



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

January 11, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: ACTS Service Portal Additional Enhancements

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective January 15, 2022, additional enhancements to the ACTS Service Portal will include the following:

- New catalog items to make a request in ACTS:
 - Add worker(s) to ServiceNow
 - Child Support Services (CSS) Security (password resets/unlocks)
 - CSSXPTR Reports
- New catalog items to report incidents or an issue in ACTS and/or the web-based Applications:
 - Child Support Services Worker Portal
 - eChildSupport Parents Portal/eCustomer Service Tracking System
 - Online Verification (OLV)
 - Printing
 - Interactive Voice Response (IVR)
 - Self-Assessment
 - Data Warehouse

Users still have the option to call the ACTS Help Desk at 1-800-405-9053 to report issues with ACTS and web-based applications.

If you have questions, please contact the ACTS Help Desk at 1-800-405-9053 or use https://ncgov.servicenowservices.com/sp_acts to open a request via the ACTS Service Portal.

Sincerely,

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

CSS_22_04

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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