



Child Support Portal Navigation User Guide for Customers

Ohio

**Department of
Job and Family Services**

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Introduction

The Child Support Portal Navigation User Guide provides customers with the information needed to effectively find the content available on the Customer Service Child Support Portal. For your convenience, a screen shot and description of the main features on each page is included to assist you.

Note: If you have not registered, please review the Customer Portal Registration User Guide for step by step instructions on how to register.

Child Support Customer Service Web Portal Overview

The Customer Service Portal was created to allow **registered** customers access to their individual child support case information. The Portal is available twenty-three (23) hours a day, seven days a week, throughout the year, which makes it convenient for information to be viewed after normal business hours. For this first phase of the Portal, you will be able to access address, employment, health insurance and financial information using your User Id and Password.

Portal Web Pages

The next series of pages will provide information on each page available to you in the portal once you have completed registration. Please keep in mind that you will time out and be logged off after 20 minutes of inactivity. There will be no warning prior to the time out.

Note: Some of the images were cut off in this user guide, in order to display a larger screen shot of the content.

Home Page

Immediately after you sign on, you will arrive at the Home Page. The Home Page is an organized at-a-glance view of information relevant to your case(s). From this page, you will be able to perform the following functions:

- Navigate to other portal web pages
- View payment activity information
- Navigate to view more detailed payment information
- View future enhancement information
- Navigate to view personal information
- Navigate to enroll or change direct deposit or e-Quickpay info.
- Navigate to make support payments
- View and print a Payment History Report
- Hover over (red color) terms to see definitions
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

Note: The Navigation Pane will be available on the left side of each page within the web portal.

The screenshot shows the Home Page of the Child Support Portal. The page is titled "Welcome, Sarah Smith" and features several sections: "PAYMENT ACTIVITY", "MESSAGE CENTER", and "MY PERSONAL INFORMATION". The "PAYMENT ACTIVITY" section displays "Last Payment(s) Sent to You" with details: Case: 7012345678, Order: 10DR1234, Other Party: RICHARD SMITH, and a payment of \$65.91 on Aug 31, 2011. The "MESSAGE CENTER" section is titled "Coming Soon!" and lists upcoming enhancements. The "MY PERSONAL INFORMATION" section provides icons for "My Address", "Health Insurance Information", "View and Print Payment History", "My Employer", "Make A Payment", and "How My Payments Are Received".

Callout boxes provide the following instructions:

- Use the Navigation Pane to go to other web pages.
- Click blue underlined dollar amount(s), to navigate to view details about payment.
- Click Screen Help to view instructions on how to use this page.
- Click Print Page to print this page.
- Click LogOff to return to Welcome Page.
- Hover over red terms to see definition of terms.
- Click personal icons to view address, employment and health information. Click payment related icons to enroll or change direct deposit or e-Quick Pay, make a payment, or view and print a payment history.

My Cases Page

This page will display all your open and pending closed cases, along with details such as the names of the other party and children, to further help you identify the case or cases you wish to view information for. From this page, you will be able to perform the following functions:

- Navigate to other portal web pages
- View all your open and pending closed cases.
- Navigate to view a specific case/order, by clicking the case number when applicable
- Navigate to view a specific case/order, by clicking the order number
- Hover over **(red color)** terms to see definitions
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

Note: See the navigation rules on the My Cases Page, regarding the use of the case or order number and where you will navigate to.

The screenshot shows the 'My Cases' page of the Office of Child Support Customer Service Portal. The page header includes a family photo and the text 'Office of Child Support Customer Service Portal'. Below the header is a navigation bar with 'Job & Family Services Office of Child Support' and buttons for 'Screen Help', 'Print Page', and 'LogOff'. The main content area is divided into a left navigation pane and a right main pane. The left pane contains links for 'Home Page', 'My Cases', 'My Support Order & Payment Information', 'My Personal Information', 'Child Information', 'Make A Payment', and 'How My Payments Are Received'. The right pane is titled 'My Cases' and contains the following text: 'Listed below are all of your open cases. By clicking on a case or order number, you are identifying what case/order you wish to view activity on.' This is followed by two bullet points explaining navigation rules. Below this is the 'Open Cases' section, which lists two cases with their case numbers, other parties, and children. Each case has two order numbers listed. Callout boxes provide instructions: 'Use the Navigation Pane to go to other web pages.' points to the left navigation pane; 'Hover over red terms to see definition of term' points to the red case numbers; and 'Click order number to go to a specific case/order.' points to the blue order numbers. The browser's status bar at the bottom shows 'Done', 'Trusted sites', and '110%' zoom.

