Employer 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 Register 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

Division of Welfare and Supportive Services
Nevada Department of Health and Human Services   NV.gov

NVKIDS - Employer Portal   English | Español

Username
_____

Password
_____

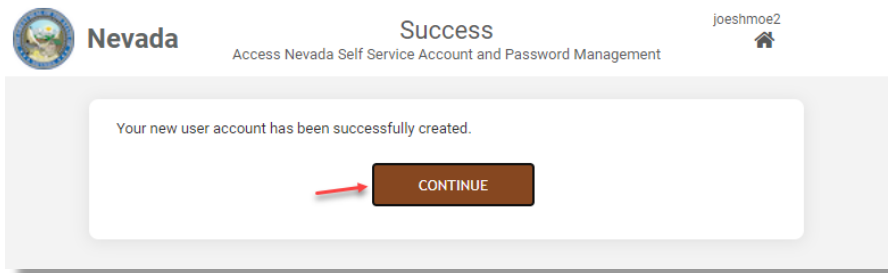Forgot Username?   Forgot Password?

[Login]   Register

Multi-Factor Authentication Management

Nevada   Create New Account
Access Nevada Self Service Account and Password Management

To register a new account, please complete the following form.
Required entries are marked with an asterisk "*"

Create a Username*

Enter the name you will use to login each time you need to access services. Enter a value easy for you to remember.

|

• New password may not have been used previously.

[CONTINUE]   [CANCEL]

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 <u>I Agree</u> checkbox. This acknowledges that you have read and agree to the Terms of Use for Access Nevada

