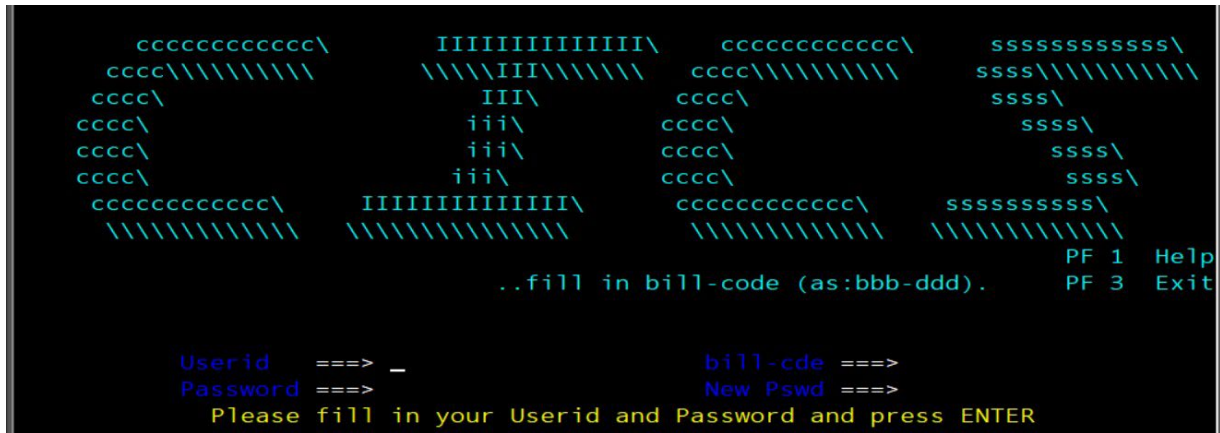


## MULTI-FACTOR AUTHENTICATION (MFA) INSTRUCTIONS FOR ACTS REGION 22 and CHILD SUPPORT WORKER PORTAL

There has been a change in our multi-factor authentication (MFA) process for ACTS Region 22 and the Child Support Worker Portal. After signing in, instead of getting an MFA phone call, users will be prompted to enter an 8-digit Personal Identification Number (PIN). Users will receive an email with their MFA PIN.

### ACTS REGION 22

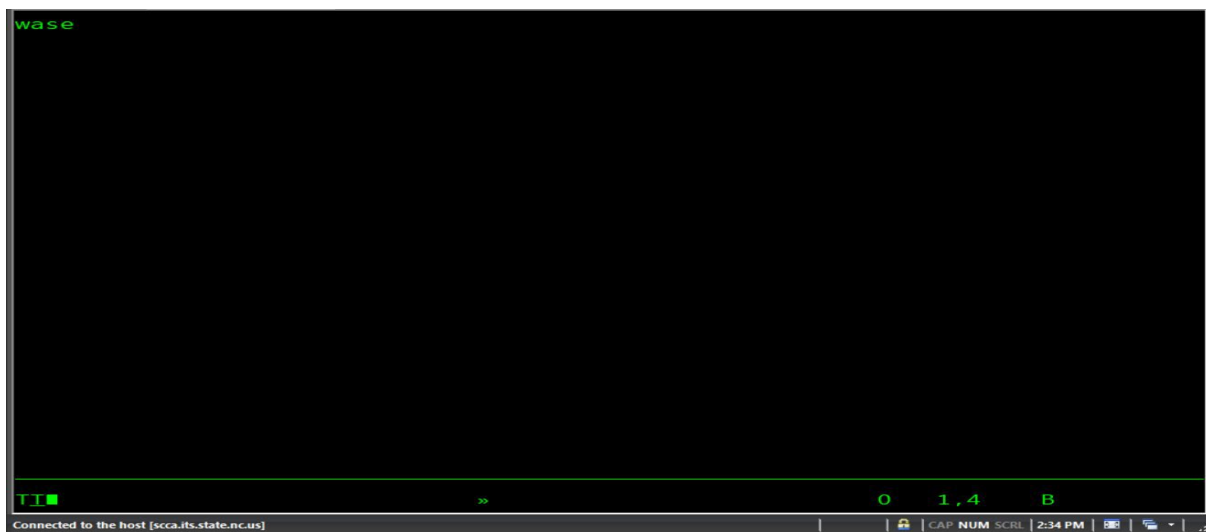
1. Access ACTS Region 22 and enter login credentials.



```
cccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssss\
cccc\             \\\III\         cccc\             ssss\
cccc\             III\          cccc\             ssss\
cccc\             iii\         cccc\             ssss\
cccc\             iii\         cccc\             ssss\
cccc\             iii\         cccc\             ssss\
cccccccccccc\      IIIIIIIIIIIII\      cccccccccccc\      ssssssssssss\
\              \\\III\         \              \\\III\
..fill in bill-code (as:bbb-ddd).      PF 1 Help
                                           PF 3 Exit

Userid  ===> _
Password ===>
bill-cde ===>
New Pswd ===>
Please fill in your Userid and Password and press ENTER
```

