



Customer Portal Log-In

Tips and things to know when signing into your Customer Portal for the first time:
The portal can be found by going to ACCESS NEVADA @ <http://dwss.nv.gov/apply/apply>

~~ Register for Access Nevada ~~

Step 1: Navigate to <http://dwss.nv.gov/apply/apply> and click the “Child Support Employer Services Portal”; the login page will display

Step 2: Click on the Create New Account link. The “Create New Account” page will display

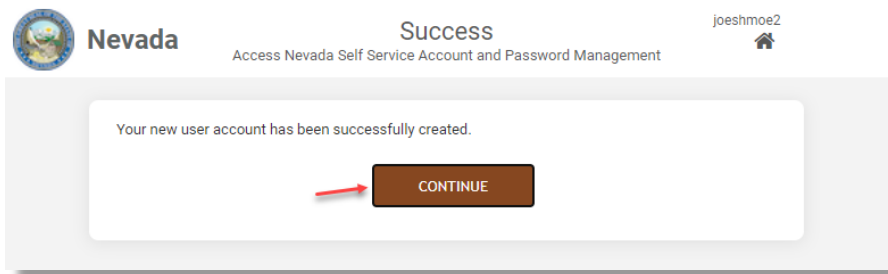
Note: If you are unsure if you have ever been registered for Access Nevada, then click on the Forgot Username? link. Filling out the information will confirm if you had previously setup a profile

Step 3: Fill in all required information and click the CONTINUE button

Note: Remember the Username and Password you create. This will be used for setting up Multi-Factor Authentication (MFA) and linking to information in the Customer Service Portal (cPortal)

Step 4: Click the I Agree checkbox. This acknowledges that you have read and agree to the Terms of Use for Access Nevada

Step 5: Click the CONTINUE button. The “Success” page will display

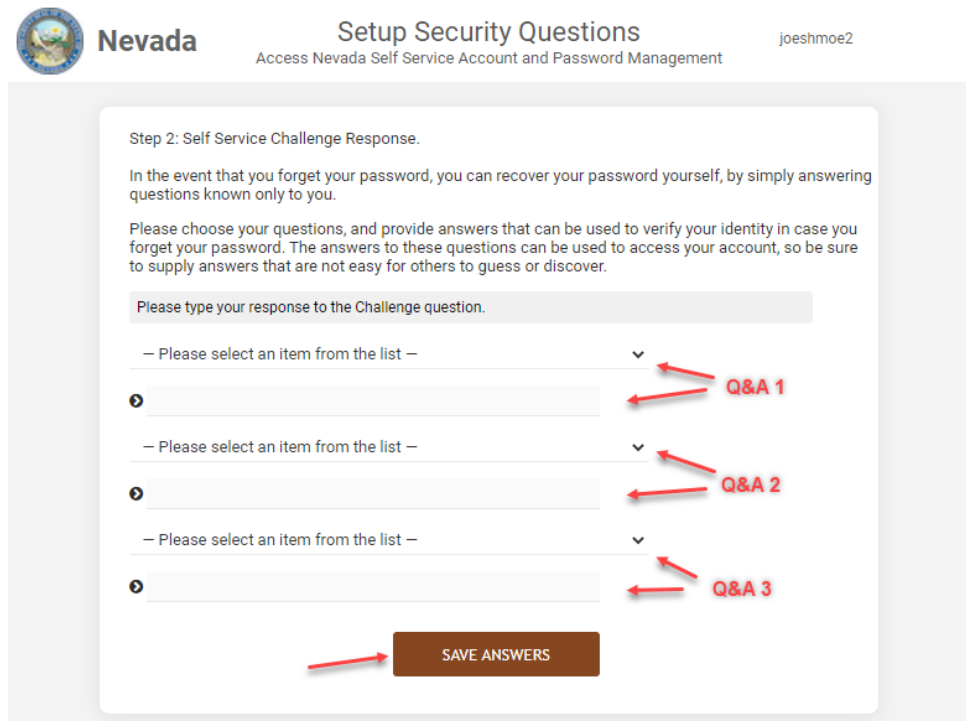
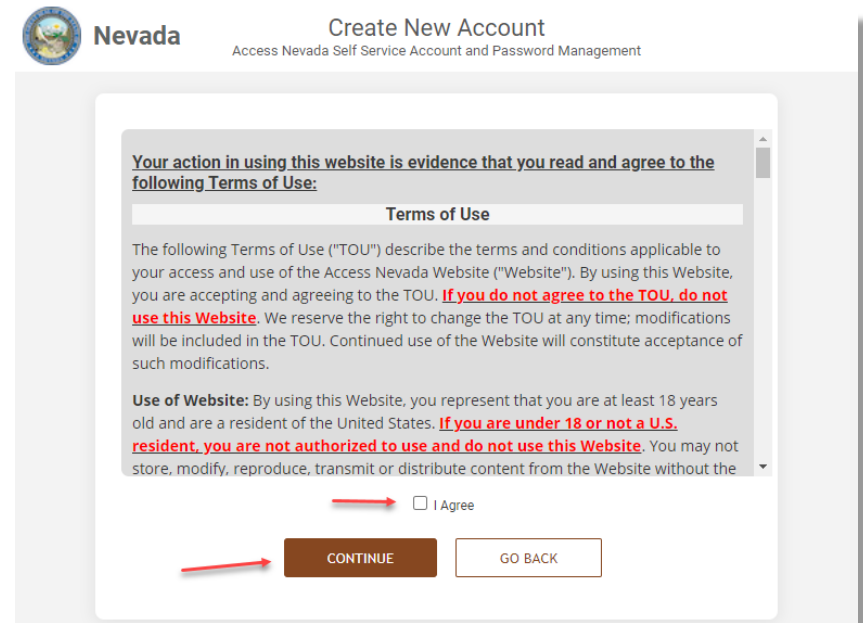