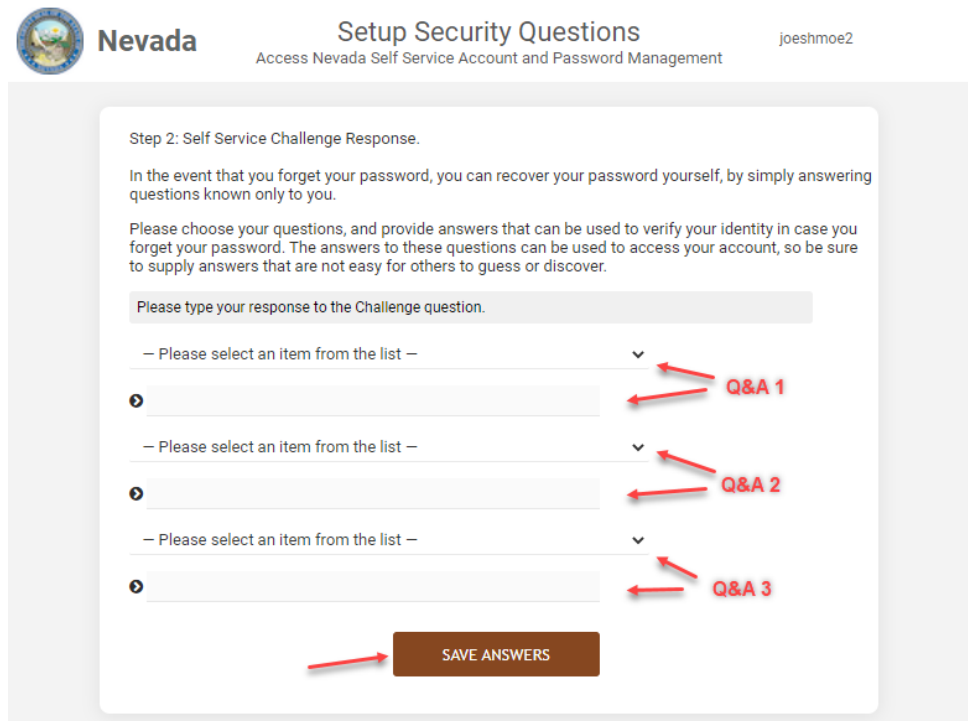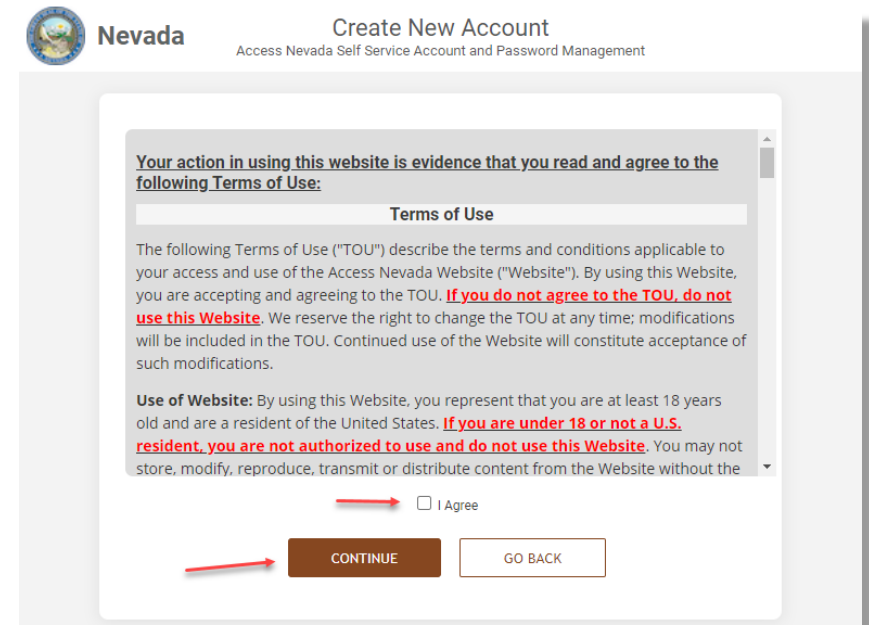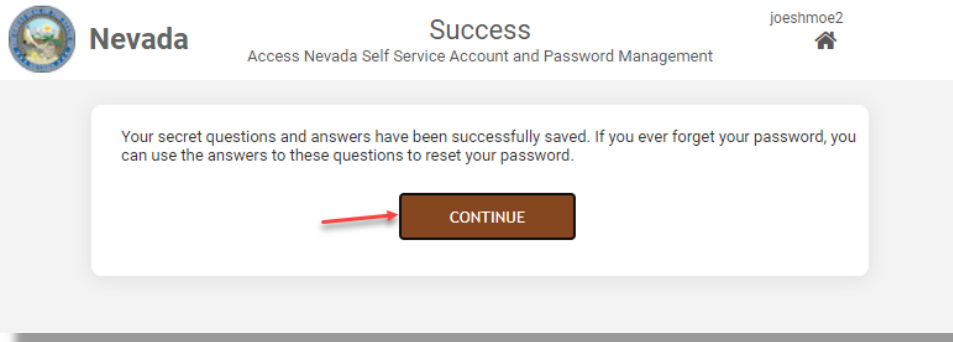**Step 5**: Click the <u>CONTINUE</u> button. The "Success" page will display

Nevada — Create New Account
Access Nevada Self Service Account and Password Management

<u>Your action in using this website is evidence that you read and agree to the following Terms of Use:</u>

Terms of Use

The following Terms of Use ("TOU") describe the terms and conditions applicable to your access and use of the Access Nevada Website ("Website"). By using this Website, you are accepting and agreeing to the TOU. <u>If you do not agree to the TOU, do not use this Website</u>. We reserve the right to change the TOU at any time; modifications will be included in the TOU. Continued use of the Website will constitute acceptance of such modifications.

Use of Website: By using this Website, you represent that you are at least 18 years old and are a resident of the United States. <u>If you are under 18 or not a U.S. resident, you are not authorized to use and do not use this Website</u>. You may not store, modify, reproduce, transmit or distribute content from the Website without the

☐ I Agree

CONTINUE   GO BACK

Nevada — Success
Access Nevada Self Service Account and Password Management   joeshmoe2

Your new user account has been successfully created.

CONTINUE

Step 6: Click the <u>CONTINUE</u> button. The "Setup Security Questions" page will display

Nevada — Setup Security Questions
Access Nevada Self Service Account and Password Management   joeshmoe2

Step 2: Self Service Challenge Response.