Office of Child Support Customer Service Portal

Job & Family Services Office of Child Support

Screen Help Print Page LogOff

Home Page
My Cases
My Support Order & Payment Information
My Personal Information
Child Information
Make A Payment
How My Payments Are Received

My Cases

Listed below are all of your open cases. By clicking on a case or order number, you are identifying what case/order you wish to view activity on.

- When the “My Cases” link was selected from the “Home” Page:
 - If you click on a case or order number, you will be driven to the “My Support Order & Payment Information Page” for the case/order selected.
- When the “My Cases” link was selected from any other page within the portal:
 - If you click a case or order number, you will return to the previous page with the case/order selected.

Open Cases

Case number: 7012345678
Other Party: RICHARD SMITH
Child(ren): BRANDON SMITH

- Order Number: [10DR1234](#)
- Order Number: [03DR1234](#)

Case number: 7012345680
Other Party: BOB JONES
Child(ren): CATHERINE JONES

- Order Number: [01JU0123](#)
- Order Number: [01JU0124](#)

Use the Navigation Pane to go to other web pages.

Hover over red terms to see definition of term

Click order number to go to a specific case/order.

My Support Order & Payment Information Page

This page will display order and payment information for a specific case and order(s), with the most recent information displaying first. From this page, you will be able to perform the following functions:

- Navigate to other portal web pages
- View your support order and monthly obligation information
- View payment information
- View and print a Payment History Report
- Change information on page per case
- Change information on page per order
- Hover over **(red color)** terms to see definitions
- Complete a IV-D application, if your case type is currently Non IV-D
- Navigate to county contact information
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

(Top)

To view information for another case, select a different case number from the Case Order List drop down box.

If multiple orders exist per case, you can select a different order number from the order number drop down box.

Use the Navigation Pane to go to other web pages.

Use the Scroll Bar to see the bottom half of page.

Click this link to navigate to county contact information.

Office of Child Support Customer Service Portal

Job & Family Services Office of Child Support Case Order List 7087413303-DR4REEGAN Screen Help Print Page LogOff

My Support Order & Payment Information

Support Order Information	
Case Number	7087413303
Case Status and Case Type	Open IV-D
Order Number	DR4REEGAN
Order Date	July 01, 2011
Other Party Name	Randy Dotson
Child(ren)	James Dotson

Monthly Support Obligations	Amount
Ordered Payment Child Support Arrears	\$100.00
Fee Obligations	\$2.00
Total	\$102.00

Health Insurance Obligor **Ordered Dependents**

Child Support Contact Montgomery County CSEA
14 West Fourth Street, P.O. Box 8744
Dayton, OH 45401-8744
Phone: 937-225-4600, 800 Number: 800-555-0430
Fax: 937-496-7461
For County websites, hours of operation, etc. Please click link
http://ifs.ohio.gov/county/County_Directory.pdf

Note: If your case type is Non-IV-D and you want to complete an IV-D application, click the blue underlined case type (**Non IV-D**), unless there are no children on the case and your order is for spousal support only.

(Bottom)

Child Support Contact

Montgomery County CSEA
14 West Fourth Street, P.O. Box 8744
Dayton, OH 45401-8744
Phone: 937-225-4600, 800 Number: 800-555-0430
Fax: 937-496-7461

This field displays the unpaid balance for this order including any unpaid support for the current month.

For County websites, hours of operation, etc. Please click link

http://jfs.ohio.gov/county/County_Directory.pdf

My Payment Information

This field displays any credits for this order.

