Appendix 2: Troubleshooting Guide

Registration:

Error Message Received:	Actions to be taken to correct:
Entered SSN number is associated with more than one participant Number. Please contact your local Child Support Agency for help	Multiple participant numbers. No action can be taken.
Entered SSN number is not found in our system. Please correct the SSN# and retry your request.	Entered SSN does not exist in SETS (if SETS SSN is incorrect, customer will need to contact county)
Entered SSN number is not associated with the entered Case#. Please correct the Case# and retry your request.	SSN or case number customer is entering does not match SETS.
Entered Case number is CLOSED. Please re-try your request with a Case number that is in OPEN status.	Customer attempted to authorize against a closed case. Advise them to enter an open SETS case number.
Entered Case number is not FOUND in our system. Please re-try your request after entering a correct Case number.	Customer is entering an incorrect case number.
Entered Case number is not an AP case. Please re-try your request after entering a correct AP Case number.	Customer is attempting to register as an AP but providing a case number in which they are a CP.
Entered Case number is not a CP case. Please re-try your request after entering a correct CP Case number.	Customer is attempting to register as a CP but providing a case number in which they are an AP
No Open Cases page	Customer needs to contact county if they feel they should have an open case.

Log In:

Error Message Received:	Actions to be taken to correct:
Invalid User ID or Invalid Password	This error message is telling the customer that they are entering either the User ID or the Password incorrectly: **1.** If **password** was forgotten: ➢ Select "Forgot your password?" from the login page. ➢ Complete CAPTCHA entry ➢ Enter User ID and click Submit (Does customer have access to e-mail address on file with portal?) If yes, go to d. If No, go to "No Access to e-mail" below. ➢ Verify customer received Password Reset e-mail ➢ Select link from password reset e-mail to change password (must be done within 2 hours) ➢ Enter new password (write it down also) ➢ Verify customer received Password Change/Unlock Account verification page and e-mail confirmation. They can return to the Login page and enter their User ID and new password to access the portal.

Error Message Received:	Actions to be taken to correct:
Invalid User ID or Invalid Password	**No Access to e-mail:** ➢ If customer does not have access to the e-mail on record with portal, have them click the "If you have forgotten or no longer have access to the e-mail address used to register" link. ➢ The customer must re-authorize to view the portal by providing the new e-mail address, case number, SSN and either the web ID or last 4 digits of direct deposit or e-quick pay card. ➢ Verify customer received Password Reset e-mail ➢ Select link from password reset e-mail to change password (must be done within 2 hours) ➢ Enter new password (write it down also) Verify customer received Password Change/Unlock Account verification page and e-mail confirmation. They can return to the Login page and enter their User ID and new password to access the portal. If the customer is not sure which is incorrect (password or user ID), the' forgot password' process should be followed first and if still not successful, then try the 'forgot User ID' process.

Error Message Received:	Actions to be taken to correct:
Invalid User ID or Invalid Password	This error message is telling the customer that they are entering either the User ID or the Password incorrectly: **2.** If **User ID** was forgotten: ❯ Select, "Forgot your User ID?" from the login page. ❯ Complete CAPTCHA entry ❯ Enter e-mail address and click Submit (If customer no longer has access to the e-mail on file with the portal, go to "No Access to e-mail" below. ❯ Verify customer navigated to the Forgot User ID confirmation Page and receives an e-mail that indicates ***AUTHORIZED*** User ID* in the first sentence. ❯ Have customer select link to log in page from e-mail and enter Authorized User ID. *If the first sentence does not say 'Authorized User ID', this is a User ID for the ODJFS cash, food or medical benefits portal and not ours. Since User ID's are tied to e-mail addresses, the customer is entering a different e-mail address in the 'Forgot User ID' link than they used to register for our portal. They need to enter the e-mail address used to register for our portal or their access needs to be revoked to allow for re-registration.

Error Message Received:	Actions to be taken to correct:
Invalid User ID or Invalid Password	**No Access to e-mail:** ➢ If customer does not have access to the e-mail on record with portal, have them click the "If you have forgotten or no longer have access to the e-mail address used to register" link. ➢ The customer must re-authorize to view the portal by providing the new e-mail address, case number, SSN and either the web ID or last 4 digits of direct deposit or e-quick pay card. ➢ An e-mail is sent to the customer's new e-mail account with their User ID that can be used to log in and access the portal. If the customer is not sure which is incorrect (password or user ID), the' forgot password' process should be followed first and if still not successful, then try the 'forgot User ID' process.
This Account is LOCKED. An e-mail has been sent to the owner of this account with instructions on how to unlock.	This error message is telling the customer that their account has been locked due to five failed attempts to log on with an incorrect password or user ID within a fifteen-minute period. Instruct the customer to follow the Forgot Password/Account Unlock process using the following steps: a. Select "Forgot your password?" from the login page. b. Complete CAPTCHA entry c. Enter User ID and click Submit (Does customer have access to e-mail address on file with portal? If yes, go to d. If No, go to "No Access to e-mail" below. d. Verify customer received Password Reset e-mail e. Select link from password reset e-mail to change password (must be done within 2 hours) f. Enter new password (write it down also) g. Verify customer received Password Change/Unlock Account verification page and e-mail confirmation.They can return to the Login page and enter their User ID and new password to access the portal.