In the event that you forget your password, you can recover your password yourself, by simply answering questions known only to you.

Please choose your questions, and provide answers that can be used to verify your identity in case you forget your password. The answers to these questions can be used to access your account, so be sure to supply answers that are not easy for others to guess or discover.

Please type your response to the Challenge question.

— Please select an item from the list —   Q&A 1

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 <u>SAVE ANSWERS</u> button. The "Success" page will display

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

— Please select an item from the list —   Q&A 2

— Please select an item from the list —   Q&A 3

SAVE ANSWERS

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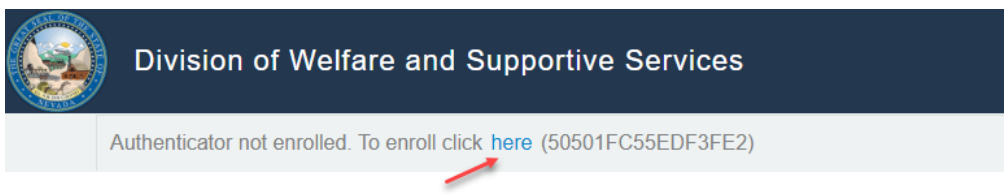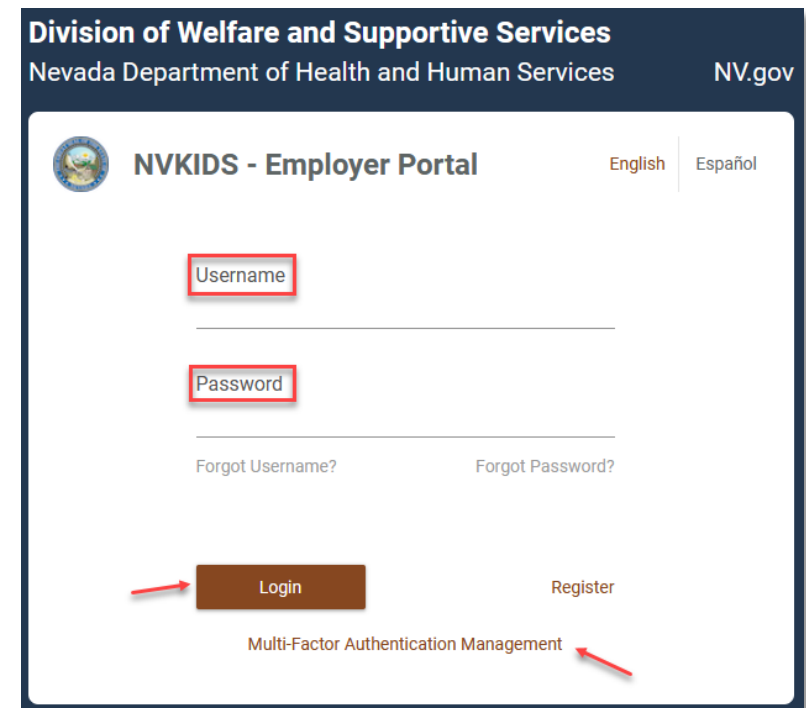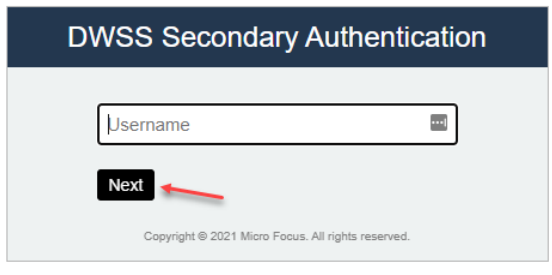
Step 4: Enter the same Username you registered in Access Nevada with

