

A computer does not substitute for judgment any more than a pencil substitutes for literacy. But writing without a pencil is no particular advantage.

Robert McNamara



CFSC 6/2016

# Operation Analysts (OA's)



- ▣ Susan (Sue) Jess  
303-866-4501
- ▣ Pamela Bell  
303-866-2642
- ▣ Frank Shamoon  
303-866-3280
- ▣ Renee Vigil-Stokes  
303-866-4514



- ▣ Tammy Judd  
303-866-4502
- ▣ Lonnie VanDegrift  
303-866-4639

## ACSES/Tools/CSS Web site

- ❑ ACSES (Automated Child Support Enforcement System) is the primary case management system for Colorado
- ❑ CSeTools is an additional tool
- ❑ [www.childsupport.state.co.us](http://www.childsupport.state.co.us)

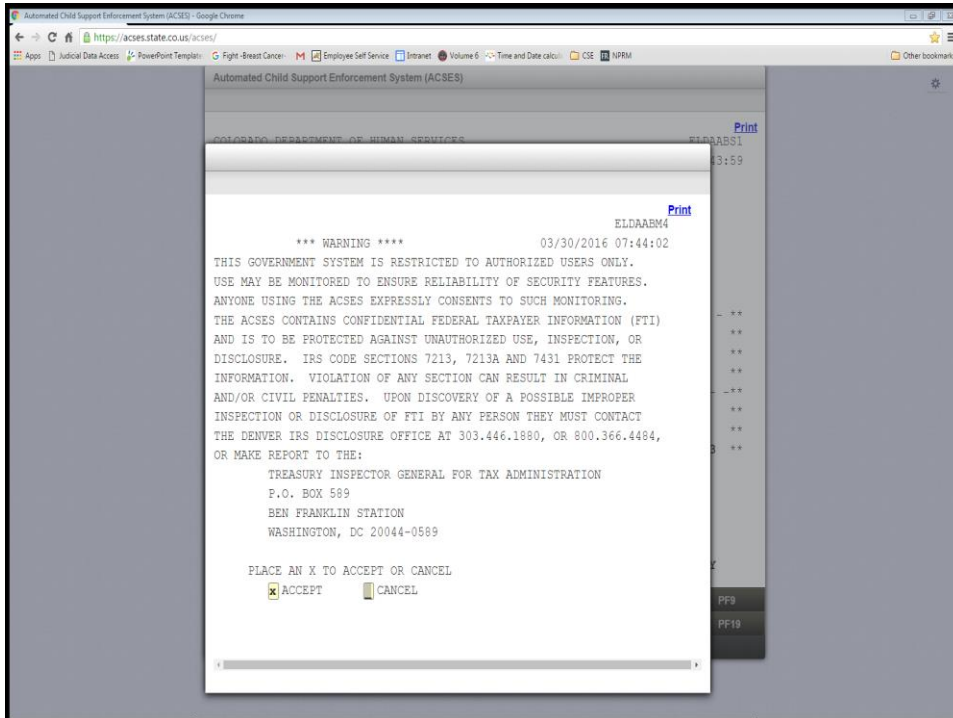


## SECURITY

ACSES Security

Portal  
ID/Password/Web  
User

Confidentiality/FTI  
Reminder



## URL's and Chrome

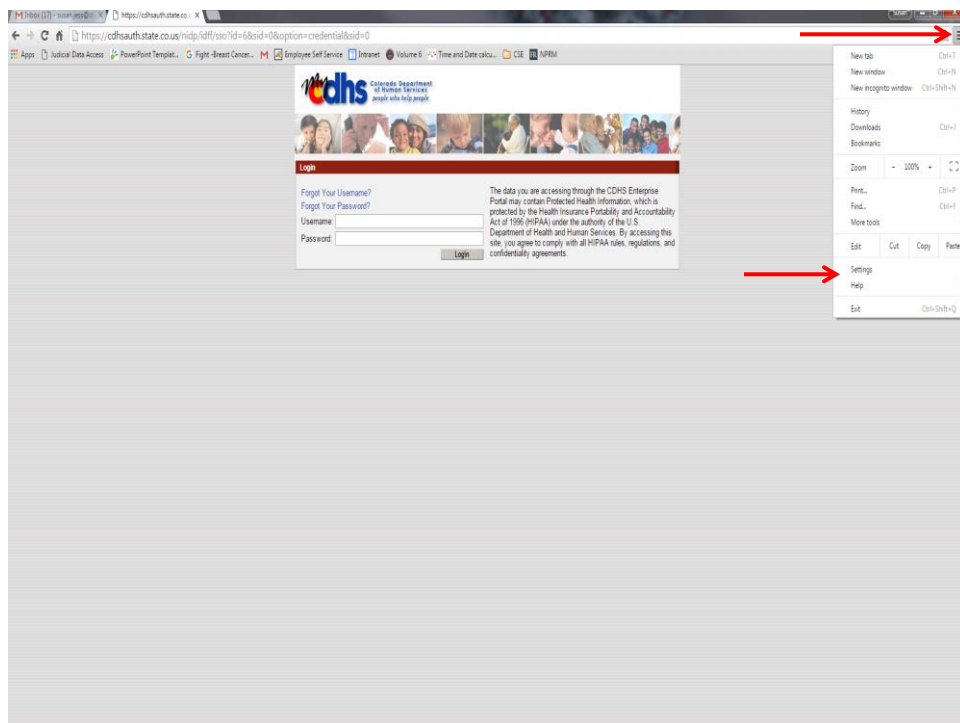
- ▣ <https://acses.state.co.us/acses>
- ▣ <https://csetools.state.co.us>
- ▣ Google Chrome is the browser of choice
- ▣ <https://my-cdhs.state.co.us>

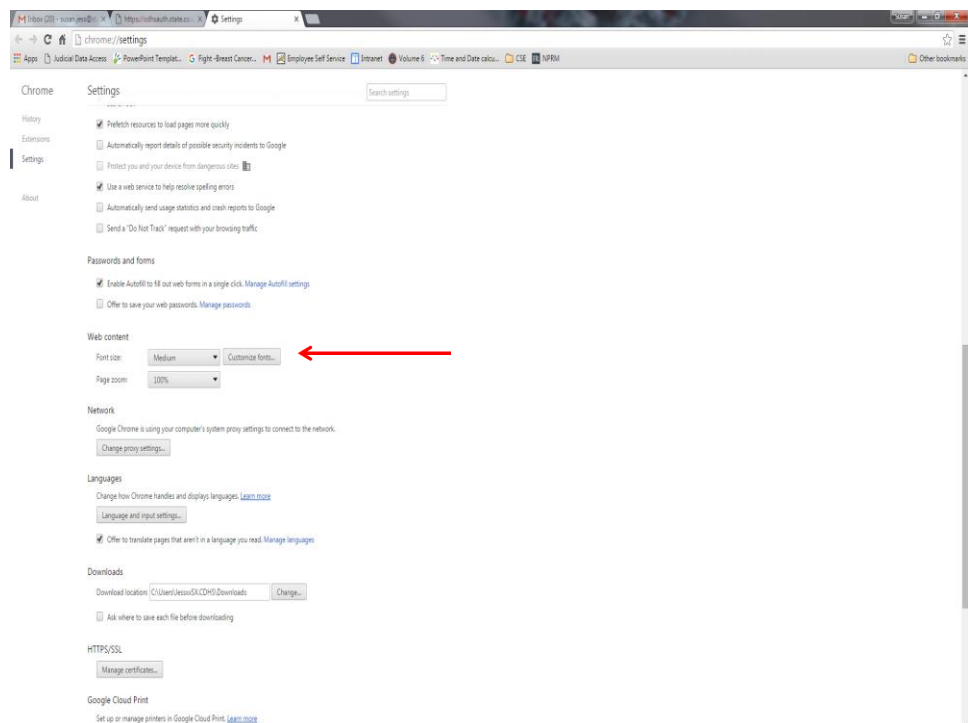
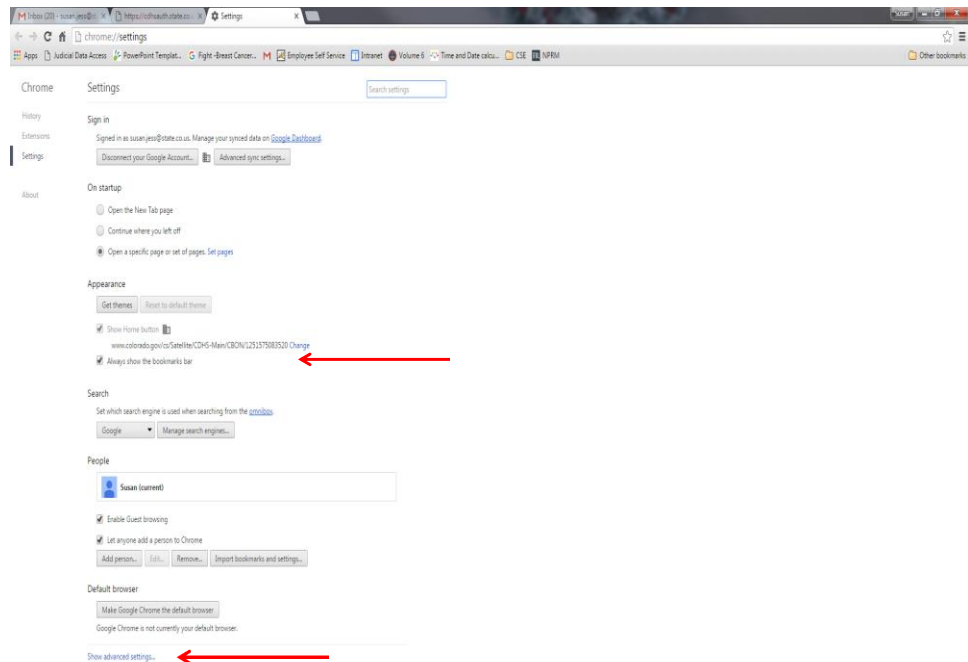


