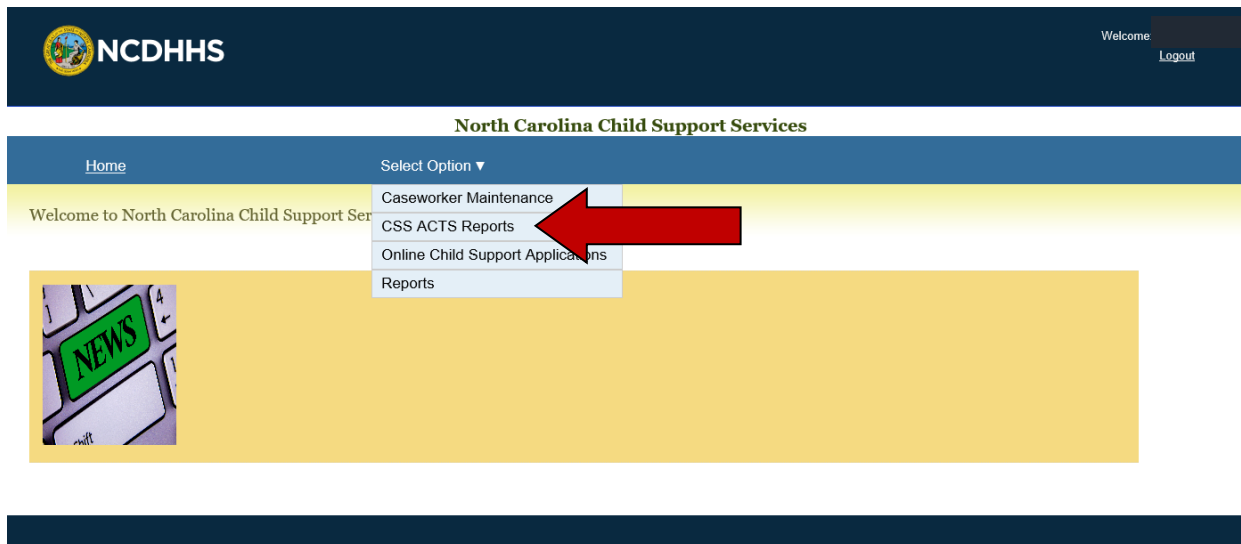# CSS ACTS Reports on Worker Portal

As of 1/31/2021, XNET will be decommissioned. The reports previously accessed via XNET will be made available on the Worker Portal. Users will still have access to XPTR via the mainframe. Instructions for accessing the reports via the Worker Portal are below.

Accessing the Reports

1.   Logon to the CSS Worker Portal at https://css.dhhs.state.nc.us/ecwa/.

2. Click on "NC Child Support Portal" then use your NCID login information to access the portal.

3. After entering your NCID information to login, Multi-Factor Authentication (MFA) will be required in order to proceed. You will receive a phone call prompting you to enter your MFA PIN#. This will be the same four-digit PIN# used for ACTS MFA. If you are not currently registered for MFA, please contact the Security Team at css.security@dhhs.nc.gov.

4. After logging in, you will use the drop-down menu, "Select Option" and click on "CSS ACTS Reports"

5. From the CSS ACTS Reports page, the options are "All Reports" or "My Favorites"

NCDHHS

Welcome:
Logout

North Carolina Child Support Services

Home   Select Option ▼

CSS ACTS Reports

○ All Reports

○ My Favorites

6. Clicking the button next to "All Reports" will bring you to a list of all reports that you currently have security access to.

CSS ACTS Reports Home

CSS ACTS Reports All Reports List

→ | Report Versions

Show 10 ✔ entries   Search: [   ]

No.		Title	Contains
1.	○	DHRFKK ACTIVITIES COMP YTD	FTI
2.	○	DHRFKK ACTS TRANSMITTALS	
3.	○	DHRFKK ADJ/ACCT93 MONTHLY RPT	
4.	○	DHRFKK ADJ/ACCT93 WEEKLY RPT	
5.	○	DHRFKK ADJUSTMENT REPORT	
6.	○	DHRFKK ANNUAL BOND REPORT	FTI
7.	○	DHRFKK ANNUAL NOTICE OF COLLECT	
8.	○	DHRFKK APS UNDER INCOME WITHHOLD	FTI
9.	○	DHRFKK ARCHIVE CASE EVENT	
10.	○	DHRFKK ARCHIVE PARTICIPANT EVENT	

Showing 1 to 10 of 175 entries   ‹Previous 1 2 3 4 5 … 18 →Next

Note: If you need access to a report that is not currently showing on your list, please contact your Supervisor or Security Officer to request access.

