

Self Service Overview

The purpose of this summary is to provide a high level overview of the features of the Self Service Site which complements the more detailed procedures.

Included in this section are:

- Benefits of self service
- Overview of registration process
- Overview of self service features
- CMG supporting job roles
- Information on self service error messages
- Accessibility

Introduction

Child Maintenance Service (CMS) has a live online Self Service Site for:

- 2012 Scheme Employers (not their agents)
- 2012 Scheme Clients (Receiving Parents and Paying Parents)

The self service site provides real-time account information using the Bancs system to display financial information and the facility to display letters meaning that the site is as up to date as the 2012 system.

Benefits of online Self Service

Benefits to clients and employers:

- The opportunity to access their account information 24 hours a day, 7 days a week
- An additional communication channel that they may prefer
- A more efficient and secure way of storing important information, for example not having to keep physical copies of letters
- Reduced telephony and postal costs as messages and information can be sent via the self service site
- Commonly used employer software can be used to upload DEO information

Benefits to Child Maintenance Service:

- Reduced telephony and postal traffic as clients and employers can find out account information themselves without having to telephone or write in
- Some automation of changes, for example updating an email address

Registering for the Self Service Site

Clients should be directed to the following website:

childmaintenanceservice.direct.gov.uk/client

Employers should be directed to the following website:

childmaintenanceservice.direct.gov.uk/employer

Northern Ireland residents use the following address:

childmaintenanceservice.direct.gov.uk/ni

The above websites will instruct the self service user that there are three steps that they must do to set up access the CMS self service websites.

1. Register and log in to the Government Gateway Site
2. Once logged in to the Government Gateway site, enrol for CMS

3. Log on to the CMS site using known facts

The client and employer self service procedures provide step by step instructions on how to register for CMS self service websites.

What is the Government Gateway?

The Government Gateway (GG) is a website where users can access online government services securely and easily over the internet. It is an important part of the governments strategy of delivering "joined up" government, enabling people and organisations to communicate and make transactions with government from a single point of entry.

Registering with the Government Gateway enables a person or organisation to enrol for one or more government services (for example, Self Assessment, PAYE Internet Services, Electronic VAT Returns and Child Maintenance).

For further information on the GG the website address is:

gateway.gov.uk

Features of the Self Service site

Clients and employers can:

- report a change of circumstances
- make one-off payments using a credit or debit card
- view letters/statements
- view payment/calculation/financial information
- send messages to CMS
- upload evidence (clients only)

For a complete list of features refer to:

[Client self service procedures](#)

[Employer self service procedures](#)

Roles supporting the self service site

There are a number of distinct roles within the 2012 scheme that support self service users.

2012 Caseworkers:

- support clients wanting to register/use self service by referring them to the website and advising them of what the registration process is
- support clients if self service is not working by taking payments by telephone
- support clients if there is an error uploading their documents
- support when locked out or re-setting forgotten log in ID's (the 7 digit security PIN code clients use to telephone us)
- referring technical incidents/feedback/GG problems to the [Self Service Support Team](#) via warm telephone transfer

Employer Support Team:

- promoting the benefits of self service to employers
- support employers wanting to register/use Self Service by referring them to the websites and advising them what the registration process is
- support employers if Self Service is not working by taking payments by telephone
- referring technical incidents/feedback/GG problems to the [Self Service Support Team](#) via a warm telephone transfer

Self Service Support Team (SSST):

- raising incidents where a technical problem has been established
- gathering and recording client and employer feedback regarding the Self Service Site
- deleting a users Government Gateway account to enable re-registration

Error Messages

Maintenance alert messages are displayed (in red) at the top of the Self Service Site and advise of dates/times the site may not be available.

- If an error message appears on the screen: **Something's gone wrong!** An error code and transaction ID are displayed and a message advises users to wait a few seconds and try again. If this problem persists, it may be a fault with dependant components such as BaNCS, Siebel or WPS. Users should be advised that in this scenario they would warm transfer the call to the SSST by searching phonebook for **FS_GB_CENOP_000_CLIENT_HELP_TL005** and selecting the team descriptor to get a list of the team members. Alternatively by serching for **FS_GB_CENOP_000_CLIENT_HELP** and then select **TM5** from the listing will also connect the user to the SSST.
- If the Self Service Site server is down or has been manually shut down for maintenance the following message will appear:

Sorry the site is unavailable at the moment because it's undergoing urgent maintenance. We should have it up and running again soon, so please try again later.

If a client/employer contacts us due to the site being down for maintenance they should be advised the cannot use the Self Service Site but everything is being done to correct the problem.

Owning teams should support the client/employer during these times for example by taking a payment or providing requested information.

Information on **Upload Error Messages** can be viewed by selecting this link [Client Self Service](#)

Accessibility

The layout of the Self Service Site takes into account users who are visually impaired or have difficulties using a mouse. It is fully compatible with popular screen reading software and you can navigate using just a keyboard.

Welsh speaking clients can select a welsh language version of the site when they log in.

The child maintenance group (CMG) is known as the NICMS in Northern Ireland.

[Change - Security Details](#)

[Client Contact - Outbound - E Mail](#)

[Correspondence - Inbound](#)

[Client Self-Service](#)

[Employer Self-Service](#)

[Self Service Support Team](#)

[Terminology Changes](#)