COMPLETE GUIDE

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ISETS Case Inquiry Website

How County Court & State Employees Can Log In, Navigate, & Search for Information

Revised: 7/10/2018

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LEGEND & GUIDE

Smart Guide **Objects**

CALL OUTS

They may look like cartoon bubbles, however **Call Outs** are used in a different fashion for Smart Guides. Each will offer clarification; provide additional, helpful information & guidance for the reader.

STICKY NOTES

These sticky notes are provided throughout the Smart Guide to offer important information not included in the document but apply to the section that follows.

A picture of what you will see on your computer screen when performing a specific task. They can also be examples of forms or documents.

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Figure-#:

FIGURE – Provides a small caption to explain the **Screen-shot** just above it.

Exhibit-#:

EXHIBIT – Provides a small caption to explain the **Screen-shot** just below it.

ISETS Case Inquiry Website

Introduction

The Child Support Bureau (CSB) has provided a secure website to give paternity establishment and child support order information to the county Department of Child Services (DCS) offices and appropriate county Juvenile Court staff. This information will help the Judge or Magistrate to determine if they need to order genetic testing and/or a child support order. The website will also aid in determining if genetic testing is eligible for Federal reimbursement.

The ISETS Case Inquiry Website

The ISETS Case Inquiry Website provides County and State workers the ability to search ISETS paternity establishment and child support information for Child in Need of Services (CHINS) cases.

What this Guide Covers

This guide will provide instructions for county and state application users. After reading this guide you should be able to:

- Find the way to the ISETS Case Inquiry Website
- Submit a request for an account
- Login to ISETS Case Inquiry Website
- Search for paternity and child support information
- Find help when you need it

Find the way to ISETS Case Inquiry Website

There are two ways to get to the ISETS Case Inquiry Website. The path followed depends on whether you are a County Court User or a State User.

If you are a County Court User...

To navigate to the ISETS Case Inquiry Website:

1. Start a web browser such as Internet Explorer or FireFox and enter the following website address: http://www.in.gov/dcs/
2. Press [Enter] on your keyboard and you'll be taken to the DCS home page
3. At the very bottom of the home page, [Click] the link named **ISETS Inquiry for DCS Workers**. This link will take you to the ISETS Case Inquiry Website. **(See Figure 1)**

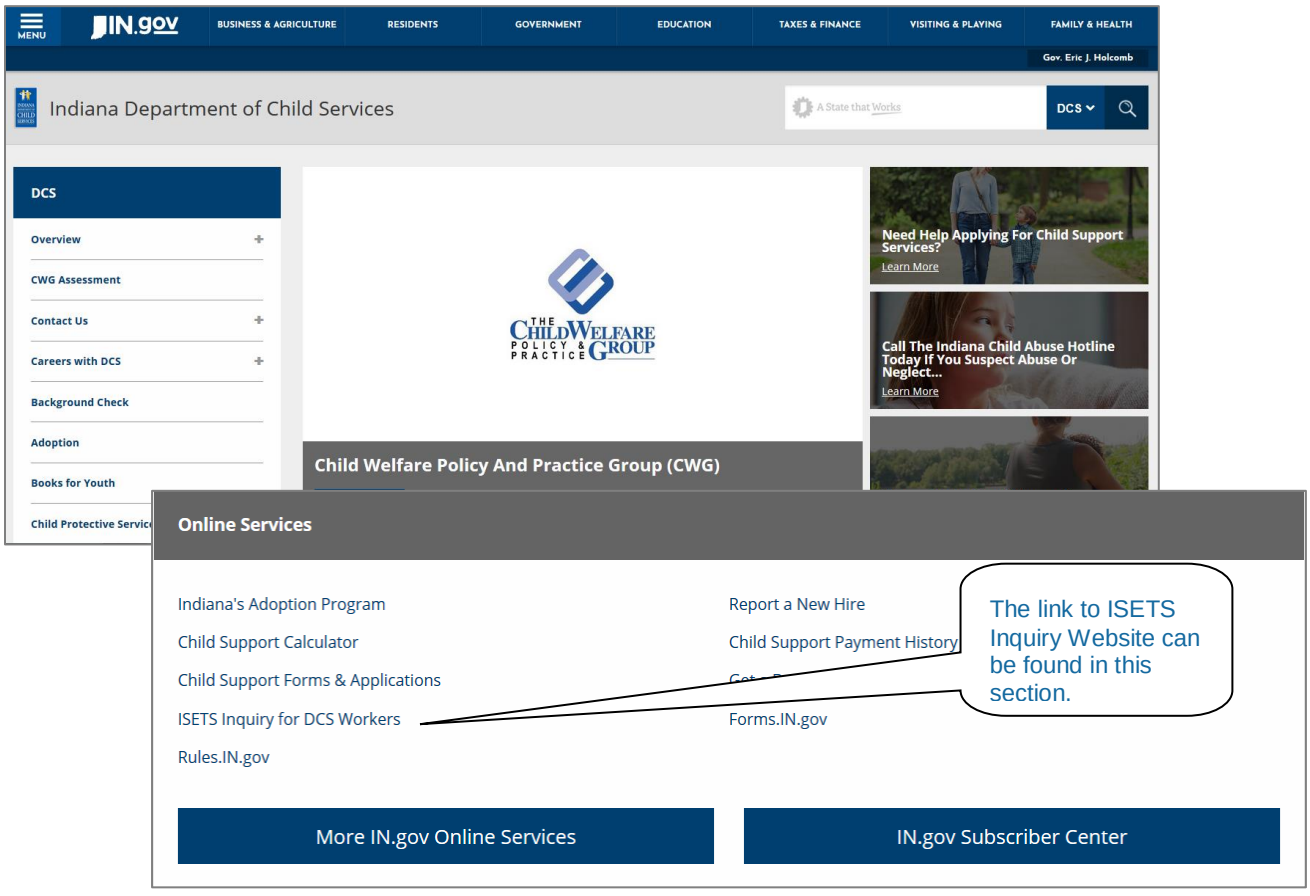


Figure 1 www.in.gov/dcs/ website

If you are a State User...

To navigate to the ISETS Case Inquiry Website:

1. If you are a State User your browser should be set to open the DCS Intranet. **(See Figure 2)** If so, jump to step 4. If your Home Page is not the DCS Intranet site, go to step 2.
2. Start a web browser such as Internet Explorer or FireFox and enter the following website address: https://ingov.sharepoint.com/sites/DCSPortal/Pages/default.aspx
3. Press [Enter] on your keyboard
4. [Click] the link named **ISETS Data,** located at the top of the page. This link will take you to the ISETS Case Inquiry Website. **(See Figure 2)**

Figure 2 DCS Intranet

Submit a Request for an Account

Before you can access the search features of the ISETS Case Inquiry Website, you must submit a request for an account which consists of a unique username and password. This account allows read only permissions

To submit a request for an account:

