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.

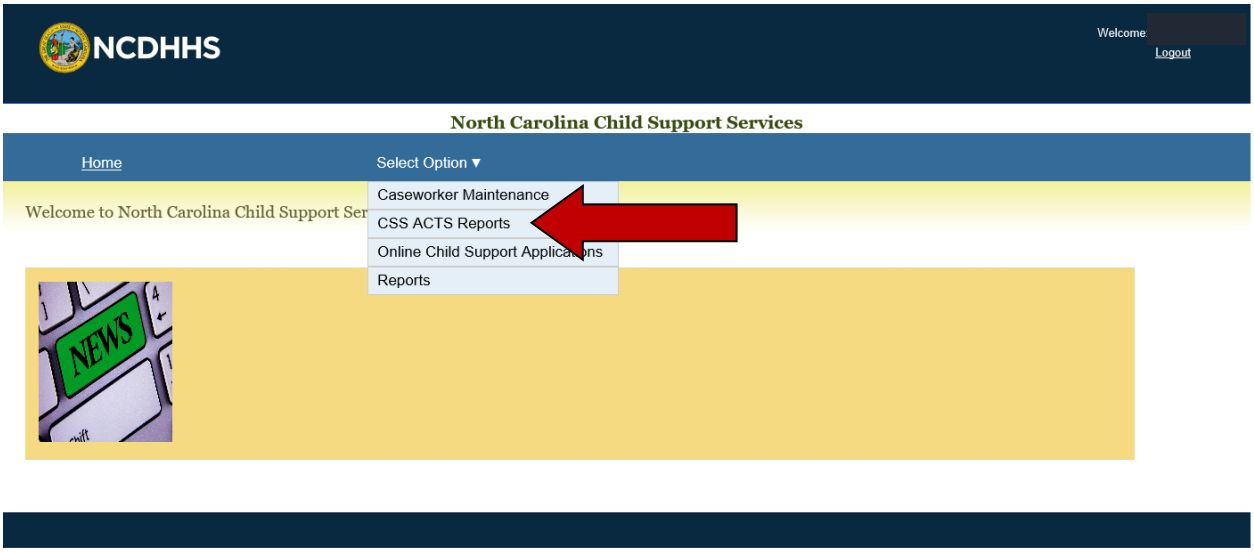
Accessing the Reports

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

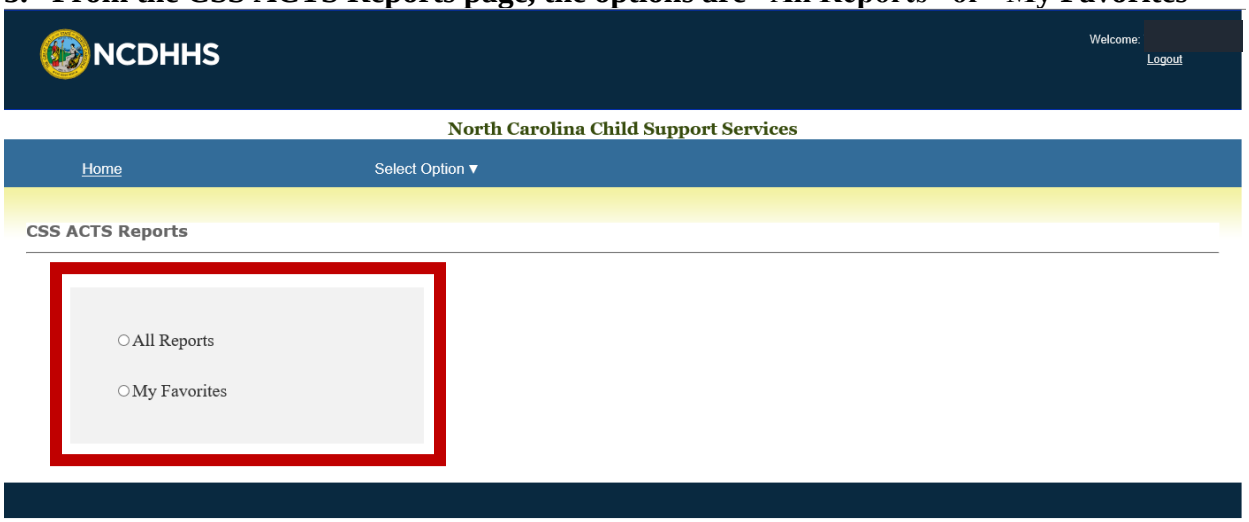
2. **Click on "NC Child Support Portal" then use your NCID login information to access the portal.**

