

COMMUNICATION CENTER NAVIGATION GUIDE

ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Child Support Enforcement
330 C Street, SW
Washington, DC 20201

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1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal (CSP), initially called the State Services Portal, a secure Internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other services for state child support programs. It provides a way for states to access existing FPLS information and offers a quick and inexpensive way to take advantage of new applications.

The Communication Center application allows you to securely exchange communications and documents with states, employers, and OCSE. This guide contains navigation instructions for using the Communication Center.

1.1 How the Communication Center Assists with Case Management

Users may send communications to an employer, OCSE, or state based on the Communication Type selected or to a specific Portal user. All Portal users can send and receive communications.

1.2 General Tips for Using the Portal

Follow these general tips for using the Portal:

- Submit suggestions or ideas regarding the Portal using the **Feedback** link.
- View **Frequently Asked Questions (FAQ)** on each page for guidance on using applications.
- Use the **Contact Us** link found on each page or contact your [State Technical Support Liaison](#) for additional help.
- Hover over the  symbol to see additional information about a field.
- Note that fields marked with a red asterisk (*) are required fields.

1.3 Using This Guide

You will find the following messages throughout this guide. The corresponding icons indicate whether the information is a note or warning.

Notes



Notes contain important information and additional hints to improve your results.

Warnings



You must carefully follow warnings to avoid undesirable results.

2 Navigating the Communication Center Application

Figure 2-1):

- Select **Communication Center** from the **Select Application** drop-down list in the blue navigation bar at the top of the page
- Click the **Communication Center** link from the blue navigation bar at the top of the page
- Click the **New** or **New Past Due** links located under Communications on the right side of the page

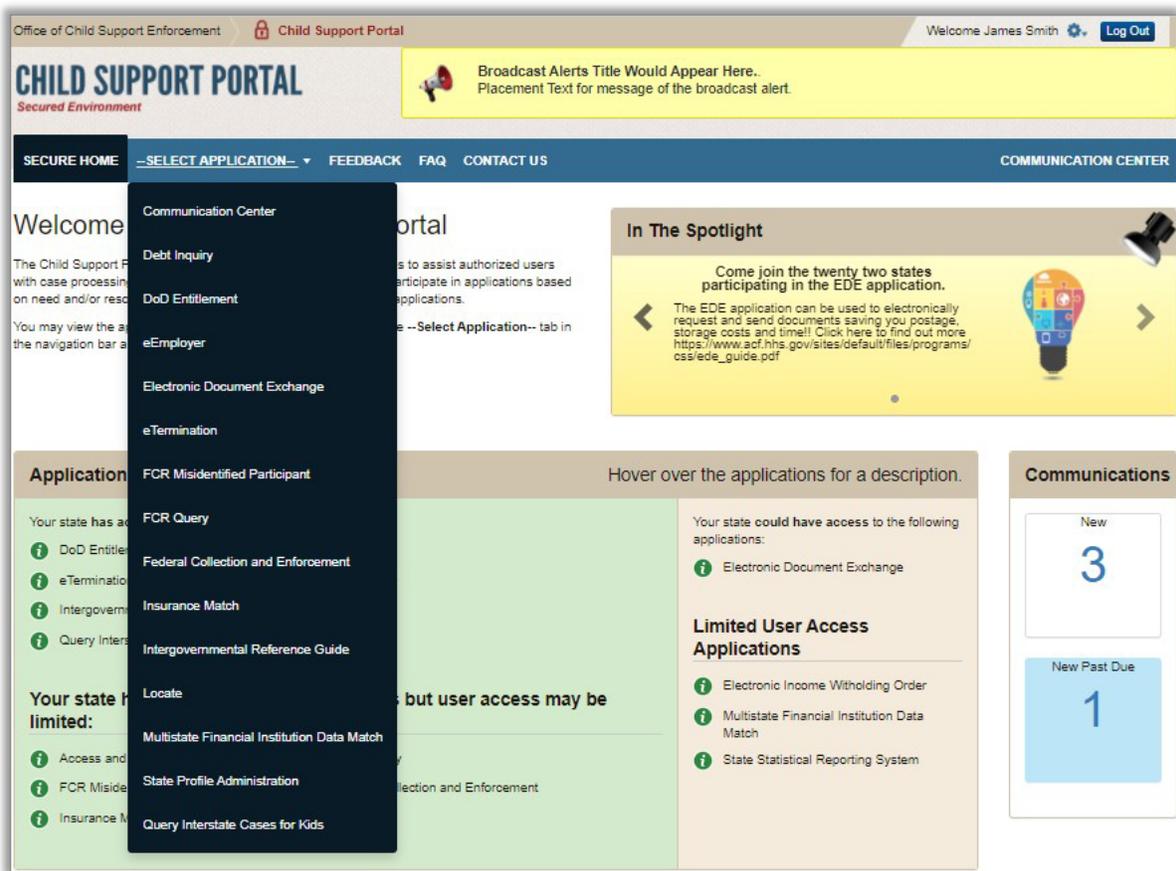


Figure 2-1: Welcome to the Child Support Portal

The Communication Center page (Figure 2-2) gives you access to initiate a new communication and to view received or initiated communications. The Received tab displays communications you received from another user. The Initiated tab displays communications you sent to another user.

The screenshot shows the 'Communication Center' page in the Child Support Portal. The page has a header with the portal name and a navigation bar. Below the navigation bar, there are tabs for 'Received' and 'Initiated', with 'Received' currently selected. A search bar is present with a search icon and a dropdown for search fields (Subject, From, Sender, Message). Below the search bar, a table titled 'Communications' displays a list of received messages with columns for Users, Date initiated, Due Date, From, Sender, Communication Type, Subject, Last Action, and Last Action Date.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

Figure 2-2: Communication Center – Received Communications

2.1 Initiate New Communication

All Portal users can send a communication. Click **New Communication** to initiate a new communication with an employer, **OCSE, or state (Figure 2-3).

The screenshot displays the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. A 'New Communication' button is located in the top right corner of the main content area. Below the navigation bar, there is a search bar with a search icon and a dropdown menu for 'Select field(s) to search:' with options for 'Subject', 'From', 'Sender', and 'Message'. A '+ Show More Options' link is also present. The main content area is titled 'Communication Center' and contains a table of communications.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

****State to OCSE/OCSE to State communication is reserved for the Senior Management team at the North Carolina Central Office.**

From the New Communication page (Figure 2-4), select **Employer** or **State** from the **Who do you want to communicate with?** drop down list.