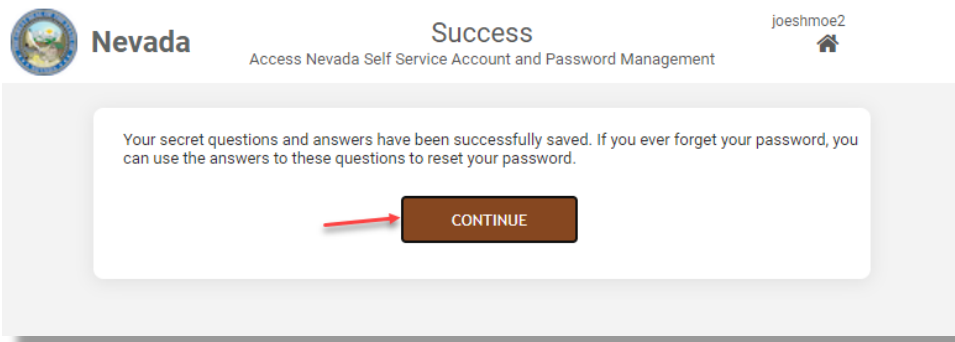
Step 6: Click the CONTINUE button. The “Setup Security Questions” page will display

Step 7: Select questions and enter answers for all three (3) challenge questions. Be sure to use something you can remember

Step 8: Click the SAVE ANSWERS button. The “Success” page will display

Note: These challenge questions will be used for the self-service password reset ability found by clicking the Forgot Password? link on the login page





Step 9: Click the CONTINUE button. You will be returned to the login page. The next step is to set up Multi-Factor Authentication

