

OCSE Federal Parent Locator Service

# **Intergovernmental Reference Guide**

## **State and Tribal Administrators' Guide**

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Administration for Children and Families  
Office of Child Support Enforcement  
370 L'Enfant Promenade SW  
Washington, DC 20447

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## **DOCUMENT PURPOSE**

The purpose of this document is to guide Office of Child Support Enforcement (OCSE) Intergovernmental Reference Guide (IRG) administrators in maintaining a state's or tribe's profile and address information. This includes updating responses to profile questions, as well as adding, changing, and deleting addresses. In addition, the document contains instructions on how to certify that both profile and address information are up-to-date.

This document focuses exclusively on administrators' tasks. For general information about using the IRG, including performing profile queries, downloading profiles, searching for and downloading addresses, see the "State and Tribal Child Support Users' Guide." That document also contains detailed instructions for logging on and maintaining passwords for administrators accessing the IRG via the Internet.

# 1. INTRODUCTION

The IRG offers states, tribes, and other partners an effective and efficient way to view and retrieve child support program and address information. The IRG consolidates data into a centralized, automated repository, which is available via the Child Support Portal (Portal), formerly referred to as the State Services Portal (SSP), or directly via the Internet.

**Note:** The web pages in the Portal version of the IRG will display the former name until we update Portal applications to display Child Support Portal.

## 1.1 What Are the Different Levels of Access to IRG Information?

There are three levels of access to the IRG:

- Edit access – enables administrators to add, change, and delete the state’s or tribe’s profile and address information
- View access – enables child support personnel to view all IRG contact address information, including direct phone numbers, as well as profile information and OCSE and international addresses
- Public access – enables users to view all state and tribal profile information, but only a limited subset of addresses

Each state and tribe designates its own administrators.

Chart 1-1 summarizes the privileges for administrators, child support personnel, and the public. The list following this chart shows the address types that the public can view.

<b>CHART 1-1: IRG PRIVILEGE LEVELS</b>			
Function	Adminis- trator	Child Support Personnel	Public
View State and Tribal Profiles	Yes	Yes	Yes
Download profiles for a single or all states or tribes	Yes	Yes	Yes
Query profiles for answers to a single profile question	Yes	Yes	Yes
View a subset of state and tribal addresses	N/A	N/A	Yes
View all state, county, region, and tribal addresses	Yes	Yes	No
View international and OCSE addresses	Yes	Yes	Yes
Add, change, or delete state or tribal profile responses	Yes	No	No
Add, change, or delete state or tribal addresses	Yes	No	No
Certify profile and address information	Yes	No	No

<b>CHART 1-1: IRG PRIVILEGE LEVELS</b>			
Function	Adminis- trator	Child Support Personnel	Public
Modify state child support website URLs	Yes	No	No
Maintain password credentials (Internet users only)	Yes	Yes	No

The public may view only the following address types, which may contain telephone numbers operated by voice mail services:

- Central Registry
- Customer Service
- Domestic Violence
- State Disbursement Unit
- State Parent Locator Service

## 1.2 Why Should I Log Off Instead of Closing the Browser?

Always use **LOG OFF** on the IRG navigation bar. You remain logged in if you close the browser.

As a result, the next time you log in, the IRG will block your access, displaying a message indicating the user name-password is already logged in or the previous session was not logged off properly. The IRG does not allow a user to log in simultaneously.

You will have to wait 15 minutes for the system to release your user name and password.

## 1.3 Why Does the IRG “Time Out”?

The purpose of a time out is to prevent unauthorized people from viewing IRG data intended for child support personnel only. If you have not been active on an IRG page for 15 minutes, the system times out. You need to log in again to continue using the IRG as an authorized user. A five-minute warning appears after 10 minutes of inactivity and a system message alerts you to click **Continue** if you want to keep your session active.

