



Orange County
Department of Child Support Services

EMPLOYER PORTAL

Employer User Guide



February 2011



Orange County Department of Child Support Services

Steven E. Eldred

Director

Dorothy Bond

Deputy Director

Employer Portal Employer User Guide

February 2011

Published by
Orange County Department of Child Support Services
Training & Career Development Team
1015 N. Main St.
Santa Ana, CA 92701

**TRAINING & CAREER
DEVELOPMENT** 
Partnering for Success

Contents

Introduction	1
Information Needed Before Registering.....	1
Instructions for Registering your Company	1
Registration Confirmation Email.....	3
First Time Log In to the Employer Portal	4
Forgot Your Password?	6
Change the Primary Account Holder Information	6
Using the Employer Portal	7
EMPLOYER INBOX	8
BLANK FORMS.....	11
EMPLOYER OUTBOX.....	12
UPLOAD OTHER DOCUMENTS	13
MANAGE YOUR COMPANY PROFILE.....	14
CHANGE PASSWORD.....	15
Logout of the Employer Portal.....	16

Introduction

Designed and created for employers, the Employer Portal is a convenient way to communicate information regarding child support matters concerning your employees to Orange County Child Support Services. Save time and money by posting and retrieving Income Withholding or Medical Support Notice forms.

Information Needed Before Registering

The first step in using this site is to register your company. Have the following information available prior to registering:

- Federal Employer Identification Number (FEIN) of the company that you are registering.
- Name and email address of the person that will be the primary account holder.
- Legal name of the company.
- Address of where payroll is processed.

Instructions for Registering your Company

To register your company simply log on to www.css.ocgov.com and complete the following steps:

1. Select the **Employer Express** hyperlink in the navigation bar on the left hand side.

The screenshot displays the OC Department of Child Support Services website. On the left, a navigation bar lists various services, with "Employer Express" circled in blue. The main content area features a large graphic of a keyhole labeled "PORTAL" and a message: "Attention Employers, The Employer Portal is here! Click to create your account and begin posting retrieving documents today!". Below this is a section titled "You Spoke, We Listened" with a photo of five people and a link to see their work. On the right, there are "Popular Links" such as "Contact Us", "Customer Newsletter", and "I-CAN e-File Free Tax Preparation". A "CSS Survey" section asks for feedback, and a "Open on Saturday" section provides office hours information.

2. Select the **Register with us** hyperlink in the navigation bar on the left hand side.



3. Click on the **Register with us** button.



4. The registration screen appears. Complete the on line registration form and click on the **Submit** button.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Registration

Employer Portal Registration

For security purposes, we require that you provide the following information. The Orange County Department of Child Support Services does not engage in sharing information with third party vendors for any purpose. Information you provide will be kept confidential and be used solely to conduct child support related business.

Enter Federal Employer Identification Number * FEIN:

Enter State Employer Identification Number SEIN:

Name of Person Registering Account * First Name:

* Last Name:

Enter the primary account holder's email address. This will be your account User ID. * Email:

Enter Company Information * Company Name:

(if payroll is processed by a corporate office, please enter the corporate address) * Address Line 1:

Address Line 2:

* City:

* State: CA

* Zip Code:

* Phone Number:

*Indicates required field

Registration Confirmation Email

An email notification stating that you have successfully registered will be mailed to the email address that you provided. The email includes a hyperlink to the Employer Portal page and your temporary password. The first time you log in you will be required to change your password.

Your temporary password is: uireKw== (Please note password is case sensitive. We recommend you copy and paste to the login page)

To complete your registration, please click the link below. Once you have logged in, you will be prompted to change password.

We strongly encourage you to complete your Company Profile page to ensure we provide you the best service possible and to maintain the integrity of our data.

Click to access Employer Portal,
<http://webtestnew/CSEPDev/Default/Register.aspx>

First Time Log In to the Employer Portal

The first time you log in to the Employer Portal, you will be prompted to change your password.

1. Click on the **Already Registered** button.

Child Support Services
Employer Portal

Child Support Services > Employer Portal

Register with us

If you are already registered with OC CSS and would like to retrieve or post information about your employee, please select "ALREADY REGISTERED".

Fast, easy, and effective! Designed for employers, this is a great way to keep our office informed about changes in an employee's employment status, home address, and wage earnings. SS case records, pull-up your employee's personal information page, and make changes right on the screen. It's that easy!

If you have not already registered with us to access this feature, please select the "REGISTER WITH US" button above to get started.