1. [Click] the link, Request one. **(See Figure 3)**

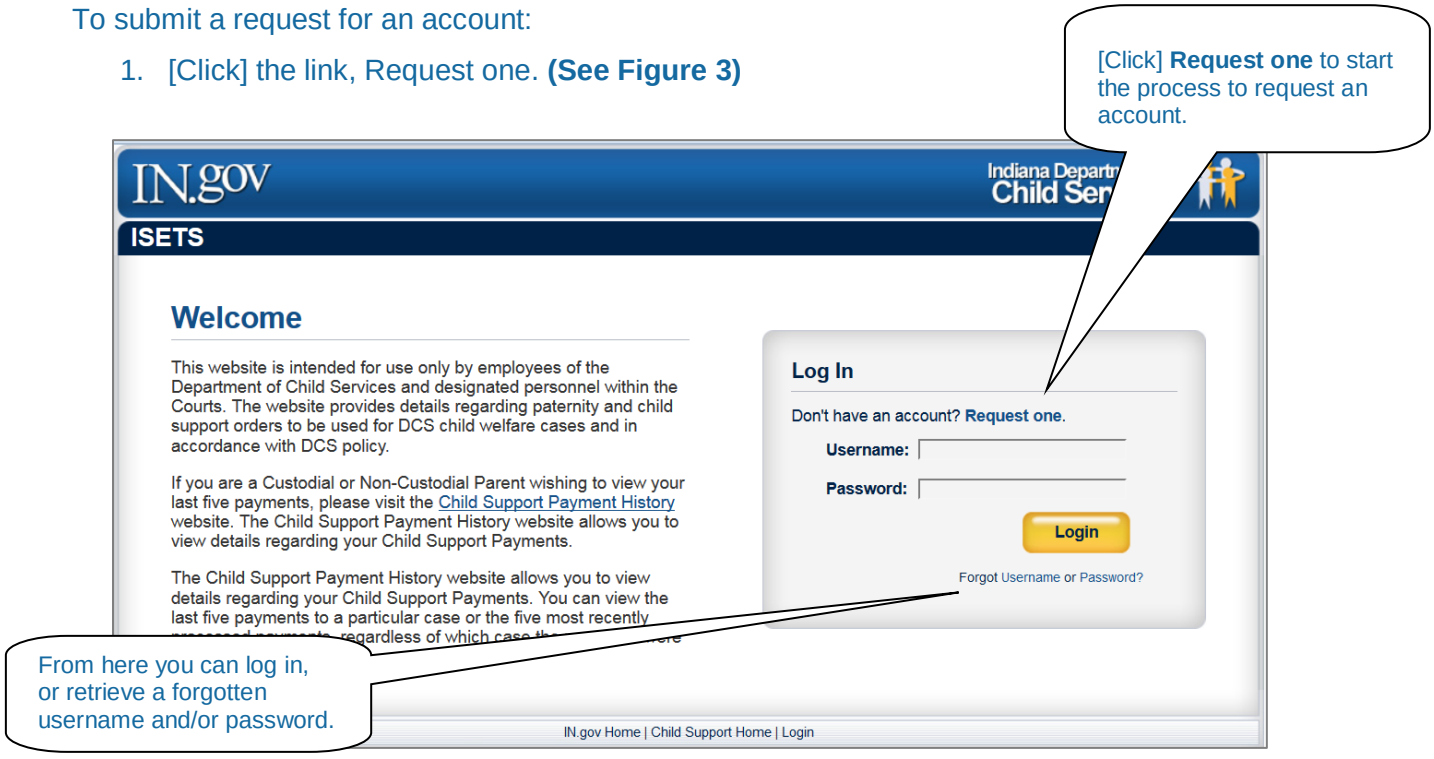


Figure 3 ISETS Case Inquiry Website Welcome Page

2. Choose the user status. **(See Figure 4)**

Figure 4 Request Account Page

If you are a County Court User

1. [Click] **I'm a County Court User**. **(See Figure 4)**
2. In the **Request Account** dialog box, complete the requested information.
3. After typing in a **Username** you would like to use, [Click] **Check Availability**. **(See Figure 5)**

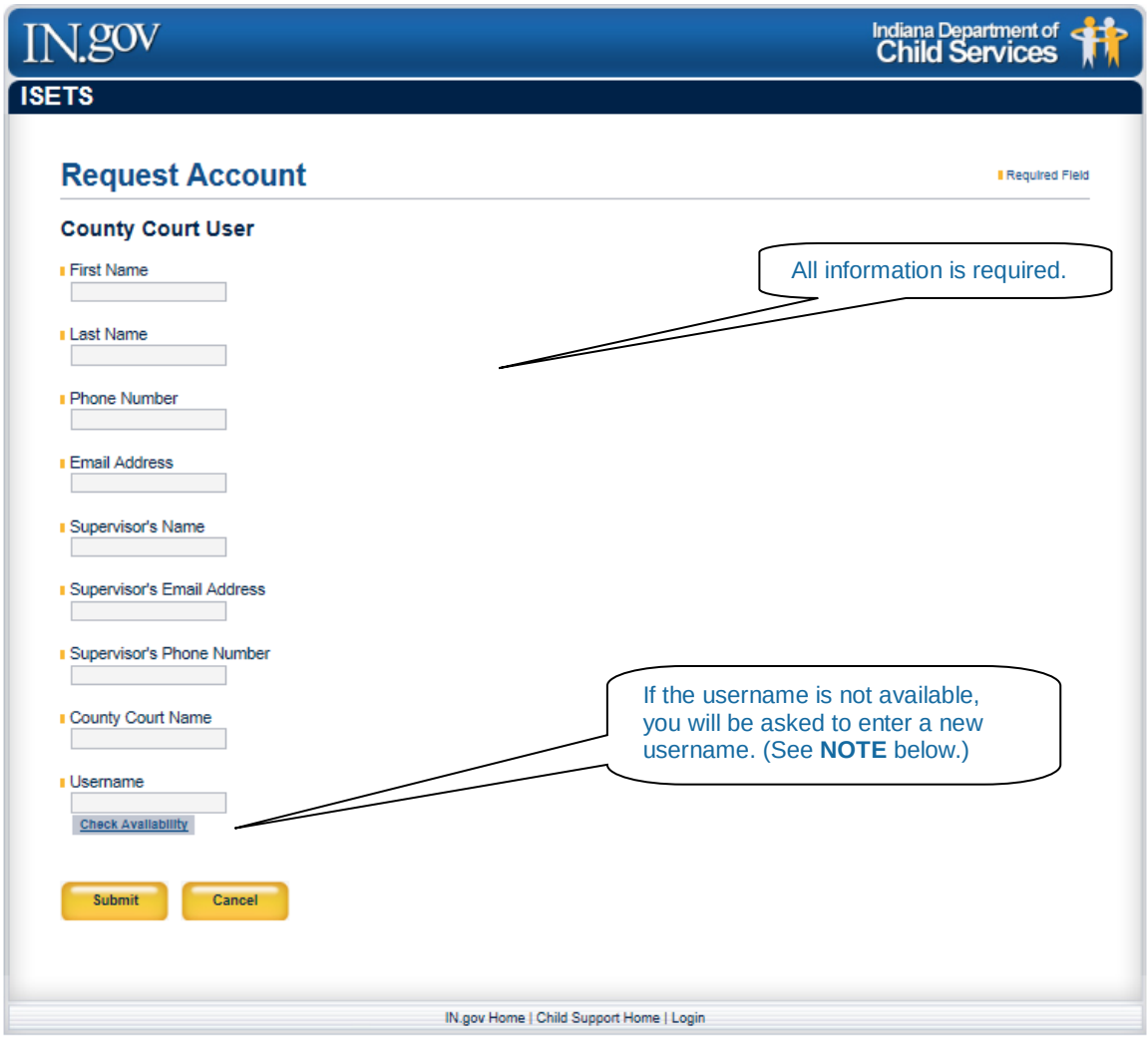


Figure 5 County Court User Account Request Form

4. Once the Username has been created and confirmed, **[Click] Submit** and you'll be taken back to the Welcome page. **(See Figure 6)**