## 1.4 What if My Account Locks?

For child support personnel with a user ID and password (those using the Internet), accounts lock after three unsuccessful attempts to log in and the following message appears: *“Exceeded number of invalid login attempts. Your account has been locked. Please wait 15 minutes before attempting to access your account again.”*

If you re-open your browser and attempt to access your account within the 15-minute wait period, the following message appears: *“Account is locked. Wait 15 minutes before attempting to access this account.”*

The system unlocks your account automatically after 15 minutes.

## 2. HOW DO I MAINTAIN PROFILE INFORMATION?

The Profile tab offers access to state and tribal profile information. As the administrator, you can add, change, and delete responses to your state or tribal questions and, in the process, certify your responses as being up to date.

### 2.1 How Do I Change or Add New Information to a Profile?

When you first log in, the IRG displays the Profile tab showing your state's or tribe's profile, opened to the General Program Category. Figure 2-1 shows a tribal sample.

**Figure 2-1: Profile Tab**

The screenshot shows the Profile Tab interface for Virginia. At the top, there is a navigation bar with links: HOME, OEP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOAD, RESOURCE, LOGOUT. Below this is a search bar with radio buttons for State, International, Tribe, and OCSE, and a dropdown menu showing 'E1 - Virginia' with a 'GO' button. The main content area features the 'Virginia' logo and 'State Child Support Website' text. There are tabs for 'Profile', 'Contact', and 'General Admin'. Below the tabs, there is a 'Program Category' dropdown menu set to 'A. General/State-Ar-A-Glance'. To the right, it shows 'Updated On: 25 Apr 2014' and 'Certified On: 02 Sep 2015' with a 'Download Profile' button. The main content area displays a list of questions (A1, A2, A2.1, A2.2, A2.3, A1) with their respective answers. At the bottom, there are 'Edit' and 'Certify' buttons.

Each page has Edit and Certify buttons at the top and bottom for opening the edit mode to make changes and for certifying your state's or tribe's profile information. (The sample shows the tab filtered by a program category in order to show the buttons at the bottom.)

Figure 2-2 shows the Profile tab in edit view. Descriptions and specifications for the four types of data entry fields appear in Section 2.1.1, "What Are the Types of Data Entry Fields?"



**Figure 2-2: Edit View of the Profile Tab**

The screenshot shows the 'Edit View of the Profile Tab' for Virginia. At the top, the word 'Virginia' is displayed in a large blue font, with a small green map of Virginia to its right. Below this, the text 'State Child Support Website' is visible. A navigation bar contains three tabs: 'Profile' (which is active and highlighted in blue), 'Contact', and 'General Admin'. Below the navigation bar, there is a 'Program Category' dropdown menu currently set to 'Select All'. The main content area is titled 'A. General/State-At-A-Glance' and includes a 'Save' button. The form contains several questions: 'A1. How many local IV-D offices are in your state (excluding agencies with cooperative agreements)?' with a text box containing '22 Local Iv-D Offices'; 'A2. Does your state have statutes that define the attorney-client relationship between the state's attorney and the agency only?' with radio buttons for 'YES' (selected) and 'NO'; 'A2.1. If yes, what is the statutory citation?' with a text box containing 'Not Applicable'; and a 'Link to Additional Information (URL):' section with a text box containing 'No Link is Currently Provided'.

### 2.1.1 WHAT ARE THE TYPES OF DATA ENTRY FIELDS?

There are four types of fields used for data entry on the profile.

1. Yes/No fields
2. URL address entry
3. Text boxes
4. Date (not pictured)

Figure 2-3 illustrates three of them: text, URL, and Yes/No.