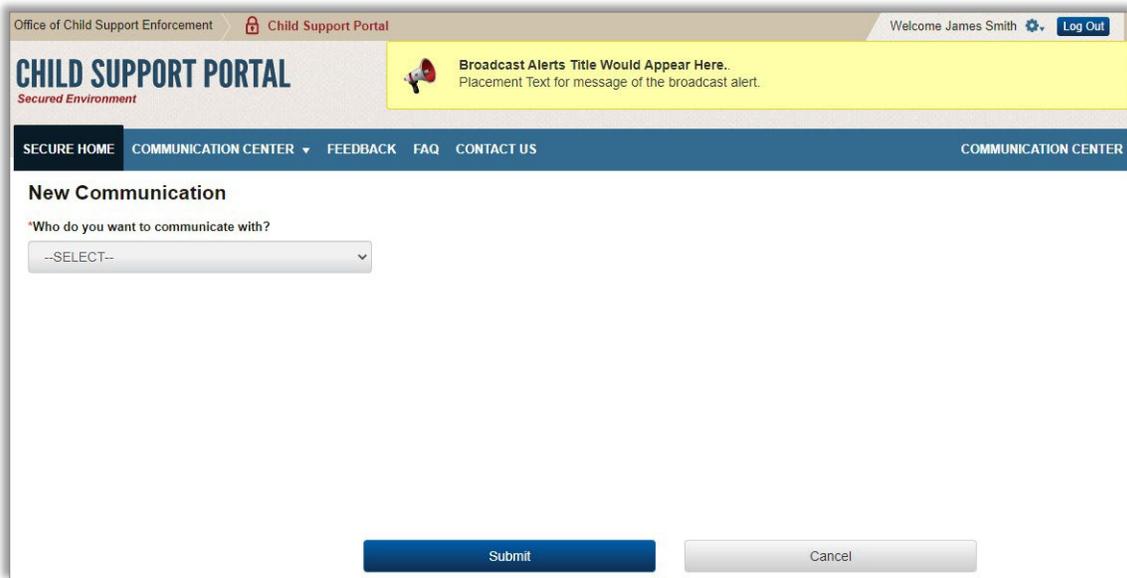


Figure 2-4: New Communication – Select Recipient

If you select **Employer**, enter the employer’s Federal Employer Identification Number (FEIN) or name in the **Employer** field to search and select from a list of participating employers (Figure 2-5). Do not include a dash when entering the FEIN.

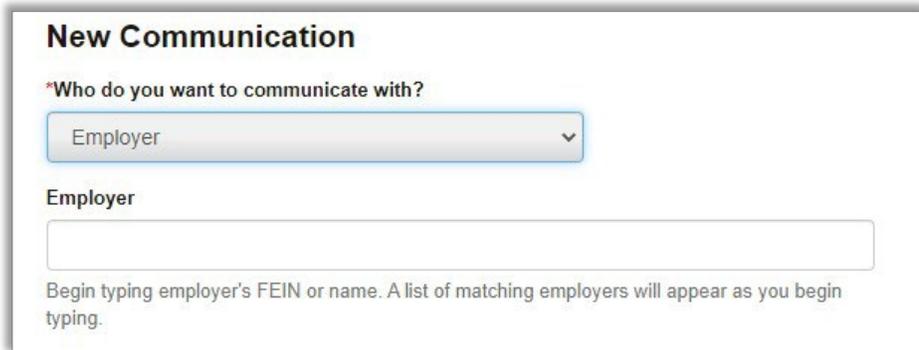


Figure 2-5: New Communication – Employer

If you select **State**, select one or more participating states from the **State** drop-down list (Figure 2-6).

The screenshot shows a web form titled "New Communication". The first section is labeled "*Who do you want to communicate with?" and contains a dropdown menu currently set to "State". Below this is another section labeled "*State" with a dropdown menu currently set to "Alabama". This dropdown menu is open, displaying a list of states with checkboxes: Alabama (checked), Alaska, Arizona, Arkansas, California, Colorado, Idaho, Illinois, Indiana, North Carolina, South Carolina, and Virginia. To the right of the state list, there are two radio buttons: "Communicate with a specific recipient?" and "Communicate from your organization?". Below these is a text input field with a "Characters remaining: 250" indicator. At the bottom, there are two input fields for "Case ID" and a placeholder "(XXX-XX-XXXX)".

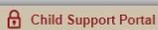
Figure 2-6: New Communication – State

Select the ****Communication Type** from the drop-down list (Figure 2-7) for the type of communication you are sending. The Communication Type directs the communication to designated recipients as determined by the receiving organization unless you choose to direct the communication to a specific recipient. **Communication Type** options vary depending on the **Who do you want to communicate with?** selection:

Table 2-1: Communication Types

Communication Types		
Employer	OCSE	State
General Case or Program Question	Employer Services	Case Inquiry or Central Registry
Income Withholding	Federal Offset	Federal Offset
Lump Sum	FPLS Support	General Communication
Medical Support Order	Intergovernmental (IRG)	Passport Denial
New Hire and Multistate Reporting	IRS Safeguards and Audit	Special Collections (MSFIDM and Insurance Match)
Payment Inquiry	Locate Inquiry and Family Violence Override	
Verification of Employment	Passport Denial	
	Regional Office	
	Special Collections (MSFIDM and Insurance Match)	

****State to OCSE/OCSE to State communication is reserved for the Senior Management team at the North Carolina Central Office.**

Office of Child Support Enforcement  Child Support Portal Welcome James Smith  [Log Out](#)

CHILD SUPPORT PORTAL

Secured Environment

 **Broadcast Alerts Title Would Appear Here.**
Placement Text for message of the broadcast alert.

SECURE HOME
COMMUNICATION CENTER ▾
FEEDBACK
FAQ
CONTACT US
COMMUNICATION CENTER

New Communication

***Who do you want to communicate with?**

State

***State**

None selected

***Communication Type**

Case Inquiry or Central Registry ▾

--SELECT--

Case Inquiry or Central Registry

Federal Offset

General Communication

Passport Denial

Special Collections(MSFIDM, Insurance Match)

Characters remaining: 250

SSN
(XXX-XX-XXXX)

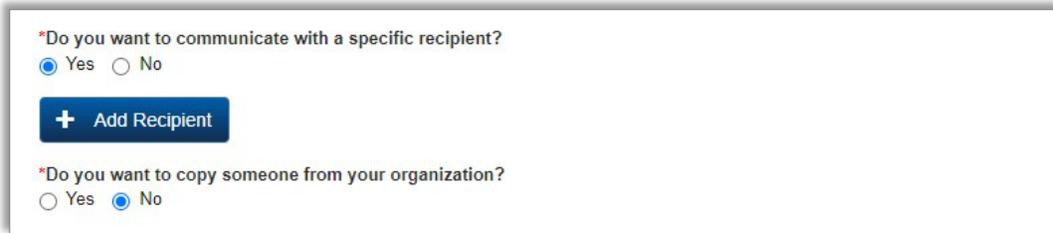
Case ID

***Message**

Characters remaining: 1800

Figure 2-7: New Communication – State Communication Types

For State communications you may communicate with specific recipients in that state by selecting **Yes** for **Do you want to communicate with a specific recipient?**



