

KQIIR COMPLETE GUIDE



ISETS Case Inquiry Website

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

Revised: 7/10/2018

TABLE OF CONTENTS

Smart Guide Sections

Introduction	Pg. 1
Find the way to the ISETS Inquiry Website	Pg. 2
Submit a Request for an Account	Pg. 4
Log into the Application	Pg. 10
Search for Paternity and Child Support Information	Pg. 12
Find Help When Needed	Pg. 18

Smart Guide Figures

1	www.in.gov/dcs/ website	Pg. 2
2	DCS Intranet	Pg. 3
3	ISETS Case Inquiry Website Welcome Page	Pg. 4
4	Request Account Page	Pg. 4
5	County Court User Account Request Form	Pg. 5
6	Welcome Page	Pg. 6
7	Thank you for Registering Email	Pg. 6
8	Thank you for Registering Email to Supervisor	Pg. 7
9	An Account Has been Accepted Email	Pg. 7
10	State User Account Request Form	Pg. 8
11	Change Password Form	Pg. 10
12	Welcome Page	Pg. 11
13	Search Form	Pg. 13
14	Advanced Search Form	Pg. 14
15	Example Search	Pg. 15
16	Loading page	Pg. 15
17	No Results Found	Pg. 16
18	Initial Search Results	Pg. 16
19	Expanded Results	Pg. 17
20	Log in Dialog for Recovering Username or Password	Pg. 18
21	Forgot Username Form	Pg. 19
22	Forgot Password Form	Pg. 19



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.



SCREEN SHOTS

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.



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)

