

Registration Guide for New Users of Online Reporting

The Office of the Attorney General (OAG) Employer Website allows employers to report new hires, terminations, medical support, and verification of employment as well as update employer information, such as address changes. While an employer must register and become familiar with the site and its processes, the convenience of conducting business online is an asset.

This user guide provides the following procedures to facilitate your use of the Employer Website:

- [Information needed before registering your company](#)
 - [Roles of company representatives](#)
- [Registering your company](#)

Getting Acquainted with the Website

Without logging in, you can click various links on the home page to see what is available. Once you are ready to register your company, click **Request New Account** as shown in the picture below.



[OAG Home](#) [OAG Child Support Home](#)

Child Support Portal Home > Employer Home

New Hires

Verification of Employment

Income Withholding

Medical Support

Payments

Terminations

Login

Employer Home

<div style="background-color: #0056b3; color: white; text-align: center; padding: 2px;">Login</div> <div style="padding: 5px;"> <p>User ID</p> <input style="width: 90%;" type="text"/> </div> <div style="padding: 5px;"> <p>Password</p> <input style="width: 90%;" type="password"/> </div> <div style="text-align: center; padding: 5px;"> <div style="background-color: #0056b3; color: white; padding: 5px 20px; border: none; cursor: pointer;">Login</div> </div> <ul style="list-style-type: none"> Forgot your User ID? (Valid e-mail address is required to look up your User ID). Forgot your password or need a new one? All other security-related issues (your requests are sent via email to the OAG). 	<div style="background-color: #0056b3; color: white; text-align: center; padding: 2px;">Welcome Texas Employers</div> <div style="padding: 5px;"> <ul style="list-style-type: none"> Request New Account If You Received a Survey, Click Here </div> <div style="background-color: #0056b3; color: white; text-align: center; padding: 2px; margin-top: 10px;">Important Notices</div> <div style="padding: 5px;"> <ul style="list-style-type: none"> Income Withholding Form Update Dental Support effective 9/1/2018 Contact Information now available for SMART e-Pay </div> <div style="text-align: center; padding: 5px;"> <div style="background-color: #0056b3; color: white; padding: 5px 15px; border: none; cursor: pointer;">Contact Us</div> </div> <div style="background-color: #0056b3; color: white; text-align: center; padding: 2px; margin-top: 10px;">Employer Information Center</div> <div style="padding: 5px;"> <p>Get helpful information on Employer reporting responsibilities, contact information, FAQs, etc.</p> </div>	<div style="background-color: #0056b3; color: white; text-align: center; padding: 2px;">Online Reporting</div> <div style="padding: 5px;"> <ul style="list-style-type: none"> Submit New Hires Respond to Verification of Employment Intent to Pay Lump Sum Respond to Medical Support Notices Update your Company Information (Addresses, Contacts, etc.) Submit Terminations </div> <div style="background-color: #0056b3; color: white; text-align: center; padding: 2px; margin-top: 10px;">Employer Payment Methods</div> <div style="padding: 5px;"> <p>Learn more about the different payment methods and access to important news.</p> </div>
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Portal Tips Accessibility | Privacy & Security Policy

Registering Your Company

When you are ready to register your company, click **Employer Home** on the white menu bar.

Step	Action
1	Click Request New Account link located on the left side of page.

2 Click the **radio button** for **Employer**.

The screenshot shows the 'Account Request' page with the following content:

Account Services CSI Home Employer Home

Login Forgot Password? Forgot User ID? Account Request

Account Request

Accessing some features on our website require you to log in. To set up a new user account, please complete and submit the information below. When your request is approved, you will receive a User ID and password that will allow you to log in.

Click the ? icon for more information, including definitions of terms.