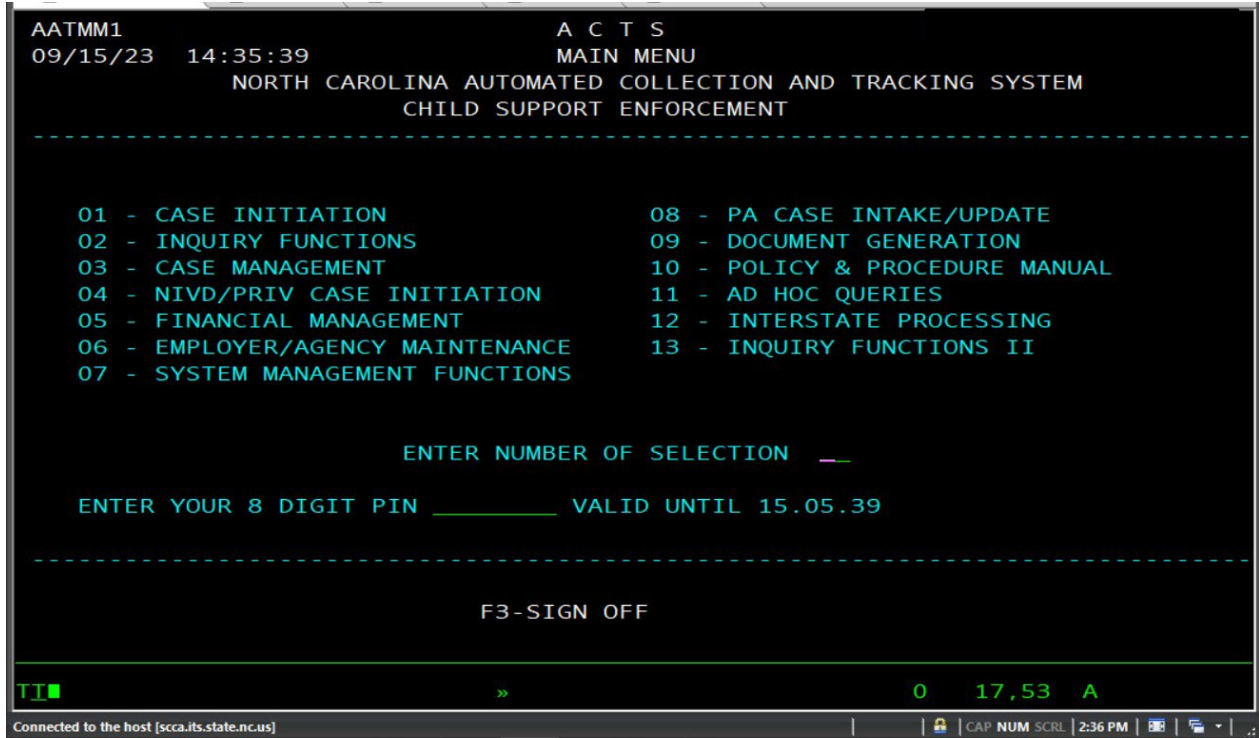
2. Type **WASE** on blank screen and press enter.



```
wase
```