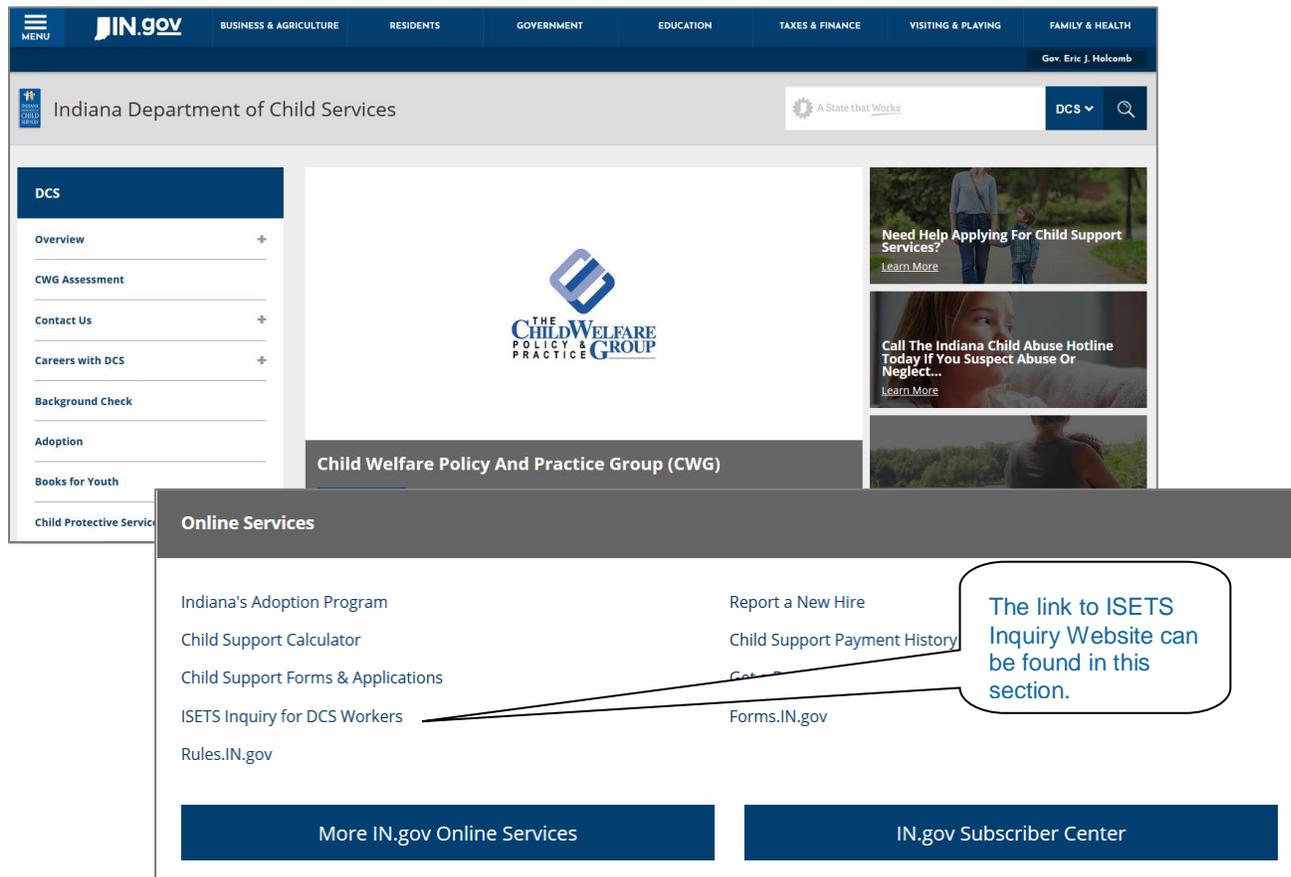


Figure 1 www.in.gov/dcs/ website

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

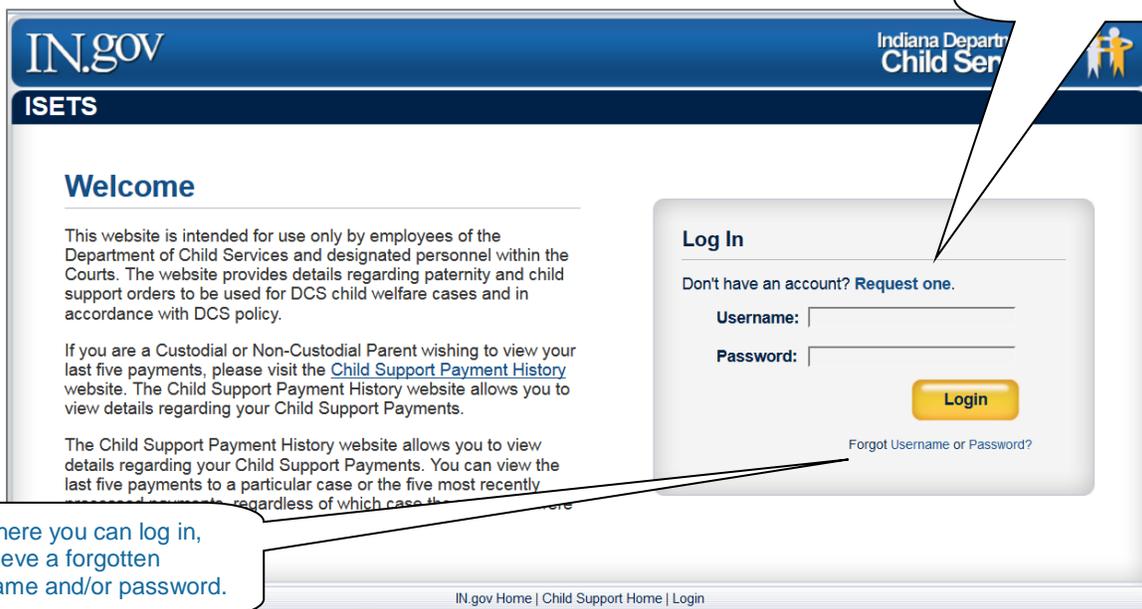
Submit a Request for an Account

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)

[Click] **Request one** to start the process to request an account.



From here you can log in, or retrieve a forgotten username and/or password.

Figure 3 ISETS Case Inquiry Website Welcome Page

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



Choose whether you are a County Court User or a State User.

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)

The screenshot shows the 'Request Account' form for a County Court User. The form is titled 'Request Account' and includes a 'Required Field' indicator. The form contains the following fields:

- First Name
- Last Name
- Phone Number
- Email Address
- Supervisor's Name
- Supervisor's Email Address
- Supervisor's Phone Number
- County Court Name
- Username

Below the Username field is a 'Check Availability' button. At the bottom of the form are 'Submit' and 'Cancel' buttons. The footer of the page reads 'IN.gov Home | Child Support Home | Login'.

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.

