

October 21, 2022

GENERAL LETTER NO. 9-B-AP-7

ISSUED BY: Bureau of Collections
Division of Child Support

SUBJECT: Employees' Manual, Title 9, Chapter B Appendix, **General Computer Information and ICAR Security Appendix**, Title Page, Contents I, I-46, revised; 47-53, removed.

Summary

This chapter is revised to

- Update Worker ID section to remove closed office locations
- Update Paid to Account section
- Update Security Groups on WORKER2 Screen section
- Update Title of Security Class 07
- Update the Distribution and Mainframe Access section for form 470-2078, *Electronic Security Information*
- Update the Distribution section for form 470-4068, *Network Share Request*
- Update CSRU Responsibility by County Number and Name section
- Update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter B Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	June 28, 2019
Contents I	June 28, 2019
I-46	June 28, 2019
47-53	June 28, 2019

Additional Information

Refer questions about this general letter to your regional collections administrator.

**General Computer
Information and ICAR
Security
Appendix**

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Computer Terms

“**ABEND**” is short for ABnormal ENDing. When ICAR cannot process the data given or request made, ICAR backs out of the program (stops processing) and alerts you with an ABEND message. Look for dialog numbers on the ABEND message screen. If the dialog numbers are D002 or D003, ICAR is overloaded with data. Clear the screen with the appropriate keystroke and re-enter your data.

You get the following ABEND message:

“PREVIOUS TASK ABENDED WITH ABEND CODE D002 AND MESSAGE CODE 244003”

To resolve this message, press “PAUSE/BREAK” or “CLEAR.” The ICAR screen that abended should re-display.

If other status messages display, immediately print the screen (use PRINT SCREEN) and call the DHS Help Desk at (515) 281-4694 or 800-922-8905. When you receive a time-out ABEND of D002 or D003 on every screen, contact the ICAR Help Desk.

“**Abort**” means that the system has stopped all processing and will not allow further access until the problem is solved. An “abort” message is more serious than an ABEND message. (See [ABEND](#) description.) An ABEND means that the situation is temporary and you can access the information simply by re-entering it again.

Contact the ICAR Help Desk if you receive an ABORT message. NOTE: Print the screen before you clear it. (Use PRINT SCREEN.)

“**Add**” means to use F2 in ICAR to add a new screen to continue processing a case.

“**Application (program)**” means a program or group of programs (a set of instructions for the computer to carry out) designed for users to complete a specific task or tasks. ICAR is an application that helps you carry out your job. Applications (also called “end-user programs”) available to CSRU staff include:

- Mainframe applications, such as ICAR, ABC, FACS, ICSC.
- PC applications, such as word processing and spreadsheets.

“**Batch program**” means a program that ICAR uses to collect and process all the data entered by all users for a specific period (usually daily, weekly, or monthly) at a regular time (at night or on weekends). This is different from on-line programs that process data at the time you enter it.

Batch processing is most often used for processing large amounts of similar data. Batch processing allows for quicker on-line processing and response time, because the batch programs run at a different time than on-line programs. Just as with on-line programs, results of these programs affect your cases, since they are used for location, state and federal tax offset, REFER, TOBI, and other processes.

“**Boot**” means to start a computer system. A “cold boot” occurs when you turn the computer on from an off position. A “warm boot” occurs when you restart or reset your computer while it is already on. You may restart or reset your computer by clicking the START button, clicking the SHUTDOWN... menu item, clicking RESTART THE COMPUTER? and clicking YES.

“**Bug**” means a mistake in a computer program that prevents it from working.

“**Byte**” is an abbreviation for binary term, a unit of storage capable of holding a single typed character.

“**Calendar flag**” means a message stored within ICAR that aids you in monitoring the progress of a case through a specific process. ICAR issues and prioritizes calendar flags to ensure that the Unit meets federally mandated time frames for specific actions. ICAR issues a calendar flag to notify you of the next step in processing a case. Calendar flags can be system-generated or worker-generated.

“**Case number**” for child support purposes, means the number ICAR assigns for each CSRU case.

“**CATS**” means the Case Aging and Tracking System within ICAR. CATS consists of multiple location, establishment, and enforcement modules, that do the following:

- Automatically schedule your case activities by generating calendar flags.
- Automatically document all actions you take in a case by creating narratives.
- Automatically generate complete or partial customer status letters.
- Generate most forms used in child support.
- Records all fees charged by the state, enabling you to generate bills to the appropriate parties.
- Record the information necessary for federal reports.

“**CD-ROM**” means “compact disc-read-only memory.” A CD-ROM is type of optical disk capable of storing large amounts of data.

“**Change/update/modify**” means to use F3 in ICAR to modify existing screen information in a field by correcting information.

“**CICS**” means Customer Information Control System. CICS is a mainframe application programmers use to create mainframe screens. ICAR uses CICS screens to allow you to interact with the mainframe and store all your actions.

“**Click**” means to press and release the left mouse button once.

“**CPU**” means central processing unit. The CPU is the piece of hardware inside your PC that is the brains of the computer. Usually, the whole “box” is referred to as the CPU. The CPU is also known as the processor.

“**CSeF**” means child support efilng. This process is used to file documents electronically with Iowa Clerks of Court.

“**CSENet**” means Child Support Enforcement Network. The federal Office of Child Support Enforcement created CSENet to provide each state’s child support program the ability to send and receive other states’ child support case information electronically.

“**Cursor**” means a special symbol that signifies where the next character displays on your computer screen. The cursor is usually a solid rectangle, a blinking underline character, or a vertical line. It may also appear as a small arrow, called a pointer. (The terms “cursor” and “pointer” are often used interchangeably.)

“**CSU/DSU**” means channel service unit/data service unit. The CSU connects a terminal to a digital line. The DSU performs protective and diagnostic functions for a telecommunications (telephone) line. Typically, the two devices are packaged as a single unit. You can think of it as a very high-powered and expensive modem.

“**Database**” means a collection of information from which a computer program, such as ICAR, can quickly select desired pieces of data. A database is like an electronic filing system.

“**Data element**” means one specific piece of information you can enter into a field on an ICAR screen. A data element may be letters, numbers, or a combination of both. Examples include a social security number, a name, an address, or a date of birth.

“**Dead day**” means a work day each month (usually the first work day of a month) when staff do not enter data on ICAR because the month-end batch programs are running. ICAR does not always require a dead day. Maintenance staff notify you by email when this condition exists.

“**DELETE key**” is a key used to remove characters and other objects, usually under the screen cursor or the currently highlighted text or object. (Often abbreviated as DEL.)

“**Delete**” means to use F4 in ICAR to eliminate all information on a screen.

“**Desktop**” means pictures, called icons, that show files, folders, applications, and various types of documents. In Windows®, your desktop displays on your PC monitor after you log on. You can arrange the icons on the desktop just as you can arrange real objects on a real desktop – moving them around, putting one on top of another, reshuffling them, and throwing them away.

“**DHS Enterprise Network (DHS/EN)**” means the system DHS computer users are linked in that allows interaction between personal computers and the mainframe computer in a variety of configurations and applications.

“**DHS On-line**” means the Iowa DHS policy manual on the Intranet. Users may access policy information from their workstation.

“**Dialog box**” means a box that appears on a screen to present information or request input. Typically, dialog boxes are temporary – they disappear once you have entered the requested information. Example: A confirmation dialog box asks you to confirm or cancel an action before it is performed. Click one of the available buttons to inform the computer about your decision.

“**Domain**” means a group of computers and devices, such as printers, on a network that are administered as a unit with common rules and procedures. Child support employees use the DHS Enterprise Network domain.

“**Double-click**” means to press and release the left mouse button two times in rapid succession.

“**Drop-down list**” means an expanded list of choices that display in a dialog box or on a toolbar when you click the down arrow symbol.

“ELIAS” means the Eligibility Integrated Application Solution. This is a web-based computer system used by DHS to track and monitor some Medicaid cases.

“Emulation” means the ability of a program or device to imitate another program or device. Your ICAR access is through a software package that enables your PC to emulate (or imitate) the type of mainframe terminal formerly used to log on to ICAR.

“ENTER/RETURN key” means the key used to complete a command. (On some keyboards, this is called the RETURN key.)

“Ethernet” means an IBM product for electronically connecting several personal computers into a local area network (LAN).

“FACS” means the Family and Children Services System. FACS is a DHS mainframe information system that combines data about a number of related services to families and children. This system refers cases to ICAR for foster care recovery activity.

“Fast path name (short screen name)” means the abbreviated name of an ICAR screen. Type the “fast path name” in the NEXT SCREEN field and press ENTER to go directly to that ICAR screen, such as OBLIG for the obligation screen.

“FIPS” means federal information processing standard. A FIPS code is a special code assigned to each county in the United States so that records of the payments collected by and for each locale can be used to calculate the amount of the incentive payment.

“Field” means a specific place on a computer screen where you add, view, change, or delete one data element. (“Field” can also refer to child support field offices, outside of Central Office, which carry out the IV-D program case activities.)

“Firewall” means a system designed to prevent unauthorized access to or from a private network, such as the DHS Enterprise Network. Firewalls can be implemented in either hardware or software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets.

“Folder” or **“directory”** means a special kind of file used to organize other files. Directories contain bookkeeping information about files beneath them. You can think of a directory as a folder or cabinet that contains files and perhaps other folders. Many programs use the term “folder” instead of “directory.”

“Form” means a document used for location, establishment, or enforcement. You generate most forms from ICAR.

“Function keys” means the F (formerly PF) keys and other special-purpose keys used to perform various tasks on the computer, such as add, delete, inquire, page forward, page backward, etc.

NOTE: The function key labels on the keyboard vary depending on the equipment used (i.e., some keyboards use “SHIFT + an F key” to perform specific tasks). Refer to the [ICAR Function Keys](#) section for detailed information on function keys and tasks performed.

“**Hardware**” means computer-related objects that you can actually touch, like a disk, a mouse, a monitor, a keyboard, or a printer.

“**Hub**” means a common connection point for devices in a network. Hubs are commonly used to connect parts of a local area network (LAN).

“**Help text**” means text available either at the screen level or field level, to explain the process or valid uses for the field. To access the help text for a screen, place the cursor in the upper left corner of the screen and press F1. If help text exists for the screen, ICAR displays a box with information to explain the process or screen you are viewing. If help text does not exist, a blank box appears on your screen.

