



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

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**

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

NPKIDS - Employer Portal English Español

Username

Password

Forgot Username? Forgot Password?

Login **Register**

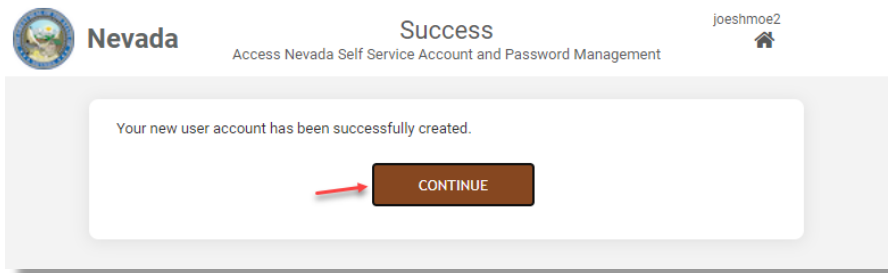
Multi-Factor Authentication Management

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

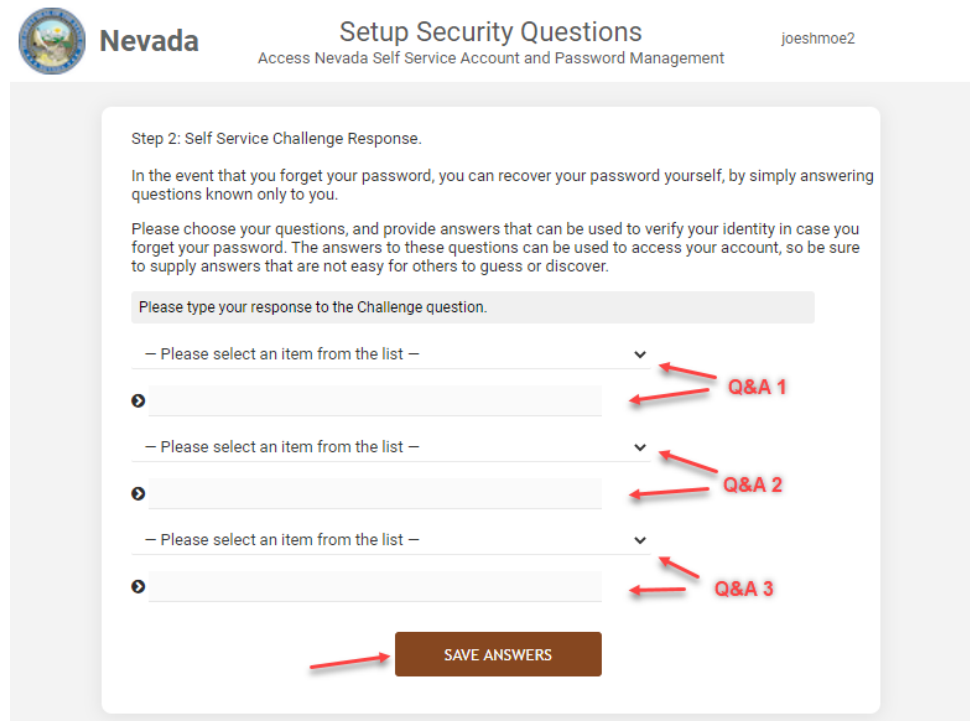
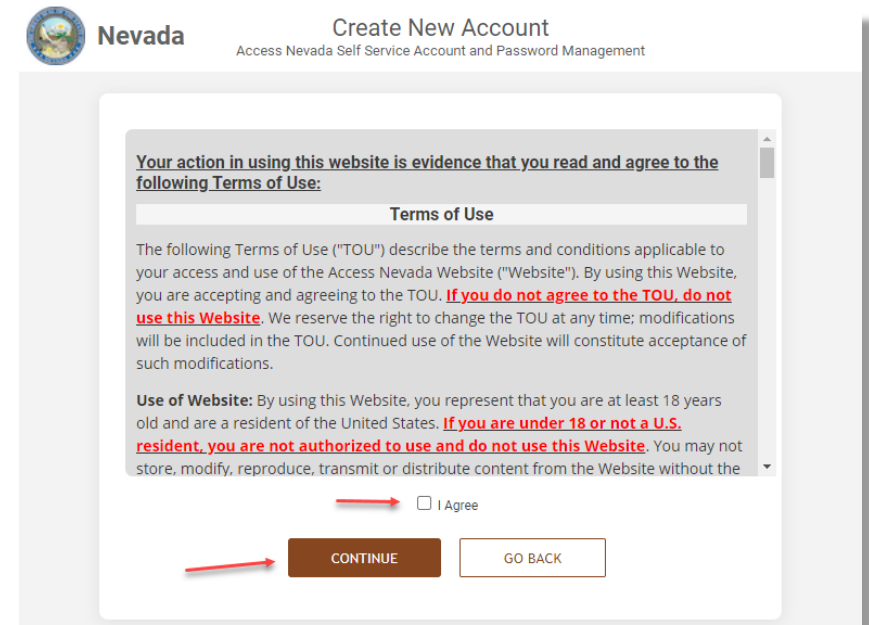