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.**

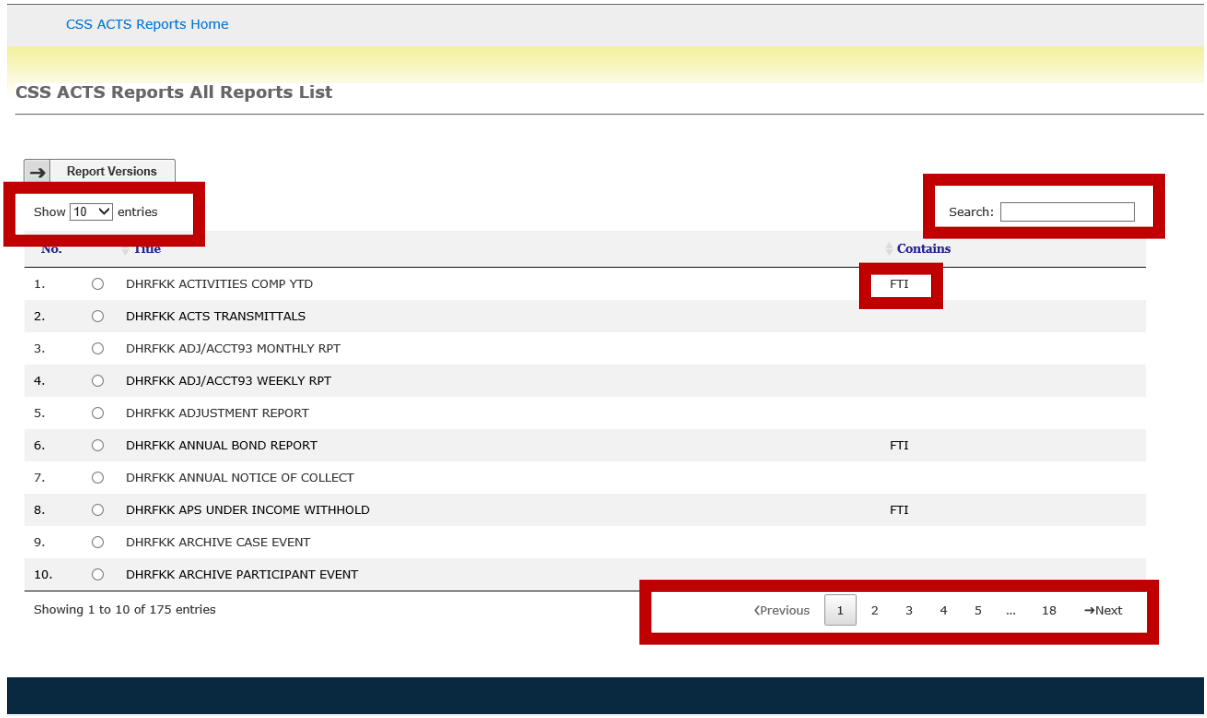
4. **After logging in, you will use the drop-down menu, "Select Option" and click on "CSS ACTS Reports"**



