



Georgia

Online Child Support Calculator

Getting Started Training Guide

Georgia Commission on Child Support
Judicial Council/Administrative Office of the Courts
<https://csc.georgiacourts.gov>

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INTRODUCTION

Welcome to the Georgia Online Child Support Calculator Online Training Guide. If you follow the steps in this guide, you will learn to complete a child support worksheet that is flawless.

The Georgia Child Support Calculators and Worksheets are created and maintained by the Georgia Commission on Child Support, which was established by statute in 2005. Its fifteen members are appointed by the Governor, and the Commission is staffed by employees housed at the Judicial Council/Administrative Office of the Courts (JC/AOC). The JC/AOC hosts the Georgia child support calculator and provides the website that allows you to create, save and share your child support worksheets.

If you are already familiar with the older, Excel-based versions of the child support calculator, you will notice that this calculator is easier to use. It has more functionality and works essentially like any other website, where you will sign in, use it, save your work, and sign out. You can sign back in and pick up where you left off. You will be able to share your worksheets online (for example, with your attorney).

We hope you find this online calculator to be user-friendly and efficient. We always appreciate your feedback and are happy to answer questions. You may contact us by email at: <http://csc.georgiacourts.gov/content/contact-us-7>.

1 PURPOSE OF THIS GETTING STARTED TRAINING GUIDE

1.1 BRIEF OVERVIEW

The purpose of this Getting Started Training Guide is to assist you in setting up your user account, and if necessary, an organization, in the Georgia Online Child Support Calculator [the calculator].

1.2 ACRONYMS

Acronyms are abbreviations used throughout this document and this project.

ACRONYMS	
Acronym	Definition
CACN	Civil Action Case Number
DHS / DCSS	Department of Human Services / Division of Child Support Services
PDF	Portable Document Format

1.3 REVISIONS

As revisions are made to this Getting Started Training Guide, they will be shown below and include a brief definition of the update and reflect the revision date.

REVISIONS	
Revision	Definition
1. 8/11/2016	Initial Getting Started Training Guide
2.	

1.4 SCOPE

This Getting Started Training Guide will utilize the following modules: 1) User Module, which explains how to create your account, login, and reset your password; 2) Administration Module, which explains how to create an organization, update an organization, add users to an organization, update user information, and remove users from an organization.

Back Button: Your computer's **Back Button** is part of the Internet browser you will use to access the calculator. The **Back Button** cannot be used while logged in the calculator. If you do click the **Back Button**, your Internet browser will close your calculator session and take you back to the calculator Home page. You may also lose the worksheet you were creating or lose content you were editing that had not yet been saved.

Pop-up Blockers: Pop-up blockers may prevent the loading of documents, forms or other functionality in the calculator. If a pop-up blocker is encountered, change settings in your Internet browser to allow pop-ups while using the calculator.

2 USER MODULE

2.1 BRIEF OVERVIEW

The User Module will explain how to establish user credentials and provide specific instructions on how to add, update and administer users. The user may be an individual or a group of individual users who will become part of an Organization. An individual user does not have to establish an Organization. An individual user may also serve as an Administrator of an Organization. To establish an Organization, go to the Administration Module found at section 3 of this guide. The person who establishes the Organization will also serve as the Administrator of that Organization. An Organization is established for groups, such as law firms, judges and their staff, and government agencies.

Back Button: Your computer's **Back Button** is part of the Internet browser you use to access the calculator. The **Back Button** cannot be used while logged in the calculator. If you do click the **Back Button**, your Internet browser will close your calculator session and take you back to the calculator Home page. You may also lose the worksheet you were creating or lose content you were editing that had not yet been saved.

Pop-up Blockers: Pop-up blockers may prevent the loading of documents, forms or other functionality in the calculator. If a pop-up blocker is encountered, change settings in your Internet browser to allow pop-ups while using the calculator.

