



**Model Tribal System**

Designed By Tribes, For Tribes

**Model Tribal System  
National Sandbox  
Quick-Start Instructions**

*Revised: September 6, 2012*



**Department of Health and Human Services (HHS)**

Administration for Children and Families (ACF)

Office of Child Support Enforcement (OCSE)

Division of State and Tribal Systems (DSTS)



## **Model Tribal System (MTS) National Sandbox Quick-Start Instructions**

**September 2012**

### **Purpose of this Document**

This document provides an overview of how to log-in and gain access to the National Sandbox for the Model Tribal System (MTS). The “Sandbox” site has been established to allow you to access MTS, and become familiar with the layout, basic functionality, and key user roles of the system. This guide will help familiarize you with the layout of the Sandbox, and provide you all the information you need to gain access.

### **Obtaining a User ID and Password**

All users will need a unique user ID and password. Even if you already have a previous Sandbox account, you must register for a new user name and password. You can request access to the Sandbox by notifying your Tribal Child Support Program Director, and signing a Non-Disclosure Agreement (posted at the end of this document). The Tribal Child Support Program Director should then provide the *names and email addresses, and Non-Disclosure Agreement* for all personnel requiring Sandbox access to Christina Patsel, OCSE, by email ([Christina.Patsel@acf.hhs.gov](mailto:Christina.Patsel@acf.hhs.gov)), or fax 202.205.4342. If you have any questions she may be reached by phone at 202.401.6501.

The Tribal Child Support Program Director will receive all Sandbox user IDs and passwords by email. Registration will be restricted to employees of tribal child support agencies currently receiving or having applied for Federal funding.

### **Personal Computer (PC) Set-up**

MTS works best with a screen resolution of 1280x1024. To set your screen resolution for Microsoft (MS) Windows, right click on your desktop, click Properties, select the Setting tab, and move the Screen Resolution slider to 1280x1024 (or as close as you can get) and click Apply.



**INTERNET WEB BROWSERS:**

Though many other web browsers may work with the MTS, the MTS Project has not tested any web browsers beyond the three listed to the right.

**LOCKED OUT?**

Three failed attempts to log in will disable your account. Call Christina Patsel M-F 10:00 AM to 4:00 PM ET at 202.401.6501 or email Christina at [Christina.Patsel@acf.hhs.gov](mailto:Christina.Patsel@acf.hhs.gov), to have your password reset.

You must have a PC connected to the internet with one of the following web browsers installed:

- Firefox 14.0 or higher;
- Internet Explorer 8.0 or higher; or
- Safari 5.0 or higher.

Your browser must have the Adobe Flash Player plug-in installed (Version 11 or later). The free plug-in is available at:

[www.adobe.com/products/flashplayer.html](http://www.adobe.com/products/flashplayer.html).

**Availability**

The MTS National Sandbox will be available Monday through Friday starting September 4, 2012 through November 29, 2012.

Hours of operation:

7:00 AM to 7:00 PM in each time zone

**Log-In**

After you have obtained a User ID and password:

- Open the URL that corresponds with your time zone as listed below:
  - Eastern Time Zone: <http://est.mts.tribalcse.com>
  - Central Time Zone: <http://cst.mts.tribalcse.com>
  - Mountain Time Zone: <http://mst.mts.tribalcse.com>
  - Pacific Time Zone: <http://pst.mts.tribalcse.com>
  - Alaska Standard Time Zone: <http://akst.mts.tribalcse.com>