This field displays the amount of funds being held for this order.

Unpaid Balance \$240.36							
Total Credits \$0.00		Funds on Hold \$0.00					
Transaction Date	Amount Collected	Allocations		Disbursement to			Payment Source
		Current Support	Arrears	Family	Other	Fees	
12/30/2011				\$231.12			
12/30/2011	\$231.12	\$231.12					Employer

Payment History

Click to view and print a Payment History Report

Note: The column titled “payment source” will display the source of the payment and will only display if you are the payor viewing this page.

My Personal Information Page

This page will display your personal information, which is currently displayed in the child support computer system. However, if the address, employment or health insurance information is invalid, the information will display blank. From this page you will be able to perform the following functions:

- Navigate to other portal web pages
- View Full Name
- View Birth Date
- View Residential Address
- View Mailing Address
- View Employment Information
- View Health Insurance Information
- Change information on page per case
- Navigate to view personal information frequently asked questions
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

My Cases

My Support Order & Payment Information

My Personal Information

Child Information

Make A Payment

How My Payments Are Received

Has Your E-mail Address Changed

Change Password

Frequently Asked Questions

My Personal Information

Name – Date of Birth	
Full Name	SARAH SMITH
Date of Birth	June 30, 1975
Residential Address	Mailing Address
Address Line 1	1 MAIN STREET
Address Line 2	
Apt	
City	CLEVELAND
State	OH
Country	USA
Zip Code	12345
Home Phone #	216-123-4567
Cell Phone #	216-123-4568
Employer	
Employer Name	ABC EXECUTIVES
Address Line 1	123 EAST DRIVE
Address Line 2	
Suite #	1
City	CLEVELAND
State	OH
Zip Code	12345
Health Insurance	
Provider Name	MEDICAL MUTUAL OF OHIO
Policy #	12345678
Group #	222-54546
Begin Date	January 1, 2011
Covered Participants	RYAN SMITH

Use the Navigation Pane to go to other web pages.

If multiple providers exist, use drop down to select another provider.

Mailing address displays when it is different from the residential. "Same as residential" displays when both addresses are the same.

If multiple employers exist, use drop down to select another employer.

For questions on your personal information, [Click Here](#)

Select "Click Here" to go to frequently asked personal questions.

Note: If any of your information is outdated or incorrect, please provide the correct information to the CSEA as soon as possible. Once your information is updated or changed in the child support computer system, the updated information will display immediately in the Portal.

Child Information Page

This page will display your child's personal information, which is currently displayed in the child support computer system.

If you are the **payee** (the person ordered to receive support), you will be able to perform the following functions from this page:

- Navigate to other portal web pages
- View Child's Full Name
- View Child's Birth Date
- View Child's Residential Address
- Hover over **(red color)** terms to see definitions
- View expected emancipation information
- Change information on page per case
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

If you are the **payor** (the person ordered to pay support), you will be able to perform the following functions from this page:

- Navigate to other portal web pages
- View Child's Full Name
- Hover over **(red color)** terms to see definitions
- View expected emancipation information
- Change information on page per case
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

Note: The example below represents what the payee will be able to see in the portal. If you are the payor, please review the information above, which explains which functions you will be able to perform on this page.

The screenshot shows the Ohio.gov Job & Family Services Office of Child Support portal. At the top, there is a header with the Ohio.gov logo and a navigation pane on the left. The main content area is titled "Child Information" and contains three sections: "Name - Date of Birth", "Residential Address", and "Emancipation Information".

Callout Boxes:

- Top Right:** To view information for another case, select a different case number from the Case Order List drop down box.
- Left Navigation Pane:** Use the Navigation Pane to go to other web pages.
- Residential Address Section:** If the child address is different than the payee address, a message asking you to contact the CSEA will display. The child address will NOT display.
- Emancipation Information Section:** For questions on emancipation, [Click Here](#).
- Emancipation Information Section:** Hover over the red terms for emancipation, to see the definition.
- Emancipation Information Section:** Select "Click Here" link, to go to frequently asked emancipation questions.