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



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

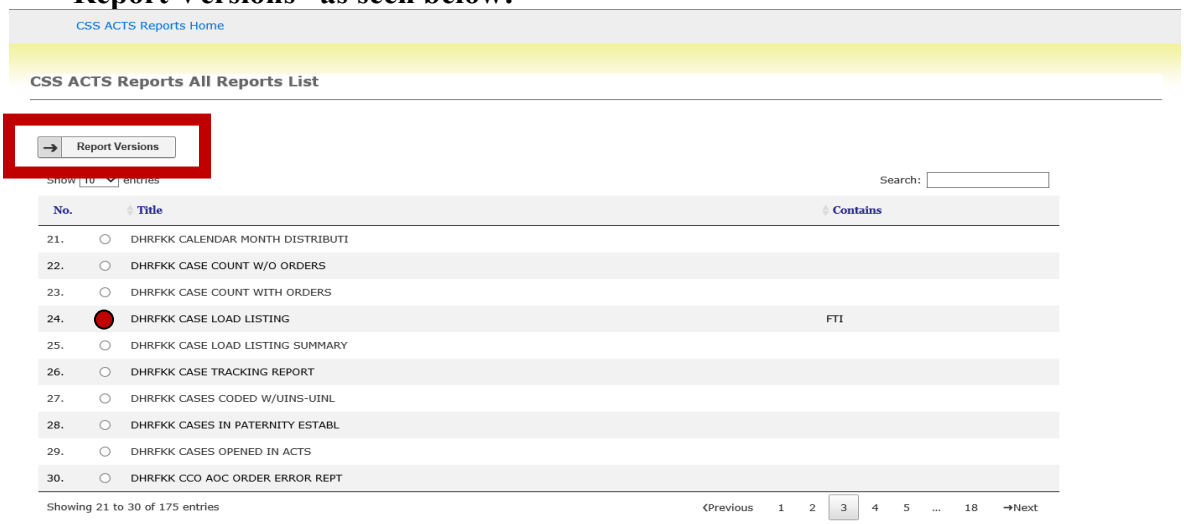


Note: If you need access to a report that is not currently showing on your list, please contact your Supervisor or Security Officer to request access.

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:**

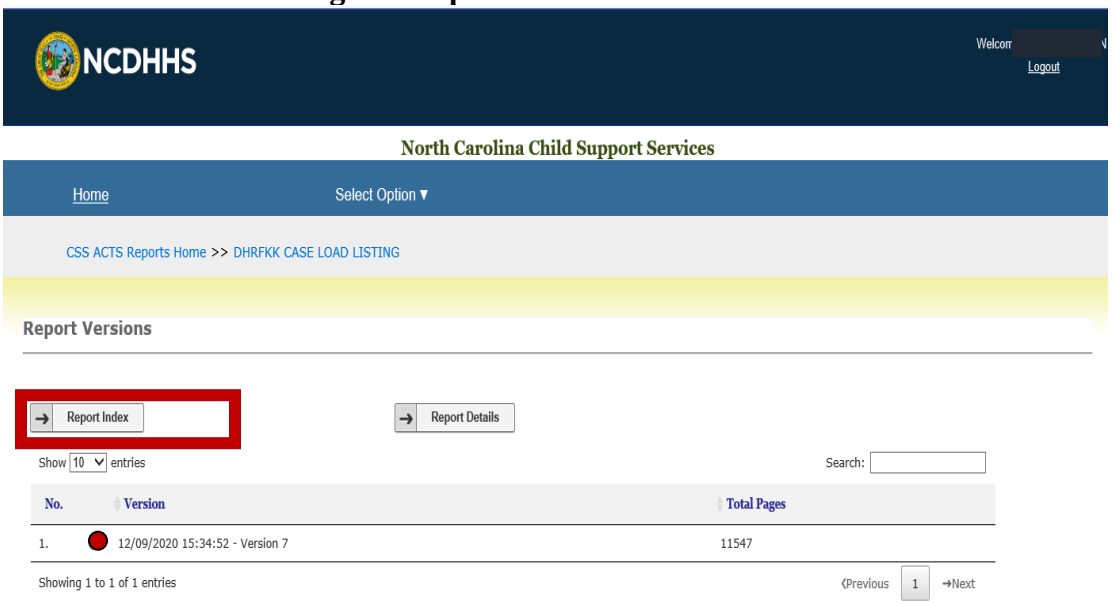


8. **The Report Versions page will display available versions or "dates" for the specific report:**

