

The PACSES Imaging Web Access Case Folder screen displays images of all public docket documents associated with a selected PACSES Case ID that have been ingested, scanned, uploaded, or converted to PACSES Imaging.

Attorneys and authorized staff have access to all redacted public docket documents associated with cases assigned to clients they represent as defined in the PA Child Support system.

A registered citizen's account is required to obtain Imaging Web External Access. Attorneys must follow the steps below to obtain the proper permissions to view documents in PACSES Imaging.

## Request Access

1. Complete the online registration using the link below to obtain a citizen's account with a valid Keystone ID and Password:

<https://www.hhsapps.state.pa.us/iam/im/citizenpub/ca12/index.jsp?task.tag=SelfRegistrationCitizen>

2. The Attorney must provide their Keystone ID to the local Domestic Relations Office.
3. The Domestic Relations office submits a PSR to the PACSES Help Desk to grant access to PACSES Imaging for cases associated with clients that the attorney represents according to the Member Demographics (DEM2) screen. The attorney's Keystone ID and PACSES Attorney ID should be provided in the PSR.
4. Notification is provided to the DRS via email that should be shared with the attorney when PACSES Imaging security is added to the citizen's account.

## Log into PACSES Imaging Web Access

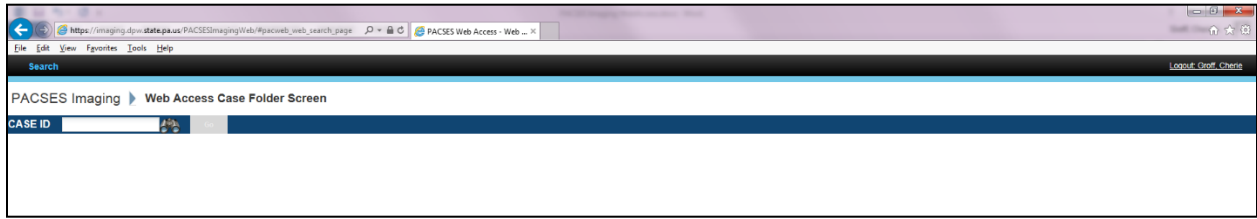
1. Enter <https://imaging.dpw.state.pa.us/PACSESIImagingWebext> in the address bar of the internet browser and enter the valid username and password (E.g. testuser, Password1!) that is reference in step 4 above.

*Note: The temporary password must be changed the first time the attorney logs into the Web Access URL.*



**Figure 1: Login Page**

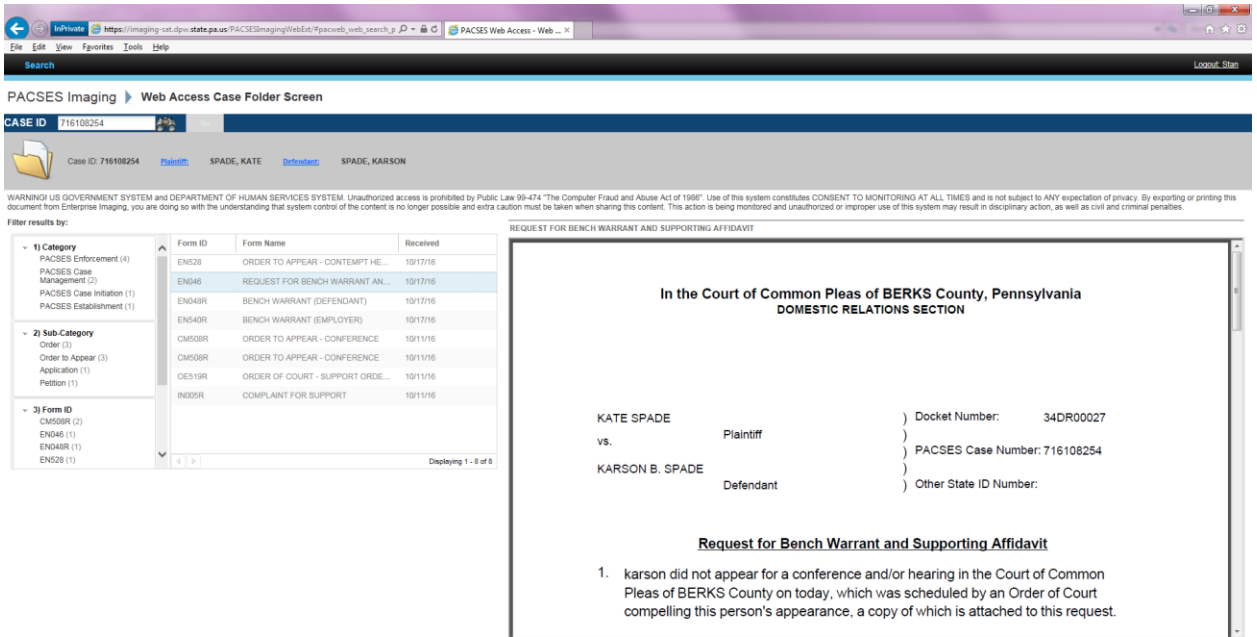
2. Upon successful login the Web Access Case Folder screen displays



**Figure 2: Web Access Case Folder Screen**

## View Documents by Case ID

1. Enter a valid 9-digit PACSES Case ID, where the attorney represents the plaintiff, defendant, or alleged father, in the CASE ID field.




**Figure 3: Document View**

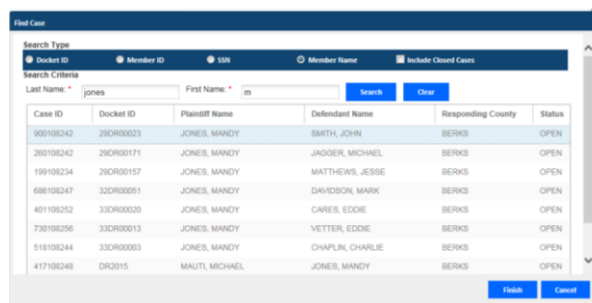
2. Results return all public docket documents with the most recently received documents displayed at the top.
3. Results can be sorted by Form ID, Form Name, or Received Date.
4. Results can be filtered by Category, Sub-Category, Form ID, and Received Date range

*Note: Only one entry from each filter section can be completed at a time.*

5. Select a single entry to display an image of the document in the Document Viewer section.

## Search for a Valid PACSES Case ID

1. Click the binoculars icon  to the right of the Case ID field to open the Find Case popup screen.
2. Search for a valid PACSES Case ID by entering Docket ID, Member ID, Social Security Number, or First and Last Name of the Plaintiff or Defendant on the case.
3. Results are returned with all cases where the logged in attorney is displayed in PACSES as representing the plaintiff, defendant, or alleged father.
4. Click the Case ID link to navigate back to the PACSES Imaging Web Access Case Folder screen with the results refreshed based on the Case ID selected.



**Figure 4: Web Access Case Search**

## Validation Messages

A red exclamation point displays to the right of the Case ID field when a Case ID is entered that is not valid or the logged in attorney is not listed in PACSES as representing the plaintiff, defendant, or alleged father.

Select the exclamation point to view the error message provided



**Figure 5: Error Message**

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