2.2 CREATE NEW USER ACCOUNT FUNCTION

Use a web browser to get to the Georgia Online Child Support Calculator and create your account.

2.2.1 GO TO THE GEORGIA ONLINE CHILD SUPPORT CALCULATOR

Open a Web Browser and enter the Georgia Online Child Support Calculator address of <https://csconlinecalc.georgiacourts.gov/frontend/web/index.php> into the browser address bar. The Calculator Home Page will display.



Welcome to the Georgia Online Child Support Calculator.

The Georgia Child Support Calculator has been developed and made available by the Georgia Commission on Child Support as the official calculator for Georgia's Child Support Guidelines statute found at O.C.G.A. §19-6-15. Information entered in the calculator is used to determine a presumptive amount of child support that may be deviated from to reach a final child support amount. Printable electronic forms are produced for filing with the court consisting of a Worksheet and Schedules. Begin by entering information for your Worksheet on the Basic Information Worksheet tab. Helpful instructions are included to assist as you navigate the calculator.

[Launch Tutorial](#) [Getting Started](#)

Note - Using the "Launch Tutorial" button and other features of this calculator may require you to turn off your browser's pop-up blocker settings.

2.2.2 HOME PAGE

The Home Page is used to sign up, login and create user credentials; and to obtain help information, such as viewing the Child Support Guidelines Statute found at O.C.G.A. § 19-6-15. There are also buttons for Tutorials and information on Getting Started.

2.2.3 CREATE NEW USER ACCOUNT

Click Signup on the Navigation Bar to create a New User Account. Instructions appear at the top of this page explaining the minimum password requirements.

2.2.4 ENTER USER INFORMATION

The “Child Support User” screen is broken into three sections. User information is entered in Section 1, Administration information is entered in Section 2, and Password security questions are entered in Section 3. Follow the directions below to set up your user account.

NOTE – All fields denoted with a red * asterisk are required and must be entered.

Child Support User Information	
SECTION 1: User Information	
Enter a valid email address that will serve as your user name. If you do not already have an email address, please create one first.	
Your password must meet state of Georgia security standards and consist of the following: Password length must be at least eight characters, and must include the following: - one upper-case and one lower-case letter; - one or more numbers; and - one or more special characters, such as @, #, \$.	
*First Name	<input type="text"/>
*Last Name	<input type="text"/>
*Email Address	<input type="text"/>
*Password	<input type="password"/>
Default Language	*** Choose Default Language *** <input type="button" value="v"/>
SECTION 2: Administration	
Default Court Name	*** Choose Default Court *** <input type="button" value="v"/>
Default County Name	*** Choose Default County *** <input type="button" value="v"/>
Bar Number	<input type="text"/>
SECTION 3: Password Reset Questions & Answers	
*Password Question 1	*** Choose Password Question 1 *** <input type="button" value="v"/>
*Answer 1	<input type="text"/>
*Password Question 2	*** Choose Password Question 2 *** <input type="button" value="v"/>
*Answer 2	<input type="text"/>
*Password Question 3	*** Choose Password Question 1 *** <input type="button" value="v"/>
*Answer 3	<input type="text"/>
<input type="button" value="Save New User"/> <input type="button" value="Cancel"/>	

Section 1 – User Information: Enter a valid email address that will serve as your user name. If you do not already have an email address, please create one first. The email address used may be updated at a future date. Your password must meet state of Georgia security standards and consist of the following:

Password length must be *at least eight characters*, and must include the following:

- one upper-case and one lower-case letter;
- one or more numbers; and
- one or more special characters, such as @, #, \$.

Section 2 - Administration: The **Default Court Name** and **Default County Name** fields may be filled in or left blank. If all or most actions will be filed in the same court and county, the user may want to select a default for each. The Default Court and/or County, if chosen, will be pre-filled for you automatically when you create a new Worksheet To select the default court or county, click the drop-down and select the correct option. The bar number will be entered by attorneys only. If you are not an attorney, please leave this field blank.