Form Data:

Name - Date of Birth	
Full Name	RYAN SMITH
Date of Birth	February 07, 1996

Residential Address	
Address Line 1	1 MAIN STREET
Address Line 2	
Apt	
City	CLEVELAND
State	OH
Country	USA
Zip Code	12345

Emancipation Information	
Expected Emancipation Date	February 07, 2014

Note: If you select a Spousal support case from the Case Order List drop down box or if you click the "Child Information" link from the left navigation pane, while viewing information for a spousal support case, you will receive an error message letting you know the case does not contain child information.

Make a Payment Page

This page will provide you with options to make support payments either by mail or electronically. From this page, you will be able to perform the following functions:

- Navigate to other portal web pages
- View instructions on how to submit payments by mail
- Navigate to view frequently asked payment related questions
- Navigate to ExpertPay to make electronic payments
- Navigate to e-Child'sPay to make electronic payments
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

(Top)

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

ob & Family Services Office of Child Support

Screen Help Print Page LogOff

Home Page
My Cases
My Support Order & Payment Information
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Make A Payment
How My Payments Are Received

Make a Payment

Payments can be made by mail, through checking/savings account debit, or by credit card. Payments can also be accepted in person at your county child support enforcement agency (CSEA) if your CSEA accepts payments-in-person. Contact your CSEA to find out if they offer this service.

Payments by Mail

Your payment may be in the form of a personal check, money order, or cashier's check. Make checks payable to Ohio CSPC and mail via standard U.S. mail to:
Ohio CSPC
P.O. Box 182372
Columbus, OH 43218-2372

To ensure prompt and accurate posting to your child support case, please be sure to include the following with your payment:

- Your Name
- Your Social Security Number (optional)
- SETS Case Number (10-digit number that begins with a 7)
- Court Order Number
- Amount that should be applied to each case (if you have more than

For more information on making payments by mail, [Click Here](#)

Use the Navigation Pane to go to other web pages.

Select "Click Here" link, to go to payment specific frequently asked questions.

(Bottom)

The screenshot shows a web page with two main sections for payment options. The first section is titled "Payment by Checking/Saving Account Debit" and features the ExpertPay logo. The second section is titled "Pay by Credit Card" and features the e-childsPay.com logo. At the bottom of the page, there are links for "Privacy Statement | Disclaimer | Contact" and a "Trusted sites" indicator in the browser's address bar. Three callout boxes with arrows point to specific elements: one to the ExpertPay logo, one to the "Click Here" link, and one to the "Click Here" link in the footer.

Payment by Checking/Saving Account Debit

 SAFE. SECURE ELECTRONIC CHILD SUPPORT REMITTING

Payment by checking/savings account debit can be made at www.ExpertPay.com. Aside from a one-time \$2.50 registration fee, there is no charge for payments sent to Ohio CSPC; however, you may pay a nominal fee for payments remitted to other states. Please allow seven (7) business days for the payment to be received by Ohio CSPC. The ExpertPay web site has additional details about fees and the general use of the site.

Pay by Credit Card



Payment using your credit card can be made at www.e-ChildsPay.com. Currently, e-ChildsPay.com only accepts MasterCard, Visa and Discover. Note: The processor charges a fee of \$11.75 for all payments made on this site. Please allow seven (7) business days for the payment to be received by Ohio CSPC. The e-ChildsPay web site has complete details about fees and the general use of the site.

To make electronic payments via Expert Pay click this link.

To make electronic payments via e-childsPay, click this link.

For questions on how you can make your support payments, [Click Here](#)

Privacy Statement | Disclaimer | Contact
Date of Release: January 12th, 2012; Version 1.5 - RP_446; Ohio
Department of Job and Family Services

Trusted sites

Select "Click Here" link, to go to payment specific frequently asked questions.

