



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

June 8, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Mobile Optimized Website and Enhancement of Events created by the Parents Portal

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective June 18, 2021, NC Child Support Services will implement enhancements to the “WBML” and “DOCS” events. These events are created in the Automated Collection and Tracking System (ACTS) as a result of a participant using the Parent’s Portal on ncchildsupport.com to send email communications and upload documents to share with the responsible worker.

ACTS creates the “WBML” event when a participant sends an email to the responsible worker. This event will now display the name of the participant who sent the email. ACTS creates the “DOCS” event when a participant uploads documents to share with the responsible worker. This event will now display the name of the participant who uploaded the document(s) and the number of documents that were uploaded per document type. For example, if the participant uploads two (2) birth certificates, the event will show two (2) documents uploaded.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Program Representative.

Sincerely,

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives

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