ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

WAYNE E. BLACK • Director

CHILD SUPPORT SERVICES

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Social Services

May 7, 2018

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

SUBJECT: INFORMATION: NCID required for eChild Support

Beginning June 1, 2018 custodial and non-custodial parents logging into the North Carolina Child Support Services website, eChild Support, will be required to register for and utilize the State of North Carolina's secure log-in service, the North Carolina Identity Management (NCID) system, prior to accessing their case information. Anyone who has already registered for a NCID to gain access to other state services (e.g. ePass), will be able to use the same NCID to log into eChild Support after June 1st. Child support customers can access the NCID FAQ's to answer additional questions.

Customers logging in to eChild Support after June 1, 2018 will have three (3) grace logins using their old credentials before their previous password expires. If you have any questions, please contact the Policy or Functional Team at 919-855-4458.

Sincerely,

Carla L West

Carla L. West
Section Chief

cc: Wayne Black, Director
    IV-D Regional Program Representatives
CSS_18_26