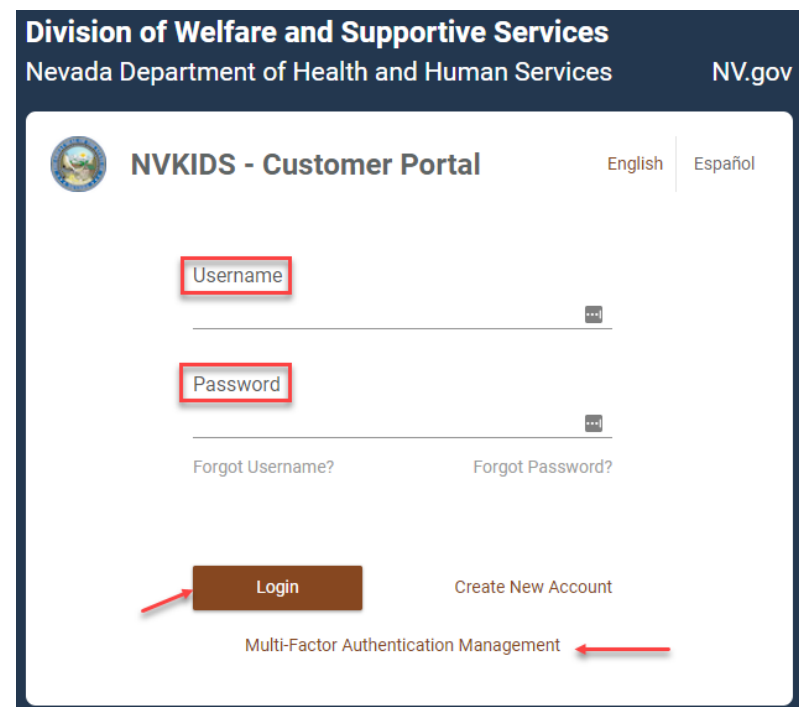
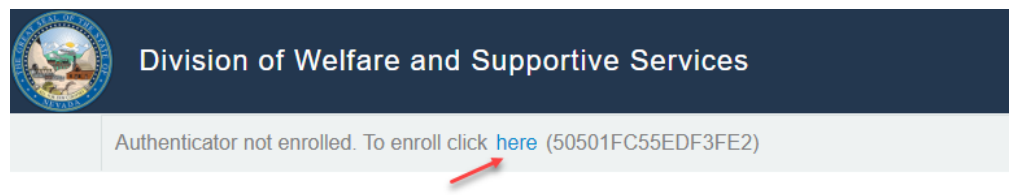
~~ Setup Multi-Factor Authentication (MFA) ~~

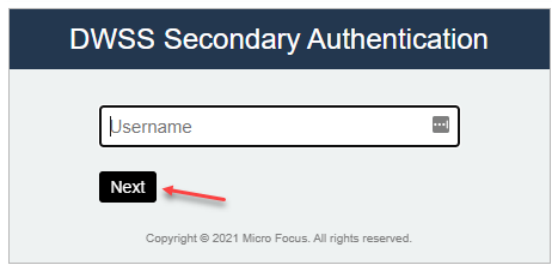
Step 1: Navigate to <http://dwss.nv.gov/apply/apply> and click either the "Child Support Customer Service Portal" link. The login page will display

Step 2: Using the Username/Password you registered for Access Nevada with, enter those values and click the Login button; a page with a message of "Authenticator not enrolled..." and a link will display

Step 2a: If you have already set up MFA and would like to make changes, click the Multi-Factor Authentication Management link; the "DWSS Secondary Authentication" page will display

Step 3: Click the here link; "DWSS Secondary Authentication" page will display





DWSS Secondary Authentication

Username

Next

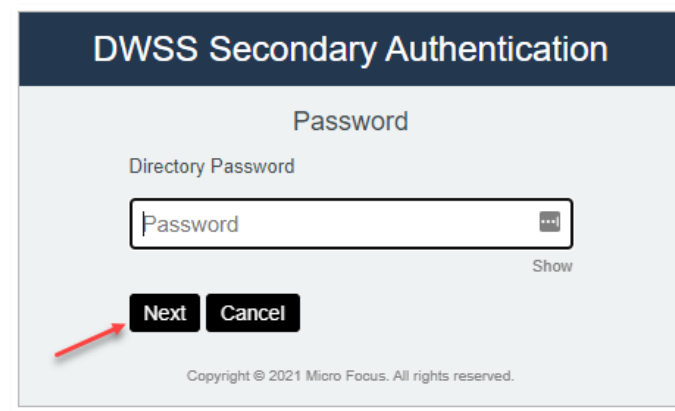
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Step 4: Enter the same Username you registered in Access Nevada with

Step 5: Click the Next button; the “Password” page will display

Step 6: Enter the same Password your registered in Access Nevada with

Step 7: Click the Next button; the “Authentication Methods” page will display



DWSS Secondary Authentication

Password

Directory Password

Password

Show

Next **Cancel**

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Department of Welfare and Supportive Services ? DWSS\joeshmoe2

Authentication Methods

Enrolled methods are authenticators that you have already enrolled, and can be used to sign in.
OTP methods are one-time password authenticators.