Connected to the host [scca.its.state.nc.us] | CAP NUM SCL | 2:34 PM

3. ACTS Region 22 Main Menu will display. User will receive an email with their ACTS MFA PIN. (User will copy and paste the ACTS MFA PIN sent via email on the 8 Digit MFA PIN line).



Example of ACT MFA PIN email user will receive.

ACTS MFA PIN



nccss.donotreply@dhhs.nc.gov  
To [REDACTED]



Fri 9/15/2023 2:36 PM

ACTS Multi-Factor Authentication PIN: 91103980

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure of juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this email in error, please notify the sender immediately and delete all records of this email.

4. On ACTS Main Menu screen, enter a menu option and enter the 8 Digit MFA PIN.

```
AATMM1          A C T S
09/15/23  14:35:39      MAIN MENU
                        NORTH CAROLINA AUTOMATED COLLECTION AND TRACKING SYSTEM
                        CHILD SUPPORT ENFORCEMENT
-----
01 - CASE INITIATION          08 - PA CASE INTAKE/UPDATE
02 - INQUIRY FUNCTIONS        09 - DOCUMENT GENERATION
03 - CASE MANAGEMENT          10 - POLICY & PROCEDURE MANUAL
04 - NIVD/PRIV CASE INITIATION 11 - AD HOC QUERIES
05 - FINANCIAL MANAGEMENT     12 - INTERSTATE PROCESSING
06 - EMPLOYER/AGENCY MAINTENANCE 13 - INQUIRY FUNCTIONS II
07 - SYSTEM MANAGEMENT FUNCTIONS

                        ENTER NUMBER OF SELECTION  05

ENTER YOUR 8 DIGIT PIN  91103980 VALID UNTIL 15.05.39

-----

                        F3-SIGN OFF

TI ■                »                0  19,28  A
Connected to the host [scca.its.state.nc.us] | CAP NUM SCRL | 2:39 PM | [Icons] |
```

**Note:**

- After 15 minutes of inactivity, users will be prompted to re-enter their ACTS password.
- After 30 minutes of inactivity, the ACTS session will expire. Users will have to login to ACTS Region 2 again with their credentials and enter a new MFA PIN.
- After 3 unsuccessful login attempts: the ACTS MFA account is locked. User will contact [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov).
- CSS Security will unlock MFA for the user. The user will log into ACTS Region 22 again to receive a new MFA PIN via email.

## CHILD SUPPORT WORKER PORTAL

1. Access the Child Support Worker Portal and enter login credentials.


North Carolina Child Support Portal: Sign In Process

Login Name:

Password:

2. User will receive an email with their Child Support Worker Portal MFA PIN. (User will copy and paste the ACTS MFA PIN sent via email into the Enter PIN field).

NC CSS Worker Portal MFA PIN

 nccss.donotreply@dhhs.nc.gov  
To [REDACTED]

NC CSS Worker Portal Multi-Factor Authentication PIN: 89802899

3. Enter the 8-digit MFA PIN and press verify.

 **NCDHHS**

North Carolina Child Support Services

[Home](#)

North Carolina Child Support Portal: Sign In Validation Process

Your Worker Portal MFA PIN has been emailed. Enter the PIN to login. PIN valid until 15.20.46

Enter Pin:

**Note:**

- Users will receive a new PIN in their email each time they sign into the Child Support Worker Portal.
- After 3 unsuccessful login attempts: the MFA access is locked. User will contact [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov).
- CSS Security will unlock MFA for the user. The user will log into the Child Support Worker Portal again to receive a new MFA PIN via email.