



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

August 2, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Federal Parent Locator Service (FPLS) Child Support Portal Access

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Microsoft will no longer provide functional and security-related updates to Internet Explorer (IE) 11 after August 17, 2021. It is recommended users access the Federal Parent Locator Services (FPLS) Child Support Portal (CPS) and its applications through Microsoft Edge or Google Chrome browsers.

If you have any questions, please contact the ACTS Help Desk at 1-800-405-9053.

Sincerely,

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

cc: Regional Program Representatives  
CSS\_21\_41