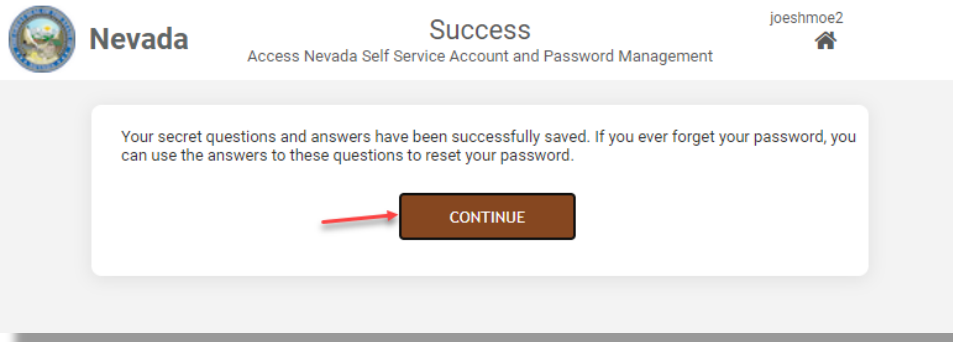
Step 6: Click the CONTINUE button. The “Setup Security Questions” page will display

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

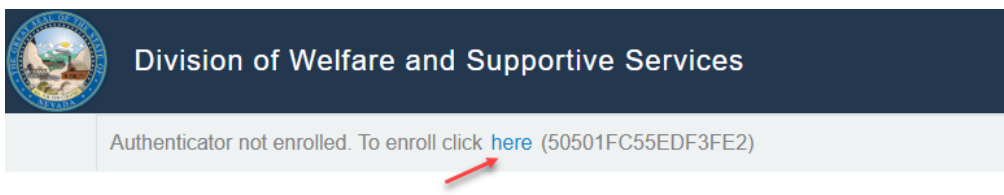
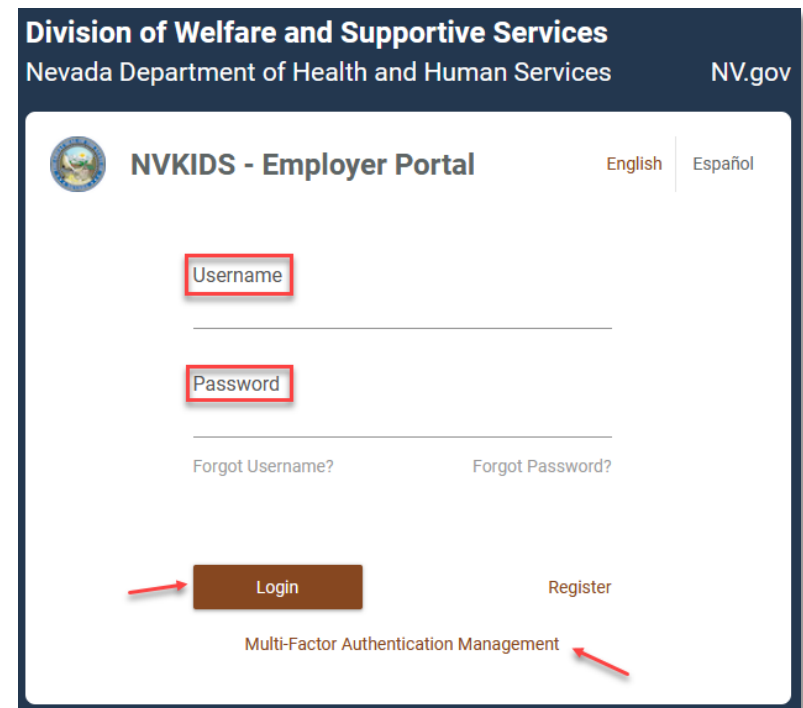
~~ Setup Multi-Factor Authentication (MFA) ~~