How My Payments Are Received Page

This page provides **payees** with information on how to enroll to receive support payments electronically or to change the way their support payments are currently disbursed. From this page, if you are the payee, you will be able to perform the following functions:

- Navigate to other portal web pages
- Enroll in Direct Deposit or e-QuickPay
- Make changes to Direct Deposit
- Establish/Reset e-QuickPay Pin
- Print Direct Deposit and e-QuickPay enrollment forms
- Hover over **(red color)** terms to see definitions
- Navigate to view frequently asked payment questions
- View Screen Help for this page
- Print Page
- Log off and navigate to the Welcome Page

The screenshot shows the 'How My Payments Are Received' page on the Job & Family Services Office of Child Support portal. The page includes a navigation pane on the left, a main content area with a list of services, and a 'Direct Deposit' section. Callout boxes provide instructions on how to use the page:

- Use the Navigation Pane to go to other web pages.** (Points to the left navigation menu)
- To enroll or change Direct Deposit, select the "Click Here" link.** (Points to the 'Click Here' link under 'Direct Deposit')
- To enroll in e-QuickPay, select the "Click Here" link.** (Points to the 'Click Here' link under 'Ohio e-QuickPay Debit MasterCard')
- To establish or reset PIN, select the e-QuickPay PIN "Click Here" link.** (Points to the 'Click Here' link under 'To view your e-QuickPay account information...')
- To view payment specific frequently asked questions, select the "Click Here" link.** (Points to the 'Click Here' link at the bottom of the page)

The page content includes the following text:

Job & Family Services Office of Child Support

How My Payments Are Received

Effective October 1, 2005, Ohio implemented a law (HB66) requiring a mandatory electronic disbursement program for support payments. Ohio offers two methods for receiving support payments: Direct Deposit and the Ohio e-QuickPay® Debit MasterCard®. Both methods provide you with a Faster, Simpler, Safer way to receive your support payments:

- No check cashing fees
- No worries about stolen checks
- No waiting by the mailbox

Direct Deposit

With Direct Deposit, your support payments are deposited directly to your account at your financial institution. Your payments will be deposited automatically after the state receives and posts a payment to your case. The statement you receive from your financial institution will provide you with a record of your deposit. Always remember to ensure your payment has been deposited into your account before accessing the funds.

To enroll or change your direct deposit information, [Click Here](#)

Ohio e-QuickPay® Debit MasterCard®

The Ohio e-QuickPay® Debit MasterCard® provides you with a debit card to receive and use your support payments. Support payments are credited to your e-QuickPay® card automatically after the state receives and posts a payment to your case. You do not need a bank account to be enrolled. You can use the card at any place that accepts MasterCard® debit cards or Maestro®. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the MasterCard®, Maestro®, or Cirrus® brand marks.

To enroll in e-QuickPay, [Click Here](#)

To view your e-QuickPay account information, or to establish or reset your e-QuickPay PIN, [Click Here](#)

For questions on how you can receive your support payments, [Click Here](#)

Has Your E-mail Address Changed

This page gives you the option to view and change your current e-mail address. From this page, you will be able to perform the following functions:

- View your current e-mail address
- Change e-mail address
- Confirm E-mail was changed
- Cancel to navigate back to the Home Page

The screenshot shows a web form titled "Change E-mail Address". At the top left is a small image of a smiling young girl. The form contains the following elements:

- Current e-mail address:** ssmith@aol.com
- New e-mail address:** An empty text input field with a note: "(Must have @ symbol in e-mail address)". A callout box points to this field with the text: "Enter e-mail address (twice)."
- Re-enter e-mail address:** An empty text input field.
- Submit** and **Cancel** buttons.