To access the help text for a field, place the cursor in the first space behind the field and press F1. Help text can exist for any field, including fields you may not be able to make entries in. If help text exists for the field, ICAR displays an explanation of all entries that can be made to the field and the appropriate manual reference, if available. If help text does not exist for the field, ICAR displays a box with the message: “HELP TEXT IS UNAVAILABLE FOR THIS CURSOR SELECTION.”

Help text for a field displays in the lower half of the screen when the field you selected help text for is in the upper half of the ICAR screen. Help text for a field displays in the upper half of the screen when the field you selected help text for is in the lower half of the ICAR screen.

“**IABC**” means the Automated Benefit Calculation System. Income Maintenance staff use this computer system to issue benefits for the FIP (public assistance), some Medicaid, and Food Assistance programs.

“**ICAR**” means the Iowa Collection and Reporting System. ICAR is the computer system that provides data processing support to the Unit.

“**ICAR main menu**” means the list of screens available in ICAR. To access this menu, type ICAR on an appropriate screen after logging on to NES and press ENTER or RETURN.

“**ICER**” means the Iowa Centralized Employee Registry. Federal and state law require Iowa employers to report newly hired employees to the state within two weeks of hire. ICER is the computer system for the entry of this information.

“**Icon**” means a picture or graphic representation of an object such as a program, folder, document, disk drive, or server.

“**ICSC**” means the Iowa Child Support Case Number screen. This screen links the ABC and FACS systems to ICAR.

“**Imaging**” means the storage of case documents as electronic pictures for historical and research purposes. Imaged documents can be viewed in the Paperless Office Document System (PODS).

“**Interface**” means a way for two computer systems or humans and computers to communicate with each other, such as with a keyboard or a mouse.

“**Internet**” means a global network connecting millions of computers.

“**Intranet**” means a network based on Internet standards belonging to an organization, and accessible only by the organization’s members, employees, or others with authorization. An intranet’s websites look and act just like any other websites, but a firewall surrounding an intranet fends off unauthorized access. Like the Internet itself, intranets are used to share information.

“**LAN**” means local-area network. A local area network links computers that are geographically close together, for example, in the same building.

“**Log on**” or “**sign on**” means the use of your user ID and password in combination to gain access to the computer system.

“**Log off**” or “**sign off**” means a command used to terminate a session with the computer system. For example, on the appropriate mainframe screen, type “LOGOFF.” You are then disconnected from the system.

“**Mainframe computer**” means a large, multipurpose computer. The mainframe is designed to serve many users and perform many functions simultaneously. Iowa’s mainframe computer is located in Des Moines.

“**MAPPS**” means Manual Architects of Program and Procedure are the business flows and job aids that assist workers in completing the steps related to processes in ICAR.

“**Menu**” means a list of application choices that a user may select from to add, review, update, or delete information.

“**Monitor**” means the portion of your workstation that contains the computer screen that displays your desktop and applications.

“**Monitoring**” means a set of tracking mechanisms in ICAR that record the outcomes of work activities.

“**Mouse**” means a device that controls the movement of the cursor or pointer on a screen. A mouse is a small object you can roll along a hard, flat surface. As you move the mouse, the pointer on the display screen moves in the same direction.

A mouse has at least one button and sometimes as many as three. The buttons may have different functions depending on what application is running. Your mouse may also have a scroll wheel for scrolling through long documents.

“**Narrative**,” in ICAR, means both automated and worker-entered documentation of actions taken in processing a child support case.

“**Network**” means a group of two or more computer systems linked together. The DHS Enterprise Network uses many types of computer networks, including:

- [Local-area networks \(LANs\)](#): The computers geographically close together.
- [Wide-area networks \(WANs\)](#): The computers are farther apart and are connected by telephone lines or radio waves.

“**OCIO**” means the Office of the Chief Information Officer. This group is responsible for building and protecting DHS computer systems.

“**On-line**” or “**Online**” means when most data is added, updated, or deleted, it is immediately processed and used to update all related information in the system. This provides you with automatic feedback of your entries. ICAR is an on-line system. On-line processing is used whenever possible without adversely affecting ICAR response times.

“**Page backward**” means to use a function key (F7 in ICAR) to scroll back to the previous screen when multiple screens of information exist.

“**Page forward**” means to use a function key (F8 in ICAR) to scroll forward to the next screen when multiple screens of information exist.

“**Password**” means a secret sequence of characters used to authenticate a worker’s identity, usually during a logon process. Chosen by you, your personal password provides you access to ICAR. For system security, do NOT share your password with anyone.

“**PC**” means personal computer. A PC is a small computer designed primarily to serve as a single-user workstation. A PC consists of a central processing unit, a monitor, a keyboard, and a mouse.

“**PCC**” means personal computer coordinator, the worker designated in your office to be the liaison with the DHS Network LAN administrators and DHS Help Desk technical staff. You can call on your PCC to solve technical PC, printer, and server difficulties.

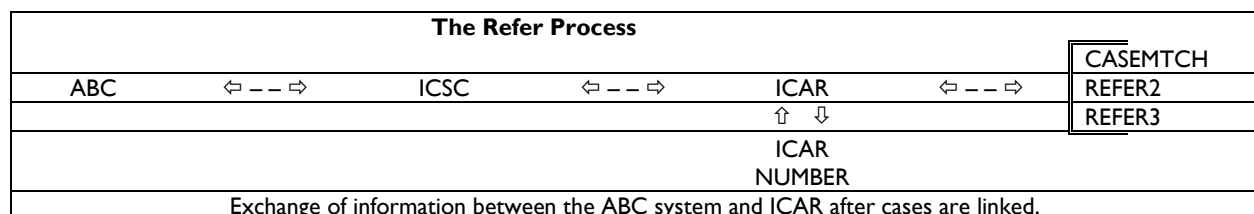
“**PODS**” means paperless office document system. This is the electronic system that stores documents for child support cases.

“**Program**” means a set of instructions the computer uses to carry out a specific task or tasks. Applications (also called “end-user programs”) available to staff include mainframe applications such as ICAR, ABC, FACS, ICSC, and PC applications such as word processing and spreadsheets.

“**PIEX**” means the Public Information Exchange. PIEX is a system of computer interfaces that allows workers to access location information on child support cases.

“**RACF**” means Remote Access Control Facility, a mainframe security system used by the DHS Enterprise Network.

“**Refer**” means the interface through which IM and CSRU staff share related case information.



“**Refresh**” means to use F9 to clear input fields on an ICAR screen. You usually use this function when adding multiple records on the same screen.

“**Response time**” means the amount of time an application takes to process an action.

“**Router**” means a device that connects any number of local area networks.

“**Screen**” means a display of data stored in the records on the mainframe and the field names (labels) for the data. Screens do not store data. You can enter data in blank fields on a screen. ICAR contains over 150 screens.

“**Screen message**” means a statement at the bottom of a screen that provides you guidance as you work. Messages tell you a variety of things based upon the information on the screen and the steps you are attempting to complete, such as:

- What to do to get started on a screen.
- When you have made a data entry error.
- What is the next step you need to take to complete an action.
- That you have completed an action.
- That information is not available.

“**Scroll**” means to move back and forth between multiple pages on a single screen.

“**Server**” means a computer that stores files and programs, manages networks, provides file security and integrity, and connects PC workstations together through a local-area network (LAN) and the wide area network (WAN).

“**Share**” means a folder or directory on the local-area network where you can store files, such as documents and spreadsheets. The two types of shares are:

- **Individual share:** A share for individual use only, that no other user can access.
- **Group share:** A share that only users within the group have access to. However, the users in that group may have different rights or permissions, such as read-only or full control. The share leader determines who has access and their permissions.

“**Software**” means programs (instructions) that the computer uses to store, organize, and control information as directed by the user and software. Books provide a useful analogy for software and hardware. The pages and the ink are the hardware, while the words, sentences, paragraphs, and the overall meaning are the software.

“**Status**” means a system-generated or worker-generated document in ICAR that is issued to a payor, a payee, or another interested party, such as an attorney or the IV-D agency of another jurisdiction, to advise the person of actions taken on a case. You can also use a status to request information from those entities.

“**Subscreen,**” in ICAR, means a screen that can be accessed only through a specific screen.

“**Throughput**” means the amount of data transferred from one place to another or processed in a specified amount of time.

“Time out” means the automatic termination of user activity with the mainframe computer. If you take no action within a preprogrammed amount of time (such as using the ENTER or F key), controls within the mainframe computer automatically terminate your session with an application (e.g., ICAR, ABC, etc.). To re-access the system, you must log on again.

“TOBI” means Transfer of Benefit Information. This is the process used between ELIAS and ICAR for the exchange of appropriate case information.

“Toolbar” means a collection of icons that represent tools or actions used in an application.

“Update” means to use F3 to modify or change existing information on an ICAR screen.

“UPS” means uninterruptible power supply, which is a back-up power supply source, such as a generator or special battery, used to protect critical electrical devices connected to a network, such as the mainframe and servers.

“User” means an individual who uses a computer. Also known as an “end user.”

“User ID” means the number the OCIO assigns to you for accessing NES.

“Valid entry” for a field means an entry accepted by ICAR for that field. Some entries can only be numeric, others only alphabetical, and others can be combinations. Further, some entries are constrained by the number of spaces allowed or by specific case conditions. Refer to the applicable manual chapter to determine the valid entry for a field.

“WAN” means wide-area network, which is a computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local-area networks (LANs).

“Window” means an enclosed rectangular area on the screen in which an application displays.

“Worker ID” means the number that the Iowa Child Support Recovery Program assigns to each employee to identify the person and the person’s work in ICAR. Your worker ID is usually four characters long, the first three letters representing your office followed by one randomly assigned letter or number. See also [CASE Screen Codes: Worker ID](#).

“Workstation” for DHS, means any PC connected to a local-area network.

ICAR Codes

In child support, it is often necessary to write information in a small ICAR space. Thus, the Unit uses abbreviations or codes. Codes compress important data into smaller units for viewing and for saving ICAR storage space. Common coded data elements allow a simple exchange of data between various worker processes and save space in documenting case actions. (The Unit must pay for each data element stored in the state of Iowa mainframe.)

Codes represent important information in a few letters or numbers to simplify data entry and programming for staff. Codes are often the “data elements” programmers identify for monitoring and processing cases. Codes allow more options for staff and management to monitor processes, analyze data, and report progress or roadblocks in the ongoing process improvement quest.

