


Oregon Employer Services Portal Registration Guide**Table of Contents**

<u>Overview</u>	Page 2
<u>Information Required for Registration</u>	Page 3
<u>Role of the Security Contact</u>	Page 3
<u>Helpful Hints</u>	Page 4
<u>Registering Your Company for an Account</u>	Page 5
<u>Registering for an Employer Account</u>	Page 6
<u>Registering for a Third Party Account</u>	Page 13
<u>Activating Your Oregon Employer Services Portal Account</u>	Page 18
<u>Employer adding a Third Party Company to their Oregon Employer Services Portal account</u>	Page 20
<u>Third Party accepts request to work on behalf of an Employer</u>	Page 24
<u>Reference Sheet for User Roles in an Employer Account</u>	Page 27
<u>Reference Sheet for User Roles in a Third Party Account</u>	Page 28

Note: Click any of the links shown above in the Table of Contents to view the separate sections of this document. To return to the Table of Contents, click the link on the right hand side of the section heading.

Note: Entry fields in the Portal registration screens that require special attention, codes, or buttons that are needed to advance are highlighted with a red box: 

Overview - Registration Guide for New Users of the Oregon Employer Service Portal ([Back to Table of Contents](#))

The Oregon Employer Services Portal (OESP) is a convenient, secure and easy way for Employers and their Third Party Companies to fulfill their legal requirements online. Upon successful registration, authorized Users will be able to:

- Update company/employee information
- Report new hires/terminations
- Receive and Respond to Income Withholding Orders
- Receive and Respond to National Medical Support Notices
- Submit Child Support Payments
- Respond to Verification of Employment Notices (coming soon)
- Initiate, accept and manage Employer-to-Third Party business relationships

OREGON EMPLOYER SERVICES PORTAL

The Oregon Employer Services Portal (OESP) is a convenient, secure and easy way for employers and their third party companies to manage child support obligations for the State of Oregon. To get started, you must have a Federal Employer Identification Number (FEIN) for your company. Upon successful registration, Users will be able to:

- Update company and employee information
- Report new hires and terminations
- Receive and respond to Income Withholding Orders
- Receive and respond to National Medical Support Notices
- Submit Child Support Payments
- Respond to Verification of Employment Notices (coming soon)

The [Employer Resources](#) section of our website includes additional information for employers.




User ID:

Login

[Forgot your User ID?](#)
[Forgot your Password?](#)

New Users Register

First Time user?
Be sure to read the [OESP User Guide](#)
[First Time User Registration Video \(3 min\)](#)

[Oregon Department of Justice](#) | [Child Support](#) | [Employer Resources](#) | [OESP User Guide](#)

For questions, contact **Employer Services** - phone: 866-907-2857 - email: OESP@doj.state.or.us
Oregon Department of Justice, Division of Child Support, Employer Services

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Oregon Employer Services Portal Users can utilize the features that meet the needs of their business. This Guide is designed to assist you with the registration process and describes the following:

- Information needed for registering your company
- Roles of Security Contact and Users
- Registering your company for an Employer Account
- Registering your company for a Third Party Account

Information Required For Registration ([Back to Table of Contents](#))

The first step in using this site is to register your company. You will need to provide the following:

- The Federal Employer Identification Number (FEIN) of the company that you are registering.

For additional information regarding a Federal Employer Identification Number (FEIN) go to the Federal IRS web site at the following address:

[http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-\(EINs\)](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-(EINs))

- The registered legal name of the company
- Name of the *Security Contact* to represent your company when registering and maintaining other Users. (See “Role of the Security Contact” below.)
- Contact information such as the main business address and phone number. When registering an *Employer Account*, you will also be asked to provide Income Withholding and Medical contact information.

Role of the Security Contact ([Back to Table of Contents](#))

The first person to register on behalf of a company will be assigned the role of Security Contact. A Security Contact is the person to represent your company when registering and maintaining other Users. There must be a minimum of one Security Contact for every OESP account. After initial registration, an unlimited number of Security Contacts may be added as necessary.

The Security Contact has the authorization to:

- Request additional Users to have access to online functions (including additional Security Contacts)
- Manage additional Users for the registered company
- Maintain all contact information for the registered company
- Perform all online functions (Payroll and Medical)
- Approve or Deny requests for a Third Party Company to work on behalf of an Employer

After the Security Contact receives notification that the account has been approved, they can request an unlimited amount of other Users to fulfill the following User roles:

- **Payroll:** The company representative assigned as a Payroll User is authorized to report employee new hires, terminations, Verification of Employment responses, view/respond to Income Withholding Orders and manage EFT (Electronic Funds Transfer) Payments*.
- **Medical:** The company representative assigned as a Medical User is authorized to report employee terminations and view/respond to National Medical Support Notices.
- **Payroll and Medical:** The company representative assigned as a Payroll and Medical User is authorized to report employee new hires, terminations, Verifications of Employment responses, view/respond to Income Withholding Orders and National Medical Support Notices and manage EFT Payments*.

*Any User of an Employer account who is authorized to manage EFT payments will have the ability to add or delete company bank accounts as well as submit EFT payments for child support. Users of a Third Party account will not have the ability to add or delete company bank accounts. Third Party Users that are authorized by an Employer to work in a Payroll role will be able to submit payments for child support on their behalf.

Helpful Hints ([Back to Table of Contents](#))

If you need help while using the Oregon Employer Services Portal, instructions may be displayed by clicking the [Help](#) link located in various sections of each page. Clicking the [Help](#) link will display additional information about an individual section of the page you are viewing.

Data entry fields have a limited number of characters that can be entered. Formatting information such as allowable field length and acceptable characters for a data entry field can be seen by clicking the [Help](#) link for the section of the page you are viewing.

You are required to enter data in fields marked with a **red asterisk**. *

If you log into the Oregon Employer Services Portal and are not actively working on the site, you are automatically logged out after 15 minutes. This is necessary for security purposes.

Frequently Asked Questions (FAQs) are located under the Employer Resources section and may be accessed by clicking the [FAQ](#) link which displays on the upper right corner of every Oregon Employer Services Portal page.

Registering Your Company for an Account ([Back to Table of Contents](#))

Once you are ready to register your company, click the *New Users Register* button.

The Oregon Employer Services Portal (OESP) is a convenient, secure and easy way for employers and their third party companies to manage child support obligations for the State of Oregon. To get started, you must have a Federal Employer Identification Number (FEIN) for your company. Upon successful registration, Users will be able to:

- Update company and employee information
- Report new hires and terminations
- Receive and respond to Income Withholding Orders
- Receive and respond to National Medical Support Notices
- Submit Child Support Payments
- Respond to Verification of Employment Notices (coming soon)

The [Employer Resources](#) section of our website includes additional information for employers.

First Time user?
Be sure to read the [OESP User Guide](#)
[First Time User Registration Video \(3 min\)](#)

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For questions, contact Employer Services - phone: 866-907-2857 - email: OESP@doj.state.or.us
Oregon Department of Justice, Division of Child Support, Employer Services

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After you have clicked the New Users Register button, you will be prompted to choose an Employer or Third Party account type.

****Only one Account Type may be selected at the time of registration.**

The option to register for an **Employer Account** means you are accessing the Oregon Employer Services Portal to obtain or provide information regarding your company and its employees. Please be aware if you are a **Third Party Company** or person such as a bookkeeper or payroll company registering an account on behalf of an Employer, the account will be denied. In order to do business in the Portal, an Employer must complete their own registration and accept their own Terms of Agreement.

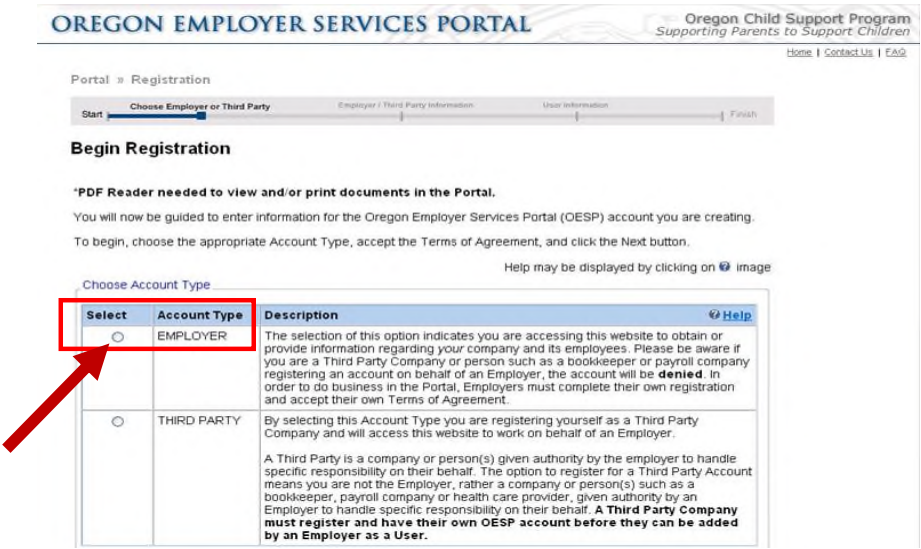
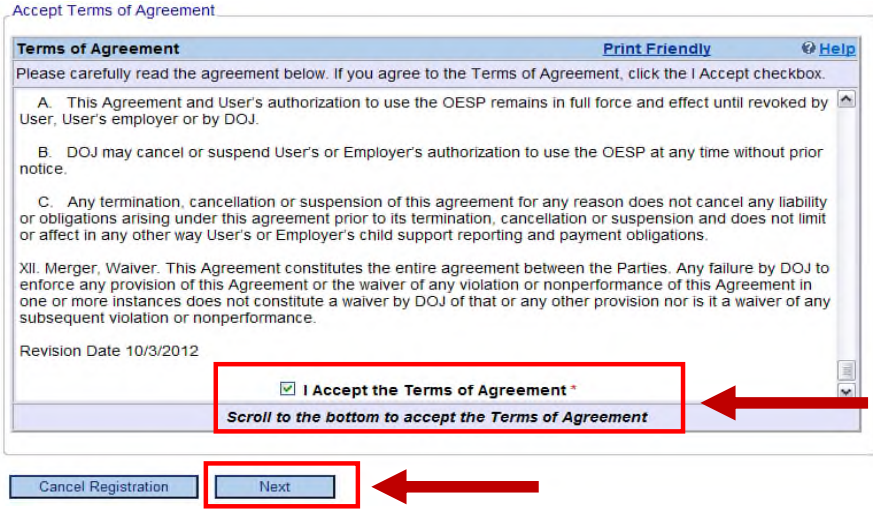
The option to register for a **Third Party Account** means you are not the Employer, rather a company or person (s) such as a bookkeeper, payroll company, or health care provider, given authority by an Employer to handle a specific responsibility on their behalf.