Your Enrolled Single Methods for sign in

Auto-created LDAP password ☒

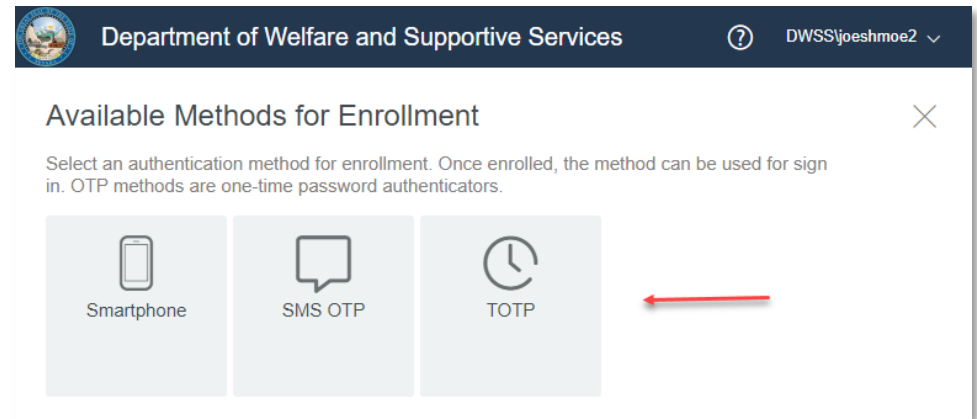
Add

Step 8: Click the + Add button; the “Available Methods for Enrollment” page will display. You must configure at least one additional Authentication Method to access the Child Support Portals

Note: The first button, Auto-created LDAP password, is what you would click on to change the password you registered with for Access Nevada. This is an alternate method to the Forgot Password? link on the login page for changing your password

Step 9: Select one of the options provided and configure the option per the instructions

Recommendation: SMS OTP (Step 9b) is the quickest and easiest to setup; however, you may setup all methods and choose which to use when signing into cPortal

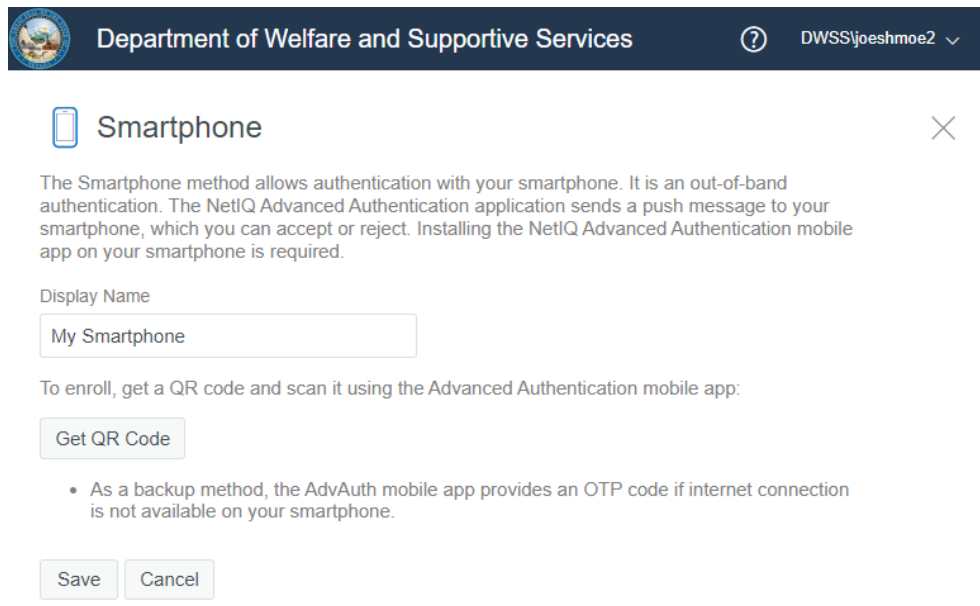


Department of Welfare and Supportive Services

Available Methods for Enrollment

Select an authentication method for enrollment. Once enrolled, the method can be used for sign in. OTP methods are one-time password authenticators.