Proper codes provide consistency in recording information. The following sections detail valid codes for:

- [CASE Screen codes](#)
- [CHILD Screen Paternity Establishment Codes](#)
- [COURTORD Screen Court Order Type Codes](#)
- [Fast Path Names](#)
- [ICSC Screen Codes](#)
- [NARRDUP Screen Events Codes](#)
- [OBLIG Screen Codes](#)
- [PAYHIST Screen Codes](#)
- [Process Codes](#)

CASE Screen Codes

Account Types

- 11 FIP (public assistance)
- 12 NPA (non-public assistance)
- 14 Intergovernmental TANF (incoming referral)
- 15 Intergovernmental NPA (incoming referral)
- 17 Non-IV-D or Foster Care only
- 18 Medicaid only (public assistance)
- 19 Intergovernmental Medicaid only (public assistance)

Case Closure

NOTE: These explanations are abbreviated. Refer to [9-1, Case Closure](#), for details.

AGEL*	Age limitation for establishing paternity
CITZ	Payor is citizen of another country
CONT	Contact attempts unsuccessful
COOP	Payee's failure to cooperate
COOP1	Check for application fee returned for insufficient funds
COOP2	Deceased payee
COOP3	Interstate noncooperation
DECD	Deceased payor or alleged father
DECDA*	Deceased payor or alleged father
DISA	Disabled payor; no support potential
EROR+	Case opened in error
EXCL	Excluded putative father
GOOD	Good cause is verified and the Unit should not pursue the case
GOODA	Good cause is verified and the Unit should not pursue the case
INST	NCP resides in an institution and is unable to pay support
IGOOD	Good cause has been granted. The Unit will close the case in three years
LOCA*	Location of payor unknown for 3 years
LOCA1*	Location of payor unknown for 1 year; automated sources unavailable
LOCS#	Location only services provided
NCIN	Not in child's best interest
NOFC#	Child no longer in foster care
NOID	No alleged father can be named
NSOR*	No support order, not paid
NSOR1*	No current support order and no payments in 3 years
NSOR2	No support order established; establishment not prohibited by state law
PRSN	Payor in prison
REQU	Requested termination of services
REQU1	Request by payee and payor deceased
*	System initiated
#	Restricted use
+	Use for duplicate cases

Status

A	Active	H	Holding
C	Closed	I	Inactive
D	Delete	T	Reopened and no access card

Worker ID

A	Decorah	N	Creston
B	Mason City	O	Ottumwa
C	Spencer	P	Burlington
D	Sioux City	R	Pleasant Hill
E	Fort Dodge	Q	Cedar Rapids
ES	EPICS	S	Clinton
F	Marshalltown	V	Des Moines
G	Waterloo	X	Ankeny
H	Dubuque	Y	Indianola
I	Davenport	CEN/CEA/CER	Central Office
J	Cedar Rapids	AFC1/ACF2	Foster Care
L	Carroll	CSC/ACT	Collection Services Center
M/W	Council Bluffs	AAAA	Central Registry Unit

CHILD Screen Paternity Establishment Codes (How Field)

AD	Adoption	OC	Open court
AO	Administrative order	OS	Out of state, IV-D case
CO	Court order, IV-D	OT	Other
JR	Judicial review from administrative process	PA	Paternity affidavit
MA	Marriage	PI	Out-of-state through a paternity affidavit
MC	Married at time of conception	PO	Court order, private action
MO	Maternity	PS	Out-of-state, private action

COURTORD Screen Court Order Type Codes

AF	Administrative order for foster care
AM	Administrative modification order
AO	Administrative order
AP	Administrative paternity order
DM	Divorce decree/dissolution/temporary order
JM	Judicial review of administrative modification order
JO	Juvenile order (foster care only)
JP	Judicial review of administrative paternity order
JR	Judicial review of administrative support order (non-paternity)
ON	No order established (paternity is not an issue)
OP	No order established (paternity is an issue)
RO	Out-of-state order registered in Iowa
UN	URES Order (non-paternity order)
UP	URES or Chapter 600B paternity order
VP	Voluntary placement agreement (foster care only)

Fast Path Name (Short Screen Name)

The fast path name is the abbreviated name of an ICAR screen. Type the fast path name in the NEXT SCREEN field and press ENTER to go directly to that ICAR screen. Refer to [Security Classes](#) for a complete list of fast path names and screen descriptions.

ICSC Screen Codes

Good Cause

CSRU entries:

R Referral made to IM for good cause determination

IM responses:

A Agency and client (good cause granted, CSRU is not to proceed with further action)
C Client only (good cause granted, but CSRU can proceed with further action)
D Denied claim
P Pending decision
W Pending (IM researching and payee has been referred for non-cooperation)
N No claim (default)

Noncooperation

CSRU entries:

R Referral made to IM for client noncooperation
I Client not cooperating with another agency in an intergovernmental referral
0 Client is cooperating with child support

IM responses:

1 Noncooperation with IM (obsolete)
2 Noncooperation with CSRU (obsolete)
3 Noncooperation with IM; needs removed (obsolete)
4 Payee not cooperating with CSRU; grant reduced by 25%
5 Decision pending (obsolete)
6 Payee not cooperating; 25% grant reduction current month
7 Payee cooperating; 25% grant reduction removed as of next calendar month
I Payee not cooperating with referring state (obsolete)

Refer

(ICSC Screen used by IM workers)

Y Yes, referral made
N No, referral not made

Role

- A Natural/adoptive parent
- B Stepparent
- C Caretaker (non-parental)
- G Minor parent (living with parent or caretaker)
- I Foster child
- J Child

NOTE: A, B, and C are adult codes. G, I, and J are child codes.

NARRDUP Screen Event Codes

Use the event codes on the NARRDUP screen to create preformatted narrative entries to identify telephone calls, visits, and other non-automated actions. This process streamlines, standardizes, and records non-automated narrative entries in the case record. To create the preformatted entry, complete the following entries:

1. The PROC (process code) field.
2. The EVENT TYPE field.
3. The FROM field.
4. The TO field.
5. Press ENTER.

ICAR displays the system-generated narrative on the first line of the narrative entry field. The following chart lists the valid combination for the EVENT TYPE, FROM, and TO fields and displays the system-generated narrative message for each valid combination.

*WKID = Your worker ID

Event Type	From	To	Narrative
CALL	AP	WKID*	The obligor called
CALL	WKID	AP	Called the obligor
CALL	CP	WKID	The obligee called
CALL	WKID	CP	Called the obligee
CALL	CT	WKID	The caretaker called
CALL	WKID	CT	Called the caretaker
CALL	AF	WKID	The alleged father called
CALL	WKID	AF	Called the alleged father
CALL	APAT	WKID	The obligor's attorney called
CALL	WKID	APAT	Called the obligor's attorney
CALL	CPAT	WKID	The obligee's attorney called
CALL	WKID	CPAT	Called the obligee's attorney
CALL	AFAT	WKID	The alleged father's attorney called
CALL	WKID	AFAT	Called the alleged father's attorney

Event Type	From	To	Narrative
CALL	EMP	WKID	The employer called
CALL	WKID	EMP	Called the employer
CALL	COC	WKID	The clerk of court called
CALL	WKID	COC	Called the clerk of court
CALL	IMW	WKID	The income maintenance worker called
CALL	WKID	IMW	Called the income maintenance worker
CALL	TPL	WKID	A third party liability worker called
CALL	WKID	TPL	Called a third party liability worker
CALL	FC	WKID	The foster care worker called
CALL	WKID	FC	Called the foster care worker
CALL	OUT	WKID	An out of state agency worker called
CALL	WKID	OUT	Called an out of state agency worker
CALL	HI	WKID	A health insurance worker called
CALL	WKID	HI	Called a health insurance worker
CALL	LAW	WKID	A law enforcement officer called
CALL	WKID	LAW	Called a law enforcement officer
CALL	REAL	WKID	A real estate agent called
CALL	WKID	REAL	Called a real estate agent
CALL	WKID	WKID	CSRU worker called a CSRU worker in another office
CALL	EPIC	FI	EPICS called financial institution
CALL	FI	WKID	Financial institution called
CALL	FI	EPIC	Financial institution called EPICS
CALL	UNIO	WKID	Received call from union
CALL	WKID	FI	Called financial institution
CALL	WKID	UNIO	Called union
CALL	APOT	SCSU	Received call from obligor
CALL	CPOT	SCSU	Received call from obligee
CALL	BANK	WKID	A financial institution called
CALL	WKID	BANK	Called a financial institution
COMP	AP	WKID	Obligor requests a computation
COMP	WKID	AP	Sent computation to the obligor
COMP	CP	WKID	Obligee requests a computation
COMP	WKID	CP	Sent computation to the obligee
EMAIL	EMP	EPIC	EPICS received email from employer
EMAIL	EMP	WKID	Received email from employer
EMAIL	EPIC	EMP	EPICS sent email to employer
EMAIL	FI	WKID	Received email from financial institution
EMAIL	HI	WKID	Received email from health insurance company
EMAIL	WKID	EMP	Sent email to employer
EMAIL	WKID	FI	Sent email to financial institution
EMAIL	WKID	HI	Sent email to health insurance company
EMAIL	SCSU	CSRU	Sent e-note to CSRU
EMAIL	SCSU	FC	Sent e-note to FCRU
EMAIL	SCSU	CSC	Sent e-note to CSC
EMAIL	CSRU	FC	Sent e-note to FCRU
EMAIL	CSRU	CSC	Sent e-note to CSC
EMAIL	CSRU	SCSU	Sent e-note to SCSU

