 1-2), and we find a match on the email address, this page prompts the user to verify or update the profile information associated with their email address.

Figure 1-4: Verify User Profile Information Page

The screenshot shows the 'Verify User Profile Information' page within the Child Support Portal. At the top, there is a navigation bar with 'Office of Child Support Enforcement' and 'Child Support Portal'. Below this is a header with 'CHILD SUPPORT PORTAL' and 'Secured Environment'. A red asterisk indicates required fields. A blue information box contains the text: 'Review your information and correct it if necessary.' The form includes several input fields: 'User First Name' (James), 'User Last Name' (Smith), 'Email Address' (James.smith@State.gov), 'Phone Number' (123-123-1234), and 'Phone Ext'. At the bottom, there are three buttons: 'Verify/Update' (highlighted in blue), 'Reset', and 'Cancel'. The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'An Office of the Administration for Children & Families', 'Privacy Policy | Accessibility', and 'Help Desk' information: '1-800-258-2736' and 'csportal@acf.hhs.gov'.

Figure 1-5 shows the **Update Profile Information** link on the Portal Welcome page and the headers of the Query Interstate Cases for Kids (QUICK) and Office of Audit Data Exchange applications for users who want to update their profile information.

Note: After users create profiles, if we can identify them by the information they entered when they first accessed the Portal post-implementation of this change, we will direct existing users to the Portal Welcome page.

Figure 1-5: Child Support Portal Welcome Page

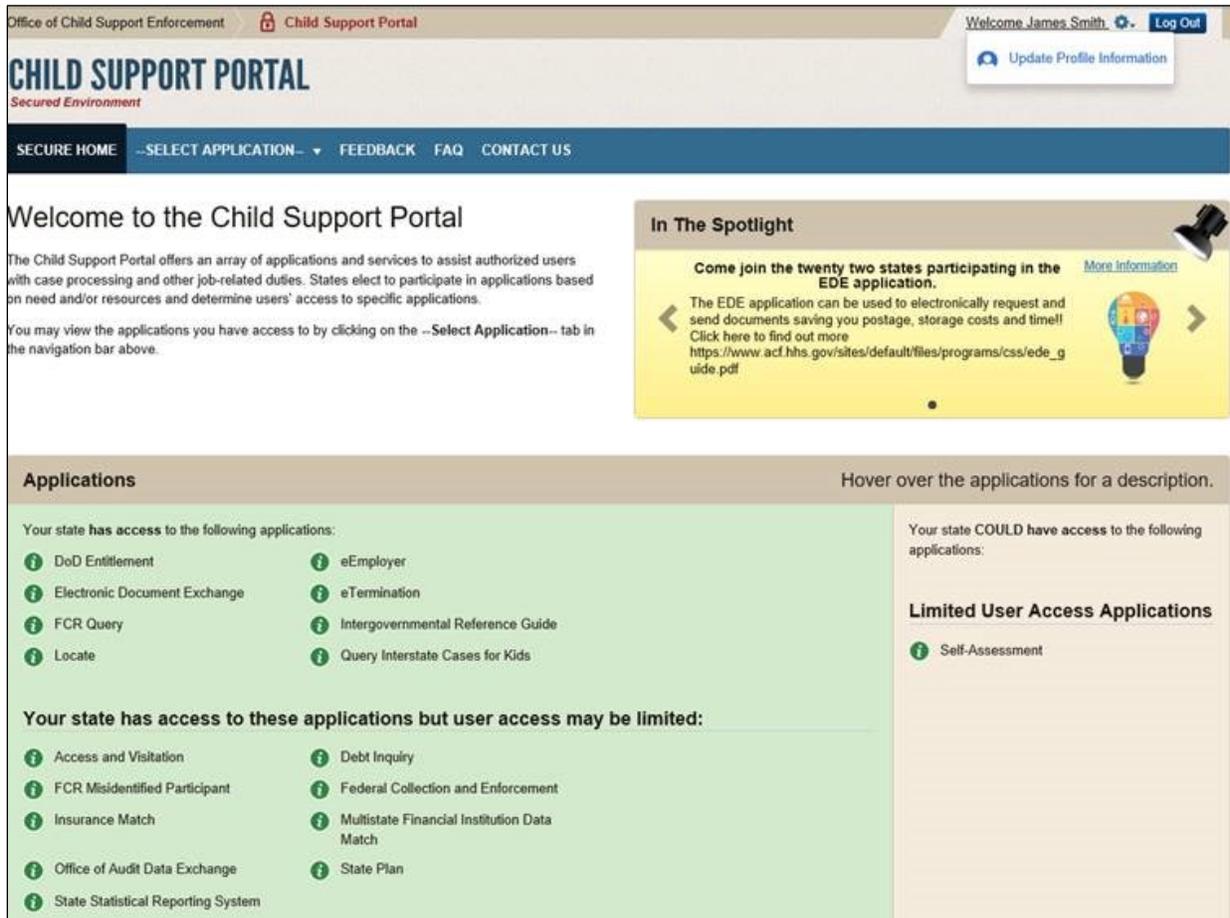


Figure 1-6 shows the Profile Update page. This page appears when users select the **Update Profile Information** link on the Portal Welcome page and other locations noted on page 1-6.