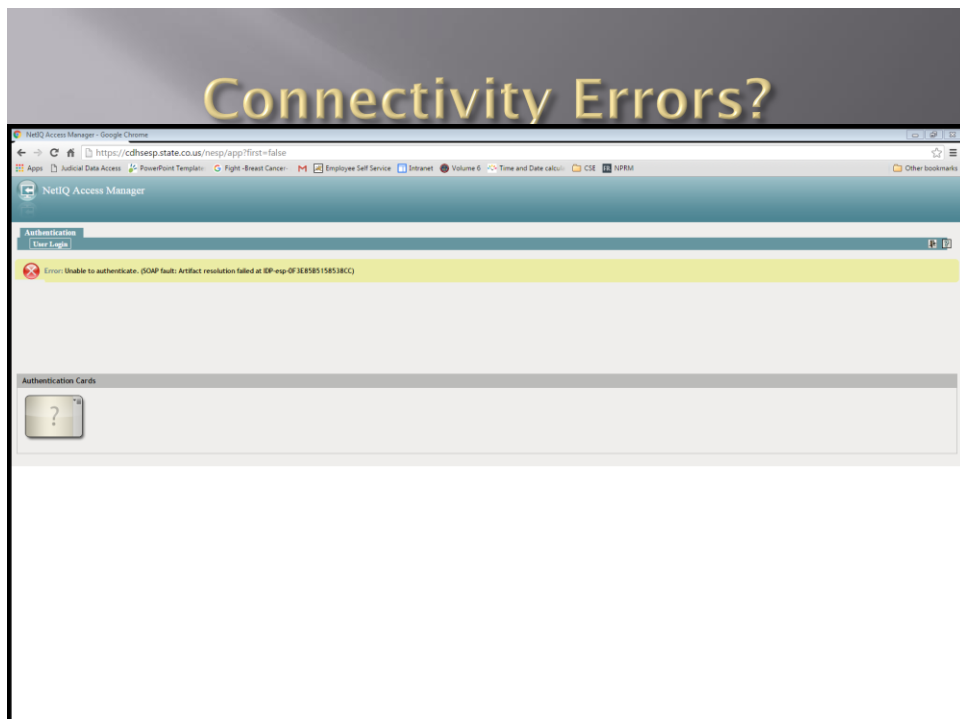
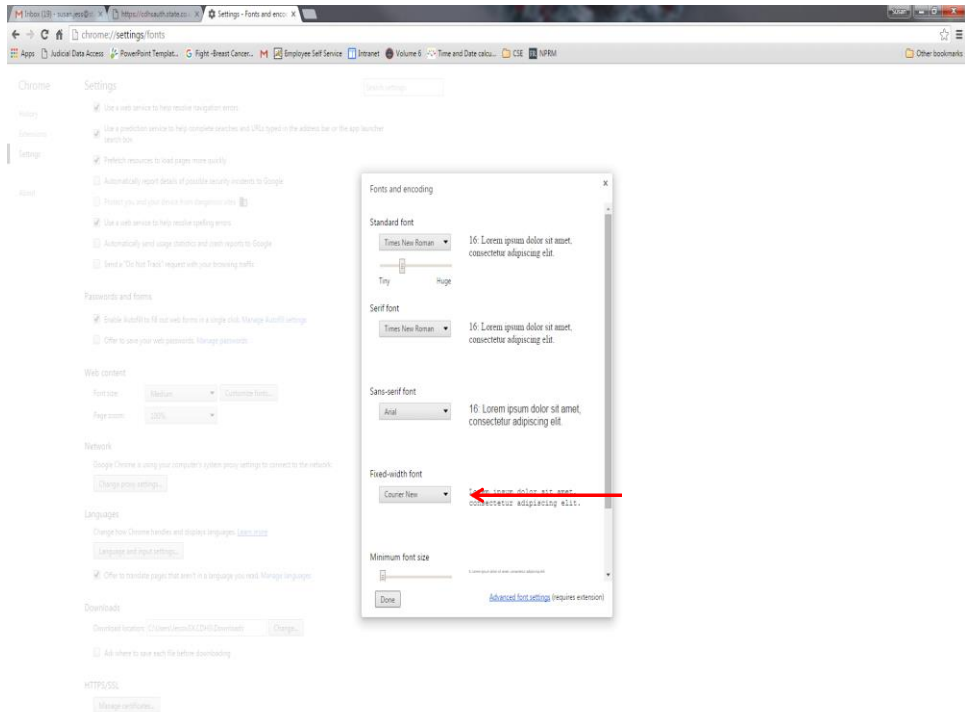
## MIGRATION

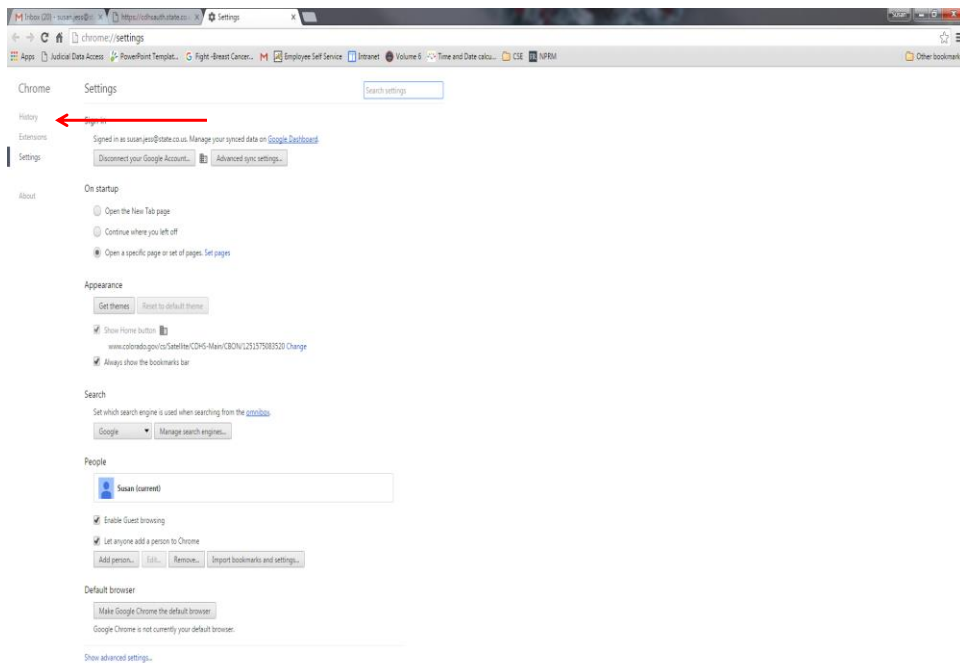
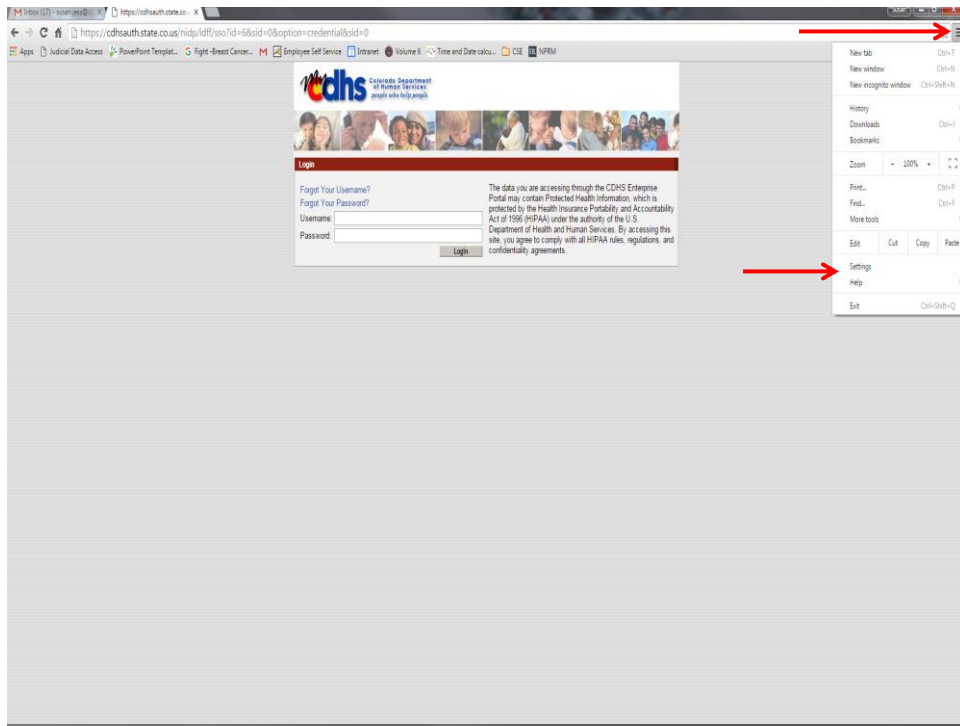