First, we need to determine which type of user account is being requested. Please select one of the user types below:

Public Account Request

Select	User Type	Description
<input type="radio"/>	TEXAS COUNTY	Select this type if you are a county employee performing Child Support services.
<input checked="" type="radio"/>	EMPLOYER	Select this type if you are accessing this website to obtain or provide information regarding your company/organization or its employees.
<input type="radio"/>	INCOME VERIFICATION	Select this type if you are a Housing Authority (HA) or Eligibility Specialist (ES) requesting access to this website to obtain child support payment information as a condition for receiving subsidized services.
<input type="radio"/>	OTHER STATE IV-D AGENCY	Select this type if you are an interstate Child Support worker authorized to work Child Support cases for another state's IV-D agency.
<input type="radio"/>	FOREIGN COUNTRY C/S AGENCY	Select this type if you are assigned to enforce a Child Support case in conjunction with the State of Texas.

Next

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3 Click **Next** to continue.

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Next

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Type your **Federal Identification Number**.

Account Services Employer Home CSI Home

Login Forgot Password? Forgot User ID? Account Request

Account Request

Public Account Request

User Type	Description
EMPLOYER	Select this type if you are accessing this website to obtain or provide information regarding your company/organization or its employees.

Enter the Federal Employer Identification Number (FEIN) and click the Next button to display company information.

FEIN

Next Cancel

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Do one of the following:

- Click **Next** to continue.
- Click **Cancel** to return to previous page.

Account Services Employer Home CSI Home

Login Forgot Password? Forgot User ID? Account Request

Account Request

Public Account Request

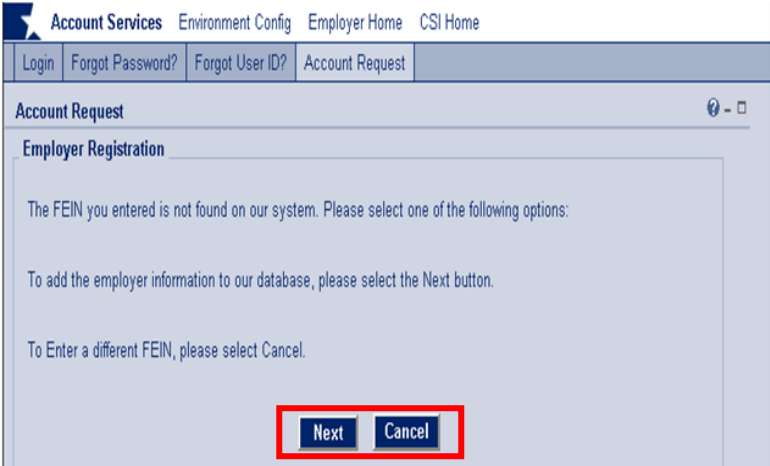
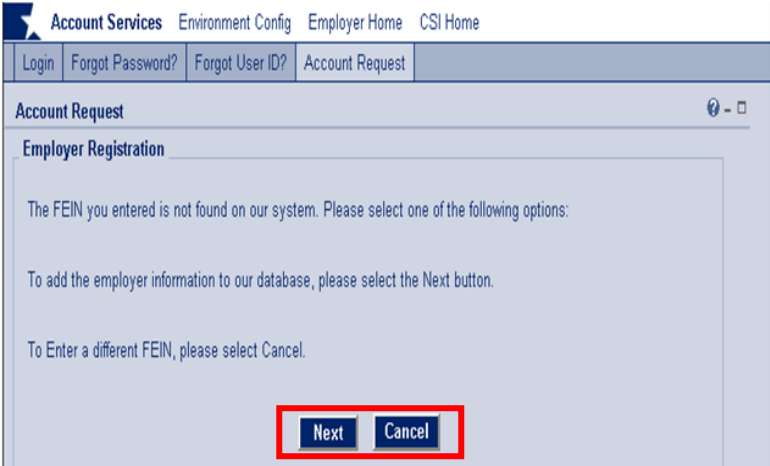
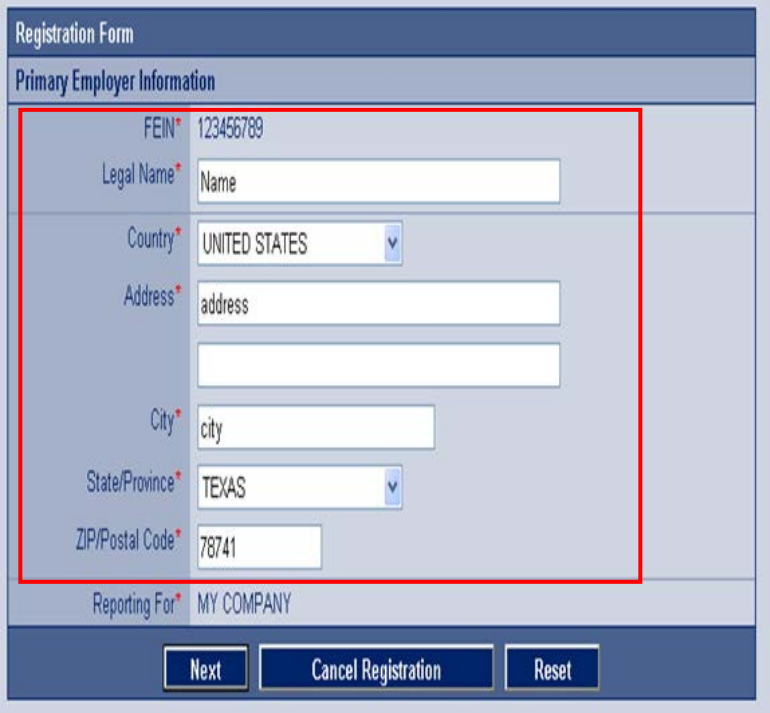
User Type	Description
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Enter the Federal Employer Identification Number (FEIN) and click the Next button to display company information.