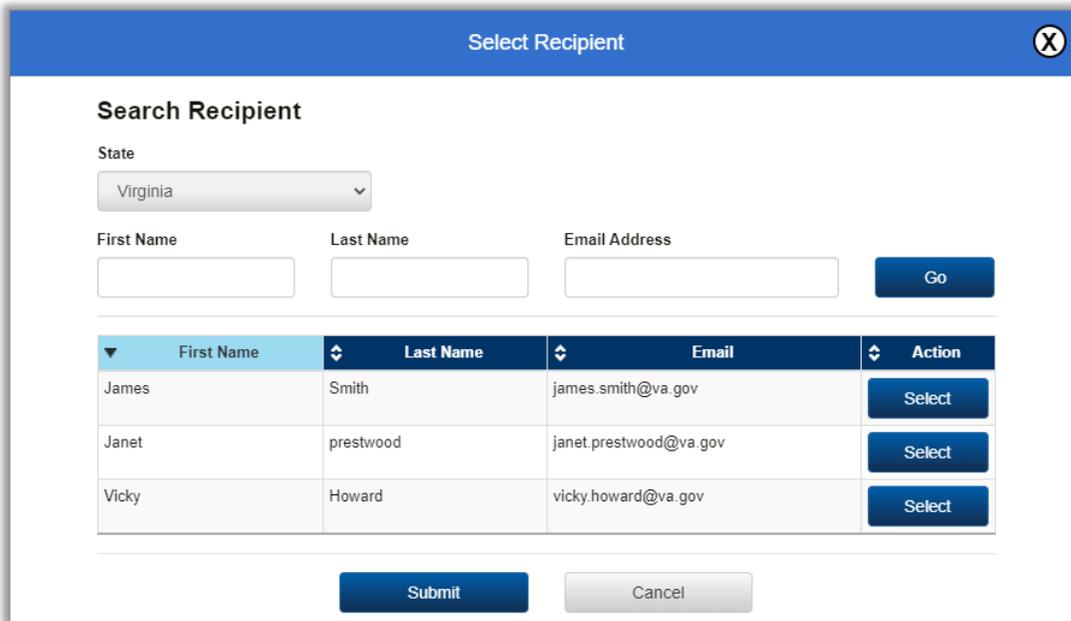
*Do you want to communicate with a specific recipient?
 Yes No

+ Add Recipient

*Do you want to copy someone from your organization?
 Yes No

Figure 2-8: New Communication – Communicate with Specific Recipient

Click **Add Recipient** to display the Select Recipient window. Enter recipient **First Name**, **Last Name**, or **Email Address** and click **Go**. From the results, click **Select** for the desired recipient. You may select up to five recipients. Click **Submit** to finalize your selection (Figure 2-9).



Select Recipient

Search Recipient

State
Virginia

First Name Last Name Email Address

Go

First Name	Last Name	Email	Action
James	Smith	james.smith@va.gov	Select
Janet	prestwood	janet.prestwood@va.gov	Select
Vicky	Howard	vicky.howard@va.gov	Select

Submit Cancel

Figure 2-9: New Communication – Select Recipient

To copy a user from your state, click **Yes** for **Do you want to copy someone from your organization?** (Figure 2-10). Click **Add Recipient** to display the Select Recipient window to search and select the desired recipient.

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main content area is titled 'New Communication'. It contains several form fields: a dropdown for 'Who do you want to communicate with?' (set to 'State'), a dropdown for 'State' (set to 'None selected'), a dropdown for 'Communication Type' (set to '--SELECT--'), and two radio button questions: 'Do you want to communicate with a specific recipient?' (with 'No' selected) and 'Do you want to copy someone from your organization?' (with 'Yes' selected). Below these is a blue '+ Add Recipient' button. There is also a text input field for 'Subject' with a 'Characters remaining: 250' indicator, and two input fields for 'SSN' (with a '(XXX-XX-XXXX)' placeholder) and 'Case ID'. At the bottom is a large text area for the 'Message'.

Figure 2-10: New Communication – Copy Someone From Your Organization

Enter a **Subject** (Figure 2-11), **SSN** and **Case ID** (when appropriate), and **Message** in the designated fields.

New Communication

*Who do you want to communicate with?
--SELECT--

*Communication Type
--SELECT--

*Do you want to copy someone from your organization?
 Yes No

*Subject
Characters remaining: 250

SSN Case ID
(XXX-XX-XXXX)