Please Note - It may be appropriate for a Third Party Company to register for both Account Types. See below for additional information on when this may apply:

- Registering an **Employer** account would allow the Third Party Company to manage child support obligations for employees working for their company.

- Registering a **Third Party** account would allow the Third Party Company to receive a request from another Employer to work on their behalf.

Registering for an Employer Account ([Back to Table of Contents](#))

<p>Step 1</p>	<p>Choose the Employer Account Type</p>  <p>The screenshot shows the 'Choose Account Type' section of the registration process. It features a table with two options: 'EMPLOYER' and 'THIRD PARTY'. The 'EMPLOYER' option is selected, indicated by a red box around the radio button and a red arrow pointing to it. The 'THIRD PARTY' option is also visible. The descriptions for both options are provided.</p>
<p>Step 2</p>	<p>Read the Terms and Conditions. Accept the Terms and Conditions by clicking the checkbox. Click the “Next” button shown below. Click “Next” to continue.</p>  <p>The screenshot shows the 'Accept Terms of Agreement' page. The 'Terms of Agreement' section is visible, including sections A, B, C, and XII. At the bottom, the checkbox 'I Accept the Terms of Agreement' is checked and highlighted with a red box. A red arrow points to the 'Next' button at the bottom of the page.</p>

Registering for an Employer Account (Continued)

<p>Step 3</p>	<p>Enter the Federal Employer Identification Number (FEIN) and then click the “Next” button.</p>				
	<p>OREGON EMPLOYER SERVICES PORTAL</p> <p>Oregon Child Support Program Supporting Parents to Support Children</p> <p>Home Contact Us FAQ</p> <p>Portal » Employer Registration</p> <p>Start Choose Employer or Third Party Employer Information User Information Finish</p> <p>Employer Registration</p> <p>Enter the Federal Employer Identification Number (FEIN) and click the Next button <input type="text" value="123456789"/></p> <table border="1"> <thead> <tr> <th>Account Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>EMPLOYER</td> <td>By selecting this Account Type you are accessing this website to obtain or provide information regarding your company and its employees.</td> </tr> </tbody> </table> <p><input type="button" value="Cancel"/> <input type="button" value="Previous"/> <input type="button" value="Next"/></p> <p>Oregon Department of Justice Child Support Employer Resources</p> <p>For questions, contact Employer Services - phone: 866-907-2857 - email: OESP@doj.state.or.us Oregon Department of Justice, Division of Child Support, Employer Services</p> <p>Home Contact Us FAQ Privacy Policy Terms of Agreement Security</p>	Account Type	Description	EMPLOYER	By selecting this Account Type you are accessing this website to obtain or provide information regarding your company and its employees.
Account Type	Description				
EMPLOYER	By selecting this Account Type you are accessing this website to obtain or provide information regarding your company and its employees.				
<p>Step 4</p>	<p>Complete the Employer Information section. The information entered here should reflect the main business information for your company.</p>				
	<p>OREGON EMPLOYER SERVICES PORTAL</p> <p>Oregon Child Support Program Supporting Parents to Support Children</p> <p>Home Contact Us FAQ</p> <p>Portal » Employer Registration</p> <p>Start Choose Employer or Third Party Employer Information User Information Finish</p> <p>Employer Registration</p> <p>Answer the questions below for the Employer you are registering and click the Next button.</p> <p>* Indicates required field</p> <p>Employer Information Help</p> <p>The address, phone and fax listed in this section should be the main business information for your company and where you wish to receive general correspondence and communication from the Oregon Child Support Program. Please Note: The address you entered in this section cannot be for a Third Party Company.</p> <p>FEIN:* <input type="text"/></p> <p>Registered Legal Name:* <input type="text"/></p> <p>Doing Business As: <input type="text"/></p> <p>Address:* <input type="text"/></p> <p>City:* <input type="text"/></p> <p>State:* <input type="text" value="Select"/></p> <p>Zip:* <input type="text"/> - <input type="text"/></p> <p>Business Phone:* <input type="text"/> Ext <input type="text"/> (ex:5034442222)</p> <p>Fax: <input type="text"/></p>				

Registering for an Employer Account (Continued)

<p>Step 5</p>	<p>Indicate whether you offer health care coverage through your company, state your preference for a Notice Delivery Method, the number of employees in your company, and whether your business is part of a Federally Recognized Tribe.</p> <div data-bbox="300 611 1401 929" style="border: 2px solid red; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;">Health Care Coverage?*</td> <td style="padding: 5px;">Do any employees and their dependents have access to one or more health care plans through your company or Union? <input type="text" value="Select"/></td> </tr> <tr> <td style="padding: 5px;">Notice Delivery Method?*</td> <td style="padding: 5px;">For Income Withholding Orders (IWO) and National Medical Support Notices (NMSN). An email will be sent to all authorized users when a notice(s) is delivered to the Portal. <input type="text" value="Online via Portal"/></td> </tr> <tr> <td style="padding: 5px;">Total Number of Employees?*</td> <td style="padding: 5px;"><input type="text" value="Select"/></td> </tr> <tr> <td style="padding: 5px;">Federal Recognized Tribe?*</td> <td style="padding: 5px;"><input type="text" value="Select"/></td> </tr> </table> </div>	Health Care Coverage?*	Do any employees and their dependents have access to one or more health care plans through your company or Union? <input type="text" value="Select"/>	Notice Delivery Method?*	For Income Withholding Orders (IWO) and National Medical Support Notices (NMSN). An email will be sent to all authorized users when a notice(s) is delivered to the Portal. <input type="text" value="Online via Portal"/>	Total Number of Employees?*	<input type="text" value="Select"/>	Federal Recognized Tribe?*	<input type="text" value="Select"/>												
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Total Number of Employees?*	<input type="text" value="Select"/>																				
Federal Recognized Tribe?*	<input type="text" value="Select"/>																				
<p>Step 6</p>	<p>Complete the Income Withholding Contact Information. (Note – if the address, phone and fax are the same as the main business information you have previously entered, click the “copy previous business information” checkbox to populate these fields.)</p> <div data-bbox="311 1111 1407 1615" style="border: 1px solid #ccc; padding: 5px;"> <p>Income Withholding Contact Information Help</p> <p>Your Income Withholding information should reflect the address where you wish to receive correspondence and the phone number of your primary contact. The Oregon Child Support Program still requires this information even if you select to receive notices online.</p> <div data-bbox="311 1227 1106 1615" style="border: 2px solid red; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Contact Name:</td> <td><input type="text"/></td> </tr> <tr> <td>Email:</td> <td><input type="text"/></td> </tr> <tr> <td>Re-enter Email:</td> <td><input type="text"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/> Copy previous business information</td> </tr> <tr> <td>Address:*</td> <td><input type="text"/></td> </tr> <tr> <td>City:*</td> <td><input type="text"/></td> </tr> <tr> <td>State:*</td> <td><input type="text" value="Select"/></td> </tr> <tr> <td>Zip:*</td> <td><input type="text"/> - <input type="text"/></td> </tr> <tr> <td>Business Phone:*</td> <td><input type="text"/> Ext <input type="text"/> (ex: 5034442222)</td> </tr> <tr> <td>Fax:</td> <td><input type="text"/></td> </tr> </table> </div> </div>	Contact Name:	<input type="text"/>	Email:	<input type="text"/>	Re-enter Email:	<input type="text"/>		<input type="checkbox"/> Copy previous business information	Address:*	<input type="text"/>	City:*	<input type="text"/>	State:*	<input type="text" value="Select"/>	Zip:*	<input type="text"/> - <input type="text"/>	Business Phone:*	<input type="text"/> Ext <input type="text"/> (ex: 5034442222)	Fax:	<input type="text"/>
Contact Name:	<input type="text"/>																				
Email:	<input type="text"/>																				
Re-enter Email:	<input type="text"/>																				
	<input type="checkbox"/> Copy previous business information																				
Address:*	<input type="text"/>																				
City:*	<input type="text"/>																				
State:*	<input type="text" value="Select"/>																				
Zip:*	<input type="text"/> - <input type="text"/>																				
Business Phone:*	<input type="text"/> Ext <input type="text"/> (ex: 5034442222)																				
Fax:	<input type="text"/>																				



Registering for an Employer Account (Continued)

Step 7

Complete the Medical Contact Information. (Note – if the address, phone and fax are the same as the main business information you entered, click the “copy previous business information” checkbox to populate these fields.) After all required items have been entered, click the “Next” button.

