


# FPLS SSP Enhancements

## 1. Require Portal Users to Accept the Rules of Behavior

Users must select both the “I Accept” checkbox and Agree button to proceed.

Office of Child Support Services

 Child Support Portal

# CHILD SUPPORT PORTAL

## Welcome to the Child Support Portal

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 OCSS may ban me from the use of these services if OCSS 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 OCSS records and/or intends to deceive OCSS 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 tribe, employer or client.
- I understand OCSS will use this information for employment verification purposes.
- I understand that OCSS will maintain and use the information I provide to verify my identity and my relationship to tribe/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 transmitted or stored on this information system.
- Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.
- Please review the [Privacy Policy](#) and [Rules of Behavior](#).

By checking 'I Accept' you certify that you have reviewed, understood, and accept the terms of this agreement.

☐ I Accept

Agree

## 2. Enhance the Management of Users Who Have Not Accessed the Portal for 30 Days

Users who have not accessed the Portal in 30 days will be deactivated and required to verify or update their information when attempting to log in to the Portal.

The screenshot shows the 'Child Support Portal' header. Below it, the 'Verify User Profile Information' section prompts the user to review and correct their information. It includes input fields for 'User First Name' (containing 'cheryl'), 'User Last Name' (containing 'stach'), 'Email Address' (containing 'cstachlinc@leidos.com'), 'Phone Number' (with a placeholder 'XXX-XXX-XXXX'), and 'Phone Ext'. At the bottom of the form are 'Verify/Update', 'Reset', and 'Cancel' buttons. The footer contains links for 'Privacy Policy', 'Accessibility', and 'HHS Vulnerability Disclosures Policy', along with the 'ADMINISTRATION FOR CHILDREN & FAMILIES' logo and 'Contact Us' information.

### Verify User Profile Information Page

To prevent users from selecting a deactivated recipient, deactivated users will no longer be included in the Recipient Search Results on the Select Recipient pop-up window. This change does not prevent continued communication if a user was included in a communication before they were deactivated.

The screenshot shows a 'Select Recipient' pop-up window. It has a 'Search Recipient' section with a message: 'You must enter at least two characters of the First Name or Last Name or the complete Email Address to search for a recipient.' Below this are input fields for 'First Name', 'Last Name' (containing 'Smith'), and 'Email Address', followed by a 'Go' button. The 'Recipient Search Results' section shows a table with columns: First Name, Last Name, Email, and Action. The table is currently empty with the message 'No data available in table'.

### Communication Center Page — Select Recipient

### 3. Apply the USWDS Standards to CSP Applications

In order to comply with U.S. Web Design System (USWDS) standards, buttons and page layouts will look different. The Welcome to the Child Support Portal page is left justified for this release to comply with these guidelines.

Office of Child Support Services | Child Support Portal

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☐ I Accept

Agree

[Privacy Policy](#)[Accessibility](#)[HHS Vulnerability Disclosure Policy](#)

ADMINISTRATION FOR

CHILDREN & FAMILIES

### Welcome to the Child Support Portal Page

### 4. Add a State Program Category and Associated Questions to the IRG

A new "Employer Services" category with thirty-nine related questions has been added to the Interstate Reference Guide (IRG).

Chart 4-1: Additional IRG Questions	
Item #	Question
Employer Services State Disbursement Unit (SDU)	
1	How are payments redirected to your state SDU?
2	What is your state's SDU bank name?
3	What is your state's SDU vendor name?
4	What is your state's web-based payment service for employers?

### Chart 4-1: Additional IRG Questions

Item #	Question
5	What is your state's web-based payment service for noncustodial parent (NCP)?
6	Does your state accept credit card payments? If yes, what companies does your state accept credit card payments from?
7	How does your state accept cards payments?
8	Are there fees associated with the credit card payments?
9	Does your state have other payment options?
<b>Income Withholding</b>	
10	How many days following the first pay period that occurs after service, receipt, or mailing of an income withholding order (IWO) is an employer required to begin withholding?
11	When must an employer remit amounts withheld from an employee's pay?
12	When calculating disposable income for child support purposes, what are the mandatory deductions from gross income required by state law, such as union dues or medical insurance premiums?
13	What is your states priority for withholdings?
14	Does your state law adopt the federal Consumer Credit Protection Act (CCPA) income withholding limits? Please provide the statutory citation.
15	What are the withholding limits for non-employees?
16	How does your state allocate payments when there is more than one claim against the noncustodial parent's income? Should the payment be divided equally or prorated among the cases? (See 45 CFR 303.100(a)(5).)
17	When does your state require the employers to send notice of an employee's termination?
18	How long should an employer retain the order after the employee's termination?
19	What is the maximum fee for the administrative cost that an employer may charge for processing IWOs? (45 CFR 303.100 (e)(iii) Provide your states statutory citation.)
<b>Lump Sum</b>	
20	What is your state's definition of a lump sum if it has one? Provide the statutory citation. (Note: States may define "lump sum" more broadly than only employer-related lump sums.)
21	Does your state law require employers to report lump sum payments? If yes, provide the statutory citation or rule.
22	Does your state have a threshold amount for lump sum to be reported?
23	Does your state citation or rule provide how long must the employer hold the lump sum?
24	Is the IWO used for lump sums?
25	How does your state attach different types of lump sum payments? For example, does your state use the OMB-approved IWO for employer-issued bonuses, a lien, and levy notice for workers' compensation (if workers' compensation is considered a lump sum payment in your state), etc.?

Chart 4-1: Additional IRG Questions	
Item #	Question
26	If the lump sum is earnings as defined by the CCPA, does your state limit the withholding to a greater degree than the CCPA limitation?
27	If the lump sum is not earnings as defined by the CCPA, does your state limit the withholding/attachment?
Medical Support	
28	What are your state's medical support statutes?
29	What is your state's reasonable cost definition?
30	What is the health coverage expense?
31	What are the Income Withholding limits for support?
32	What is the Priority of Withholding?
33	What is the Priority of Health Coverage if the Income Withholding Limit is less than total costs of ordered coverage?
34	What are your state options according to 45 CFR §303.32(a)?
35	What does your state do if an employee contests 45 CFR §303.32(c)(5)?
New Hire	
36	What is the reporting timeframe (non-magnetic media only)?
37	What are the required data elements?
38	What are the methods of transmission?
39	Does your state require independent contractor reporting?