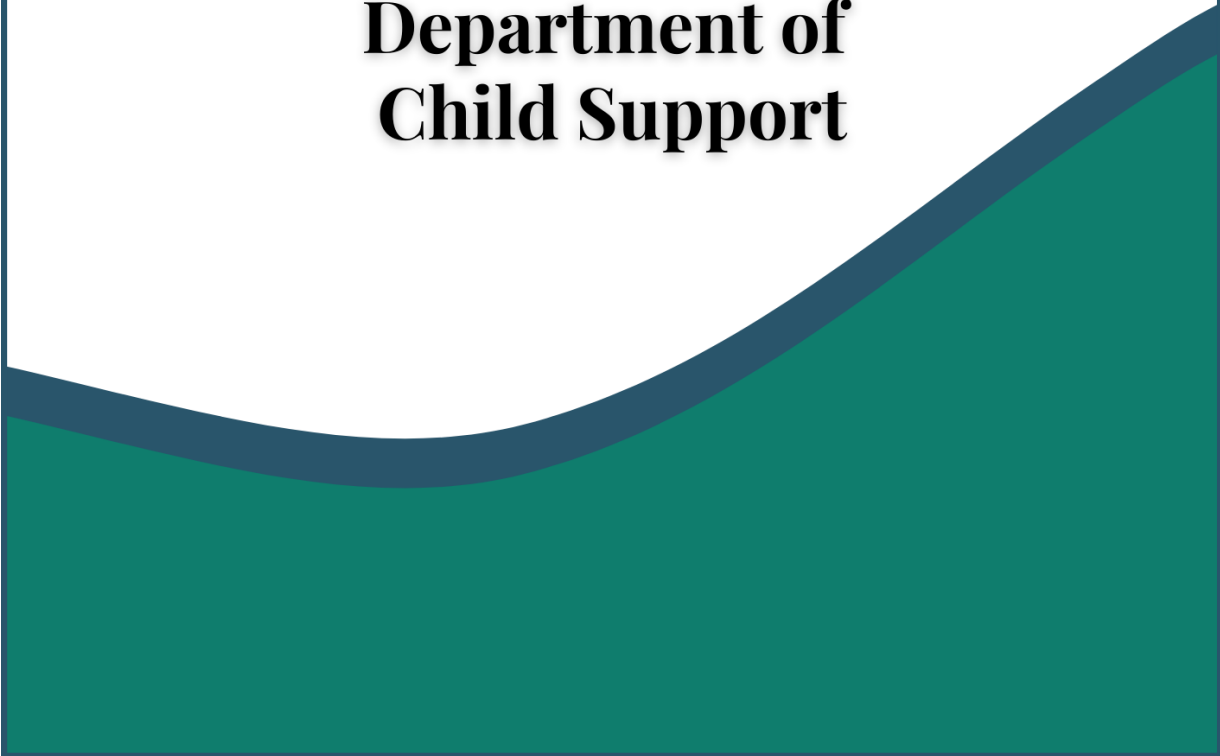




**South Dakota
Department of
Child Support**



Welcome

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://support.govlink.us/sddcs>

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://sddcs.govlink.home>
(Monday – Friday, 8:00 AM-5:00 PM MST)

Email to info@govlink.us
Call 844-LUV-4-GOV
(Monday – Friday, 8:00 AM-5:00 PM MST)

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



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Login Information

Initial Login

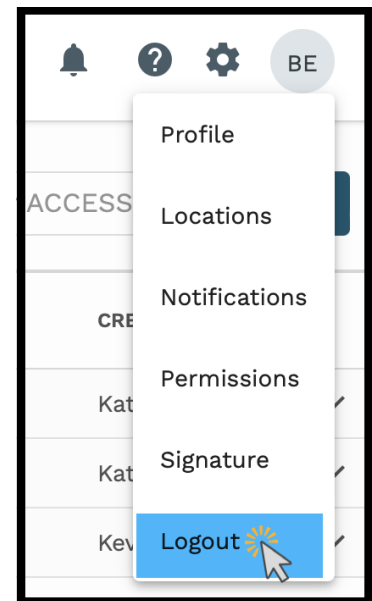
- Visit <http://sddcs.govlink.us/>
- Enter your email address into the **Username** field and click **Next**.
- Click **Forgot Password**
- Enter your email address into the **Username** field and click **Send Reset Link**
- Look for a new email message that includes a link to reset your password.
- Click the link, choose a new password, and log in.

Log In

- Visit <http://sddcs.govlink.us/>
- Enter your email address into the **Username** field and click **Next**.
- Enter your **Password** and click **Login**.
- Upon logging in, you will see your dashboard.

Log Out

- To Log Out, click your initials in the top-right corner, then select Logout.
- GovLink will warn you after 10 minutes of inactivity, then automatically log you out after 15 minutes of inactivity.



Reset Password

- Visit <http://sddcs.govlink.us/>
- Enter your email address into the **Username** field and click **Next**.
- Click **Forgot Password**
- Enter your email address into the **Username** field and click **Send Reset Link**
- Look for a new email message that includes a link to reset your password.
- Click the link, choose a new password, and log in.



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Dashboard & Filters

Once a user logs into GovLink, they will be taken to their Dashboard that contains their workflow. The user has multiple options to filter their Dashboard.