Medical Contact Information [Help](#)

Your National Medical Support Notice information should reflect the address where you wish to receive correspondence and the phone number of your primary contact. The Oregon Child Support Program still requires this information even if you do not offer health care coverage or choose to receive notices online.

Contact Name:

Email:

Re-enter Email:

Copy previous business information

Address:*

City:*

State:*

Zip:* -

Business Phone:* Ext (ex:5034442222)

Fax:

Step 8
(optional)

Clicking the “Add Another Employer” button allows a Security Contact to register more than one Employer. A maximum of five Employers can be added during the registration process. After the account is approved, an unlimited number of Employers can then be added. This function may be useful if you are the owner of multiple businesses and you wish to manage multiple Employer accounts while maintaining only one User ID and Password.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program
Supporting Parents to Support Children

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Portal » Employer Registration

Start Choose Employer or Third Party Employer Information User Information Finish

Employer Registration

Review the Employer information below.

To edit any information, click the Edit link of the Employer you wish to change.

To add another Employer to this registration, click the Add Another Employer button. [Help](#)

When you are done entering Employers, click the Next button to enter User information.


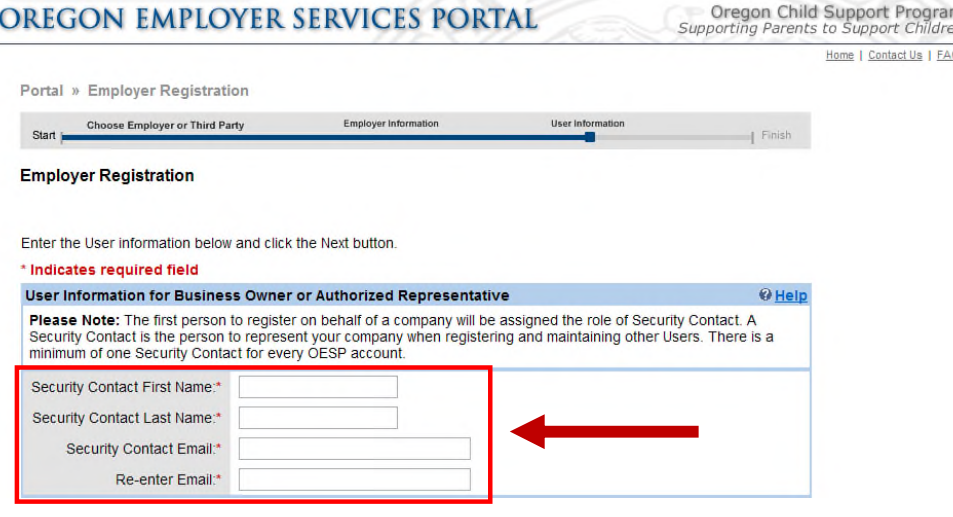
FEIN	Legal Name	DBA	CSPay Customer
Edit	123456789		

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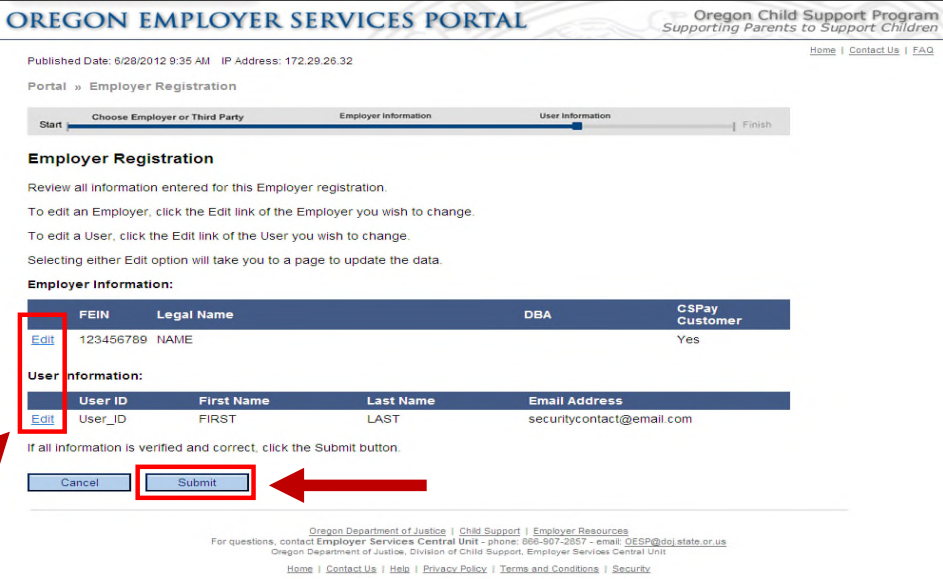

Registering for an Employer Account (Continued)

<p>Step 9</p>	<p>Review the Employer Registration Information. Click the “Next” button to continue.</p>  <p>The screenshot shows the 'Employer Registration' page. At the top, there is a progress bar with four steps: 'Start', 'Choose Employer or Third Party', 'Employer Information', and 'User Information'. The 'Employer Information' step is currently active. Below the progress bar, there is a table with the following data:</p> <table border="1"> <thead> <tr> <th>FEIN</th> <th>Legal Name</th> <th>DBA</th> <th>CSPay Customer</th> </tr> </thead> <tbody> <tr> <td>Edit 123456789</td> <td>NAME</td> <td></td> <td>Yes</td> </tr> </tbody> </table> <p>At the bottom of the page, there are three buttons: 'Cancel', 'Add Another Employer', and 'Next'. The 'Next' button is highlighted with a red box, and a red arrow points to it from the right.</p>	FEIN	Legal Name	DBA	CSPay Customer	Edit 123456789	NAME		Yes
FEIN	Legal Name	DBA	CSPay Customer						
Edit 123456789	NAME		Yes						
<p>Step 10</p>	<p>Security Contact Information – First Name, Last Name, Email Address. For security purposes, only one unique email address will be allowed for each account type (i.e. Employer and Third Party).</p>  <p>The screenshot shows the 'User Information' step of the registration process. It includes a 'Please Note' section and a form with the following fields:</p> <ul style="list-style-type: none"> Security Contact First Name:* Security Contact Last Name:* Security Contact Email:* Re-enter Email:* <p>The input fields for 'Security Contact First Name', 'Security Contact Last Name', 'Security Contact Email', and 'Re-enter Email' are highlighted with a red box, and a red arrow points to them from the right.</p>								

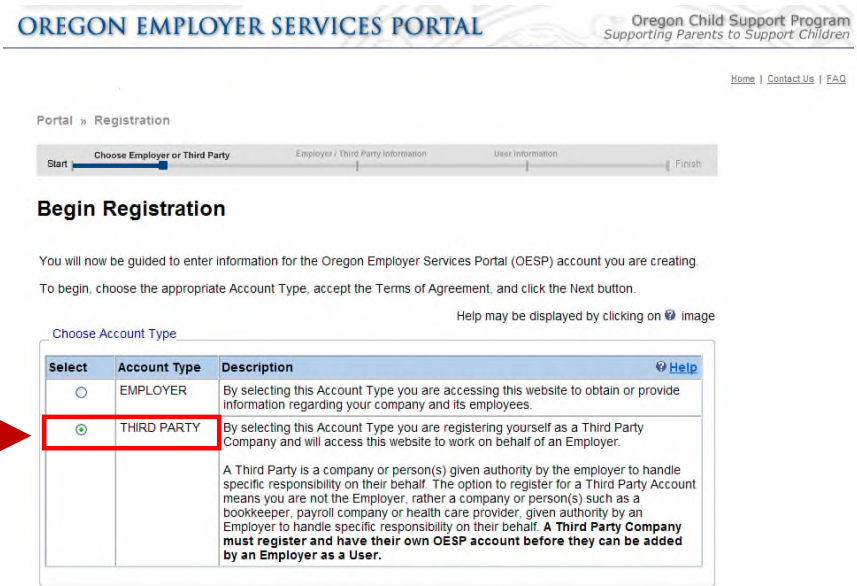
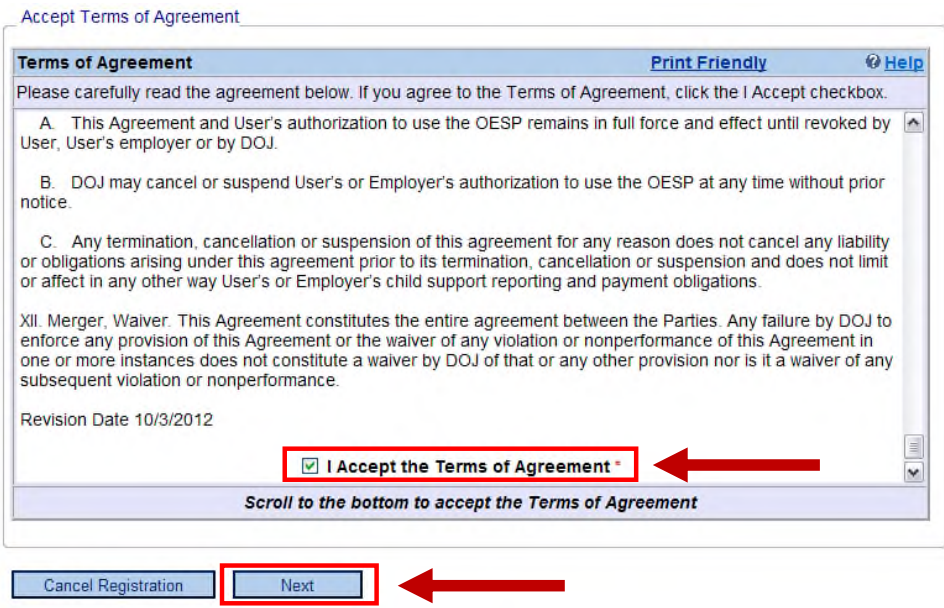
Registering for an Employer Account (Continued)

