Getting Started

After logging into the Employer Web site and agreeing to the online policy, the security contact clicks **User Administration** on the white horizontal bar at the top of the page to select the page for performing a specific task.

Tips

- If you need help while in the Web site, click [illegible] located in [illegible] page to display information about that pag
- If you log into Child Support Online and [illegible] logged out after [illegible] minutes. This is a security feature of the site.
- You are required to enter data in fields with a red asterisk ne
- Some of the fields are not available for change since the data [illegible] your security contact information.
- Data entry fields have a limit to the number of characters that can be [illegible] name field and after entering [illegible] more you know that the maximum number of characters allowed for tha

User Maintenance

As a representative of an organization, the security contact performs the following tasks associated with the users of the Child Support Online Web site:

- Creates a new user
- Approves or denies requests for new user accounts
- Changes a user's reporting role
- Deletes an existing user's account
- Maintains user authorization

Creating a New User

Although the security contact may do all the reporting for a company, it is likely that different users will be responsible for the different types of reporting. The security contact is responsible for requesting a user ID and a password for another user in the company.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Create New User** located on the dark gray horizontal bar. *The Create New User page displays.*
4.	Enter information in all the required fields. *The required fields are those with a red asterisk next to the name.*
5.	Click ONE of the following buttons: • IF the entered information is **complete** and **correct**, click **Approve**. The user will receive a user ID and temporary password at the email address provided. • IF you want to clear data from all the fields (you've made some mistakes and want to start over), click **Clear** or **Reset**.
6.	Identify the company for which this new user will have the authority to report. *This is a **essential**! While the user will be in our system, he/she may not be able to report for a company unless you add the FEIN to the user's account.* *Please go to "Maintaining User Authorization" (page 7 of this guide) and start with step 3 to identify the company for which the new user will be reporting.*

Tip: You may have more than one Security Contact for an organization.

Approving or Denying Requests for New User Accounts

The first step in approving or denying a user's request to access online reporting for your organization is to conduct a search. You may search for a specific person or you may choose to have the system provide a list of all persons for your organization and FEIN.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Approve/Deny Account Requests** located on the dark gray horizontal bar at the top of the page. *The List Account Requests page displays.*
4.	Do ONE of the following: • IF you are looking for a specific person, type the information in the **Last Name starts with** field and click the **Search** button. OR • IF you want to see a list of all persons for your organization/FEIN, click **Search**. *The results of the search are displayed in the Search Results area in the lower section of the page.*
5.	Find the name of the person whose account you want to approve/deny. ***Note**: The phrase "Account Request Awaiting Approval by Contact" in the Action column for that person indicates that the account is available for you to approve or deny.*
6.	Click the person's name. *The Account Request page displays with the Account Information for the person you chose.*
7.	Check the information carefully to ensure this is the correct person and the correct user role. **IF** the user role needs to be changed, do the following: • Go to **User Role** and click the down arrow. • Make a selection.
8.	Do ONE of the following: • Click **Approve** if this is the person whose account request you want to approve. • Click **Deny** if this is the person whose account request you want to deny. • Click **Reset** to return to the original requested user role (if you selected a different role but, before approving the request, decided to change it back to the original requested role). • Click **List Public Account Requests** to return to the search results to locate another person.

Tips

- You cannot change the data when attempting to approve the account. If the data is incorrect, deny the request and add the user by clicking the **Create New User** button and following the procedure on page 3 for "Creating a New User."
- You will receive an e-mail when an account is pending your approval. Because users will not be able to have access to the applications until the security contact approves their request, please respond promptly.

Changing a User's Role

As the Security Contact, you have responsibility of changing the type of information on which the user can report (for example, changing medical only to medical and payroll reporting). The first step is to conduct a search. You may search for a specific person or you may choose to have the system provide a list of all persons for your company and FEIN.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Maintain User Accounts** located on the dark gray horizontal bar at the top of the page. *The List Users page displays.*
4.	Do ONE of the following: • IF you are looking for a specific person, type the information in the **Last Name starts with** field and click the **Search** button. OR • IF you want to see a list of all persons, click **Search**. *The results of the search are displayed in the Search Results area in the lower section of the page.*
5.	Find the name of the person whose account you want to update.
6.	Click the person's name. *The User Details page displays with the Account Information for the person you chose.*
7.	Check the information carefully to ensure this is the correct person.
8.	Go to **User Role** and click the down arrow to make a selection.
9.	Click **Change** to save the changes to the system. *A message displays stating that the "Request is awaiting approval by Administrator."*
10.	IF you want to return to the search results to locate another person, click **List Users**.