## MODERNIZATION

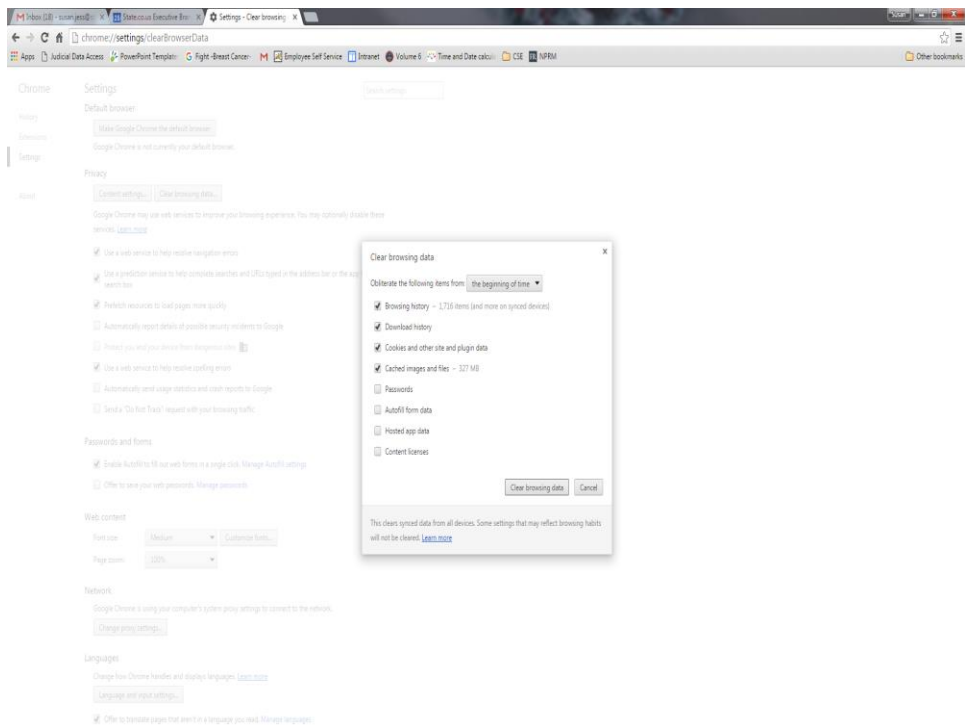
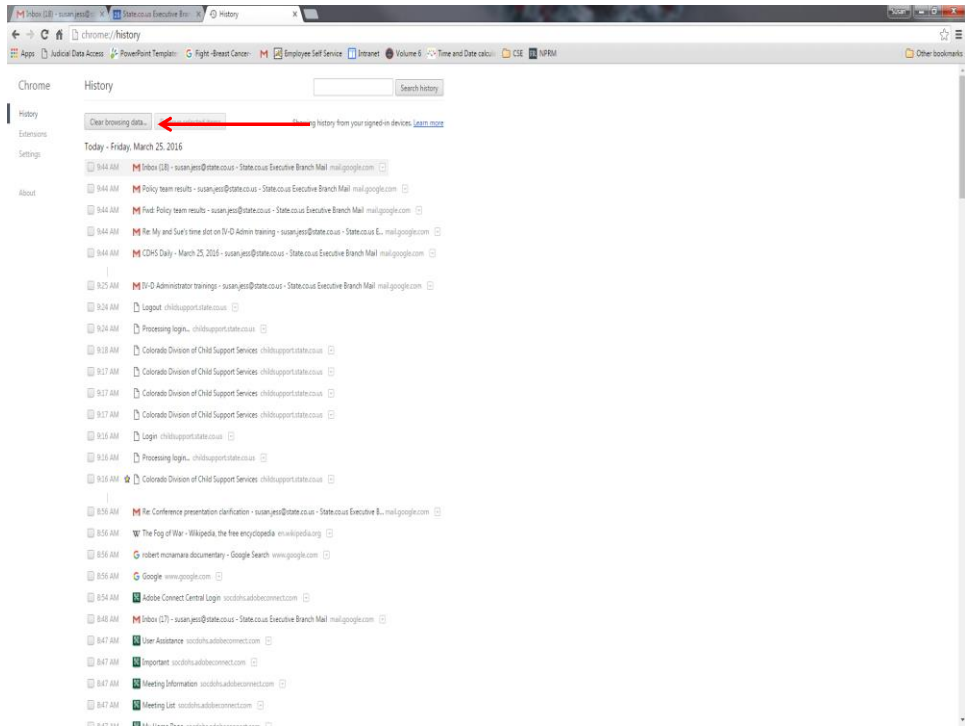


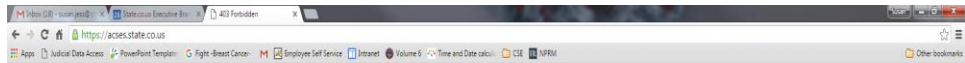






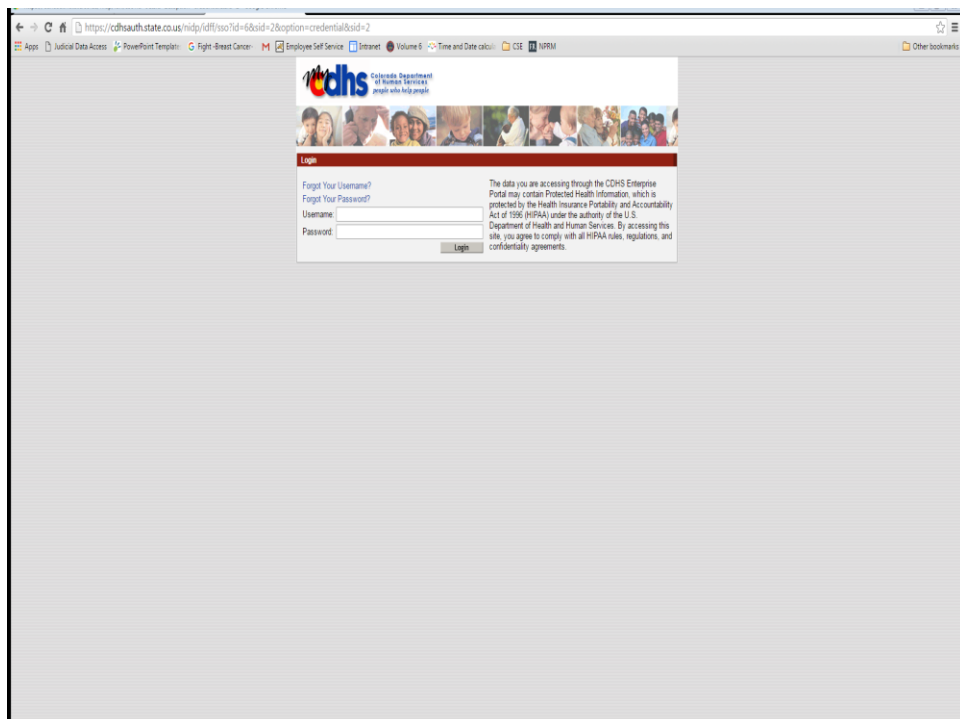


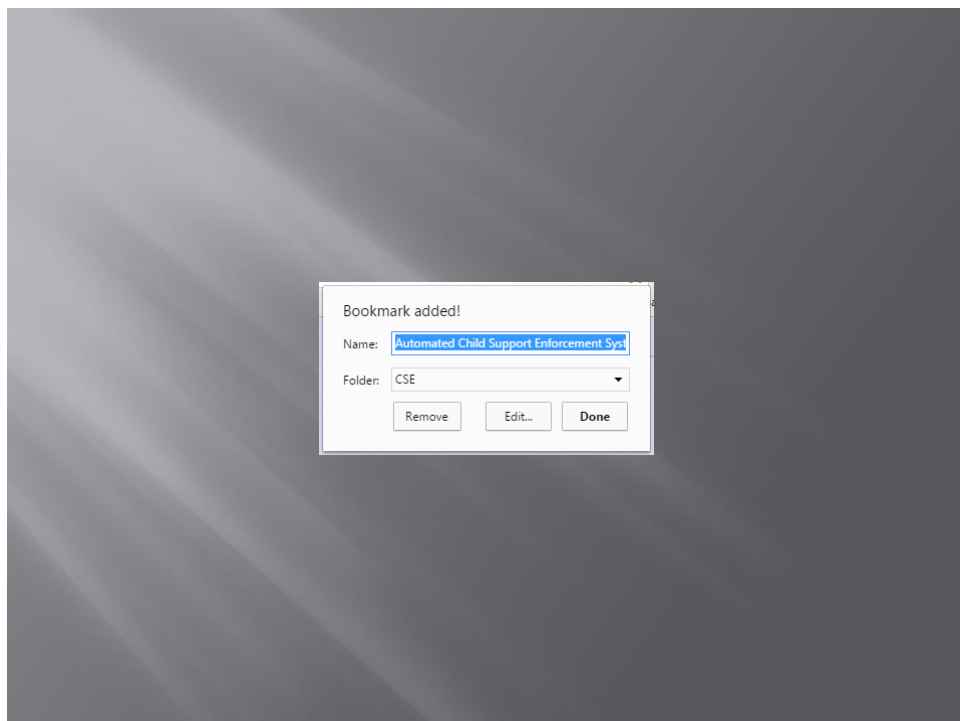


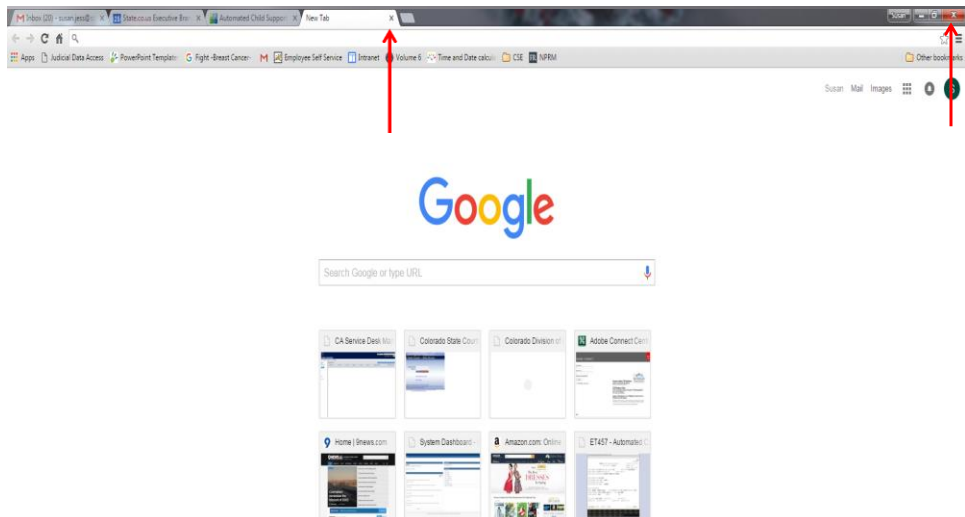
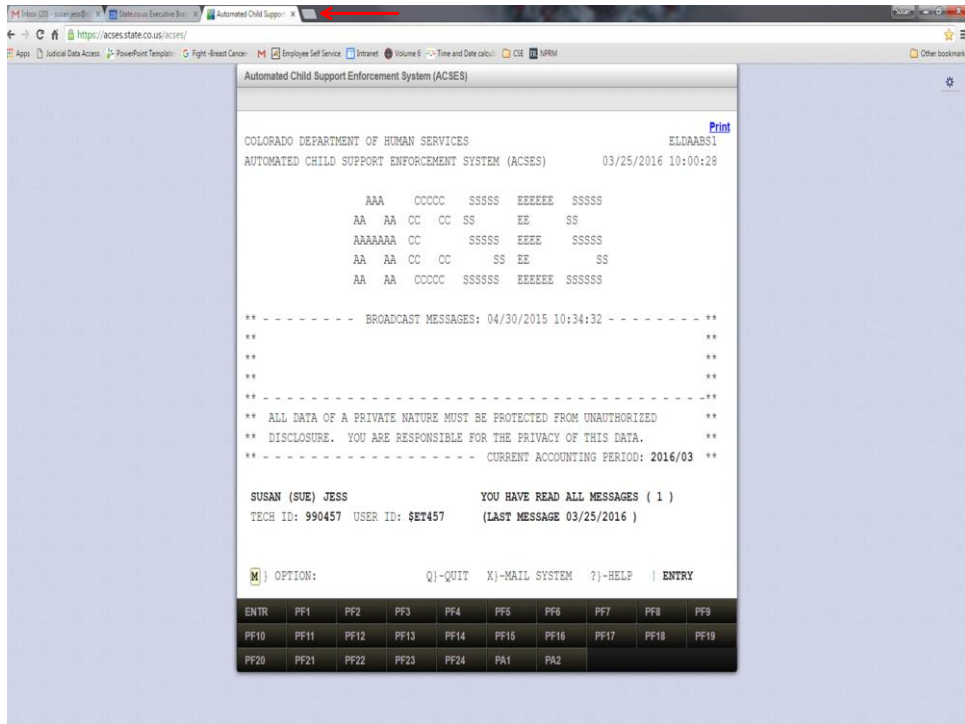


## Forbidden

You don't have permissions to access / on this server.