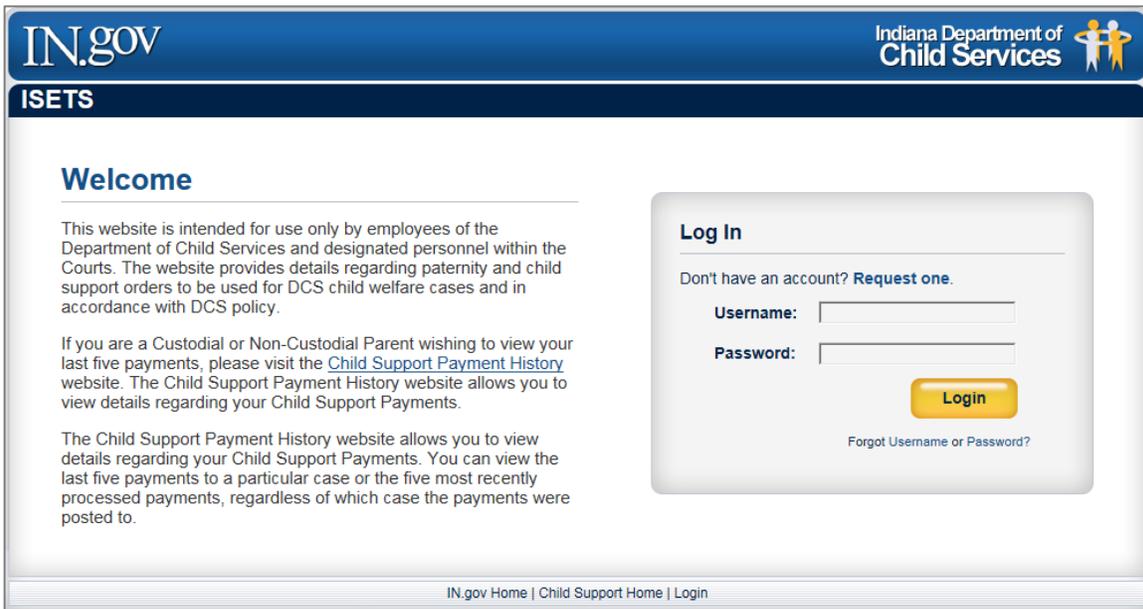


Figure 6 Welcome Page

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)**

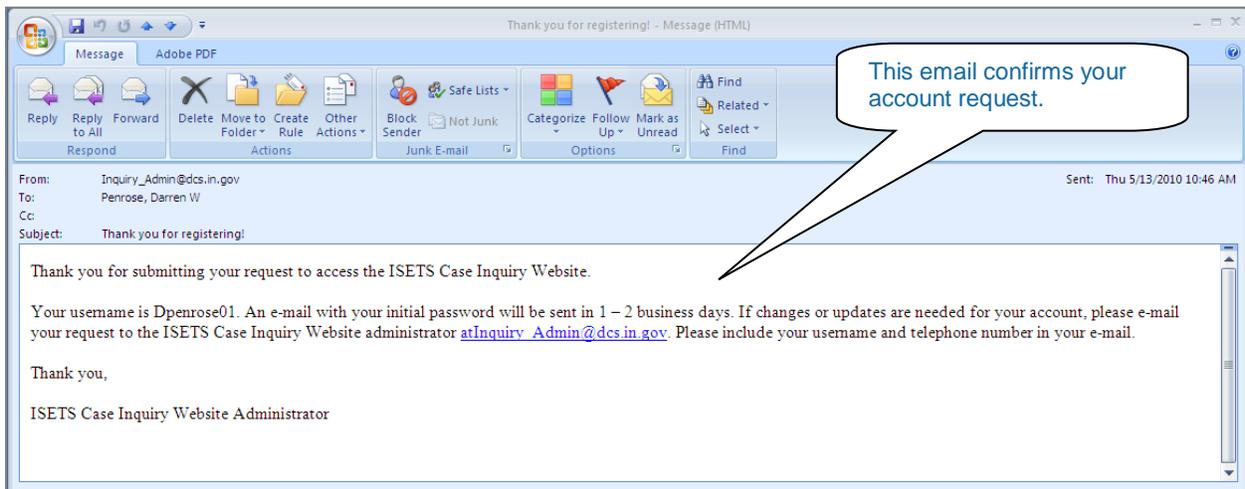


Figure 7 Thank you for Registering Email

ISETS Case Inquiry Website Complete Guide



Figure 8 Thank you for Registering Email to Supervisor

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. (See Figure 9)

