



Get to know

GOVLINK

For the Kings County Child Support
Program



V1.7

GET TO KNOW

GOVLINK

Welcome to GovLink! This guide will help you use GovLink quickly and successfully, as well as give you an easy point of reference for those actions you may not perform every day. This guide is a compliment to the videos you can watch at <https://kccss.govlink.us/home> Bookmark that page so you can visit often – we add new material as GovLink evolves.

Please ask questions and share your thoughts with us:

- Chat online at <https://kccss.govlink.us/home> (Monday – Friday, 8:00 AM-5:00 PM PST)
- Email to info@govlink.us
- Call 844-LUV-4-GOV (Monday – Friday, 8:00 AM-5:00 PM PST)

We’re so excited to help you get the most out of GovLink and look forward to working with you!

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SET YOUR PASSWORD (FIRST VISIT)

1. Visit <https://kccss.govlink.us/home>
2. On your first visit, click “Forgot Password?”
3. Enter your username (your wyo.gov email address) into the username field.
4. Look for a new email message that includes a link to reset your password.
5. Click the link, choose a new password, and log in.

LOG IN

1. Visit <https://kccss.govlink.us/home>
2. Enter your username and password.
3. Upon logging in, you will see your dashboard.

LOG OUT

To log out, click your initials in the top-right corner, then click “Logout.”

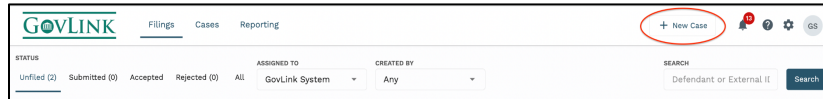
GovLink will automatically warn you after 10 minutes of inactivity, then automatically log you out after 15 minutes of inactivity.

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CREATE A NEW CASE

1. Click the New Case button at the top right of your screen to launch the case wizard.



2. Manually enter in the required and relevant case information.
3. From the drop down, select the Attorney at the local office and Filing Category.
4. If applicable, fill in the Related Civil Action # and/or Related CSE # before hitting next.
5. Click Save to save your progress and exit the wizard to finish later, or click Next to proceed to the Parties tab.

The screenshot shows the 'Filing (Unfiled)' wizard. It has a progress bar with four steps: 1 Case, 2 Parties, 3 Documents, and 4 Summary. The 'Case' step is active. The form contains several fields: EXTERNAL CASE ID * (897986), COUNTY * (Kings), COURT TYPE * (Superior), CASE CATEGORY * (Domestic Relations), and CASE TYPE * (DCSS). Below these are ATTORNEY * (Jennifer Attorney), FILING CATEGORY (Review/Modification), RELATED CIVIL ACTION#, and RELATED EXTERNAL ID. At the bottom right, there are buttons for Cancel, Save, and Next. Red boxes and numbers 1 through 5 highlight the following elements: 1. The top navigation bar; 2. The EXTERNAL CASE ID field; 3. The ATTORNEY and FILING CATEGORY fields; 4. The RELATED CIVIL ACTION# and RELATED EXTERNAL ID fields; 5. The Save and Next buttons.

6. Manually input party names by selecting the "Add Parties" button on the bottom right of the page.

The screenshot shows the 'Filing (Unfiled)' wizard at the 'Parties' step. The progress bar shows 'Parties' as the active step. The main area is a table with columns for PARTY NAME, PARTY TYPE, and ACTIONS. In the ACTIONS column, there is a '+ Add Party' button circled in red.

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- In the Party Details pop up, users will select the party type from the drop down and then enter in the information fields for each party added.

- To delete a party or edit party details, users can click the delete icon to remove a party or the pencil icon to edit information located in the Actions column on the right of the screen in Step 2 of the filing stepper.

****Note: once a case has been filed with the court, users will not be able to edit party details.**

- You can view party information by hovering over the person icon next to each party member.

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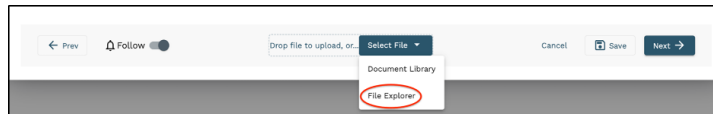
10. Click the Follow icon to turn off notifications for this case (Follow is turned on by default for new cases).



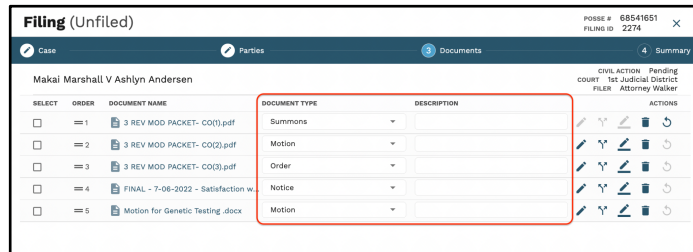
11. Click Cancel to exit the wizard or Next to proceed to the Documents tab.

12. In the Documents tab of the wizard:

- a. Drag & Drop your document into the Drop Zone, or click 'File Explorer' to select your files from your system.



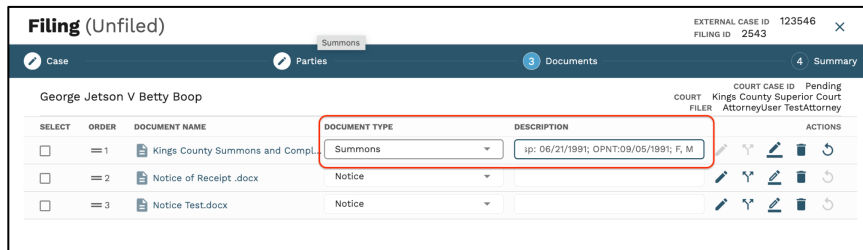
- b. Select the Document Type from the drop-down list. This is a required field.
- c. Optionally, add a description to the description box.



- d. **For all new cases, when a Summons document is added, users will need to include the Supplemental Summons Information in the description box and use the format:

RESP: XX/XX/XXXX; OPNT: XX/XX/XXXX; F/M






*All genders should be listed in order how they are listed in the document and separated with a comma. **See example below.