Smartphone SMS OTP TOTP



Department of Welfare and Supportive Services

Smartphone

The Smartphone method allows authentication with your smartphone. It is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone, which you can accept or reject. Installing the NetIQ Advanced Authentication mobile app on your smartphone is required.

Display Name

My Smartphone

To enroll, get a QR code and scan it using the Advanced Authentication mobile app:

Get QR Code

- As a backup method, the AdvAuth mobile app provides an OTP code if internet connection is not available on your smartphone.

Save Cancel

Step 9a: Smartphone – this method requires download of the “NetIQ Advanced Authentication” app to your smartphone that will receive push notification that you must respond to as your 2nd authentication

Step 9a-1: Enter how you would like to see this option displayed to you when presented in the dropdown list during log in

Step 9a-2: Once the smartphone app is downloaded, click the Get QR Code button to have a QR code display to then scan into the app for setup

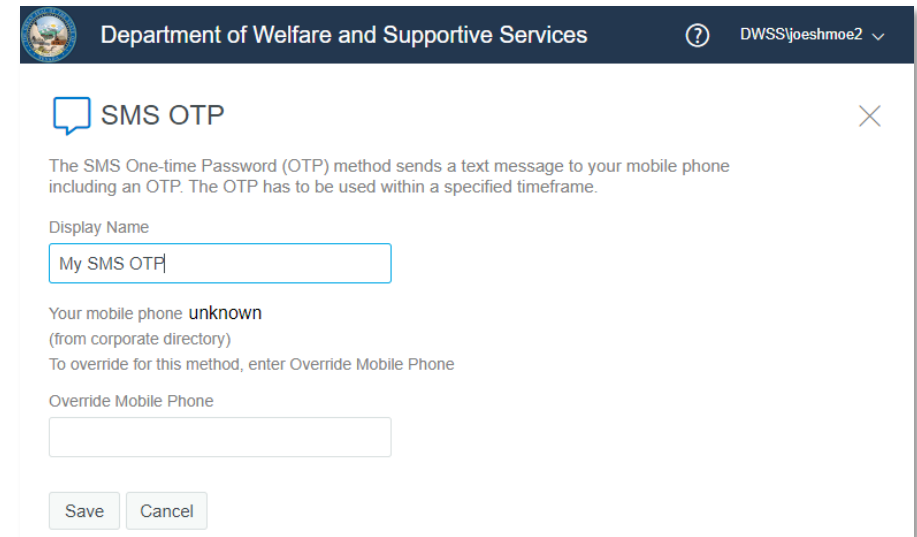
Step 9a-3: Click the Save button; the “Authentication Methods” page will display once again and should display this option

Step 9b: SMS OTP – sends a code to your phone using text messaging that you will then enter as your 2nd authentication