*Message
Characters remaining: 1800

+ Add Document

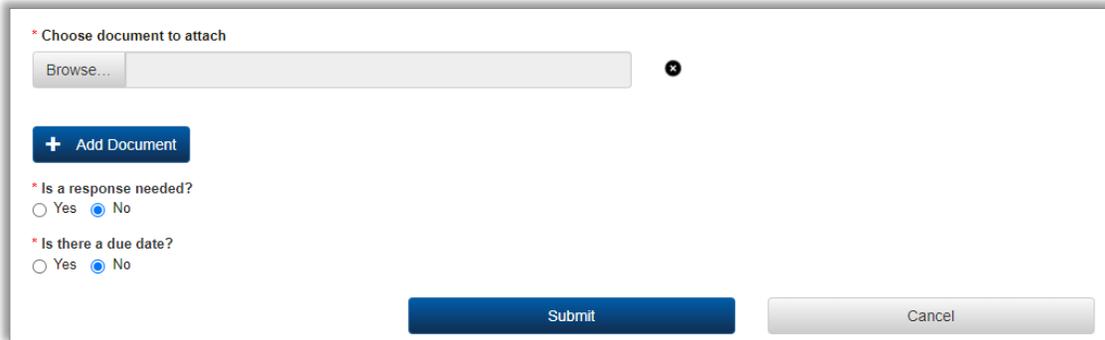
* Is a response needed?
 Yes No

* Is there a due date?
 Yes No

Submit Cancel

Figure 2-11: New Communication

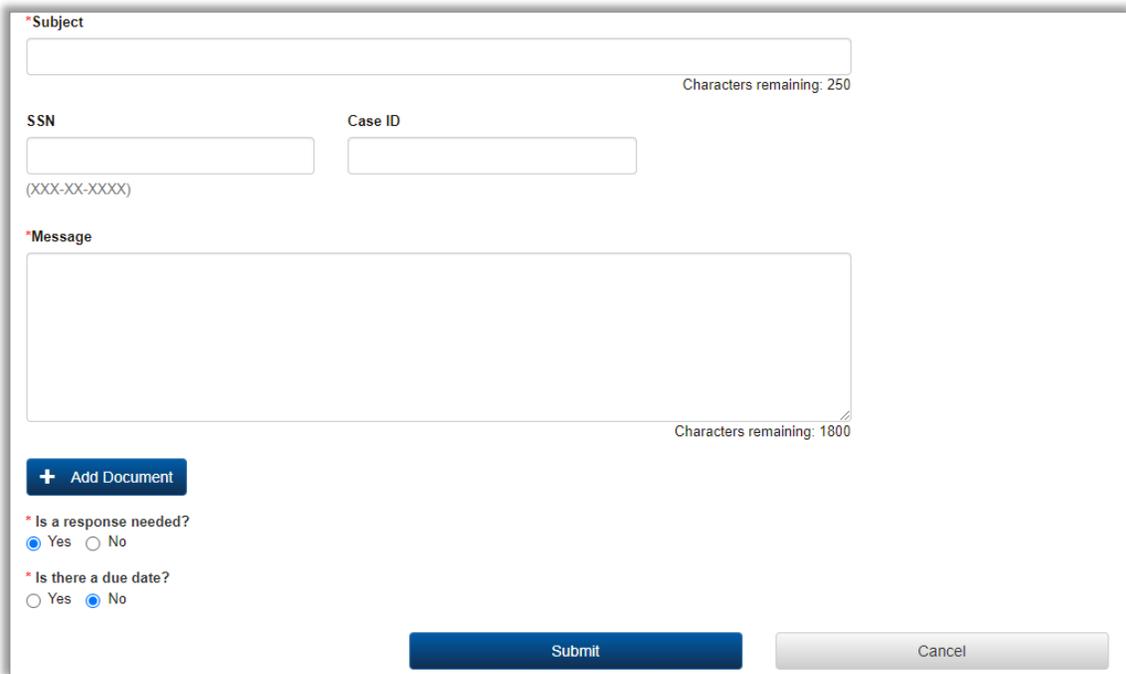
If you need to send an accompanying document, click **Add Document** (Figure 2-12). DOC, DOCX, PDF, XLS, XLSX, JPEG, JPG, TXT, and PNG files up to 400mb each are allowed. You may add up to five documents.



The screenshot shows a form titled '* Choose document to attach'. It features a 'Browse...' button next to a text input field. Below this is a blue button with a plus sign and the text '+ Add Document'. There are two radio button questions: '* Is a response needed?' with 'Yes' and 'No' options (where 'No' is selected), and '* Is there a due date?' with 'Yes' and 'No' options (where 'No' is selected). At the bottom, there are 'Submit' and 'Cancel' buttons.

Figure 2-12: New Communication – Add Document

Select **Yes** for **Is a response needed?** (Figure 2-13) to notify the recipient if you require a response.



The screenshot shows a form with several fields. At the top is a '* Subject' field with a character count of 'Characters remaining: 250'. Below it are two input fields for 'SSN' (with a placeholder '(XXX-XX-XXXX)') and 'Case ID'. A large text area for '* Message' follows, with a character count of 'Characters remaining: 1800'. There is a blue '+ Add Document' button. The radio button questions are: '* Is a response needed?' with 'Yes' selected and 'No' unselected, and '* Is there a due date?' with 'Yes' unselected and 'No' selected. 'Submit' and 'Cancel' buttons are at the bottom.

Figure 2-13: New Communication – Response Needed

Select **Yes** for **Is there a due date?** (Figure 2-14) if you require a response by a specific date. Click the calendar icon to select date. Click **Submit** to send the communication.

The form contains the following elements:

- *Subject**: A text input field with a character count of 250 remaining.
- SSN**: A text input field with a placeholder format of (XXX-XX-XXXX).
- Case ID**: A text input field.
- *Message**: A large text area with a character count of 1800 remaining.
- + Add Document**: A button to attach files.
- * Is a response needed?**: Radio buttons for Yes and No, with No selected.
- * Is there a due date?**: Radio buttons for Yes and No, with Yes selected.
- *Due Date**: A date input field with a calendar icon and a placeholder format of (MM/DD/YYYY).
- Submit**: A blue button to send the communication.
- Cancel**: A grey button to abort the process.

Figure 2-14: New Communication – Due Date Selection

If the communication was successfully submitted, a confirmation message will display (Figure 2-15).

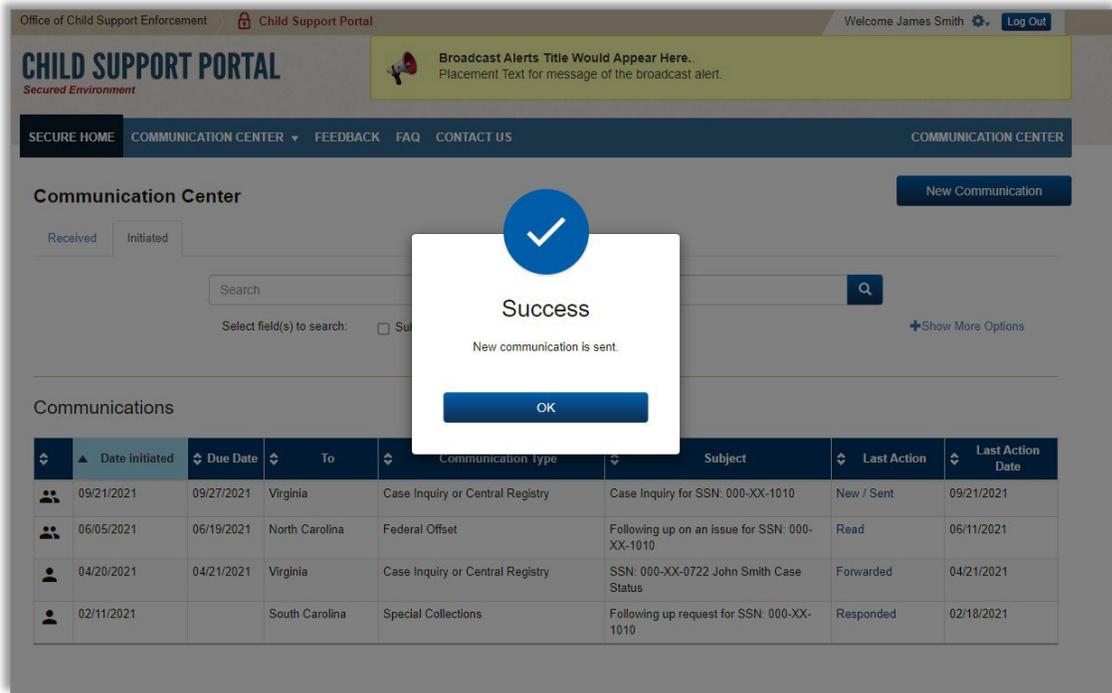


Figure 2-15: New Communication Sent

The Communication Center Initiated tab displays the new communication and the Last Action shows as New/Sent (Figure 2-16).