FEIN

Next Cancel

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<p>6</p>	<p>Type your Federal Identification Number (FEIN).</p>				
	<p>If: FEIN <u>is not</u> registered in our database</p>	<p>Then:</p> <table border="1"> <thead> <tr> <th data-bbox="597 233 695 268">Step</th> <th data-bbox="695 233 1537 268">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 268 695 1031">1</td> <td data-bbox="695 268 1537 1031"> <p>You will receive a message stating that the FEIN is not registered. Do one of the following:</p> <ul style="list-style-type: none"> • Click Next to register the FEIN. • Click Cancel to return to previous page.  </td> </tr> </tbody> </table>	Step	Action	1
Step	Action				
1	<p>You will receive a message stating that the FEIN is not registered. Do one of the following:</p> <ul style="list-style-type: none"> • Click Next to register the FEIN. • Click Cancel to return to previous page. 				
	<p>2</p> <p>Type the Legal Name and Address associated with the FEIN.</p> 				

3

Do one of the following:

- Click **Next** to continue.
- Click **Cancel Registration**.
- Click **Reset** to clear the entered fields.

The screenshot shows a 'Registration Form' with a section for 'Primary Employer Information'. The fields are filled with the following data:

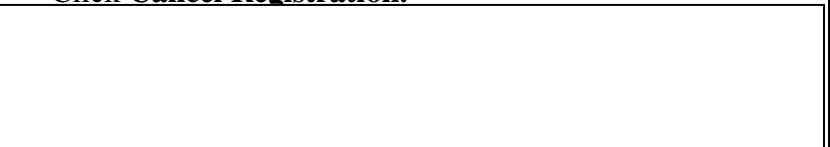
- FEIN*: 123456789
- Legal Name*: Name
- Country*: UNITED STATES
- Address*: address
- City*: city
- State/Province*: TEXAS
- ZIP/Postal Code*: 78741
- Reporting For*: MY COMPANY

At the bottom of the form, three buttons are visible: 'Next', 'Cancel Registration', and 'Reset'. These buttons are highlighted with a red rectangular border.

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Verify the information you entered and do one of the following:

- Click **Next** to continue.
- Click **Add Another Employer** to add new employer record.
- Click **Cancel Registration**.