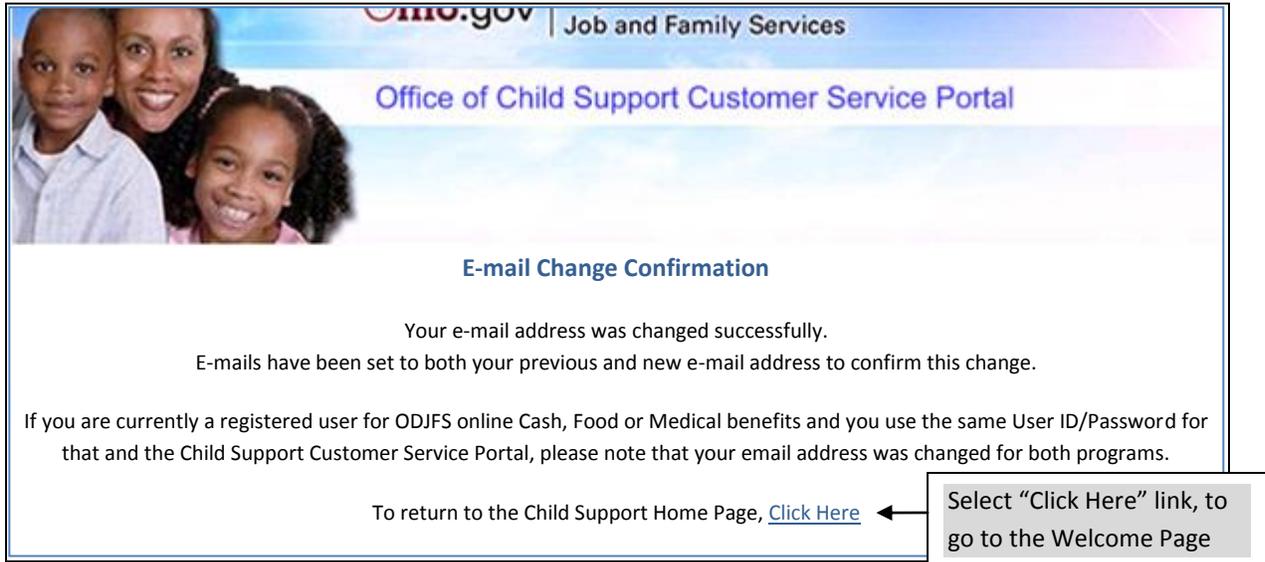
Below the form, a note reads: "If you are currently a registered user for ODJFS online Cash, Food or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that you will be changing your e-mail address for both programs." Two callout boxes point to the buttons: "Select 'Submit' button to go to the E-Mail Confirmation Page." and "Select 'Cancel' button to go to Home Page."

Note: If you are currently using this e-mail address for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your e-mail address for the ODJFS online Cash, Food and Medical Benefits Portal.

E-mail Changed Confirmation Page

This page will display and an email will be sent to both your old e-mail address and your new address, to confirm your e-mail address was successfully changed. From this page, you will be able to perform the following functions:

- View message e-mail was successfully changed
- Navigate to the Welcome Page



The screenshot shows the 'E-mail Change Confirmation' page. At the top left is a photo of a smiling woman and two children. The header includes 'Ohio.gov | Job and Family Services' and 'Office of Child Support Customer Service Portal'. The main heading is 'E-mail Change Confirmation'. Below it, the text reads: 'Your e-mail address was changed successfully. E-mails have been set to both your previous and new e-mail address to confirm this change.' A paragraph follows: 'If you are currently a registered user for ODJFS online Cash, Food or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that your email address was changed for both programs.' At the bottom, it says 'To return to the Child Support Home Page, [Click Here](#)'. A callout box with an arrow points to the 'Click Here' link, containing the text: 'Select "Click Here" link, to go to the Welcome Page'.

Change Password Page

This page gives you the option to change your current password. From this page, you will be able to perform the following functions:

- Change Password
- Confirm Password was changed
- Cancel to navigate back to the Home Page