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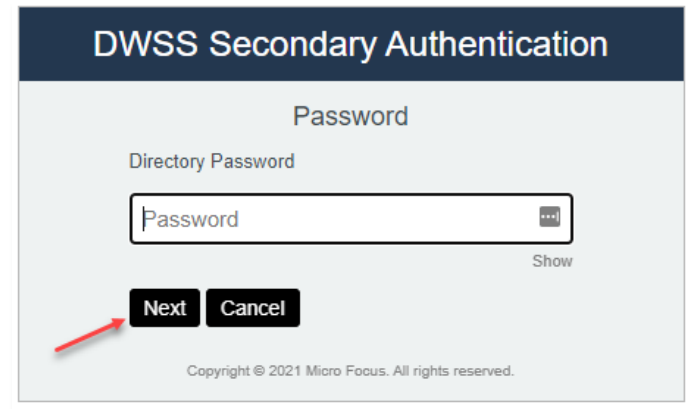
Step 8: Click the + Add button; the "Available Methods for Enrollment" page will display. You must configure at least one additional Authentication Method to access the Child Support Portals

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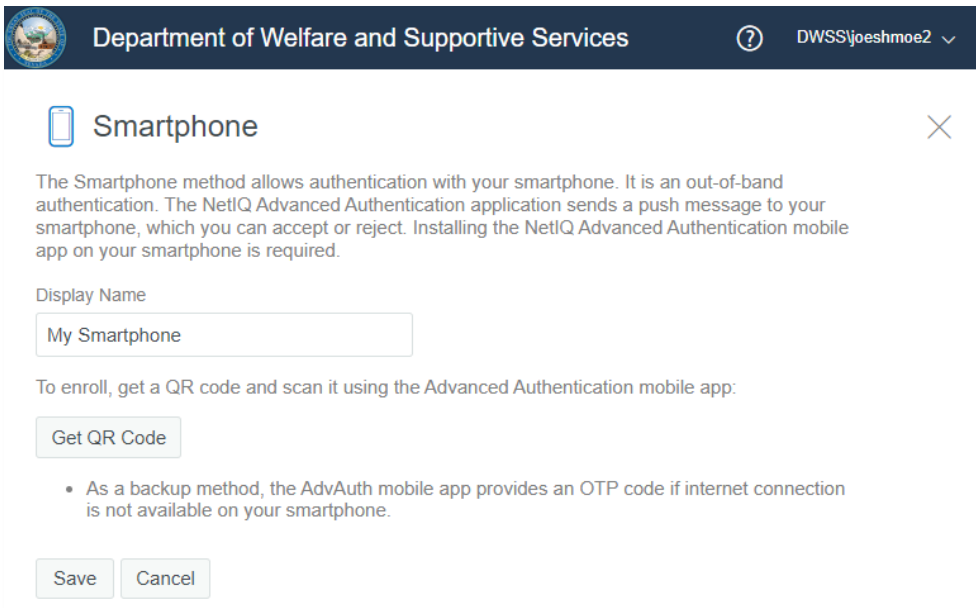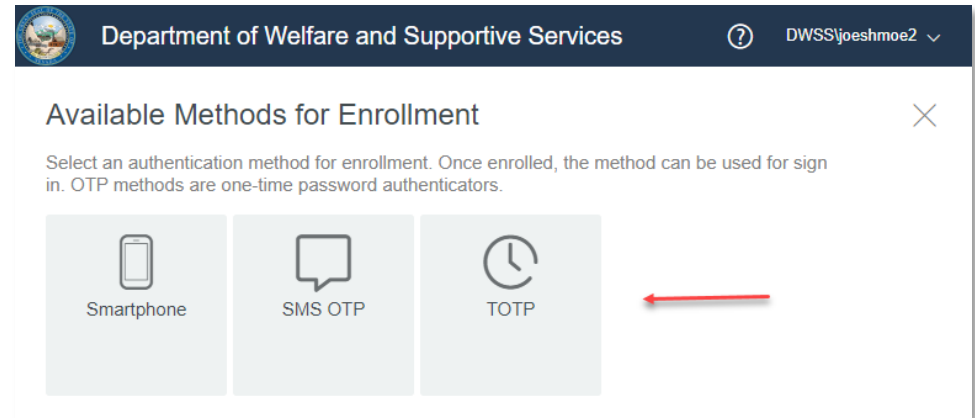
Step 9a: Smartphone – this method requires download of the "NetIQ Advanced Authentication" app to your smartphone that will receive push notification that you must respond to as your 2nd authentication

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

Department of Welfare and Supportive Services   ⑦   DWSS\joeshmoe2 ⌄

💬 **SMS OTP**   ✕

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.