Event Type	From	To	Narrative
EMAIL	FC	CSRU	Sent e-note to CSRU
EMAIL	FC	CSC	Sent e-note to CSC
EMAIL	FC	SCSU	Sent e-note to SCSU
EMAIL	FC	IN	Sent e-note to in-state agency
EMAIL	AP	SCSU	Received e-note from obligor
EMAIL	CP	SCSU	Received e-note from obligee
EMAIL	CT	SCSU	Received e-note from caretaker
EMAIL	AF	SCSU	Received e-note from alleged father
EMAIL	APAT	SCSU	Received e-note from obligor's attorney
EMAIL	CPAT	SCSU	Received e-note from obligee's attorney
EMAIL	AFAT	SCSU	Received e-note from alleged father's attorney
EMAIL	IMW	CSRU	Received e-note from income maintenance worker
EMAIL	IN	CSRU	Received e-note from in-state worker
EMAIL	CSRU	IN	Sent e-note to in-state worker
EMAIL	IMW	FC	Received e-note from income maintenance worker
EMAIL	IN	FC	Received e-note from in-state worker
EMAIL	CPOT	SCSU	Received e-note from obligee
EMAIL	APOT	SCSU	Received e-note from obligor
FAX	FC	AP	Sent fax to obligor
FAX	FC	CP	Sent fax to obligee
FAX	FC	CT	Sent fax to caretaker
FAX	FC	APAT	Sent fax to obligor's attorney
FAX	FC	CPAT	Sent fax to obligee's attorney
FAX	FC	EMP	Sent fax to employer
FAX	FC	COC	Sent fax to clerk of court
FAX	FC	EDUC	Sent fax to educational institution
FAX	FC	HOUS	Sent fax to housing assistance
FAX	FC	QC	Sent fax to Quality Control
FAX	FC	LAW	Sent fax to law enforcement agency
FAX	FC	HI	Sent fax to health insurance company
FAX	FC	OUT	Sent fax to out-of-state agency
FAX	FC	IN	Sent fax to in-state agency
FAX	FC	CSRU	Sent fax to CSRU
FAX	FC	CSC	Sent fax to CSC
FAX	FC	TPL	Sent fax to third party liability
FAX	FC	IMW	Sent fax to income maintenance worker
FAX	CSRU	REAL	Sent fax to real estate agent
FAX	AP	CSRU	Received fax from obligor
FAX	CSRU	AP	Sent fax to obligor
FAX	CP	CSRU	Received fax from obligee
FAX	CSRU	CP	Sent fax to obligee
FAX	CT	CSRU	Received fax from caretaker
FAX	CSRU	CT	Sent fax to caretaker
FAX	APAT	CSRU	Received fax from obligor's attorney
FAX	CSRU	APAT	Sent fax to obligor's attorney
FAX	CPAT	CSRU	Received fax from obligee's attorney
FAX	CSRU	CPAT	Sent fax to obligee's attorney

Event Type	From	To	Narrative
FAX	EMP	CSRU	Received fax from employer
FAX	CSRU	EMP	Sent fax to employer
FAX	COC	CSRU	Received fax from clerk of court
FAX	CSRU	COC	Sent fax to clerk of court
FAX	EDUC	CSRU	Received fax from educational institution
FAX	CSRU	EDUC	Sent fax to educational institution
FAX	HOUS	CSRU	Received fax from housing assistance
FAX	CSRU	HOUS	Sent fax to housing assistance
FAX	QC	CSRU	Received fax from Quality Control
FAX	CSRU	QC	Sent fax to Quality Control
FAX	LAW	CSRU	Received fax from law enforcement agency
FAX	CSRU	LAW	Sent fax to law enforcement agency
FAX	OUT	CSRU	Received fax from out-of-state agency
FAX	IN	CSRU	Received fax from in-state agency
FAX	FC	CSRU	Received fax from foster care
FAX	TPL	CSRU	Received fax from third party liability
FAX	CSRU	TPL	Sent fax to third party liability
FAX	IMW	CSRU	Received fax from income maintenance worker
FAX	CSRU	IMW	Sent fax to income maintenance worker
FAX	REAL	CSRU	Received fax from real estate agent
FAX	APOT	CSRU	Received fax from obligor's...
FAX	CPOT	CSRU	Received fax from obligee's...
FAX	CT	FC	Received fax from caretaker
FAX	APAT	FC	Received fax from obligor's attorney
FAX	CPAT	FC	Received fax from obligee's attorney
FAX	AF	FC	Received fax from alleged father
FAX	AFAT	FC	Received fax from alleged father's attorney
FAX	EMP	FC	Received fax from employer
FAX	COC	FC	Received fax from clerk of court
FAX	EDUC	FC	Received fax from educational institution
FAX	HOUS	FC	Received fax from housing assistance
FAX	QC	FC	Received fax from Quality Control
FAX	LAW	FC	Received fax from law enforcement agency
FAX	HI	FC	Received fax from health insurance company
FAX	OUT	FC	Received fax from out-of-state agency
FAX	IN	FC	Received fax from in-state agency
FAX	CSRU	IN	Sent fax to in-state agency
FAX	CSRU	FC	Sent fax to foster care
FAX	TPL	FC	Received fax from third party liability
FAX	IMW	FC	Received fax from income maintenance worker
FAX	REAL	FC	Received fax from real estate agent
FAX	FC	REAL	Sent fax to real estate agent
FAX	AP	FC	Received fax from obligor
FAX	CP	FC	Received fax from obligee
FAX	AP	SCSU	Received fax from obligor
FAX	CP	SCSU	Received fax from obligee
FAX	CT	SCSU	Received fax from caretaker

Event Type	From	To	Narrative
FAX	AF	SCSU	Received fax from alleged father
FAX	APAT	SCSU	Received fax from obligor's attorney
FAX	CPAT	SCSU	Received fax from obligee's attorney
FAX	AFAT	SCSU	Received fax from alleged father's attorney
FAX	APOT	SCSU	Received fax from obligor's...
FAX	CPOT	SCSU	Received fax from obligee's...
FAX	EMP	SCSU	Received fax from employer
FAX	EMP	CSC	Received fax from employer
FAX	REAL	SCSU	Received fax from real estate agent
FAX	SCSU	REAL	Sent fax to real estate agent
FAX	SCSU	AP	Sent fax to obligor
FAX	SCSU	CP	Sent fax to obligee
FAX	SCSU	CT	Sent fax to caretaker
FAX	SCSU	AF	Sent fax to alleged father
FAX	SCSU	APAT	Sent fax to obligor's attorney
FAX	SCSU	CPAT	Sent fax to obligee's attorney
FAX	SCSU	AFAT	Sent fax to alleged father's attorney
FAX	FI	WKID	Received fax from financial institution
FAX	WKID	FI	Sent fax to financial institution
FAX	CSRU	OUT	Sent fax to out-of-state agency
FAX	AFAT	CSRU	Received fax from alleged father's attorney
FAX	EPIC	FI	EPICS sent fax to financial institution
FAX	FI	EPIC	EPICS received fax from financial institution
FAX	WKID	HI	Sent fax to health insurance company
FAX	HI	WKID	Received fax from health insurance company
FAX	CSRU	CSC	Sent fax to CSC
FAX	AF	CSRU	Received fax from alleged father
FAX	CPOT	FC	Received fax from obligee
FAX	APOT	FC	Received fax from obligor
FORM	QC	WKID	Received a form from Quality Control
FORM	WKID	QC	Returned a completed form to Quality Control
FORM	HOUS	WKID	Received a form for housing assistance
FORM	WKID	HOUS	Returned a completed form for housing assistance
FORM	AP	WKID	Obligor requests review and adjustment forms
FORM	WKID	AP	Sent review and adjustment forms to obligor
FORM	CP	WKID	Obligee requests review and adjustment forms
FORM	WKID	CP	Sent review and adjustment forms to obligee
FORM	COC	WKID	215.1 notice received
HRG	WKID		Hearing was...
MAIL	AP	WKID	Received a letter from the obligor
MAIL	WKID	AP	Sent letter to the obligor
MAIL	CP	WKID	Received a letter from the obligee
MAIL	WKID	CP	Sent letter to the obligee
MAIL	CT	WKID	Received a letter from the caretaker
MAIL	WKID	CT	Sent letter to the caretaker
MAIL	AF	WKID	Received a letter from the alleged father
MAIL	WKID	AF	Sent letter to the alleged father

Event Type	From	To	Narrative
MAIL	APAT	WKID	Received a letter from the obligor's attorney
MAIL	WKID	APAT	Sent letter to the obligor's attorney
MAIL	CPAT	WKID	Received a letter from the obligee's attorney
MAIL	WKID	CPAT	Sent letter to the obligee's attorney
MAIL	AFAT	WKID	Received a letter from the alleged father's attorney
MAIL	WKID	AFAT	Sent letter to the alleged father's attorney
MAIL	OUT	WKID	Received a letter from an out of state agency
MAIL	WKID	OUT	Sent a letter to an out of state agency
MAIL	IN	WKID	Received a letter from an in state agency
MAIL	WKID	IN	Sent a letter to an in state agency
MAIL	HI	WKID	Received a letter from a health insurance company
MAIL	WKID	HI	Sent a letter to a health insurance company
MAIL	IMW	WKID	Received a letter from the income maintenance worker
MAIL	WKID	IMW	Sent a letter to the income maintenance worker
MAIL	LAW	WKID	Received a letter from a law enforcement agency
MAIL	WKID	LAW	Sent a letter to a law enforcement agency
MAIL	COC	WKID	Received a letter from the clerk of court
MAIL	WKID	COC	Sent a letter to the clerk of court
MAIL	EDUC	WKID	Received a letter from educational institution
MAIL	WKID	EDUC	Sent a letter to an educational institution
MAIL	POST	WKID	Received return mail from post office
MAIL	UNIO	WKID	Received mail from union
MAIL	WKID	UNIO	Sent letter to union
MAIL	APOT	CSRU	Received letter from obligor's...
MAIL	CPOT	CSRU	Received letter from obligee's...
MAIL	CSRU	APOT	Sent letter to obligor's...
MAIL	CSRU	CPOT	Sent letter to obligee's...
MAIL	APOT	FC	Received letter from obligor's...
MAIL	CPOT	FC	Received letter from obligee's...
MAIL	FC	APOT	Sent letter to obligor's...
MAIL	FC	CPOT	Sent letter to obligee's...
MAIL	SCSU	APOT	Sent letter to obligor's...
MAIL	SCSU	CPOT	Sent letter to obligee's...
MAIL	CSC	APOT	Sent letter to obligor's...
MAIL	CSC	CPOT	Sent letter to obligee's...
MAIL	WKID	REAL	Sent letter to a real estate agent
MAIL	REAL	WKID	Received letter from a real estate agent
MAIL	EMP	WKID	Received letter from an employer
MAIL	WKID	EMP	Sent letter to an employer
MAIL	WKID	BANK	Received letter from a financial institution
MAIL	BANK	WKID	Sent letter to a financial institution
PAYREC	AP	WKID	Obligor requests a certified payment record
PAYREC	WKID	AP	Sent certified payment record to the obligor
PAYREC	CP	WKID	Obligee requests a certified payment record
PAYREC	WKID	CP	Sent certified payment record to the obligee
PAYREC	CT	WKID	Caretaker requests a certified payment record
PAYREC	WKID	CT	Sent certified payment record to the caretaker