NOTE:
Please follow these requirements when creating a Username:

- *It must not exceed 25 characters.*
- *Special characters such as (!@#$%^&*) are not allowed.*
- *Use alpha and numeric characters such as A-Z and 0-9 respectfully.*

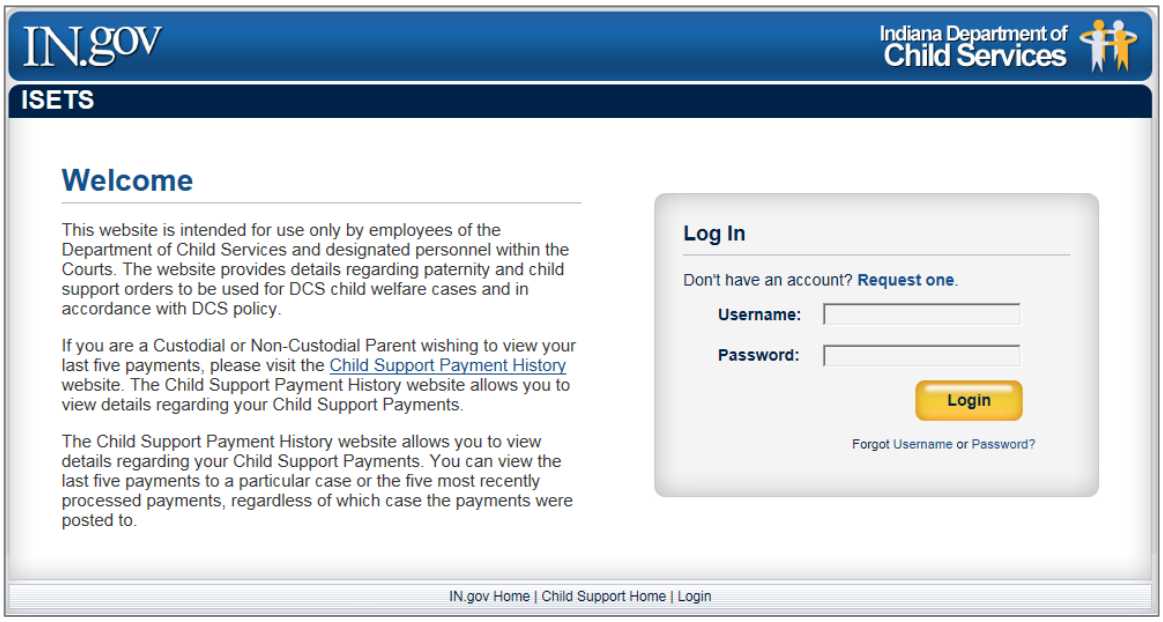


Figure 6 Welcome Page

Upon successful submission for a County Court User account, a confirmation email will be sent to the requestor and the requestor's supervisor. The requestor's email will include the requested Username. **(See Figure 7 and Figure 8)**

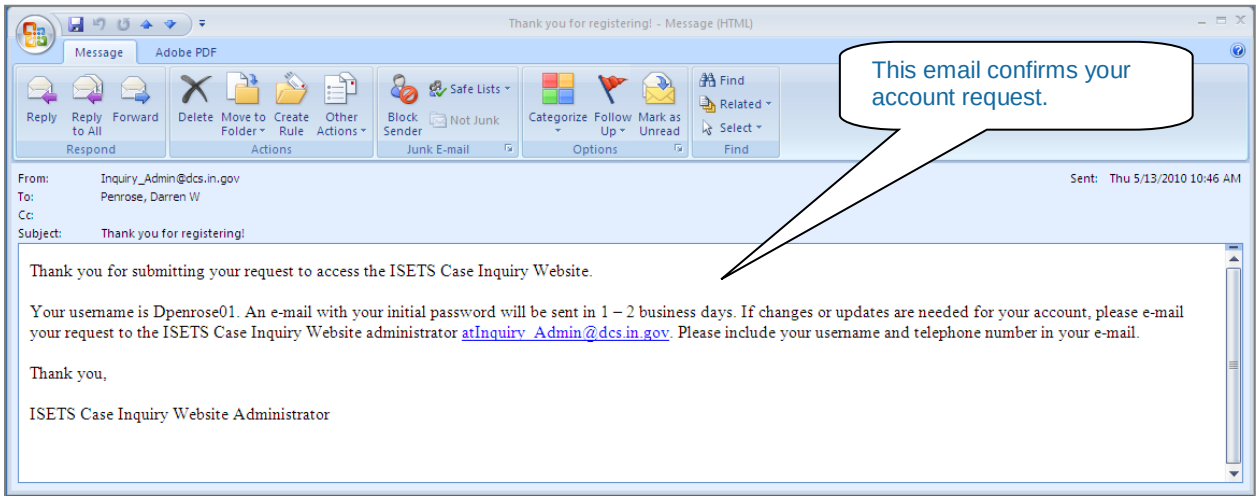


Figure 7 Thank you for Registering Email

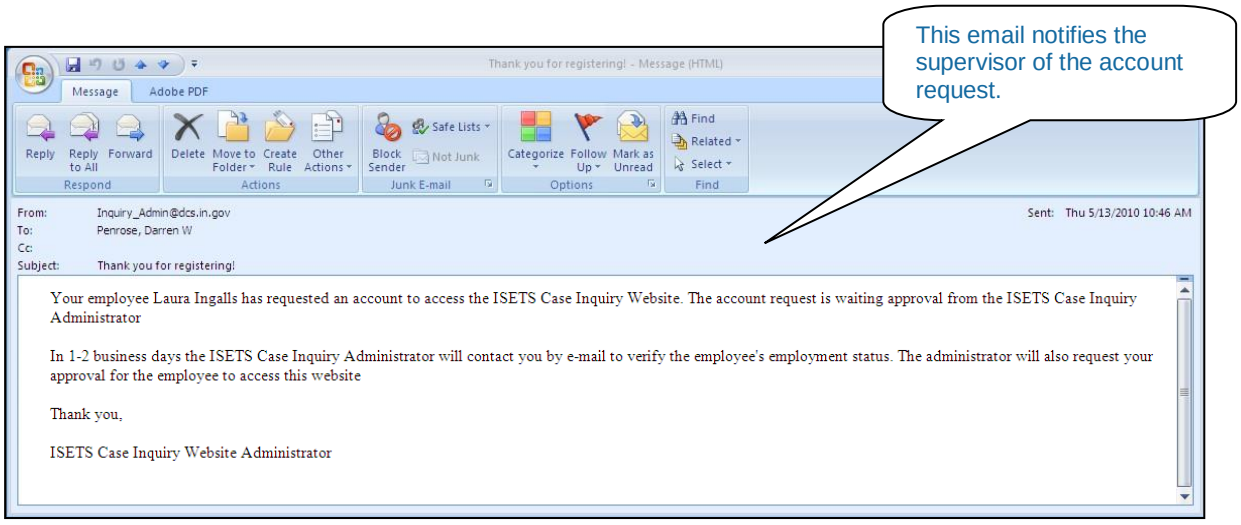


Figure 8 Thank you for Registering Email to Supervisor

An account request should be processed within 2 buisness days. If the account request is approved, the user will receive an email that includes the initial system generated password. **(See Figure 9)**