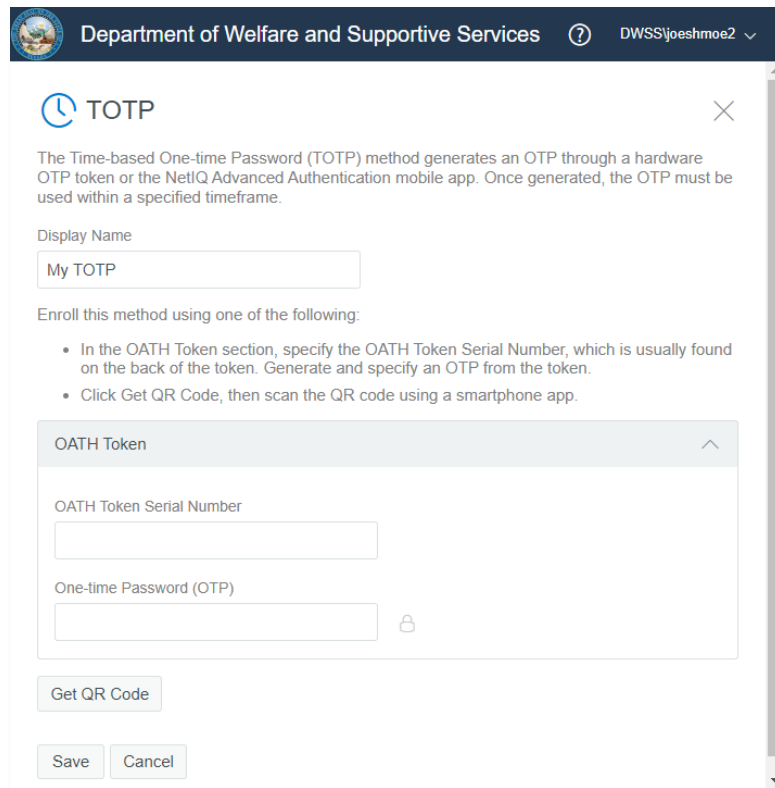
Step 9b-1: Enter how you would like to see this option displayed to you when presented in the dropdown list during log in

Step 9b-2: Enter your mobile number in the Override Mobile Phone field

Step 9b-3: Click the Save button; the “Authentication Methods” page will display once again and should display this option



The screenshot shows the 'SMS OTP' configuration page. At the top, the header reads 'Department of Welfare and Supportive Services' with a user profile 'DWSS\joeshmoe2'. The page title is 'SMS OTP'. Below the title, a description states: 'The SMS One-time Password (OTP) method sends a text message to your mobile phone including an OTP. The OTP has to be used within a specified timeframe.' There is a 'Display Name' field containing 'My SMS OTP'. Below this, it says 'Your mobile phone unknown (from corporate directory)' and 'To override for this method, enter Override Mobile Phone'. There is an empty 'Override Mobile Phone' field. At the bottom, there are 'Save' and 'Cancel' buttons.



The screenshot shows the 'TOTP' configuration page. At the top, the header reads 'Department of Welfare and Supportive Services' with a user profile 'DWSS\joeshmoe2'. The page title is 'TOTP'. Below the title, a description states: 'The Time-based One-time Password (TOTP) method generates an OTP through a hardware OTP token or the NetIQ Advanced Authentication mobile app. Once generated, the OTP must be used within a specified timeframe.' There is a 'Display Name' field containing 'My TOTP'. Below this, it says 'Enroll this method using one of the following:' followed by two bullet points: 'In the OATH Token section, specify the OATH Token Serial Number, which is usually found on the back of the token. Generate and specify an OTP from the token.' and 'Click Get QR Code, then scan the QR code using a smartphone app.' There is a section titled 'OATH Token' with a 'Get QR Code' button. Below this, there are fields for 'OATH Token Serial Number' and 'One-time Password (OTP)'. At the bottom, there are 'Save' and 'Cancel' buttons.

Step 9c: TOTP – a OATH token, you own, in conjunction with a smart phone app, “NetIQ Advanced Authentication” app that must be downloaded to your smartphone, to provide a time-limited, one-time password to enter as your 2nd authentication

Step 9c-1: Enter how you would like to see this option displayed to you when presented in the dropdown list during log in

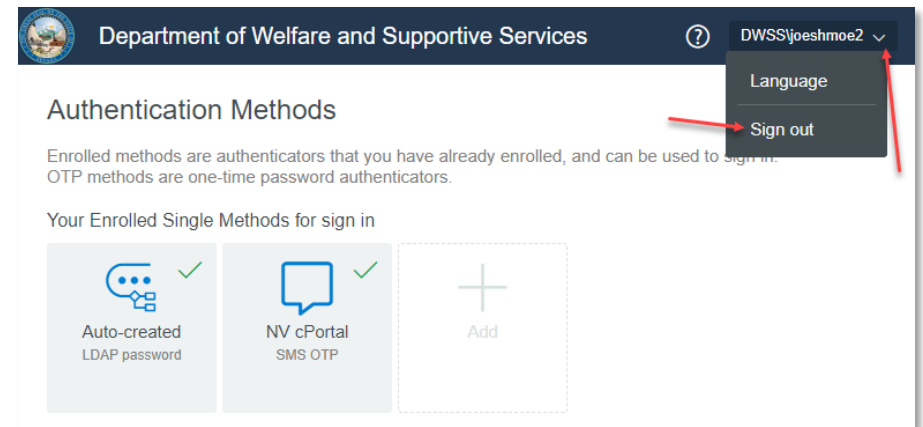
Step 9c-2: Enter the OATH Token Serial Number