2. The Employer Portal Login page will appear. Enter your User ID and Temporary Password that you received in your email. Then click **Log in**.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Login Page

Login

[New User?](#) [Register Now](#)

Registered Users:
Login to Employer Portal

* User ID (account email address):

* Password:

[Forgot your password?](#)

*Indicates required field


Do not attempt to login unless you are an authorized user.
The Orange County Department of Child Support Services Employer Portal is solely for use by employers and their authorized staff.
Access and attempts to access this site are monitored. Unauthorized access will result in prosecution to the fullest extent of the law.

3. You will be prompted to change your password. Your new password requires a combination of a minimum of 8 alpha and numeric characters.



The screenshot shows the 'Child Support Services Employer Portal' interface. The header includes the title 'Child Support Services Employer Portal' and a navigation breadcrumb: 'Child Support Services > Employer Portal > Main Menu > Change Password'. There are links for 'Main Menu' and 'Logout'. The main heading is 'Change the Password'. Below this, a message states: 'Your new password should contain any combination of a minimum of 8 alpha and numeric characters (abc12345)'. There are three required input fields: '* Please enter your OLD Password', '* Please enter your NEW Password', and '* Please confirm your NEW Password'. At the bottom of the form are 'Change' and 'Cancel' buttons. A red asterisk note indicates that the asterisk in the labels denotes a required field.

4. You will receive the following message once you have successfully changed your password. You will not be required to change your password again.

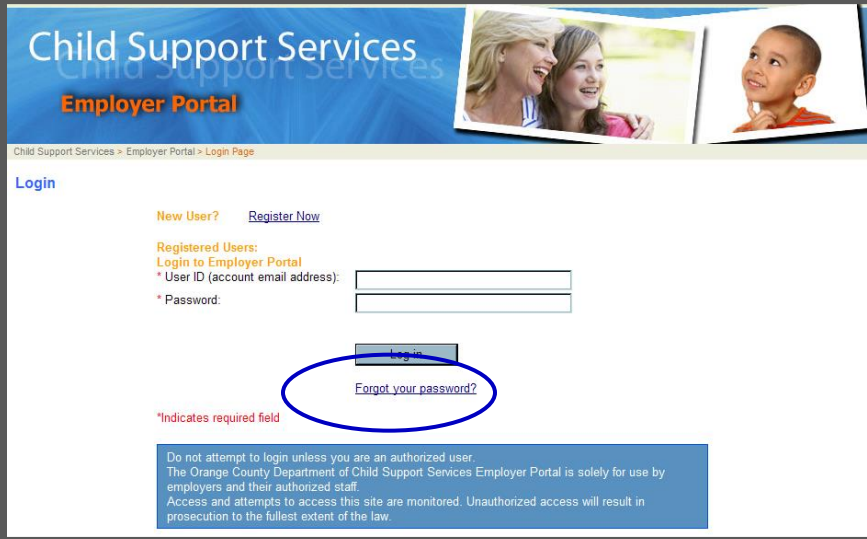


The screenshot shows the 'Child Support Services Employer Portal' interface after a successful password change. The header is the same as in the previous screenshot. The main heading is 'Change Password'. A yellow message box states: 'Your Password Has Been Changed!'. Below this, a message reads: 'Password has been changed successfully. Please make note of your new password for future reference.' A 'Continue' button is located at the bottom of the message box.

5. **Recommendation:** Save the site in your 'Favorites' or create a short cut to your desktop. This will allow you to quickly access the Employer Portal.

Forgot Your Password?

If you forget your password, click on [Forgot your password?](#) hyperlink on the Login page.



Child Support Services
Employer Portal

Child Support Services > Employer Portal > Login Page

Login

New User? [Register Now](#)

Registered Users:
Login to Employer Portal

* User ID (account email address):