## Rules and Reg's

- ▣ Volume 6
- ▣ Federal Regulations/State Statutes



## Enforcing County Rule (Volume 6.205 through 6.205.2)

- ▣ Designation of the county responsible for accepting the Child Support Enforcement application or processing the case, or both, provides for centralized legal and financial activities and prevents duplication of effort and establishment of unnecessary orders for support when an order exists.



## Case Set

- ▣ All cases associated with one custodial party (CP) & one Non-custodial parent (NCP) & child or children in common.



## Sign-On Screen



https://cdhsauth.state.co.us/...  
 https://cdhsauth.state.co.us/nidp/df/sso?id=6&sid=0&option=credential&ssid=0

Apps Judicial Data Access PowerPoint Template... Fight-Breast Cancer... Employee Self Service Intranet Volume 6 Time and Date calc... CSE NPRM

**cdhs** Colorado Department of Human Services  
 people who help people

**Login**

Forgot Your Username?  
 Forgot Your Password?

Username:   
 Password:

**Login**

The data you are accessing through the CDHS Enterprise Portal may contain Protected Health Information, which is protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) under the authority of the U.S. Department of Health and Human Services. By accessing this site, you agree to comply with all HIPAA rules, regulations, and confidentiality agreements.

Automated Child Support: X  
 https://aces.state.co.us/aces/

Apps Judicial Data Access PowerPoint Template... Fight-Breast Cancer... Employee Self Service Intranet Volume 6 Time and Date calc... CSE NPRM

**Automated Child Support Enforcement System (ACES)**

COLORADO DEPARTMENT OF HUMAN SERVICES  
 AUTOMATED CHILD SUPPORT ENFORCEMENT SYSTEM (ACES)

ELDAABS1  
 03/02/2016 08:02:50

AAA CCCC SSSS EEEEE SSSS  
 AA AA CC CC SS EE SS  
 AAAAAA CC SSSS EEEE SSSS  
 AA AA CC CC SS EE SS  
 AA AA CCCC SSSSS EEEEE SSSSS

\*\* - - - - - BROADCAST MESSAGES: 04/30/2015 10:34:32 - - - - - \*\*  
 \*\*  
 \*\*  
 \*\*  
 \*\* - - - - - \*\*  
 \*\* ALL DATA OF A PRIVATE NATURE MUST BE PROTECTED FROM UNAUTHORIZED \*\*  
 \*\* DISCLOSURE. YOU ARE RESPONSIBLE FOR THE PRIVACY OF THIS DATA. \*\*  
 \*\* - - - - - CURRENT ACCOUNTING PERIOD: 2016/03 \*\*

SUSAN (SUE) JESS  
 TECH ID: 990457 USER ID: \$ET457

YOU HAVE READ ALL MESSAGES ( 5 )  
 (LAST MESSAGE 02/25/2016 )

[M] OPTION: Q)-QUIT X)-MAIL SYSTEM ?)-HELP | ENTRY

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

Automated Child Support Enforcement System (ACSES)

Print  
ELDOKAM1

DAILY ALERTS 03/02/2016 08:20:30

TECH ID: 99 **457** SUSAN (SUE) JESS

\*\*\* NOTE: LEAVING TECH NUM BLANK FOR COUNTY TOTALS MAY RESULT IN SLOW RESPONSE \*\*\*

ACTION REQUIRED ALERTS: 0  
TODAY'S ALERTS: 0  
PREVIOUS UNWORKED ALERTS: 0

INFORMATIONAL MESSAGES: 0

PENDING LOCATE RESPONSES: \*\*\* DUE TO SLOW RESPONSE TIME LOCATE COUNTS WILL NO LONGER BE DISPLAYED HERE. GO TO LOCATE FUNCTION TO REVIEW. \*\*\*

WORKABLE LOCATE RESPONSES: 0

CALENDAR REVIEWS: 0

A)-DISPLAY PENDING ALERTS FOR TECH  
B)-DISPLAY PENDING/WORKABLE LOCATE RESPONSES  
C)-DISPLAY CALENDAR REVIEWS  
D)-DISPLAY INFORMATIONAL MESSAGES

**<=====** OPTION .)-CANCEL M)-MAIN MENU Q)-QUIT | DAILYNOT

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

ET457 - Automated Child Support Enforcement System (ACSES) - Google Chrome

Automated Child Support Enforcement System (ACSES)

Print  
ELDOKAM1

CROSS REFERENCE MENU 03/28/2016 11:07:09

----- REQUIRED KEY

A) LIST/SELECT PERSON FROM IVD CASE IVD CASE NUMBER -----  
B) LIST/SELECT PERSON FROM COURT CASE COURT CASE ID OR FSR ACCT  
C) SELECT PERSON  
D) LIST CURRENT AND FORMER IVD CASES IVD CASE NUMBER  
E) LIST PERSON'S CURRENT IVD CASE(S) PERSON IVD ID  
F) LIST PERSON'S COURT CASES PERSON IVD ID  
G) LIST IVD CASES WITH CRT CASE AS PAT/SUPPORT COURT CASE ID OR FSR ACCT  
H) LIST ACTIVE AND INACTIVE COURT CASES COURT CASE ID OR FSR ACCT  
I) LIST ACTIVE AND INACTIVE COURT CASES IVD CASE NUMBER  
J) LIST ENFORCING IVD CASE(S) COURT CASE ID OR FSR ACCT  
K) LIST IVD CASES BY IN CASE IN CASE NUMBER  
L) LIST HISTORY OF CUR/ENF IVD CASE NUMBER  
O) SEARCH FOR PERSON'S FSR ACCOUNT  
R) SUMMARY OF NONDISCLOSURE PERSON IVD ID  
S) LIST ENF IVD CASES BY CBMS CASE ID CBMS CASE ID

**<=====** OPTION

IVD CASE NUMBER:      CBMS CASE ID:   
COURT CASE ID:      IN CASE NUMBER:   
PERSON IVD ID:  FSR ACCT:   
.)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP | XREF

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			



ET437 - Automated Child Support Enforcement System (ACSES) -- Print Preview - Google Chrome  
<https://acses.state.co.us/acses/print?v=uid=0&dialog=uid=005056b03b6e71a0116115bd00d68da8>  
 Apps Judicial Data Access PowerPoint Template Fight- breast Cancer Employee Self Service Intranet Volume 6 Time and Date calculator CSE NDRM Other bookmarks

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ELDACAM1  
03/28/2016 11:07:09

CROSS REFERENCE MENU

----- REQUIRED KEY

A) LIST/SELECT PERSON FROM IVD CASE	IVD CASE NUMBER
B) LIST/SELECT PERSON FROM COURT CASE	COURT CASE ID OR FSR ACCT
C) SELECT PERSON	
D) LIST CURRENT AND FORMER IVD CASES	IVD CASE NUMBER
E) LIST PERSON'S CURRENT IVD CASE(S)	PERSON IVD ID
F) LIST PERSON'S COURT CASES	PERSON IVD ID
G) LIST IVD CASES WITH CRT CASE AS PAT/SUPPORT	COURT CASE ID OR FSR ACCT
H) LIST ACTIVE AND INACTIVE COURT CASES	COURT CASE ID OR FSR ACCT
I) LIST ACTIVE AND INACTIVE COURT CASES	IVD CASE NUMBER
J) LIST ENFORCING IVD CASE(S)	COURT CASE ID OR FSR ACCT
K) LIST IVD CASES BY IN CASE	IN CASE NUMBER
L) LIST HISTORY OF CUR/ENF	IVD CASE NUMBER
O) SEARCH FOR PERSON'S FSR ACCOUNT	PERSON IVD ID
R) SUMMARY OF NONDISCLOSURE	CBMS CASE ID
S) LIST ENF IVD CASES BY CBMS CASE ID	

>===== OPTION

IVD CASE NUMBER: _____	CBMS CASE ID: _____
COURT CASE ID: _____ 20 ____ 0	IN CASE NUMBER: _____
PERSON IVD ID: _____	FSR ACCT: _____ 0

.)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP | XREF

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Automated Child Support Enforcement System (ACSES) - Google Chrome

https://acses.state.co.us/acses/

Apps Judicial Data Access PowerPoint Template... Fight Breast Cancer... Employee Self Service Intranet Volume 8 Time and Date calcu... CSE UPRM Other bookmarks

Automated Child Support Enforcement System (ACSES)

Print  
ELMAAFS1  
03/15/2016 15:19:52

MAIL MENU

READ...