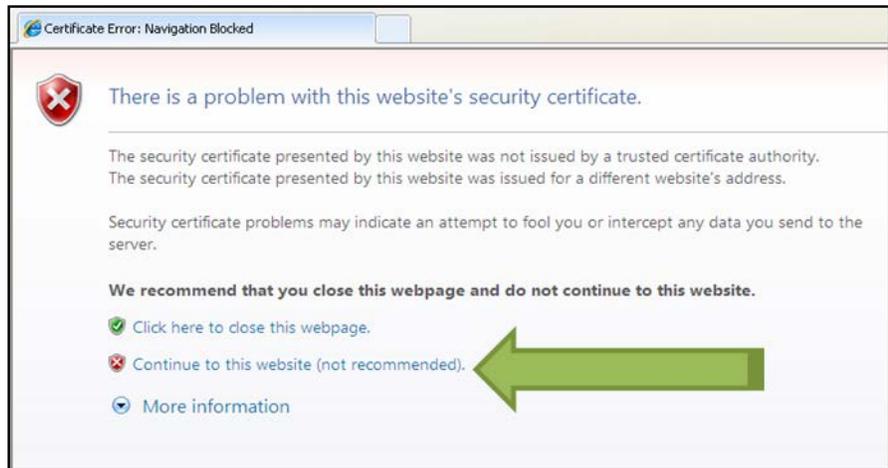


**DIALOG BOXES:**

The MTS makes extensive use of dialog boxes that allow the end-user to input data, such as the user ID and password asked for in the dialog to the right. You should become accustomed to seeing these dialog boxes throughout the MTS.

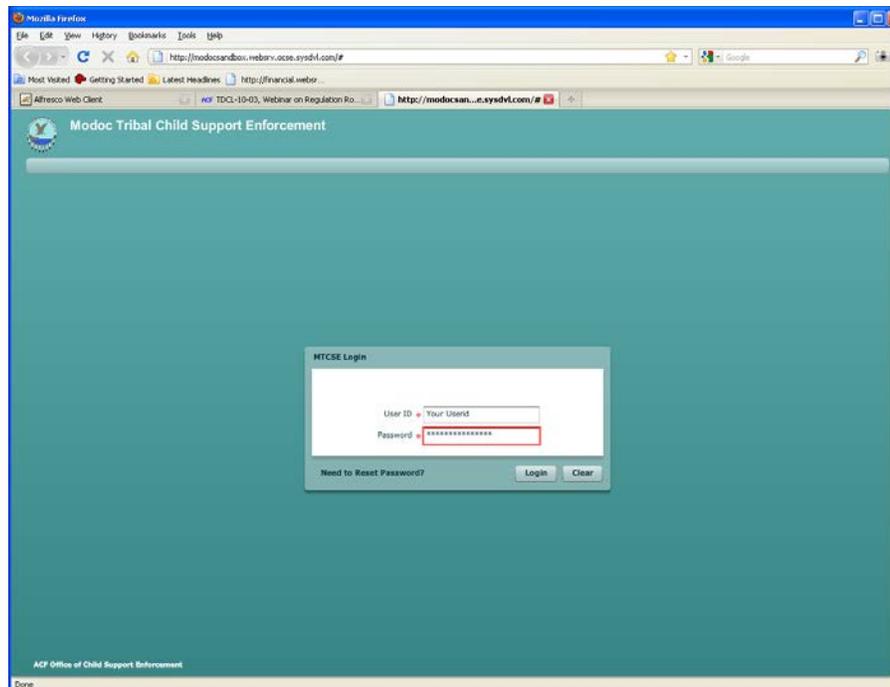
- When you enter the URL you may get a security notice (shown below). If so, please select Option 2: “Continue to website”. This will bring up the log-in screen.

**Security Warning**



- Enter your User ID and password in the Log-In Screen (shown below) and click the Log-In button.

**Log-In Screen**





**USER ROLES:**

The National Sandbox users will have two user roles predefined in the system (Caseworker and Financial Supervisor). This will allow you access to both casework and financial data.

