



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

February 1, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CSS ACTS Reports

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective January 31, 2021, XNET has been decommissioned. The reports previously accessed via CSSXNET are now available on the NC Child Support Worker Portal located at <https://css.dhhs.state.nc.us/ecwa>. The Worker Portal, accessed using North Carolina Identify (NCID) credentials, allows users to view, download, print, and email these reports upon selecting the CSS ACTS Reports option on the Worker Portal home page.

Since many of these reports contain Federal Tax Information (FTI), accessing the Worker Portal requires Multi Factor Authentication (MFA). After entering your NCID credentials for login, you will receive a phone call prompting you to enter your MFA Personal Identification Number (PIN). This PIN is the same as the one used when accessing ACTS. You are unable to access any options on the Worker Portal without entering your MFA PIN when prompted. If you are not currently registered for MFA, please contact the Security Team at css.security@dhhs.nc.gov.

As of February 1, 2021, only new versions/dates of the CSS ACTS Reports are available on the Worker Portal. Prior versions/dates of the reports are still accessible via CSSXPTR, using the mainframe.

Detailed instructions on accessing and using the features of the CSS ACTS Reports option through the North Carolina Child Support Worker Portal are provided in the attached handout. This handout is also available on SharePoint and used in conjunction with the webinars presented on January 26th and January 29th, 2021.

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

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If you have any questions, please contact the Policy and Training Unit at cse.training@dhhs.nc.gov or your Regional Program Representative.

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West". The signature is written in a cursive style.

Carla L. West, Section Chief
Child Support Services

cc: Regional Program Representative

CSS_21_05