



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

July 17, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: MFA Expansion to Microsoft 365

REQUIRED ACTION: <input type="checkbox"/> Information Only	<input type="checkbox"/> Action Needed
<input checked="" type="checkbox"/> Time Sensitive Action Needed	<input type="checkbox"/> Immediate Action Needed

On July 20, 2023, the NC Department of Information Technology (DIT) will activate multi-factor authentication (MFA) for anyone with an NCID account supported by the DHHS Information Technology Division (ITD).

After this date, you *may* not be able to access certain websites without using MFA. The applications that are impacted are the standard Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.).

Action Steps Required

After the go-live date, if you visit a site that does require MFA, you will get an alert along with instructions on how to register for MFA.

You can also visit the page below to complete your registration and ensure that you are ready and that you have chosen the most secure authentication options. There are several instructional videos on that page, as well as documents for help and frequently asked questions.

The link to visit or register is <https://osc.nc.gov/mfa>.

Follow the instructions on that page to register and choose at least two methods of authentication. We recommend you set up phone calls to your cell as the primary method.

Please only choose your office phone if it is your sole option. Keep in mind that this may be a different MFA from what you are currently using.

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

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What happens if I don't register?

If you access a website that requires MFA, it will provide the registration links as well as instructions on how to register. If you do not get the prompt, the website you accessed is not using MFA.

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

Sincerely,



Verna Donnelly
North Carolina Child Support Deputy Director

cc: Regional CQI Specialist

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