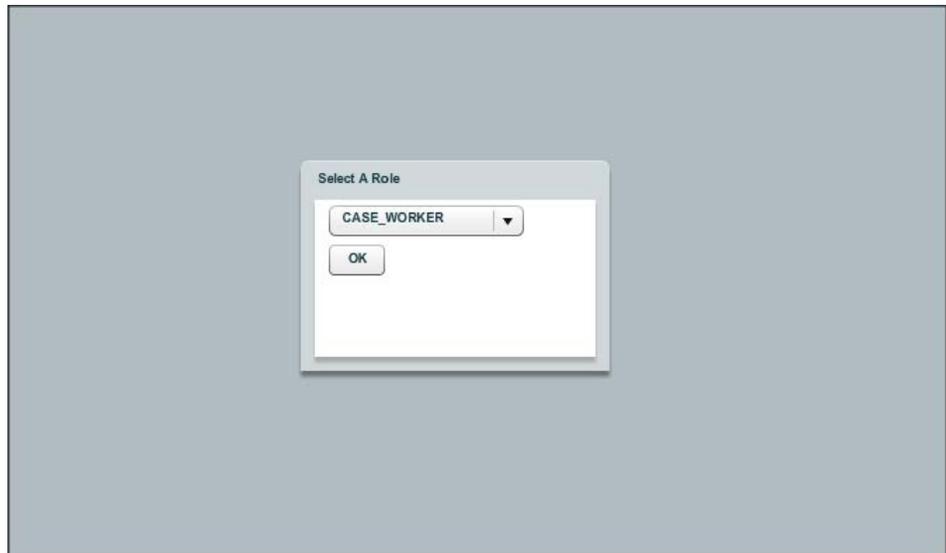
**DROP DOWNS:**

Notice the button in the dialog box to the right that says, CASE\_WORKER. There is a down-pointing arrow to its right. Click on that arrow and a Drop Down will open up listing all of the other roles you have access to. This is a standard design throughout the MTS for when the system needs to present choices to the end-user. After selecting your choice, click the OK button.

- Select a User Role from the drop-down menu in the Role Selection Screen shown below and click OK.
- You will have access to the following roles on MTS:
  - Caseworker: You can use this role to enter personal information and order and obligation data, and
  - Financial Supervisor: You can use this role to perform and approve financial work.

Other roles are available on the MTS, but these two are the most useful for understanding the child support functions of the MTS. Security and administration roles are not available through Sandbox so that we can preserve the overall stability of the system. If your tribe implements MTS you will be able to assign specific roles to each member of your team. For example, you may elect to assign the financial supervisor and the casework roles to separate people.

**Role Selection Screen**



- On successful log-in, you will see one of the initial screens below based on the role selected:
  - Caseworker: Worklist Screen showing tasks to be performed; or
  - Financial Supervisor: Account Summary Screen.



- If you wish to switch roles at any time, you will need to log out of your current role and then log back into the system with the new user role.

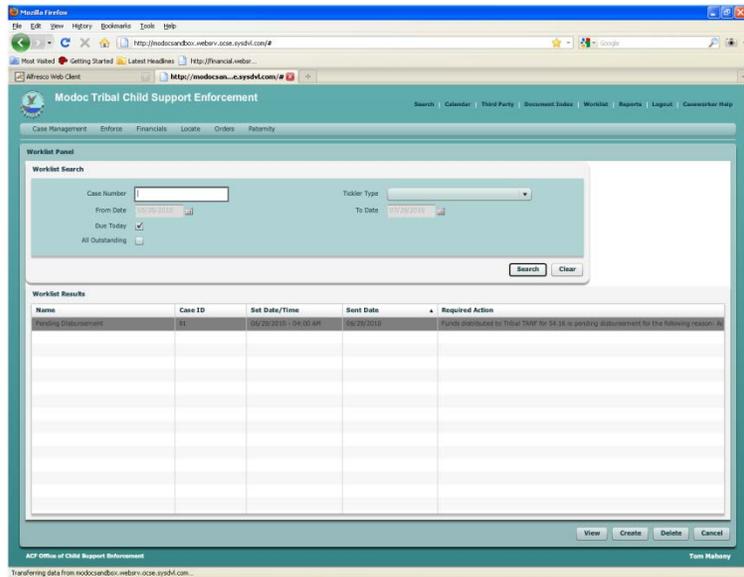
The following screens shown below highlight, as listed above, the various screens you will be initially presented based on the type of role you chose when entering the MTS.

Help files for the user role you have selected will be available by clicking on Caseworker or Financial Worker Help in the upper right hand corner of the screen. (If you are using the Firefox browser, you must click on the first folder in the Help screen before subsequent folders can be opened.)

**THE WORKLIST SCREEN:**

This is the first default screen you will see when you select the CASE\_WORKER role. As the case worker, it allows you to at once view the tasks needing to be accomplished.

