



CSSD Policy			
Subject:	Online Case Lookup	Number:	2011-18
Approval Date:		Pages:	
Approved by:	Benidia A. Rice, Director	Revision	Revision 1

- I. **PURPOSE:** The purpose of this policy is to provide instructions for Child Support Services Division (CSSD) staff on how to guide a customer through the online process regarding the Online Case Lookup (OCL) application. This policy will also provide instructions for staff in order to access the OCL administratively.
  
- II. **AGENCY IMPACT:** This policy will impact all of CSSD, but primarily the First Response Unit. This policy will also impact the Policy Outreach and Training Section as they will use this policy as a guideline when training non-CSSD employees, which the agency is authorized to share information with, to use the Online Case Lookup (OCL) application.
  
- V. **INQUIRIES:** Please contact the Applications Development Unit at (202) 724-3649, the First Response Unit at (202) 724-8562 for all inquiries, or the Policy Outreach and Training Unit (202) 724- 2131
  
- III. **POLICY:**  
CSSD's Online Case Lookup (OCL) is an application that will allow CSSD customers to view limited information pertaining to their own child support case(s) via the internet. While staff will primarily walk the customer through each step for accessing the OCL, CSSD staff may also access the case administratively when necessary. The steps for accessing OCL are outlined below under the procedures section.
  
- VII. **PROCEDURES:**
  - A. **How to Access the OCL Application**
    - i. Access the Child Support Services Division Online Case Lookup by accessing CSSD's main web page at [www.CSSD.dc.gov](http://www.CSSD.dc.gov), and clicking the Online Case Lookup link.
    - ii. On the next page, click the Online Case Lookup Application link.
  
  - B. **Registration**

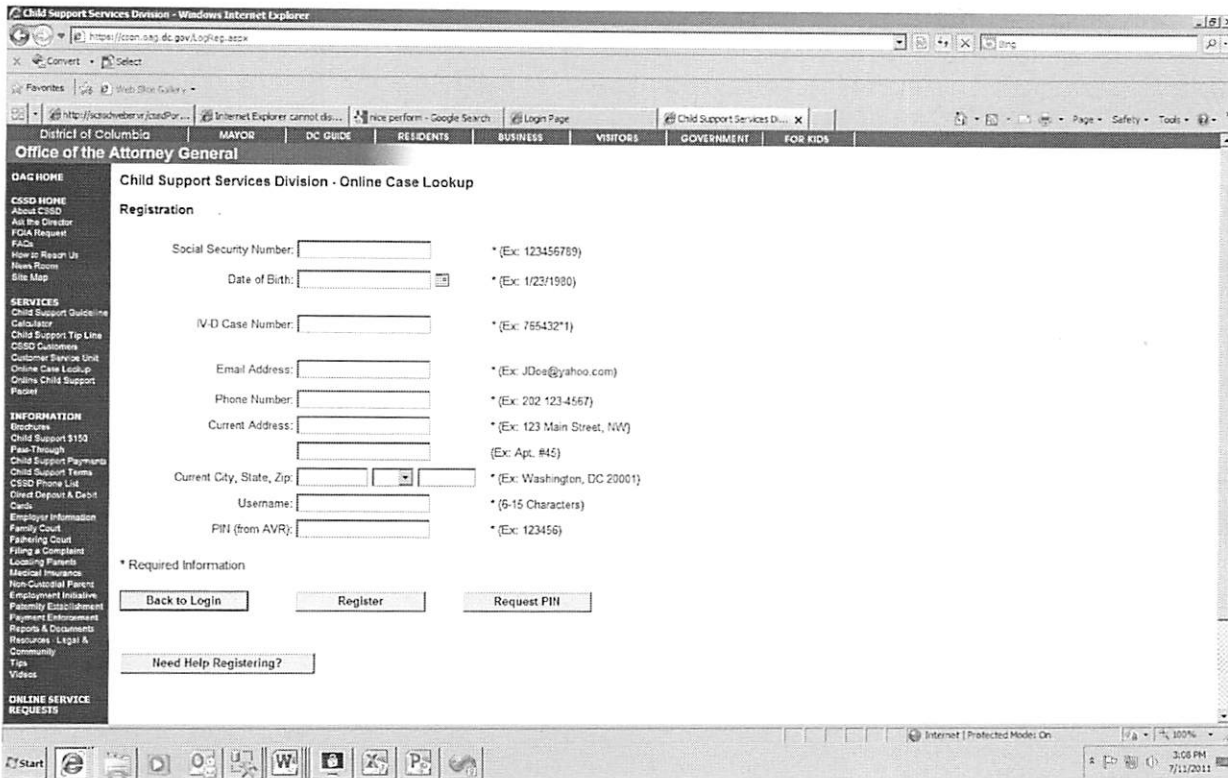
All customers must register before using the Online Case Lookup application. CSSD staff should be aware that the instructions below are step-by-step instructions for the customer.

