

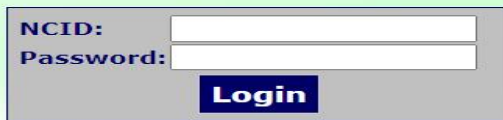
MULTI-FACTOR AUTHENTICATION (MFA) INSTRUCTIONS FOR FEDERAL PARENT LOCATOR SERVICES/STATE SERVICES PORTAL

There has been a change in our sign-in process for the Federal Parent Locator Services/State Services Portal (FPLS/SSP Portal). After signing in, users will be prompted to enter an 8-digit Personal Identification Number (PIN). Users will receive an email with their MFA PIN.

FEDERAL PARENT LOCATOR SERVICES/STATE SERVICES PORTAL

1. Access the FPLS State Services Portal and enter login credentials.

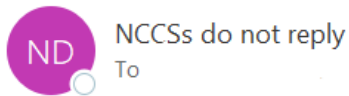
FPLS State Services Portal



NCID:
Password:
Login

2. User will receive an email with the NC CSS State Services Portal MFA PIN. (User will copy and paste the MFA PIN sent via email into the Enter PIN field).

NC CSS State Services Portal MFA PIN



NC CSS State Services Portal Multi-Factor Authentication PIN: 80455528

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



North Carolina Child Support Services
U.S. Department of Health and Human Services

FPLS State Services Portal: Sign In Validation Process

Your FPLS/SSP MFA PIN has been emailed. Enter the PIN to login. PIN valid until 12.00.29

Enter Pin:

Verify

Note:

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