<p>Step 11</p>	<p>Choose your User ID and password. Pick a User ID that you can remember. Choose a password that no one else will be able to guess. Keep this password in a safe place and do not share it with anyone.</p> <div data-bbox="379 645 1353 965"> <p>Login Requirements</p> <p>User ID Requirements:</p> <ol style="list-style-type: none"> Your User ID must be 6 - 10 characters. You may use numbers, letters, and special characters. The special characters hyphen, period, or underscore are optional and may not be placed at the beginning or end of the ID. <p>Password Requirements:</p> <ol style="list-style-type: none"> Must be 14 - 40 characters. Case sensitive. Use numbers and letters (at least 1 alpha and 1 numeric, e.g. 123456#z). May use special characters (optional). Cannot be same as User ID. Cannot reuse last four passwords. <p>Login Information for Security Contact</p> <p>User ID:* <input type="text"/></p> <p>Password:* <input type="password"/></p> <p>Re-enter Password:* <input type="password"/></p> <p>Help</p> </div>
<p>Step 12</p>	<p>Select Security Questions 1-3 and provide unique answers for each question.</p> <div data-bbox="367 1070 1353 1326"> <p>Security Questions / Answers</p> <p>First Security Question:* <input type="text" value="Select First Security Question"/></p> <p>Security Answer 1:* <input type="text"/></p> <p>Second Security Question:* <input type="text" value="Select Second Security Question"/></p> <p>Security Answer 2:* <input type="text"/></p> <p>Third Security Question:* <input type="text" value="Select Third Security Question"/></p> <p>Security Answer 3:* <input type="text"/></p> <p>Help</p> </div>
<p>Step 13</p>	<p>Choose a SiteKey image and enter a name for the image you selected. Click the “Next” button to continue.</p> <div data-bbox="379 1473 1353 1809"> <p>SiteKey for Security Contact</p> <p>Select a SiteKey image and enter a name for the image you selected. The SiteKey image and name will help you know that you are at a valid Oregon Employer Services Portal (OESP) website. You will be shown your SiteKey before you enter your password when logging onto this website.</p> <p>SiteKey Image:* <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>SiteKey Name:* <input type="text"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Reset"/> <input type="button" value="Next"/></p> <p>Help</p> </div>

Registering for an Employer Account (Continued)

<p>Step 14</p>	<p>Review Registration Information. Click the “Edit” button to make any Employer or User edits. Click the “Submit” button if information is correct.</p>  <p>Employer Information:</p> <table border="1"> <thead> <tr> <th>FEIN</th> <th>Legal Name</th> <th>DBA</th> <th>CSPay Customer</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>NAME</td> <td></td> <td>Yes</td> </tr> </tbody> </table> <p>User Information:</p> <table border="1"> <thead> <tr> <th>User ID</th> <th>First Name</th> <th>Last Name</th> <th>Email Address</th> </tr> </thead> <tbody> <tr> <td>User_ID</td> <td>FIRST</td> <td>LAST</td> <td>securitycontact@email.com</td> </tr> </tbody> </table> <p>If all information is verified and correct, click the Submit button.</p> <p>Buttons: <input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>	FEIN	Legal Name	DBA	CSPay Customer	123456789	NAME		Yes	User ID	First Name	Last Name	Email Address	User_ID	FIRST	LAST	securitycontact@email.com
FEIN	Legal Name	DBA	CSPay Customer														
123456789	NAME		Yes														
User ID	First Name	Last Name	Email Address														
User_ID	FIRST	LAST	securitycontact@email.com														
<p>Step 15</p>	<p>Your Employer Registration is complete. An Activation Code will be sent to your email address in 2-5 business days.</p>  <p>Employer Registration Complete</p> <p>Thank you for registering.</p> <p>You will be able to login to the Oregon Employer Services Portal (OESP) after your request has been approved.</p> <p>When the Oregon Child Support Program approves your request, you will be notified by email with an activation code in approximately 2-5 business days.</p> <p>If you do not receive an email in response to your registration, please check your spam folder.</p> <p>For additional assistance, questions or concerns contact: Employer Services at 1-866-907-2857 (8 AM - 5 PM Monday – Friday) OESP@doj.state.or.us</p> <p><input type="button" value="Go to Login"/></p>																

Registering for a Third Party Account ([Back to Table of Contents](#))

<p>Step 1</p>	<p>Choose the Third Party Account Type</p>  <p>The screenshot shows the 'Begin Registration' page with a progress bar at the top. The 'Choose Account Type' section contains a table with two options: 'EMPLOYER' and 'THIRD PARTY'. The 'THIRD PARTY' option is selected with a radio button and highlighted with a red box. A red arrow points from the left margin to this box. The description for 'THIRD PARTY' states: 'By selecting this Account Type you are registering yourself as a Third Party Company and will access this website to work on behalf of an Employer. A Third Party is a company or person(s) given authority by the employer to handle specific responsibility on their behalf. The option to register for a Third Party Account means you are not the Employer, rather a company or person(s) such as a bookkeeper, payroll company or health care provider, given authority by an Employer to handle specific responsibility on their behalf. A Third Party Company must register and have their own OESP account before they can be added by an Employer as a User.</p>
<p>Step 2</p>	<p>Read the Terms and Conditions. Accept the Terms and Conditions by clicking the checkbox. Click the “Next” button to continue.</p>  <p>The screenshot shows the 'Accept Terms of Agreement' dialog box. It contains the text: 'Please carefully read the agreement below. If you agree to the Terms of Agreement, click the I Accept checkbox.' Below this are three paragraphs (A, B, C) and a section XII titled 'Merger, Waiver'. At the bottom of the dialog box, the checkbox 'I Accept the Terms of Agreement *' is checked and highlighted with a red box. A red arrow points from the right margin to this checkbox. Below the dialog box, there are two buttons: 'Cancel Registration' and 'Next'. The 'Next' button is highlighted with a red box, and a red arrow points from the right margin to it.</p>

Registering for a Third Party Account (Continued)

Step 3 Enter your Federal Employer Identification Number (FEIN) and then click the “Next” button.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program
Supporting Parents to Support Children

Home | Contact Us | FAQ

Portal » Third Party Registration

Start Choose Employer or Third Party Third Party Information User Information Finish

Third Party Registration

Enter the Federal Employer Identification Number (FEIN) and click the Next button

Account Type	Description	Help
THIRD PARTY	By selecting this Account Type you are registering yourself as a Third Party Company and will access this website to work on behalf of an Employer. A Third Party is a company or person(s) given authority by the employer to handle specific responsibility on their behalf. The option to register for a Third Party Account means you are not the Employer, rather a company or person(s) such as a bookkeeper, payroll company or health care provider, given authority by an Employer to handle specific responsibility on their behalf. A Third Party Company must register and have their own OESP account before they can be added by an Employer as a User.	

Cancel Previous **Next**

Oregon Department of Justice | Child Support | Employer Resources

For questions, contact Employer Services - phone: 866-907-2857 - email: OESP@doj.state.or.us
Oregon Department of Justice, Division of Child Support, Employer Services

Home | Contact Us | FAQ | Privacy Policy | Terms of Agreement | Security

Step 4 Complete the Third Party Company Information section. The information entered here should reflect the main business information for your company.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program
Supporting Parents to Support Children

Home | Contact Us | FAQ

Portal » Third Party Registration

Start Choose Employer or Third Party Third Party Information User Information Finish

Third Party Registration

Enter information below for the Third Party Company you are registering and click the Next button.

* Indicates required field

Third Party Company Information Help

Your address should be the main business address for your company and where you wish to receive general correspondence from the Oregon Child Support Program.