Event Type	From	To	Narrative
PAYREC	APAT	WKID	Obligor's attorney requests a certified payment record
PAYREC	WKID	APAT	Sent certified payment record to the obligor's attorney
PAYREC	CPAT	WKID	Obligee's attorney requests a certified payment record
PAYREC	WKID	CPAT	Sent certified payment record to the obligee's attorney
PAYREC	REAL	WKID	Real estate agent requests a certified payment record
PAYREC	WKID	REAL	Sent certified payment record to a real estate agent
PAYREC	SCSU	APOT	Sent payrec to obligor's...
PAYREC	SCSU	CPOT	Sent payrec to obligee's...
PAYREC	CSC	APOT	Sent payrec to obligor's...
PAYREC	CSC	CPOT	Sent payrec to obligee's...
PAYREC	FC	APOT	Sent payrec to obligor's...
PAYREC	FC	CPOT	Sent payrec to obligee's...
PAYREC	CSRU	APOT	Sent payrec to obligor's...
PAYREC	CSRU	CPOT	Sent payrec to obligee's...
REFRL	SCSU	CSC	Case referred to CSC
REFRL	SCSU	CSRU	Case referred to CSRU
REFRL	SCSU	FC	Case referred to Foster Care
REFRL	CSRU	CSC	CSRU referred case to CSC
REFRL	FC	CSC	FCRU referred case to CSC
REFRL	CSC	CSRU	CSC referred case to CSRU
REFRL	CSC	FC	CSC referred case to FCRU
REVIEW	AP	WKID	Obligor request review of case
REVIEW	SUP		Supervisor reviewed case
REVIEW	WKID	SUP	Worker requested review by supervisor
REVIEW	WKID		Worker reviewed case
REVIEW	CP	WKID	Obligee request review of case
VISIT	AP	WKID	The obligor came into the office
VISIT	CP	WKID	The obligee came into the office
VISIT	CT	WKID	The caretaker came into the office
VISIT	AF	WKID	The alleged father came into the office
VISIT	APAT	WKID	The obligor's attorney came into the office
VISIT	CPAT	WKID	The obligee's attorney came into the office
VISIT	APOT	CSRU	Office visit from obligor's...
VISIT	CPOT	CSRU	Office visit from obligee's...
VISIT	APOT	FC	Office visit from obligor's...
VISIT	CPOT	FC	Office visit from obligee's...
VISIT	APOT	CSC	Office visit from obligor's...
VISIT	CPOT	CSC	Office visit from obligee's...

OBLIG Screen Codes

Deviation By

1	Iowa court	4	Out-of-state IV-D agency
2	CSRU	5	Parties agree
3	Out-of-state court	6	Other

Deviation Reason

- 1 Obligor is unemployed or underemployed
- 2 Obligee is unemployed or underemployed
- 3 Obligor has excessive health care costs
- 4 Obligee has excessive health care costs
- 5 Obligor has multiple families in addition to QADD
- 6 Obligee has multiple families in addition to QADD
- 7 Obligor making house payment
- 8 Obligee making house payment
- 9 Obligor paying off large debts
- 10 Obligee paying off large debts
- 11 Other expenses considered for obligor
- 12 Other expenses considered for obligee
- 13 Obligor is enrolled in school
- 14 Obligee is enrolled in school
- 15 Obligor is or was in prison or halfway house
- 16 Obligee is or was in prison or halfway house
- 17 Stipulated by both parties
- 18 SSD received by obligor
- 19 SSD received by obligee, child, or both
- 20 Obligor on public assistance
- 21 Obligee on public assistance
- 22 Obligor health insurance premium is excessive
- 23 Obligee health insurance premium is excessive
- 24 Protracted litigation
- 25 Out-of-state order uses higher or lower amounts
- 26 Hardship to obligor (unspecified)
- 27 Obligor a minor and amount set by law
- 28 Unknown, worker unable to identify why court deviated
- 29 Child care expenses
- 50 FCRU – Permanency (obsolete 7/1/1999; display only)
- 51 FCRU – Hardship (obsolete 7/1/1999; display only)
- 52 FCRU – Seeks lower CS liability (obsolete 7/1/1999; display only)
- 53 FCRU – Limited to MRCAP

- 54 FCRU – Assessing up to cost of care
- 55 FC – Standard 30% deviation
- 56 FCRU obligor has additional dependents
- 70 Based on FIP expended (no reconciliation)
- 71 Based on FIP expended (reconciliation)
- 99 Others

Obligation Types

- | | |
|--------------------------|-----------------------------------------------------------------|
| CA Alimony | MS Medical support |
| CS Child support | PO Paternity only |
| HO Health only | RE Reimbursement (to state of Iowa, to another state or person) |
| HP House payment | VO Voluntary |
| IP Insurance payment | ZZ Used to remove REs |
| MR Medical reimbursement | |

Obligation Frequencies

- | | |
|---------------|--------------------------------------------|
| A Annually | SA Semi-annually |
| BM Bi-monthly | SM Semi-monthly |
| BW Bi-weekly | SP Single payment used with RE and MR only |
| M Monthly | W Weekly |
| Q Quarterly | |

PAYHIST Screen Codes

Fund (Source of Money)

ADJ	Adjustment
ANF	Annual NPA fee (federal requirement)
ATM	Automatic teller machine
BAL	Balance owed
BND	Bond
BRI	Bank returned item
BRR	Bank returned recoupment
CLK	Redirection
COC	Clerk of court
CRF	Cost recovery fee
CRP	Credit for payments (acct types 12, 15, and 17 only)
DOP	Debtor offset payment
EFT	Electronic funds transfer
FAO	Federal administrative offset (offset by Iowa)
FED	Federal tax return offset (offset by Iowa)
FEE	Interstate fee
LVY	Administrative levy payment
MIW	Mandatory income withholding
MOD	Modification of judgement
NSF	Nonsufficient funds
NSR	Nonsufficient funds recoupment
OFT	Other state's federal tax return offset
OPY	Other state's payment
OST	Other state's state tax return offset
OTH	Other
PRS	Payments received by state
REG	Regular cash remittance
SAT	Satisfaction of judgement
STT	State tax refund offset (Iowa)
TIF	Fee for federal tax refund offset
UIB	Undisclosed income or benefit
VCP	Voluntary ICAR payment
VOL	Voluntary payment
VRP	Voluntary receipt of payment to obligee
VRT	Voluntary regular transfer

Paid to Account

- 10 Foster care (state paid)
- 11 FIP (public assistance)
- 12 NPA (non-public assistance)
- 13 Foster care (federally paid)
- 14 Intergovernmental TANF (incoming referral)
- 15 Intergovernmental NPA (incoming referral)
- 16 Intergovernmental foster care
- 17 Non-IV-D
- 18 Medicaid only (public assistance)
- 19 Intergovernmental Medicaid only (public assistance)
- 40 Medical support foster care
- 41 Medical support FIP
- 42 Medical support NPA
- 43 Medical support federally paid foster care
- 44 Medical support TANF (incoming)
- 45 Medical support NPA (incoming)
- 46 Medical support intergovernmental foster care
- 47 Medical support non-IV-D
- 48 Medical support Medicaid
- 49 Medical support Medicaid (intergovernmental)

Process Codes

ADMIN	Administrative orders
ADMOD	Administrative modification
ADPAT	Administrative paternity
AFF	Paternity affidavit
AVER	Address verification
BONDS	Posting bonds
CASE*	Case maintenance, not process-specific
CLOSE	Case closure
CONTE	Contempt
CRA	Credit reporting agencies
CRED	Credit agency check
CSENT	Automated interstate interface
CSNET	Child Support Enforcement Network
CSNET+	Child Support Enforcement Network
DCO	Determination of controlling order
DCTNA	Direct case to the next activity
DIST	Distribution
EMAN	Emancipation
ENF	Enforcement
EST	Establishment
EVER	Employer verification
FED	Federal income tax refund offset
FIDM	Financial Institution Data Match
HCDT	Hard to collect debt
IIW+	Immediate Income withholding
INTER	Interstate
IWO	Income withholding orders (replaced MIW)
LEVY	Administrative levy
LIENS	Liens
LISAN	License sanctions
LOC	Location (includes ICER)
MED	Medical
MIW+	Mandatory income withholding
MOD	Modification
NLETS	National Law Enforcement T System
PAROP	Parental Obligation Program
PAT	Judicial paternity establishment

REFER	ABC/ICAR/FACS interface
REGST	Registration of orders
REINS	Reinstatement of support
REV	252H review and adjustment of support
REVAD	Review and adjustment of support (judicial)
SABRE	Special abstracts and refunds
SAT+	Satisfaction of support
SECEN	Secondary enforcement
SEEKE+	Seek employment
SKEMP	Seek employment (replaced SEEKE)
STT	State tax offset
SUB	Correction subsystem
SUSPD	Suspension of support
TANFR	TANF review
TFC	Tracking fees and costs
TOBI	Transfer of benefit information
UIFSA	Uniform Interstate Family Support Act
UPPA	Unreimbursed past public assistance
URES	Uniform Reciprocal Enforcement Support Act
USATT	U.S. attorney program
XREF	Cross referencing
*	System initiated.
+	No longer in use.

ICAR Function Keys

The following chart describes standard ICAR keys and their usage.