On this page, you can:
a. Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for "Show entries"
b. Search the report by report title (full or partial) using the "Search" box
c. Easily identify reports that contain FTI information by viewing the "Contains" column
d. Navigate the list of reports using the page numbers at bottom of the page

7. After you have located the report for query, select the button next to the report and then click on "Report Versions" as seen below:

CSS ACTS Reports Home

CSS ACTS Reports All Reports List

→ Report Versions

Show 10 ▼ entries   Search: [   ]

No.		Title	Contains
21.	○	DHRFKK CALENDAR MONTH DISTRIBUTI	
22.	○	DHRFKK CASE COUNT W/O ORDERS	
23.	○	DHRFKK CASE COUNT WITH ORDERS	
24.	●	DHRFKK CASE LOAD LISTING	FTI
25.	○	DHRFKK CASE LOAD LISTING SUMMARY	
26.	○	DHRFKK CASE TRACKING REPORT	
27.	○	DHRFKK CASES CODED W/UINS-UINL	
28.	○	DHRFKK CASES IN PATERNITY ESTABL	
29.	○	DHRFKK CASES OPENED IN ACTS	
30.	○	DHRFKK CCO AOC ORDER ERROR REPT	

Showing 21 to 30 of 175 entries   ‹Previous 1 2 3 4 5 ... 18 →Next

8. The Report Versions page will display available versions or "dates" for the specific report:

NCDHHS   Welcome:
                                                                     Logout

North Carolina Child Support Services

Home   Select Option ▼

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING

Report Versions

→ Report Index   → Report Details

Show 10 ▼ entries   Search: [   ]

No.		Version	Total Pages
1.	○	12/09/2020 15:34:52 - Version 7	11547

Showing 1 to 1 of 1 entries   ‹Previous 1 →Next

Once a version is selected, you have two options of viewing this report:
   a. "Report Index" – view report for a specific county
   b. "Report Details" – view report for entire state

9. **To select a specific county, choose a version/date of the report by clicking the button next to the version and then clicking on "Report Index":**

10. **This Report Index page will list counties as well as the page numbers within the report where the specific county information can be found.**

On this page, you can:

a. Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for "Show entries"
b. Search the report by county name using the "Search" box
c. Navigate the list of reports using the page numbers at bottom of the page

11. To query a county, click the button next to the county name then click on "Report Details":

Report Index

→ Report Details

Show 10 ⌄ entries   Search: [   ]

No.		Index	Page
1.	○	ALAMANCE	23 - 226
2.	○	ALEXANDER	227 - 268
3.	○	ALLEGHANY	269 - 280
4.	○	ANSON	281 - 336
5.	●	ASHE	337 - 370
6.	○	AVERY	371 - 381
7.	○	BEAUFORT	382 - 473
8.	○	BERTIE	474 - 517
9.	○	BLADEN	518 - 578
10.	○	BRUNSWICK	579 - 692

Showing 1 to 10 of 101 entries   ‹Previous 1 2 3 4 5 … 11 →Next

12. The Report Details page provides details from the selected report and county:

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

page : 337 of (337-370)

→ Add to Favorites   → Download   → Email   → Print

Page: 337   → Go   Search Report: [Enter Search Criteria] [Begin Column][End Column] 🔍 Find

Search: [   ]

```
PROGRAM :  FKAAC388                    NC DEPARTMENT OF HEALTH AND HUMAN SERVICES        DATE: 11/27/20
COUNTY  :  009  ASHE                   DIVISION OF SOCIAL SERVICES                       PAGE:  337
IV-D WORKER ID:                        CHILD SUPPORT ENFORCEMENT
UNIT    :  ENFA                        CASE LOAD LISTING (DETAIL)
                                            AS OF: 11/27/2020


                            IV-D      EIS      CASE                         ISTATE  PROC   PROC STATUS
          AP NAME       AP SSN  CASE      CASE     TYPE       CL NAME      TYPE   STATUS  EFF DATE    UNWORKAB
    -------------------- --------- ---------- ----------- ------ -------------------------- ------ ------ ---------- --------
                                                                                           COLL   03/06/2019
                                                                                           COLL   02/05/2019
                                                                                           COLL   08/15/2019
                                                                                           COLL   03/02/2016


          TOTAL CASES FOR UNIT :                   4
```