FEIN:

Registered Legal Name:*

Doing Business As:

Address:*

City:*

State:*

Zip:* -


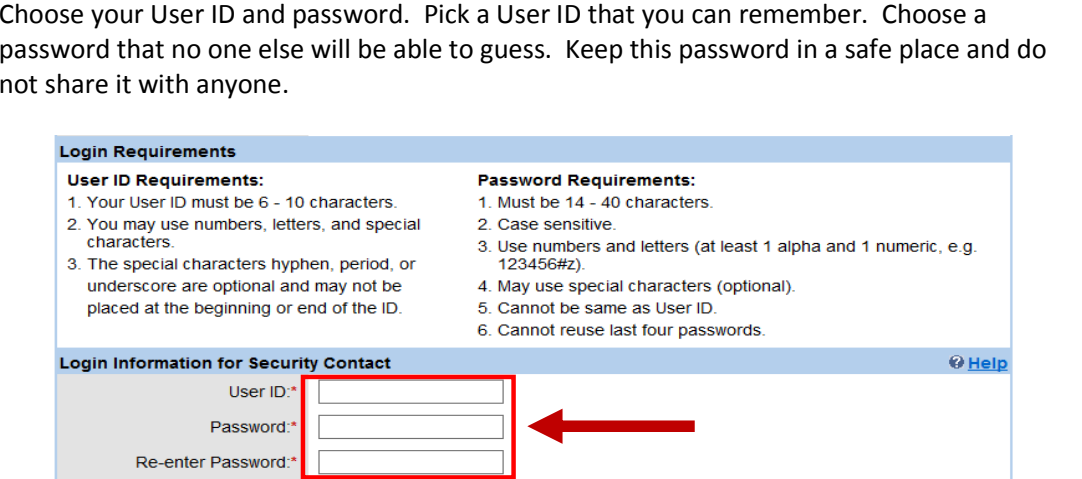
Business Phone:* Ext (ex:5034442222)

Fax:

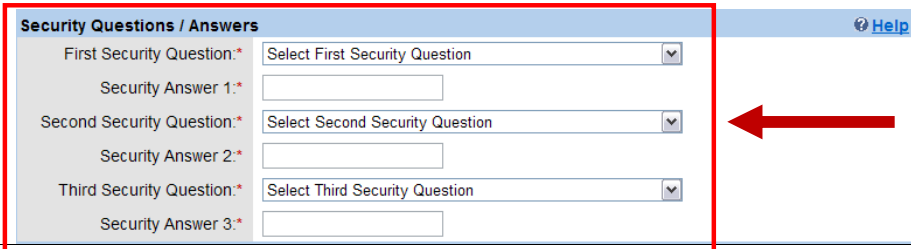
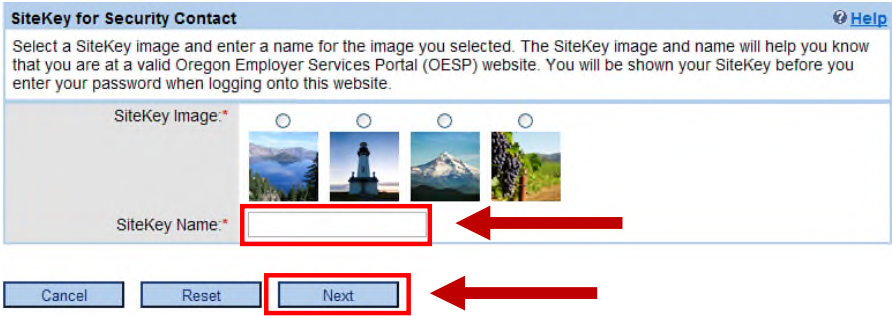
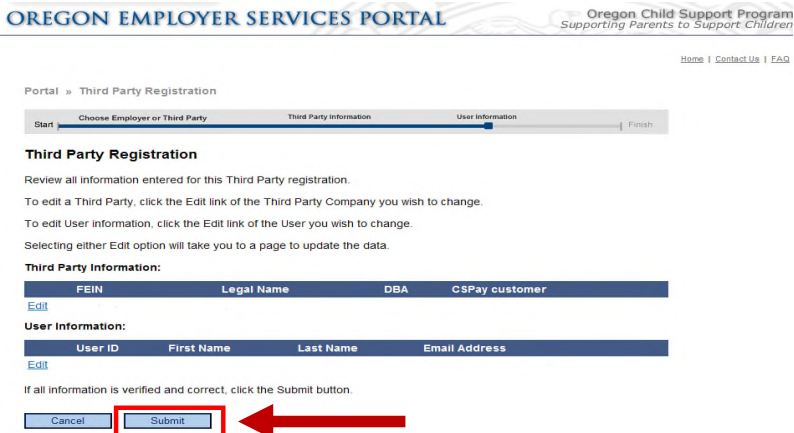
Current CSPay Customer?*

Cancel Next

Registering for a Third Party Account (Continued)

<p>Step 5</p>	<p>Security Contact Information – First Name, Last Name, Email Address. For security purposes, only one unique email address will be allowed for each account type (i.e. Employer and Third Party).</p>
	 <p>OREGON EMPLOYER SERVICES PORTAL</p> <p>Oregon Child Support Program Supporting Parents to Support Children</p> <p>Home Contact Us FAQ</p> <p>Portal » Third Party Registration</p> <p>Start Choose Employer or Third Party Third Party Information User Information Finish</p> <p>Third Party Registration</p> <p>Enter the User information below and click the Next button.</p> <p>* Indicates required field</p> <p>User Information for Business Owner or Authorized Representative Help</p> <p>The first person to register on behalf of a company will be assigned the role of Security Contact. A security contact is the person to represent your company when registering and maintaining other Users. There is a minimum of one Security Contact for every OESP account.</p> <p>Security Contact First Name:* <input type="text"/></p> <p>Security Contact Last Name:* <input type="text"/></p> <p>Security Contact Email:* <input type="text"/></p> <p>Re-enter Email:* <input type="text"/></p>
<p>Step 6</p>	<p>Choose your User ID and password. Pick a User ID that you can remember. Choose a password that no one else will be able to guess. Keep this password in a safe place and do not share it with anyone.</p>  <p>Login Requirements</p> <p>User ID Requirements:</p> <ol style="list-style-type: none"> 1. Your User ID must be 6 - 10 characters. 2. You may use numbers, letters, and special characters. 3. The special characters hyphen, period, or underscore are optional and may not be placed at the beginning or end of the ID. <p>Password Requirements:</p> <ol style="list-style-type: none"> 1. Must be 14 - 40 characters. 2. Case sensitive. 3. Use numbers and letters (at least 1 alpha and 1 numeric, e.g. 123456#z). 4. May use special characters (optional). 5. Cannot be same as User ID. 6. Cannot reuse last four passwords. <p>Login Information for Security Contact Help</p> <p>User ID:* <input type="text"/></p> <p>Password:* <input type="password"/></p> <p>Re-enter Password:* <input type="password"/></p>

Registering for a Third Party Account (Continued)

<p>Step 7</p>	<p>Select Security Questions 1-3 and provide unique answers for each question.</p> 
<p>Step 8</p>	<p>Choose a SiteKey image and enter a name for the image you selected. Click the “Next” button to continue.</p> 
<p>Step 9</p>	<p>Review Registration Information. Click the “Edit” button to make any Third Party or User edits. Click the “Submit” button if the information entered is correct.</p> 

Registering for a Third Party Account (Continued)

Step 10	Your Third Party Registration is complete. An Activation Code will be sent to your email address in 2-5 business days.
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OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program
Supporting Parents to Support Children

[Home](#) | [Contact Us](#) | [FAQ](#)

Portal » Third Party Registration

Start Choose Employer or Third Party Third Party Information User Information Finish

Third Party Registration

Thank you for registering.

You will be able to login to the Oregon Employer Services Portal (OESP) after your request has been approved.