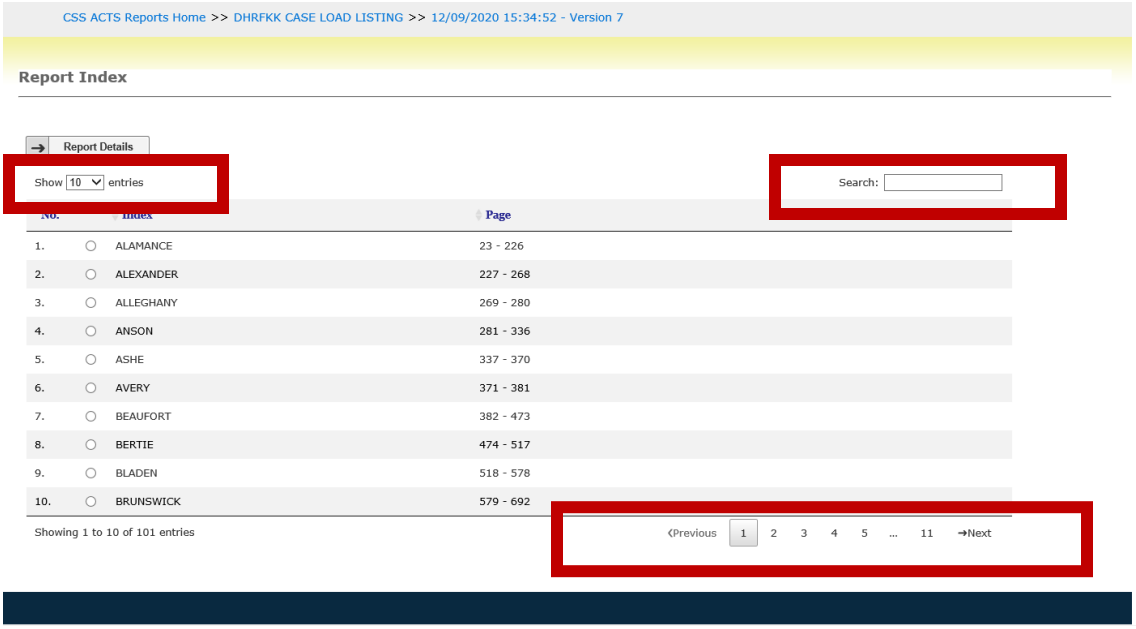
Once a version is selected, you have two options of viewing this report:

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":**



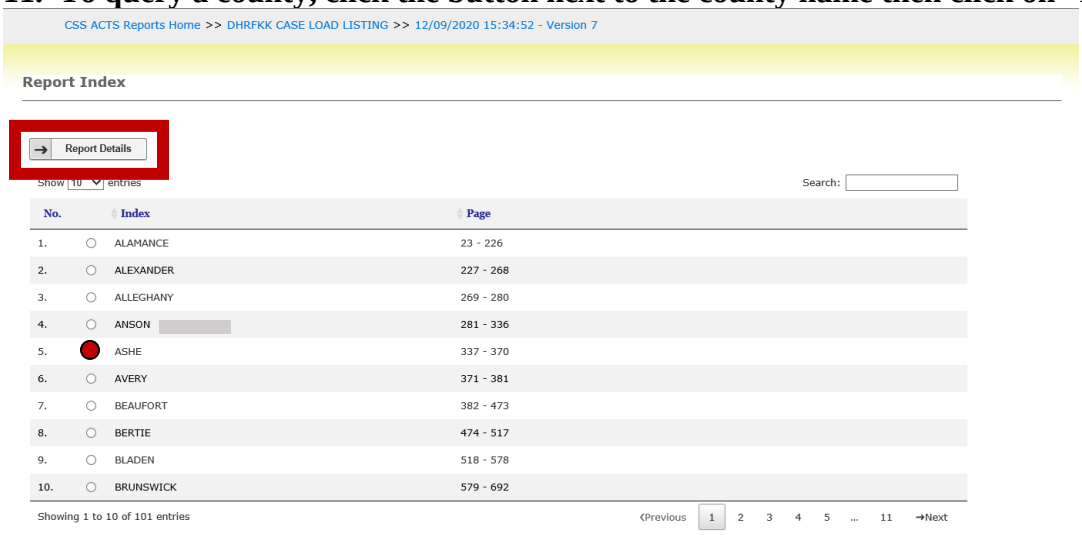
10. **This Report Index page will list counties as well as the page numbers within the report where the specific county information can be found.**