- **Filing Status:** users can flip through different filing status of Unfiled, Submitted, Accepted, and Rejected.
- **Work Group:** If a user is associated with a particular work group, they can filter their dashboard to see filings associated or assigned to their specific work groups.
- **Assigned To:** User can filter filings on their dashboard to see only filings have been assigned to a specific user. If you want to see filings that currently do not have a user assigned, select 'pending assignment.'
- **Created By:** Users can filter filings on their dashboard to see filings have been created by a specific user.
- **County:** The user can filter the filings by the assigned County.

A horizontal row of five blue dropdown menus. From left to right, they are labeled: FILING STATUS (with 'All' selected), WORK GROUP (with 'Any' selected), ASSIGNED TO (with 'Any' selected), CREATED BY (with 'Any' selected), and COUNTY (with 'Any' selected).

- **Search:** The user can search by the Defendant, DCS number, etc.

A search bar with a light green background. It contains the text 'Defendant or DCS #' and a dark blue button labeled 'Search'.

- **New Case:** Start a new case within GovLink by click the New Case button. Initially, users will need to start **all** filings as new cases within GovLink.

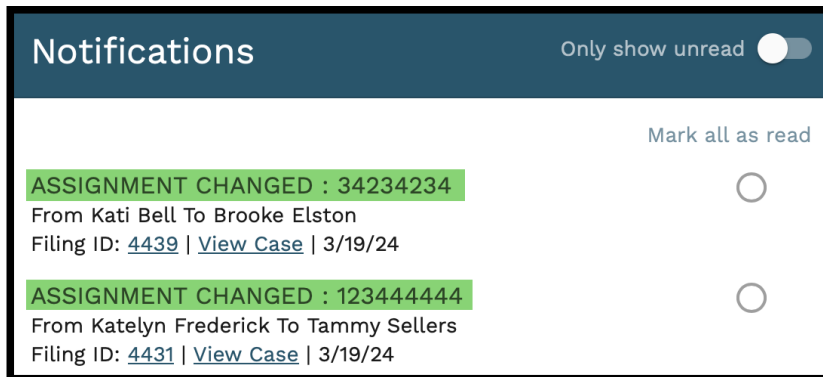
A button labeled '+ New Case' and a dropdown menu showing 'Yankton Office' with a downward arrow.

2



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- **Location:** If a user is associate with one or more locations, they will be able to select the location from this drop down.
- **In-App Notifications:** If a user has elected to have any in-app notification turned on, this is where those notifications will appear.



- **Support Page:** Users can find step by step user guides and/or quick videos to walk you through any questions you may have while working in GovLink.
- **User Management:** From the User Management drop down, users can add/edit users, create/edit work groups, or create/edit templates. All actions under this drop down are user-based permissions.
- **User Settings:** This is where the user who is logged in can see their specific user settings. This is also where all users can turn on or off any type of notification they would like to receive.



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Filings

Finding an Individual Filing

To find a specific filing or a group of filings, use any combination of the following options:

- **Filing Status** – Select from Unfiled, Submitted, Accepted, Rejected, or All.
- Work Group -
- **Assigned To** – Select to whom the filing is Assigned To.
- **Created By** – Select the individual that created the filing.
- **County** – Select to filter by the county the Filing was filed.



A horizontal search filter bar with five dropdown menus. From left to right: 'FILING STATUS' with 'Unfiled (1)' selected; 'WORK GROUP' with 'Any' selected; 'ASSIGNED TO' with 'Brooke Elston' selected; 'CREATED BY' with 'Any' selected; and 'COUNTY' with 'Any' selected.

- **Search** – Enter a Party Name, Case Number, etc.



A search input field with the placeholder text 'Defendant or DCS #' and a 'Search' button with a magnifying glass icon.

Click the **Search** button.

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.


Deleting a Rejected Filing

“Delete” (the trash can icon) allows the user to delete Rejected Filings they created but are no longer needed.

Note: Users with proper permissions, can also delete Rejected Filings created by others, but are no longer needed.

To Delete a Filing -

- Locate the **Filing** you want to **Delete**
- Click the trash can
- Confirm you want to continue by click **Delete** on the pop-up box that appears.

FILING	WORKFLOW	DCS #	DOCKET #	CASE TITLE	ASSIGNED TO	ASSIGNED DATE	↓COUNTY	STATUS CHANGE DATE	DAYS IN STATUS	CREATED BY	ACTI
Rejected		6133		STATE OF SOUTH DAKOTA, EX REL V Jean Valjean	Brooke Elston	6/13/24	Douglas	6/14/24	0	Brooke Elston	

To abandon deleting this record, click Cancel in the pop-up box.

Deleting a filing will result in notifications to followers of the Filing.

Reworking a Rejected Filing



The Rework icon allows users to open the Filing and correct the problem(s) that resulted in Rejection.

To begin reworking a Filing -

- Click the Rework icon to the right of the Rejected filing.

FILING	WORKFLOW	DCS #	DOCKET #	CASE TITLE	ASSIGNED TO	ASSIGNED DATE	↓COUNTY	STATUS CHANGE DATE	DAYS IN STATUS	CREATED BY	ACTI
Rejected		6133		STATE OF SOUTH DAKOTA, EX REL V Jean Valjean	Brooke Elston	6/13/24	Douglas	6/14/24	0	Brooke Elston	

5



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- A pop-up box indicating that continuing will change this Filing's status from 'Rejected' to 'Unfiled' appears; to proceed, click OK. To return to the menu without reworking this filing, click Cancel.
- After clicking OK, the Filing Stepper will be loaded to step #3, Documents, as this is most commonly the area that needs attention to get the Filing approved.
- The reason(s) for Rejection can be viewed by hovering your mouse over the red exclamation point at the top of the Filing Stepper. Whatever the clerk's office entered for Rejection reason(s) will be displayed here and remains visible upon hovering throughout the File Stepper.