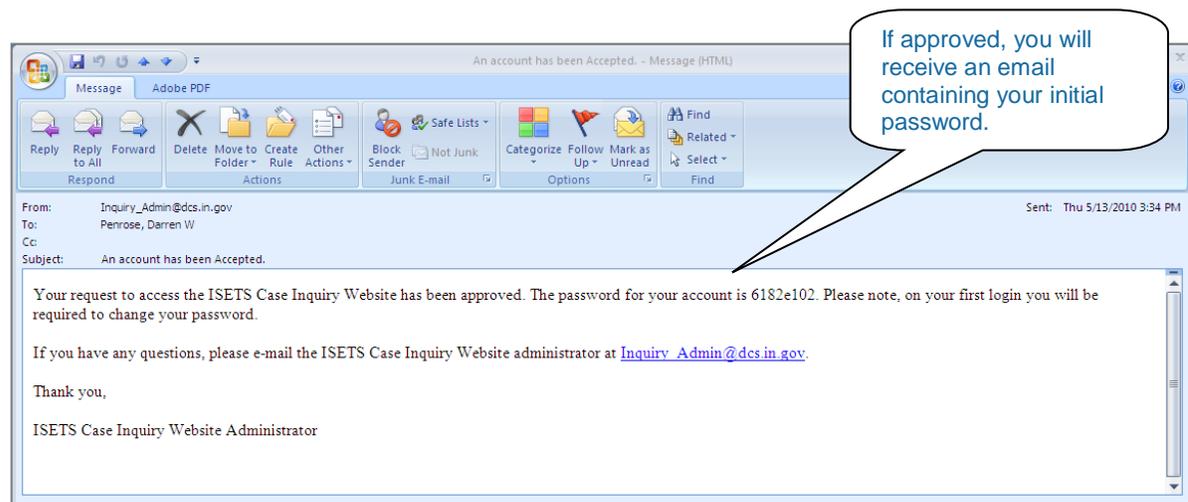


Figure 9 – An Accounty Has been Accepted Email

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 explanation 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)

The screenshot shows the 'Request Account' form for a State User. The form is titled 'Request Account' and includes a 'Required Field' indicator. The fields are: First Name, Last Name, Phone Number, Email Address, People Soft ID, and Username. A 'Check Availability' button is located below the Username field. Two callout boxes provide instructions: 'All information is required.' points to the form fields, and 'If the username is not available, you will be asked to enter a new username.' points to the 'Check Availability' button. The form also has 'Submit' and 'Cancel' buttons at the bottom.

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)

The screenshot shows the 'Change Password' form in the ISETS application. The form has a title 'Change Password' and a 'Required Field' indicator. Below the title is a password requirement note: '* Password is required to have minimum of 8 characters and not more than 127 characters and meet the following criterion: 1. Contain at least 1 uppercase letter. 2. Contain at least 1 lowercase. 3. Contain at least 1 number. 4. Contain at least 1 special character; {}, [], <, >, :, ;, ? / ~ ! @ # \$ % & * () _ - + =. Password must be different than your last 24 passwords.' The form contains two input fields: 'New Password' and 'Confirm New Password'. Below the fields are 'Submit' and 'Cancel' buttons. A speech bubble points to the 'New Password' field with the text: 'First time users will be prompted to change their password.' The page header includes 'IN.gov' and 'Indiana Department of Child Services'. The footer includes 'IN.gov Home | Child Support Home | Logout'.

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 1 special character such as {}, [], <, >, :, ;, ? / ~ ! @ # \$ % & * () _ - + =.*
- *Password must be different than your last 24 passwords*