    - i. To register, the customer clicks the **New User Registration** button on the Login screen. Some of the fields on the Registration screen

must be in a specific format. The error messages guide the customers in correcting problems that may be encountered during registration.

Note: Administrators have been pre-registered. Administrators must see the Applications group if a Username and Password is needed to access the Online Case Lookup application.

### Example: Registration Screen

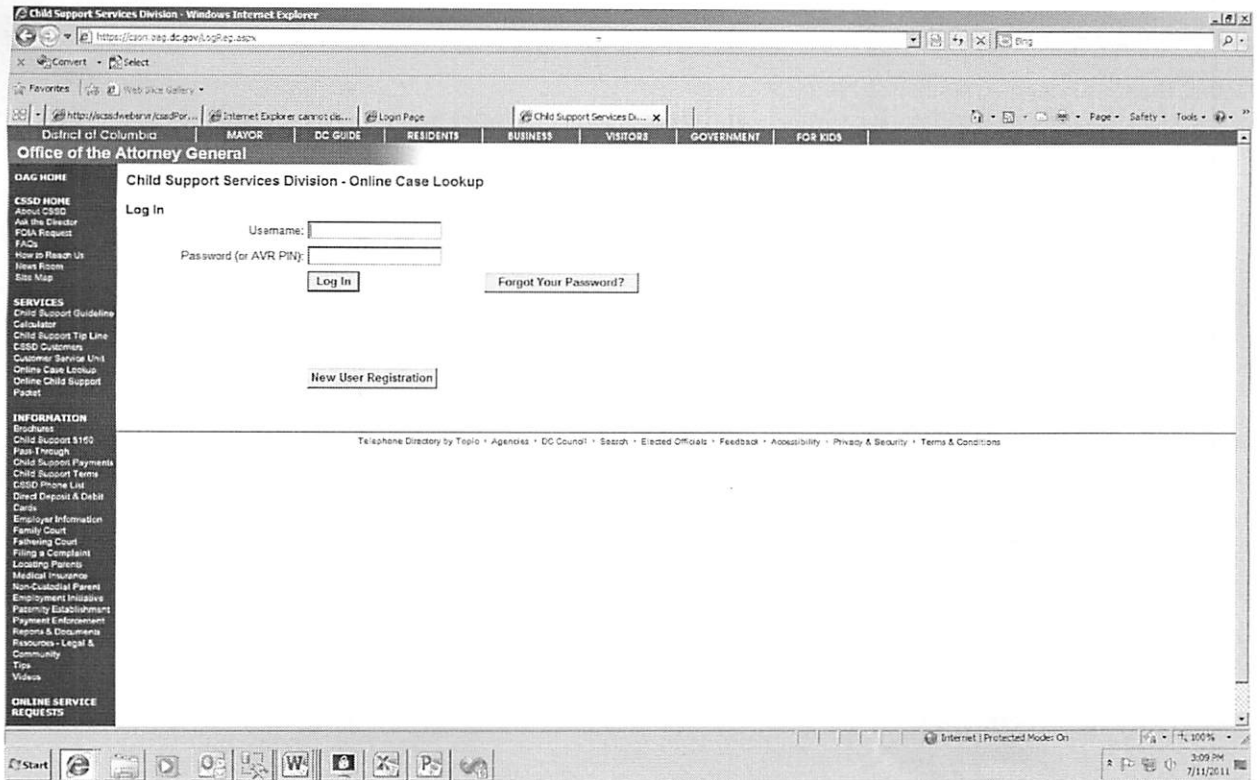


- ii. In addition to providing properly formatted information in the required fields on the Registration Screen, the customer must provide the following:
  1. SSN
  2. Case Number
  3. Date of Birth
  4. How to Request an AVR PIN (*number that matches an existing case on the DCCSES system*)
    - a. There are three ways to obtain an AVR PIN If a customer does not have one

- i. Staff should instruct the customer to dial (202) 442-9900 to receive an AVR PIN. The customer must have their SSN#.
  1. The customer should select the number “1” for information about their specific case
  2. The customer will then be prompted to enter their SSN#
  3. After entering their SSN# the customer will be prompted to enter their AVR PIN
  4. The customer should select the # Key at that time and their AVR PIN will be mailed to them.
- ii. The customer also has the option of going to the online case lookup screen and then proceeding to the registration screen. After following the necessary prompts the customer can have the pin mailed
- iii. If the customer requests an AVR PIN while visiting the office, they should be referred to an FRU team member to provide them with a PIN.

Note: If the customer does not come into the office in person, the PIN must be mailed. It will never be sent via email or given via phone.

- iii. After entering all required fields, the customer clicks the **Register** button to attempt registration.
- iv. The first screen that is displayed is **the Login Screen**.



## Logging In

- v. Customer will enter their Username and Password in the fields as indicated on the Login Screen.
- vi. After entering these fields, customers will click the **Log In** button.
- vii. Once logged in customers will have access to the following information:
  1. Payments & Distributions
  2. Pay orders & Obligation Balances
  3. Paternity Info (whether established or not)
  4. Scheduled Hearings