- 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 to unlock it and then you can proceed to edit, split, or sign as usual.
- Sometimes, a rejection reason may indicate a problem with the Case information or Parties; if so, click Previous in the File Stepper to navigate to the appropriate screen and make the necessary changes there. When finished, click Next to proceed to the next step.
- 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 or even file it.
- 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.



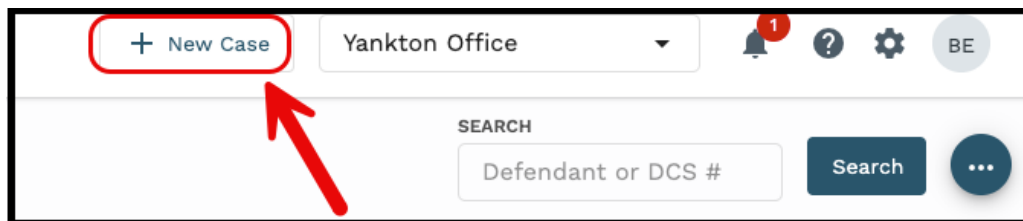
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Cases

Create a New Case

To create a New Case -

- Click the “New Case” button at the top right of the Dashboard to launch the Case Wizard.



Step One – Case

- Enter the **DCS #**
- Select the corresponding **County**, **Court Type**, **Case Category** and **Case Type** from the dropdown fields.
- Select the **Attorney** and **Filing Category**.
- Enter in the **Related Docket #** and **Related DCS #** (if applicable)
- Select the **Hearing Officer Name** from the dropdown or leave as **Pending**.

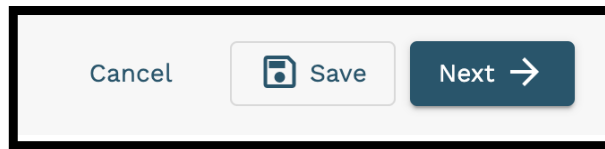
A screenshot of a web form titled 'Filing (Unfiled)'. The form has a dark blue header with the title and a close button. Below the header is a progress bar with five steps: 1 Case, 2 Parties, 3 Filing, 4 Fee Administration, and 5 Summary. The 'Filing' step is currently active. The form contains several fields: 'DCS #' with the value '123456', 'COUNTY' with a dropdown menu showing 'Yankton', 'COURT TYPE' with a dropdown menu showing 'Circuit Court', 'CASE CATEGORY' with a dropdown menu showing 'Domestic Relations', and 'CASE TYPE' with a dropdown menu showing 'Domestic'. Below these are 'ATTORNEY' with a dropdown menu showing 'Kati O. Bell', 'FILING CATEGORY' with a dropdown menu showing 'Establishment', 'RELATED DOCKET #' (empty), 'RELATED DCS #' (empty), and 'HEARING OFFICER NAME' with a dropdown menu showing 'Remus Bell'. At the bottom right of the form are three buttons: 'Cancel', 'Save', and 'Next' with a right-pointing arrow.

7



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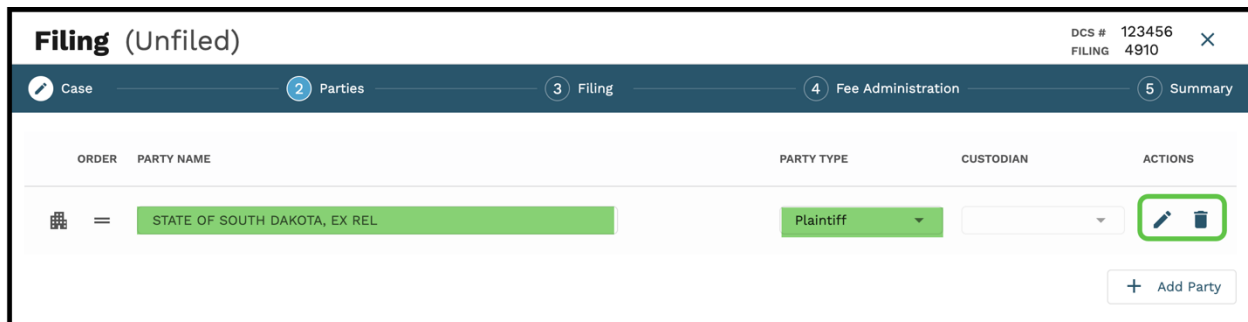
- Click **Save** to save progress and exit the wizard to finish later OR click **Next** to proceed to the **Parties** tab.



Step Two - Parties

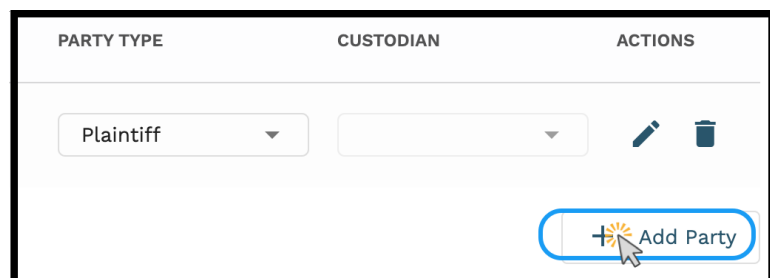
On the **Parties** tab, the “State of South Dakota, Ex Rel” will automatically default as the **Party Name** and “Plaintiff” as the **Party Type**.