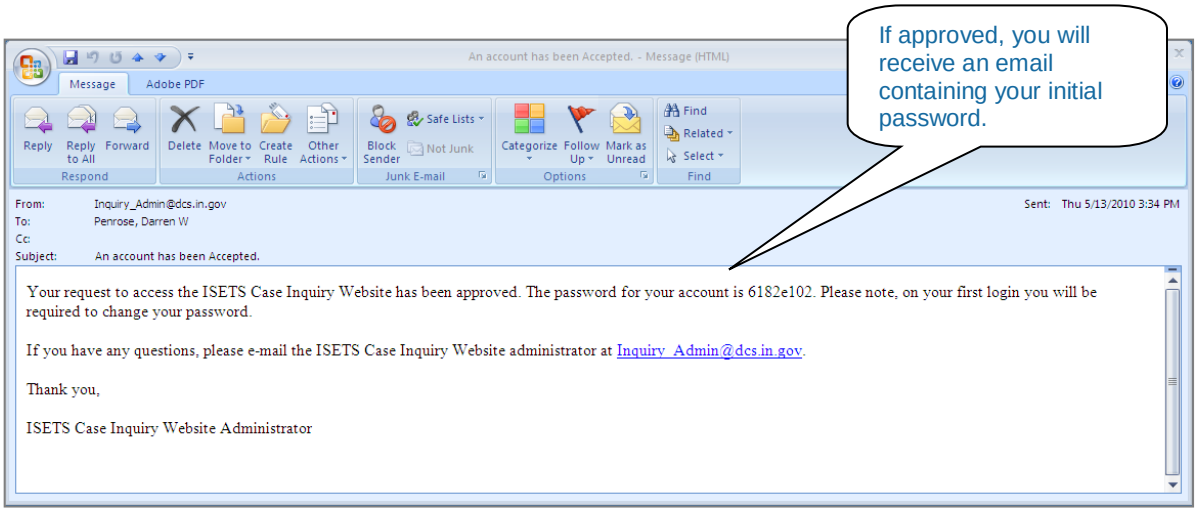


Figure 9 – An Accounty Has been Accepted Email

Whether a user's account request is approved or denied, their supervisor will also receive an email notification.

NOTE:

If the Account Request is denied, the email will include an explaination for the denial.

If you are a State User

If you are a State User requesting an account, follow the same process as a County Court User, although some of the required user information is different.

1. [Click] **"I am a State User"**. **(See Figure 4)**
2. In the **Request Account** dialog box, complete the requested information.
3. After typing in a Username you would like to use, [Click] **Check Availability**. **(See Figure 10)**

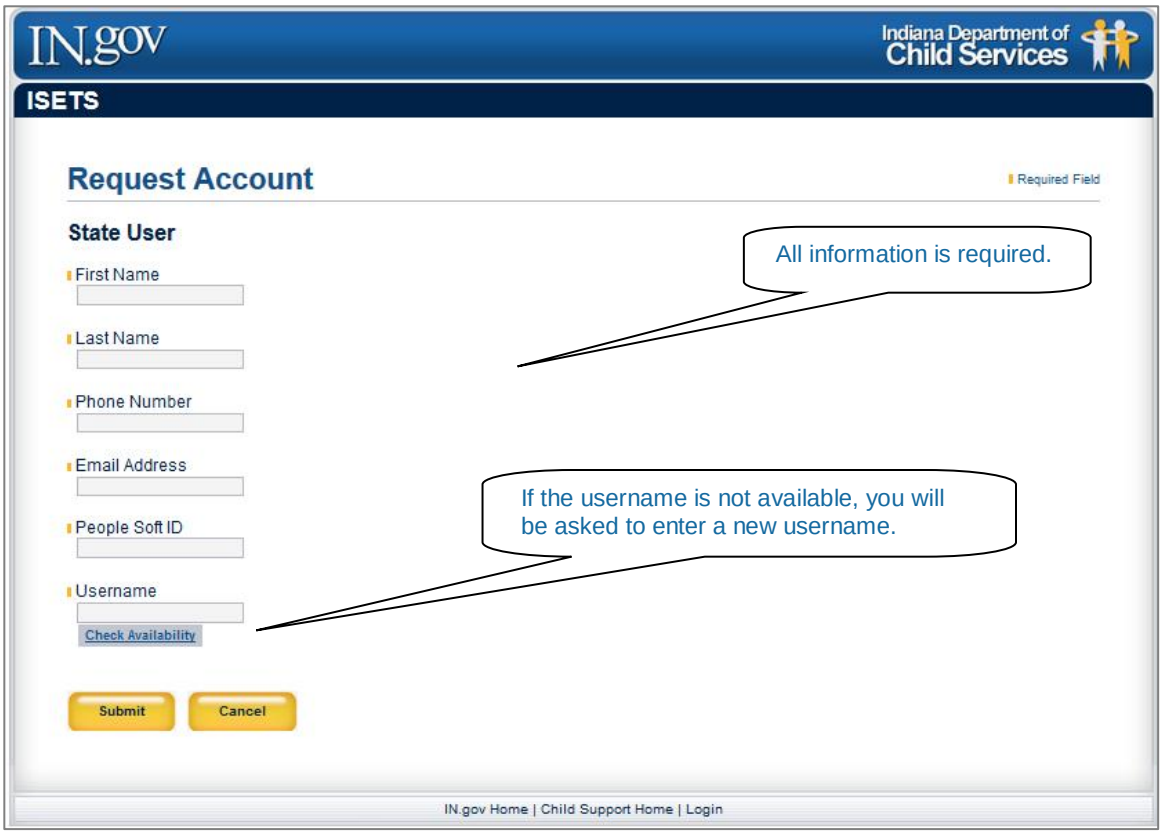


Figure 10 - State User Account Request Form

4. Once the Username has been created and confirmed, [Click] **Submit** and you will be taken back to the Welcome page. **(See Figure 6)**

NOTE:
Please follow these requirements when creating a Username:

- *It must not exceed 25 characters.*
- *Special characters such as (!@#$%^&*) are not allowed.*
- *Use alpha and numeric characters such as A-Z and 0-9 respectfully.*

A brief note if you are State User

As in requesting a County Court User account, upon successful submission for a State User account, a confirmation email will be sent to the State requestor. This email will include the requested Username. **(See Figure 7**).

An account request should be processed within 2 business days. If the account request is approved, the user will receive an email that includes the initial system generated password.

If the account request is denied, the email will include an explanation for the denial.

Log into the Application

Logging into the web application and using the search features is the same for County Court or State users. Note that upon first login, the user will be required to change their password.

Once the approval email and initial password are received:

1. Navigate to the ISETS Inquiry Website Welcome page.
2. Enter your Username and **system generated** password.
3. [Click] Login. Users will be directed to the Change Password page. **(See Figure 11)**

