
DCSE Policy & Procedures Unit
Policy Update
PPU 06-10-007
October 23, 2006

SUBJECT: Hospital Paternity Program – View Center System

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.

*The IV-D PARTNERS should send POLICY inquiries directly to [*DCSE-POLICYQUESTIONS@azdes.gov](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*

This PPU informs DCSE staff about the new Hospital-Based Paternity (HPP) Document Imaging Project that will help staff locate and view all documents filed through the Hospital Paternity Program. The data base will be available for use Monday, October 23, 2006. All documents, including the Acknowledgment of Paternity, Waiver of Paternity Affidavit, Rescission, Check Lists and all correspondence found in the HPP paper file will be viewable on-line through the ICM ViewCenter. All DCSE staff will be able to view all of these HPP documents. Regional managers, supervisors, and several staff from the Attorney General's Office will be able to print documents from the ViewCenter.

Before going to the ViewCenter, check the HPP database to determine if paternity has been established. If the child is not on the HPP database, do not proceed into the ICM ViewCenter.

If the child is listed in the HPP database, write down the Acknowledgment Number and proceed.

Go to the Internet and type in <https://des.myviewcenter.com>. This will bring up the "User Sign-in" page.

- If you are a DCSE employee, you must type your "D" account in the Username box (Example: D00****)
- Your initial password will be your "D" account with a capital "D." In other words, type your "D" account in the Password box
- Once you are logged into the ICM ViewCenter, you must immediately change your temporary password
- In order to do this, click "My Account"
- Then click "Change Password"
- Enter existing password
- Enter new password
- Confirm new password
- Select a password hint, then click the "Change" box.
- Passwords must be changed every thirty days.

AG staff should follow the same procedure with one exception. AG staff must enter their ATLAS account number in the User Name box. Some AG staff have ATLAS "V" accounts while others have "D" accounts. Type that account number in the User Name box. AG staff must leave the Password box blank, then hit "Enter." That action will prompt AG staff to establish a new password.

There are many different ways to search for HPP documents in the ICM ViewCenter. You may search by Acknowledgment Number, Name, Date of Birth, SSN, or Birth Hospital. Your ViewCenter search will return all documents that meet the search criteria and will appear on the Search Results screen.

To view the document, select the “pdf” link under “View.” The scanned document will be displayed and you can page through the document. If “pdf” does not appear on the Search Screen, the record has not been imaged and is not available for viewing. Check back in a few days.

We have developed a detailed PowerPoint User Guide that DCSE and AG staff may access This user guide provides step-by-step instructions. To access the user guide, please follow the instructions listed below:

- Highlight the “file name” below.
- Press the “Ctrl” button and the “C” key to copy the file name.
- Click on “START” in lower left of the screen.
- Click on “RUN” on the right column.
- Press “Ctrl” button and the “V” key to paste the file name.
- Click on “OK” to access the PowerPoint User Guide.

DCSE staff use file name: **Z:\HPP-Train.PPT**

AG staff use file name: **S:\HPP-Train.PPT**