**Figure 2-3: Examples of Profile Data Entry Fields**

**D. Age of Majority** Save

**D1. What is the age of majority in your state?**  
Age of majority is 18.

**D2. What is the statutory citation for the age of majority?**  
16.1-228 of the Code of Virginia  
[Link to Additional Information \(URL\):](http://leg1.state.va.us/000/src.htm)  
  
Test Current Link -  
<http://leg1.state.va.us/000/src.htm>

**D3. If not addressed in the order, at what age is child support automatically terminated as a matter of state law? Qualify, if necessary.**  
Support will continue for any child that is a full-time high school student, not self-supporting, and living in the home of the parent, until the child reaches the age of nineteen (19) or graduates from high school, whichever comes first. Support terminates when the child

**D4. Does the date of the order determine the law that is applied?**  
 YES  NO

**D4.1. If yes, please explain.**

**Note:** Sometimes when you copy and paste, the copied text contains special characters that create error messages, for example, the curly apostrophe (’). To correct the problem, delete the existing character (’) and re-type a single-quote (‘) from your keyboard; the text updates without an error message.

Chart 2-1 explains the specifications for the data entry fields.

CHART 2-1: STATE PROFILE – EDIT VIEW – DATA ENTRY FIELDS DESCRIPTION	
Data Element	Description
Yes/No Fields	<ul style="list-style-type: none"> <li>Click to indicate either a Yes or No</li> <li>For some fields, a Yes triggers a prompt to type additional information in the next field</li> <li>Additional information, while desirable, is optional.</li> </ul>

CHART 2-1: STATE PROFILE – EDIT VIEW – DATA ENTRY FIELDS DESCRIPTION	
Data Element	Description
Link to Additional Information URL	<ul style="list-style-type: none"> <li>• If your state has relevant statutory information available on the Internet, you can type the URL for the site</li> <li>• Typing a URL allows you to link your state's or tribe's online statutory information to the question</li> <li>• When users view the question, they see an <u>Additional information</u> link that takes them to the information</li> </ul>
Text Boxes	<ul style="list-style-type: none"> <li>• Use to type free-form text up to 2,000 characters</li> <li>• If the entry exceeds the character limit, you must reduce the text in order to save the entry</li> <li>• <b>Note:</b> Entering tabs or spaces in a blank text box will cause formatting errors in the profile.</li> </ul>
Date Fields	<ul style="list-style-type: none"> <li>• Type dates in any of the following formats: MM/DD/CCYY, MM/CCYY, or CCYY</li> <li>• No other formats are acceptable</li> </ul>

### 2.1.2 HOW DO I UPDATE PROFILE QUESTIONS?

You can open all profile responses for editing or you can edit selectively by choosing a Program Category.

To edit all profile responses:

1. Click the **Profile** tab.
2. Click **Edit** at the top or bottom of the page. (The page refreshes to an editable view of all profile questions and the associated responses.)
3. Make your changes or additions.
4. Click **Save**.

To reset an answer to its previous content:

Click **Reset**.

To edit by Program Category:

1. Click the **Profile** tab.
2. Select a **Program Category** from the –Select– list on the Profile tab. (The IRG refreshes the page to display the category you requested.)
3. Click **Edit** at the top or bottom of the page. (The page refreshes to an editable view of profile questions and responses.)
4. Make your changes or additions.
5. Click **Save**.

To reset an answer to its previous content:

Click **Reset**.

### 2.1.3 WHAT SHOULD I KNOW ABOUT THE HAGUE COUNTRY PROFILE QUESTIONS?

We incorporated The Hague Country Profile questions into the IRG to support The Hague Treaty. States must answer all questions. You will find the questions in the relevant IRG Program Categories, numbered in sequence with other IRG questions. They are annotated with double asterisks so you can distinguish them from other profile questions.

**Figure 2-4: The Hague Country Profile Question – Edit View**

Some questions have multiple choice answers, as illustrated in Figure 2-5. Those choices are only available in the [State Profile Questions](#), so you need a soft copy of that document when answering questions. Copy all choices pertaining to your child support program and paste them into the IRG question, shown in Figure 2-4.

