



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
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June 20, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: ALVIN Updates

REQUIRED ACTION: [X] Information Only [] Action Needed
[] Time Sensitive Action Needed [] Immediate Action Needed

Beginning July 1, 2023, the Automatic, License, Vessel, Network (ALVIN) will be changed to Go Outdoors North Carolina and be on a new platform. June 27 through July 1, Go Outdoors North Carolina or ALVIN will not be available.

Security Officers will continue to request access to Go Outdoors North Carolina by sending an email to CSS.Security@dhhs.nc.gov. Security will send an email to the Go Outdoors North Carolina administrator for them to give the user access to the system. The Go Outdoors North Carolina administrator will send an email to the user with their credentials to get into the system. Users will contact Go Outdoors North Carolina administrators if they have issues logging in.

The Go Outdoors North Carolina administrators are creating a manual for the new system. Any material security receives for the new system we will share.

CSS Security is currently working on a list of all the current users in ALVIN to send to the ALVIN administrators. They will be sending out an email to all users notifying them of the system changes along with their new username and password information and the new link to access the site.

If you have any questions, please contact CSS Security at CSS.security@dhhs.nc.gov or contact your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly (handwritten signature)

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
CSS_23_30

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

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