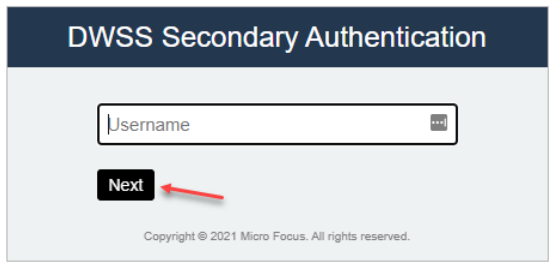
Step 1: Navigate to <http://dwss.nv.gov/apply/apply> and click either the "Child Support Employer Services Portal" link. The login page will display

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



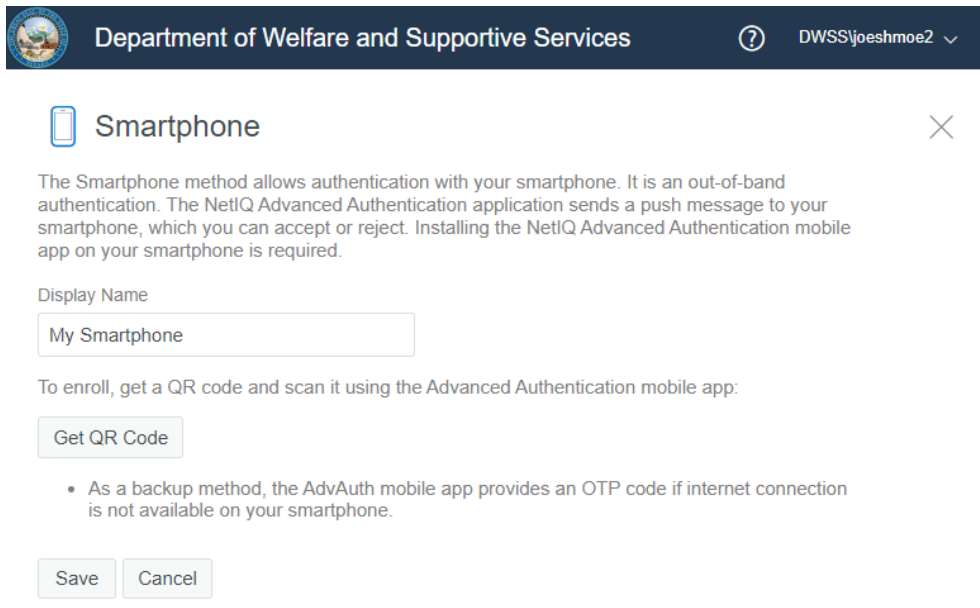
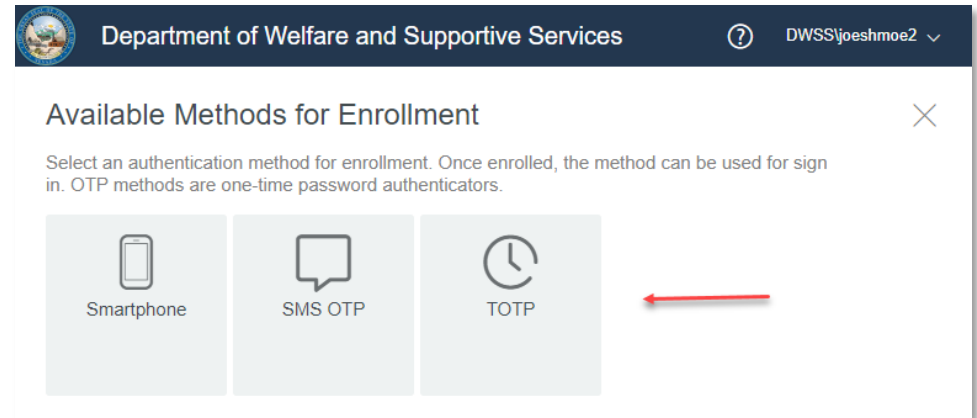
Step 8: Click the + Add button; the “Available Methods for Enrollment” page will display. You must configure at least one additional Authentication Method to access the Child Support Portals

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

The screenshot shows the 'SMS OTP' configuration page. At the top, it says 'Department of Welfare and Supportive Services' with a user ID 'DWSSjoeshmoe2'. The page title is 'SMS OTP'. Below the title, there is a description: '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 that, it says 'Your mobile phone unknown (from corporate directory)' and 'To override for this method, enter Override Mobile Phone'. There is an 'Override Mobile Phone' field which is currently empty. At the bottom, there are 'Save' and 'Cancel' buttons.