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this, the 'Communication Center' section is active, with tabs for 'Received' and 'Initiated'. A search bar is present with a search icon and a 'Show More Options' link. Below the search bar, a table titled 'Communications' displays the following data:

	Date initiated	Due Date	To	Communication Type	Subject	Last Action	Last Action Date
	09/21/2021	09/27/2021	Virginia	Case Inquiry or Central Registry	Case Inquiry for SSN: 000-XX-1010	New / Sent	09/21/2021
	06/05/2021	06/19/2021	North Carolina	Federal Offset	Following up on an issue for SSN: 000-XX-1010	Read	06/11/2021
	04/20/2021	04/21/2021	Virginia	Case Inquiry or Central Registry	SSN: 000-XX-0722 John Smith Case Status	Forwarded	04/21/2021
	02/11/2021		South Carolina	Special Collections	Following up request for SSN: 000-XX-1010	Responded	02/18/2021

Figure 2-16: Communication Center – New Communication Sent



Communications are stored for 60 days from the date they were initiated. After 60 days, communications and their attachments are purged and are no longer available.

2.2 Receive New Communication

It is important to monitor the Communication Center for incoming communications to make sure you respond to them timely. Additionally, email alerts are sent to alert you to access the Communication Center when a communication is received. Access your communications by clicking the **New** or **New Past Due** buttons located under Communications on the right side of the Welcome to Child Support Portal page. From the Communication Center page, click the **Received** tab. Communications display in the Communications table (Figure 2-17).

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. A 'New Communication' button is visible on the right. Below the navigation, there are tabs for 'Received' and 'Initiated'. A search bar is present with a search icon and a 'Show More Options' link. The main content area is titled 'Communications' and contains a table with the following data:

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

Figure 2-17: Communication Center – Received Communications

Click **New/Sent** in the Last Action column to view the communication (Figure 2-18). The View Communication page will display.

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. A yellow banner for broadcast alerts is visible. Below the navigation, the 'Communication Center' section has tabs for 'Received' and 'Initiated'. A search bar is present with a search icon and a 'Show More Options' link. The main content area displays a table of communications.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

Figure 2-18: Communication Center – Received Communications

The View Communication page (Figure 2-19) displays the communication heading, the original communication, subsequent responses, and attachments. The communication heading includes the following details:

- Date Initiated
- Due Date
- From (Organization)
- Sender
- Communication Type
- Subject
- SSN
- Case ID
- Last Action
- Last Action Date

The next section of the View Communication page includes the original communication details and any responses, if available. The details include:

- To
- From (Organization)
- Date
- Message
- Attachments
- Response is required
- Due Date

Office of Child Support Enforcement  Child Support Portal Welcome James Smith  [Log Out](#)

CHILD SUPPORT PORTAL
Secured Environment

 **Broadcast Alerts Title Would Appear Here..**
Placement Text for message of the broadcast alert.

[SECURE HOME](#) [COMMUNICATION CENTER](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#) COMMUNICATION CENTER

View Communication [Print PDF](#) [Undo Last Action](#) [Respond](#) [Forward](#) [Return](#)

Date Initiated: 08/20/2021 3:00PM	Subject: SSN: 000-XX-0722 Case Inquiry
Due Date: 08/26/2021 3:00PM	SSN:000-XX-6565
From: Virginia	Case ID: 1234554321
Sender: Vinne Howard	Last Action: New / Sent
Communication Type: Case Inquiry or Central Registry	Last Action Date: 08/20/2021

To: Maryland	Response is required
From: Virginia	Due Date: N/A
Date: 08/20/2021 3:00PM	

Message:
Can you send us the case order details of SSN: 000-XX-0722.

Attachments:
N/A

Figure 2-19: View Communication



Once the intended recipient views a communication, the Last Action will display as Read. The Last Action is not updated to Read if someone who is copied on the communication views it.

2.2.1 Respond to Communication

The View Communication page displays the following available actions:

- Print PDF
- Undo Last Action – return to the Communication Center without updating the Last Action status
- Respond
- Forward – send the communication to someone in your state, another state, OCSE, or an employer
- Return – return to the Communication Center (Last Action status will be updated)

Click **Respond** to reply to the communication. On the Respond to Communication page, type your response in the **Message** field (Figure 2-20) and indicate if the communication requires a response or a due date. Attach any documents, if needed, and click **Submit**.

Office of Child Support Enforcement Child Support Portal Welcome James Smith Log Out

CHILD SUPPORT PORTAL
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Broadcast Alerts Title Would Appear Here.
Placement Text for message of the broadcast alert.

SECURE HOME COMMUNICATION CENTER FEEDBACK FAQ CONTACT US COMMUNICATION CENTER

Respond to Communication

*Message

Please see attached

Characters remaining: 1780

* Is a response required?
 Yes No

* Is a due date required?
 Yes No

* Choose document to attach

Browse... caseorder1234.png

+ Add Document

Submit Cancel

To: Maryland Response is required
From: Virginia Due Date: N/A
Date: 08/20/2021 3:00PM
Message:
Can you send us the case order details of SSN: 000-XX-0722.
Attachments:
N/A

Figure 2-20: Respond to Communication

If the communication was successfully submitted, a confirmation message will display (Figure 2-21).

The screenshot displays the 'Child Support Portal' interface. At the top, there is a header with the logo 'CHILD SUPPORT PORTAL Secured Environment' and a user greeting 'Welcome James Smith' with a 'Log Out' button. Below the header is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main content area is titled 'Communication Center' and features a 'New Communication' button. A central modal window with a blue checkmark icon and the text 'Success' and 'Response to this communication is sent.' is overlaid on the page, with an 'OK' button at the bottom. Below the modal, there is a search bar and a table of communications.

Users	Date Initiated	Due Date	From	To	Subject	Last Action	Last Action Date	
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	Responded	08/22/2021

Figure 2-21: Response Sent

The Communication Center page now shows the Last Action for the communication as Responded in the Communications table (Figure 2-22).

CHILD SUPPORT PORTAL
Secured Environment

Office of Child Support Enforcement | Child Support Portal | Welcome James Smith | Log Out

Broadcast Alerts Title Would Appear Here.
Placement Text for message of the broadcast alert.

SECURE HOME | COMMUNICATION CENTER | FEEDBACK | FAQ | CONTACT US | COMMUNICATION CENTER

Communication Center | New Communication

Received | Initiated

Search [] [Q]

Select field(s) to search: Subject From Sender Message [+ Show More Options](#)

Communications

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
[User Icon]	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
[User Icon]	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
[User Icon]	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
[User Icon]	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	Responded	08/22/2021

Figure 2-22: Communication Center – Last Action Updated to Responded

2.2.2 Forward Communication

The Communication Center allows users to forward communications to someone in your state, an employer, OCSE, or another state. Anyone who has received a communication may forward the communication, including those who were copied. Click the Last Action in the Communications table to view the communication for forwarding (Figure 2-23).