A) ...IN-BASKET (MAIL RECEIVED) **YOU HAVE READ ALL MESSAGES ( 3 )**  
 B) ...IN-BASKET FOR OTHERS (REQUIRED: USER SELECTION)  
 C) ...OUT-BASKET (MAIL SENT)  
 D) ...DOCUMENTS

E) SEND MAIL

F) MODIFY DISTRIBUTION GROUPS  
 G) MODIFY PERSONAL DATA  
 H) REVIEW BROADCAST MESSAGES

G) <=== OPTION  
 2 USER SELECTION  
 1 BELL, PAMELA HAS 2 UNREAD MESSAGES  
 2 VIGIL-STOKES, RENEE HAS 1 UNREAD MESSAGES

.)-CANCEL M)-MAIN MENU Q)-QUIT X)-EXIT ?)-HELP | MAIL

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

Automated Child Support Enforcement System (ACSES) - Google Chrome

https://acses.state.co.us/acses/

Apps Judicial Data Access PowerPoint Template... Fight Breast Cancer... Employee Self Service Intranet Volume 8 Time and Date calcu... CSE UPRM Other bookmarks

Automated Child Support Enforcement System (ACSES)

Print  
ELMCCAS1  
03/15/2016 15:19:29

MODIFY A MAILBOX

YOUR USER ID.: **\$ET457**

ENTER THE NAME YOU WISH TO BE ADDRESSED BY: (EG: SMITH JR., JIM)  
 NAME.....: **JESS, SUSAN (SUE)** ( LAST, FIRST MI OR NICKNAME )

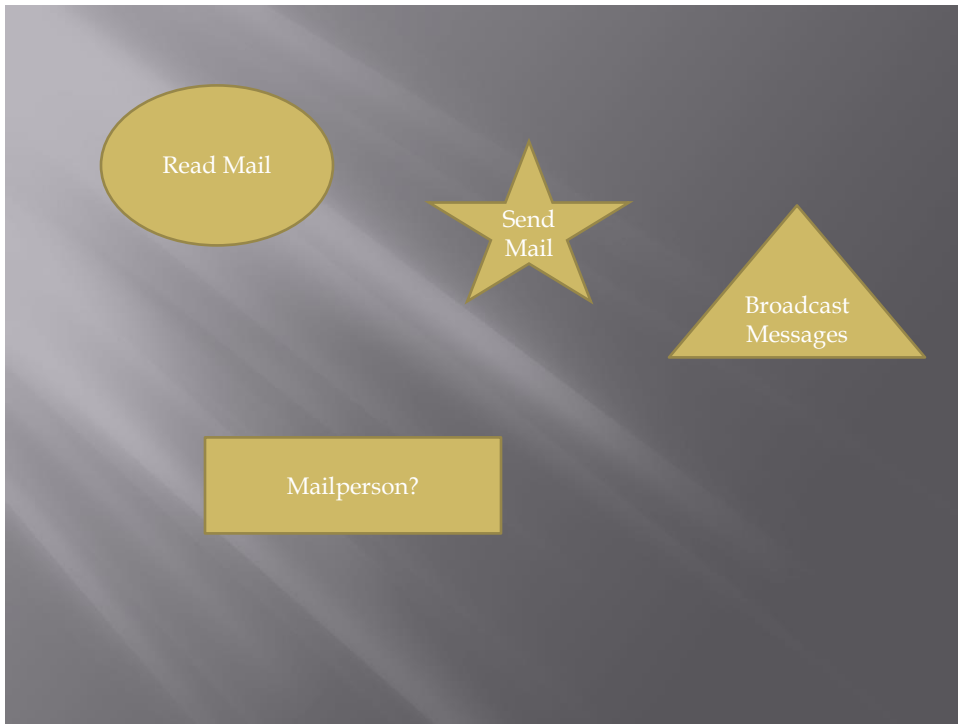
ENTER THE USER ID OF THE PERSON WHO SHALL BE YOUR MAILMAN:  
**\$ET129** (YOUR MAILMAN IS THE PERSON WHO WILL BE YOUR BACKUP. ANY NON-BROADCAST MESSAGE YOU RECEIVE, THEY CAN READ FOR YOU.)

ENTER ALL PROGRAM OR APPLICATION AREAS THAT YOU ARE A MEMBER OF:  
**EACSES**       
 (APPROVED APPLICATIONS AS OF 7/1990:  
 EACSES, ECOINH, ECKWEST, EDIVRH, EFSEARCH, EPPL)

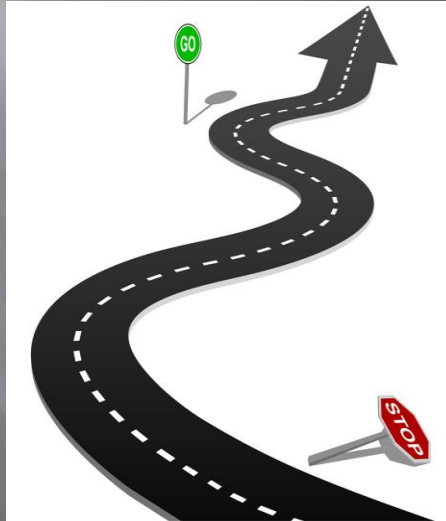
ENTER THE COUNTY YOU WISH TO RECEIVE YOUR MAIL:  
**99** (STATE EMPLOYEES ARE IN THE 90 SERIES, TYPICALLY 99)

N) <=== OPTION .)-CANCEL N)-NEXT D)-DELETE M) Q) X) ?) |

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			



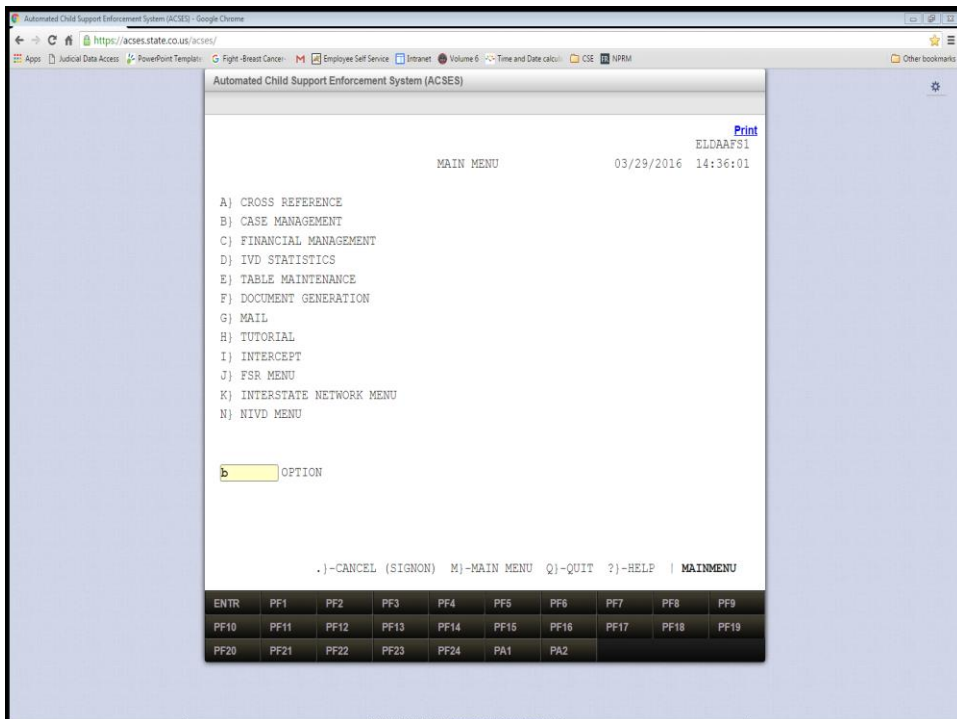
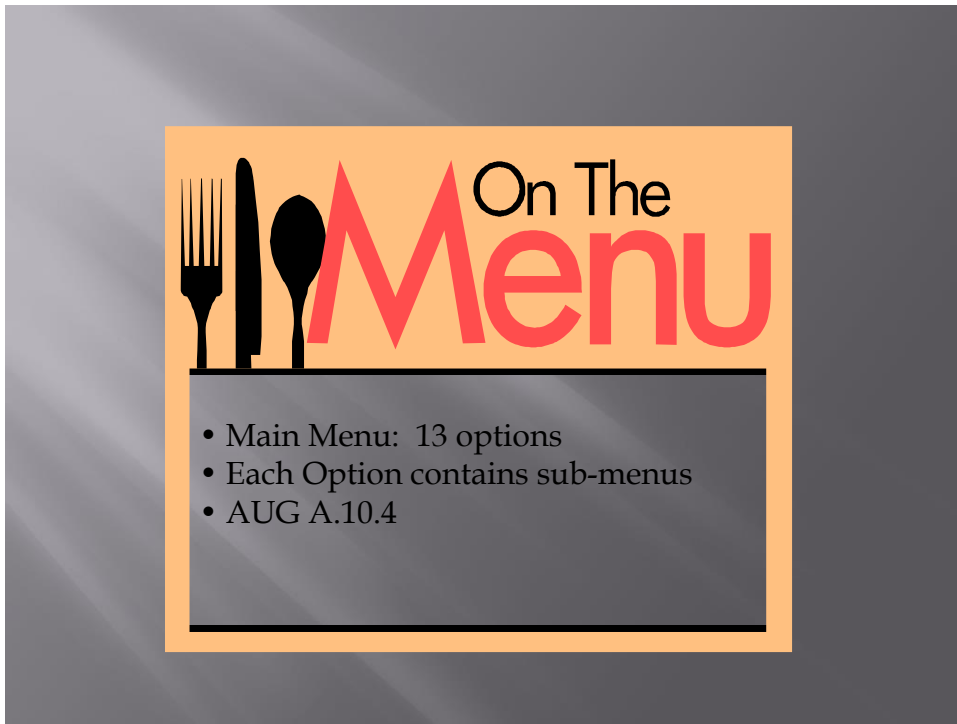
## Navigation

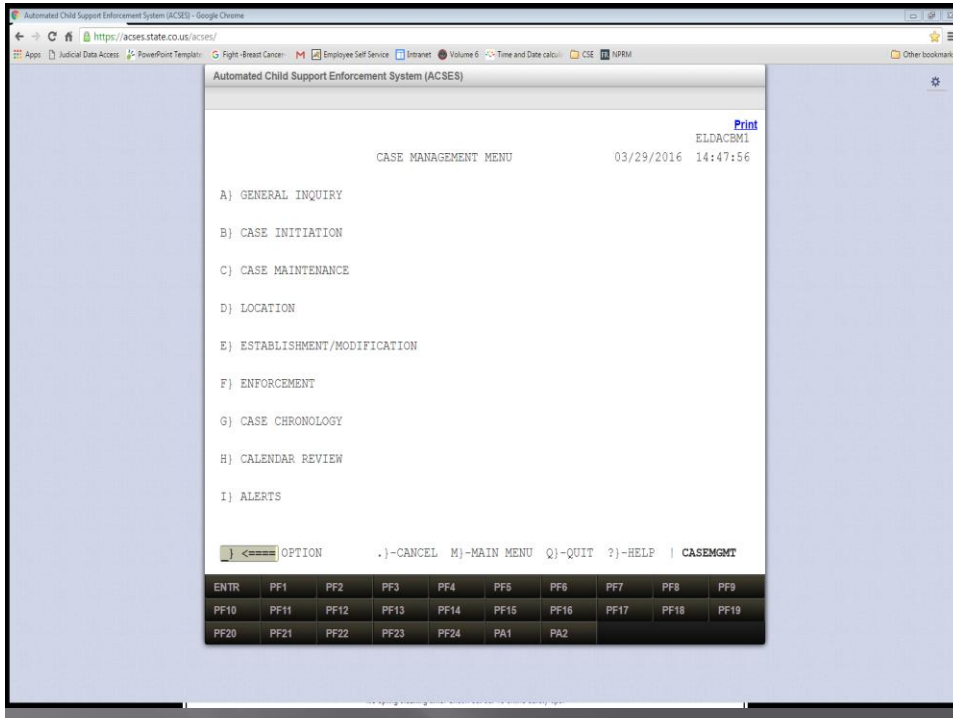


## Globals

- ▣ ACSES will store information behind the scenes that will allow you to move from screen to screen in one case without having to re-enter IVD case number, ledger ID, etc.