**Figure 2-5: State Profile Questions – Country Profile Multiple Choice Question**

I16	<p>When establishing a child support order, what can be included as add-ons to the child support guideline amount? **</p> <p>Copy and paste all that apply:</p> <ul style="list-style-type: none"> <li>Child care expenses</li> <li>Extra-curricular activities</li> <li>Attorney's fees</li> <li>Cash medical support</li> <li>Extraordinary expenses (explain)</li> </ul>
<p>** The Hague Country Profile question</p>	
<p>Part 1: State Profile Questions <span style="float: right;">1-14</span> <span style="float: right;">September 11, 2015</span></p>	

## 2.2 How Do I Certify Profile Data?

As administrator, you must certify the accuracy of your data every 30 days. If you haven't certified your state's or tribe's information in the last 30 days, you'll receive an automatic reminder via e-mail. Certification is a two-step process, since you certify profile and address data on separate pages.

You certify profile data from the Profile tab. When logged on as the administrator, there are Certify buttons located at the top and bottom of the profile. (See Figure 2-1.)

To certify your state's or tribe's profile:

1. Click the **Profile** tab.
2. Click **Certify** at the top or bottom of the page. (The page refreshes and a confirmation message appears.)

The "Certified on" date in the upper right corner of the profile updates to display the current date.

## 2.3 What Is a Profile Audit Report?

An Audit Report shows updates made to your profile information and the user who made the change. Since each state or tribe can have five administrators, this is a good resource to keep track of changes.

To open the Audit Report:

Click the **Audit Report** link in the upper right corner of the Profile tab. (See Figure 2-3.)

Figure 2-6 shows an example of changes made by several administrators to profile responses.

**Figure 2-6: Profile Audit Report**

State	Question	Answer	Date	User Changed
VA	C3. Does your state accept direct applications from parents in non reciprocating or non-treaty countries?	Y	09/24/15	csetnet
VA	C3. Does your state accept direct applications from parents in non-reciprocating or non-treaty countries?	Y	09/24/15	csetnet
VA	Appscan was here?	Y	09/24/15	csetnet
VA	C2.1. If yes, list the tribes and identify services provided, if less than full services.	N/A	09/24/15	csetnet
VA	C2.1. If yes, list the tribes and identify services provided, if less than full services.	N/A	09/24/15	csetnet
VA	C1.2. If yes, please explain.	N/A	09/24/15	csetnet
VA	C1. With which foreign countries does your state have a state level reciprocal agreement for child support enforcement? (please do not include foreign reciprocating countries in your answer.)	N/A	09/24/15	csetnet
VA	B4. How many copies or sets of documents does your state need for intergovernmental case referral?	1 original transmittal, 3 copies; 1 certified court order; 1 certified arrears statement, 2 copies of each.	09/24/15	csetnet
VA	B3. What version of UIFSA is currently in effect in your state?	2002 For Additional Information - <a href="http://leg1.state.va.us/000/src.htm">http://leg1.state.va.us/000/src.htm</a>	09/24/15	csetnet

Chart 2-2 describes the elements on this page.

CHART 2-2: PROFILE AUDIT REPORT DESCRIPTION	
Page Element	Description
Print	Allows you to print the audit report
Return to Profile	Closes the audit report
Returned: nnn Hits (where “n” is a number)	Number of records retrieved for the selected search
Displaying: n-n Records	Number of records displayed per page
Sort By*	<ul style="list-style-type: none"> <li>You can sort by: Date, State, Question, or User</li> <li>You can also sort in ascending or descending order</li> </ul>
Show nn records at a time	Select the number of records to view on a page

<b>CHART 2-2: PROFILE AUDIT REPORT DESCRIPTION</b>	
Page Element	Description
Refine Results	<ul style="list-style-type: none"> <li>• You can select State, Date Range, or User Name</li> <li>• If you select Date Range, date fields appear</li> <li>• If you select user, you can type the user's name</li> </ul>
Search (bottom of page – not pictured)	Click to initiate a search for the category you selected in Refine Results
Next nn (bottom of page – not pictured)	Click to move to the next page of records

### 3. HOW DO I MAINTAIN IRG ADDRESS INFORMATION?

The Contact tab, shown in Figure 3-1, offers access to address information. As the administrator, you can add, change, and delete addresses, as well as identify address types for your state's contacts. In the process of maintaining addresses, you can certify them as being up to date.