Mainframe Keys and Functions		PC Equivalent Keys
	Go to SESSION ENDED... screen	
PA2	Go to application menu	PAGE UP
	Not applicable at this time	
PF1	Help (not available on all screens)	F1
PF2	Add	F2
PF3	Modify or update or change	F3
PF4	Delete	F4
PF5	Inquire (or special function)	F5
PF6	Access special function; see screen mini-menu	F6
PF7	Page back	F7
PF8	Page forward	F8
PF9	Refresh (clear variables or special function)	F9
PF10	Special function; see mini-menu on screen	F10
PF11	Special function; see mini-menu on screen	F11
PF12	Special function; see mini-menu on screen	F12
PF13	Special function; see mini-menu on screen	SHIFT+F1
PF14	Special function; see mini-menu on screen	SHIFT+F2
PF15	Special function; see mini-menu on screen	SHIFT+F3
PF16	Special function; see mini-menu on screen	SHIFT+F4
PF17	Special function; see mini-menu on screen	SHIFT+F5
PF18	Special function; see mini-menu on screen	SHIFT+F6
PF19	Not applicable at this time	SHIFT+F7
PF20	Not applicable at this time	SHIFT+F8
PF21	Not applicable at this time	SHIFT+F9
PF22	Not applicable at this time	SHIFT+F10
PF23	Not applicable at this time	SHIFT+F11
PF24	Special function; see mini-menu on screen	SHIFT+F12
CLEAR	Not applicable at this time	PAUSE/BREAK
RESET		ESC
	Delete character	BACKSPACE
	Tab between fields	TAB
	Tab back to previous field	SHIFT + TAB
	Transmit or select (after entering appropriate letter to select)	ENTER
	Clear to end of field	END
	Toggle to another mainframe application	SHIFT + ESC
	Toggle to another Windows application	ALT + TAB

Tip: Never use a “/” as a character entry in ICAR. ICAR cannot determine what it should be.

Security Groups on WORKER2 Screen

The on-line security process recognizes the following fields, screens, and designated staff as “security groups”:

<u>Group</u>	<u>Security Group Description</u>	<u>Group</u>	<u>Security Group Description</u>
1	PAYOR SOCIAL SECURITY NUMBER	26	DELETE COURT ORDER DCO
2	PAYOR ADDRESS	27	REGISTRATION ACTION ENDED
3	PAYEE ADDRESS	28	INTERSTATE ACTION ENDED
4	SUBSYSTEM FLAGS/OBLIGATION CHANGES	29	RISK DETAIL UPDATE: ADD/MOD/DEL
5	CONVERT ENTRIES	30	NO MEDICAL BENEFIT AVAILABLE – NMBA
6	NEGATIVE ADJUSTMENTS	31	REFERRAL UPDATE***RESTRICTED***
7	CREDIT REPORTING		
8	WORKER2***RESTRICTED***		
9	COUPON BALANCE ADJUSTMENT	34	COURT ORDER IIW PROVISION FIELD
10	REVIEW/ADMOD – FCRJ***RESTRICTED***	35	PAYOR REJ BYPASS
11	RA/MA ***RESTRICTED***	37	PAYEE2 HOLD PAYMENT IND
12	CENTRAL OFFICE UPDATE*RESTRICTED*	38	PAYEE – SSN/DOB
13	REVIEW AND ADJUST UPDATE	39	NPA REQUEST MS ENF
14	IWO SUPPRESS FIELD	40	BYE TRANSACTION TYPE
15	LICENSE SANCTION ENTRIES	41	LICENSE SANCTION AGENCY ENTRIES
16	HARD TO COLLECT DEBT	42	CASSIGN VERIFY UNLOCK UPDATE
18	UPPA DETAIL UPDATE	43	PARENTAL OBLIG PILOT PROJECT FLDS
19	ADMINISTRATIVE MODIFICATION	44	MISTAKEN IDENTITY
20	IWO NOTICE METHOD FIELDS	45	ICON MISTAKEN ID
21	HARD TO COLLECT PAYMENTS	46	REACH & ENF FOR REACH PROGRAM
22	STATE/FEDERAL OFFSET BYPASS	47	STATUS FOR REACH PROGRAM
23	BYPASS AF FIELD	48	POP2 FIELDS & IND ***RESTRICTED***
24	OBLIGDST	49	POP2 SAT FIELD & IND
25	UIFSA ACTION ENDED		

If a data field or screen is not included in a security group, the on-line security process does not control it.

NOTE: New screens and data fields are added as needed. Information is provided when new screens or data fields are added to the on-line security process.

Security Classes

The screens within ICAR are set up in classes. A security classification is required for each person using ICAR. The type of work for which you are responsible determines your classifications. There are 27 security classes in ICAR:

- Some are for non-CSRU staff,
- Some are for field staff,
- Some are limited to specific users like Central Office, managers, or the SPARQ or the ICAR maintenance team.

Your supervisor and the Central Office security team determine which security classes you need to perform your job duties.

Class: 00	Title: Non CSRU Worker
Fast Path Name	Full Screen Name
CASE MTCH	IABC/FACS/ICAR Case Match
CHILD	Child
CHILD2	Child 2
NAMESRCH	Name Search
REFER2	IABC/FACS/ICAR Noncustodial Parent Data
REFER3	IABC/FACS/ICAR Obligation/Payment/Insurance
VCASE	View Case
VCORTORD	View Court Order
VINSURER	View Insurer Information
VMEDICAL	View Medical Information
VOBLIG	View Obligation Details
VOBLIGLST	View Obligation List
VPAYHIST	View Payment History
VPAYREC	View Pay Record
VWORKER	View Worker

Class: 01	Title: Foster Care Finance
Fast Path Name	Full Screen Name
VBAL	View Balance by Account Type
VFCM	View FCM Monthly Detail

Class: 02	Title: IPAR
Fast Path Name	Full Screen Name
IPAR1	IPAR1
IPAR2	IPAR2
IPAR3	IPAR3
IPAR5	IPAR5

Class: 03	Title: ICAR Admin
Fast Path Name	Full Screen Name
ADDRESSM	Address Maintenance
CITY	City Code Maintenance
COUNTY	County Code Maintenance
INTSUM	Interstate Summary
POSTMST	Postmaster Address
PRINTER	Printer Maintenance Screen
SECDLG	Security Dialog Maintenance
SECGRP	Security Group Maintenance
WORKERRG	Browse Worker by Geography

Class: 04	Title: Tracking Fees and Costs
Fast Path Name	Full Screen Name
FDEBTPAY	Debt Repayment Information
FDETAIL	Fees Detail
FTHIRD	Third Party Information
OTHRAF	Other Recipient AF Selection
OTHRCASE	Other Recipient Case List
OTHRDEBT	Other Recipient Debts
OTHRRCP	Other Recipient Data Entry
OTHRSRCH	Other Recipient Name Search

Class: 05	Title: Employer Maintenance
Fast Path Name	Full Screen Name
EMPLOYRM	Employer Maintenance
EMPLOYR2	Employer Maintenance 2

Class: 06	Title: Enforcement
Fast Path Name	Full Screen Name
ADMLEVY	Administrative Levy
ASSET	Asset Verification
ASSET2	Asset 2
BOND	Bonds
CONTEMPT	Contempt
HCDEBT	Hard to Collect Debt
IWN	Income Withholding Notice
IWO	Income Withholding Orders
IWO2	Income Withholding Orders 2
IWODIST	IWO Distribution Percentage
IWOHRDShP	Income Withholding Hardship
LIENS	Liens Monitoring/Enforcement

Class: 06	Title: Enforcement
Fast Path Name	Full Screen Name
LISAN	License Sanction
LISAN2	License Sanction 2
LSAGENCY	License Sanction Agency Table
OFFSET	Federal Offset Processing
SECENF	Secondary Enforcement
SEEKEMP	Seek Employment

Class: 07	Title: E Receipt
Fast Path Name	Full Screen Name
OFFPAY	Office Payments
OFFRVW	Office Payment Review
PYMTSRCH	Office Payment Search

Class: 08	Title: Establishment
Fast Path Name	Full Screen Name
ADMIN	Administrative Establishment
ADMIN2	Administrative Establishment 2
ADPAT	Administrative Paternity
ADPAT2	Administrative Paternity 2
ADPAT3	Administrative Paternity 3
GENTEST	Genetic Testing Results
HEADER	Header
PATEST	Paternity
PATEST2	Paternity Screen Two
PATEST3	Paternity Screen Three
URESA	URESA
URESA2	URESA Screen Two

Class: 09	Title: RA/RBM/MA2
Fast Path Name	Full Screen Name
REGION	Approval Authority Maintenance

Class: 10	Title: CSRU Central Office
Fast Path Name	Full Screen Name
ADDCPI	Add Consumer Price Index
CALBLD	Calendar Create/Update
CALBLD2	CALBLD2
CNAGREE	Update Interstate Agreements
FIPS	FIPS

Class: 10	Title: CSRU Central Office
Fast Path Name	Full Screen Name
FIPSSUM	FIPS Summary Screen
FORMBAT	Batch Form Variable Update
FORMBLD	Form Record Create/Update
FORMFOOT	Form Footing Create/Update
FORMOVAR	Online Forms Variable Update
FORMTEXT	Form Text Create/Update
FORMTITL	Form Title Create/Update
FORMVAR	Form Variable Create/Update
HCPYMNT	Hard to Collect Payments
NARRBLD	Narrative Create/Update
PUMP	Public Utilities Match
RSNCODEM	TOBI Reason Code Maintenance
STATBLD	Status Create/Update

Class: 11	Title: SSA Location
Fast Path Name	Full Screen Name
FEDBEN	Federal Benefits
LOCDB	Location Database
LOCDEMO	Demographic
LOCPRISN	Prisoner
LOCSSD	Social Security Disability
LOCSSI	Supplemental Security Income

Class: 12	Title: Guidelines
Fast Path Name	Full Screen Name
DEVHST	Deviation History
GUIDEACR	Guideline ACR
GUIDECHG	Guideline Change
GUIDEDEP	Guideline Dependents
GUIDEFC	Guideline Foster Care
GUIDEFIN	Guideline Financial
GUIDLINE	Guideline Inquiry Screen
GUIDEMED	Guideline Medical

Class: 13	Title: Intergovernmental
Fast Path Name	Full Screen Name
ADDRESSB	Browse Initiating Addresses
LOCREQ	Locate Request
REFSRCH	Referral Search

Class: 14	Title: Non IV-D Location
Fast Path Name	Full Screen Name
NFDLOC	Central Registry Locate Request
NFDRESP	Central Registry Location Request Response

Class: 15	Title: Employer Compliance
Fast Path Name	Full Screen Name
EMPLRLST	Non Compliant Employer List
EMPLRMNT	Non Compliant Employer Maintenance

Class: 16	Title: CO Payment Information
Fast Path Name	Full Screen Name
COUPON	Coupon Account Update
COUPPAY	Coupon Payment