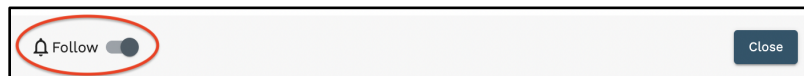
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e. Users can use any of the editing tools provided to the right of each document:

- i. Edit – Click the Edit icon to make edits on the document. 
- ii. Split – Click the Split icon to split a multi-page document into separate documents. 
- iii. Combine- Select the documents and click the combine icon to merge documents. 
- iv. Sign – Click the Sign icon to insert electronic signatures/initials into the document. 
- v. Delete – Click the Delete icon to delete an unfiled document. 

13. Click the Follow icon to turn notifications for this case on or off.

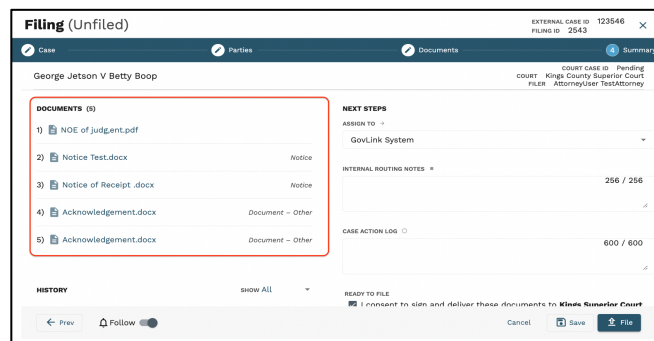


14. Click Save to save your progress and exit the wizard. You can come back later to continue your work.

15. Click Next to proceed to the Summary tab.

16. In the **Summary tab** of the wizard.

- a. Review the documents you are including in this filing. Click the Prev button if you need to return to the Documents step of the wizard and make any changes.



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- b. Assign this filing to another user by selecting that user's name from the drop-down box.

The screenshot shows the 'Filing (Unfiled)' page for case 'George Jetson V Betty Boop'. The 'NEXT STEPS' section includes an 'ASSIGN TO' dropdown menu with 'GovLink System' selected. A red box highlights this dropdown. Other sections include 'DOCUMENTS (5)' with a list of files and 'INTERNAL ROUTING NOTES' with a count of 256 / 256.

- c. Add any internal notes to this filing.

This screenshot shows the same 'Filing (Unfiled)' page. The 'INTERNAL ROUTING NOTES' section now has a red box around the text input field, indicating where to add notes. The 'ASSIGN TO' dropdown remains 'GovLink System'. The 'READY TO FILE' section at the bottom shows a checkbox for 'I consent to sign and deliver these documents to Kings Superior Court' which is currently unchecked.

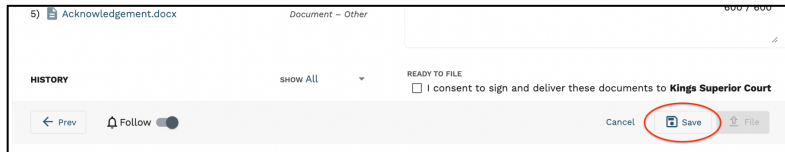
- d. If you have filing permissions and are ready to eFile with the court, click the checkbox next to 'I consent to sign and deliver these documents to Kings Superior Court' and then click File.

This close-up shows the 'READY TO FILE' section. The checkbox 'I consent to sign and deliver these documents to Kings Superior Court' is now checked, highlighted with a red box. The 'File' button is also highlighted with a red box. The 'HISTORY' section is visible on the left with a 'show ALL' dropdown.

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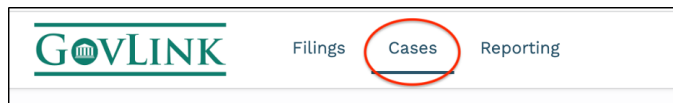
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- e. If the user does not have permission to file, they are able to assign to a different user and click 'Save' to assign that case. You can also click the 'Save' button if you'd like to simply save your work and exit the Filing Wizard.



FIND A CASE

1. Click Cases at the top of your screen.



2. You must first select if you are search within just your cases OR all cases at that specific location, then:
 - a. the County to be searched, AND then enter either
 - b. the Case/Docket ID (also referred to as the Civil Action Number) OR
 - c. Part or all of a Party's First and Last names.



3. Once the required fields have been filled, the Search button will become clickable.
4. User may also expand Advanced Filters and
 - a. Enter part or all of the CSE number
 - b. Searching by party type
 - c. Searching by party entity
 - d. The additional options of Court Type, Case Category and Case Type cannot be altered at this time.



5. Click "Search".
6. View the results of your search below the search box. Click any column heading to sort the results.

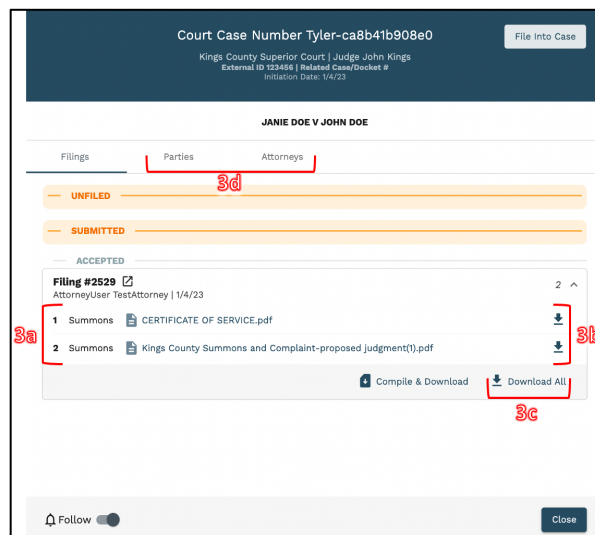
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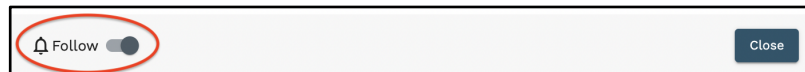
VIEW THE DETAILS OF A CASE

First, locate the case by following steps in “Find a case”. This must be a case that has been created in GovLink. If you are unable to locate the case, contact us by clicking the green Chat bubble on the bottom left of your screen (Mon-Fri 8-5 MST) or by calling 844-LUV-4-GOV for assistance. Once you have located the case:

1. Click anywhere on the case to open the Case Information pop-up box.
2. Review filings by categories of Unfiled, Submitted, and Accepted.
3. Click:
 - a. individual document rows to view the document
 - b. the download arrow next to a document to download that document only
 - c. the download all button to download all filings on this case
 - d. the Parties or Attorneys tabs to view parties or attorneys associated with this case.