#### 3.1 How Do I Find the Address I Want?

When you click the Contact tab, shown in Figure 3-1, it displays a list of your state's or tribe's contacts. If there are multiple addresses, you can select criteria to narrow your search. (See Section 3.1.1, "What Criteria Can I Use For Narrowing My Search?")

**Figure 3-1: Search Contact and Address Type**

The screenshot shows the 'Contact' tab of the Delaware State Child Support Website. At the top, there is a navigation bar with links: HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, and LOGOUT. Below this is a search bar with radio buttons for 'State', 'International', 'Tribe', and 'OCSE', and a dropdown menu showing '10 - Delaware' with a 'GO' button. The main heading is 'Delaware' with a map of the state and the text 'State Child Support Website'. Below the heading are two tabs: 'Profile' and 'Contact'. Under the 'Contact' tab, there are search filters: 'Type' with radio buttons for 'State', 'County', and 'Region'; 'Address Type' with a dropdown menu; 'City' with a dropdown menu; 'Zip Code' with a dropdown menu; and 'Last Name' with a dropdown menu. A 'Search' button is to the right of these filters. Below the filters is a table of contacts:

First Name	Last Name	Address Type	Department	Phone
<input checked="" type="radio"/>	LeeAnn Wilson	Central Registry Contact	DCSE Operations	
<input type="radio"/>		Domestic Violence Contact	Coalition Against DV	
<input type="radio"/>	Kim Ritter	Intergovernmental Reference Guide Contact	Program & Policy Unit	
<input type="radio"/>	Hope Lachance	State Disbursement Unit	Accounting	
<input type="radio"/>	Charles Hayward	State IV-D Director	State IV-D Director	
<input type="radio"/>	Barbara Lamont	State Parent Locator Service	Operations	

At the bottom of the table is a 'View' button.

Chart 3-1 describes elements on this tab.

CHART 3-1: CONTACT TAB DESCRIPTION	
Page Element	Description
Audit Report	Click to open the Audit Report for addresses (See Section 3.6 for details)
Add Contact	Opens a blank Contact Information page
Search criteria	Narrow your search for a contact (See Section 3.1.1 for details)



<b>CHART 3-1: CONTACT TAB DESCRIPTION</b>	
Page Element	Description
Selection button	Click to select a contact to view or edit contact details
Address information	Shows first and last names, address type, department, and phone number
View (bottom of page)	Opens the Contact Information page with address details (not editable)
Edit (bottom of page)	Opens an editable version of the Contact Information page

### 3.1.1 WHAT CRITERIA CAN I USE FOR NARROWING MY SEARCH?

Chart 3-2 shows the criteria available for these address categories.

<b>CHART 3-2: SEARCH CRITERIA FOR ADDRESSES</b>	
Address Category	Criteria Available
State – Type	<ul style="list-style-type: none"> <li>• State – Select statewide address types</li> <li>• County – Select counties, displaying their county codes</li> <li>• Region – Select state regions, if the state has regions (If the Region list is blank, the state does not have regions)</li> </ul>

<b>CHART 3-2: SEARCH CRITERIA FOR ADDRESSES</b>	
Address Category	Criteria Available
Address Type – State	<p>These are commonly-used address types for states among over 30 available in the IRG:</p> <ul style="list-style-type: none"> <li>• Central Registry Contact</li> <li>• Continuing Exclusive Jurisdiction Contact</li> <li>• Copy of Order Contact</li> <li>• Domestic Violence Contact</li> <li>• Genetic Testing and Interstate Teleconferencing Contact</li> <li>• Intergovernmental Reference Guide Contact</li> <li>• Interstate Policy Contact</li> <li>• New Hire Reporting Contact</li> <li>• PRWORA-Administrative Policies, Procedures Contact</li> <li>• Paternity Acknowledgement Copies Contact</li> <li>• Paternity Acknowledgement Forms Contact</li> <li>• Service of Process Contact</li> <li>• State Disbursement Unit</li> <li>• State IV-D Director</li> <li>• State Long Arm Statute and Process Contact</li> <li>• State Parent Locator Service</li> <li>• State Paternity Acknowledgement Hospital Contact</li> <li>• Tax Offset Coordinator</li> </ul> <p>Details:</p> <ul style="list-style-type: none"> <li>• City</li> <li>• ZIP Code</li> <li>• Last name</li> </ul>