The screenshot shows the 'TOTP' configuration page. At the top, it says 'Department of Welfare and Supportive Services' with a user ID 'DWSSjoeshmoe2'. The page title is 'TOTP'. Below the title, there is a description: '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 that, it says 'Enroll this method using one of the following:'. There are 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.' Below the bullet points, there is a section titled 'OATH Token' with a scrollable area containing an 'OATH Token Serial Number' field and a 'One-time Password (OTP)' field. There is a 'Get QR Code' button. 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

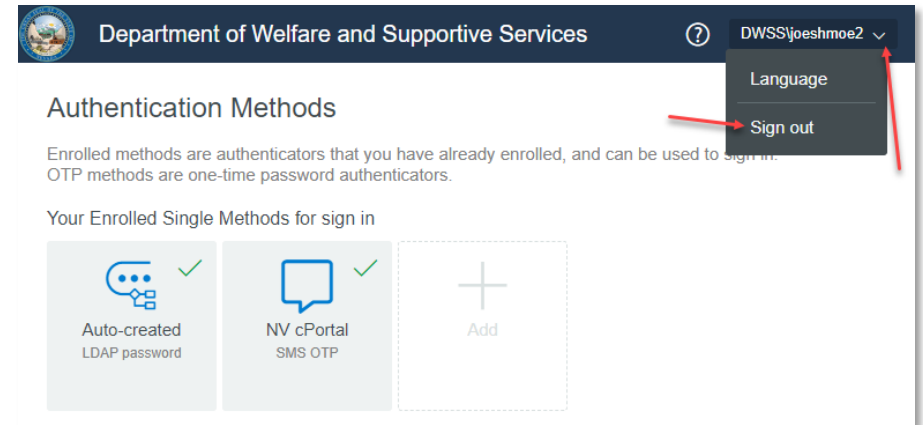
Step 9c-2: Enter the OATH Token Serial Number

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

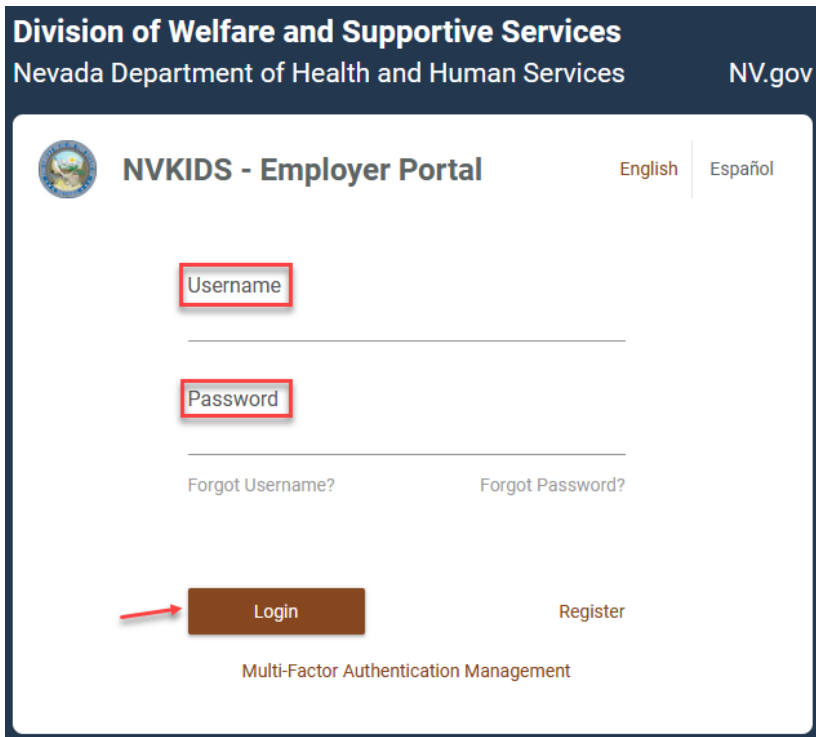
Step 9c-4: Once the smartphone app is downloaded, click the Get QR Code button to have a QR code display to then scan into the app for setup