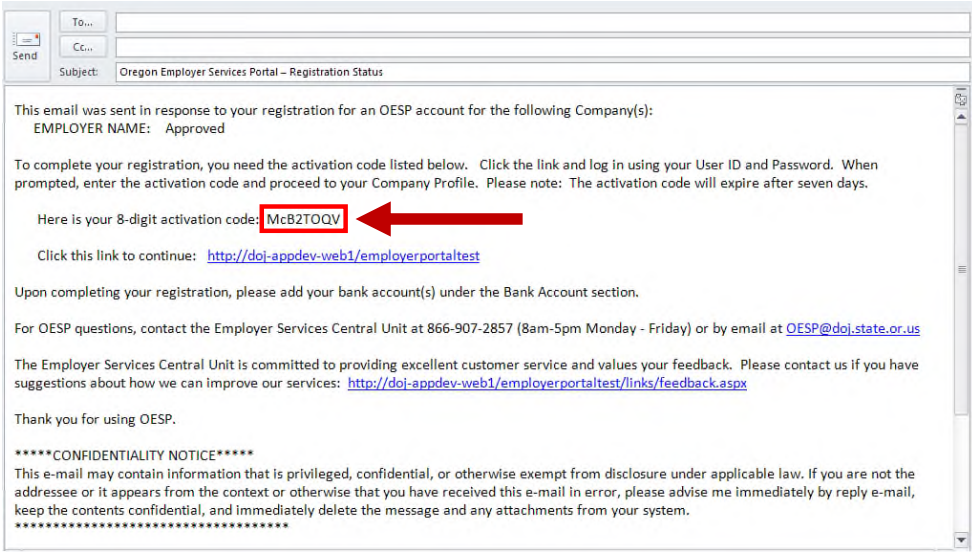
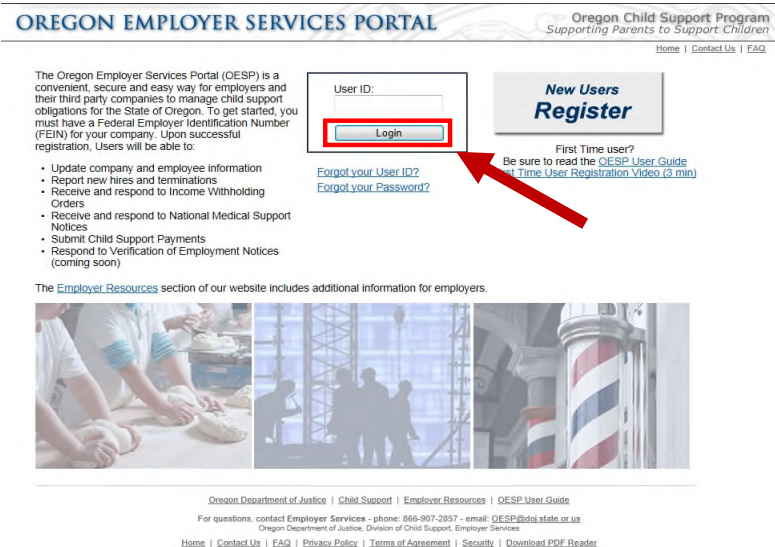
When the Oregon Child Support Program approves your request, you will be notified by email with an activation code in approximately 2-5 business days.

If you do not receive an email in response to your registration, please check your spam folder.


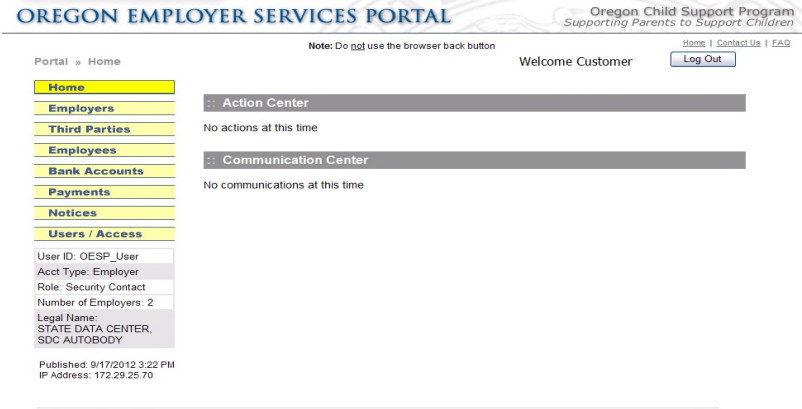
For additional assistance, questions or concerns contact:
Employer Services at 1-866-907-2857 (8 AM - 5 PM Monday – Friday)
OESP@doj.state.or.us

[Go to Login](#)

Activating Your Oregon Employer Services Portal Account ([Back to Table of Contents](#))

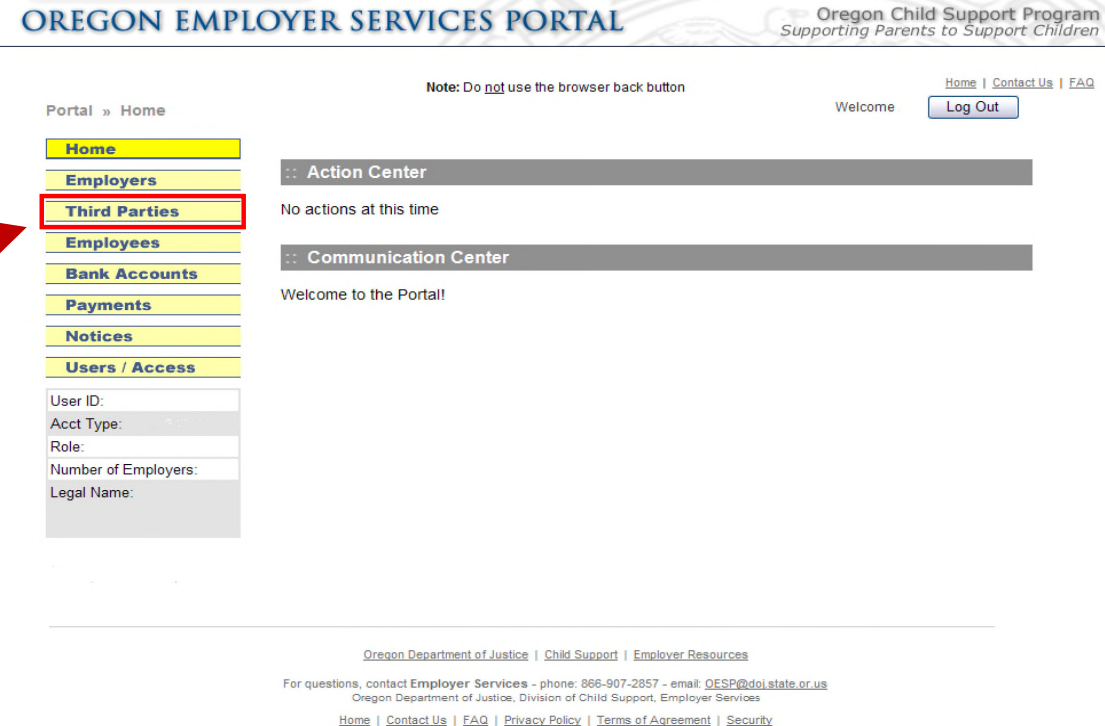
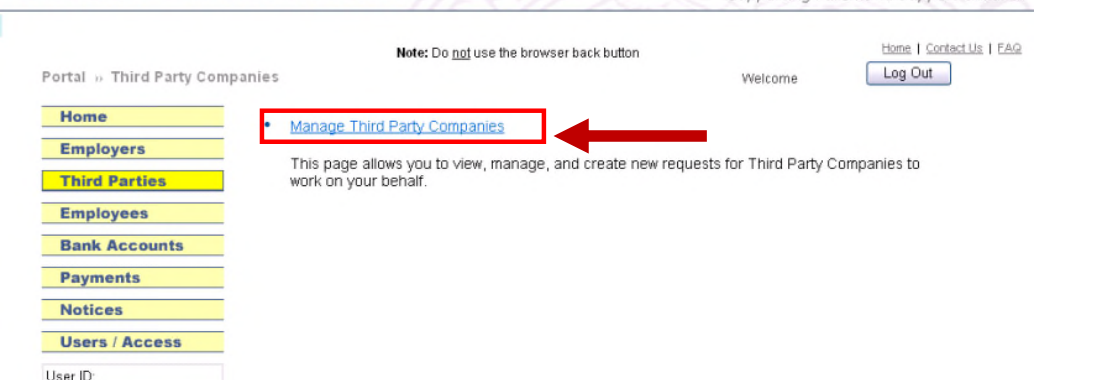
<p>Step 1</p>	<p>Upon successful registration, an Activation Code will be sent to your email address in 2-5 business days. Shown below is an example of the email sent to a Security Contact who completed the Oregon Employer Services Portal registration.</p> 
<p>Step 2</p>	<p>Click the link provided in the email. This will direct you to the main Oregon Employer Services Portal home page. From there you will need to enter the User ID and Password you created during the registration process.</p> 

Activating Your Oregon Employer Services Portal Account (Continued)

<p>Step 3</p>	<p>After successfully entering your User ID and Password, you will be prompted to enter the Activation Code provided to you via email.</p> 
<p>Step 4</p>	<p>After entering the Activation Code and clicking the Submit Button, you will proceed to the Oregon Employer Services Portal home page as shown below. Your Oregon Employer Services Portal account is now up and running!</p> 

Employer adding a Third Party Company to their Oregon Employer Services Portal account

[\(Back to Table of Contents\)](#)