page : 337 of (337-370)   → Next

On this page, you can:
a. Add this report to your Favorites list, download the report, email or print the report
b. Navigate the report by page number
c. Search Entire Report (participant names, IV-D#, worker numbers, amounts, etc) –
   the Begin/End column fields are rarely used but can used to search specific areas/columns on the current page
d. Search Current Page (participant names, IV-D#, worker numbers, amounts, etc)
e. Click "Next" on the bottom of the page to navigate to the next page of the report

Searching Within the Entire Report

1. Enter the search criteria in the "Search Report" field then press "Find":

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

page : 337 of (337-370)   → Add to Favorites   → Download   → Email   → Print

Page: 337   → Go   **Search Report:** Enter Search Criteria Begin Column End Column 🔍 Find

Search:

PROGRAM : FKAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES	DATE: 11/27/20
COUNTY : 009 ASHE	DIVISION OF SOCIAL SERVICES	PAGE: 337
IV-D WORKER ID:ASHE	CHILD SUPPORT ENFORCEMENT	
UNIT : ENFA	CASE LOAD LISTING (DETAIL)	
	AS OF: 11/27/2020	

| | | IV-D | EIS | CASE | | ISTATE | PROC | PROC STATUS | |
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE	STATUS	EFF DATE	UNWORKAB
							COLL	03/06/2019	
							COLL	02/05/2019	
							COLL	08/15/2019	
							COLL	03/02/2016	
TOTAL CASES FOR UNIT :			4						

page : 337 of (337-370)   → Next

2. This search will display line items to show how many times that specific search criteria is found in the report. A future enhancement will also display page numbers for the specified search.

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

Page: 337   → Go   **Search Report:** WORK0000 Begin Column End Column 🔍 Find

Search:

IV-D WORKER ID:.	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:.	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT

page : 1 of 1

3.   After your search is complete, enter the page number you want to return to and click "Go" to return to Report Details.

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

Page: 337 → Go   Search Report: WORK0000   Begin Column End Column 🔍 Find

Search:

IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT

page : 1 of 1

Searching Current Page Only

1. If you are searching for specific information on a page (participant name, IV-D# case type, processing status, or unworkable code), use the "Search" box shown below:

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

page : 337 of (337-370)   → Add to Favorites   → Download   → Email   → Print

Page: 337   → Go   Search Report: Enter Search Criteria   Begin Column End Column   🔍 Find

Search: [   ]

```
PROGRAM :  FKAAC388                         NC DEPARTMENT OF HEALTH AND HUMAN SERVICES              DATE:
COUNTY  :  009  ASHE                            DIVISION OF SOCIAL SERVICES                          PAGE:   337
IV-D WORKER ID:ASHE1004                         CHILD SUPPORT ENFORCEMENT
UNIT    :  ENFA                                 CASE LOAD LISTING (DETAIL)
                                                AS OF: 11/27/2020

                            IV-D      EIS      CASE                          ISTATE  PROC    PROC STATUS
          AP NAME       AP SSN   CASE     CASE     TYPE        CL NAME        TYPE   STATUS   EFF DATE   UNWORKAB
------------------------- ---------- ----------- ---------- ------ ------------------------- ------ ------ ----------- --------
                                                                                                    COLL   03/06/2019
                                                                                                    COLL   02/05/2019
                                                                                                    COLL   08/15/2019
                                                                                                    COLL   03/02/2016

                  TOTAL CASES FOR UNIT :                4
```

page : 337 of (337-370)   → Next

2. Enter the search criteria and the results will appear if available:
In this example, we searched for "DELQ" cases to filter the report to that status only for this specific page:

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION   This report is in your Favorites

page : 350 of (337-370)   → Download   → Email   → Print

Page: 350   → Go   Search Report: Enter Search Criteria   Begin Column End Column   🔍 Find