CHART 3-2: SEARCH CRITERIA FOR ADDRESSES	
Address Category	Criteria Available
Address Type – Tribe	<p>These are search criteria for tribes:</p> <ul style="list-style-type: none"> <li>• Tribal Office 1</li> <li>• Tribal Office 2</li> </ul> <p>Details:</p> <ul style="list-style-type: none"> <li>• Address type</li> <li>• Region</li> <li>• Last name</li> </ul>
Additional Criteria	<ul style="list-style-type: none"> <li>• City</li> <li>• Zip Code</li> <li>• Last Name</li> </ul>

To search for a contact:

1. Select criteria to narrow your search, if desired.
2. Click **Search**.

### 3.1.2 WHAT RESULTS DO I GET FROM A SEARCH?

After clicking **Search**, the results appear at the bottom of the Contact tab, as illustrated in Figure 3-2. This is an example filtered by an address type, Central Registry Contact.

**Figure 3-2: Address Search Results**

The screenshot shows the Virginia State Child Support Website interface. At the top, there is a navigation menu with links: HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, and LOGOUT. Below this is a search bar with radio buttons for 'State', 'International', 'Tribe', and 'OCSE'. The 'State' option is selected, and a dropdown menu shows '51 - Virginia' with a 'GO' button.

The main content area is titled 'Virginia' and includes a map of the state. Below the title are tabs for 'Profile', 'Contact', and 'General Admin'. The 'Contact' tab is active. On the right side of the contact section, there are links for 'Audit Report' and 'Add Contact'.

The search filters are:
 

- Type:  State,  County,  Region
- Address Type: Central Registry Contact (dropdown)
- City: -Select- (dropdown)
- Zip Code: -Select- (dropdown)
- Last Name: -Select- (dropdown)

 A 'Search' button is located to the right of the filters.

The search results are displayed in a table with the following columns: First Name, Last Name, Address Type, Department, and Phone. One result is shown:
 

First Name	Last Name	Address Type	Department	Phone
<input checked="" type="radio"/> Paulette	Rainey	Central Registry Contact	DCSE	

 Below the table are 'View' and 'Edit' buttons.

### 3.2 How Do I Add an Address?

When you add a new address, you not only add the person's name and contact information; you must also assign at least one address type for which the person will serve as a contact. You may assign more than one address type to an individual, but you can only have one contact per address type. After saving the contact record, the address types you selected appear whenever someone views the address.

The list of address types that appears on a new record contains address types that do not currently have a contact assigned. Figure 3-3 shows a Contact Information form.

**Figure 3-3: Add Contact and Address Type**

The screenshot shows a web application interface for adding contact and address information. At the top, there is a navigation menu with links like HOME, OSP, EXCHANGE AGREEMENTS, PROFILE QUERY, DOWNLOADS, RESOURCES, and LOGOUT. Below this is a search bar with a dropdown menu set to '51 - Virginia' and a 'GO' button. The main header features the 'Virginia' logo and 'State Child Support Website'. A secondary navigation bar has tabs for 'Profile', 'Contact', and 'General Admin', with 'Contact' selected. Below the tabs, there is a 'Type: State Only' dropdown. The main content area is split into two columns: 'Contact Information' and 'Address Types'. The 'Contact Information' column contains various text input fields for personal and contact details. The 'Address Types' column contains a list of checkboxes for different address categories. At the bottom of the form are 'Save' and 'Cancel' buttons.