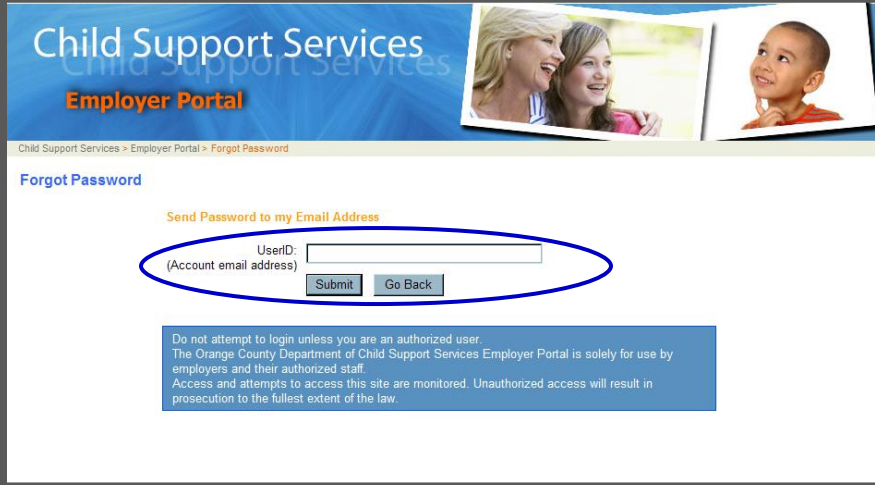
* Password:

[Forgot your password?](#)

*Indicates required field

Do not attempt to login unless you are an authorized user.
The Orange County Department of Child Support Services Employer Portal is solely for use by employers and their authorized staff.
Access and attempts to access this site are monitored. Unauthorized access will result in prosecution to the fullest extent of the law.

A Forgot Password screen will appear. Enter your UserID (Email address provided at the time of registration) and click **Submit**.



Child Support Services
Employer Portal

Child Support Services > Employer Portal > Forgot Password

Forgot Password

[Send Password to my Email Address](#)

User ID:
(Account email address)

Do not attempt to login unless you are an authorized user.
The Orange County Department of Child Support Services Employer Portal is solely for use by employers and their authorized staff.
Access and attempts to access this site are monitored. Unauthorized access will result in prosecution to the fullest extent of the law.

A temporary password will be emailed to the email address that was provided at the time of registration.

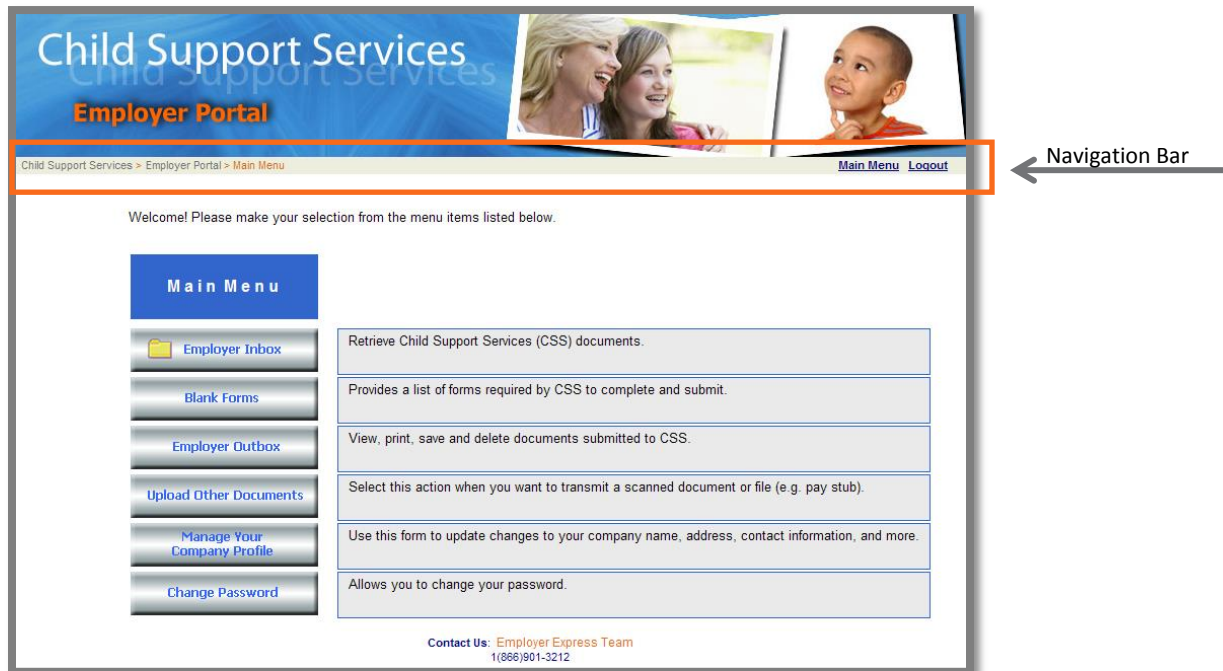
Change the Primary Account Holder Information

To change the name or email address of the primary account holder contact us via email at EmployerQuestions@css.ocgov.com or call us at (714)347-6983.