**Worklist Screen**  
(Caseworker Default)





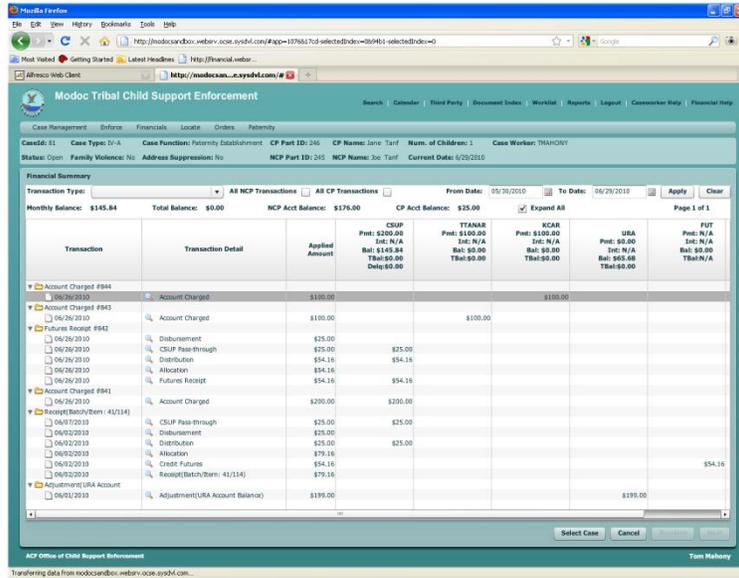
**THE ACCOUNT SUMMARY SCREEN:**

This is the first default screen you will see when you select the FINANCIAL\_SUPERVISOR role. As the financial supervisor, it allows you to at once view financial account information.

**IMPORTANT NOTICE:**  
Do not enter any Personally Identifiable Information (PII) on the National Sandbox.

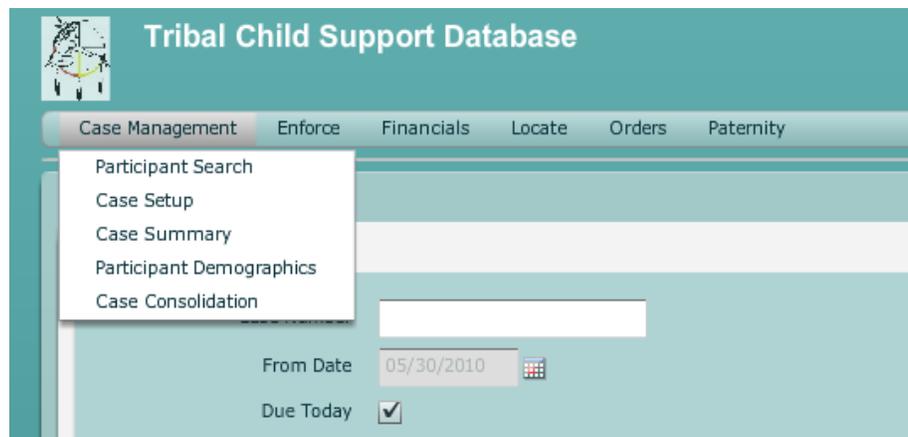
You are welcome to create cases and enter participant information on the system, but, in order to preserve the privacy and security of your clients and their personally identifiable information (PII), do not use real names, social security numbers, telephone numbers, addresses or other information that could lead to the identification or contact of an actual person. Other registered users will be able to see any data you enter. The use of real names, addresses and other forms of PII is therefore prohibited. Failure to adhere to this policy may lead to your loss of access privileges to the Sandbox.

**Account Summary Screen**  
(Financial Supervisor Default)



- From any of these screens you can click on the Case Management menu (as shown below) and select "Case Summary" to search for a case, or "Participant Search" to search for a participant.

**Case Management Menu**





### **Preloaded Cases**

The Sandbox will have more than 50 cases of various types preloaded. Once you receive your user name and password you will be automatically assigned:

- To one of four fictional child support offices in Albuquerque, Taos, Las Cruces, or Santa Fe NM
- To a specific letter (or range of letters) of the alphabet
- To one case that is created for you

You may edit any cases in your office, but will only get alerts regarding cases within your alphabetic assignments. MTS assigns new cases by an alphabetic range assigned to each worker. If your alphabetic range is A to B you will get assigned any new case in your office where the NCP's last name starts with A or B.