Tips

- A security contact does not have the authority to change another user's personal information.
- The Administrator is the OAG.

Deleting an Existing User Account

As a security contact for your organization, you have the responsibility of deleting a user's account if that person no longer needs access to perform online reporting.

The first step in deleting a user's account is to conduct a search. The fastest approach is to search for that specific person, but you may choose to have the system provide a list of all persons for your company and FEIN.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Maintain User Accounts** located on the dark gray horizontal bar at the top of the page. *The List Users page displays.*
4.	Do ONE of the following: • IF you are looking for a specific person, type the information in the **Last Name starts with** field and click the **Search** button. OR • IF you want to see a list of all persons, click the **Search** button. *The results of the search are displayed in the Search Results area in the lower section of the page.*
5.	Find the name of the person whose account you want to close.
6.	Click the person's name. *The User Details page displays with the Account Information for the person you chose.*
7.	Check the information carefully to ensure this is the correct person.
8.	Click **Delete** to delete the selected account. *A message displays stating that the "Request is awaiting approval by Administrator."*
9.	IF you want to return to the search results to locate another person, click **List Users**.

Tip: Review the list of users on a regular basis to ensure that employees who are no longer employed do not have access to your company information.

Maintaining User Authorization

As the security contact for your organization, you maintain the type of reporting authorization that your users have.

1. Changing the type of information on which the user can report, for example, medical only to medical and payroll reporting. See the section in this document titled "Changing a User's Role" for the step-by-step procedure.
2. Changing the company for which a user can report by adding or removing FEINs from that user's reporting list.
   - If the user is currently or will be reporting for that user's own company, make the changes in the **Direct Reporting FEINs** section.
   - If the user is currently or will be reporting for a client of the user's company, make the changes in the **Third Party Reporting FEINs** section.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Maintain User Accounts** located on the dark gray horizontal bar at the top of the page. *The List Users page displays.*
4.	Do ONE of the following: • IF you are looking for a specific person, type the information in the **Last Name starts with** field and click the **Search** button. OR • IF you want to see a list of all persons, click the **Search** button. *The results of the search are displayed in the Search Results area in the lower section of the page.*
5.	Find the name of the person whose account you want to change.
6.	Click the person's name. *The User Detail page displays with the Account Information for the person you chose.*
7.	Check the information carefully to ensure this is the correct person.
8.	Click the **Continue** button. *The User Details/User Reporting FEIN Detail page displays.*
9.	Check the user information to ensure you have located the correct person.

Step	Action
10.	Do ONE of the following to make changes in either the "Direct Reporting FEINs" or the "Third Party Reporting FEINs" section: • IF the user will be reporting on all the FEINs listed in the left box, click the radio button for **Allow the user to report on all FEINs**. • IF the user will be reporting on selected FEINs, click the radio button for **Select the FEINs for the user to report** and then do the following; a. To add an FEIN, click the FEIN in the left box and then the **Add** button to move the FEIN to the right box. b. To remove an FEIN, click the FEIN in the right box and then the **Remove** button. **Note:** The box to the right should not be left blank. Leaving it blank will result in the user's not having authorization to report on any FEINs.
11.	Click the **Submit** button. A message displays stating that the "Reporting FEINS updated successfully."
12.	Click **Back** at the bottom of the page to display the Account Information for this user.
13.	Click **List Users** to return to the search list to select another user.