Section 3 - Password Reset Questions & Answers: Click in each of the three password question fields and select a password reset question, and then enter an answer for each question in the field immediately below that question. The questions will be used if you have to reset your password.

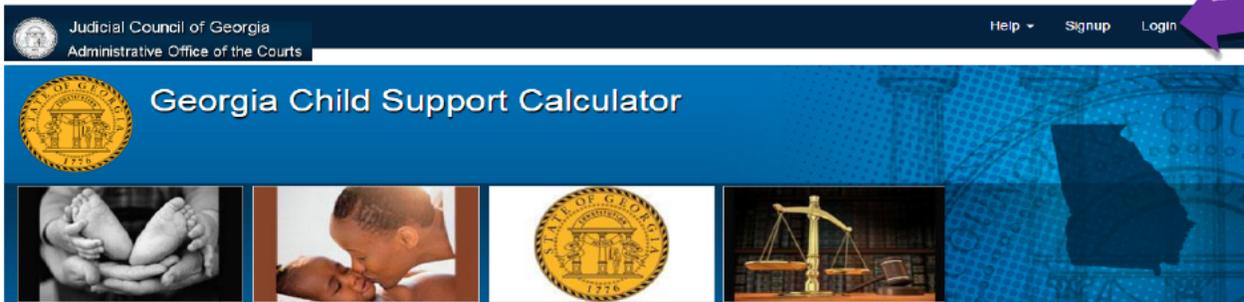
After all three sections have been populated with required information, select the “Save New User” button to create your user account. You are now ready to log in and use the calculator.

2.3 GO TO GEORGIA ONLINE CHILD SUPPORT CALCULATOR

To access the online calculator, open a Web Browser and enter <http://csc.georgiacourts.gov> and click on the “Georgia Online Child Support Calculator” button. Or, you can enter into the Web Browser address bar the Georgia Online Child Support Calculator address: <https://csconlinecalc.georgiacourts.gov/frontend/web/index.php>. The Calculator Home Page will display.

2.3.1 LOGIN FUNCTION

A user will log in to the Calculator with their email address and password. Once logged in, the session will remain active for up to eight hours, from the point a page loaded or from the last action on a page. If the user session exceeds eight hours, a time out message will display. The user will have to login again to continue working. **Note:** The Internet browser *may* have a setting that will close the browser prior to eight hours, so be sure to save your work.



Welcome to the Georgia Online Child Support Calculator.

The Georgia Child Support Calculator has been developed and made available by the Georgia Commission on Child Support as the official calculator for Georgia's Child Support Guidelines statute found at O.C.G.A. §19-6-15. Information entered in the calculator is used to determine a presumptive amount of child support that may be deviated from to reach a final child support amount. Printable electronic forms are produced for filing with the court consisting of a Worksheet and Schedules. Begin by entering information for your Worksheet on the Basic Information Worksheet tab. Helpful instructions are included to assist as you navigate the calculator.



Note - Using the "Launch Tutorial" button and other features of this calculator may require you to turn off your browser's pop-up blocker settings.

2.3.2 ENTER LOGIN INFORMATION

Enter the email address you entered when you created your User Account. Then enter the password you entered when you created your User Account, or your new password, if you have changed your password. Fields with a red * asterisk are required.

2.3.3 LOG IN TO SYSTEM

Click the "Login" button once you have entered your email address and password. You are now logged in and your User Name will appear to the right of "Logout" on the tool bar.

2.3.4 INCORRECT USER ACCOUNT INFORMATION

If you enter your User Account login information incorrectly, an error message will display instructing you to reenter your information. If you are unable to login because you forgot your Password, go to section 2.4, Reset Password Function. Fields with a red * asterisk are required.