	▲ Date initiated	↕ Due Date	↕ From	↕ Sender	↕ Communication Type	↕ Subject	↕ Last Action	↕ Last Action Date
👤	08/11/2021	08/12/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	Read	08/11/2021
👤	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
👤	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
👥	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Following up on Insurance Match issue for SSN: 000-11-1010	Forwarded	05/15/2021
👤	03/09/2021	03/18/2021	South Carolina	Michael Brown	Case Inquiry or Central Registry	SSN: 000-XX-6565 Case Inquiry	Closed	03/16/2021

Figure 2-23: Communication Center



Communications may be forwarded to up to five recipients at a time.

Click **Forward** (Figure 2-24) to access the Select Recipient window.

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. A 'COMMUNICATION CENTER' dropdown is also visible. The main content area is titled 'View Communication' and includes several action buttons: 'Print PDF', 'Mark as Unread', 'Respond', 'Forward', and 'Return'. Below this, there are three communication entries, each with a 'Message' section and an 'Attachments' section. The first entry is from South Carolina to Maryland, with a 'Response is not required' status. The second entry is from Maryland to Maryland, with a 'Response is required' status. The third entry is from South Carolina to Maryland, with a 'Response is required' status.

Office of Child Support Enforcement | Child Support Portal | Welcome James Smith | Log Out

CHILD SUPPORT PORTAL
Secured Environment

Broadcast Alerts Title Would Appear Here..
Placement Text for message of the broadcast alert.

SECURE HOME | COMMUNICATION CENTER | FEEDBACK | FAQ | CONTACT US | COMMUNICATION CENTER

View Communication

Print PDF | Mark as Unread | Respond | Forward | Return

Date Initiated: 06/05/2021 3:00PM | **Subject:** SSN: 000-XX-6565 Regarding Passport Denial
Due Date: 06/10/2021 3:00PM | **SSN:**000-XX-6565
From: South Carolina | **Case ID:** 1234554321
Sender: Chris Johnson | **Last Action:** Responded
Communication Type: Passport Denial | **Last Action Date:** 06/09/2021

To: South Carolina / Chris Johnson | **Response is not required**
From: Maryland / Sid Prestwood | **Due Date:** N/A
Date: 06/09/2021 03:00PM
Message:
We have sent a UIFSA packet with all the detailed documentation for NCP James Smith SSN: 000-65-6565. Let us know if you need additional information.
Attachments:
N/A

To: Maryland / Sid Prestwood | **Response is required**
From: Maryland / Mary Smith | **Due Date:** N/A
Date: 06/10/2021 03:00PM
Message:
Can you send the requested details of SSN: 000-XX-6565 to Chris, Thank you.
Attachments:
N/A

To: Maryland / Mary Smith | **Response is required**
From: South Carolina / Chris Johnson | **Due Date:** N/A
Date: 06/05/2021 03:00PM
Message:
Can you send us the pending child support arrears details of NCP James smith SSN: 000-XX-6565.
Attachments:
N/A

Figure 2-24: View Communication – Forward

Select **Yes** to forward the communication to someone in your state (Figure 2-25). Enter the recipient's **First Name**, **Last Name**, or **Email Address** and click **Go** to search for results.

Select Recipient

Search Recipient

Do you want to forward to someone in your state?
 Yes No

First Name: Last Name: Email Address:

First Name	Last Name	Email	Action
James	Smith	james.smith@md.gov	<input type="button" value="Select"/>
James	Howard	James.howard@md.gov	<input type="button" value="Select"/>
James	prestwood	james.prestwood@md.gov	<input type="button" value="Select"/>

Figure 2-25: Select Recipient – Someone in Your State

Click **Select** beside the appropriate recipient (Figure 2-26). You may select up to five recipients. When you have finished selecting your recipient(s), click **Submit** to finalize your selection(s) and return to the communication.

The screenshot shows a 'Select Recipient' dialog box with a blue header and a close button (X) in the top right corner. Below the header is a 'Search Recipient' section. It includes a question: 'Do you want to forward to someone in your state?' with radio buttons for 'Yes' (selected) and 'No'. Below this are three input fields: 'First Name' (containing 'James'), 'Last Name' (empty), and 'Email Address' (empty). A 'Go' button is to the right of the 'Email Address' field. Below the search fields is a table with four columns: 'First Name', 'Last Name', 'Email', and 'Action'. The table contains three rows of search results, each with a 'Select' button. Below the table is a 'Selected Recipients' section with two entries: 'James Smith - james.smith@md.gov' and 'James Howard - James.howard@md.gov', each with a small circular icon to its right. At the bottom of the dialog are 'Submit' and 'Cancel' buttons.

First Name	Last Name	Email	Action
James	Smith	james.smith@md.gov	Select
James	Howard	James.howard@md.gov	Select
James	prestwood	james.prestwood@md.gov	Select

Selected Recipients

- James Smith - james.smith@md.gov
- James Howard - James.howard@md.gov

Figure 2-26: Select Recipient – Multiple Recipients Selected

If you want to forward the communication to an employer select **No** (Figure 2-27). Select **Employer** from the **Who do you want to forward it to?** drop-down list. Enter the employer's FEIN or name in the **Employer** field and select from the responses. Do not include a dash when entering the FEIN.

Select Recipient

Search Recipient

Do you want to forward to someone in your state?

Yes No

Who do you want to forward it to?

Employer

Employer

Begin typing employer's FEIN or name. A list of matching employers will appear as you begin typing.

Cancel

Figure 2-27: Select Recipient – Employer

If you want to forward the communication to another state, select **State** from the **Who do you want to forward it to?** drop-down list. Select the state from the drop-down list (Figure 2-28).

If you want to forward the communication to a specific person in the other state, select **Yes** to access the Select Recipient window. Enter the **First Name**, **Last Name**, or **Email Address** and click **Go** to search for the recipient. In the results table, click **Select** next to the appropriate recipient. Once you have selected the recipient, click **Submit**.

The screenshot shows a web interface titled "Select Recipient" with a close button (X) in the top right corner. The main heading is "Search Recipient".

There are two radio button options for "Do you want to forward to someone in your state?": "Yes" (unselected) and "No" (selected).

Under "Who do you want to forward it to?", there is a dropdown menu currently showing "State".

Below that, another dropdown menu shows "Alabama" under the heading "State".

There are two radio button options for "Do you want to forward to a specific person?": "Yes" (selected) and "No" (unselected).

Below these are three input fields: "First Name" (empty), "Last Name" (containing "howard"), and "Email Address" (empty). A "Go" button is to the right of the "Email Address" field.