- This can be Edited or Deleted by utilizing the Actions to the right.



To add additional parties -

- Click “Add Party”



- Select the **Party Type** from the dropdown
- Enter the **First Name, Last Name**, and any other pertinent information of the **Party**.
- Select **Save** to continue



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Party Details

PARTY TYPE *
 Defendant Individual Organization

FIRST NAME * Jon MIDDLE NAME LAST NAME * Snow SUFFIX

ALIAS DATE OF BIRTH 01/01/2000 SOCIAL SECURITY NUMBER

STREET ADDRESS LINE 1 STREET ADDRESS LINE 2

CITY STATE ZIP CODE EMAIL ADDRESS

Cancel Save

- Select “Custodial or Non-Custodial” from the Custodian dropdown
- To add any additional parties, select **Add Party** and repeat the prior steps.

Snow Suffix Defendant Non-Custodial

+ Add Party

- Select **Next** to continue to the Filing tab.

Note: To receive Notifications on action taken on this case, select the toggle button next to “Follow”.

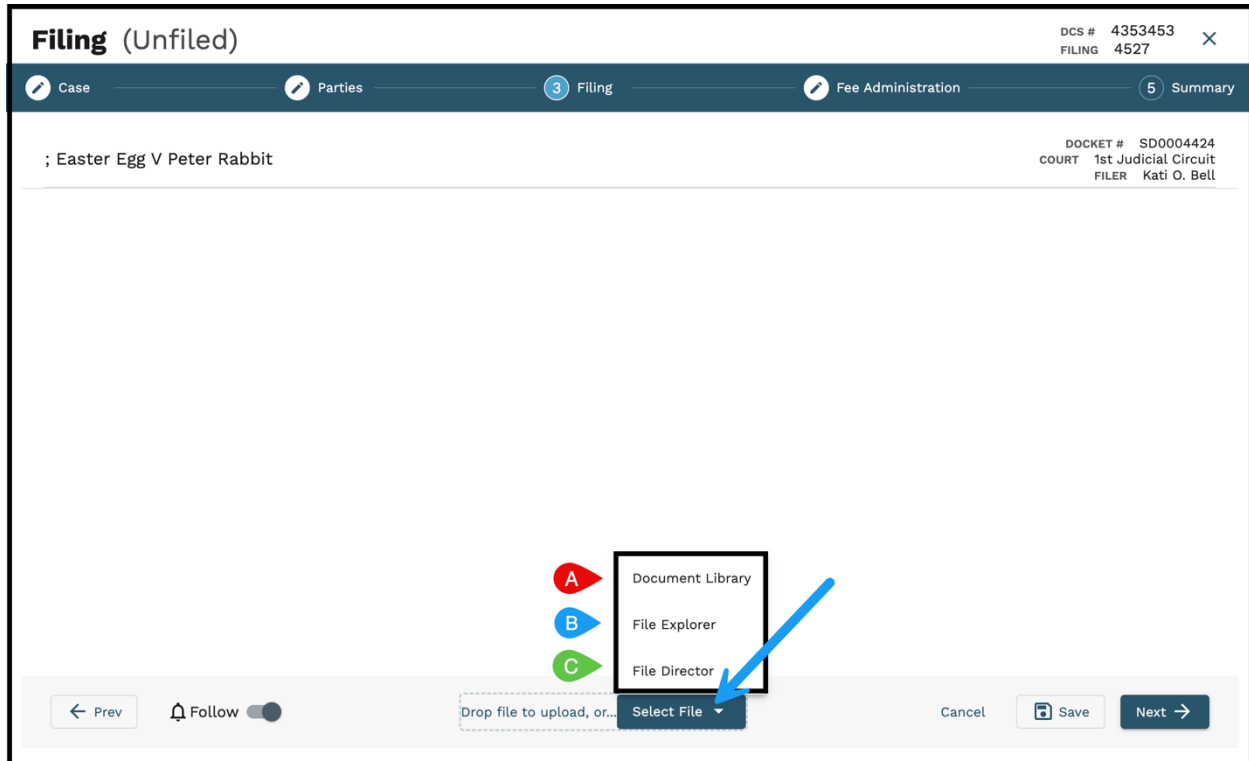
← Prev Follow [Toggle Switch] [Notification Icon]



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Step Three - Filing

- To add documents to the Filing, click “**Select File**”
- The user will be able to select from three options: Document Library, File Explorer, and File Director.



Document Library

The Document Library allows the User to utilize pre-built Templates inside of GovLink. Prior Data entered in the creation process with automatically populate inside the Template.

To add a Template document to a filing -

- Select “Document Library”

The Document Library window will populate, allowing the User to search by Document Name, Document Type, choose from the User’s Favorites, or select from “All Documents”.



To search by Document Name -

- Enter the Document Name
- Select **Search**

The screenshot shows the 'Document Library' interface. At the top, there is a search bar with 'DOCUMENT NAME' and 'DOCUMENT TYPE' labels. The 'DOCUMENT NAME' field contains 'Feel Letter' and is highlighted with a green box. The 'DOCUMENT TYPE' dropdown is set to 'Any'. A 'Search' button is visible. Below the search bar, there are tabs for 'Favorites' and 'All Documents'. A table lists search results with columns for 'SELECT', 'DOCUMENT NAME', and 'DOCUMENT TYPE'. The first row shows a checkbox, 'Feel Letter', and 'Acknowledgment', with a star icon. A green box highlights the 'Feel Letter' text. At the bottom, there are 'Cancel' and 'Add to Filing' buttons.

