



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

May 23, 2024

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 May 31, 2024, an additional tutorial video will be available on the Parents Portal, <https://ncchildsupport.ncdhhs.gov/>. The video is currently available in English and will now be made available in Spanish:

- “Finding Payment Information”

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

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

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly".

Verna Donnelly
North Carolina State Child Support Deputy Director

CSS_24_24