



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN G. OSBORNE** • Assistant Secretary for County Operations  
for Human Services

December 2, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: NC Child Support Website Updates

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Customers using the NC Child Support website (<https://ncchildsupport.ncdhhs.gov>) can update their personal information in the "Manage My Personal Information" menu. In August 2022, the text alert feature was implemented which allows customers to register to receive alerts for their preferred message categories. This new enhancement, effective December 2, 2022, gives customers the ability to update their text alert phone number and message category preferences using the "Manage My Personal Information" menu or the new "Profile" link which will be visible beside the user's name after login into the Parents Portal.

If you have any questions, please contact the Policy & Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Handwritten signature of Carla L. West in cursive.

Carla L. West  
Senior Director for Human Services

Cc: Regional CQI Specialist  
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