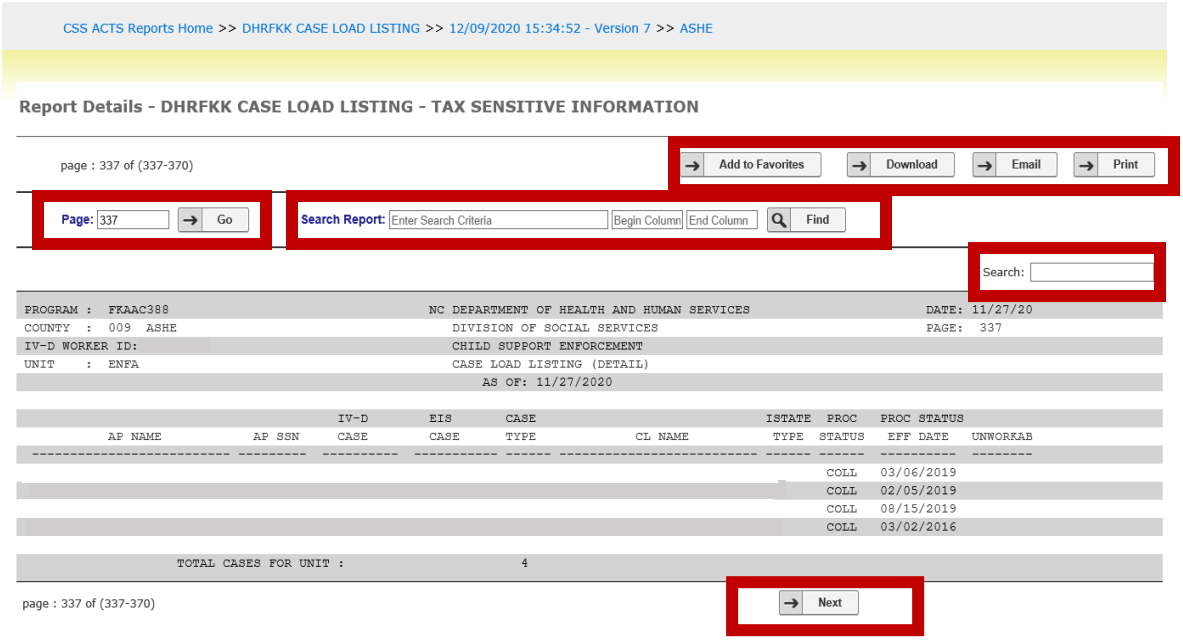
On this page, you can:

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":