4. Click the Follow icon to turn notifications for this case on or off.



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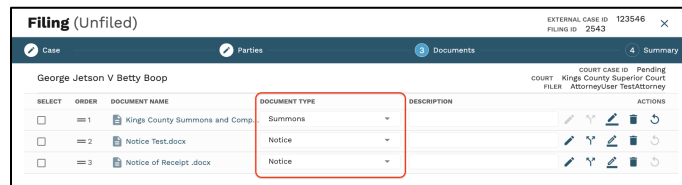
FILE ONE OR MORE DOCUMENTS INTO AN EXISTING CASE

First, locate the case by following steps in “Find a Case”. **This must be a case that has been created in GovLink.** If you are unable to locate the case, contact us by clicking the green Chat bubble on the bottom left of your screen (Mon-Fri 8-5 MST) or by calling 844-LUV-4-GOV for assistance. Once you have located the case:

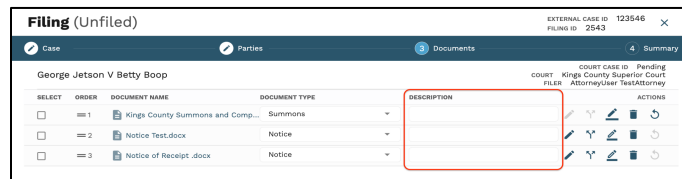
1. Click anywhere on the case to open the Case Information pop-up box.
2. Click the File Into Case button to launch the filing wizard.
3. You will be taken to the documents tab of the filing stepper:
 - a. You may now upload any documents you wish to file into the case. You can do so by selecting “File Explorer” at the bottom of the screen and uploading any downloaded CSE documents.
 - b. Drag and drop your document into the Drop Zone or click ‘Select File’ to select your files from your system.



- c. Select the **Document Type** from the drop-down list. This is a required field.



- d. Optionally, add a description to the **description box**.



- e. Repeat these steps for as many documents as you need to add.
- f. To make changes to an uploaded document, see the following section.

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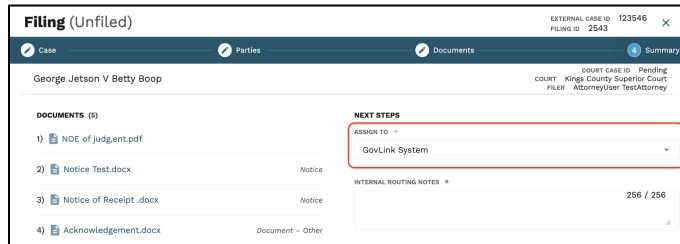
4. Click the **Follow** icon to turn notifications for this case on or off.



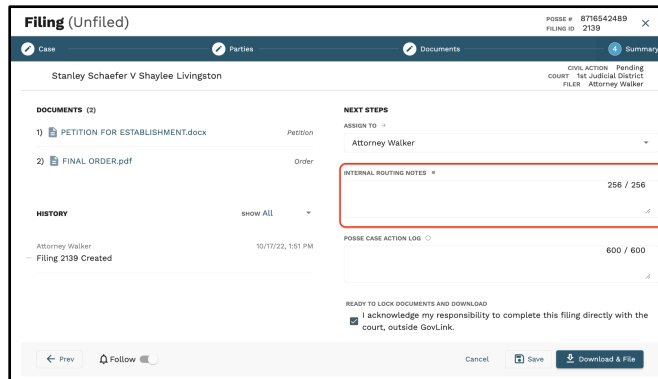
5. **Click Save** to save your progress and exit the wizard. You can come back later to continue your work.



a. To assign this filing to a different user, select that user's name from the drop-down box.



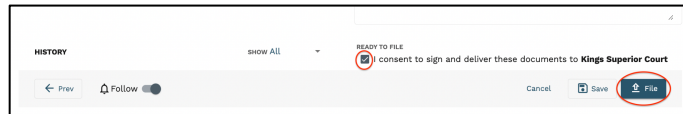
b. **OPTIONAL** Add internal notes (visible within GovLink only).



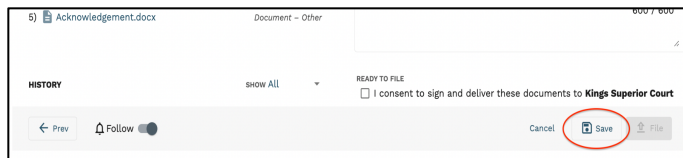
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- c. If you have filing permissions and are ready to eFile with the court, click the checkbox next to 'I consent to sign and deliver these documents to Kings Superior Court'

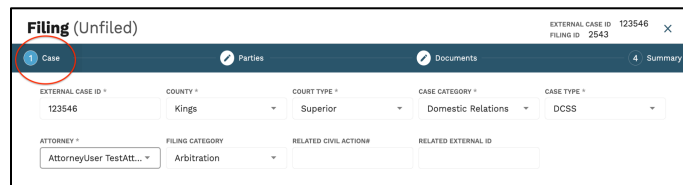


- d. To save your work and exit the Filing Wizard, click Save.

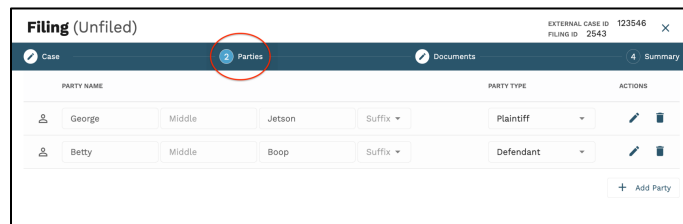


6. Adding in New Parties to an Existing Case

- a. Once the existing case is located, users can click into the case and view the case details by clicking Step 1: Case of the filing stepper.



