ISETS Case Inquiry Website

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

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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)
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)

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

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

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

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

Figure 3 ISETS Case Inquiry Website Welcome Page

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)

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.
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)
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)

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)
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 respectively.
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 lowercase 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
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 straightforward, 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.
Click here to perform an Advanced Search.

Figure 13 Search Form
Figure 14 Advanced Search Form

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

Enter Guardian Information in this area.
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)*

![Figure 15 Example Search](image)

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

![Figure 16 Loading page](image)
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)*

![Image of search results page with no results found message highlighted](image1.png)

**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.)*

![Image of search results table with multiple results highlighted](image2.png)

**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)

<table>
<thead>
<tr>
<th>CHILD NAME</th>
<th>CHILD SSN</th>
<th>CUSTODIAL PARTY</th>
<th>CUSTODIAL PARTY SSN</th>
<th>NON CUSTODIAL PARTY</th>
<th>NON CUSTODIAL PARTY SSN</th>
<th>CAUSE #</th>
<th>ISETS CASE STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHILD A</td>
<td>CP A</td>
<td>NCP A</td>
<td>ISETS CASE NUMBER</td>
<td>ISETS CASE TYPE</td>
<td>COUNTY</td>
<td>99D01-0205-JP-0055</td>
<td>OPEN</td>
</tr>
</tbody>
</table>

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 Password

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 Password
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)
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](image1)

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](image2)

Figure 22 Forgot Password Form

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