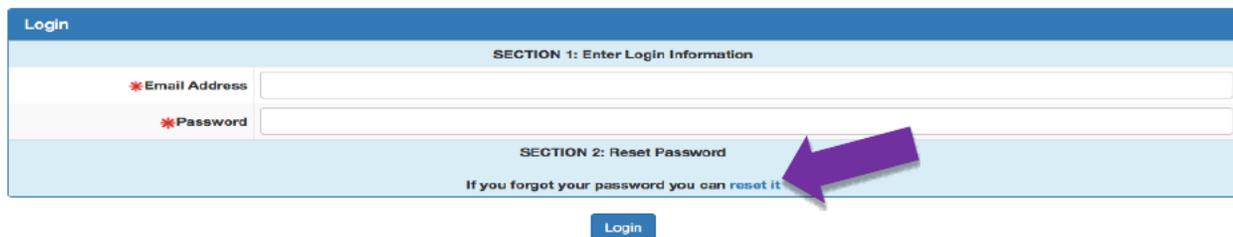
2.4 RESET PASSWORD FUNCTION

You may reset your password electronically as described in the following instructions.

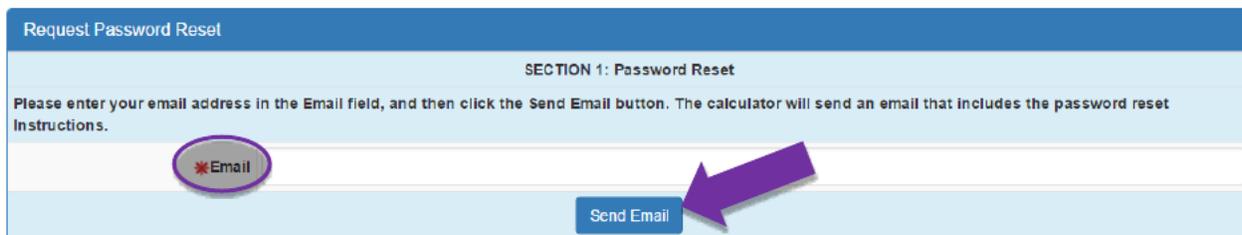
2.4.1 RESET PASSWORD

Open a Web Browser and enter csc.georgiacourts.gov. Click the “Online Calculator” button; or enter <https://csconlinecalc.georgiacourts.gov/frontend/web/index.php> and the Georgia Online Child Support Calculator Home Page will display.

Click the “Login” button to access the reset password link. Click “[reset it](#)” in the “If you forgot your password you can [reset it](#)” link to request a Password Reset. The **Request Password Reset** dialog box will open. Enter your email address in the “Email Address” field and click the “Send Email” button. The calculator will send you an email that will include the Password Reset Instructions. Fields with a red * asterisk are required.



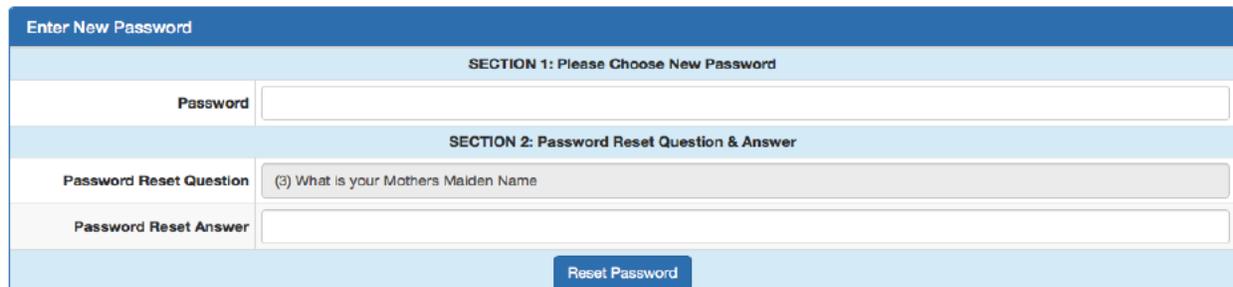
The screenshot shows the 'Login' page with two sections. SECTION 1: Enter Login Information contains fields for *Email Address and *Password. SECTION 2: Reset Password contains a link that says 'If you forgot your password you can [reset it](#)'. A purple arrow points to this link. Below the sections is a 'Login' button.