Figure 1-6: Profile Update Page

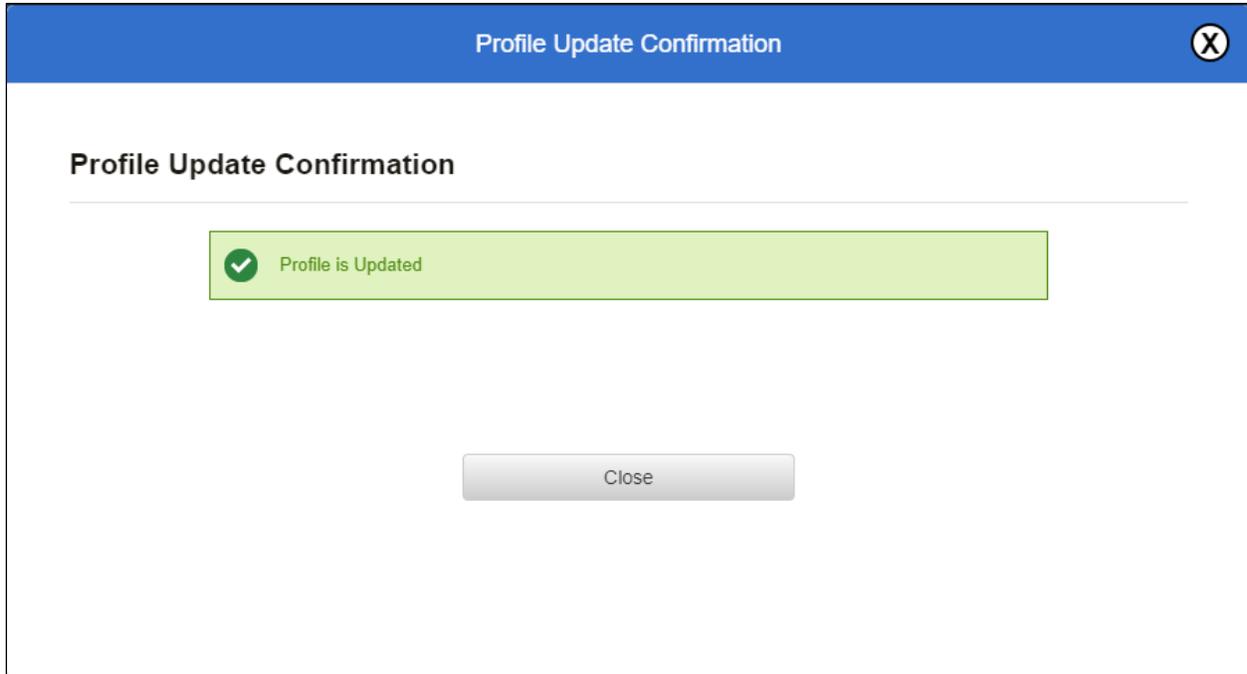
The screenshot displays a web form titled "Profile Update" with a blue header bar. A red asterisk indicates required fields. The form contains the following fields and controls:

- User First Name:** Text input field containing "James".
- User Last Name:** Text input field containing "Smith".
- Email Address:** Text input field containing "James.smith@state.gov".
- Confirm Email Address:** Text input field containing "James.smith@state.gov".
- Phone Number:** Text input field containing "123-123-1234".
- Phone Ext:** Text input field (empty).

At the bottom of the form, there are three buttons: a blue "Update" button, a grey "Reset" button, and a grey "Cancel" button.

Figure 1-7 shows the Profile Update Confirmation page, which appears when the user clicks **Update** on the Profile Update page (Figure 1-6).

Figure 1-7: Profile Update Confirmation Page



1.7 Release Date

May 2019.

1.8 Contact Information

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

2. Add SSN and Case ID to QUICK FCR Audit Log (OCSE Ref. # CLI-7207)

2.1 Summary of Changes

We will enhance the QUICK Federal Case Registry (FCR) Audit log to include queried Social Security numbers (SSNs) and the displayed state and case ID combinations from the FCR.

2.2 Background

Several states requested that OCSE include the queried SSNs and the displayed FCR state and case ID combinations in the QUICK FCR Audit log.

2.3 Description of Changes

Chart 2-1 shows the record layout for the QUICK FCR Audit log. Two data elements, SSN and CASE_ID_DISPLAYED, were added for this enhancement.