To search by Document Type -

- Select the **Document Type** from the dropdown
- Select **Search**

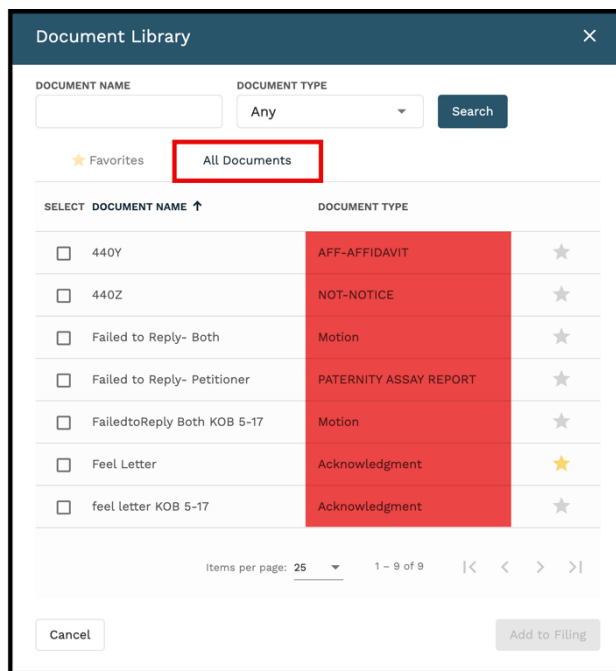
The screenshot shows the 'Document Library' interface. The 'DOCUMENT NAME' field is empty. The 'DOCUMENT TYPE' dropdown is set to 'Acknowledgment' and is highlighted with a blue box. A 'Search' button is visible. Below the search bar, there are tabs for 'Favorites' and 'All Documents'. A table lists search results with columns for 'SELECT', 'DOCUMENT NAME', and 'DOCUMENT TYPE'. The first row shows a checkbox, 'Feel Letter', and 'Acknowledgment', with a star icon. The second row shows a checkbox, 'feel letter KOB 5-17', and 'Acknowledgment', with a star icon. The third row shows a checkbox, 'test', and 'Acknowledgment', with a star icon. A blue box highlights the 'Acknowledgment' text in the first row. At the bottom, there are 'Cancel' and 'Add to Filing' buttons. A pagination bar shows 'Items per page: 25' and '1 - 3 of 3'.



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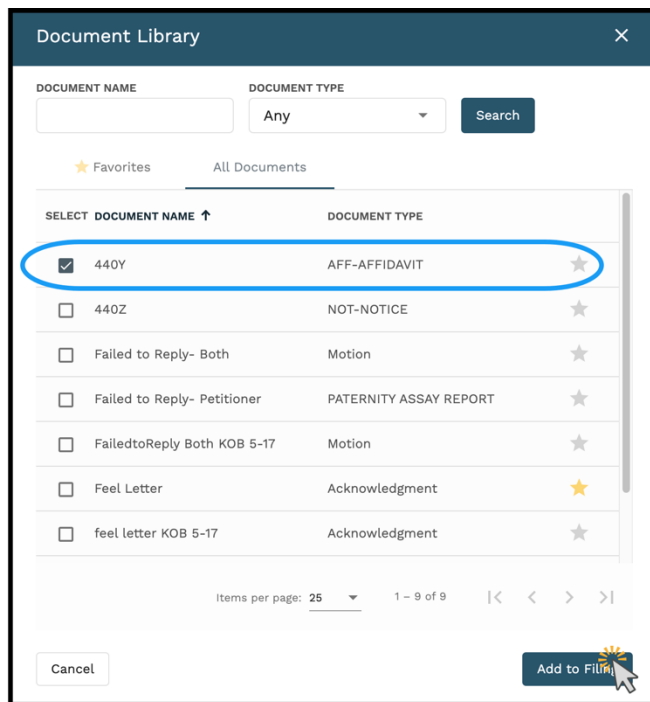
To view all documents in the Document Library -

- Select “All Documents”



Once the user has located the Document they want to use:

- Select the checkbox next to the Document Name
- Click “Add to Filing”



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File Explorer

File Explorer allows the user to bring in Files from their Local drive. The user can drag and drop documents or select them individually.

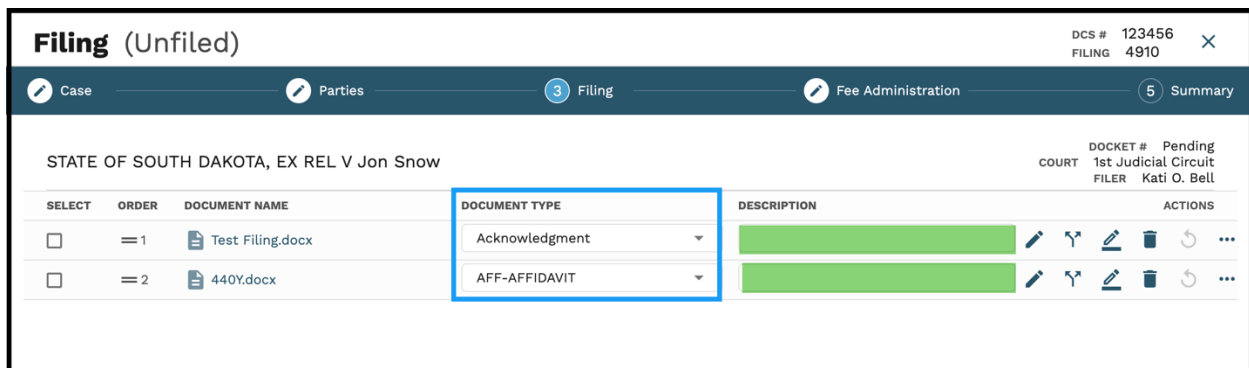
File Director

File Director allows the user to upload Files by importing them to GovLink.