The screenshot shows the 'Request Password Reset' page. SECTION 1: Password Reset contains instructions: 'Please enter your email address in the Email field, and then click the Send Email button. The calculator will send an email that includes the password reset Instructions.' There is an *Email field and a 'Send Email' button. A purple arrow points to the 'Send Email' button.

2.4.2 COMPLETE PASSWORD RESET

Once you receive the email, follow the instructions to reset your password. You have 24 hours from receipt of the email to complete the password reset. A prompt will display instructing you to enter a new password as well as randomly answer one of the Password Questions that you set up when you created or updated your account. Click “Reset Password” to complete the steps.

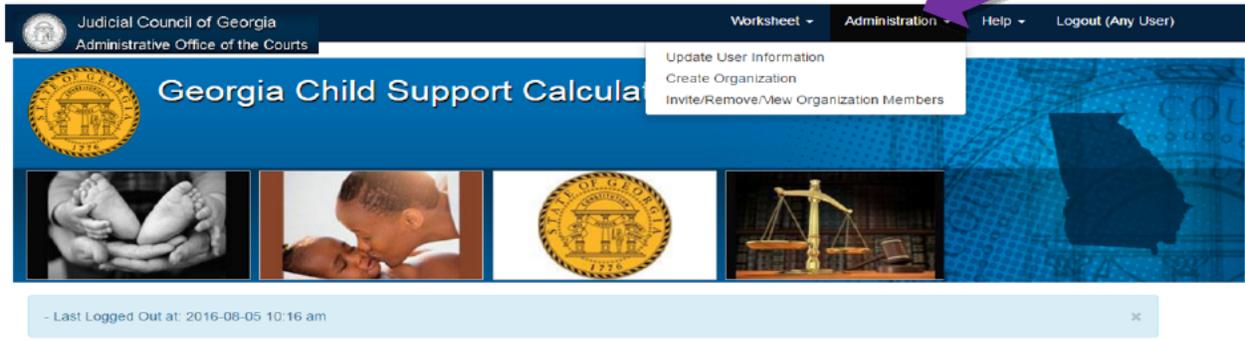


The screenshot shows the 'Enter New Password' page. SECTION 1: Please Choose New Password contains a Password field. SECTION 2: Password Reset Question & Answer contains a Password Reset Question field with the text '(3) What is your Mothers Maiden Name' and a Password Reset Answer field. A 'Reset Password' button is at the bottom.

3 ADMINISTRATION MODULE

3.1 BRIEF OVERVIEW

The Administration Module allows the user to update their user information and provides instructions on how to manage groups of users working within an office, such as a law firm or government agency. A group of users makes up an organization.



Welcome to the Georgia Online Child Support Calculator.

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[Launch Tutorial](#)

[Getting Started](#)

Back Button: Your computer's **Back Button** is part of the Internet browser you use to access the calculator. The **Back Button** cannot be used while logged in the calculator. If you do click the **Back Button**, your Internet browser will close your calculator session and take you back to the calculator Home page. You may also lose the worksheet you were creating or lose content you were editing that had not yet been saved.

Pop-up Blockers: Pop-up blockers may prevent the loading of documents or forms. If a pop-up blocker is encountered, change settings in your Internet browser to allow pop-ups while using the calculator.

3.2 UPDATE USER INFORMATION

To update user information, click the "Administration" drop-down menu from the toolbar and select "Update User Information." Enter changes and click the "Save User Information" button.