Step 9c-3: Enter the OATH Token’s One-Time Password (number displayed in the window of the token)

Step 9c-4: Once the smartphone app is downloaded, click the Get QR Code button to have a QR code display to then scan into the app for setup

Step 9c-5: Click the Save button; the “Authentication Methods” page will display once again and should display this option

Step 10: Click the down arrow, next to your Username, in the right corner, and select the “Sign out” option. If you would like to add more Authentication Methods, you may repeat the instructions in Step 9



~~ Log in and link to data in cPortal ~~

A screenshot of the NVKIDS - Customer Portal login page. The page header shows the Division of Welfare and Supportive Services, Nevada Department of Health and Human Services, and NV.gov. The login form includes fields for Username and Password, both highlighted with red boxes. Below the password field are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a 'Login' button with a red arrow pointing to it, and a 'Create New Account' link. The page also features a language selector (English/Español) and a 'Multi-Factor Authentication Management' link.

For the purposes of this instruction, we are using the most common secondary authentication method, SMS OTP.

Step 1: Navigate to <http://dwss.nv.gov/apply/apply> and click either the “Child Support Customer Service Portal” link. The login page will display

Step 2: Using the Username/Password you registered for Access Nevada with, enter those values and click the Login button. The “DWSS Secondary Authentication” page will display and you will receive an SMS text message with your one-time password.

If you have more than one secondary authentication method, a combobox will be displayed to select which method you would like to use, which you will select and then click the Next button

Step 3: Enter the one-time password you received through the SMS text message.

Step 4: Click the Next button; the service portal will display

DWSS Secondary Authentication

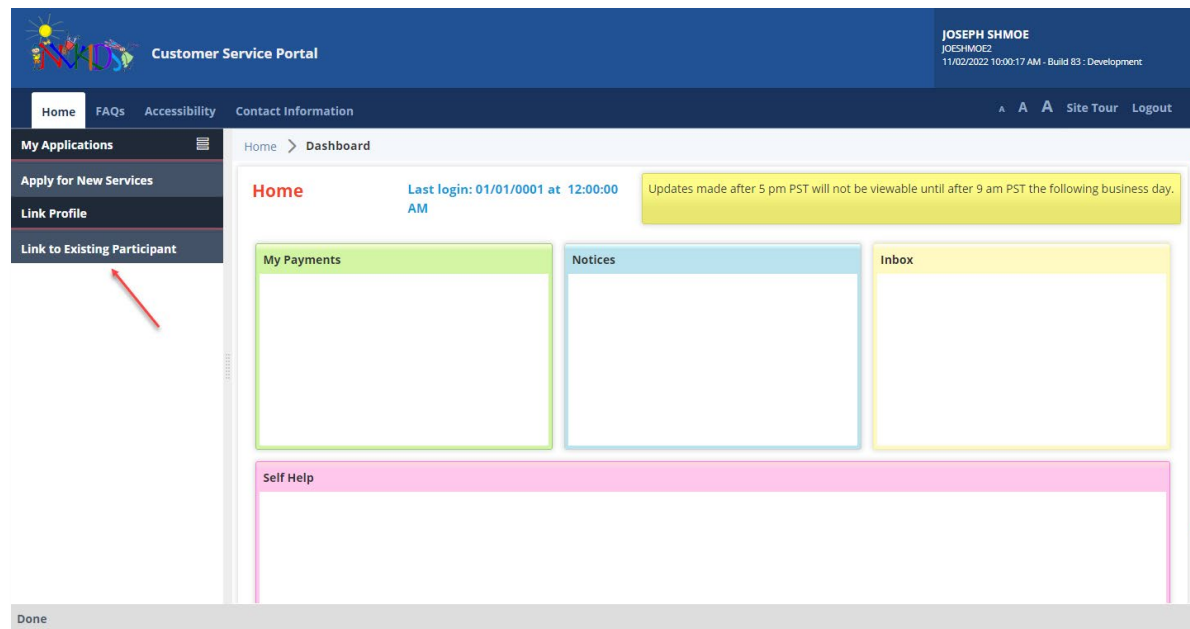
One-Time Authentication Code (OTP)

