



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 22, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: NCXCloud

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

On Monday, July 20, 2020, NCXCloud, a secure enterprise cloud-based content delivery system, replaced X/TND and X/NET. For the next several weeks, X/TND and X/NET and NCXCloud will run simultaneously. After that time, child support professionals will have access to CSSX (child support) reports that previously were accessed through XNET and the mainframe XPTR system.

- Our CSSX reports did not move to NCXCloud. DSS reports (*for Eligibility Services and Medicaid*) did move to the new system. In order to access these reports, users need to logon to the new system at <https://ncxcloud.nc.gov>.

An instructional guide is attached for navigating the new NCXCloud system. At the end of the guide are resources that provide additional training, if needed. The guide is also located in SharePoint at <https://nconnect.sharepoint.com/sites/nccss/SitePages/UserGuidesNonACTSSysInstr.aspx>.

If you have any questions, please contact the ACTS Help Desk at (800) 405-9053.

Sincerely,

Carla L. West  
Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional Program Representatives

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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