Error Message Received:	Actions to be taken to correct:
This Account is LOCKED. An e-mail has been sent to the owner of this account with instructions on how to unlock.	**No Access to e-mail:** h. If customer does not have access to the e-mail on record with portal, have them click the "If you have forgotten or no longer have access to the e-mail address used to register" link. i. The customer must re-authorize to view the portal by providing the new e-mail address, case number, SSN and either the web ID or last 4 digits of direct deposit or e-quick pay card. j. Verify customer received Password Reset e-mail k. Select link from password reset e-mail to change password (must be done within 2 hours) Enter new password (write it down also) Verify customer received Password Change/Unlock Account verification page and e-mail confirmation. They can return to the Login page and enter their User ID and new password to access the portal.

A user has already been authorized as the person ordered to RECEIVE support for the case entered. If you or someone authorized by you did not set up this registration, and you are the person ordered to RECEIVE support on this case, then please contact your county CSEA. If you forgot the original User ID and/or Password you used to set up this registration, please go back to the login page and follow the screen instructions.	This error message is telling the customer that they have previously completed the registration/authorization process (they have been given access to the portal). Instruct the customer to follow the 'Forgot User ID' process using the following steps:
	
	1. Select "Forgot your User ID?" from the login page.
	    a. Complete CAPTCHA entry
	    b. Enter e-mail address and click Submit
	    c. Verify customer navigated to the Forgot User ID confirmation Page and receives an e-mail that indicates **_AUTHORIZED_** User ID* in the first sentence.
	    d. Have customer select link to log in page from e-mail and enter Authorized User ID.

Error Message Received:	Actions to be taken to correct:
A user has already been authorized as the person ordered to RECEIVE support for the case entered. If you or someone authorized by you did not set up this registration, and you are the person ordered to RECEIVE support on this case, then please contact your county CSEA. If you forgot the original User ID and/or Password you used to set up this registration, please go back to the login page and follow the screen instructions	*If the first sentence does not say 'Authorized User ID', this is a User ID for the ODJFS cash, food or medical benefits portal and not ours. User ID's are tied to e-mail addresses, therefore if the customer has registered for the ODJFS cash, food or medical benefits portal with one e-mail address and registered for our portal with another, the User ID returned will vary depending on which e-mail address was entered in the 'Forgot User ID' process. Only the e-mail address on record with our portal will return the 'Authorized User ID' (others will not include the word 'Authorized'). Instruct the customer to follow the 'Forgot User ID' process again using the e-mail address that is on record with the portal. If the customer does not know the e-mail address, no longer has access to it or does not feel that they established the account, please have them click the "If you have forgotten or no longer have access to the e-mail address used to register" link. The customer must re-authorize to view the portal by providing the new e-mail address, case number, SSN and either the web ID or last 4 digits of direct deposit or e-quick pay card. An e-mail is sent to the customer's new e-mail account with their User ID that can be used to log in and access the portal.

A user has already been authorized as the person ordered to PAY support for the case entered. If you or someone authorized by you did not set up this registration, and you are the person ordered to PAY support on this case, then please contact your county CSEA. If you forgot the original User ID and/or Password you used to set up this registration, please go back to the login page and follow the screen instructions.	This error message is telling the customer that they have previously completed the registration/authorization process (they have been given access to the portal). Instruct the customer to follow the 'Forgot User ID' process using the following steps:
	
	2. Select "Forgot your User ID?" from the login page.
	    a. Complete CAPTCHA entry
	    b. Enter e-mail address and click Submit
	    c. Verify customer navigated to the Forgot User ID confirmation Page and receives an e-mail that indicates **AUTHORIZED** User ID* in the first sentence.
	    d. Have customer select link to log in page from e-mail and enter Authorized User ID.

Error Message Received:	Actions to be taken to correct:
A user has already been authorized as the person ordered to PAY support for the case entered. If you or someone authorized by you did not set up this registration, and you are the person ordered to PAY support on this case, then please contact your county CSEA. If you forgot the original User ID and/or Password you used to set up this registration, please go back to the login page and follow the screen instructions.	*If the first sentence does not say 'Authorized User ID', this is a User ID for the ODJFS cash, food or medical benefits portal and not ours. User ID's are tied to e-mail addresses, therefore if the customer has registered for the ODJFS cash, food or medical benefits portal with one e-mail address and registered for our portal with another, the User ID returned will vary depending on which e-mail address was entered in the 'Forgot User ID' process. Only the e-mail address on record with our portal will return the 'Authorized User ID' (others will not include the word 'Authorized'). Instruct the customer to follow the 'Forgot User ID' process again using the e-mail address that is on record with the portal. If the customer does not know the e-mail address, no longer has access to it please have them click the "If you have forgotten or no longer have access to the e-mail address used to register" link. The customer must re-authorize to view the portal by providing the new e-mail address, case number, SSN and either the web ID or last 4 digits of direct deposit or e-quick pay card. An e-mail is sent to the customer's new e-mail account with their User ID that can be used to log in and access the portal.
Access Denied - You do not have authority to use Web Portal system.	The social security number being entered during authorization belongs to either a child or NPP participant. If the customer is not a child or NPP participant type only in SETS, make sure that they are entering their own SSN and not the child's SSN.
The e-mail address tied to your account is associated with another individual registered for the portal. Please call 1-800-686-1556 for assistance	This error was added with the Duplicate E-mail Release (XX/XX/2015) as a precaution. Customers with a shared e-mail account were required to change their e-mail address or have their registration revoked and re-register. This error was added to the login page in the event any cases were inadvertently missed in the clean up and still maintained a registration with a shared e-mail account. Customers must contact CICC to request their account be revoked, which will allow them to re-register.

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