Display Name

My SMS OTP

Your mobile phone unknown
(from corporate directory)
To override for this method, enter Override Mobile Phone

Override Mobile Phone

[Save] [Cancel]

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🕐 **TOTP**   ✕

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.

Display Name

My TOTP

Enroll this method using one of the following:

- 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.
- Click Get QR Code, then scan the QR code using a smartphone app.

OATH Token   ⌃

OATH Token Serial Number

One-time Password (OTP)

[   ] 🔒

[Get QR Code]

[Save] [Cancel]

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
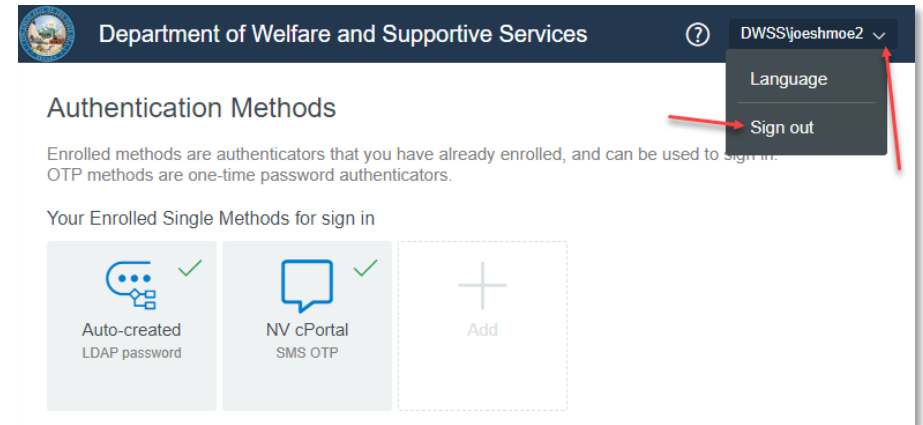
~~ Log in and link to data in ePortal ~~
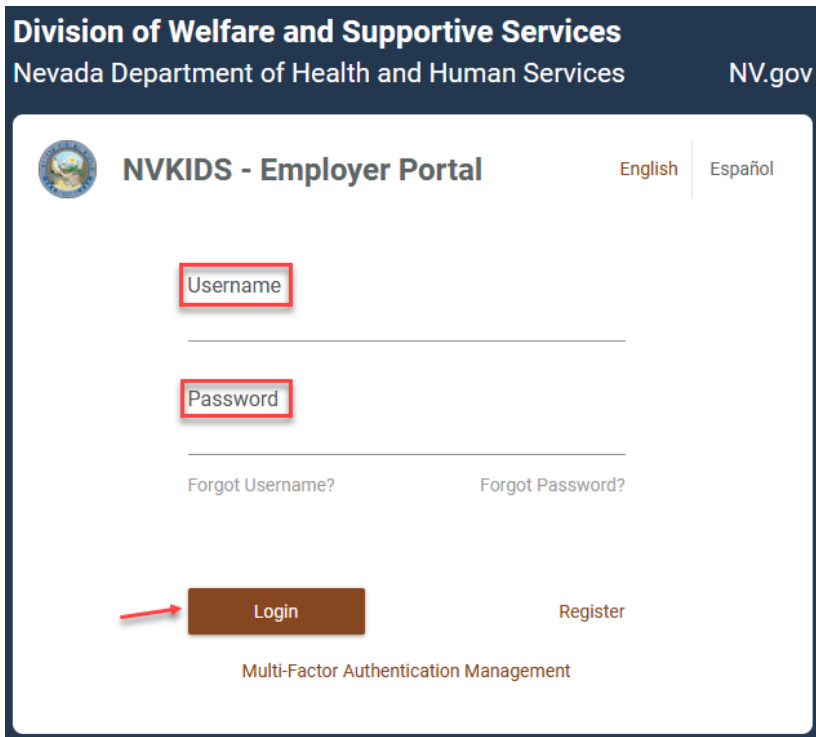
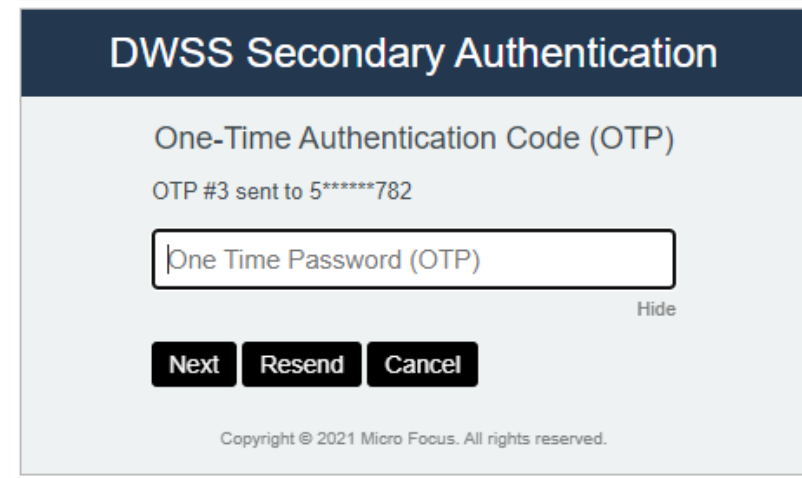For the purposes of this instruction, we are using the most common secondary authentication method, SMS OTP.