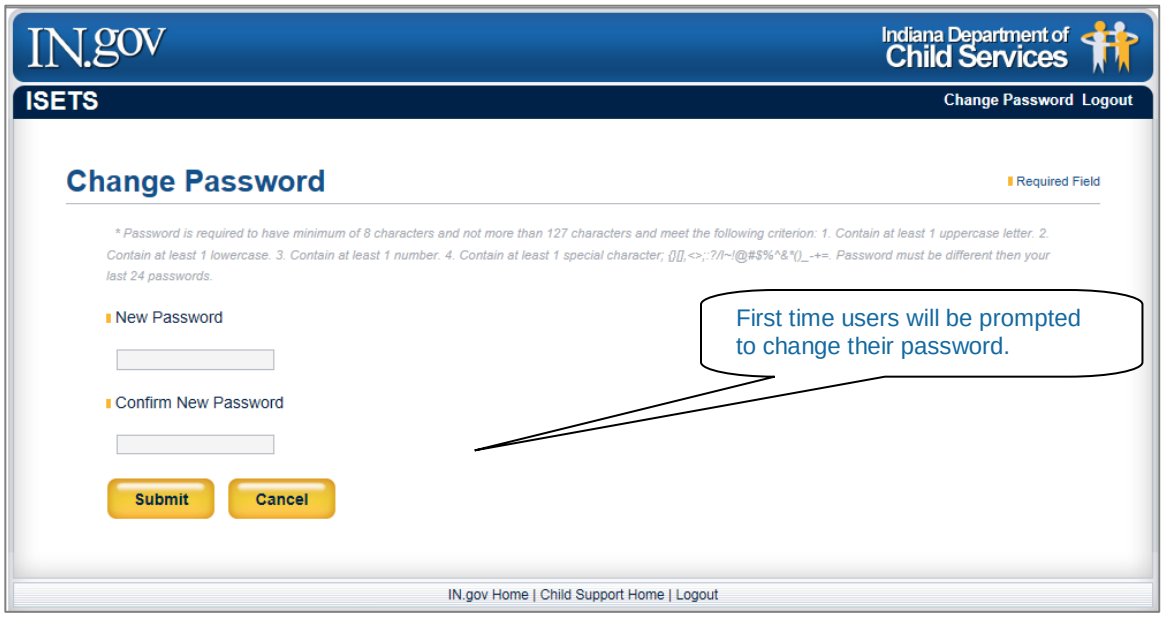


Figure 11 - Change Password Form

1. [Enter] a new password
2. [Re-enter] the **New Password** in the **Confirm New Password** field
3. Click [Submit]

NOTE:
Please follow these requirements when changing a Password:

- *Cannot be the same as the system generated password*
- *Must be at least 8 characters and not more than 127 characters*
- *Must have at least 1 uppercase and 1 lower case letter*
- *Must have at least 1 number*
- *Must contain at least 1special character such as {}[],<>;:?/~!@#$%&*()_-+=.*
- *Password must be different thanyour last 24 passwords*

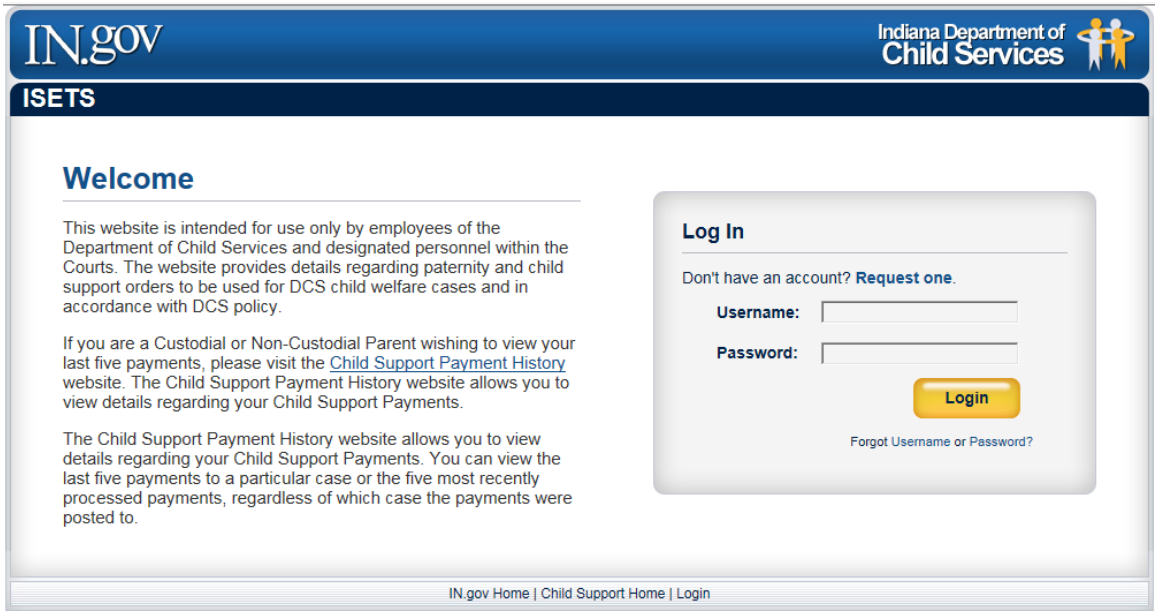


Figure 12 – Welcome Page

After changing the password, users will be redirected back to the Welcome page. At this point, follow these steps to login.

1. [Enter[your **Username** and new **Password**
2. [Click] **Login**

NOTE:
Once a user is successfully logging in, the search features and results are exactly the same for a County Court or State user.

Search for Paternity and Child Support Information

Performing a search is fairly straight forward, but there are a few things that need to be considered:

- Search features and results are exactly the same for a County Court or State user.
- There are only 3 pieces of information **required** to perform a search:
    - Child's Last Name – Must be full last name
    - Child's First Name – Must be a minimum of 2 characters of the first name
    - Child's Age – If the child's birth date is known, it can be entered. If only the child's approximate age is known, it can be entered. When using approximate age, the system will search using one year before and one year after the age you enter. *(For example, if you enter 10 in the **Child's Age in Years** field, the system will look for a child between 9 and 11 years old.) If the child is less than 1 year old and the birth date is not known, enter 0 in the **Child's Age in Years** field.)*
- There are additional pieces of information that can be entered to refine the search:
    - Mother's Last Name – Must be full last name
    - Mother's First Name – Must be a minimum of 2 characters of the first name
    - Mother's Date of Birth or Mother's Age in Years
    - Mother's Social Security Number
- The more information provided, the more refined the search results. (For example, if just two letters of the child's first name is entered (i.e. "Ja"), it is possible that many children meet this criteria and many results will be returned. "Ja" would return children named: Jack, Jamin, James, Jared, etc… However, if you enter the full first name such as James, only records of children named James would be returned.) Adding Mother's information, if known, will further refine the search results.
- Although not required, if the child's social security number (SSN) is entered and the system matches the child's name and the SSN in ISETS, it will only return and display the last 4 digits in the search results. If the Child's SSN **is not** entered as part of the search and it is found in ISETS, the SSN **will not** be displayed in the search results.
- Additional search options are available by [clicking] the Advanced Search button on the Search page. **(See Figure 13 and Figure 14)** The advanced search option can further refine the search results if **Father / Alleged Father's Information** or **Guardians' Information** is entered.
- To clear the search fields, click the refresh button on your Internet Browser.