- Select **File Director**
- Select the Document(s) to import
- Click on **“Import to GovLink Filing”**

Once the user has selected the Documents they want to attach, they will be listed under the Filing section of the Stepper.

- The **Document Type** can be selected from the prefilled options.
- The user can also enter a **Description** in the field.



The screenshot shows the 'Filing (Unfiled)' section of the GovLink interface. At the top, there are navigation tabs for 'Case', 'Parties', 'Filing' (which is active and numbered 3), 'Fee Administration', and 'Summary' (numbered 5). The case name is 'STATE OF SOUTH DAKOTA, EX REL V Jon Snow'. The docket information shows 'DOCKET # Pending', 'COURT 1st Judicial Circuit', and 'FILER Kati O. Bell'. Below this is a table with columns for 'SELECT', 'ORDER', 'DOCUMENT NAME', 'DOCUMENT TYPE', 'DESCRIPTION', and 'ACTIONS'. Two documents are listed: 'Test Filing.docx' (order 1) with 'Acknowledgment' as the document type, and '440Y.docx' (order 2) with 'AFF-AFFIDAVIT' as the document type. The 'DESCRIPTION' column for both documents is currently blank and highlighted in green. The 'ACTIONS' column contains icons for edit, copy, delete, and refresh.

SELECT	ORDER	DOCUMENT NAME	DOCUMENT TYPE	DESCRIPTION	ACTIONS
<input type="checkbox"/>	= 1	Test Filing.docx	Acknowledgment		
<input type="checkbox"/>	= 2	440Y.docx	AFF-AFFIDAVIT		

- Select Next to continue to the **Fee Administration** section.

For additional information on editing documents, please see below.



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Document Editing Tools








All Attachments added into the Document can be edited using the tools next to each Attachment.

Regulatory Record Document DOCUMENT 4019 X

Document Details Public Trade Secret Internal Summary

DESCRIPTION OF DOCUMENT
Enter description for search feature DOCKET # 3358

SELECT	ORDER	ATTACHMENT NAME	DESCRIPTION	ACTIONS
<input checked="" type="checkbox"/>	= 1	Public Test Document.pdf		     
<input type="checkbox"/>	= 2	User Guide - Public Test Multiple Pag...		     

- **Edit** - Click the Edit icon to make edits on the document. 
- **Split** - Click the Split icon to split a multi-page document into separate documents. 
- **Combine** - Select the documents and click the combine icon to merge documents. 
- **Sign** - Click the Sign icon to insert electronic signatures/initials into the document. 
- **Rework** - Click the ReWork icon to remove all signatures to a document and revert the document back to its original format. 
- **Delete** - Click the Delete icon to delete an unfiled document. 
- **Rotate** - Click the Rotate icon to turn individual pdf documents any direction within GovLink. 

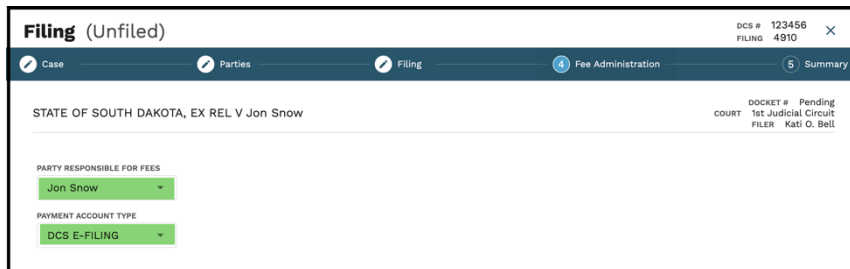


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Step Four - Fee Administration

Fee Administration allows the user to choose who is responsible for the associated fees, as well as the payment account type.

- Select the **Party Responsible for Fees** from the dropdown
- Select the **Payment Account Type** from the dropdown



Select **Next** to continue

Step Five - Summary

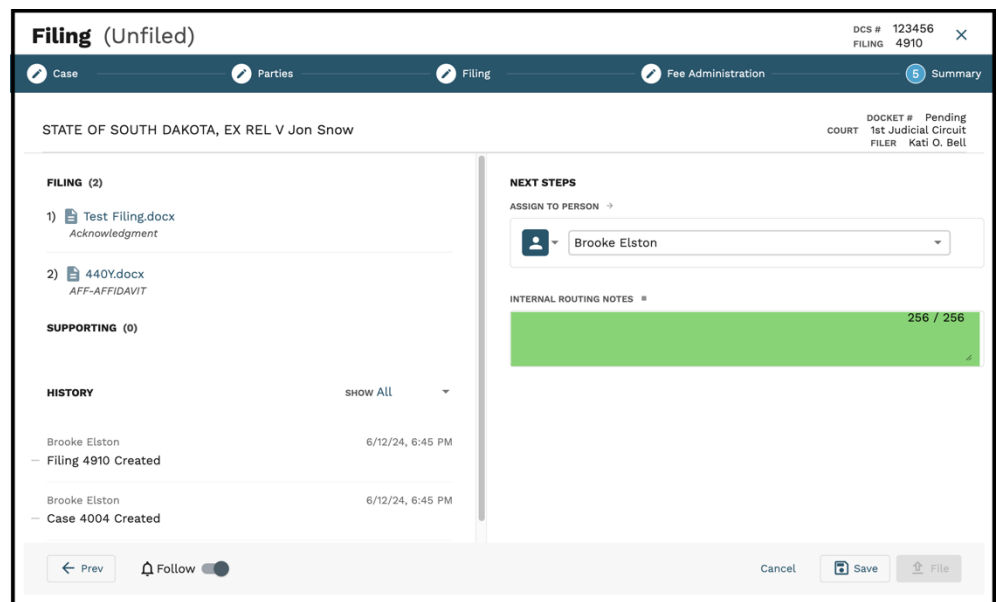
The **Summary** screen is where the user can access all information input in the **Document Stepper** wizard, as well as the History of the Document, Assignee, Internal Routing Notes, and Filing.