Class: 17	Title: CSC
Fast Path Name	Full Screen Name
ADJUST	Cash Receipts and Adjustments
CANREF	Cancel Refund Checks
CONVT	Central Office Convert
CSCPROC	Office Payment Approval CSC
CSCQ	Refund/Specabs CSC Queue
FBLDPCT	Blood Test Percentage Paid
FCODES	Non-Support Debt Codes
FIPSEFT	FIPS EFT Add/Update
FPAYMENT	Non-Support Payments
NSFCHECK	Returned Items
OTHRWARR	Non-Support Debts Inquiry
PAYEEEFT	Payee EFT Authorization
PAYOREFT	Payor EFT
RECEIPT	Regular Cash Receipts
REFCARD	Payor Refund Card
REFREJ	Refund Reject Screen
REFREQC	Refund CSC
REJDLT	Delete Rejected Receipts
REJECT	Reject
SPECABS	Special Abstracts
SPECABI	Special Abstract Detail
TRANSFER	Transfer Regular Receipts
UPPASA	Update UPPA Specabs
VOLTFR	Voluntary Payment Transfer
WARRANT	Canceled Warrants

Class: 18	Title: SABRE Approval
Fast Path Name	Full Screen Name
CUE	Refund/Specabs Supervisor Queue
REFREQS	Refund Supervisors
SPECREQS	Specab Supervisors

Class: 19	Title: TOBI/REFER
Fast Path Name	Full Screen Name
CONFIRM	TOBI Case Confirmation
EFAMGRP	ELIAS Family Group/TOBI
IFAMGRP	ICAR Family Group/TOBI
TOBISRCH	TOBI Person Search
TOBIWORK	TOBI Work List

Class: 20	Title: Modification
Fast Path Name	Full Screen Name
ADMOD1	Admin Modification – ADMOD 1
ADMOD2	Admin Modification – ADMOD 2
ADMOD3	Admin Modification – ADMOD 3
ADMOD4	Admin Modification – ADMOD 4
COLA	Cost of Living Adjustment
COSELECT	Court Order Select
MOREORD	More Order and More Cases
REVIEW1	Admin Review and Adjust – 1
REVIEW2	Admin Review and Adjust – 2
REVIEW3	Admin Review and Adjust – 3
REVIEW4	Admin Review and Adjust – 4
TPADDVER	Third Party Address Verification
TPARTY	Third Party

Class: 21	Title: SPARQ
Fast Path Name	Full Screen Name
DISTRICT	District Code Maintenance
SAMAINT	Self Assessment Event Update
SECREQ	Security Access Approval

Class: 22	Title: Suspension
Fast Path Name	Full Screen Name
MULTORD	Multor Screen
MULTORD2	Multord 2 Screen
PARTIAL	Partial Screen
PARTIAL2	Partial 2 Screen
SUSC1	Suspension Consent – 1
SUSC2	Suspension Consent – 2
SUSP1	Suspension Payor Request – 1
SUSP2	Suspension Payor Request – 2

Class: 23	Title: SRS
Fast Path Name	Full Screen Name
CASEDET	Calendar Flag Spec Detail
CASEFALT	Case Load Default Table Maintenance
CASELOAD	Case Load Table Maintenance
CASESPEC	Calendar Flag Spec Table
CASESUM	Calendar Flag Spec Summary
SUPPASA	Supervisor Approval/Delete UPPA Abstract
WORKER2	Worker 2 Maintenance

Class: 24	Title: Worker
Fast Path Name	Full Screen Name
ACK	Acknowledgement
ADDSUM	Address Summary Screen
ADDVER	Address Verification
ANNFEE	Annual Fee Information
APAUTLOC	Absent Parent Auto Locate
ASSIGN	Assignment Inquiry/Update
ATTORNEY	Attorney
BALANCE	Balance by Account Type
BALANCE2	Balance by Coupon Assignment
CALCASE	Calendar Flag View
CASE	Case
CASEHIST	Case History Information
CASESTAT	Case Process Status
CASSIGN	Child Assignment Inquiry-Update
CHILDHST	Child History
CHILDLST	Children List
COURTORD	Court Order
COURTOR2	Court Order 2

Class: 24	Title: Worker
Fast Path Name	Full Screen Name
COURTSUM	Other State's Court Order
CPADDVER	Payee Address Verification
CPAUTLOC	Custodial Parent Auto Locate
CPEMP	Payee Employer
CPEMPVER	Payee Employer Verification
CPMEDSAT	Payee Medical Satisfaction
CRREPORT	Credit Reporting Referral
DCO	Determine Controlling Order
DCO2	Determine Control Order 2
ECELL	Cell Phone Screen
EMPSUM	Employer Summary Screen
EMPVER	Payor Employer Verification
FCRSUM	Federal Case Registry Summary
FDEBTS	Non-Support Debts
FINQUIRY	Non-Support Debts Inquiry
FORMGEN	Online Forms Generation
FORMLIST	List and Description of Form
FORMOGEN	Online Forms Generation
FORMOSEL	List/Select ICAR Forms
FORMVIEW	Form Variable View/Update
FPLSSUM	FPLS Summary
FTISUM	Federal Tax Info Summary
HISTSRCH	Case History Name Search
HIUPD	Health Insurance Update
INSURER	Insurance Carriers
INTERSTA	Interstate Contact Screen A
INTERST2	Interstate Transmittal 2
INTERST3	Interstate Transmittal 3
INTERST4	Interstate Transmittal 4
INTHIST	Interstate History
IPARSRCH	IPAR Search
IRG	Interstate Referral Guide
LOCATE	Parent Locate
LOOKUP	Payment Lookup Screen
MEDICAL	Medical Coverage
MEDINFO	Medical Information
MEDSAT	Payor Medical Satisfaction
MEDSUM	MEDSUM Screen
MEDSUM2	MEDSUM 2
MEDSUM3	MEDSUM 3

Class: 24	Title: Worker
Fast Path Name	Full Screen Name
MESSAGES	CSENet Messages
MPAYMIW	Employer Search
MPAYMIW1	Employee Search
MPAYMIW2	Employee MIW Payment
MSGSUM	CSENet Text Message Lookup
NAMEINFO	Name Search Information
NARRCASE	Case Narrative View
NARRDUP	Case Narrative Duplicate
NARRTRAN	Case Narrative Transfer
NOTICE	Notification Letter
OBLIG	Obligation Details
OBLIGHST	Obligation History
OBLIGLST	Obligation List
PARENTOP	Parent Opportunities
PATAFF1	Paternity Affidavit 1
PATAFF2	Paternity Affidavit 2
PAYEE	Payee
PAYEE2	Payee 2
PAYEMP	Payor Employer
PAYHIST	Case Payment History
PAYOR	Payor
PAYOR2	Payor 2
PAYPRINT	Payment Record Printing
PAYREC	Payment Record
PAYVOL	Payment Record
PECONTAC	Payee Contact
PETRESP	Petitioner Respondent
PEWEBIVR	Payee Customer Web IVR
PRCONTAC	Payor Contact
PRLIST	Petitioner Respondent List
PRWEBIVR	Payor Customer Web IVR
REFERRAL	Referral Search
REGIST	Court Order Registration
REVSUM	Review Summary
RISKDETAIL	Risk Detail Update
STEPINQ	Step Change Inquiry
SUPPNOTE	Notice of Support Collected
SUSPENSE	Periods of Suspension
UIFSA	Outgoing UIFSA
UIFSA2	Outgoing UIFSA 2

Class: 24	Title: Worker
Fast Path Name	Full Screen Name
UIFSA3	Outgoing UIFSA 3
UIFSA4	Outgoing UIFSA 4
VCOLA	View Cost of Living Allowance
VCOUPON	View Coupons
VCPI	View Consumer Price Index
VCSCQ	View CSC Request Queue
VDISTRICT	View District Screen
VEmploy	View Employer Maintenance
VEmploy2	View Employer Maintenance 2
VFIMaint	View Financial Institution Maintenance
VFIPS	View FIPS Codes
VPAYEFT	View Payee EFT Authorization
VPAYREFT	View Payor EFT Authorization
VPRREFUND	View Refund Request
VPUMP	View Public Utilities Match
VREFCARD	View Payor Refund Card
VRSPECAB	View Special Abstract Request
VSPECABS	View Special Abstracts
VSPECABI	View Special Abstracts Detail
VSTATUS	View Status Screen
VUPPA	UPPA Balance
VUPPASA	View UPPA Specabs
VWARRANT	View Warrant
WORKER	Worker Maintenance
WORKLST	Office Worker Listing
XREFVER	Cross Referencing Verification
XREFVERC	Cross Referencing Verification Child
YTDBAL	Year to Date Balance

Class: 25	Title: Distribution Worker
Fast Path Name	Full Screen Name
BALADJCS	Balance Adjustment CS
BALADJFC	Balance Adjustment FC
COLA	Cost of Living Adjustment
COLAADJ	COLA Adjustment
COLCAL	COLA Calculations
CONVERT	Conversion Payments
COUPDIST	Coupon Distribution
DISTHST	Distribution History

Class: 25	Title: Distribution Worker
Fast Path Name	Full Screen Name
NEGADJ	Negative Receipt Adjustment
OBLCOR	Obligation Correction
OBLIGADJ	Obligation Adjustment
OBLIGDST	Obligation Distribution
PAYDIST	Payment Distribution Search
PRREFUND	Refund Request Process
PRSPECAB	Specab Request Process
REFCOMM	Refund Attachment
REMRCOUP	RE MR Coupon Modification
STEPCHG	Step Change Update
SUSP	Suspension Details
UPPABAL	UPPA Balances
UPPADET	UPPA FIP Monthly Detail

Class: 26	Title: FIDM
Fast Path Name	Full Screen Name
FIMAIN	Financial Institution Maintenance
FINAME	Financial Institution Name Search

Electronic Security Information, Form 470-2078

Purpose	Use form 470-2078 to request clearance to add, change, or delete a worker to one or more of several computer systems available to DHS.
Source	Complete this form on line by completing the Security Class Request Screen.
Completion	Complete this form when you need to add a worker, delete a worker from a system, or change a worker's permissions.
Distribution	Send the form by email to the DHS, SECURITY team in the Hoover Building.
Data	<p>The date is completed automatically. Complete the following fields:</p> <p>Check the box to indicate if you are adding or deleting authorization.</p> <p>Check the applicable boxes to indicate whether the request affects:</p> <ul style="list-style-type: none">▪ Security Information (personal information for the worker)▪ Mainframe Access <p>Complete the following fields:</p> <ul style="list-style-type: none">▪ User's name (first, middle initial, and last)▪ County where the worker is located▪ DHS job title▪ Office▪ Phone number▪ Office address▪ User ID, if known▪ Date of birth (month and day only and new employee only)▪ User's Social Security Number (new employee only)▪ Mother's maiden name (new employee only)▪ State employee (new employee only)▪ State employee's payroll number (new employee only)▪ County or contract employee, indicate code▪ County or contract employee, employment end date▪ Supervisor's name▪ Supervisor's email▪ Supervisor's phone number▪ Group memberships

Indicate the billing number and the location codes.