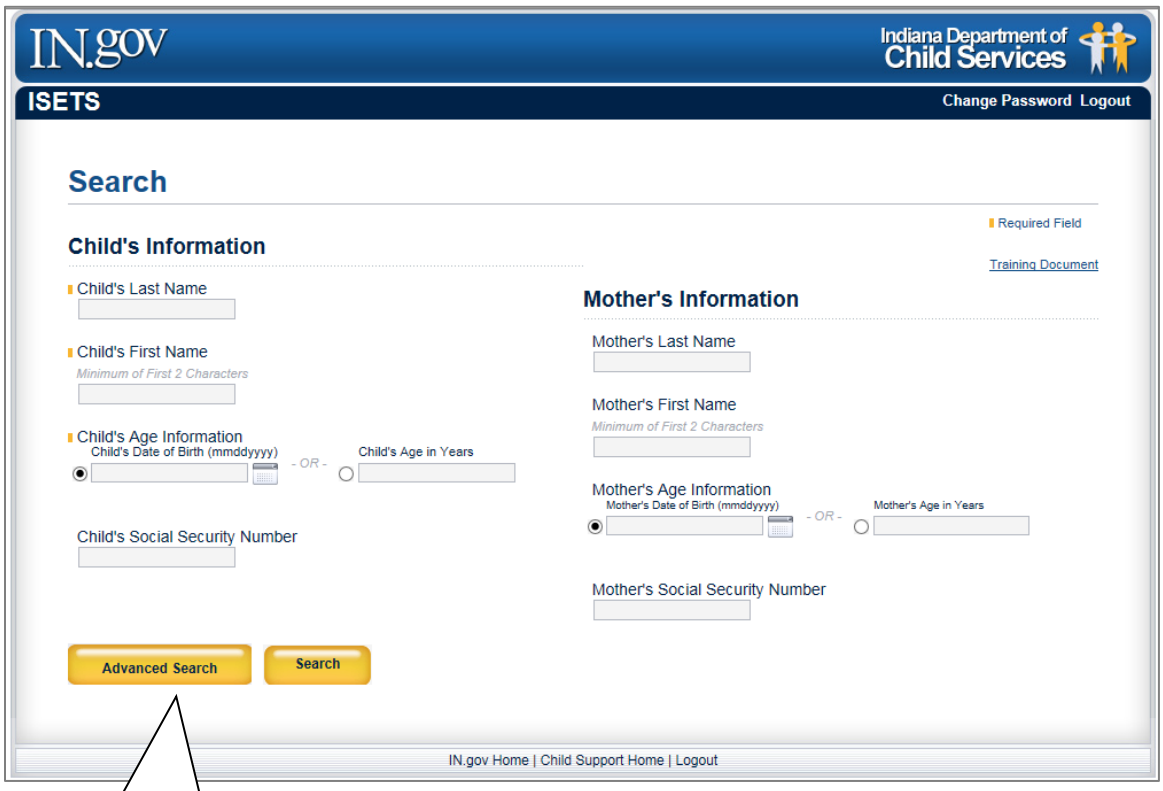


Figure 13 Search Form

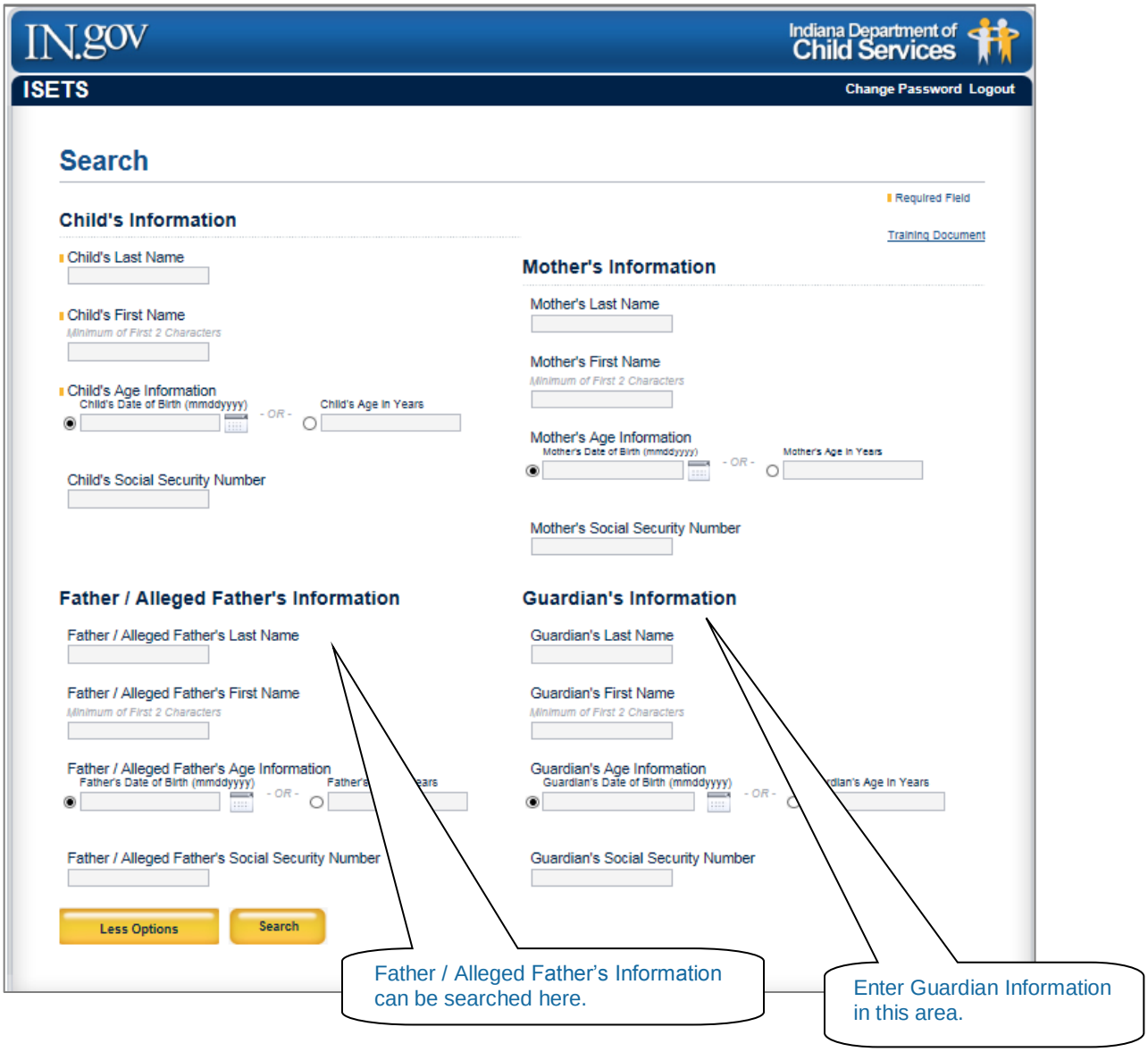


Figure 14 Advanced Search Form

An Example Search

1. [Enter] the search information into the required search fields. *(In this example, the child's last name, the child's first name and the child's approximate age are entered.)*
2. [Click] Search or simply [press] the **Ente**r key. **(See Figure 15)**