To assign the Filing -

- Select the corresponding person from the dropdown
- Select **Save** to exit the Document Stepper wizard.

If the user is ready to File -

- Click **File**



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Finding an Existing Case

To locate a Case in GovLink -

- Click “**Court Cases**” at the top of the screen.



Select:

- The County to be searched, AND either
 - the Case/Docket ID (also referred to as the Civil Action Number) **OR**
 - Part or all of a Party’s First and Last names.

Once the required fields have been filled, the Search button will become clickable.

Users may also expand Advanced Filters and:

- Enter part or all of the **Access ID**
- Change the party type being searched
- Change the entity type being searched from Person to Organization

The additional options of Court Type, Case Category and Case Type cannot be altered at this time.

- Click “**Search**”.
- View the results of your search below the search box. Click any column heading to sort the results.



Filing One or More Documents into an Existing Case

See the “Find an Existing Case” section to locate the Case to file into.

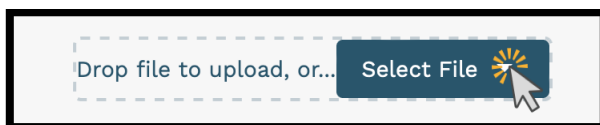
If you are unable to locate the case, contact us by clicking the green Chat bubble on the bottom left of your screen (Mon-Fri 8-5 EST) or by calling 844-LUV-4-GOV for assistance.

Once located:

- Click **“File Into Case”** to launch the Filing Wizard.
 - The Case and Party information will auto populate based on the existing case data.



- Drag and Drop the Document into the **Drop Zone** or click **“Select File”** to choose files from the user’s system.
- Select the Document Type from the drop-down list.
 - This is a required field.
- Add a description into the description field.
- This is an optional field.



; Easter Egg V Peter Rabbit					DOCKET #	SD0004424
					COURT	1st Judicial Circuit
					FILER	Kati O. Bell
SELECT	ORDER	DOCUMENT NAME	DOCUMENT TYPE	DESCRIPTION	ACTIONS	
<input type="checkbox"/>	= 1	Filing.docx	Motion	Filing Description		
<input type="checkbox"/>	= 2	Data Test Document.docx	Acknowledgment	Test Document Description		
<input type="checkbox"/>	= 3	Court Determined Paternity Report...	Motion	Paternity Report		



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- Click “Next” to proceed to the **Summary** tab.

Tips and Tricks: Click the “Follow” icon to turn notifications for this case on or off.



Summary

- Review the Documents and other pertinent Case information.
- To assign this filing to a different user, select that User’s name from the drop-down box.
- Add any internal notes.
 - This is optional and only visible within GovLink.
- When ready to File to the Court (permissions based) - Click the Check¹box next to “I consent to sign and deliver these documents to (Court Name)”²
- Click File.

To exit the File Wizard, select “Save” and close.



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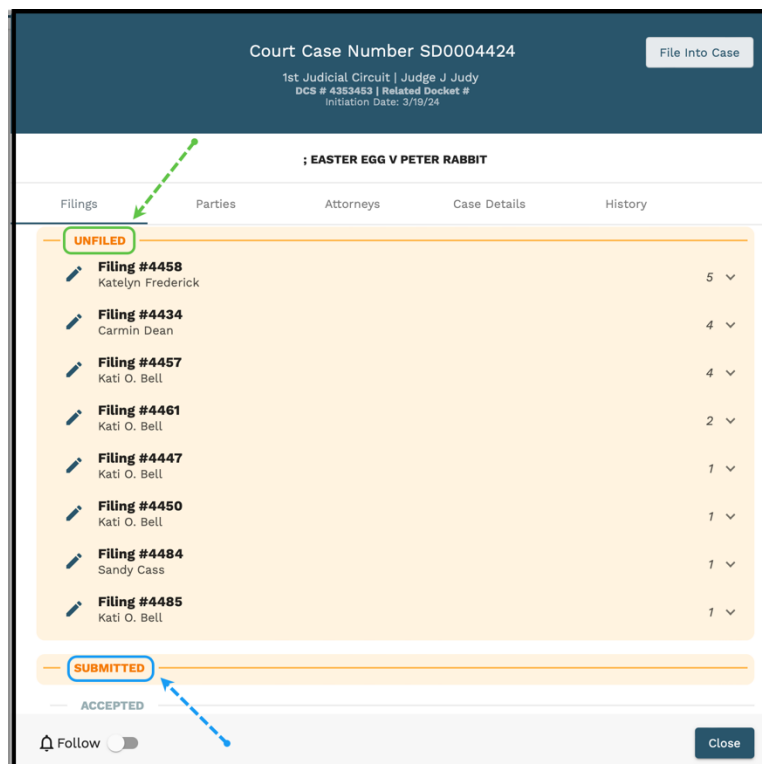
Viewing Case Details

First, locate the case by following the steps in the “**Finding an Existing Case**” section.

