



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

March 22, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Online Verification (OLV) Updates

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Effective March 24, 2023, the Online Verification (OLV) team will implement the following updates:

- OLV will disable the NCID of users that have not logged into OLV within the last 90 days and delete users who have been disabled for 365 days. County security administrators will receive an email notification with a list of the disabled and deleted NCIDs within the county.

Please remind staff to login to OLV every 30 days to avoid inactivation. Users must contact their county security officer to request restore of their NCID for OLV.

- The First Stop (FRST), Subsidized Child Care Reimbursement System (SCCR), Food Stamp Information System (FSIS), and the Enterprise Program Integrity Control System (EPICS) tabs in OLV will be disabled. Counties should use the North Carolina Families Accessing Services through Technology (NCFAST) system to access any information relative to these programs.

If you have any questions, please contact CSS Security at [CSS.security@dhhs.nc.gov](mailto:CSS.security@dhhs.nc.gov) or contact your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly  
Deputy Director for Child Support Services

cc: Regional CQI Specialist  
CSS\_23\_17

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

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