Using the Employer Portal

Once you have logged in you will see the Main Menu screen. Using the Navigation Bar on any page you can go to previous screens, **Main Menu** or **Logout**.

From the Main Menu screen make a selection based on the action you wish to take.



- **Employer Inbox** –Select this option if you wish to retrieve documents that O.C. Child Support Services has submitted to you regarding your employee(s). All documents will be stored in this folder for 60 days from the date of submission.
- **Blank Forms** –Select this option if you are communicating specific information that O.C. Child Support Services has requested regarding your employee(s). The forms available within this section are:
 - Notification of Termination of Employment
 - Employee Status Report
 - Termination of Benefits/Employment Notice
 - Part A – Employer Response
 - Part B – Plan Administrator Response
 - Health Insurance Information
- **Employer Outbox** – This option is similar to a ‘sent folder’. All forms, letters or documents that you have electronically submitted to O.C. Child Support Services will be saved in this folder. You can access the documents and print, save or delete. All documents will be stored in this folder for 60 days from the date of submission.
- **Upload Other Documents** – Select this option when you need to electronically submit information that is not covered in the Blank Forms section. Examples of documents you might upload: employment verification, copies of paystubs, health insurance verification, etc.
- **Manage Your Company Profile** – Select this option to provide or update your company information.
- **Change Password** – This option offers you the opportunity to change your password at any time.

EMPLOYER INBOX

An email notification is sent to the primary account holder any time information is submitted via the Employer Portal. The email includes the name of the employee that the information is regarding, case identifier number and the document name.

The Employer Inbox allows you to access the information that is electronically submitted to you by O.C. Child Support Services.

Documents are stored in this folder for 60 days from the date of submission.

The screenshot shows the 'Child Support Services Employer Portal' interface. At the top, there is a navigation breadcrumb: 'Child Support Services > Employer Portal > Main Menu > Employer Inbox'. Below this, there are links for 'Main Menu' and 'Logout'. The main heading is 'Employer Inbox'. A yellow banner contains a notice: 'All Orange County Department of Child Support Services Employer Portal documents will have a retention policy of 60 days. We recommend employers manage their documents by saving them to their internal document repository.' Below the banner is a search section with fields for 'Last Name', 'First Name', 'Submitted Date (From)', 'Submitted Date (To)', and a 'Forms' dropdown menu. There are 'Search' and 'Upload Other Documents' buttons. Below the search section is a 'Result' section with a 'Page Size' dropdown set to '10' and the text 'No forms found'.

The default **Results** view on this screen will list all forms and documents that O.C. Child Support Services has submitted to you in the last 60 days. You can filter your search by employee name, submitted to/from date or form name.

To filter the results, enter search criteria in any of the following fields:

- Employee Last Name (it is recommended that you also use Employee First Name)
- Employee First Name (it is recommended that you also use Employee Last Name)
- Date Range
- Form Name – the drop down listing will include the following forms:
 - Income Withholding Order
 - National Medical Support Notice
 - Wage and Insurance Verification
 - Health Insurance Information Form
 - Independent Contractor Employment Verification
 - Mistaken Identify
 - Other (Enter the title of the form you are submitting. Max of 50 characters.)

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Main Menu > Employer Inbox [Main Menu](#) [Logout](#)

Employer Inbox

All Orange County Department of Child Support Services Employer Portal documents will have a retention policy of 60 days. We recommend employers manage their documents by saving them to their internal document repository.

Search

Employee's Last Name: Employee's First Name:

Submitted Date (From): 2/4/2011 Submitted Date (To): 2/4/2011

Forms: Select a form

Result

Page Size: 10

Submitted Date	Case Identifier	Employee Last Name	Employee First Name	Form Name (select to Print, View, or Save As)	Del
2/4/2011 8:21:56 AM	258258	SMITH	MARTIN	Income Withholding Order	<input type="button" value="X"/>

The Employer Inbox **Results** displays the:

- Submitted Date* - the date the document was loaded into the Employer Portal.
- Case Identifier* - The number used by O.C. Child Support Services to identify the case.
- Employee Last Name*
- Employee First Name*
- **Form Name*** - Click on the form name to view, print or save the document. The document opens in a PDF format.
- Delete - The delete feature allows you to manage the number of documents kept in your Employer Inbox. *Note:* All documents will be stored in this folder for 60 days from the date of submission.