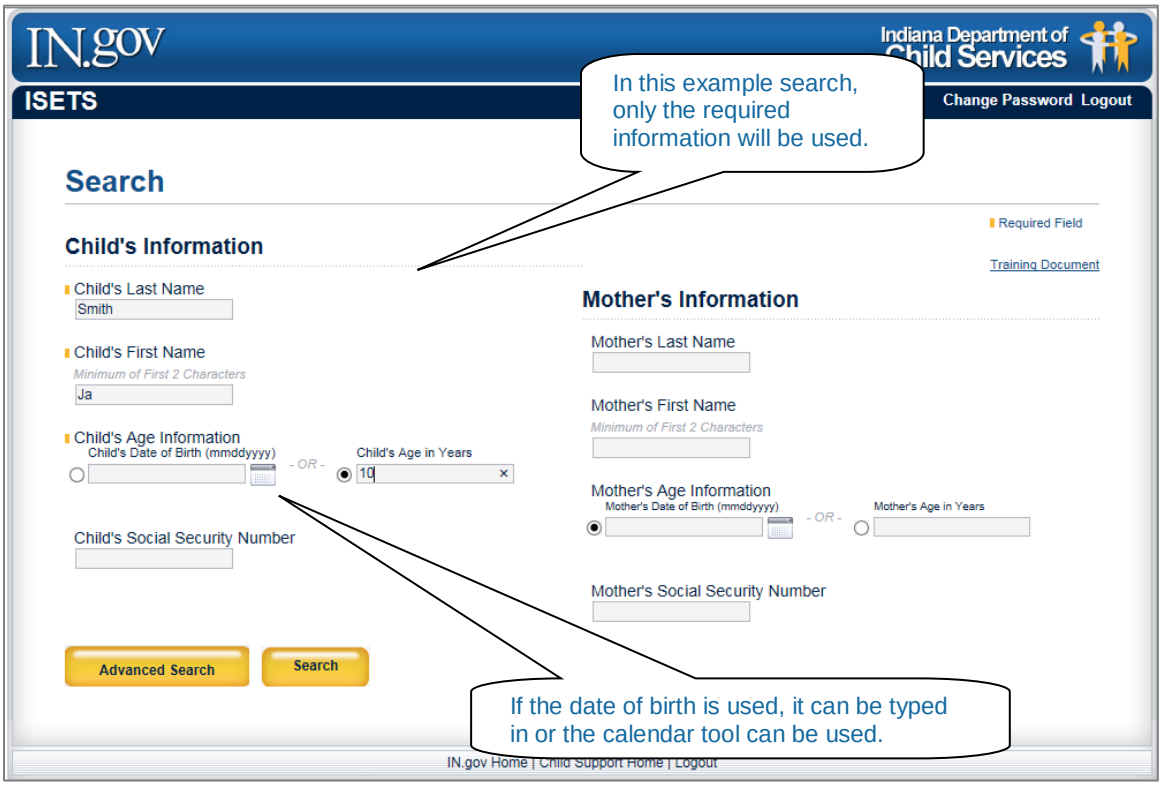


Figure 15 Example Search

3. Wait for the search results to load. (See Figure 16)

Figure 16 Loading page

If your search returns no results you will see a **No Results Found** message at the top and bottom of the search page. **(See Figure 17)**

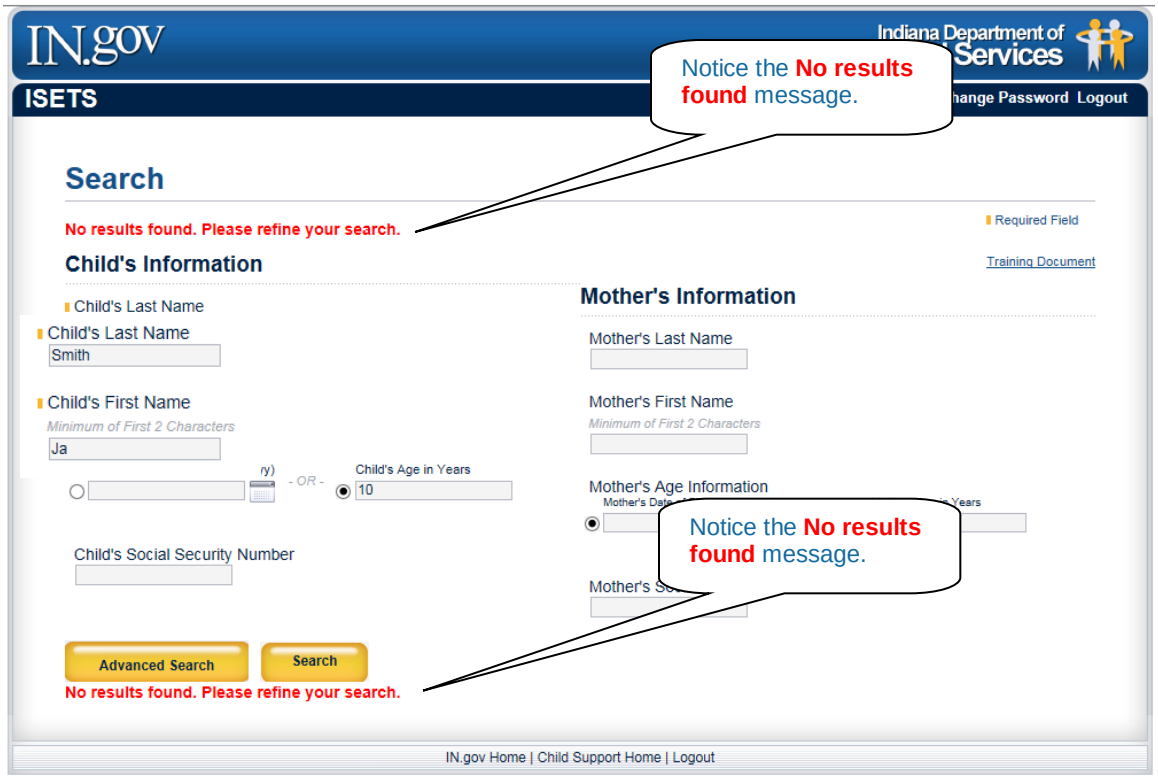


Figure 17 No Results Found

In our example search, there were results returned. (See Figure 18)

4. [Click] the child's name under **CHILD NAME**. (In the search results, the child's name links a user to additional information. In this example, Child A is the result intended.

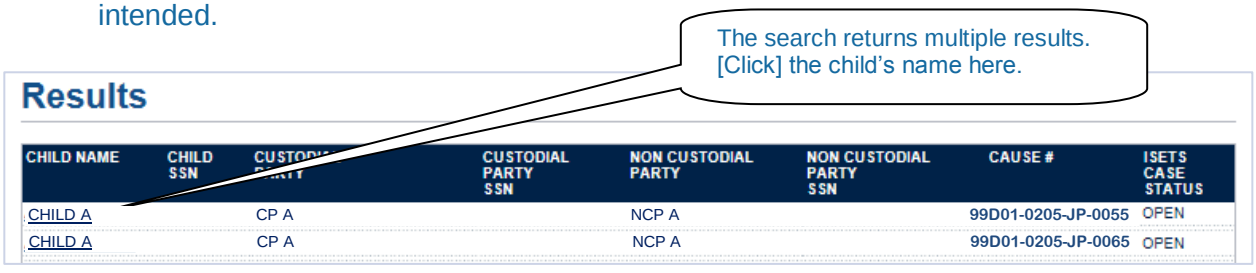
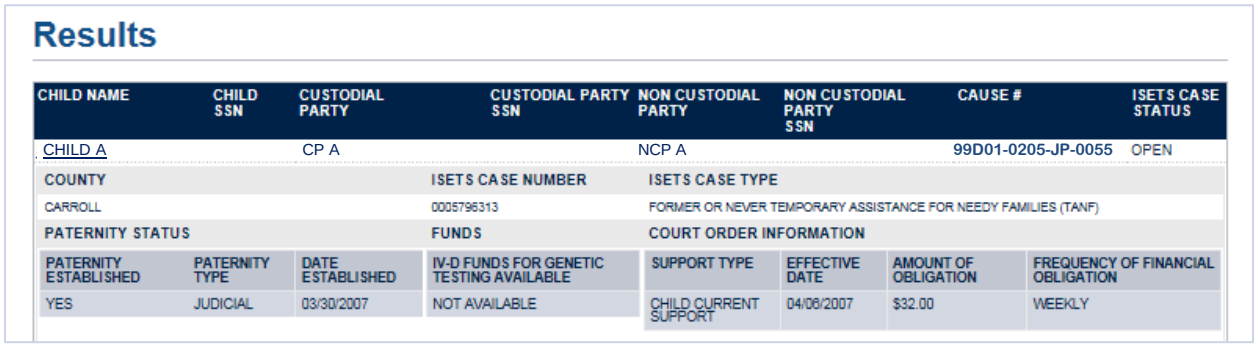