Chart 2-1: FCR Audit File Layout		
Data Element	Column Description	Details
WEBSERVICE_AUDIT_UID	Web service audit identifier	Unique identifier for FCR Audit
RQSTR_ID	Requestor ID	Requesting state's two-digit FIPS code followed by three zeros
ST_GEN_ID	State-generated ID	Unique identifier assigned to each request a state makes
RQST_DT_TM	Request date time	Timestamp when the audit record was created
USER_ID	User identifier	State user's userID in lowercase
SRVR_ID	Server identifier	Unique identifier – IP address of the proxy server – that defines a server address in the network
RQSTR_ST_NM	Requesting state name	Name of the state making a request
SYS_MSG_CD	System message code	Code returned for each request message passed between states for the QUICK data; indicates a successful message or system error
SYS_MSG_TXT	System message text	Text message describing why a request succeeded or failed; failure text message is based on the system errors

Chart 2-1: FCR Audit File Layout		
Data Element	Column Description	Details
DATA_MSG_CD	Data message code	Code returned for each request message passed between states for the QUICK data; indicates a successful message or data error
DATA_MSG_TXT	Data message text	Text message describes why a request succeeded or failed; failure data message text is based on the data errors
RQST_RCV_TMSP	Request received timestamp	Timestamp of when OCSE received the requesting state server's query for data
RQST_FRWD_TMSP	Request forwarded timestamp	Timestamp of when OCSE forwarded the requestor's query for data
RSPNS_RCV_TMSP	Response received timestamp	Timestamp of when OCSE received the response to the query from the responding state server
RSPNS_FRWD_TMSP	Response forwarded timestamp	Timestamp of when OCSE forwarded the response to the query from the responding state server
APP_TYPE_CD	Application type code (FCR)	FCR web service
DISPLAY_CASE_CNT	Case count (displayed)	Total number of cases displayed to the state user in the response
TOTAL_CASE_CNT	Total case count	Total number of cases from FCR displayed to the state user in the response
SSN	Social Security number	SSN entered to query FCR
ST_CASE_ID_DISPLAYED	State and case identifiers	For each case ID displayed from the FCR query using an SSN, the state abbreviation and case ID separated by the * (asterisk) delimiter display as a text string. The length of the text string depends on the total number of cases displayed to the user.

2.4 Impact on States

States may need to change their systems to process the QUICK FCR Audit log with additional fields, including SSNs and multiple state and case ID combinations.

The July 2019 Audit logs will include the new fields.

2.5 State Testing

State testing is not required. A sample test QUICK FCR Audit log file will be made available.

2.6 Page Enhancements

See Appendix A, “Sample QUICK FCR Audit Log.”

2.7 Release Date

June 2019.

2.8 Contact Information

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

A. Sample QUICK FCR Audit Log

Figure A-1 shows the sample QUICK FCR Audit log file, with the new SSN and ST_CASE_ID_DISPLAYED columns, for the state of Florida.

Figure A-1: Sample QUICK FCR Audit Log

RQSTR_ID	ST_GEN_ID	RQST_DT_TM	USER_ID	SRVR_ID	STR_ST	NYS_MSG_C	S_MSG_T	TA_MSG	TA_MSG	RQST_RCV_TMSP	RQST_FRWD_TMSP	RSPNS_RCV_TMSP	SPNS_FRWD_TMSP	PP_TYPE	DISPLAY_CASE_CNT	TOTAL_CASE_CNT	SSN	ST_CASE_ID_DISPLAYED
12000	t=1549402	2/5/2019 16:35	testuser	192.168.1.	Florida	200	OK	200	OK	2/5/2019 16:35	2/5/2019 16:35	2/5/2019 16:35	2/5/2019 16:35	FCRWA	2	2	123XX6789	MD*910062684*MD*000000069
12000	t=1550508	2/18/2019 11:42	testuser	192.168.1.	Florida	200	OK	200	OK	2/18/2019 11:42	2/18/2019 11:42	2/18/2019 11:42	2/18/2019 11:42	FCRWA	2	2	214XX5879	FL*0123456778*CA*0370000000001A
12000	t=1550508	2/18/2019 11:51	testuser	192.168.1.	Florida	200	OK	200	OK	2/18/2019 11:51	2/18/2019 11:51	2/18/2019 11:51	2/18/2019 11:51	FCRWA	2	3	987XX4321	VA*0003224507*TX*99999892N1
12000	t=1550508	2/18/2019 11:57	testuser	192.168.1.	Florida	200	OK	200	OK	2/18/2019 11:57	2/18/2019 11:57	2/18/2019 11:57	2/18/2019 11:57	FCRWA	1	2	237XX7321	VA*0003224507