*The information within these fields can be sorted by clicking on the column header.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Main Menu > Employer Inbox [Main Menu](#) [Logout](#)

Employer Inbox

All Orange County Department of Child Support Services Employer Portal documents will have a retention policy of 60 days. We recommend employers manage their documents by saving them to their internal document repository.

Search

Last Name: First Name:

Submitted Date (From): 1/24/2011 Submitted Date (To): 1/24/2011

Forms:

Result

Page Size: 10

No forms found

The **Upload Other Documents** button provides a short cut to uploading documents to O.C. Child Support Services.

To upload and submit a document to O.C. Child Support Services:

- Click on the **Upload Other Documents** button.
- The Upload Other Documents screen will display.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Main Menu > Upload Other Doc [Main Menu](#) [Logout](#)

Upload Other Documents

Upload File Information

* Required Field

* Case Identifier:

* Employee Last Name: * First Name:

* Form:

Upload File:

- Complete **Case Identifier**, **Employee Last Name**, and **First Name** fields.
- Select the name of the form that you are uploading from the **Form** drop down menu.
- Click the **Browse** button to locate the document you wish to upload.
- Click **Submit**.
- A Thank You message will appear indicating that you have successfully submitted the document and that it is saved in your Employer Outbox.

BLANK FORMS

The **Blank Forms** option allows you to complete and submit specific information requested from O. C. Child Support Services regarding your employee(s). The documents are easy to complete and eliminate the need for you to manually complete and mail them back.

To access the **Blank Forms** click on the form icon in the **Click to Complete** column.



Form Name	When to use
Notification of Termination of Employment <i>(page 3 of Income Withholding Order packet)</i>	Use this form to notify O.C. Child Support Services that an individual: <ul style="list-style-type: none"> • Has never been employed by your company or • Has terminated their employment with your company.
Employee Status Report	Use this form to report a change in your employee’s status.
Termination of Benefits/Employment Notice	Use this form to report termination of benefits and/or employment for an employee for whom you have a requirement to withhold support and/or provide health benefits.
Part A – Employer Response	Use this form if Medical Support will not be withheld. <i>See form for additional information.</i>
Part B – Plan Administrator Response	Use this form if Medical Support is available for qualified dependents and will be provided.
Health Insurance Information Form	Use this form to provide health insurance information. <i>Note: Only Section I and III of this form need to be completed.</i>

EMPLOYER OUTBOX

You can view, print, save and delete all forms, letters or documents that you have electronically submitted to O.C. Child Support Services. All documents will be stored in this folder for 60 days from the date of submission.

The default **Results** view on this screen will list all forms and documents you have submitted to O.C. Child Support Services. You can filter your search by employee name, submitted to/from date or form name.

The screenshot shows the 'Child Support Services Employer Portal' interface. At the top, there is a navigation breadcrumb: 'Child Support Services > Employer Portal > Main Menu > Employer Outbox'. Below this, there is a search section with fields for 'Last Name', 'First Name', 'Submitted Date (From)', 'Submitted Date (To)', and a 'Forms' dropdown menu. A 'Search' button is located to the right of these fields. Below the search section, there is a 'Result' section with a 'Page Size' dropdown set to '10'. The results are displayed in a table with columns: Submitted Date, Case Identifier, Employee Last Name, Employee First Name, Form Name (select to Print, View, or Save As), and Del. Two rows of results are visible, each with a red 'X' in the 'Del' column.

Submitted Date	Case Identifier	Employee Last Name	Employee First Name	Form Name (select to Print, View, or Save As)	Del
1/24/2011 2:49:39 PM	0590258258258	SMITH	BRIAN	Notification of Termination of Employment	X
1/24/2011 2:50:47 PM	0590741741	QUINN	LAWRENCE	Employee Status Report	X

To begin searching, enter search criteria in any of the following fields:

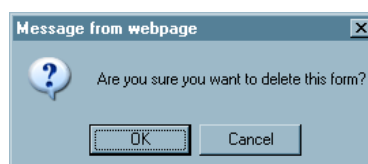
- Employee Last Name
- Employee First Name
- Date Range (From and To date default to today's date. Increase the time frame to see more documents.)
- Form Name – Select a form from in the drop down list.

To print, view or save as:

- Click on the form name hyperlink in the **Form Name** column.
- You will access a PDF version of the submitted form.