Child Support User	
SECTION 1: User Information	
*First Name	Basic
*Last Name	User
*Email Address	basicuser@gmail.com
Default Language	English
SECTION 2: Administration	
Default Court Name	*** Choose Default Court ***
Default County Name	*** Choose Default County ***
Bar Number	
SECTION 3: Password Reset Questions & Answers	
*Password Question 1	What city did you meet your spouse/significant other?
Answer	a
*Password Question 2	What city does your nearest sibling live?
Answer	b
*Password Question 3	What city or town did your mother and father meet?
Answer	c

3.3 CREATE ORGANIZATION

Create an organization by clicking the “Administration” drop-down menu on the toolbar and selecting “Create Organization.” An organization can be made up of one or more members. The member who creates the organization automatically becomes the administrator. If there is only one member in the organization, that member is the administrator. The member serving as the administrator can be changed and members can be removed from an organization. The organization cannot be deleted.



Welcome to the Georgia Online Child Support Calculator.

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Enter a name in the “Organization Name” field. Select the “Save” button. Click “Cancel” to close the dialog box without creating an organization. If the Organization Name already exists, an error message will display. Enter a different name and continue.

Create Organization

Create Organization	
SECTION 1. Organization	
Organization Name	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

3.4 UPDATE/VIEW ORGANIZATION NAME

Update the Organization Name as needed. Go to the “Administration” menu on the toolbar and select “Update/View Organization Name.”



Welcome to the Georgia Online Child Support Calculator.

The Georgia Child Support Calculator has been developed and made available by the Georgia Commission on Child Support as the official calculator for Georgia's Child Support Guidelines statute found at O.C.G.A. §19-5-15. Information entered in the calculator is used to determine a presumptive amount of child support that may be deviated from to reach a final child support amount. Printable electronic forms are produced for filing with the court consisting of a Worksheet and Schedules. Begin by entering information for your Worksheet on the Basic Information Worksheet tab. Helpful instructions are included to assist as you navigate the calculator.



If the Organization Name already exists, an error message will display. Enter corrections to the organization name and select the “Save” button. Click “Cancel” to close the dialog box without updating the organization name.

Update Organization: Basic Organization

A screenshot of a web form titled "Update Organization". The form has a blue header with the text "Update Organization". Below the header is a light blue section titled "SECTION 1. Organization". Inside this section, there is a text input field labeled "Organization Name" with the value "Basic Organization 2" entered. At the bottom right of the form, there are two buttons: a blue "Save" button and an orange "Cancel" button.

3.5 INVITE/REMOVE/VIEW ORGANIZATION MEMBERS

Once the organization has been created, the Organization Administrator can invite users to join the organization, remove users from the organization, or assign one of the existing users to become the new Organization Administrator.

3.5.1 SECTION 1 – INVITE ORGANIZATION MEMBER

The organization administrator will issue invitations for users to join an organization. If a user, who has not created an organization, attempts to invite another user to join an organization, an error message will display directing the user to first create an organization. The administrator will click the “Administration” drop-down menu on the toolbar and select “Invite/Remove/View Organization Members” and a dialog box will open. In **Section 1**, enter in the “Organization Email” field the email address of the user you are inviting to join the organization. Click the “Invite Member” button.

Update Organization Members

SECTION 1. Add Organization Member

Organization Email

[Add Member](#)

SECTION 2. Remove Organization Member

User To Remove

[Remove Member](#)

SECTION 3. Reassign Administrator

Assign New Administrator

[Reassign Administrator](#)

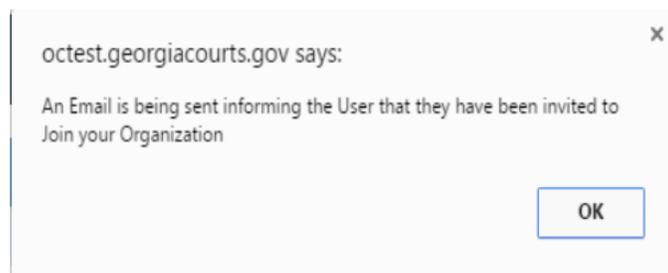
Organization Members		
Member Name	Member Email	Administrator
Basic User	basicuser@gmail.com	Yes

Members Invited to Join Organization

[Return To Home Page](#)

The invited user will receive an email communicating the option to accept the invitation and join the organization, or reject the invitation. A message will display on the screen informing the Organization Administrator that the user has been invited.