Mainframe Access Section:

Select the mainframe applications that are appropriate, if not automatically selected:

- CICS
- DHS Network
- EBT View
- IWD
- NES
- VPN (select for an RA only)
- ELIAS View Only
- EBT Update
- Medicaid
- SSNI Inquiry with PHI (TXIXPI01)
- ISS3
- ISS4
- ISS5
- DSSUG001 Public Assistance
- DSSUG003 MMIS, SDXD, KACT, HIMM
- DSSUG006 IEVS
- DSSGU007 ICER
- DSSGU010 ICAR CSRU Only
- DSSGU013 CSRU Only PIEX ICAR
- DSSGU049 HRIS
- Other enter DSSGU046 FACS CSRU Only

Select the websites that are appropriate for the worker, these are marked automatically for child support workers:

- Appeal Information System (AIS)
- CORE
- DAA
- DHS EAA
- DHS SharePoint Services
- EBT/EPPIC
- Income Maintenance Electronic Case File (IM ECF)
- JARVIS
- KinderTrack
- SAVE
- WISE (request view only)
- WOPR

[ICAR Database Request, Form 470-4069](#)

Purpose	Use form 470-4069 to request access to the security groups within ICAR. NOTE: A worker should only be granted access to the security groups necessary for the completion of their job duties.
Source	Complete this form online by completing the Security Class Request Screen in ICAR. When you complete that screen ICAR automatically marks the security classes for you.
Completion	Complete this form to grant a new worker access, change an existing worker's access, or revoke access when an employee leaves the Unit.
Distribution	Send the form by email to the DHS, Security team in the Hoover Building.
Data	<p>CICS/NES User ID (if known): This is the DSxxxxx or Txxxxxx ID for the worker. Enter this ID if not supplied by ICAR from the SECREQ screen.</p> <p>Name (first, middle, last): Enter the name of the employee.</p> <p>Department: This field is coded in the form as Child Support Recovery.</p> <p>Authorized by: This is the DSxxxxx or Txxxxxx ID for the Central Office worker creating the SECREQ screen. Enter this ID if not supplied by ICAR from the SECREQ screen.</p> <p>Phone: This is the phone number of the Central Office worker creating the SECREQ screen. Enter this information if not supplied by ICAR from the SECREQ screen.</p> <p>Production Security Classes: Select the security classes the worker needs to complete their assigned job duties:</p> <ul style="list-style-type: none">▪ 00 Non CSRU Worker▪ 01 Foster Care Finance (DHS Finance Staff only)▪ 02 IPAR (Central Office staff only)▪ 03 ICAR Admin (Central Office staff only)▪ 04 TFC▪ 05 Employer Maintenance (Central Office staff only)▪ 06 Enforcement▪ 07 E-Receipt▪ 08 Establishment▪ 09 RA/RBM/MA2▪ 10 CSRU Central Office▪ 11 SSA Location▪ 12 Guidelines▪ 13 Intergovernmental

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- 14 Non IVD Location (Central Office only)
 - 15 Employer Compliance (Central Office only)
 - 16 CO Payment Information (Central Office only)
 - 17 CSC
 - 18 SABRE Approval
 - 19 TOBI/REFER
 - 20 Modification
 - 21 SPARQ
 - 22 Suspension
 - 23 SRS
 - 24 Worker
 - 25 Distribution Worker
 - 26 FIDM (Central Office only)
 - ICER Class 02
 - ICER Class 30
 - ICER Class 31
 - ICER Class 32
 - Test 22 ICER
 - Test 23 CSCT
 - Test 34 CSCQ
 - Multiple Sessions (maintenance team only)

[Network Share Request, Form 470-4068](#)

Purpose	<p>Use form 470-4068 to:</p> <ul style="list-style-type: none">▪ Create a new share with specific access permissions.▪ Update an existing share with new staff access.▪ Change current access permissions. <p>A share can be a private share that only one person can access or a group share that multiple staff can access. When you establish a group share you may grant various levels of access such as full control or view only to each individual with access.</p>
Source	Print this form from the manual or SharePoint under Employee Manual/Forms.
Completion	Complete this form to create a new share or grant or remove access to an existing share.
Distribution	Send the form by email to the DHS, SECURITY team in the Hoover Building.
Data	<p>Share Leader: Designate the person responsible for a new share. For changes to an existing share, enter the share leader's name.</p> <p>Telephone Number: List the phone number with area code of the share leader for a new share. For changes to an existing share, list the share leader's phone number with area code.</p> <p>Date Needed: This date needs to be at least five days in the future. This time limit applies to requesting a new share or updates to an existing share.</p> <p>Network Logon ID (if known): This is the email ID for the share owner (the first initial of the first name and the first six characters of the last name). E.g., tpollar, dcurryl, etc.</p> <p>Server Path: This is the server where the new share will be located. For field offices this is usually the local server. For Central Office this is POLKR3S5 with further subfolder designations depending upon whether it is a private share (single user) or a group share (multiple users).</p> <p>Check with your local PC coordinator or security office to determine the name of the share and any folder where the share should be located. For updates to a share, this is the location of the share being changed. Include the full path to the share.</p>

Share Name: This is the formal name of the share being established. Depending upon the share this could be the username of the person for a private share or the name of the project for a group share. The name should not be longer than 32 characters.

Share Description: This is a short explanation of no more than 32 characters of how the share will be used. E.g., private share, group share for TOBI project, etc.

Type of Share: Check the appropriate box: either individual (private) or group (shared directory).

Space Need: Check the appropriate box: 50MB, 100MB, 200MB, 300MB, or other. Usually group shares are set up for 300MB. Also check one the following boxes: Add (new share), Delete (remove share), or Modify (add/delete/change).

User/Group Name: Complete this box by listing the name of each person who should have access to the share. List the full first or last name of the employee in this area.

Network Logon: List the DSxxxxx or Txxxxxx logon ID for each person.

Security Levels: Check one of the following:

- Add to grant access to the share.
- Change to change the account access to the share.
- Delete to remove access to the share.
- Read only to grant access to open anything in share but make no updates.
- Full control to grant full access. This allows the user to add, change or delete any document in the share.

CSRU Responsibility by County Number and Name

	County Name	Office City Name		County Name	Office City Name
1	Adair	Des Moines*	51	Jefferson	Ottumwa
2	Adams	Des Moines*	52	Johnson	Clinton
3	Allamakee	Decorah	53	Jones	Dubuque
4	Appanoose	Ottumwa	54	Keokuk	Ottumwa
5	Audubon	Spencer	55	Kossuth	Mason City
6	Benton	Decorah	56	Lee	Burlington
7	Black Hawk	Waterloo	57	Linn	Cedar Rapids
8	Boone	Council Bluffs	58	Louisa	Burlington
9	Bremer	Waterloo	59	Lucas	Ottumwa
10	Buchanan	Waterloo	60	Lyon	Spencer
11	Buena Vista	Fort Dodge	61	Madison	Des Moines*
12	Butler	Decorah	62	Mahaska	Ottumwa
13	Calhoun	Fort Dodge	63	Marion	Des Moines*
14	Carroll	Council Bluffs	64	Marshall	Marshalltown
15	Cass	Des Moines*	65	Mills	Council Bluffs
16	Cedar	Clinton	66	Mitchell	Mason City
17	Cerro Gordo	Mason City	67	Monona	Sioux City
18	Cherokee	Sioux City	68	Monroe	Ottumwa
19	Chickasaw	Decorah	69	Montgomery	Council Bluffs
20	Clarke	Des Moines*	70	Muscatine	Burlington
21	Clay	Spencer	71	O'Brien	Spencer
22	Clayton	Decorah	72	Osceola	Spencer
23	Clinton	Clinton	73	Page	Council Bluffs
24	Crawford	Spencer	74	Palo Alto	Spencer
25	Dallas	Des Moines*	75	Plymouth	Sioux City
26	Davis	Ottumwa	76	Pocahontas	Spencer
27	Decatur	Des Moines*	77	Polk	Des Moines*
28	Delaware	Waterloo	78	Pottawattamie	Council Bluffs
29	Des Moines	Burlington	79	Poweshiek	Marshalltown
30	Dickinson	Spencer	80	Ringgold	Des Moines*
31	Dubuque	Dubuque	81	Sac	Mason City
32	Emmet	Spencer	82	Scott	Davenport
33	Fayette	Decorah	83	Shelby	Council Bluffs
34	Floyd	Mason City	84	Sioux	Spencer
35	Franklin	Mason City	85	Story	Des Moines*
36	Fremont	Council Bluffs	86	Tama	Marshalltown
37	Greene	Mason City	87	Taylor	Council Bluffs
38	Grundy	Decorah	88	Union	Des Moines*
39	Guthrie	Fort Dodge	89	Van Buren	Ottumwa
40	Hamilton	Fort Dodge	90	Wapello	Ottumwa
41	Hancock	Mason City	91	Warren	Des Moines*
42	Hardin	Marshalltown	92	Washington	Ottumwa
43	Harrison	Council Bluffs	93	Wayne	Ottumwa
44	Henry	Burlington	94	Webster	Fort Dodge
45	Howard	Decorah	95	Winnebago	Mason City
46	Humboldt	Fort Dodge	96	Winneshiak	Decorah
47	Ida	Sioux City	97	Woodbury	Sioux City
48	Iowa	Cedar Rapids	98	Worth	Mason City
49	Jackson	Dubuque	99	Wright	Fort Dodge
50	Jasper	Des Moines*			

*Adair, Adams, Cass, Clarke, Dallas, Decatur, Jasper, Madison, Marion, Polk, Ringgold, Story, Union, and Warren Counties are split between the Des Moines region offices (Ankeny, Creston, Des Moines, Indianola, Pleasant Hill). See CSRU tele for current split.