To delete the form:

- Click on the **X** in the Del column.
- You will receive a confirmation message asking "Are you sure you want to delete this form?"
- Click **OK** or **Cancel**.



UPLOAD OTHER DOCUMENTS

The Upload Other Documents allows you to electronically submit 'other' forms or documents. Examples of documents you might upload: employment verification, copies of paystubs, health insurance verification.

Note: The following document formats can be uploaded: MS Word, MS Excel, PDF and Txt file.

The screenshot shows the 'Upload Other Documents' form in the Child Support Services Employer Portal. The form is titled 'Upload File Information' and includes the following fields:

- * Required Field** (indicated in red)
- * Case Identifier:** A text input field.
- * Employee Last Name:** A text input field.
- * First Name:** A text input field.
- * Form:** A dropdown menu with the text 'Select a form'.
- Upload File:** A file upload area with a 'Browse...' button.

At the bottom of the form are 'Submit' and 'Cancel' buttons. The page header includes 'Child Support Services > Employer Portal > Main Menu > Upload Other Doc' and 'Main Menu Logout'.

To upload documents enter the required information:

- Complete Case Identifier
- Employee Last Name and
- First Name fields
- Select a form from the Form drop down menu
- Click the **Browse** button to locate the document you wish to upload
- Click **Submit**
- A Thank You message will appear indicating that you have successfully uploaded the document and that it has been saved in your Employer Outbox.

The screenshot shows the 'Upload Other Documents' form after a successful upload. The form is titled 'Upload Other Documents' and includes the following text:

Thank you!

Your form has been successfully uploaded a form to the Orange County Child Support Services and saved to your Employer Outbox.

At the bottom of the form are 'Submit Another Form' and 'Return to Main Menu' buttons. The page header includes 'Child Support Services > Employer Portal > Main Menu > Upload Other Doc' and 'Main Menu Logout'.

MANAGE YOUR COMPANY PROFILE

The Company Profile page allows you to keep your company information updated. Whenever you add, update or correct information on this page, O.C. Child Support Services is automatically notified. This allows for our records to be maintained with your most current information.

**Child Support Services
Employer Portal**

Child Support Services > Employer Portal > Main Menu > Company Profile Main Menu Logout

Company Profile

Save Cancel

1. Company Information

Company Name: TRAINING TEAM

Address Line 1: 1055 N. STREET Telephone Number: 7143476471

Address Line 2: C/O THE TRAINING TEAM Fax Number: 7143475290

City: SANTA ANA Fed. Employer Identification No. (FEIN): 347647100

State, Zip: CA 92881 State Employment Identification No. (SEIN):

Registrant: BURGOS-JOHNSON NANCY CSE Statewide Employer Number:

Registrant's Email: nburgos-johnson@css.ocgov.com

Is your company payroll department address different from the address listed above?
To change this information, please select "Yes" Yes No

2. Payroll

What is the address and telephone number of the payroll department for your company?

*Address Line 1: 2585 S. MAIN STREET *Telephone Number: 9514701234

Address Line 2: Fax Number:

*City: CORONA *State, Zip: CA 92881

Contact Person: SALLY DUNES

3. Health Benefits

Does your company offer health benefits? Yes No Offered by third party

Benefits Contact Information

Address Line 1: Telephone Number:

Address Line 2: Fax Number:

City: Contact Person:

State, Zip: Select

4. Employment Verification

Contact Information

Address Line 1: Telephone Number:

Address Line 2: Fax Number:

City: Contact Person:

State, Zip: Select "The Work Number" Company Code:

Save Cancel

CHANGE PASSWORD

You can change your password at any time. The Employer Portal does not require ongoing changing of your password.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Main Menu > Change Password [Main Menu](#) [Logout](#)

Change the Password

Your new password should contain any combination of a minimum of 8 alpha and numeric characters (abc12345).

- * Please enter your OLD Password
- * Please enter your NEW Password
- * Please confirm your NEW Password

[Change](#) [Cancel](#)

*Indicates required field

- Enter your old password
- Enter your new password
- Enter your new password again to confirm
- Click on the **Change** button

You will receive a message confirming that your password has been changed.

Child Support Services
Employer Portal

Child Support Services > Employer Portal > Main Menu > Change Password [Main Menu](#) [Logout](#)

Change Password

Your Password Has Been Changed!

Password has been changed successfully.
Please make note of your new password for future reference.

[Continue](#)

Logout of the Employer Portal

To exit the Employer Portal, log out by clicking on **Logout** at the top of any screen.