## DIRECT COMMANDS

- ❑ Short cut
- ❑ LCMD
- ❑ Up to 8 characters
- ❑ Lower right corner of current screen
- ❑ Multiple commands (ex est, estab)
- ❑ Case specific
- ❑ No direct command access for some screens

Automated Child Support Enforcement System (ACSES)

ELDACMI  
03/29/2016 15:08:40

CROSS REFERENCE MENU

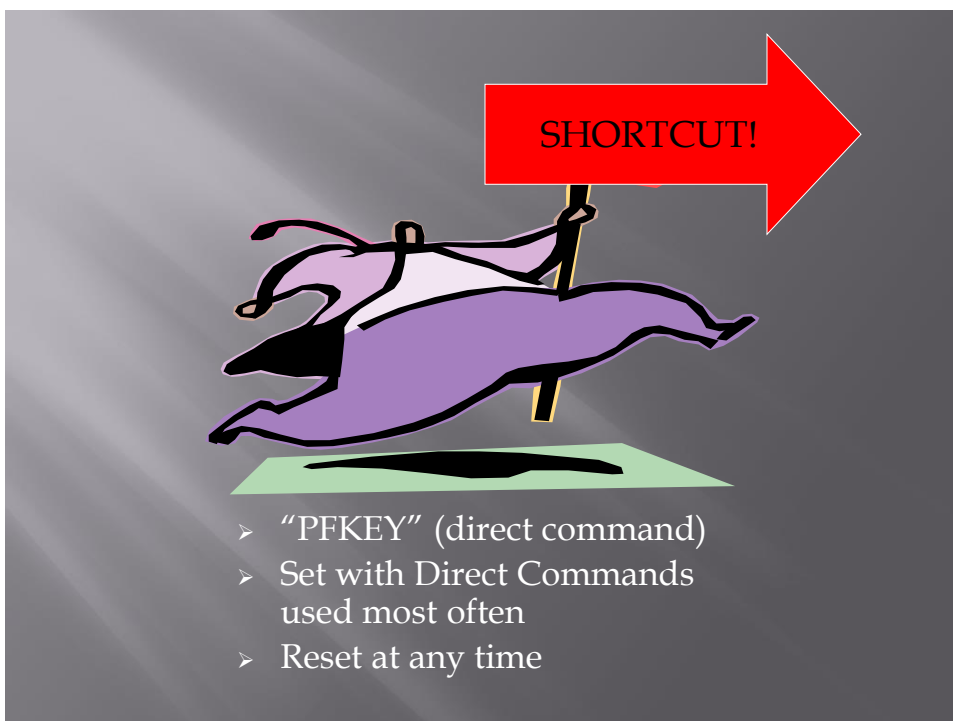
----- REQUIRED KEY

A) LIST/SELECT PERSON FROM IVD CASE IVD CASE NUMBER -----  
 B) LIST/SELECT PERSON FROM COURT CASE COURT CASE ID OR FSR ACCT  
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 K) LIST IVD CASES BY IN CASE IN CASE NUMBER  
 L) LIST HISTORY OF CUR/ENF IVD CASE NUMBER  
 O) SEARCH FOR PERSON'S FSR ACCOUNT PERSON IVD ID  
 R) SUMMARY OF NONDISCLOSURE CBMS CASE ID  
 S) LIST ENF IVD CASES BY CBMS CASE ID

) <==== OPTION

IVD CASE NUMBER:     CBMS CASE ID:   
 COURT CASE ID:  20  0 IN CASE NUMBER:   
 PERSON IVD ID:  FSR ACCT:  0  
 .)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP | XREF

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			



ET437 - Automated Child Support Enforcement System (ACSES) - Google Chrome  
 https://acses.state.co.us/acses/

Automated Child Support Enforcement System (ACSES)

Print  
 ELDACMI  
 03/29/2016 15:08:40

CROSS REFERENCE MENU

----- REQUIRED KEY

A) LIST/SELECT PERSON FROM IVD CASE IVD CASE NUMBER -----  
 B) LIST/SELECT PERSON FROM COURT CASE COURT CASE ID OR FSR ACCT  
 C) SELECT PERSON  
 D) LIST CURRENT AND FORMER IVD CASES IVD CASE NUMBER  
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PFKEY OPTION

IVD CASE NUMBER:  CBMS CASE ID:   
 COURT CASE ID:  20  0 IN CASE NUMBER:   
 PERSON IVD ID:  FSR ACCT:  0  
 .)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP | XREF

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

ET437 - Automated Child Support Enforcement System (ACSES) - Google Chrome  
 https://acses.state.co.us/acses/

Automated Child Support Enforcement System (ACSES)

Print  
 ELDABYS1  
 03/29/2016 15:10:48

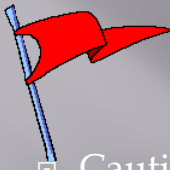
MAINTAIN PERSONAL PF-KEYS

01: NEWCASE 02: SRCHSID 03: XPERCASE  
 04: XSELPER 05: CASEMAIN 06: LDGRMAIN  
 07: APAMENU 08: APAMENU 09: XREF  
 10: CHRON 11: 12: (IDLE)  
 13: IDSUSP 14: 15:   
 16: 17: 18:   
 19: 20: (SYS USE) 21: (SYS USE)  
 22: (SYS USE) 23: (MAIN MENU) 24: (IDLE)

N) <==== OPTION .)-CANCEL N)-NEXT M) Q) ?) | PFKEY

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			





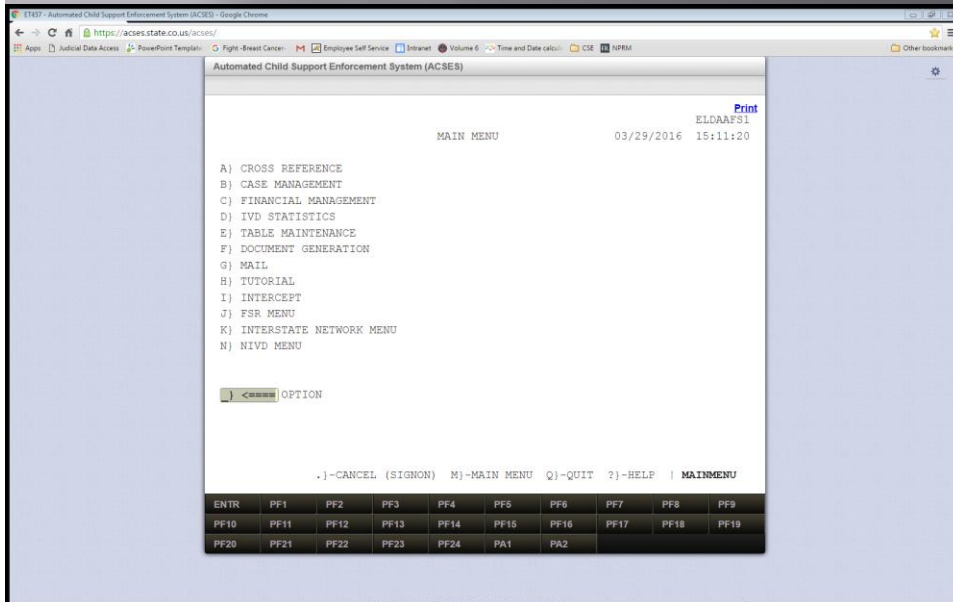
- ❑ Caution: When using direct commands or the PF Key function-confirm the case that you are in. This insures that you are not updating an incorrect case. The direct command NEWCASE will reset your globals.

## New Case

- ❑ Use this direct command when you are finished with one case and before you go into the next
- ❑ This direct command will clear your globals of all the stored information from the case you were in so globals can be stored for the next case



# Standard Options

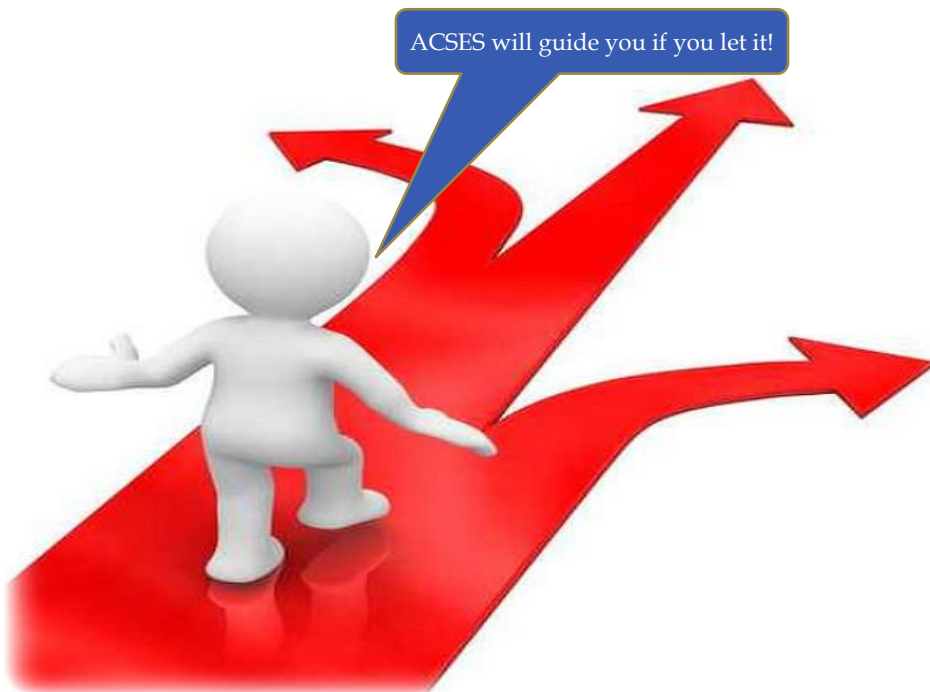


# Standard Options

- ✓ Can cancel out of any screen by typing in a "P" in the option field, or a "." P will navigate you the previous screen, a "." will navigate you to the last menu
- ✓ A "?" in a field will pull up most code tables
- ✓ M will navigate you to the Main Menu
- ✓ Most screens have options at the bottom of the screen



- ❑ Caution: Some screens have an option for U (Update) or A (ADD). Other screens will accept an update with an N (Next) in the option field. If you are in doubt about what you have updated, cancel out of the screen and go back in.