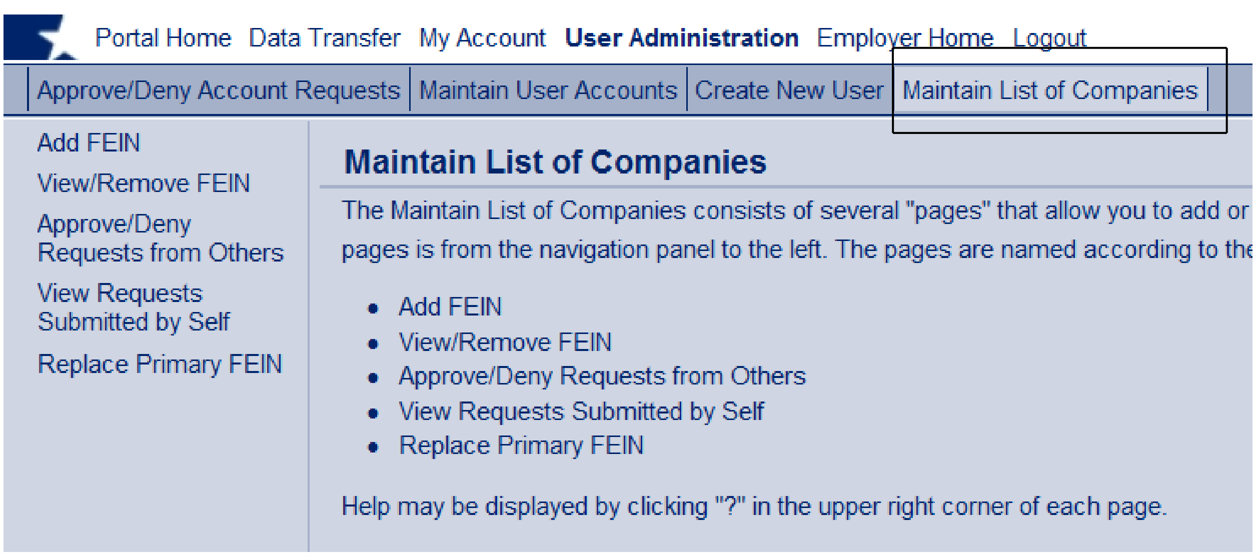
Tip: The left box displays the list of FEINs in your company's reporting group. The right box contains the list of FEINs for which this user is authorized.

Organization Maintenance

As a representative of a company or an organization that reports for other companies, the security contact manages any or all FEINs for which his/her company reports. In managing this list, the security contact performs the following tasks:

- Adds and removes Federal Employer Identification Numbers (FEINs)
- Approves or denies requests from other companies.
- Replaces primary FEINs with another existing FEIN

Several pages are provided to assist you in performing these tasks. When the sub-menu "Maintain List of Companies" is selected, the Maintain Reporting Group page displays.



Adding FEINs

When adding FEINs, three options are available. Your choice of an option determines your selection of an "I am reporting for" button.

1. You can add a new FEIN to your company's list of FEINs for which you are responsible.
   Example: Your organization has several branches, each with a different FEIN, and you are responsible for reporting for all the branches. Adding a new branch means adding a new FEIN to your list.
   Select: **My Company**
2. You can add a client's FEIN to your list of FEINs on which you report.
   Example: Your company is in the business of providing reporting services for other companies. Getting a new client means you have to add that client's FEIN to your list.
   Select: **My Client's Co**.
3. You can identify a company's FEIN so that company can report for you.
   Example: You are a security contact for Company A. Company A has contracted with Company B to perform Company A's reporting activities. You are granting Company B access to your FEIN and you will need to provide Company B's FEIN.
   Select: **Allowing someone else to report for me**