The screenshot shows the 'Account Registration' page with an 'Employer Information Summary' section. It includes a table with the following data:

FEIN	Legal Name	Address	Reporting For
123456789	NAME	ADDRESS CITY TX 78741	MY COMPANY

Below the table, three buttons are visible: 'Next', 'Add Another Employer', and 'Cancel Registration'. These buttons are highlighted with a red rectangular border.

5 Type the following user information:

- **First Name and Last Name**
- **Phone**
- **E-mail**
- **Re-enter e-mail**

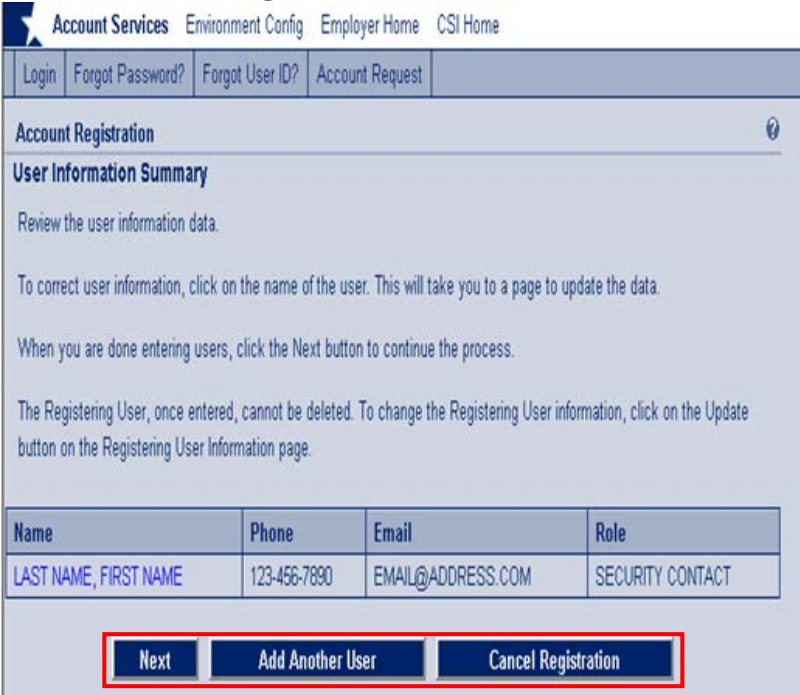
Then select a **User Role** from the drop-down list.
Note: If you choose a user role other than security contact and a security contact has not been established for this company, you will be prompted to either select the security contact user role or add another user as the security contact.



The screenshot shows a web form titled "Registration Form" with a sub-section "Registering User Information". The form contains the following fields: "First Name*" (text input with "FIRST NAME"), "Middle Name" (text input), "Last Name*" (text input with "LAST NAME"), "Suffix" (dropdown menu with "-- Please Make a Selection --"), "Phone*" (text input with "(123) 456 - 7890" and "ext" field), "E-mail*" (text input with "EMAIL@address.com"), "Re-enter e-mail*" (text input with "EMAIL@address.com"), and "User Role*" (dropdown menu with "SECURITY CONTACT"). At the bottom are "Next", "Cancel", and "Reset" buttons. A red rectangular box highlights the area containing the name, phone, email, and user role fields.

6 Do one of the following:

- Click **Next** to continue.
- Click **Cancel** to return to previous page.
- Click **Reset** to clear the entered fields.

This screenshot is identical to the one above, showing the "Registration Form" with the "Registering User Information" section. The fields are the same as in the previous image. However, a red rectangular box highlights the "Next", "Cancel", and "Reset" buttons at the bottom of the form.