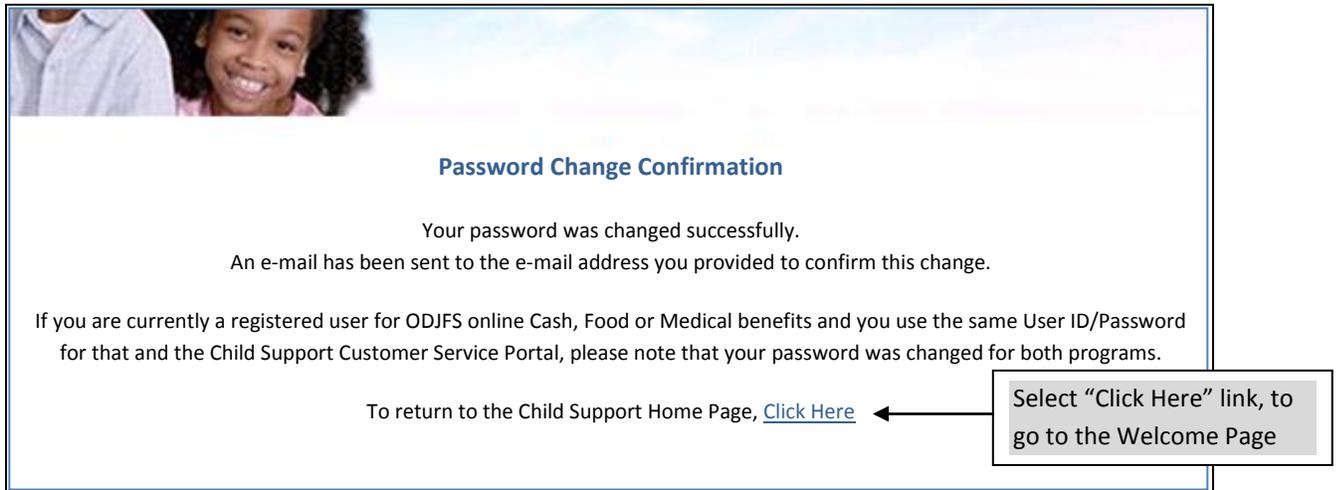
The screenshot shows a web form titled "Change Password" in blue text. At the top left is a small image of a smiling woman. The form contains three input fields: "Enter your current password:", "Enter your new password:", and "Re-enter new password:". Below the fields are two buttons: "Submit" and "Cancel". A note at the bottom of the form reads: "If you are currently a registered user for ODJFS online Cash, Food or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that you will be changing your password for both programs." Several callout boxes with arrows point to specific elements: "Enter current password." points to the first input field; "Enter new password (twice) (Between 6 & 15 characters)" points to the second and third input fields; "Select 'Submit' button to go to the Password Change Confirmation Page." points to the Submit button; and "Select 'cancel' button to go to Home Page." points to the Cancel button.

Note: If you are currently using this Password for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your Password for the ODJFS online Cash, Food, or Medical Benefits Portal.

Password Change Confirmation Page

This page will display and also an e-mail will be sent to your e-mail address, to confirm your password was successfully changed. From this page, you will be able to perform the following functions:

- View message password was successfully changed
- Navigate to the Welcome Page



Password Change Confirmation

Your password was changed successfully.
An e-mail has been sent to the e-mail address you provided to confirm this change.

If you are currently a registered user for ODJFS online Cash, Food or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that your password was changed for both programs.

To return to the Child Support Home Page, [Click Here](#)

Select "Click Here" link, to go to the Welcome Page

Frequently Asked Questions

<http://jfs.ohio.gov/Ocs/OCSFAQs.stm>

This link will allow you to navigate to a list of topics you may have questions about. From this Page, you will be able to perform the following functions:

- Select the topic and navigate to view the frequently asked questions for that topic.
- Close the page and navigate to the Home Page

Glossary

This link will allow you to view child support glossary terms and definitions when needed. From this page, you will be able to perform the following functions:

- View child support terms and definitions
- Close the page and navigate to the Home Page

Additional Information

JFS Standard Footer Links

The following links will be displayed at the bottom of the Web Portal Pages:

- On the Web Pages , if you click the **“Privacy Statement”** Link a new window will display with the ODJFS privacy statement at: http://ifs.ohio.gov/ocomm_root/privacy.stm
- On the Web Pages, if you click the **“Contact”** link a new window will display the county directory published at http://ifs.ohio.gov/county/County_Directory.pdf
- On the Web Pages, if you click the **“Disclaimer”** link a new window will display with the Disclaimer statement.