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Log into the Employer Web site using the user ID and password.
Note: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.</td></tr>
<tr><td>2.</td><td>Click User Administration located on the white horizontal bar at the top of the page.
The Welcome to User Administration page displays explaining the various "sub menus" available for selection.</td></tr>
<tr><td>3.</td><td>Click Maintain List of Companies located on the gold horizontal bar.
The Maintain List of Companies page displays.</td></tr>
<tr><td>4.</td><td>In the left (vertical) navigation panel, click Add FEIN.
The Add FEIN page displays.</td></tr>
<tr><td>5.</td><td>Ensure that your employer's FEIN and name is correctly displayed.</td></tr>
<tr><td>6.</td><td>Select one of the three buttons in the "I am reporting for" field.
Note: To assist you in making this choice, see the options and examples above.</td></tr>
<tr><td>7.</td><td>Type the new FEIN in the FEIN being added field.</td></tr>
<tr><td>8.</td><td>Click Add.
<table>
<tr><th>IF you clicked "My Company" (step 6) and . . .</th><th>then . . .</th></tr>
<tr><td>• the employer record for the added FEIN is in our database</td><td>• you receive a message stating that either the FEIN has been added to your list of companies or a request to transfer has been sent to the FEIN's owner.</td></tr>
<tr><td>• the employer record is not found in our database</td><td>• you receive a message stating that the entered FEIN is not registered and directing you to register the company.</td></tr>
</table>
continued</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
<table>
<tr><td>IF you clicked “My client’s co.” and . . .</td><td>then . . .</td></tr>
<tr><td>• the employer record for the added FEIN is in our database</td><td>• you are granted access automatically or you will receive a message stating that a request to report has been sent to the FEIN’s owner.</td></tr>
<tr><td>• the employer record is not found in our database</td><td>• you receive a message stating that the entered FEIN is not registered and directing you to register the company.</td></tr>
<tr><td>IF you clicked “Allowing someone else to report for me” and . .</td><td>then . . .</td></tr>
<tr><td>• you confirm or register the FEIN entered</td><td>• an additional section displays a list of your FEIN(s) from which to make a selection, with the message “You have identified another organization with FEIN 000000000 and employer name ABC to report on your behalf.”
• choose the FEIN(s) the other party will report on and approve.</td></tr>
</table>
.</td></tr>
<tr><td>9.</td><td>Click Confirm.
A message displays stating that either (1) the new FEIN has been added to your reporting group or (2) a message has been sent to the FEIN’s owner for confirmation that the FEIN is to be added to your reporting group.</td></tr>
</table>

After adding FEINs, you may need to assign FEINs to specific users who do the reporting. Click **Maintain User Accounts** on the drak gray navigation bar to assign those FEINs. See the “Maintaining User Authorization” section of this document for the procedure.

Replacing Primary FEINs

Primary FEINs can be replaced by another FEIN if the “new” one already exists in our system. If the “new” one does not exist in our system, you must add it **before** using it to replace the current primary FEIN.

After submitting the new primary FEIN, you will receive a message stating that the current primary FEIN 100000000 is being replaced with FEIN 200000000. Please allow two business days for the change to occur.

Step	Action
1.	Log into the Employer Web site using the user ID and password.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various “sub menus” available for selection.*
3.	Click **Maintain List of Companies** located on the dark gray horizontal bar at the top of the page.

IF you know the FEIN to be used to replace the current one, use the following steps.

Step	Action
1.	In the left navigation panel, click **Replace Primary FEIN**. *Your Employer FEIN and Name displays on the Replace Primary FEIN page.*
2.	In the **New Primary FEIN** field, type the FEIN that you want to replace the current FEIN.
3.	Click the **Submit** button.

IF the FEIN is to be used as the replacement and **is not in our system**, use the steps in Adding FEINs to add it. You must choose the report type of "**My Company**" when adding the new FEIN. Once the OAG has validated the company, you can then follow the steps above to replace the current FEIN with the new one.

IF you do not know the FEIN to be used as the replacement and it is currently in your reporting group, use the following steps to locate it.

Step	Action
1.	In the left navigation panel, click **View/Remove FEIN**. *The Remove Reporting FEIN page displays.*
2.	In the **Search Criteria** field, click the **Search** button to view the list of FEINs for your company.
3.	Select any of the listed FEINs for which the associated Report Type is **My Company**.
4.	Make note of the selected FEIN.
5.	In the left navigation panel, click **Replace Primary FEIN**.
6.	In the **New Primary FEIN** field, type the FEIN that you selected to replace the current one.
7.	Click the **Submit** button.