Step 1: Navigate to http://dwss.nv.gov/apply/apply and click either the "Child Support Employer Services 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

DWSS Secondary Authentication

One-Time Authentication Code (OTP)

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

One Time Password (OTP)

Hide

Next   Resend   Cancel

Copyright © 2021 Micro Focus. All rights reserved.

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

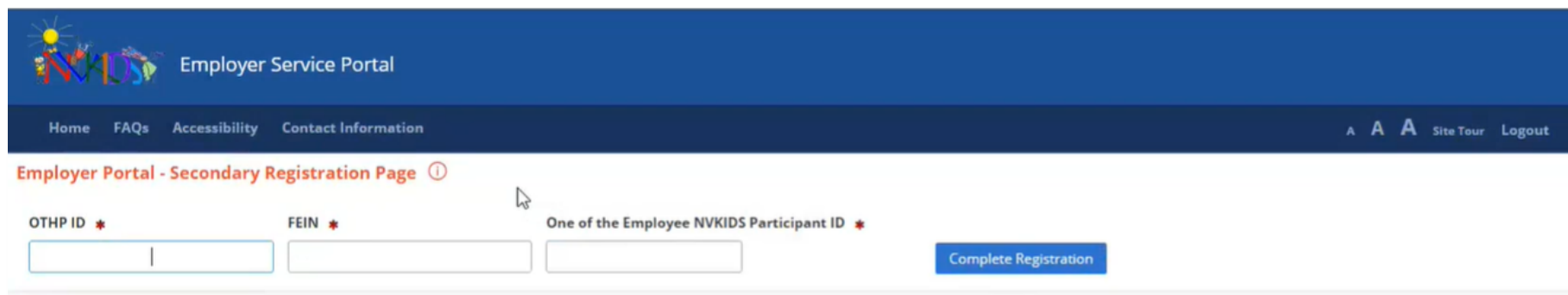**Step 4**: Click the Next button; the service portal will display

NVKIDS   **Employer Service Portal**

Home   FAQs   Accessibility   Contact Information   A A A Site Tour   Logout

Employer Portal - Secondary Registration Page ⓘ

OTHP ID ✱   FEIN ✱   One of the Employee NVKIDS Participant ID ✱   Complete Registration

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 the State Customer Service Help Desk by email (csu@dwss.nv.gov) or phone (775-684-7200)

Step 6: Enter your OTHP ID, FEIN, and the Participant ID of one of your employees

Step 7: Click the Complete Registration button. The portal will connect your Access Nevada profile to your NVKIDS data and return to the "My Home" page

Step 9: Review the left navigation for the functionality provided to you for managing your business and employee information

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