Overview of Release

- Portal User Interface Redesign
- Online Search: Enhanced Search Logic
- Online Search: Search Outcome
- Online Search: Newly Available Death Data Sources
- Timeout: Session Warning
- Future Updates

Release Enhancements

Do Not Pay Portal User Interface Redesign

Description: Between August 2019 and September 2020, the Do Not Pay Portal will be undergoing a major redesign based on user feedback. The purpose of this redesign is to improve the ease of navigation and increase the usefulness of the various functions. Online Search is the first function to be redesigned. All other functionalities will remain in the legacy Portal until their scheduled upgrade (see Future Updates).

Redesigned Portal Landing Page

- **Announcements** Messages will be posted here
- **Legacy Portal** Click to go to the other modules
- **Online Search** New search bar
- **Check Boxes** The data sources you are authorized for will have a checkmark in the check box.
- **Data Sources** Hovering over the data source name with your cursor will produce a pop-up box with the data source definition, when the file was last updated, and the frequency of updates in the Portal.

Navigation Bar Attempting to click on any icons other than Online Search will result in a pop-up box directing users to click on the link at the top of the screen to re-direct to the legacy Portal.
Release Enhancements (cont.)

Online Search: Enhanced Search Logic

**Description:** The exact matching logic of the legacy Online Search functionality has been changed to broaden the possible number of search results. For example, when two or more fields are used for a search, results will appear for any matches in individual fields as well as the combination of fields, prioritized by SSN/EIN/TIN.

**Search Example: One Field**

An SSN/EIN/TIN search yields nine results within data sources that contain SSN/EIN/TIN information.

Three data sources are not searched because they require Name information and do not contain SSN/EIN/TIN.

By expanding a match result, the associated name to the SSN/EIN/TIN is shown.

**Search Example: Two Fields**

A First Name + Last Name search yields eleven results within data sources that contain Name information.

CAIVRS is not searched because it requires SSN/EIN/TIN information.

By expanding a match result, the associated SSN/EIN/TIN to the Name is shown.
Online Search: Enhanced Search Logic (cont.)

Search Example: Three Fields

An SSN/EIN/TIN + First Name + Last Name search yields eleven results within data sources that contain SSN/EIN/TIN and/or Name information.

All available data sources are searched since all requirements are met for all searchable fields.

Search Example: SSN/EIN/TIN Priority

An incorrect SSN/EIN/TIN + First Name + Last Name search yields four results within data sources that contain SSN/EIN/TIN and/or Name information.

By expanding the match results, you can see that the Matched Criteria is only the SSN. If a data source contains SSN numbers, the match will display and ignore the name data entered.

Name matches are made to “Adam Boyer,” but only to Public data sources that do not contain SSN/EIN/TIN information (OFAC also does not contain SSN/EIN/TIN information, but in this example, the name did not match).

The reason “Adam Boyer” did not match to AIS and other data sources as it did with a First Name + Last Name search shown in the previous example above, is due to the matching logic prioritizing SSN/EIN/TIN. If a data source containing SSN/EIN/TIN information does not match, it ignores the Name fields and will not match according to Name.
Release Enhancements (cont.)

Online Search: Search Outcome

**Description:** At the bottom of the match results page is the Search Outcome section that provides valuable information regarding the resolution of searches. This information helps to measure the effectiveness of the DNP Portal in identifying and preventing improper payments.

![Search Outcome](image)

Online Search: Newly Available Death Data Sources

**Description:** American InfoSource, Department of Defense, and Department of State Death Data are now available for use in Online Search. Users will need to enroll (not automatic access) to utilize these sources.

_TIMEOUT: Session Warning

Timeout Warning in Redesigned Portal Only

**Description:** If a user is inactive within the redesigned (new) Portal for 30 minutes, a Session Warning window appears with a countdown timer. If the user does not click [Extend Session] before the timer reaches zero, the user will automatically be logged out. This Session Warning does not appear in the legacy Portal.

Timeout in Redesigned Portal while Legacy Portal is Active

**Description:** When a user is working within the legacy Portal but is inactive in the redesigned Portal for more than 30 minutes, the user will be timed out of both the redesigned and legacy Portals. As mentioned above, the user will not receive a Session Warning or an indication of being timed out while in the legacy Portal. Instead, when the user attempts another action after the timeout, the user will automatically be redirected to the log in screen. To avoid being timed out, close the redesigned Portal window after opening the legacy Portal, or visit the redesigned Portal periodically and perform an action to reset the 30-minute timer.

If you are timed out, close the browser session completely (not just the Portal window) and open a new browser session and follow the normal procedures to log in (see screenshot on next page).
Timeout in Redesigned Portal while Legacy Portal is Active (cont.)

Logoff from Legacy Portal Fails to Display
Logoff in Redesigned Portal

**Description:** When a user logs off from the legacy Portal and returns to the redesigned Portal window, there is no indication they are logged off. If a user attempts an online search, it will appear as if the search is processing but will never complete (see screenshot).

When logging off from the legacy Portal, either click [Logoff] in the redesigned Portal or close the browser session completely (not just the Portal window).

**Future Updates**

**Timeline for Functionalities Upgrade to Redesigned Portal**

This diagram shows the timeline in which each of the functionalities will be upgraded to the redesigned site, with a completion date by September 2020.

- **Online Search**
  - Aug. 3, 2019
- **Reports**
  - Jan. - Mar. 2020
- **Remaining Components**
  - July - Sept. 2020
- **Batch Matching, Continuous Monitoring**
  - Oct. - Dec. 2019
- **Payment Integration**
  - Apr. - June 2020
- **Legacy Portal Discontinued**

- Close the redesigned portal window to prevent being automatically logged out
- Completely close the browser if you are logged out. To log in again, open a new browser session.