



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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December 15, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Parents Portal Tutorial Videos

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective today, December 15, 2023, there is a new look and an added feature to the tutorial videos found on the Parents Portal, <https://ncchildsupport.ncdhhs.gov>. The video thumbnails have been resized for a more compact view. As an added feature, when a Spanish link is clicked, all videos will change to the Spanish version. Customers will click on the link for the English video to return to the English versions of the tutorials.

The following tutorial videos are also available on the North Carolina Child Support website:

- “Finding Case Information” (Spanish version)
- “Electronic Direct Deposit Submission” (available in English and Spanish)

Customers can access the tutorial videos under the “Using the Portal” link from the home page of the Parents Portal.

If you have any questions, please contact the Policy & Training Team at csetraining@dhhs.nc.gov.

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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