

CHILD MATCH

LIVE EVENT - MAY 7, 2024

HOW DO I GET INTO CHILD MATCH?

As an OCAF user (public or private agency), select the Child Match button from your OCAF dashboard or click on your App Launcher (9 dots in the upper left hand corner of the screen), and select Child Match.

SALESFORCE CAN CONFLICT BETWEEN APS AND THE CUSTOMER CARE CENTER. WILL CHILD MATCH HAVE SIMILAR ISSUES?

It may have this issue in the interim but a secondary login and link will be sent for any users that have issue accessing the application.

You may email the [Customer Care Center](#) to assist with troubleshooting.

CAN PRIVATE AGENCIES SET FILTERS TO ONLY GET EMAILS FROM CERTAIN COUNTIES?

Not in this initial phase of Child Match.

WILL PRIVATE AGENCY STAFF HAVE THE ABILITY TO SEE WHAT OTHER STAFF AT THEIR AGENCY HAVE ALREADY RESPONDED TO?

Yes, you'll be able to see this information on the child match tab of 'Indicated Interest'.

DOES A 7078 NEED SUBMITTED TO GET ACCESS?

Yes, if you are a Public or Private agency and do not have OCAF access already, you will need to be provisioned. This can be submitted through the Customer Care Center.



WHERE CAN I LEARN MORE ABOUT CHILD MATCH?

Check out our Deployment Communication [here](#).



Visit the [Customer Care Center](#) for more information or further assistance.