To add an address:

1. Click **Add Contact** in the upper right corner of the Contact tab. (A blank Contact Information page appears.)
2. Add address details.
3. Click the address type (or types) for which the person will serve as a contact.
4. Click **Save**. (Clicking **Save** certifies all addresses simultaneously.)

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**Note:** Clicking **Cancel** closes the form without saving.

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### 3.3 How Do I Edit an Address?

You use the edit mode to update information for the current contact, such as a change in telephone number, but also to replace the current contact with a new person.

Figure 3-4 shows an example of the Contact information page in Edit mode. It contains buttons to save, certify, and delete the address.

**Figure 3-4: Edit State Contact**

To edit an address:

1. Click the **selection button** to select an address, and then click **Edit**. (The Contact Information page opens for editing.)
2. Make the necessary changes to the address.
3. Click **Save**. (Clicking **Save** certifies all addresses simultaneously.)

### 3.4 How Do I Delete an Address?

To delete an address:

1. In the Edit view of the Contact Information page, click **Delete**. (A message appears asking whether you want to delete the record.)
2. Click **OK**. (A message appears confirming the deletion.)

### 3.5 How Do I Certify Addresses?

If you make changes to an address, the IRG automatically certifies all addresses when you save your changes. If you don't have changes to make, you can certify your addresses using the following procedure. (Use the Profile tab to certify your profile separately.)

To certify your address information:

1. Click the **selection button** for a contact.
2. Click **Edit**. (The contact's record opens.)
3. Click **Certify**. (The IRG returns to the Contact tab and a message, "Addresses Certified," appear under your state or tribal name.)

The "Certified on" date on all contacts updates to display the current date.

### 3.6 What Is an Address Audit Report?

An Audit Report shows all updates made to addresses and the user who made the change. Since each state can have five administrators, this is a good resource to keep track of changes.

To open the Audit Report:

Click **Audit Report** on the Contact tab.

Figure 3-5 shows the changes made by an administrator to contact information.

**Figure 3-5: Address Audit Report**

Address Type	Address	Status	Last Modified	User ID
Bureau of Vital Statistics Contact	Name: Sandra Browns Department: DCSE Program Guidance Team Street1: 801 East Main St. Street2: WyteStone Bldg - 12th Floor City: Richmond Postal: 23219-3301 EM: T1: T2: - Comments:	C	09/08/2015	csetnet
Bureau of Vital Statistics Contact	Name: Sandra Browns Department: DCSE Program Guidance Team Street1: 801 East Main St. Street2: WyteStone Bldg - 12th Floor City: Richmond Postal: 23219-3301 EM: T1: T2: - Comments:	C	09/08/2015	csetnet

## 4. WHAT IS THE GENERAL ADMIN TAB?

The General Admin tab offers the state administrators access to administrative functions. Currently the only function available is the ability to update your state's child support website link).

### 4.1 How Do I Maintain My State's Website Link?

Figure 4-1 shows a state's General Admin tab, opened to the State Child Support URL (Uniform Resource Locator) page.

**Figure 4-1: General Admin Tab**



State administrators can change, but not delete, their states' child support website URLs on the IRG.

To change your state child support URL:

1. Click in the URL text field.
2. Type your state child support website URL.
3. Click **Save**. (A confirmation message appears.)

## A. SUMMARY OF CHANGES

Chart A-1 lists the changes to this document.

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**Note:** The locations are hyperlinks; when you click them, you will go directly to that section. To return to this page, type **ALT + left arrow** on your keyboard.

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<b>CHART A-1: SUMMARY OF CHANGES</b>	
Location	Change
All screen prints containing the Navigation bar	Replaced to show the new Downloads tab
Section 1, "Introduction"	Changed the reference to the State Services Portal (SSP) to a new name, Child Support Portal (Portal)
Section 2.1.3, "What Should I Know About The Hague Country Profile Questions?"	Added information on answering The Hague Country Profile questions in the IRG