



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

July 12, 2019

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

SUBJECT: NC Child Support Portal Caseworker Maintenance

Effective July 15, 2019, the NC Child Support Portal will be updated to allow counties the ability to run ad hoc queries related to online child support applications. This enhanced functionality allows authorized users to enter the following specific criteria to generate reports:

- **Status:** Active, Submitted, Completed, or Deleted
- **Req Date From:** Start date for application search
- **County:** Select application county (for multi-county offices only)
- **Req Date To:** End date for application search

Once the report is created, it can be viewed online, saved, or printed.

A Policy PinPoint is attached with instructions. If you have any questions, please contact the Functional Team or Policy and Training Unit at (919) 855-4755 or your Regional Program Representative.

Sincerely,

Carla L. West, Section Chief
Child Support Services

cc: Regional Program Representatives
CSS_19_33

Policy PinPoint

Ad Hoc Reports for Online Applications

July 15, 2019

Follow the instructions below to generate ad hoc reports for online child support applications.

1. Go to the NC Child Support Portal website: <https://css.dhhs.state.nc.us/ecwa/>
2. Login using NCID and password
3. Click “NC Child Support Portal” link
4. Click “Select Application” dropdown and select “Reports”
5. Select radio button for “Online Applications”
6. Complete the following fields:
 - **Status:** Select online application status
 - *Active (Applications started within last 10 days but not yet submitted)*
 - *Submitted (Applications submitted & waiting on application fee, if required)*
 - *Completed (Applications processed—fee received, if required)*
 - *Deleted (Applications started but not submitted within 10 days -or- Applications submitted more than 60 days ago & no application fee received, if required)*
 - **County:** Select application county (for multi-county offices only)
 - **Req Date From:** Start date for application search
 - **Req Date To:** End date for application search
7. Click “Generate Report”
8. Reports can be viewed online, printed, or opened in the following formats: Excel, PDF, or CSV