NOTE: If the email address of the invited user is not known in the calculator database, a message box will appear for the administrator and display a message that the user has not yet signed up to use the calculator. An email will not be sent to the invitee. It is recommended that the administrator contact the invitee and suggest that person create their user account in the calculator.



The “Members Invited to Join Organization” table will update with the invited user’s email address.

Update Organization Members

SECTION 1. Add Organization Member

Organization Email

[Add Member](#)

SECTION 2. Remove Organization Member

User To Remove

[Remove Member](#)

SECTION 3. Reassign Administrator

Assign New Administrator

[Reassign Administrator](#)

Organization Members			
Member Name	Member Email	Administrator	
Basic User	basicuser@ymail.com	Yes	

Members Invited to Join Organization

abc@yahoo.com

[Return To Home Page](#)

To *accept or reject* a member invitation, the person invited must first sign up in the Online Child Support Calculator **OR** the user who is already signed up will log in to the Online Calculator. Once logged in, the user will click the “Administration” drop-down menu on the toolbar and choose “Become An Organization Member.”

The person who receives the email will choose to Accept or Reject the organization member request. If the person “Accepts” the request, that person will be added as a user in the organization. If the person “Rejects” the request, that person will not be added.

Become An Organization Member

SECTION 1. Become An Organization Member

You have been selected by Basic User to be added to the Basic Organization Organization:

Press the "Accept Request" Button to be Added to the Organization or Press the "Reject Request" Button to not be Added to the Organization

[Accept Request](#) [Reject Request](#)

[Return To Home Page](#)

If the person “Accepts” the invitation, the Organization Members Table will be updated with the new user’s information as in the example below. The Organization Administrator will also receive an email that the invited user has accepted the invitation.

Update Organization Members

SECTION 1. Add Organization Member

Organization Email

[Add Member](#)

SECTION 2. Remove Organization Member

User To Remove *** Choose User To Remove From Organization *** ↓

[Remove Member](#)

SECTION 3. Reassign Administrator

Assign New Administrator *** Choose User To Become Administrator *** ↓

[Reassign Administrator](#)

Member Name	Organization Members Member Email	Administrator
abc yahoo	abc@yahoo.com	No
Basic User	basicuser@ymail.com	Yes

Members Invited to Join Organization

[Return To Home Page](#)

3.5.2 SECTION 2. REMOVE ORGANIZATION MEMBER

There must be two or more users in an organization, one of those being the administrator, to use the Remove function. *If there is only one user in the organization, you cannot use the Remove function.* You may reassign an administrator, and then remove an old administrator, but do not remove the active administrator from an organization.

To remove a member from an organization, click in the “User to Remove” field. A drop-down list of users will display. Click to select the user to be removed so the member information displays in the field. Click the “Remove Member” button. A message box will display. Click “Yes” to finish or click “Cancel.” No email message is sent to the user removed from the organization.

3.5.3 SECTION 3. REASSIGN ADMINISTRATOR

The user serving in the role of administrator can be changed, but only if there are two or more users in the organization. If there is only one user/administrator in the organization, do not use the Reassign function. You may reassign an administrator first, and then remove an old administrator, but do not remove an administrator from an organization.

To assign a new administrator to an organization, click in the “Assign New Administrator” field. A drop-down list of users will display. Click to select the user to be assigned as the administrator so that user’s information displays in the field. Click the “Reassign Administrator” button. A message box will display. Click “Yes” to complete the process, or click “Cancel.” No email message is sent to the user removed from the organization.