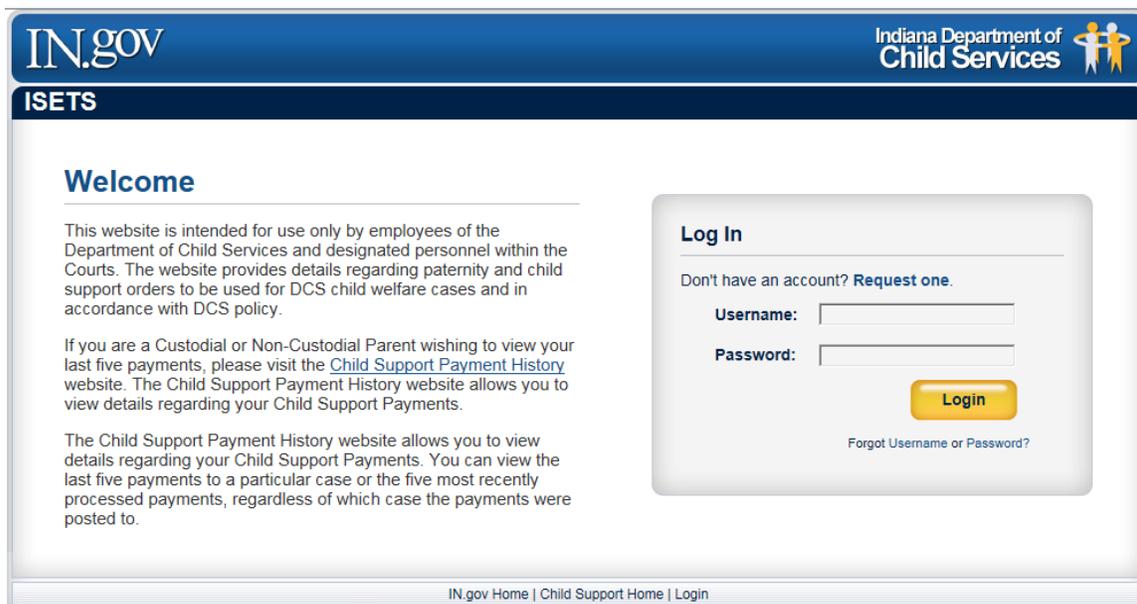


Figure 12 – Welcome Page

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.

IN.gov Indiana Department of Child Services

ISETS Change Password Logout

Search

Child's Information Required Field

Child's Last Name

Child's First Name Minimum of First 2 Characters

Child's Age Information Child's Date of Birth (mmddyyyy) -OR- Child's Age in Years

Child's Social Security Number

Mother's Information

Mother's Last Name

Mother's First Name Minimum of First 2 Characters

Mother's Age Information Mother's Date of Birth (mmddyyyy) -OR- Mother's Age in Years

Mother's Social Security Number

[Training Document](#)

IN.gov Home | Child Support Home | Logout

Click here to perform an Advanced Search.

Figure 13 Search Form

IN.gov Indiana Department of Child Services

ISETS Change Password Logout

Search

Child's Information

Child's Last Name

Child's First Name
Minimum of First 2 Characters

Child's Age Information
Child's Date of Birth (mmddyyyy) - OR - Child's Age In Years

Child's Social Security Number

Mother's Information

Mother's Last Name

Mother's First Name
Minimum of First 2 Characters

Mother's Age Information
Mother's Date of Birth (mmddyyyy) - OR - Mother's Age In Years

Mother's Social Security Number

Father / Alleged Father's Information

Father / Alleged Father's Last Name

Father / Alleged Father's First Name
Minimum of First 2 Characters

Father / Alleged Father's Age Information
Father's Date of Birth (mmddyyyy) - OR - Father's Age In Years

Father / Alleged Father's Social Security Number

Guardian's Information

Guardian's Last Name

Guardian's First Name
Minimum of First 2 Characters

Guardian's Age Information
Guardian's Date of Birth (mmddyyyy) - OR - Guardian's Age In Years

Guardian's Social Security Number

Required Field

[Training Document](#)

Father / Alleged Father's Information can be searched here.

Enter Guardian Information in this area.

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 **Enter** key. **(See Figure 15)**

The screenshot shows the ISETS search interface. At the top, the IN.gov logo and 'Indiana Department of Child Services' are visible. The page title is 'ISETS'. Below the title, there are links for 'Change Password' and 'Logout'. The main section is titled 'Search' and contains two columns of input fields: 'Child's Information' and 'Mother's Information'. In the 'Child's Information' column, the 'Child's Last Name' field contains 'Smith', 'Child's First Name' contains 'Ja', and 'Child's Age Information' has 'Child's Age in Years' selected with the value '10'. The 'Child's Social Security Number' field is empty. In the 'Mother's Information' column, all fields are empty. A callout bubble points to the search fields with the text: 'In this example search, only the required information will be used.' Another callout bubble points to the date input fields with the text: 'If the date of birth is used, it can be typed in or the calendar tool can be used.' At the bottom of the form, there are two buttons: 'Advanced Search' and 'Search'. The footer contains links for 'IN.gov Home', 'Child Support Home', and 'Logout'.

Figure 15 Example Search

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

This screenshot shows the same ISETS search page as Figure 15, but with a 'LOADING' message in the center. The message consists of a circular progress indicator and the word 'LOADING' in a bold, sans-serif font. A callout bubble points to the loading message with the text: 'This message will display while the Search Results are loading.' The search fields and buttons are still visible in the background, but they are slightly faded. The footer links remain the same.