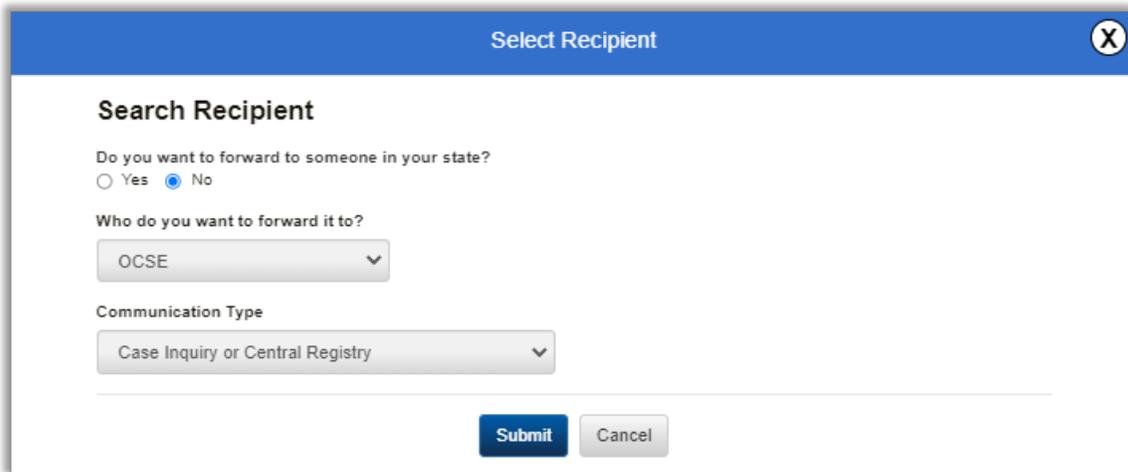
A table displays search results with columns: "First Name", "Last Name", "Email", and "Action".

First Name	Last Name	Email	Action
James	Smith	james.smith@al.gov	Select
James	Howard	James.howard@al.gov	Select
James	prestwood	james.prestwood@al.gov	Select

At the bottom of the window are "Submit" and "Cancel" buttons.

Figure 2-28: Select Recipient – State

Next, select the appropriate **Communication Type** from the drop-down list (Figure 2-29) and click **Submit**.



Select Recipient

Search Recipient

Do you want to forward to someone in your state?
 Yes No

Who do you want to forward it to?
OCSE

Communication Type
Case Inquiry or Central Registry

Submit **Cancel**

Figure 2-29: Select Recipient – Communication Type

Back on the Forward Communication page (Figure 2-30), you may select **Add Recipient** to include another recipient. To remove a recipient, click the **X** next to the recipient's name. Next, enter the **Message** text, attach documents, and indicate if a response or a due date is required. Click **Submit** to forward the communication.

Office of Child Support Enforcement Child Support Portal Welcome James Smith Log Out

CHILD SUPPORT PORTAL
Secured Environment

Broadcast Alerts Title Would Appear Here..
Placement Text for message of the broadcast alert.

SECURE HOME COMMUNICATION CENTER FEEDBACK FAQ CONTACT US COMMUNICATION CENTER

Forward Communication

Recipient
James Smith - james.smith@md.gov

+ Add Recipient

*Message

Characters remaining: 1800

+ Add Document

* Is a response required?
 Yes No

* Is a due date required?
 Yes No

Submit Cancel

To: Angel Winchester Response is required
From: Maryland / Marylanders Due Date: N/A
Date: 05/12/2021 03:00PM

Message:
I have sent a UIFSA packet on 04/17/20 and have not received an acknowledgment. The NCP Is John Smith 999-XX-9999 and CP Name is Jane Smith. Can you please provide the status?

Attachments:
N/A

Figure 2-30: Forward Communication

A confirmation message will display to indicate the communication was successfully sent (Figure 2-31).

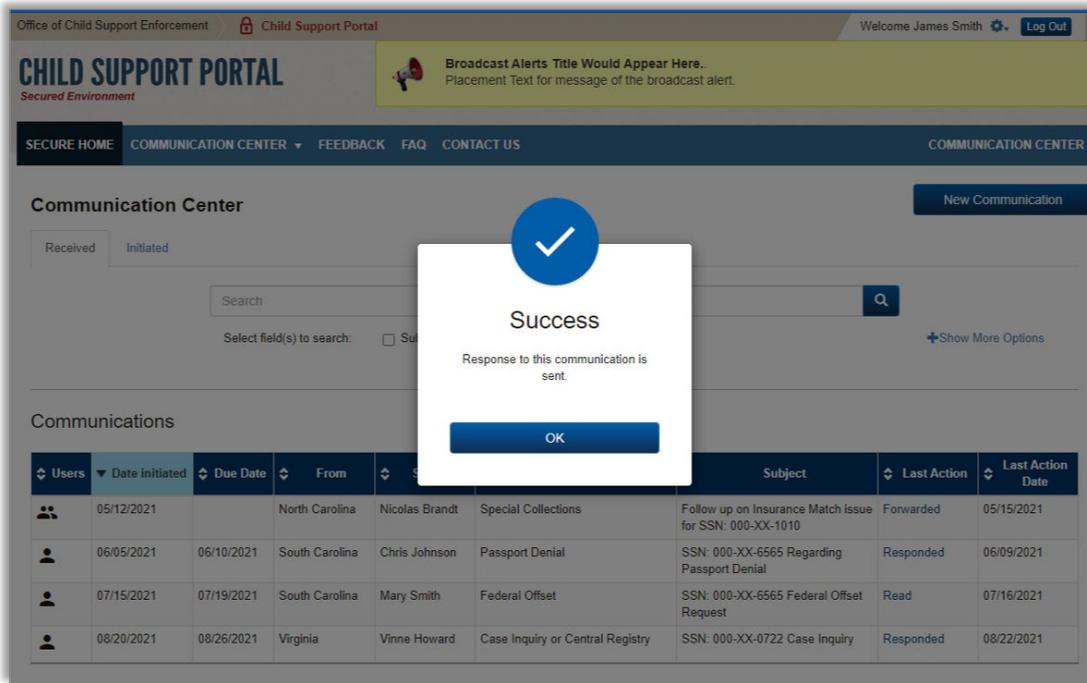


Figure 2-31: Communication Sent

The Communications table now displays multiple figures in the Users column for the communication and Forwarded in the Last Action column (Figure 2-32).