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 EST) or by calling 844-LUV-4-GOV for assistance.

Once the Case is located –

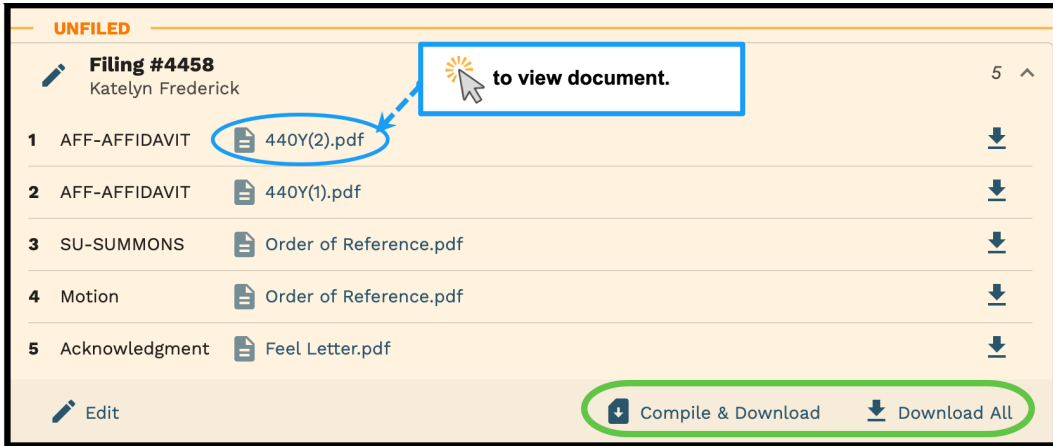
- Click anywhere on the case to open the **Case Information** pop-up box.
- Review filings by categories of **Unfiled**, **Submitted**, and **Accepted**.



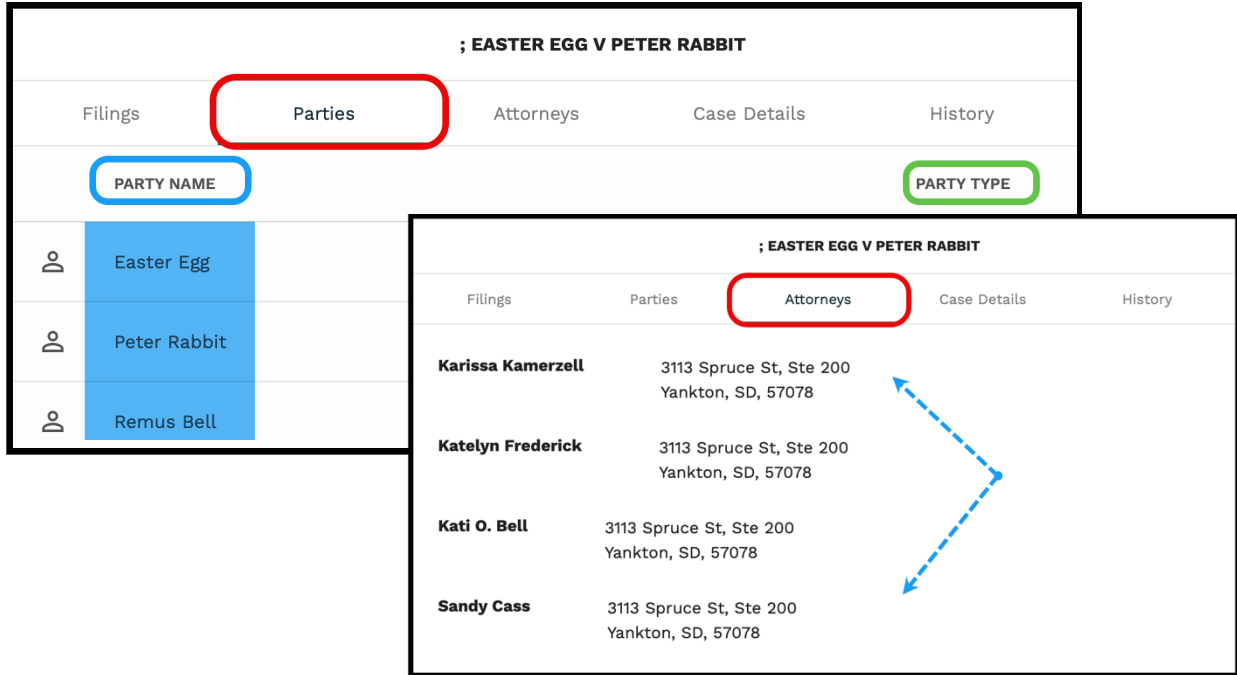
- **Click:**
 - individual document rows to view the document
 - the download arrow next to a document to download that document only
 - the **download all** button to download all filings on this case



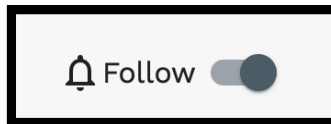
Click the Green chat bubble in the bottom corner of GovLink or call us at 844-LUV-4-GOV



- the Parties or Attorneys tabs to view parties or attorneys associated to this case.



- Click the **“Follow”** icon to turn notifications for this case on or off.



need help? Click the Green chat bubble in the bottom corner of GovLink or call us at 844-LUV-4-GOV