Users are welcome to modify these cases and to create new cases of their own. As a courtesy to other users, we would ask that users only modify the original cases provided or cases the user created.

### **Data Refresh**

We have determined that *we WILL NOT refresh* the MTS data during this sandbox session, unless requested by the tribes. The schedule will be discussed in the Technical Assistance Webinars (see below). DSTS will always inform you if/when a refresh is needed, so you can be prepared.

### **Documentation**

User Guides, the NDA, and other MTS documentation are available on the web at: <https://www.acf.hhs.gov/programs/css/tribal-systems>



### **Technical Assistance Webinars**

Sandbox user technical assistance webinars will be conducted from 3:00 – 4:00 pm ET every Thursday, starting September 6, 2012, through the Sandbox duration. Users are encouraged to send written questions to Christina Patsel ([Christina.Patsel@acf.hhs.gov](mailto:Christina.Patsel@acf.hhs.gov)) prior to the webinar so we can be prepared to address your concerns.

- Audio: Dial 1.800.857.3299; Password: CHILD
- Webinar: Visit [www.mymeetings.com/nc/join/](http://www.mymeetings.com/nc/join/) and enter the conference number (RW9696660) and passcode (CHILD).

### **Point of contact for questions regarding MTS Launch, or general feedback on the National Sandbox:**

Sheila Drake  
MTS Implementation Project Manager  
Office of Child Support Enforcement  
Division of State and Tribal Systems  
[Sheila.Drake@acf.hhs.gov](mailto:Sheila.Drake@acf.hhs.gov)  
202.401.0904

**MODEL TRIBAL SYSTEM NATIONAL SANDBOX  
CONFIDENTIAL NON-DISCLOSURE AGREEMENT (CNDA)**

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**DATE:** \_\_\_\_\_

**TO:** **Joseph Bodmer, MTS Project Director, OCSE/ACF/U.S. DHHS**

**FROM:** **Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**Tribal Affiliation:** \_\_\_\_\_

**SUBJECT: Confidential Non-Disclosure Agreement between the Federal Office of Child Support Enforcement, Administration for Children and Families, U.S. Department of Health and Human Services for access to the Model Tribal System National Sandbox – an Electronic Information System.**

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You are being asked to sign this Confidential Non-Disclosure Agreement because you have been selected for access to the MTS National Sandbox. The MTS National Sandbox is a Federal Government System, and as such is governed by all applicable Federal statutes and regulations, including the Federal Information Security Management Act of 2002 and OMB Circular A-130 Management of Federal Information Resources. In performing work on the subject Model Tribal System National Sandbox, I am fully aware I will be granted certain access and rights to perform activities that potentially grant and expose me to personally identifiable information (PII) and other forms of potentially sensitive information. I hereby affirm that I will ensure total protection and privacy of any and all such personally identifiable information (PII) that I may come into contact with or have in my possession, in any form. Further, I agree that I will not divulge any personally identifiable information (PII) furnished under this CNDA to anyone not specifically authorized in writing by the MTS Project Director listed above.

I agree to follow any instructions provided by the Federal Office of Child Support Enforcement and/or the MTS Project Director and his/her assigns, as relates to the security and confidentiality of this MTS National Sandbox. I agree to retain my password and login information in a secure manner and to not divulge this password and login to any person for any reason.

I acknowledge that I have read, understand and will abide by the conditions set forth herein. If there are any parts of the conditions or of this agreement I do not understand I must discuss my questions with, and acknowledge my subsequent clarifications and understandings to, the MTS Project Director prior to signing my acknowledgment. I understand that should I fail to abide by the agreements herein I will be subject to immediate termination of my access rights to the National Sandbox.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**Please submit via fax or scanned through email to:  
[Christina.Patsel@acf.hhs.gov](mailto:Christina.Patsel@acf.hhs.gov) or fax number: 202.205.4342.**