Search: delq ×

```
                                                                         DELQ   06/01/2020
                                                                         DELQ   06/01/2020
                                                                         DELQ   03/02/2020   UINS
                                                                         DELQ   05/01/2020
                                                                         DELQ   10/01/2020
                                                                         DELQ   11/02/2020
                                                                         DELQ   11/02/2020
                                                                         DELQ   11/02/2020
                                                                         DELQ   10/01/2020
                                                                         DELQ   10/01/2020
                                                                         DELQ   10/01/2020
                                                                         DELQ   10/01/2020
                                                                         DELQ   11/02/2020
```

page : 350 of (337-370)   ‹ Previous   → Next

Adding Reports to Favorites

1. From the Report Details page, click "Add to Favorites"

2. A message will appear to indicate the report has been added to your Favorites:

3. From the Home Page, reports added to favorites can then accessed by selecting "My Favorites":
Note: You must add reports individually to build the reports under "My Favorites"

Downloading the Report

1. From the Report Details page, you have the option to download the report to text file by clicking on "Download" :

2. After clicking "Download", a window will appear for download options. You can download the entire report or choose specific pages; click "Continue" after selecting pages for download:

3. After clicking "Continue", a window will appear to confirm the pages for download; click "Download" to continue or "Cancel" to cancel the download request.

4. Once you confirm the download, there will be an option to Open or Save the report.

Emailing the Report

1. From the Report Details page, you have the option to email the report to your email.

2. After clicking "Email", a window will appear for email options; your work email will automatically populate based on your NCID profile. You cannot forward this report to another email for security purposes. You will enter the "Start Page" and "End Page" for email then click "Continue":

3. After clicking "Continue", a window will appear to confirm the pages for email; click "Email" to continue or "Cancel" to cancel the email request:

4. After clicking "Email", you will be returned to the Report Details page where a message will appear to confirm that the report has been sent by email:

North Carolina Child Support Services

Home	Select Option ▼

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >> 12/09/2020 15:34:52 - Version 7 >> ASHE

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION   This report is in your Favorites

Report sent to email

page : 337 of (337-370)   → Download   → Email   → Print

Page: 337 → Go   Search Report: Enter Search Criteria   Begin Column End Column 🔍 Find

Search: [   ]

```
PROGRAM :  FKAAC388                      NC DEPARTMENT OF HEALTH AND HUMAN SERVICES          DATE: 11/27/20
COUNTY  :  009  ASHE                     DIVISION OF SOCIAL SERVICES                         PAGE:  337
IV-D WORKER ID:                          CHILD SUPPORT ENFORCEMENT
UNIT    :  ENFA                          CASE LOAD LISTING (DETAIL)
                                         AS OF: 11/27/2020


                           IV-D      EIS      CASE                ISTATE  PROC    PROC STATUS
```

Printing the Report

1. From the Report Details page, you have the option to print the report:

2. After clicking "Print", a window will appear for print options; your assigned printer will automatically populate based on your NCID profile; you will enter the "Start Page" and "End Page" for print then click "Continue":

3. After clicking "Continue", a window will appear to confirm the pages for print; click "Print" to continue or "Cancel" to cancel the email request

4. After clicking "Print", you will be returned to the Report Details page where a message will appear to confirm that the report has been printed:

Report Details - DHRFKK CASE LOAD LISTING - TAX SENSITIVE INFORMATION

This report is in your Favorites

Report sent to PRINT

page : 337 of (337-370)

→ Download   → Email   → Print

Page: 337   → Go   Search Report: Enter Search Criteria   Begin Column End Column   🔍 Find

Search:

PROGRAM : FKAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES	DATE: 11/27/20
COUNTY : 009 ASHE	DIVISION OF SOCIAL SERVICES	PAGE: 337
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT	
UNIT : ENFA	CASE LOAD LISTING (DETAIL)	
	AS OF: 11/27/2020	

Using Breadcrumbs

1. Breadcrumbs run across the top of the page to provide links back to previous pages that have been navigated.

2. Clicking on any link from the breadcrumbs will return you that specific page.
In this example, we have clicked on the breadcrumb for CSS ACTS Report Home:

Note: For best results in navigating through the reports, please use breadcrumbs, not the browser navigation buttons.

If you have any further questions, please contact the Policy and Training Unit at cse.training@dhhs.nc.gov.