Removing FEINs

FEINs may be removed from your company's list or from the list of an organization assigned to report for your company. When locating the FEIN you want to remove, you have two options:

1. You can specify which FEINs you want the system to display.
   - **My Co and Clients** – the list contains the FEINs for your company as well as those of your company's clients
   - **Others Report for Me** – the list contains those FEINs on which you have authorized another company to report for you
   - **My Co** – the lists contains only your company's FEINs
   - **My Clients** – the list contains other companies' FEINs on which your company reports

   You then make your selection from the displayed list.
2. You can search for a specific FEIN you want to remove.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Maintain List of Companies** located on the dark gray horizontal bar. *The Maintain List of Companies page displays.*
4.	In the left (vertical) navigation panel, click **View/Remove FEIN**. *The Remove Reporting FEIN page displays.*
5.	Ensure that the your employer's FEIN and name is correctly displayed.
6.	Do one of the following to locate the FEIN to be removed (see options above to assist you in making this choice): • IF you want to display a list so you can select a FEIN, select one of the four buttons in the **Show list of** field and click **Search**. • IF you want to identify a specific FEIN to remove, type that number in the **Search by FEIN** field and click **Search**. *The results of the search are displayed in the Search Results table in the lower section of the page.*
7.	In the left column of the table, click inside the box to select the FEIN to be removed. *A check mark appears in the appropriate box. Click again to undo selection if needed.*
8.	Ensure that the FEIN is the correct one by checking the information in the Employer Name and the Report Type columns.
9.	Click **Remove Selected FEIN(s)**. *A message displays identifying the company to which the FEIN belongs and asks you to confirm.*
10.	Click **OK** in the pop-up box. *A message displays stating that the identified FEIN has been removed from your reporting group.*

Approving or Denying Requests from Other Companies

As the security contact, you have the responsibility to approve or deny any requests from other companies. Whether the request involves transferring control of an FEIN to another company or granting authorization for another company to report on your company's behalf.

You can search for a specific FEIN in your group or you can instruct the system to display a list according to the type of request that was made. You then indicate your approval or denial of items on the list.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various “sub menus” available for selection.*
3.	Click **Maintain List of Companies** located on the dark gray horizontal bar. *The Maintain List of Companies page displays.*
4.	In the left (vertical) navigation panel, click **Approve/Deny Requests from Others**. *The Approve Request page displays.*
5.	Click ONE of the buttons in the Request Action field that describes the type of requests you want to see: • Transfer FEIN to Another • Grant Authorization to Report • Both
6.	Do ONE of the following to locate the FEIN: • IF you want to display a list of all your requests, click the **Search** button. • IF you want to find the status of a specific FEIN, type that number in the **Search by FEIN** field and click **Search**. *The results of the search are displayed in the Search Results table in the lower section of the page.*
7.	Check each row of data to identify the specific FEIN that you want to approve or deny.
8.	Click the downward arrow to the left of the selected FEIN (first column of the table) to select ONE of the following: • Approve • Deny • Blank – for no action
9.	Click the **Submit** button to submit your approval or denial of the request.
10.	Click **OK** in the popup box to confirm your choice.

View Change Requests

As the security contact, you may want to view the status of the change requests that you have submitted to see if the change has been approved by the FEIN's "owner." Your request may have been to assume control of another company's FEIN. Or the request may have been to report new hires, terminations, and verification of employment as well as to respond to National Medical Support Notices for another company.

Step	Action
1.	Log into the Employer Web site using the user ID and password. **Note**: If this is your first time to log in, the user ID and password are those sent to you in an e-mail.
2.	Click **User Administration** located on the white horizontal bar at the top of the page. *The Welcome to User Administration page displays explaining the various "sub menus" available for selection.*
3.	Click **Maintain List of Companies** located on the dark gray horizontal bar. *The Maintain List of Companies page displays.*
4.	In the left (vertical) navigation panel, click **View Requests submitted by Self**. *The View Request page displays.*
5.	Click ONE of the buttons in the Request Action field that describes the type of requests whose status you are checking: • Transfer FEIN to Me • Receive Authorization to Report • Both
6.	Do ONE of the following to locate the FEIN: • IF you want to display a list of all your requests, click the **Search** button. • IF you want to find the status of a specific FEIN, type that number in the **Search by FEIN** field and click **Search**. *The results of the search are displayed in the Search Results table in the lower section of the page.*