



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

January 10, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: HTML/HTM Email Attachment Block

REQUIRED ACTION: <input type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input checked="" type="checkbox"/> Immediate Action Needed
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Effective December 30, 2022, as part of ongoing efforts to strengthen the state's security posture, the N.C. Department of Information Technology has blocked the ability to send or receive HTML/HTM file attachments in email messages on NCDIT's Microsoft 365 tenant.

When you send these types of attachments, they will be stripped from your email before we receive the message in our inbox. We will then receive a notification that you are attempting to send an email advising that it was blocked and quarantined. We then must ask State DIT to add your URL behind the firewall. Adding the URL behind the firewall takes time and will result in a delay in our response to you.

To prevent this from happening please send all attachments to us as a different file type, such as a PDF or MS Application format, such as Word or Excel.

If you have any questions, please contact the Security team at [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov).

Sincerely,

Carla L. West  
Senior Director for Human Services

cc: Regional CQI Specialist  
CSS\_23\_01

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

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