OTP #3 sent to 5*****782

Hide

Next **Resend** **Cancel**

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Step 5: You should have received a letter containing the information necessary to complete the linking steps. If you do not have the letter, or the information needed, please contact your local office

Step 6: Click the Link to Existing Participant link in the left navigation menu. The “Link to Existing Participant” page will display

Step 7 Enter your Participant ID, PIN and Date of Birth

Step 8: Click the Link Participant button. This will link you to your case(s) information

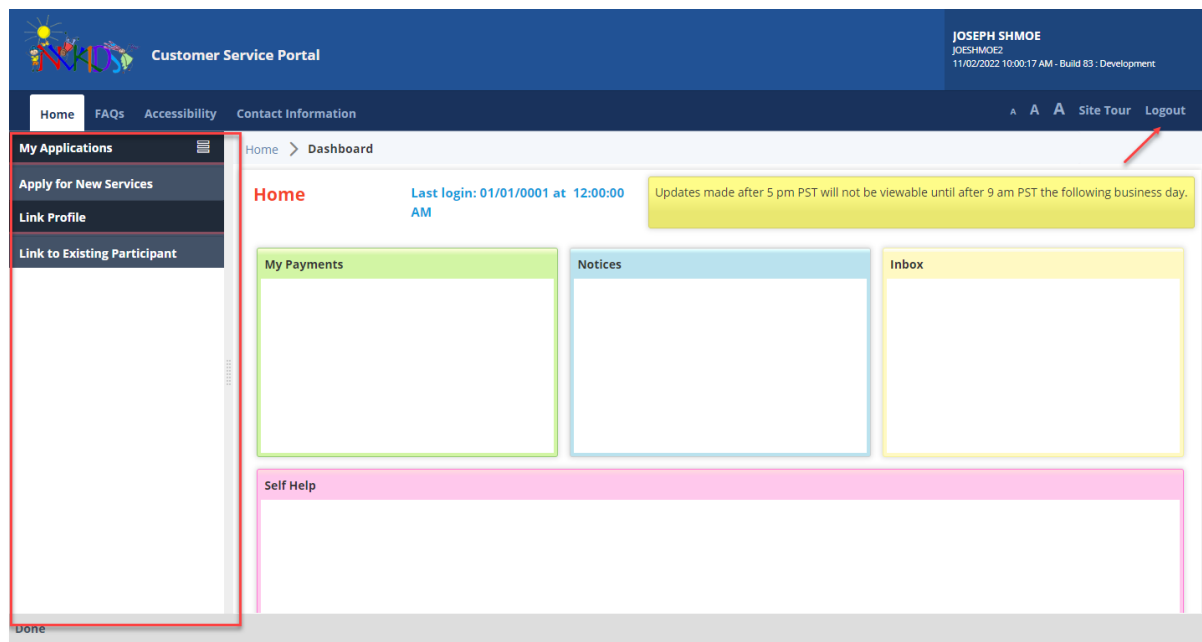
Note: If you need to reset your PIN, please contact the State Customer Service Help Desk by email (csu@dwss.nv.gov) or phone (775-684-7200)

Home > Link to Existing Participant

Link to Existing Participant

Participant ID * PIN * Date of Birth *

[Link Participant](#)



Step 9: (Not depicted) Review the left navigation for the functionality provided to you for managing your case(s) information

Step 10: When done, please click the Logout link and close your browser entirely to securely terminate your connection to the Service Portal