Step 1	<p>After an employer logs into their account, the Oregon Employer Services Portal home page will appear (as shown below). Click the Third Parties tab found on the left hand menu.</p>
	 <p>The screenshot shows the Oregon Employer Services Portal home page. At the top, there is a header with the portal name and the Oregon Child Support Program logo. Below the header, there is a navigation bar with links for Home, Contact Us, and FAQ. The main content area is divided into two columns. On the left, there is a vertical menu with tabs for Home, Employers, Third Parties, Employees, Bank Accounts, Payments, Notices, and Users / Access. The 'Third Parties' tab is highlighted with a red box, and a red arrow points to it. On the right, there is a 'Welcome' message and a 'Log Out' button. Below the navigation bar, there is a 'Note: Do not use the browser back button' and a 'Welcome' message. The main content area is divided into two sections: 'Action Center' and 'Communication Center'. The 'Action Center' section shows 'No actions at this time'. The 'Communication Center' section shows 'Welcome to the Portal!'. At the bottom of the page, there is a footer with contact information and links for Home, Contact Us, FAQ, Privacy Policy, Terms of Agreement, and Security.</p>
Step 2	<p>Then click the “Manage Third Party Companies” link.</p>
	 <p>The screenshot shows the Oregon Employer Services Portal 'Third Party Companies' page. At the top, there is a header with the portal name and the Oregon Child Support Program logo. Below the header, there is a navigation bar with links for Home, Contact Us, and FAQ. The main content area is divided into two columns. On the left, there is a vertical menu with tabs for Home, Employers, Third Parties, Employees, Bank Accounts, Payments, Notices, and Users / Access. The 'Third Parties' tab is highlighted with a red box, and a red arrow points to it. On the right, there is a 'Welcome' message and a 'Log Out' button. Below the navigation bar, there is a 'Note: Do not use the browser back button' and a 'Welcome' message. The main content area is divided into two sections: 'Manage Third Party Companies' and a description of the page. The 'Manage Third Party Companies' link is highlighted with a red box, and a red arrow points to it. The description of the page says: 'This page allows you to view, manage, and create new requests for Third Party Companies to work on your behalf.'</p>

Employer adding a Third Party Company to their Oregon Employer Services Portal account (Continued)

Step 3 Click the “Request New Third Party” button.

The screenshot shows the 'Manage Third Party Companies' page. On the left is a navigation menu with 'Third Parties' highlighted. The main content area contains a message: 'There are no Third Party Companies authorized to work on your behalf. To send a request, click the 'Request New Third Party' button.' The 'Request New Third Party' button is highlighted with a red box, and a red arrow points to it from the right.

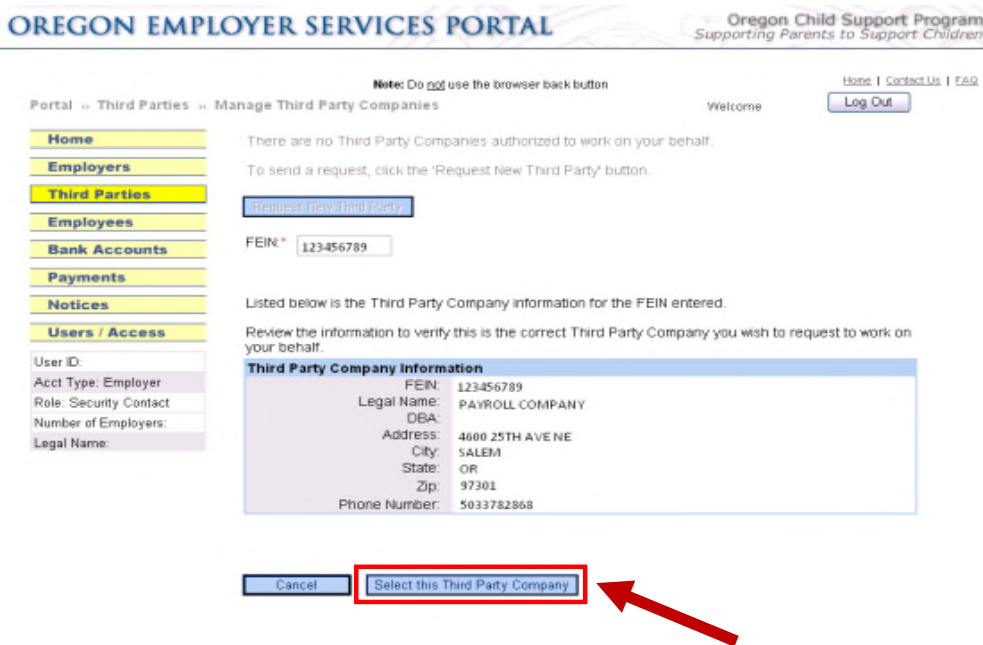
Step 4 Enter the Federal Employer Identification Number (FEIN) for the Third Party Company you are requesting to work on your behalf. Then, click the Submit button.

Note: if you receive an error message after submitting the FEIN, it may be the FEIN was entered incorrectly, or the Third Party Company has not registered their Oregon Employer Services Portal account. If the Third Party Company has not registered, contact them and request they do so. You will not be able to send them a request until they have completed their Third Party Company registration *and* the account is approved.

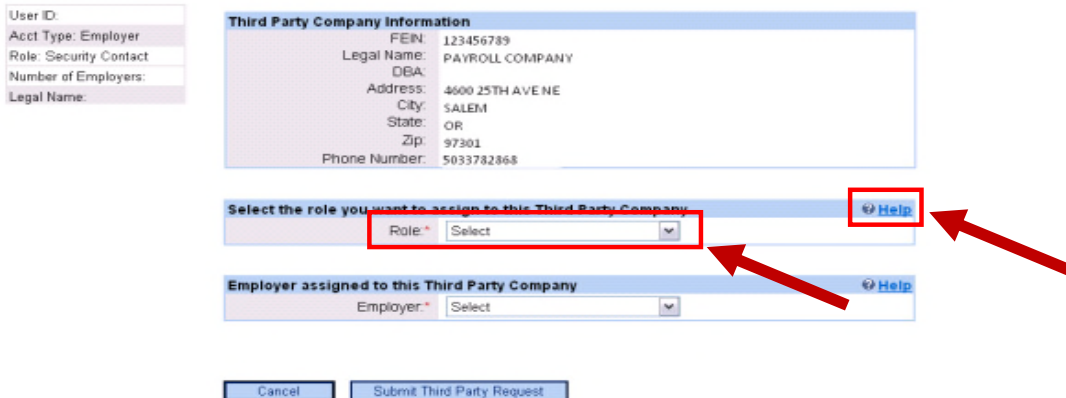
The screenshot shows the 'Manage Third Party Companies' page with the 'Request New Third Party' button clicked. Below the button is a text input field labeled 'FEIN: *' which is highlighted with a red box. A red arrow points to this field from the right. Below the input field are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red box, and a red arrow points to it from the right. The left navigation menu is visible, and the user's role is identified as 'Security Contact'.

Employer adding a Third Party Company to their Oregon Employer Services Portal account (Continued)

Step 5 A summary of the Third Party Company information will display. Review the information to verify it is the correct Third Party Company you wish to request to work on your behalf. If the information is correct, click the “Select this Third Party Company” button.



Step 6 Select the role you want to assign to the Third Party Company. The available roles are Payroll, Medical or Payroll and Medical. For definitions on each role and their level of access, click the [Help](#) icon in the upper right hand corner of the role section.



Employer adding a Third Party Company to their Oregon Employer Services Portal account (Continued)

Step 7 Select the employer you want to assign to the Third Party Company, and then click the “Submit Third Party Request” button.
Note: if your portal account has more than one employer, separate requests must be sent for each employer to the Third Party Company for them to work on your behalf.

User ID:
Acct Type: Employer
Role: Security Contact
Number of Employers:
Legal Name:

Third Party Company Information
FEIN: 123456789
Legal Name: PAYROLL COMPANY
DBA:
Address: 4600 25TH AVENUE
City: SALEM
State: OR
Zip: 97301
Phone Number: 5033782868

Select the role you want to assign to this Third Party Company [Help](#)
Role:* Select

Employer assigned to this Third Party Company [Help](#)
Employer:* Select

Cancel Submit Third Party Request

Step 8 An email for each employer will be sent to the Third Party Company showing your request to have them work on your behalf. After the Third Party Company accepts the request, you will receive an email and the status on the grid view will show as “Approved”.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program
Supporting Parents to Support Children

Portal » Third Parties » Manage Third Party Companies Home | Contact Us | FAQ Log Out

Note: Do not use the browser back button

Welcome

- Home
- Employers
- Third Parties
- Employees
- Bank Accounts
- Payments
- Notices
- Users / Access

User ID:
Acct Type: Employer
Role: Security Contact
Number of Employers:
Legal Name:

Listed below are requests for a Third Party Company to work on your behalf.
Click the View/Edit link to view or edit the Third Party Company request. [Help](#)
Click the Delete link to remove the Third Party Company request.
Click the Request New Third Party button to add a Third Party to an existing employer.

Click a column heading to sort information

Employer	Third Party	Initiated By	Role	Status
View/Edit Delete EMPLOYER	PAYROLL COMPANY	USER	Payroll and Medical	Initiated

[Request New Third Party](#)

Your request has been sent to the Third Party Company.

Third Party Company accepts request to work on behalf of an Employer ([Back to Table of Contents](#))

Step 1 After a third party logs into their account, the Oregon Employer Services Portal home page will appear (as shown below). A message will show in the Action Center that you have a pending request from an employer. To respond to the request, you can either click the “act now” button in the action center, or the Employers tab found on the left hand menu.

OREGON EMPLOYER SERVICES PORTAL

Oregon Child Support Program
Supporting Parents to Support Children

Portal » Home

Note: Do not use the browser back button

Welcome

Home | Contact Us | FAQ

Log Out

Home

Employers

Third Parties

Employees

Bank Accounts

Payments

Notices

Users / Access

User ID:

Acct Type: Third Party

Role: Security Contact

Number of Employers: n/a

Legal Name:

Action Center

Important: You have time-sensitive items that need your attention.