## Error/Warnings/Informational

- E-Error: Must be cleared before proceeding
  - W-Warning: Must be acknowledged, take appropriate action, or enter "W" in option field to continue
  - I-Information: Date accepted, no action is necessary to proceed.
- \*\*Type in the E,W, or I, number in the option field to pull up the full message text.



You have received the error message ELD0044E – Not a Valid FIPS Code. Check Valid Area Table. Entering ELD0044E in the option field will pull up: THE FIPS CODE INPUTED WAS INVALID. IF YOU ARE UNSURE OF THE CORRECT CODE YOU MAY ENTER JUST THE STATE CODE THEN 3 SPACES, SUCH AS "06\_\_\_" FOR CALIFORNIA OR IF YOU KNOW THE COUNTY NAME CHECK FOR A GOOD CODE IN AN AREA CODE BOOK OR USE THE TABLE INQUIRY FUNCTION OFF THE MAIN MENU.

# Natural Errors

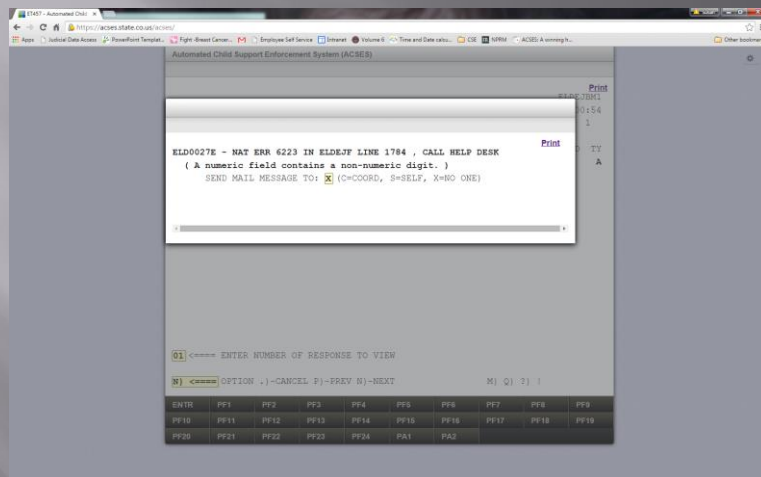
❑ ELD0027E - NAT ERR \_\_\_\_ IN ELD\_\_ LINE \_\_\_\_CALL HELP DESK

## ❑ DO NOT CALL THE IT SERVICE DESK

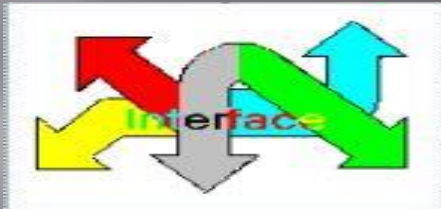
- ❑ Most of the time, a natural error can be resolved by clearing your globals (direct command newcase in any option field) and then trying your action again. You may need to give it 15-20 minutes and then try again.
- ❑ Globals are populated when you go into a case with case specific information that allows you to navigate the system without having to re-enter the case number, etc. If you are going in and out of different cases without clearing your globals before going into a new case, the globals from a prior case may carry over. We recommend clearing globals before going into a new case to avoid natural errors.



## Example of a true Natural Error: Call an OA!



# Spinning Wheel



CBMS

TRAILS

SIDMOD

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https://aces.state.co.us/aces/

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Automated Child Support Enforcement System (ACSES)

ELD2400E - TRAILS UNAVAILABLE - BC=0007,BN=0007,TC= ELDAECM1  
CASE MAINTENANCE 03/28/2016 10:56:19

Print

A) MODIFY IVD CASE DETAIL  
B) MODIFY CUSTODIAL PARTY  
C) MODIFY NON-CUSTODIAL PARENT  
D) MODIFY CHILD ON IVD CASE  
E) DEFAULT CATEGORY (INTAKE/REOPENED CASES)  
F) MAINTAIN RESPONDING RECIPROCAL(S)  
G) MAINTAIN INITIATING RECIPROCAL(S)  
H) MODIFY IVD CASE CLASS AND STATUS  
I) MODIFY IVD CASE CATEGORY, PRIORITY, TECH ID AND TEAM  
J) MODIFY ENFORCING JURISDICTION  
K) MODIFY NON-COOP/COOP & GOOD CAUSE DETAIL  
L) ADD CHILD TO CASE OR MODIFY PERSON INFO THRU SIMMOD  
O) MODIFY TRIBAL/INTERNATIONAL JURISDICTION  
R) INSURANCE INFORMATION  
S) REDIRECT ORDER W/O INIT RECPL

IVD CASE NUMBER: 06  
IN CASE NUMBER: 91

<==== OPTION .)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP | CASEMAIN

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

## System Unavailable



# Time outs



Automated Child Support Enforcement System (ACSES) - Google Chrome

https://aces.state.co.us/aces/

Apps Judicial Data Access PowerPoint Templates Fight-Breast Cancer Employee Self Service Internet Volume 6 Time and Date calculator CSE NPRM

Automated Child Support Enforcement System

**Session Expired**  
Take note of any unsaved data, and click here or press ESC key to continue.

Print  
ELDAAFS1  
03/30/2016 08:12:38

MAIN MENU

- A) CROSS REFERENCE
- B) CASE MANAGEMENT
- C) FINANCIAL MANAGEMENT
- D) IVD STATISTICS
- E) TABLE MAINTENANCE
- F) DOCUMENT GENERATION
- G) MAIL
- H) TUTORIAL
- I) INTERCEPT
- J) FSR MENU
- K) INTERSTATE NETWORK MENU
- N) NIVD MENU

<==== OPTION

.)-CANCEL (SIGNON) M)-MAIN MENU Q)-QUIT ?)-HELP | MAINMENU

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			



# Research

# XREF

Automated Child Support Enforcement System (ACSES)

Print  
ELGACAM1  
03/15/2016 11:27:11

CROSS REFERENCE MENU

----- REQUIRED KEY -----  
IVD CASE NUMBER -----  
COURT CASE ID OR FSR ACCT  
IVD CASE NUMBER  
PERSON IVD ID  
PERSON IVD ID  
COURT CASE ID OR FSR ACCT  
COURT CASE ID OR FSR ACCT  
IVD CASE NUMBER  
COURT CASE ID OR FSR ACCT  
IN CASE NUMBER  
IVD CASE NUMBER  
PERSON IVD ID  
CBMS CASE ID

A) LIST/SELECT PERSON FROM IVD CASE  
B) LIST/SELECT PERSON FROM COURT CASE  
C) SELECT PERSON  
D) LIST CURRENT AND FORMER IVD CASES  
E) LIST PERSON'S CURRENT IVD CASE(S)  
F) LIST PERSON'S COURT CASES  
G) LIST IVD CASES WITH CRT CASE AS PAT/SUPPORT  
H) LIST ACTIVE AND INACTIVE COURT CASES  
I) LIST ACTIVE AND INACTIVE COURT CASES  
J) LIST ENFORCING IVD CASE(S)  
K) LIST IVD CASES BY IN CASE  
L) LIST HISTORY OF CUR/ENF  
O) SEARCH FOR PERSON'S FSR ACCOUNT  
R) SUMMARY OF NONDISCLOSURE  
S) LIST ENF IVD CASES BY CBMS CASE ID

1 -> CROSS REFERENCE MENU

IVD CASE NUMBER:  CBMS CASE ID:   
COURT CASE ID:  IN CASE NUMBER:   
PERSON IVD ID:  FSR ACCT:   
.J)-CANCEL M)-MAIN MENU Q)-QUIT T)-HELP X)-REF

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

## XREF Menu, Opt O or FSRSRCH

Automated Child Support Enforcement System (ACSES) - Sample Screen

https://aces.state.nh.us/aces1/ Time and Date and User ID: CSE MTH

Automated Child Support Enforcement System (ACSES)

SELECT PERSON 03/25/2016 11:03:28

NAME..... (LAST) (FIRST) (MI)

THRU NAME..... (LAST) (FIRST) (MI)

ZIP CODE..... 0 0 SON..... 0 0 0 0 PERSON ID:

BANK NUMBER... 0 BANK ACCT: 0

COURT CASE.... 0 0 0 0 FSR ACCT NUM...

