



Project co-funded by the
CIVIL JUSTICE PROGRAMME
Of the EUROPEAN UNION

iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement transfrontière
des obligations alimentaires*

Instructions relating to the iSupport Sandbox

Project Name:	iSupport		
Date:	28-11-2016	Release:	1.0
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Revision History

Revision Date	Version	Author	Reviewed by	Remarks
XXX	XXX	XXX		

The iSupport sandbox is available in:

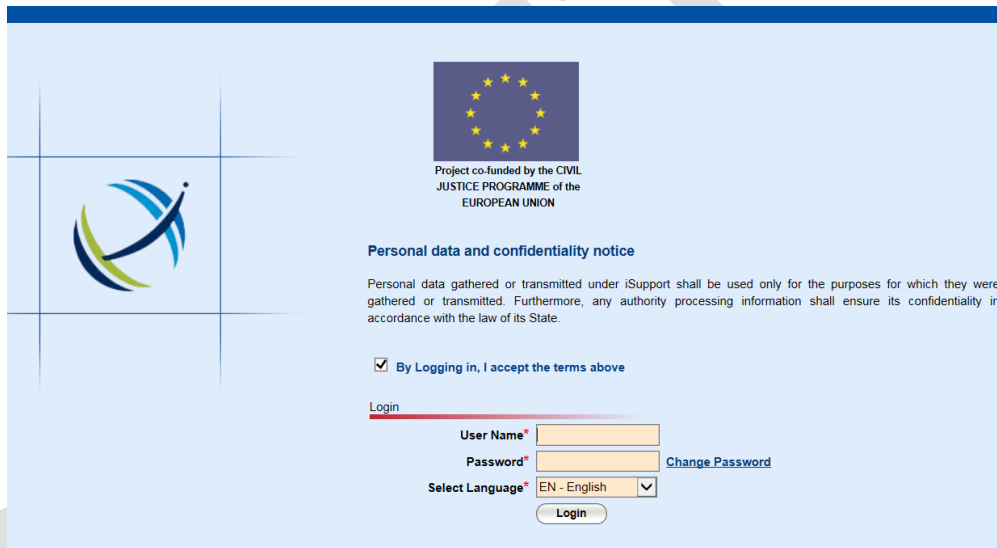
- <http://209.12.95.52/iSupportWeb> (MySQL)
- <http://209.12.95.54/iSupport/homep.do> (Oracle)

Users must use:

- Internet Explorer version 8 or above 
- Chrome version 42 or above 

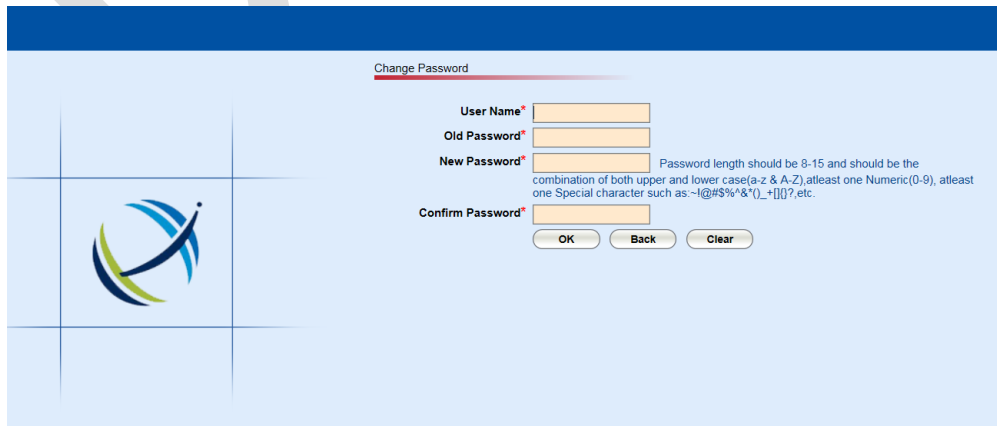
User and Password are provided by the iSupport team – please contact iSupport@hcch.nl

1. Open iSupport in your browser.



The screenshot shows the iSupport login interface. On the left is the HCCH logo. On the right, there is a European Union flag and text stating 'Project co-funded by the CIVIL JUSTICE PROGRAMME of the EUROPEAN UNION'. Below this is a 'Personal data and confidentiality notice' section with a checkbox 'By Logging in, I accept the terms above' which is checked. Underneath is a 'Login' section with input fields for 'User Name*', 'Password*', and a 'Select Language*' dropdown menu set to 'EN - English'. A 'Login' button is at the bottom of the form. A 'Change Password' link is visible next to the password field.

2. If you are logging in for the first time, your temporary password is your user name in all uppercase characters. You will be prompted to change your password. Complete the required fields and click 'OK'. Note: Your password is case sensitive.



The screenshot shows the 'Change Password' page. It features a 'Change Password' header. Below it are input fields for 'User Name*', 'Old Password*', 'New Password*', and 'Confirm Password*'. To the right of the 'New Password*' field, there is a note: 'Password length should be 8-15 and should be the combination of both upper and lower case(a-z & A-Z), atleast one Numeric(0-9), atleast one Special character such as:~!@#\$\$%^&*()_+[]?.,etc.'. At the bottom, there are three buttons: 'OK', 'Back', and 'Clear'.

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3. When your password is successfully changed, use the 'Back' button to navigate to the Login page, and login using your new password.
4. Successful login opens to the WRKL – Work List screen and displays any action or information alerts assigned to you.

Select Filters

Worker: Order to Display: DESC - Descending Da

Case Number: Case Type: All

Major Activity: Minor Activity:

From Date: To Date:

Case Summary Ribbon

WRKL - Work List Modify Alerts

Fwd	Date Generated	Debtor Name	Case Number	Type	Description	Worker	# of Days overdue	Date Due	Manager Due Date	Worker Due Date
<input type="checkbox"/>	04/12/2015	LEMONDE Berna	FR-BE-2015-100_1701	Incoming Recognition and Enf:	Process Application	WORKER00	47	19/12/2015	05/12/2015	05/12/2015

Note: For security reasons, you will automatically be logged out if your session is idle for more than 30 minutes.