		7	<p>Verify the information you entered and do one of the following:</p> <ul style="list-style-type: none"> • Click Next to continue. • Click Add Another User to register another user. • Click Cancel Registration.  <p>The screenshot shows a web interface for account registration. At the top, there are navigation links: Account Services, Environment Config, Employer Home, and CSI Home. Below these are links for Login, Forgot Password?, Forgot User ID?, and Account Request. The main heading is 'Account Registration'. Underneath is a section titled 'User Information Summary' with instructions to review user information data and to correct it by clicking on the user's name. A table lists the user information: Name (LAST NAME, FIRST NAME), Phone (123-456-7890), Email (EMAIL@ADDRESS.COM), and Role (SECURITY CONTACT). At the bottom, three buttons are highlighted with a red box: 'Next', 'Add Another User', and 'Cancel Registration'.</p>																
		8	<p>Verify the information you entered and do one of the following:</p> <ul style="list-style-type: none"> • Click Submit Registration. • Click Cancel Registration. <p><i>Note: Your account will be approved within two business days.</i></p> <p>Review the all the information entered for this registration.</p> <p>To correct an employer, click on the FEIN. To correct a user, click on the user name. This will take you to a page to update the data.</p> <p>If all the data is correct, click the Submit Registration button.</p> <p>Employer Information</p> <p>Add Another Employer</p> <table border="1" data-bbox="716 1518 1487 1591"> <thead> <tr> <th>FEIN</th> <th>Legal Name</th> <th>Address</th> <th>Reporting For</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>NAME</td> <td>ADDRESS CITY TX 78741</td> <td>MY COMPANY</td> </tr> </tbody> </table> <p>User Information</p> <p>Add Another User</p> <table border="1" data-bbox="716 1713 1487 1787"> <thead> <tr> <th>Name</th> <th>Phone</th> <th>Email</th> <th>Role</th> </tr> </thead> <tbody> <tr> <td>LAST NAME, FIRST NAME</td> <td>123-456-7890</td> <td>EMAIL@ADDRESS.COM</td> <td>SECURITY CONTACT</td> </tr> </tbody> </table> <p>At the bottom, two buttons are highlighted with a red box: 'Submit Registration' and 'Cancel Registration'.</p>	FEIN	Legal Name	Address	Reporting For	123456789	NAME	ADDRESS CITY TX 78741	MY COMPANY	Name	Phone	Email	Role	LAST NAME, FIRST NAME	123-456-7890	EMAIL@ADDRESS.COM	SECURITY CONTACT
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123456789	NAME	ADDRESS CITY TX 78741	MY COMPANY																
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LAST NAME, FIRST NAME	123-456-7890	EMAIL@ADDRESS.COM	SECURITY CONTACT																

	<p>If: FEIN is registered in our database</p>	<p>Then: Go to next step</p>															
<p>7</p>	<p>Verify the information is correct and do one of the following:</p> <ul style="list-style-type: none"> • Click Next to continue. • Click Cancel to return to previous page.  <p>The screenshot shows a web interface for 'Account Request' with a sub-section for 'Employer Registration'. It displays fields for 'Employer FEIN Number' (123456789) and 'Employer Name' (My Company). Below this is a 'Confirm Information' section with the same fields and a question: 'Is this correct? If so, select Next to continue. If this is not correct, select Cancel to enter a new FEIN.' The 'Next' and 'Cancel' buttons are highlighted with a red box.</p>																
<p>8</p>	<p>Click the radio button for your user role.</p>  <p>The screenshot shows a web interface for 'Account Request' with a sub-section for 'Public Account Request'. It includes a table for 'User Type' (EMPLOYER) and 'FEIN' (123456789) with 'Employer Name' (My Company). Below this is a table for selecting a user role. The 'SECURITY CONTACT' role is selected with a red radio button. The 'Next' and 'Cancel' buttons are visible at the bottom.</p> <table border="1" data-bbox="349 1522 1404 1690"> <thead> <tr> <th>Select</th> <th>User Role</th> <th>User Role Description</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>PAYROLL REPORTING ONLY</td> <td>Authorized to report employee new hires, terminations, verify employment and retrieve income withholding orders.</td> </tr> <tr> <td><input type="radio"/></td> <td>MEDICAL REPORTING ONLY</td> <td>Authorized to respond to National Medical Support Notices (NMSNs).</td> </tr> <tr> <td><input type="radio"/></td> <td>MEDICAL AND PAYROLL REPORTING</td> <td>Authorized to perform all online reporting functions (medical and payroll).</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>SECURITY CONTACT</td> <td>Authorized to perform all online reporting functions and maintain all user and company information.</td> </tr> </tbody> </table>		Select	User Role	User Role Description	<input type="radio"/>	PAYROLL REPORTING ONLY	Authorized to report employee new hires, terminations, verify employment and retrieve income withholding orders.	<input type="radio"/>	MEDICAL REPORTING ONLY	Authorized to respond to National Medical Support Notices (NMSNs).	<input type="radio"/>	MEDICAL AND PAYROLL REPORTING	Authorized to perform all online reporting functions (medical and payroll).	<input checked="" type="radio"/>	SECURITY CONTACT	Authorized to perform all online reporting functions and maintain all user and company information.
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- Do one of the following:
- Click **Next** to continue.
 - Click **Cancel** to return to previous page.

