



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

September 15, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: North Carolina Identity (NCID) Management System Changes

REQUIRED ACTION: Information Only Action Needed
 Time Sensitive Action Needed Immediate Action Needed

The NC Department of Information Technology (NCDIT) has been working on making major upgrades to the North Carolina Identity (NCID) Management system through the Citizen Identity Project. This involves enhancing security, improving self-service, and moving external user identities from the department's infrastructure to a modern cloud-based service. NCDIT is ready to implement this in production and plans to do so between 5pm on Friday (9/15/2023) and 12 noon on Sunday (9/17/2023). Users will be able to access their Child Support accounts on the Parents Portal (<https://ncchildsupport.ncdhhs.gov>) without any interruption during this period; however, they will not be able to unlock their NCID or change their NCID password since the NCID portal will not be accessible during this period.

On September 17, 2023, the NCID portal page will change for **external users (providers, citizens, and business)** from <https://ncid.nc.gov> to <https://myncid.nc.gov/>. The NCID system sent an automated email to external users informing them of this upgrade and advising them to use the new portal <https://myncid.nc.gov/>.

State and County users will continue to use <https://ncid.nc.gov>.

For more information about this effort, please visit <https://it.nc.gov/support/ncid/ncid-citizen-identity-project>.

Should you have questions, please contact the ACTS Functional Team at acts.functional.team@dhhs.nc.gov or your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

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

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