Figure 18 Initial Search Results

5. Review the Results. Once the child's name is clicked, the detailed information opens and becomes visible just below the child's name. **(See Figure 19)**



Results

CHILD NAME	CHILD SSN	CUSTODIAL PARTY	CUSTODIAL PARTY SSN	NON CUSTODIAL PARTY	NON CUSTODIAL PARTY SSN	CAUSE #	ISETS CASE STATUS
CHILD A		CP A		NCP A		99D01-0205-JP-0055	OPEN

COUNTY	ISETS CASE NUMBER	ISETS CASE TYPE
CARROLL	0005796313	FORMER OR NEVER TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

PATERNITY STATUS			FUNDS	COURT ORDER INFORMATION			
PATERNITY ESTABLISHED	PATERNITY TYPE	DATE ESTABLISHED	IV-D FUNDS FOR GENETIC TESTING AVAILABLE	SUPPORT TYPE	EFFECTIVE DATE	AMOUNT OF OBLIGATION	FREQUENCY OF FINANCIAL OBLIGATION
YES	JUDICIAL	03/30/2007	NOT AVAILABLE	CHILD CURRENT SUPPORT	04/06/2007	$32.00	WEEKLY

Figure 19 Expanded Results

In this example, the following information is available:

- County (This is the County where the case resides)
- ISETS Case Number
- ISETS Case Type
- Paternity Status
  - Paternity Established
  - Paternity Type
  - Date Established
- Funds
  - IV-D Available For Genetic Testing Available
- Court Order Information
  - Support Type
  - Effective Date
  - Amount of Obligation
  - Frequency of Financial Obligation

NOTE:
Depending on the case, it is possible for the Court Order Information section to display information other than what is listed here. That information is self-explanatory.

Finding Help When Needed

As with any application, there may be times when help is needed. There are 3 situations covered in this section:

1. Questions related to a case
2. Issues with website availability or function
3. Recovering Username or Passwords

Case Questions

If a user has questions about payments or anything related to payments on a case, they should contact the county clerk where the case resides.

If a user has any other type of question concerning a case, they should contact the prosecutor where the case resides.

Website Availability or Function

If a user is unable to reach the website, it could be because the server is not functioning. If this is the case, in.gov will display a message on their website. If this is not the case and users are still not able to reach the website, they should email the **ISETS Case Inquiry Website** administrators. The email address is: Inquiry_Admin@dcs.in.gov.

Recovering Username or Passwords

If a user forgets their Username or Password:

1. Go to the **ISETS Case Inquiry Website Log** in page
2. [Click] **Username** or **Password** at the bottom of the Login section of the page. **(See Figure 20)**

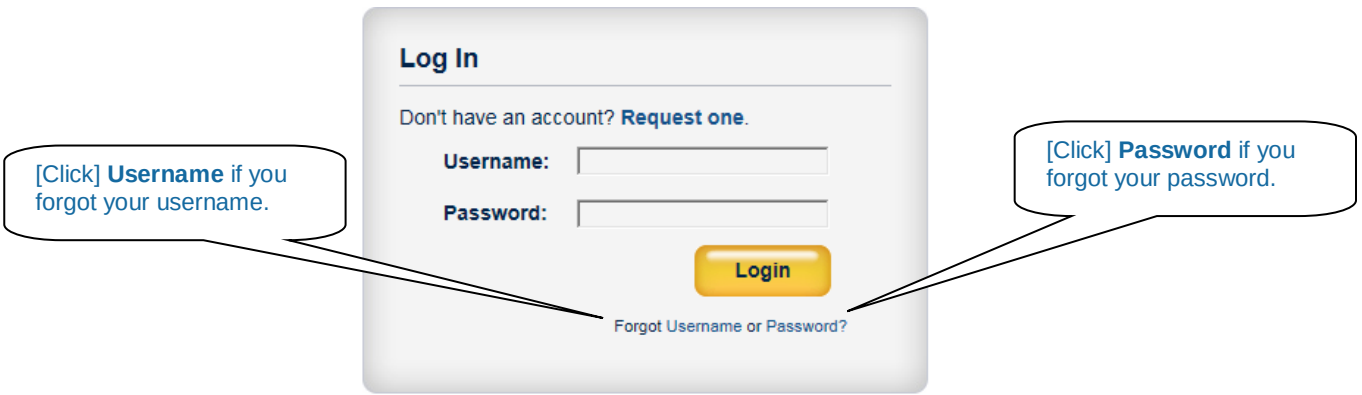


Figure 20 Log in Dialog for Recovering Username or Password

3. Fill in the appropriate information and [click] **Submit**. An email with the Username will be sent to the email address on file. **(See Figure 21)**

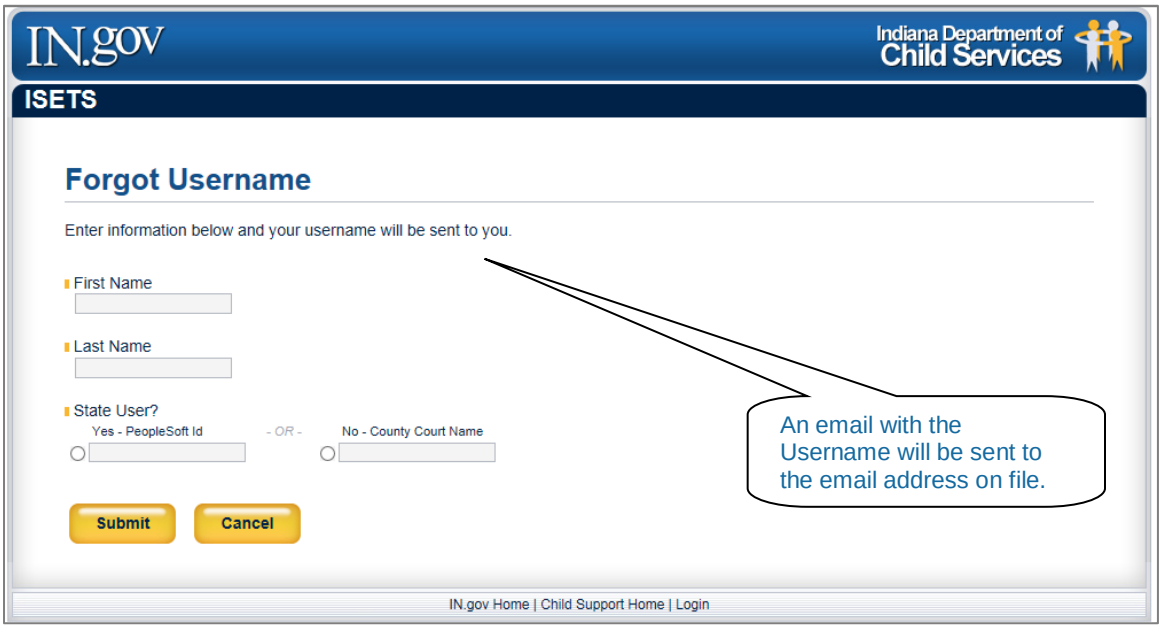


Figure 21 Forgot Username Form

4. Fill in the appropriate information and [click] **Submit**. An email with a new Password will be sent to the email address on file. **(See Figure 22)**

Figure 22 Forgot Password Form

To change or update your email address, email the administrator at: Inquiry_Admin@dcs.in.gov

Designed by:

Communication and Training Unit (CTU)

Last Revised: 7/10/2018