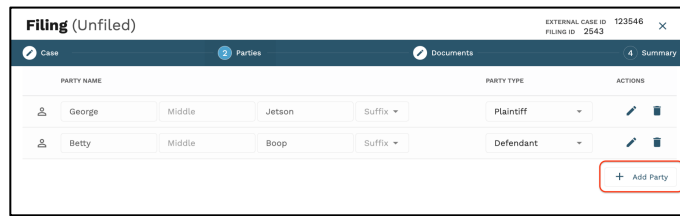
- b. in Step 2: Parties of the filing stepper, users can view the existing parties in the case.



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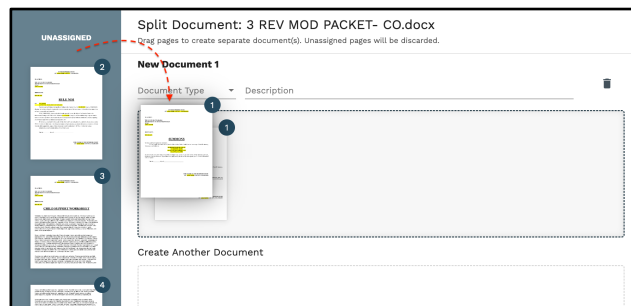
- c. Since this is an existing case, users will not be able to edit the existing party information. Users will however have the option to add new parties to the case by selecting “add parties” at the bottom right of the screen.



MAKE CHANGES TO AN UPLOADED DOCUMENT

1. **Edit** – Click the Edit icon to make edits on the document
 - a. Once a document is in the editable version, the user may edit the document by using the tools on the right-hand side of the page.
 - b. Any text within the document has the ability to be edited.
 - c. Templates as well as locally stored documents are all able to be edited.

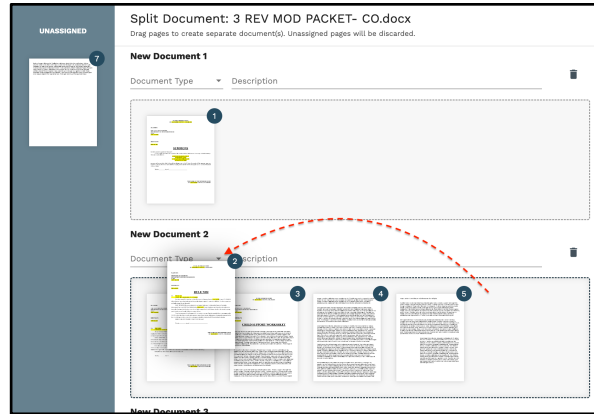
2. **Split** – Click the Split icon to split a multi-page document into separate documents.
 - a. Select the desired document on the right in the “Unassigned” column.
 - b. The user will drag the document(s) into the appropriate trays, outlined in a dotted grey box on the right.



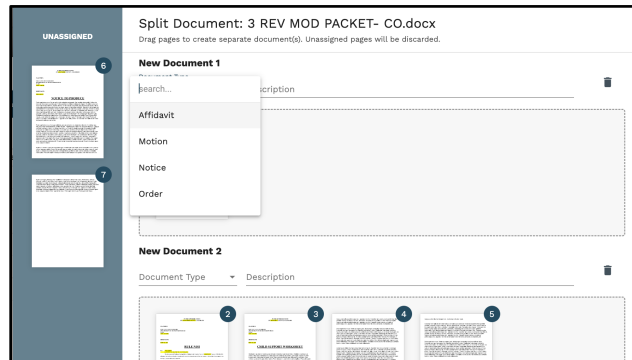
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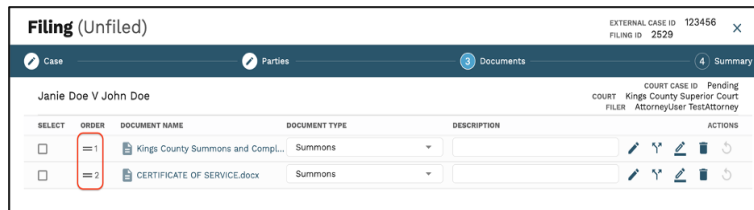
- c. If multiple pages are found within a tray, the user may rearrange the pages.



- d. Users are encouraged to name the Document Type before saving. Users may also add a document description.



- e. Any documentation left in the “Unassigned” column will be discarded and not compiled to be filed to the court.
- f. Once saved, users may reorder documents on the right side of the page under “Order.”

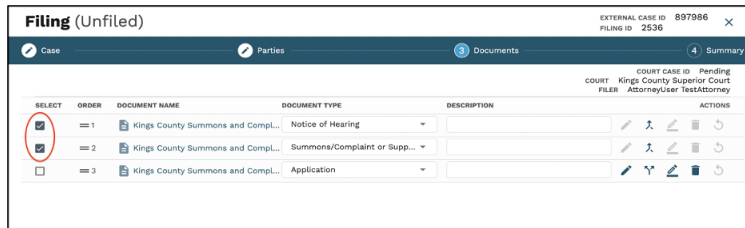


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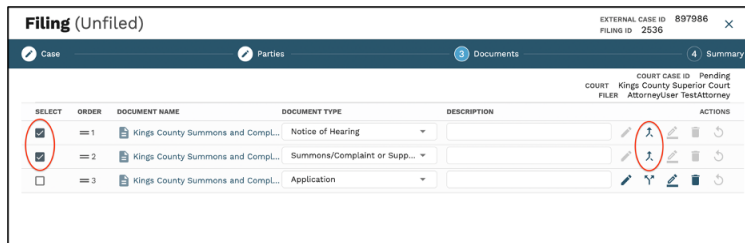
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3. Combine- Combine multiple documents into one document.