LEGAL DOC NUM: 0 0 0 (NAME RANGE/YR/DCKT REQ FOR PARTIAL SRCH)

IV-D CASE.... 0 0 0 (NAME RANGE/CTY/NUM REQ FOR PARTIAL SRCH)

(CTY) (WON)

A)-OBLIGOR SEARCH B)-OBLIGEE SEARCH C)-CHILD SEARCH

A) -Cancel OPTION .)-CANCEL M) Q) Y) FERRCH

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

# INQ

Automated Child Support Enforcement System (ACSES) - Google Chrome

http://aces.state.tx.us/acses/

Automated Child Support Enforcement System (ACSES)

Print

03/25/2016 11:27:43

GENERAL INQUIRY

REQUIRED KEY

DISPLAY

A) IVD CASE IVD NUMBER

B) IVD RECIPROCAL(S) IVD NUMBER

C) COURT CASE COURT CASE ID

D) PERSON PERSON IVD ID

E) IVA/FOSTER CARE INFO

F) SIMULATED BY NAME, SEX, STATE ID, ALIEN REG IVD NUMBER

G) CONTROLLING ORDER INFORMATION IVD NUMBER

H) SEARCH ORDER REPOSITORY IVD NUMBER

I) DISPLAY INSURANCE INFORMATION COURT CASE ID

J) DISPLAY DELETED COURT CASE

K) DISPLAY BY TECHNICIAN

L) CASELOAD LISTING

M) CASELOAD BY CATEGORY DATE

N) HEARINGS/CONFERENCES (DOCKET)

OPTION

IVD NUMBER: 1 2 3 4 5 6 7 8 9 0

COURT CASE ID: 1 2 3 4 5 6 7 8 9 0

PERSON IVD ID: 1 2 3 4 5 6 7 8 9 0

.)-CANCEL M)-MAIN MENU Q)-QUIT T)-HELP I)-INQUIRY

FNTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

# IVA/FOSTER CARE Info

Automated Child Support Enforcement System (ACSES) Print

IVA/FOSTER CARE INFO 03/25/2016 11:28:49 ELDH88M1

----- REQUIRED KEY -----

CMBS INFO

A) IVA TANF CASE CMBS CASE ID & COUNTY

B) IVA MEDICAL CASE CMBS CASE ID & COUNTY

C) IVA PERSON STATE-ID

D) CMBS FINANCIAL CMBS CASE ID, PAYROLL PERIOD & COUNTY

E) CMBS UFA HISTORY PAYER STATE-ID

F) CMBS REPOSITORY CMBS CASE ID OR STATE-ID

G) CMBS REPOSITORY BY REFERRAL DT

TRAILS INFO

H) TRAILS REPOSITORY TRAILS CASE ID OR CHILD STATE-ID

I) TRAILS REPOSITORY BY REFERRAL DT

COINB0 INFO

Y) COINB0 FINANCIAL COINB0 IVA CASE ID

Z) COINB0 ELIG SPANS COINB0 IVA CASE ID OR STATE-ID

1) <Continue> OPTION COUNTY: 99

STATE-ID:

CMBS CASE ID:

PAYROLL PERIOD: 2016.3

COINB0 IVA CASE ID:

TRAILS CASE ID: 0

.)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP I) IVAINFO

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

# SIDMOD

Automated Child Support Enforcement System (ACSES) Print

SEARCH SIDMOD 03/25/2016 11:28:04 ELDH88A51

----- REQUIRED KEY -----

A) SEARCH SIDMOD BY NAME (SOUNDEX) LAST, FIRST MIDDLE

B) SEARCH SIDMOD BY SSN SSN

C) SEARCH SIDMOD BY STATE ID STATE ID

1) <Continue> OPTION

NAME:

SSN:

STATE ID:

.)-CANCEL M)-MAIN MENU Q)-QUIT ?)-HELP I) SEARCHID

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

## Main Menu, Option E: TABLE MAINTENANCE



Geographic Code  
Table

Agency Table

User ID Table

List Validation  
Tables and Codes

Attorney Table

# TABLES

Automated Child Support Enforcement System (ACSES)

TABLE MAINTENANCE 03/25/2016 11:33:41

Print

MAINTAIN ENTRY TABLES:

- A) AGENCY TABLE
- B) COUNTY CONTROL TABLE (RESTRICTED ACCESS)
- C) COUNTY OPT OPTIONS TABLE (RESTRICTED ACCESS)
- D) GEOGRAPHIC CODE TABLE
- E) USER ID TABLE
- F) ATTORNEY TABLE

VALIDATION AND DISTRIBUTION TABLES:

- G) LIST VALIDATION TABLES & CODES
- H) ADD NEW VALIDATION TABLE (RESTRICTED ACCESS)
- I) LIST DISTRIBUTION TABLE

-> CHANGE OPTION

.-)-CANCEL M)-MAIN MENU Q)-QUIT T)-HELP: **TABLES**

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			

# User Record Update

Automated Child Support Enforcement System (ACSES)

USER LIST - ALPHABETIC 03/25/2016 11:34:03

Print

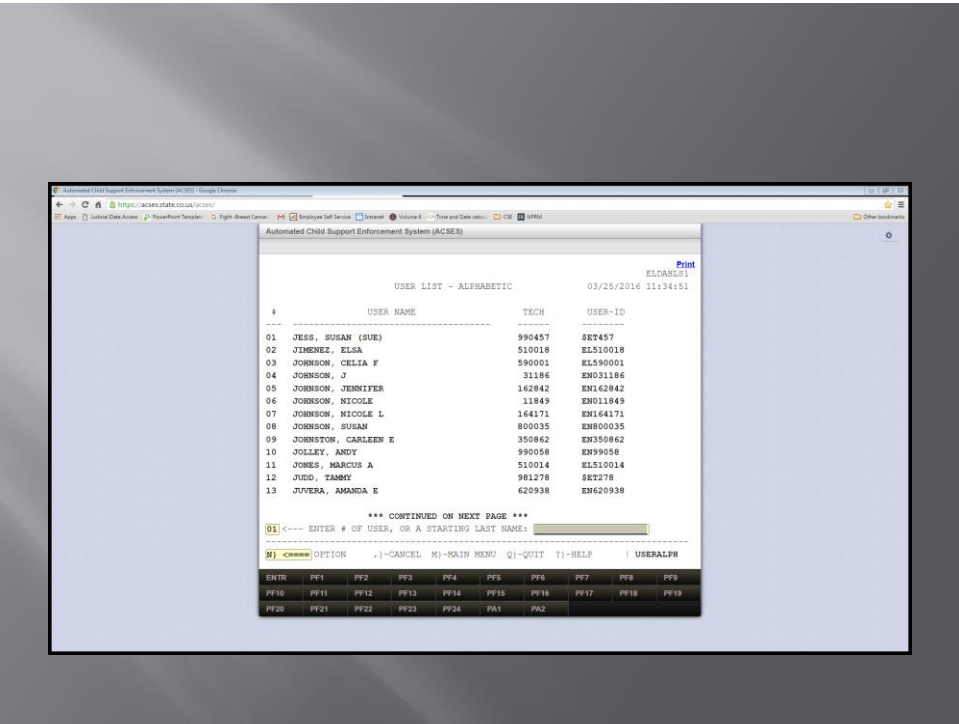
#	USER NAME	TECH	USER-ID
01	ARACHICHE, MARIA E.	430079	EN430079
02	ARACHICHE, MARIA E.	460079	EN430079
03	ARACHICHE, MARIA E.	570079	EN430079
04	ABDULLAH, SYLVIA A.	960126	EL960126
05	ABREYTA, ANITA	510791	EN510791
06	ABREYTA, LUPE D.	70934	EN070934
07	ACEVEDO, DIEGO	900482	EL900482
08	ACELANO, ANGELA	161236	EN161236
09	ADAMS, SHANNON	490282	EN230282
10	ADAMS, SHANNON	520282	EN230282
11	ADAMS, SHANNON	230282	EN230282
12	ADAMS, VERONICA	180160	EN180160
13	ADAMSON, MARCE R.	31418	EN031418

\*\*\* CONTINUED ON NEXT PAGE \*\*\*

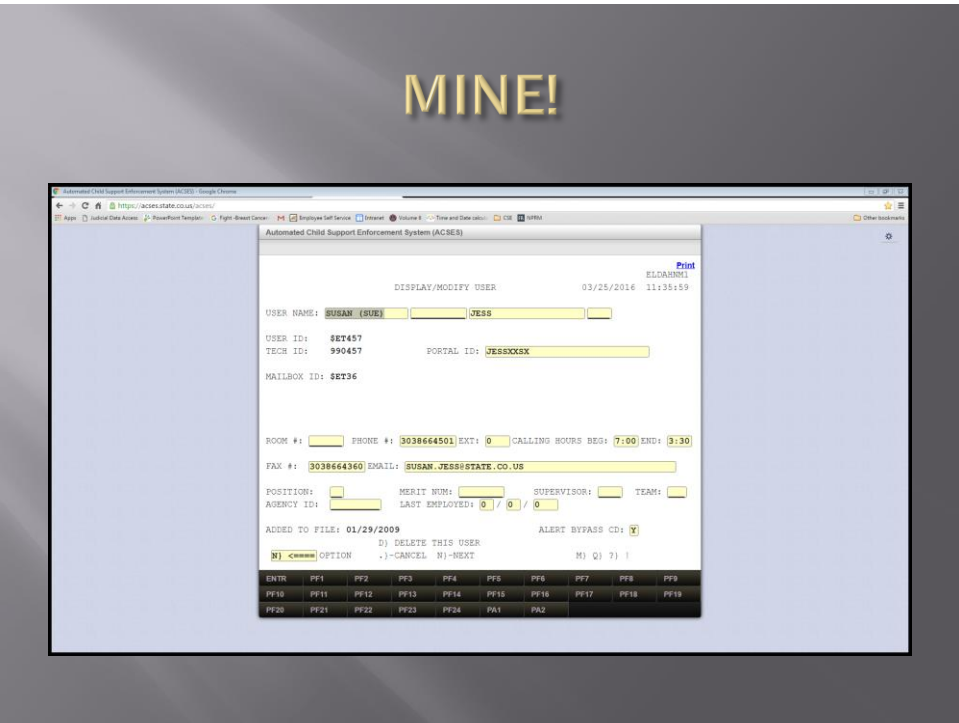
<--- ENTER # OF USER, OR A STARTING LAST NAME:

-> CHANGE OPTION .)-CANCEL M)-MAIN MENU Q)-QUIT T)-HELP: **USERALPH**

ENTR	PF1	PF2	PF3	PF4	PF5	PF6	PF7	PF8	PF9
PF10	PF11	PF12	PF13	PF14	PF15	PF16	PF17	PF18	PF19
PF20	PF21	PF22	PF23	PF24	PA1	PA2			



MINE!



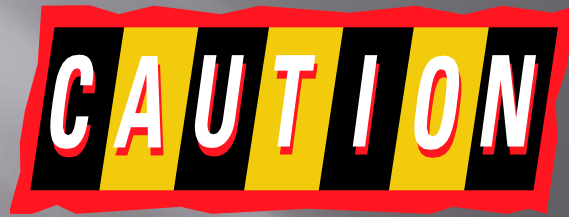
# Maintenance

Timely

Abbreviations

Appropriate

Data Entry



Do NOT use a / (forward slash);  
A \ (back slash) a | (pipe sign); a '~',  
(" ")(quotation marks); ('') (apostrophe)  
or % (per cent sign) anywhere on  
ACSES.

Do you know  
what the three  
main ACSES  
limitations are?

## Problem Logs





# Known Problem Logs



## ACSES HELP DESK

- ▣ Any ACSES issue
- ▣ Natural Errors
- ▣ Connectivity
- ▣ Questions
- ▣ OA's are your BFF's
- ▣ Start with us

## IT SERVICE DESK

- ▣ Anything not ACSES related, ex: resetting passwords



## Resources



## Signing out!