Account Services CSI Home Employer Home

Login | Forgot Password? | Forgot User ID? | Account Request

Account Request

Public Account Request

User Type	Description
EMPLOYER	Select this type if you are accessing this website to obtain or provide information regarding your company/organization or its employees.

FEIN	Employer Name
123456789	My Company

Please select your user role.

Select	User Role	User Role Description
<input type="radio"/>	PAYROLL REPORTING ONLY	Authorized to report employee new hires, terminations, verify employment and retrieve income withholding orders.
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<input checked="" type="radio"/>	SECURITY CONTACT	Authorized to perform all online reporting functions and maintain all user and company information.

Next **Cancel**

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- Type the following user information:
- **First Name** and **Last Name**
 - **E-mail Address**
 - **Confirm E-Mail Address**
 - **Phone Number**

Account Services CSI Home Employer Home

Login | Forgot Password? | Forgot User ID? | Account Request

Account Request

(Note: asterisk [*] indicates a required field.)

Public Account Request

User Type	Description
EMPLOYER	Select this type if you are accessing this website to obtain or provide information regarding your company/organization or its employees.

FEIN	Employer Name
123456789	My Company

User Role	User Role Description
SEC	Security Contact

First Name: *	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name: *	<input type="text"/>
E-mail Address: *	<input type="text" value="email@address.com"/>
Confirm E-mail Address: *	<input type="text" value="email@address.com"/>
Phone Number: *	(<input type="text" value="123"/>) <input type="text" value="456"/> - <input type="text" value="7890"/> Ext. <input type="text"/>

Submit **Cancel**

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- Do one of the following:
- Click **Submit** to register.
 - Click **Cancel** to stop the registration.

The screenshot shows the 'Account Request' page with the 'Public Account Request' form. The form has several sections:


- User Type:** EMPLOYER. Description: Select this type if you are accessing this website to obtain or provide information regarding your company/organization or its employees.
- FEIN:** 123456789. **Employer Name:** My Company.
- User Role:** SEC. **User Role Description:** Security Contact.
- Security Contact:** Fields for First Name, Middle Name, Last Name, E-mail Address, Confirm E-mail Address, and Phone Number.

The 'Submit' and 'Cancel' buttons at the bottom of the form are highlighted with a red box. The footer of the page contains links for Portal Tips, Accessibility, and Privacy & Security Policy.

When the security contact and/or OAG approve your request, you will receive an e-mail at the e-mail address you provided. The e-mail will contain your user ID and temporary password.

Tips about the Website

The site is easy to use but here are a few tips to make it easier:

If you need help while using the website, click the  icon located in the upper right corner of the page to display information about that page.

You are required to enter data in fields with a red asterisk.

Data entry fields have a limited number of characters that can be entered. For example, if you are typing a name in a Last Name field and after entering 20 characters, the system will accept no more, you know that the maximum number of characters allowed for that field is 20.

If you log into the Employer Website and are not actively working on the site, you are automatically logged out after 30 minutes. This is a security feature of the site.

Frequently Asked Questions (FAQs) are located under the Employer Information Center header on the home page of the website.