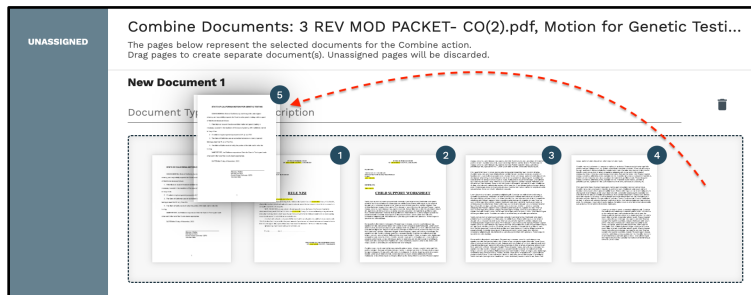
a. To combine multiple documents, select the desired documents on the left side of the screen.



b. The split document button will change to combine documents for the documents selected.



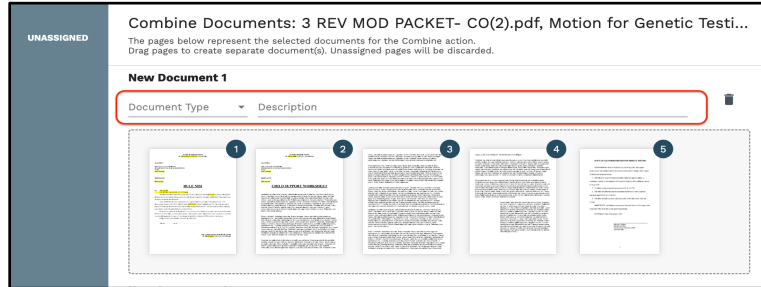
c. Users will be able to reorder pages while combining documents.



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d. Users are encouraged to name the Document Type before saving. Users may also add a document description.

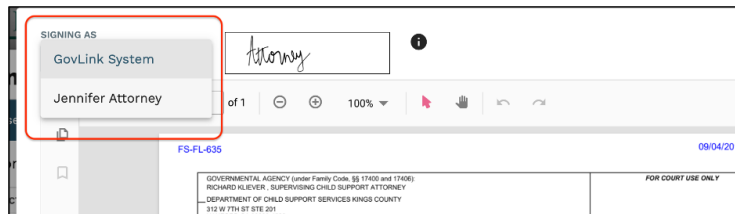


e. Any documentation left in the “Unassigned” column will be discarded and not compiled to be filed to the court.

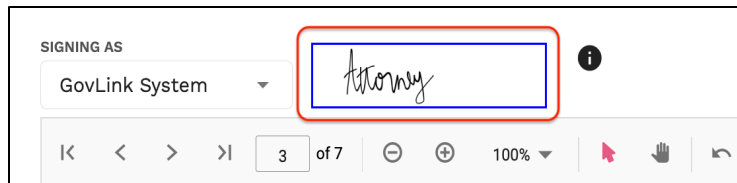
g. Once saved, users may reorder documents on the right side of the page under “Order.”

4. **Sign** – Click the Sign icon to insert electronic signatures/initials into the document. 

a. If given permission to sign, user will select the signature at the top of the document. Users will be able to switch between signatures if they have permissions to view more than one.



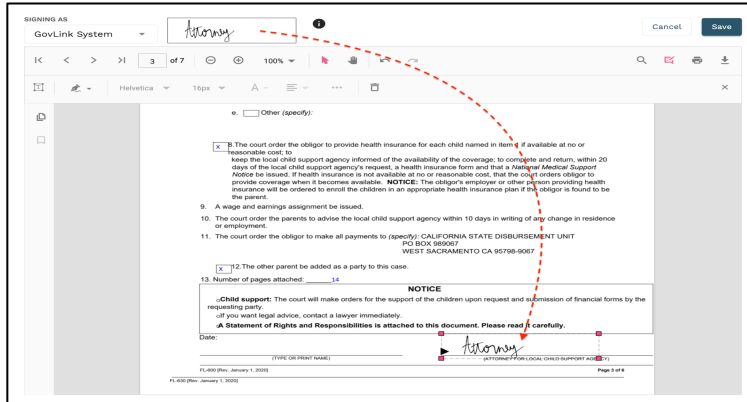
b. Once a signature has been selected the user will wait until the signature box turns blue.



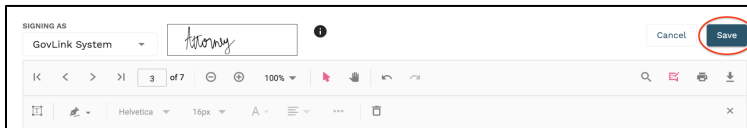
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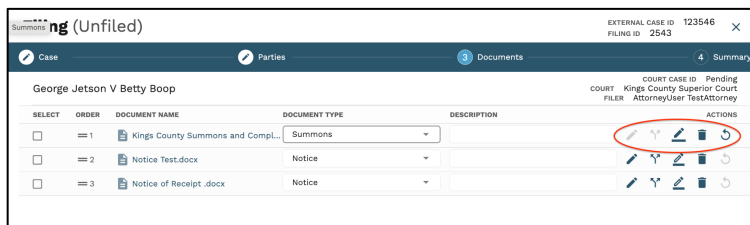
- c. Once blue, the user will select the area they would like to drop and insert the signature. The signature may be resized or moved.



- d. To drop the signature, the user will click on that area of the document and then click 'Save.'




- e. All editing tools will now be locked. To make any additional edits, users will need to Rework the document. See details below.

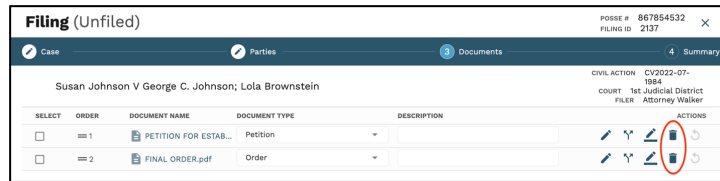


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5. **Delete** – Click the Delete icon to delete an unfiled document. 