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 ePortal ~~



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

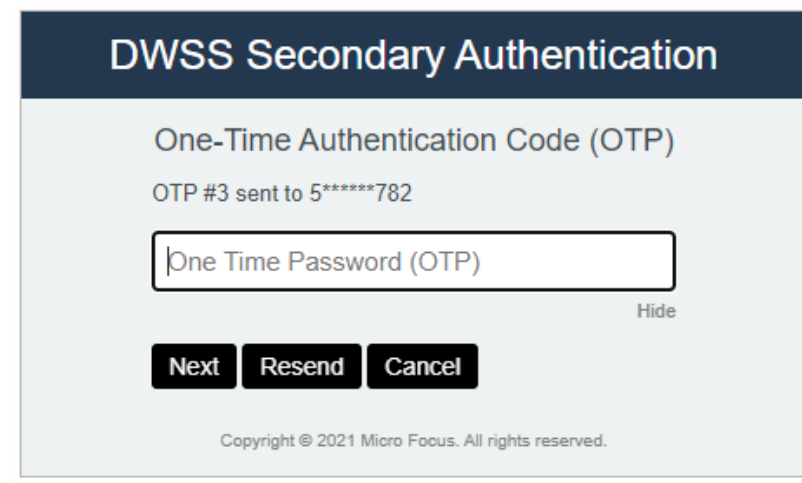
Step 1: Navigate to <http://dwss.nv.gov/apply/apply> and click either the “Child Support Employer Services Portal” link. The login page will display

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

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

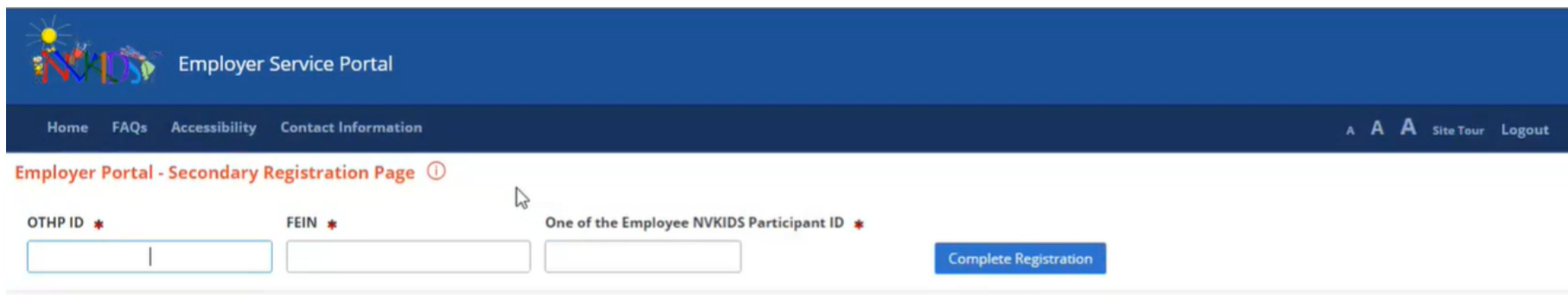
One-Time Authentication Code (OTP)

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

Hide

Next **Resend** **Cancel**

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Employer Service Portal

Home FAQs Accessibility Contact Information

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 Acces Nevada profile to you NVKIDS data and return to the "My Home" page

Employer Service Portal

11/01/2022 12:36:39 PM - Build 83 - Development

Home FAQs Accessibility Contact Information

Home > My Home

Activities awaiting response from you: Last login:

[Income Withholdings \(0\)](#)
Review and respond to Income Withholding Notices for your employees

[National Medical Support Notices \(0\)](#)
Review and respond to National Medical Support Notices for your employees

[Employment Verifications \(0\)](#)
Complete Employment Verification Notices online

Other activities you can do on this website

[Maintain Employee Information](#)
The Employer can click this hyperlink to update information about their employees.

[Update Company Information](#)
Update information about your company

Updates made after 5pm PST will not be viewable until after 9am PST the following business day.

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