Request From Employer: You have a pending request to work on behalf of an employer

act now

Communication Center

Welcome to the Portal! Thank you for participating!!
If you have any questions, please contact Employer Services.

***PDF Reader needed to view and/or print documents in the Portal.**

Oregon Department of Justice | Child Support | Employer Resources | OESP User Guide

For questions, contact Employer Services - phone: 866-907-2957 - email: OESP@dcj.state.or.us
Oregon Department of Justice, Division of Child Support, Employer Services

Home | Contact Us | FAQ | Privacy Policy | Terms of Agreement | Security | Download PDF Reader

Step 2 Then click the “Manage Requests from Employer” link.

OREGON EMPLOYER SERVICES PORTAL

Oregon Child Support Program
Supporting Parents to Support Children

Portal » Employers

Note: Do not use the browser back button

Welcome

Home | Contact Us | FAQ

Log Out

Home

Employers

Third Parties

Employees

Bank Accounts

Payments

Notices

Users / Access

User ID:

Acct Type: Third Party

Role: Security Contact

Number of Employers: n/a

Legal Name:

Manage Requests from Employers

This page allows you to view, manage, and respond to Employers who have requested you to perform work on their behalf.

Third Party Company accepts request to work on behalf of an Employer (Continued)

Step 3 Click the “View/Edit” link to view and accept the request from an Employer.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program Supporting Parents to Support Children

Note: Do not use the browser back button Home | Contact Us | FAQ Log Out

Portal » Employers » Manage Requests from Employers Welcome

Listed below are requests from an Employer for your Third Party Company to work on their behalf. Click the View/Edit link to view, accept or reject a request from an Employer. Help

Employer	Third Party	Initiated By	Role	Status
View/Edit EMPLOYER	PAYROLL COMPANY	USER	Payroll and Medical	Initiated

User ID:
Acct Type: Third Party
Role: Security Contact
Number of Employers: n/a
Legal Name:

Step 4 To accept the request from the employer, click the “Accept” button.

OREGON EMPLOYER SERVICES PORTAL Oregon Child Support Program Supporting Parents to Support Children

Note: Do not use the browser back button Home | Contact Us | FAQ Log Out

Portal » Employers » Manage Requests from Employers Welcome

Listed below are requests from an Employer for your Third Party Company to work on their behalf. Click the View/Edit link to view, accept or reject a request from an Employer. Help

Employer	Third Party	Initiated By	Role	Status
View/Edit EMPLOYER	PAYROLL COMPANY	USER	Payroll and Medical	Initiated

Employer Information

FEIN:	123456789
Legal Name:	EMPLOYER
DBA:	
Address:	4600 25TH AVENUE
City:	SALEM
State:	OR
Zip:	97301
Phone Number:	5033732868
Creation Date:	2/15/2013

To accept the request from the Employer, click the Accept button.
To reject the request from the Employer, click the Reject button.
Click the Help icon for additional information on accepting or rejecting a request from an Employer.

Cancel **Accept** Reject

Third Party Company accepts request to work on behalf of an Employer (Continued)

Step 5 You can now perform work on the employers behalf based on your assigned role. The employer will be notified by email that you have accepted their request.

The screenshot shows the Oregon Employer Services Portal interface. At the top, there is a navigation menu with 'Home', 'Employers', and 'Manage Requests from Employers'. A 'Note' states: 'Do not use the browser back button'. There are links for 'Home | Contact Us | FAQ' and a 'Log Out' button. The main content area displays a table of requests from employers for a third-party company to work on their behalf. The table has columns for 'Employer', 'Third Party', 'Initiated By', 'Role', and 'Status'. One request is listed with 'EMPLOYER' as the employer, 'PAYROLL COMPANY' as the third party, 'USER' as the initiator, and 'Payroll and Medical' as the role, with a status of 'Approved'. Below the table, a red-bordered box contains the text: 'The Employer will be notified by email that you have accepted their request. You can now perform work on the Employers behalf based on your assigned role.' A red arrow points to this box. On the left side, there is a sidebar with navigation links: Home, Employers, Third Parties, Employees, Bank Accounts, Payments, Notices, and Users / Access. Below the sidebar, user information is displayed: User ID, Acct Type: Third Party, Role: Security Contact, Number of Employers: n/a, and Legal Name.

Reference Sheet for User Roles in an Employer Account ([Back to Table of Contents](#))

Specific User Roles will have their access restricted access to previously designated functions throughout the portal. Shown below is a breakdown of the different User Roles and the functions they are allowed to access for an **EMPLOYER** account type.

User Role Definitions for an EMPLOYER account type				
USER ROLES →	Security Contact	Payroll and Medical	Payroll	Medical
Portal Functions				
Manage/Add New Employer Information	X			
View Employer Information	X	X	X	X
Close an Employer Account	X			
Manage Third Party Companies	X			
Add Employees	X	X	X	X
View/Edit Employees	X	X	X	X
Delete Employees	X	X	X	X
Terminate Employees	X	X	X	X
Rehire Employees	X	X	X	
Report Individual New Hires	X	X	X	
Report New Hires by File Upload	X	X	X	
View New Hire History	X	X	X	
Manage/Add New Bank Accounts	X	X	X	
View Bank Accounts	X	X	X	
Make Payments	X	X	X	
Cancel Payments	X	X	X	
View Employer Payment History	X	X	X	
View Employee Payment History	X	X	X	
View/Respond to Income Withholding	X	X	X	
View/Respond to NMSN	X	X		X
Use Calculators	X	X	X	X
Medical Insurance Carriers (add/edit/delete)	X	X		X
Manage Notice Delivery Emails	X			
Verification of Employment (<i>still being developed</i>)	X	X	X	
Manage Users	X			
View Existing Users	X	X	X	X
Change my own Password & Security Questions	X	X	X	X

Reference Sheet for User Roles in a Third Party Account ([Back to Table of Contents](#))

Specific User Roles will have their access restricted access to previously designated functions throughout the portal. Shown below is a breakdown of the different User Roles and the functions they are allowed to access for a **THIRD PARTY** account type.

**Be aware that Users within a Third Party Company have a two part assignment. First, they are assigned to either a Security Contact or a Non-Security Contact role for the Third Party Company. The main difference between those two User Types is:

- A Third Party Security Contact **can** manage the Third Party Company information and manage requests from Employers.
- A Third Party Non-Security Contact **cannot** manage the Third Party Company information or manage requests from Employers.

The second role for Third Party Users is assigned by the Employer. When an Employer requests a Third Party Company to work on their behalf, they allow them access as a Payroll and Medical, Payroll, or Medical user.

User Roles for THIRD PARTY account type →	Security Contact * without an Employer Handshake	Non-Security Contact *without an Employer Handshake	Payroll and Medical *with Employer handshake		Payroll *with Employer handshake		Medical *with Employer handshake	
			Security Contact	Non-Security Contact	Security Contact	Non-Security Contact	Security Contact	Non-Security Contact
Portal Functions								
Manage/Add New Employer Information								
View Employer Information								
Manage Third Party Companies								
Add Employees			X	X	X	X	X	X
View/Edit Employees			X	X	X	X	X	X
Delete Employees			X	X	X	X	X	X
Terminate Employees			X	X	X	X	X	X
Rehire Employees			X	X	X	X		
Report Individual New Hires			X	X	X	X		
Report New Hires by File Upload	X	X	X	X	X	X	X	X
View New Hire History			X	X	X	X		
Manage/Add New Bank Accounts								
View Bank Accounts			X	X	X	X		

Reference Sheet for User Roles in a Third Party Account (continued)

User Roles for THIRD PARTY account type →	Security Contact * without an Employer Handshake	Non-Security Contact *without an Employer Handshake	Payroll and Medical *with Employer handshake		Payroll *with Employer handshake		Medical *with Employer handshake	
			Security Contact	Non-Security Contact	Security Contact	Non-Security Contact	Security Contact	Non-Security Contact
Portal Functions								
Make Payments			X	X	X	X		
Cancel Payments			X	X	X	X		
View Employer Payment History			X	X	X	X		
View Employee Payment History			X	X	X	X		
View/Respond to Income Withholding			X	X	X	X		
View/Respond to NMSN			X	X			X	X
Use Calculators			X	X	X	X	X	X
Medical Insurance Carriers (add/edit/delete)			X	X			X	X
Manage Notice Delivery Emails	X		X		X		X	
Verification of Employment <i>(still being developed)</i>			X	X	X	X		
Manage Users	X		X		X		X	
View Existing Users	X	X	X	X	X	X	X	X
Change my own Password & Security Questions	X	X	X	X	X	X	X	X
Manage Requests from Employers	X		X		X		X	
Manage Third Party Company Information	X		X		X		X	
View Third Party Company Information	X	X	X	X	X	X	X	X
Close Third Party Company	X		X		X		X	

Thank you for taking the time to review the Oregon Employer Services Portal Registration and Account Activation User Guide.

Should you have any additional questions feel free to contact the Employer Services Central Unit via email at OESP@doj.state.or.us or by phone at 866-907-2857.