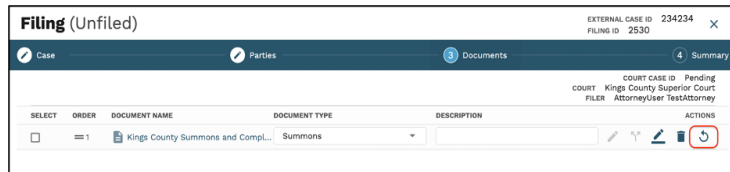
a. To delete a document, select the delete icon.



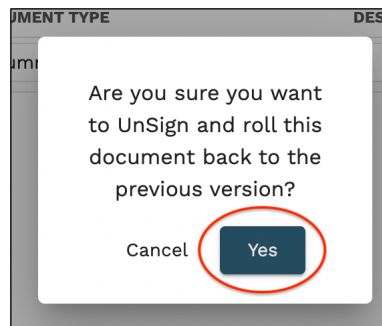
b. A signed document cannot be deleted and will have to be reworked.

6. **Rework** – To rework or correct a document, select the rework icon on the right side of the page. 

a. Rework icon is only activated when reworking a document that has already been signed or rejected.



b. By clicking 'Yes' in the pop up, it will remove any signatures and return the document back to its original version.

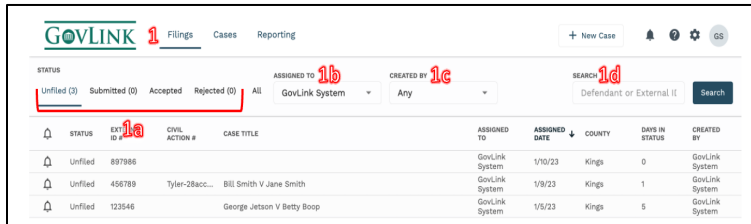


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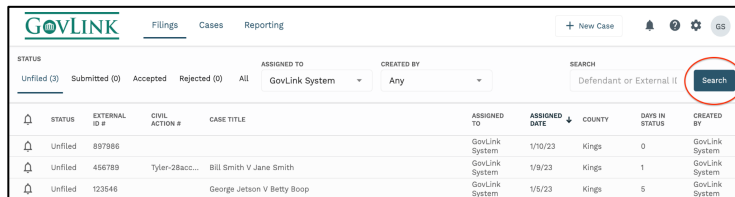
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FIND AN INDIVIDUAL FILING

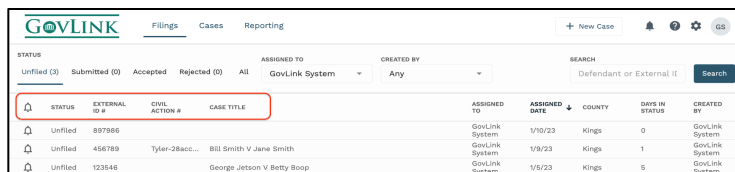
1. Find a specific filing or groups of filings using any combination of the following:
 - a. Click the desired filing status of Unfiled, Submitted, Accepted, Rejected, or All.
 - b. Select to whom the filing is currently assigned from the Assigned To drop-down list
 - c. Select the person that created the filing from the Created By drop-down list
 - d. Enter a Party Name, the CSE Number, or Case Number in the Search box.



2. Click the 'Search' button.



3. All filings matching any of the criteria you selected or entered are displayed in the main part of the page and results may be sorted by clicking the status header.



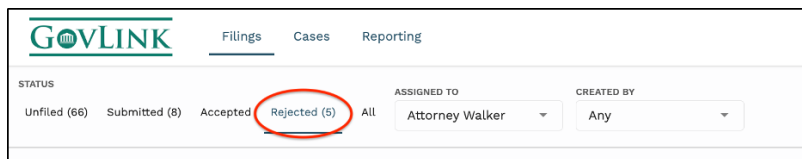
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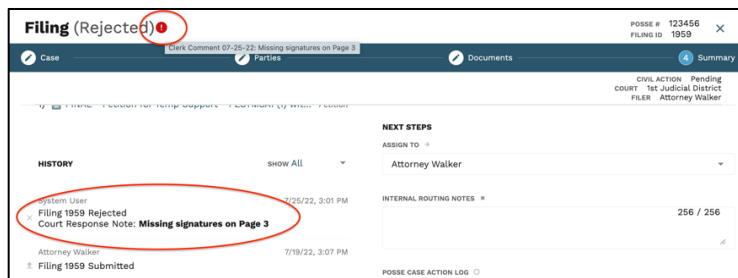
PROCESSING REJECTED FILINGS

GovLink provides the tools to delete or rework filings that have been rejected by the Clerk's office.

1. Once a filing has been automatically 'Rejected', the user will be able to locate that filing in the 'Rejected' tab on their dashboard.



2. Users will be able to select the filing that has been rejected and go to step 4 in the filing stepper, the summary page.
3. Users can see the reason for rejection by hovering over the exclamation icon in the top left of the page or see the reason for rejection in the history of the case.



4. To rework the filing, the user will need to click the ReWork icon to the far right of the dashboard for that case.

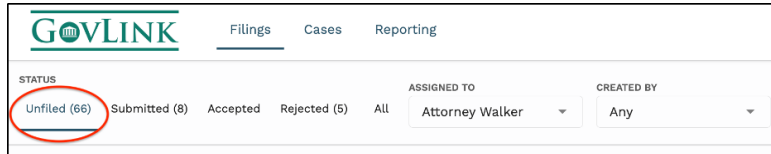


5. Click 'OK' in the pop up to confirm you would like to proceed with the ReWork.

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GET TO KNOW GOVLINK

- The user can now locate that case in the 'Unfiled' tab on their dashboard and the user will be able to click into the case from there and make the corrections before resubmitting the filing.



- Using the rejection reasons as your guide, edit, delete, split, sign, and/or add documents as needed. If a document is locked and needs to be edited, click the Rework icon next to that document in order to unlock it and then you can proceed to edit, split, or sign as usual.
- When you believe you have made all of the appropriate and needed changes, updates, etc., proceed to the next step in your standard operating procedure for this Filing just like you would if it were the first time you were working on it and it hadn't been rejected. I.E., assign to the next person who should work on or review it, make your Internal and/or POSSE CAL Update Log notes, or download to file.
- Reworking a Rejected filing will trigger all of the usual notifications to users who are following the filing. If users have their notifications turned on, they will receive emails notifying them of changes to assignment or status just like they would with a new Filing.