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this is a 'Communication Center' section with tabs for 'Received' and 'Initiated'. A search bar is present with a search icon and a 'Show More Options' link. Below the search bar is a table titled 'Communications'.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
2	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
1	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
1	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
1	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	Responded	08/22/2021

Figure 2-32: Communication Center – Forwarded Communication

2.3 Close Communication

Only the user who initiated the communication may close the communication. Click the Last Action for the communication from the Initiated tab (Figure 2-33) to view and close the communication. Closed communications no longer appear in the Communications table for any user once they have been closed

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this is a 'Communication Center' section with tabs for 'Received' and 'Initiated'. A search bar is present with a search icon and a dropdown for 'Select field(s) to search:' with options for 'Subject', 'To', and 'Message'. Below the search bar is a table titled 'Communications' with the following data:

	Date initiated	Due Date	To	Communication Type	Subject	Last Action	Last Action Date
	09/21/2021	09/27/2021	Virginia	Case Inquiry or Central Registry	Case Inquiry for SSN: 000-XX-1010	New / Sent	09/21/2021
	06/05/2021	06/19/2021	North Carolina	Federal Offset	Follow up on an issue for SSN: 000-XX-1010	Read	06/11/2021
	04/20/2021	04/21/2021	Virginia	Case Inquiry or Central Registry	SSN: 000-XX-0722 John Smith Case Status	Forwarded	04/21/2021
	02/11/2021		South Carolina	Special Collections	Follow up request for SSN: 000-XX-1010	Responded	02/18/2021

Figure 2-33: Communication Center – Initiated Communications

Click **Mark as Closed** to close the communication (Figure 2-34). Alternately, you can respond to the communication and close it at the same time by clicking **Respond & Close**.

Office of Child Support Enforcement | Child Support Portal | Welcome James Smith | Log Out

CHILD SUPPORT PORTAL

Secured Environment

Broadcast Alerts Title Would Appear Here.
Placement Text for message of the broadcast alert.

SECURE HOME | COMMUNICATION CENTER | FEEDBACK | FAQ | CONTACT US | COMMUNICATION CENTER

View Communication

[Print PDF](#) | [Respond & Close](#) | [Mark as Closed](#) | [Respond](#) | [Forward](#) | [Return](#)

Date Initiated: 02/11/2021 3:00PM | **Subject:** Follow up request for SSN: 000-XX-1010

Due Date: | **SSN:** 000-XX-1010

To: South Carolina | **Case ID:** 1234554321

Communication Type: Special Collections | **Last Action:** Responded

Last Action Date: 02/18/2021

To: Maryland | **Response is not required**

From: South Carolina / Tim Southee | **Due Date:**

Date: 02/18/2021 5:00PM

Message:
Sent the requested details in UIFSA Packet. Tracking:1234567890

Attachments:
N/A

To: South Carolina | **Response is required**

From: Maryland | **Due Date:** 02/21/2021

Date: 02/11/2021 3:00PM

Message:
Can you send the recent arrear details of SSN: 000-XX-1010 in UIFSA Packet.

Attachments:
N/A

Figure 2-34: View Communication – Mark as Closed

Click **Yes** in the Close Communication window to confirm that you want to close the communication (Figure 2-35).

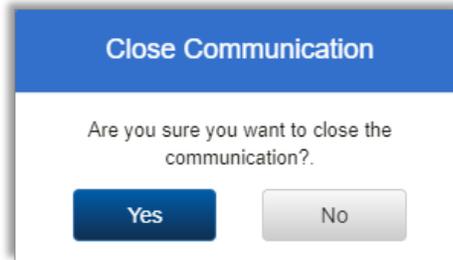


Figure 2-35: Close Communication

The closed communication no longer appears in the Communications table (Figure 2-36). Although they do not appear in the Communications table, they are available to view 60 days from the initiated date. To view a previously closed communication, use the advanced filtering options on the Communication Center page.

The screenshot shows the "CHILD SUPPORT PORTAL" interface. The top navigation bar includes "SECURE HOME", "COMMUNICATION CENTER", "FEEDBACK", "FAQ", and "CONTACT US". The "COMMUNICATION CENTER" section is active, showing tabs for "Received" and "Initiated". A search bar is present with a search icon and a "Show More Options" link. Below the search bar is a table of communications.

	Date initiated	Due Date	To	Communication Type	Subject	Last Action	Last Action Date
	09/21/2021	09/27/2021	Virginia	Case Inquiry or Central Registry	Case Inquiry for SSN: 000-XX-1010	New / Sent	09/21/2021
	06/05/2021	06/19/2021	North Carolina	Federal Offset	Follow up on an issue for SSN: 000-XX-1010	Read	06/11/2021
	04/20/2021	04/21/2021	Virginia	Case Inquiry or Central Registry	SSN: 000-XX-0722 John Smith Case Status	Forwarded	04/21/2021

Figure 2-36: Communication Center – Initiated Communications

2.4 Search for Communication

The search options on the Communication Center page allow users to search for specific communications and to view previously closed communications. Communications are retained for sixty days in the Communication Center before they are purged. To search for received communications, click the Received tab. To search for initiated communications, click the Initiated tab. Enter key words in the search bar and select **Subject**, **From** (Received only), **To** (Initiated only), **Sender** (Received only), or **Message** to search for a specific communication. Click the search icon to view results. The results display in the Communications table (Figure 2-37).

The screenshot displays the 'CHILD SUPPORT PORTAL' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this, the 'Communication Center' section features a search bar and a 'New Communication' button. The search filters are set to 'Received' and 'Initiated'. The search criteria are 'Subject', 'From', 'Sender', and 'Message'. Below the search bar, a table titled 'Communications' lists several entries.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

Figure 2-37: Communication Center – Search for Communications

Click **Show More Options** (Figure 2-38) to expand the search filters. The additional options include:

- Last Action
- From Due Date
- To Due Date
- SSN
- Case ID

Click the arrows located at the top of each column to sort the communication results within the table. To clear the filtered results, click **Reset**.

The screenshot shows the 'Communication Center' interface. At the top, there is a navigation bar with 'SECURE HOME', 'COMMUNICATION CENTER', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this is a search area with a search bar and a 'Search' button. There are also checkboxes for 'Subject', 'From', 'Sender', and 'Message'. Below the search area, there are filters for 'Last Action' (a dropdown menu), 'From Due Date' (a date picker), 'To Due Date' (a date picker), 'SSN' (a text input), and 'Case ID' (a text input). There are 'Search' and 'Reset' buttons at the bottom of the filter section.

Below the search area, there is a table of communications. The table has the following columns: Users, Date initiated, Due Date, From, Sender, Communication Type, Subject, Last Action, and Last Action Date.

Users	Date initiated	Due Date	From	Sender	Communication Type	Subject	Last Action	Last Action Date
	05/12/2021		North Carolina	Nicolas Brandt	Special Collections	Follow up on Insurance Match issue for SSN: 000-XX-1010	Forwarded	05/15/2021
	06/05/2021	06/10/2021	South Carolina	Chris Johnson	Passport Denial	SSN: 000-XX-6565 Regarding Passport Denial	Responded	06/09/2021
	07/15/2021	07/19/2021	South Carolina	Mary Smith	Federal Offset	SSN: 000-XX-6565 Federal Offset Request	Read	07/16/2021
	08/20/2021	08/26/2021	Virginia	Vinne Howard	Case Inquiry or Central Registry	SSN: 000-XX-0722 Case Inquiry	New / Sent	08/20/2021

Figure 2-38: Communication Center – Show More Options