



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**JOSH STEIN** • Governor  
**DEVDUTTA SANGVAI** • Secretary  
**CARLA WEST** • Division Director, Human Services

March 18, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: CSDW SAML Authentication

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only	<input type="checkbox"/> Action Needed
<input type="checkbox"/> Time Sensitive Action	<input type="checkbox"/> Immediate Action

Effective March 19, 2025, the Child Support Data Warehouse (CSDW) will change to the Department of Information Technology's (DIT) new Security Assertion Markup Language (SAML) authentication system for CSDW logins. Customers will use the same NCID username and password.

Instructions, including screenshots for accessing the new SAML authentication system for logins are provided in the attached handout.

If you have questions, please email the Reports and Analysis team at [NCCSS.ReportsTeam@dhhs.nc.gov](mailto:NCCSS.ReportsTeam@dhhs.nc.gov)

Sincerely,

Handwritten signature of Verna Donnelly in blue ink.

Verna Donnelly  
North Carolina State Child Support Deputy Director

Attachment  
cc: IV-D Continuous Quality Improvement Specialists

CSS\_25\_15