DELETING A REJECTED FILING

The Delete icon (trash can) allows users to delete Rejected Filings that they created but are no longer needed. Users with permission to do so can also delete Rejected Filings that were created by others but are no longer needed. To delete a filing, click the trash can and then confirm you want to continue to delete by clicking Delete on the pop-up box that appears. To abandon deleting this record, click Cancel in the pop-up box.

Deleting a filing will result in notifications to followers of the Filing as well as CAL Updates being automatically logged when appropriate to do so.

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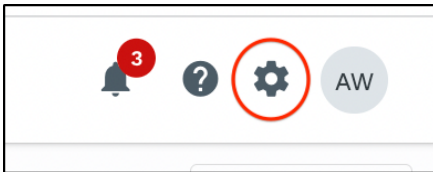
USER MANAGEMENT

GovLink provides the tools to create new users and manage the settings for existing users:

- Profile (username, name, role, bar number, address and phone number)
- Role (e.g., attorney, case worker, legal assistant)
- Local Office(s)
- Notifications (filing status change, court updates, filing assignment change)
- Permissions (delete filings, sign, add users and edit users)
- Signature (upload a signature file for users with Signing permission)

LAYOUT

- For each user who has permissions to add or edit user accounts, a gray gear icon appears to the left of the user's initials.



- Click the gear, then click "User Management."
- The User Management page displays a list of all users who are associated with the given location. Find a specific user or group of users by searching with any combination of NAME, LOCATION and ROLE.

USERNAME	FIRST NAME	LAST NAME ↑	SUFFIX	ROLE	LOCATIONS	STATUS	LAST LOGIN	USER TYPE
jengdev@mail...	Jennifer	Attorney		Attorney	Kings County	Active		Standard
govlinkkccsey...	GovLink	System		Program ...	Kings County	Active	1/10/23	System Admin
testattorney@...	AttorneyUser	TestAttorney		Attorney	Kings County	Active	1/4/23	Standard

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EDIT A USER

- To edit a user, click the row containing the user’s name to open that user’s Settings page.
- **PROFILE:** This tab captures required information (username, first name, last name, role and bar number) and optional information (middle name, suffix, street address, city, state, zip code and phone number). Please note that for user role of ‘Attorney’, both a Bar number and an address selection are required. An address may be entered for the Attorney, or check the Utilize Local Office Address to use the filing office’s address for the attorney.

Amanda Allard
SETTINGS

Profile

USERNAME *
atyAllard.govlink@gmail.com

FIRST NAME *
Amanda

MIDDLE NAME
Middle Name

LAST NAME *
Allard

SUFFIX
Suffix

ROLE *
Attorney

BAR NUMBER *
254441655

Utilize Local Office Address

STREET ADDRESS
Street Address

CITY
City

STATE
State

ZIP CODE
Zip Code

PHONE NUMBER
Phone Number

USER TYPE *
Standard

Set User To Inactive

Save

- **LOCATIONS:** This tab captures the locations that are associated with the user. Add or remove a location by checking or unchecking the corresponding box.

GovLink System
SETTINGS

Locations

CURRENTLY SELECTED (1):

LOCATION
Kings County

AVAILABLE LOCATIONS (1):

SELECT ALL

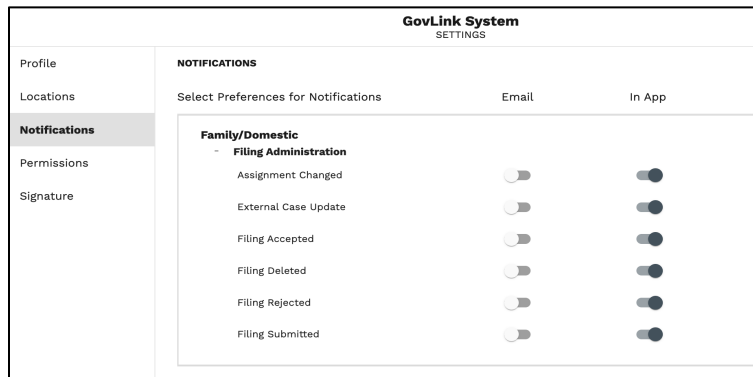
LOCATION
<input checked="" type="checkbox"/> Kings County

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- **NOTIFICATIONS:** This tab controls the flow of email alerts for events tracked within the system. Toggle each type of notification (filing status change, court updates, filing assignment change).



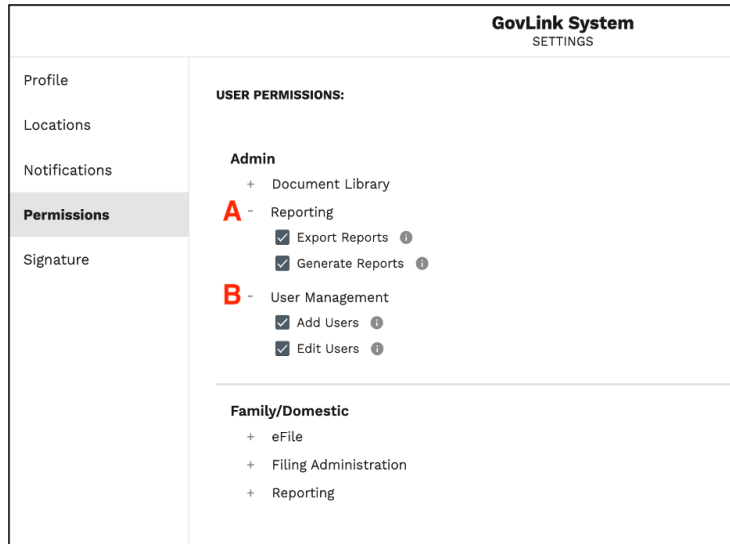
- **Assignment Changed:** When a filing is assigned to a different user in the summary tab of the filing status. Both the user who assigned the case and the user who was assigned to will receive a notification.
- **External Case Update:** When any additional documents are filed into the case from someone outside of the Kings County child support office. For example, when someone from the court files into the case or an opposing attorney.
- **Filing Accepted:** When the court accepts a filing, the user who created that filing and anyone following the case will automatically receive a notification.
- **Filing Deleted:** When a user who deletes a filing they've created and anyone following that case will receive a notification.
- **Filing Rejected:** When the court rejects a filing, the user who created that filing and anyone following the case will automatically receive a notification
- **Filing Submitted:** When a filing has been eFiled to the court, the user who created the case and anyone following the case will receive a notification.