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)

The screenshot shows the ISETS search interface. At the top, there is a header for 'IN.gov' and 'Indiana Department of Services'. Below this is the 'ISETS' logo and navigation links for 'Change Password' and 'Logout'. The main section is titled 'Search' and contains a message: 'No results found. Please refine your search.' Below this are two columns of search criteria: 'Child's Information' and 'Mother's Information'. The 'Child's Information' section includes fields for 'Child's Last Name' (Smith), 'Child's First Name' (Ja), 'Child's Age in Years' (10), and 'Child's Social Security Number'. The 'Mother's Information' section includes fields for 'Mother's Last Name', 'Mother's First Name', 'Mother's Age Information', and 'Mother's Social Security Number'. At the bottom of the form are two buttons: 'Advanced Search' and 'Search'. Below the buttons, another message reads: 'No results found. Please refine your search.' Two callout boxes with arrows point to these messages, each containing the text: 'Notice the No results found message.'

Figure 17 No Results Found

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

- [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.

The screenshot shows the 'Results' section of the ISETS website. It contains a table with the following data:

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
CHILD A		CP A		NCP A		99D01-0205-JP-0065	OPEN

A callout box with an arrow pointing to the 'CHILD A' link in the first row contains the text: 'The search returns multiple results. [Click] the child's name here.'

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
<u>CHILD A</u>		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	04/08/2007	\$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 Login** in page
2. [Click] **Username** or **Password** at the bottom of the Login section of the page. (See **Figure 20**)

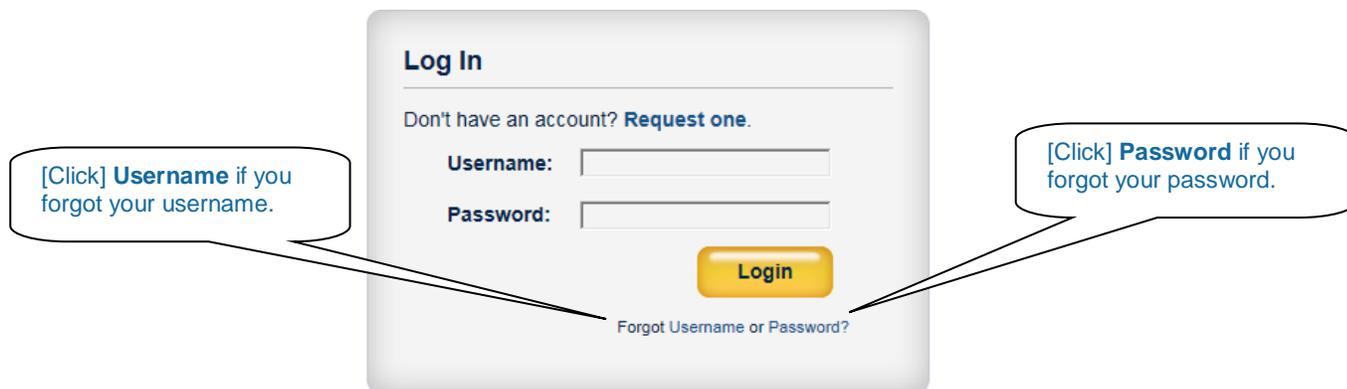


Figure 20 Log in Dialog for Recovering Username or Password

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)

The screenshot shows the 'Forgot Username' form on the ISETS website. The header includes the IN.gov logo and the Indiana Department of Child Services logo. The form title is 'Forgot Username'. Below the title, there is a instruction: 'Enter information below and your username will be sent to you.' The form contains three main sections: 'First Name' with a text input field, 'Last Name' with a text input field, and 'State User?' with two radio button options: 'Yes - PeopleSoft Id' and 'No - County Court Name'. Below these options are two text input fields. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. A callout box with a pointer to the form contains the text: 'An email with the Username will be sent to the email address on file.'

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)

The screenshot shows the 'Forgot Password' form on the ISETS website. The header includes the IN.gov logo and the Indiana Department of Child Services logo. The form title is 'Forgot Password'. Below the title, there is a instruction: 'Enter information below and a new password will be emailed to you.' The form contains three main sections: 'Username' with a text input field, 'First Name' with a text input field, and 'Last Name' with a text input field. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. A callout box with a pointer to the form contains the text: 'An email with a new Password will be sent to the email address on file.'

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