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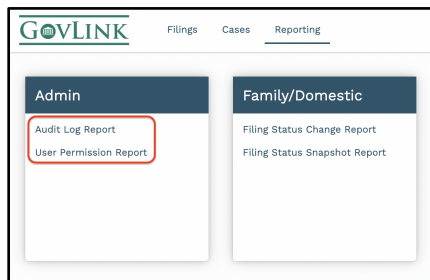
GET TO KNOW

GOVLINK

- **PERMISSIONS - ADMIN:** This tab captures the decisions regarding the user’s ability to perform certain actions within GovLink:



- **Document Library:** Once a user has clicked both Create Document and Edit Document, all other document library permissions will become clickable.
- **Reporting:** User will not see the reporting option at the top of their dashboard if they don't have reporting permissions.
 - **Generate Reports:** Gives users the ability to create Audit Log Report and/or User Permission Report.
 - **Export Reports:** Gives users the ability to export the generated admin reports into an excel file.



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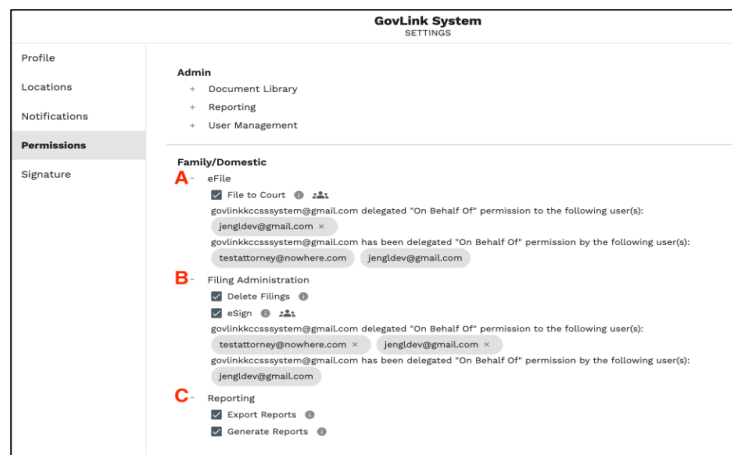
GET TO KNOW

GOVLINK

- **User Management:**

- **Add Users:** This permission gives the user the ability to create new users in GovLink.
- **Edit Users:** This permission gives the user the ability to edit permissions for existing GovLink users.

- **PERMISSIONS- FAMILY/DOMESTIC:**



- **eFile:**

- **File to Court:** This permission gives users the ability to eFile documents automatically with the court. **A user is able to delegate this permission to a different user to eFile on their behalf.**

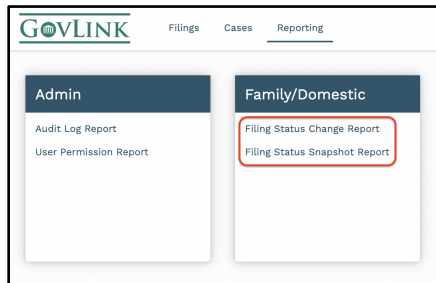
- **Filing Administration:**

- **Delete Filings:** All users have the ability to delete filings they created themselves, as long as the filing is in 'Unfiled' or 'Rejected' status. This permission enables users to also delete 'Unfiled' or 'Rejected' filings created by *other users*.
- **eSign:** This permission gives the user the ability to insert a signature image into a document. This permission is only given to Attorneys unless there is a special circumstance approved by leadership. **A user is able to delegate this permission to a different user to eSign on their behalf.**

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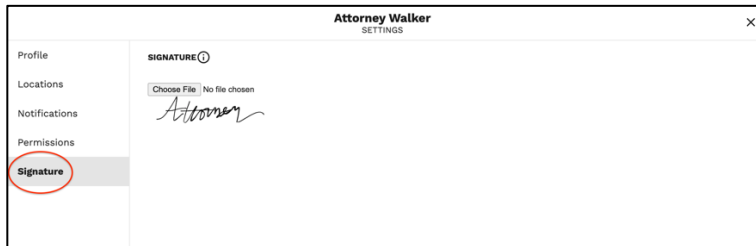
GET TO KNOW GOVLINK

- **Reporting:** User will not see the reporting option at the top of their dashboard if they don't have reporting permissions.
 - **Generate Reports:** Gives users the ability to create Filing Status Change Report and/or Filing Status Snapshot Report.
 - **Export Reports:** Gives users the ability to export the generated Family/Domestic reports into an excel file.



- **SIGNATURE:**

- Only users who have the permission to eSign documents will be able to upload their signature.
- Signatures can be captured using any platform (Example: Stylus, Paint, etc)
- Signatures need to be saved and uploaded in **JPEG or PNG** file types.



***On the Profile and Locations tabs, click “Save” to store changes. Notifications & Permissions tabs will auto-save.**

***To close the window, click the “X” in the top right corner.**

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GET TO KNOW GOVLINK

CREATE A NEW USER

To add a new user that does not yet appear in GovLink:

- To add a new user, click “New User”

GOVLINK Filings Cases Reporting

USER MANAGEMENT

NAME: Username, First or Last Name

LOCATION: All

ROLE: All

STATUS: Active

USER TYPE: All

Search

+ New User

- Complete the required information on the Profile tab.
- The email address must be unique in order to create the new user.
- Click “Save” to create the new user and trigger an email notification to the new user.
- Proceed to the Locations, Notifications and Permissions tabs. Don’t forget to SAVE when prompted.
- To close the window, click the “X” in the top right corner.

Best Practice: Always search for the user’s email address or name before creating a New User to avoid duplication

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