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

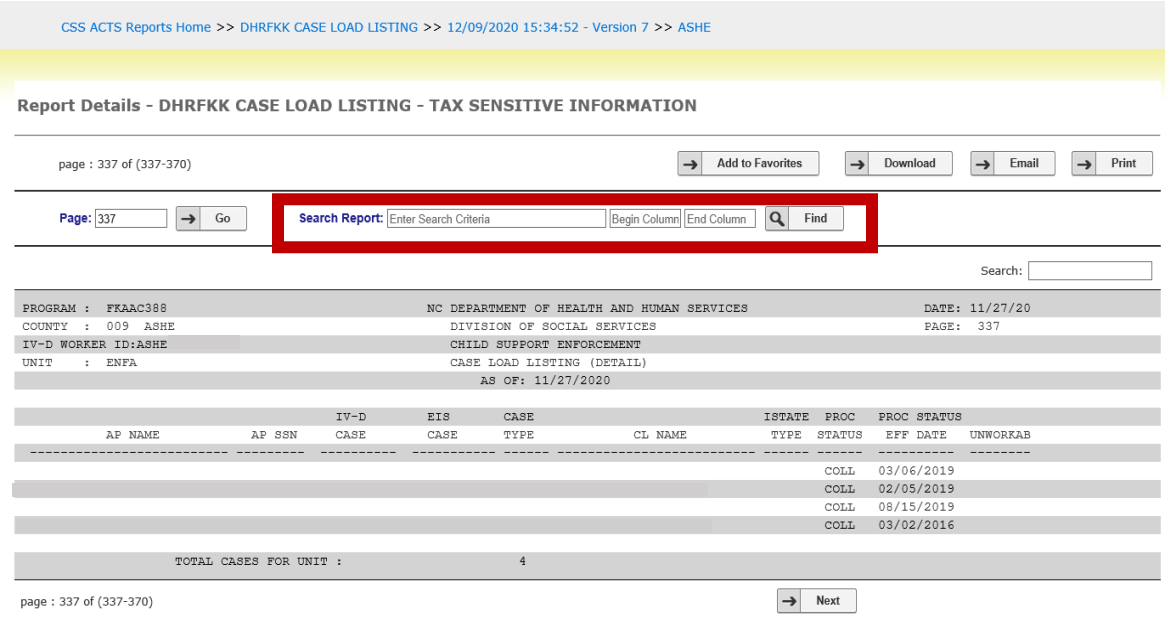


On this page, you can:

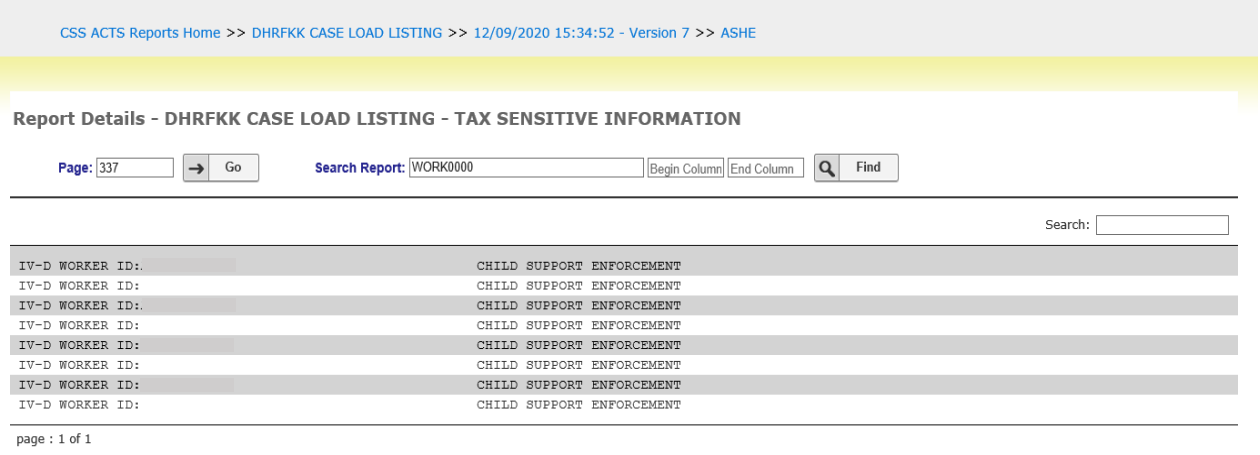
a. Add this report to your Favorites list, download the report, email or print the report
b. Navigate the report by page number
c. Search Entire Report (participant names, IV-D#, worker numbers, amounts, etc) – *the Begin/End column fields are rarely used but can used to search specific areas/columns 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

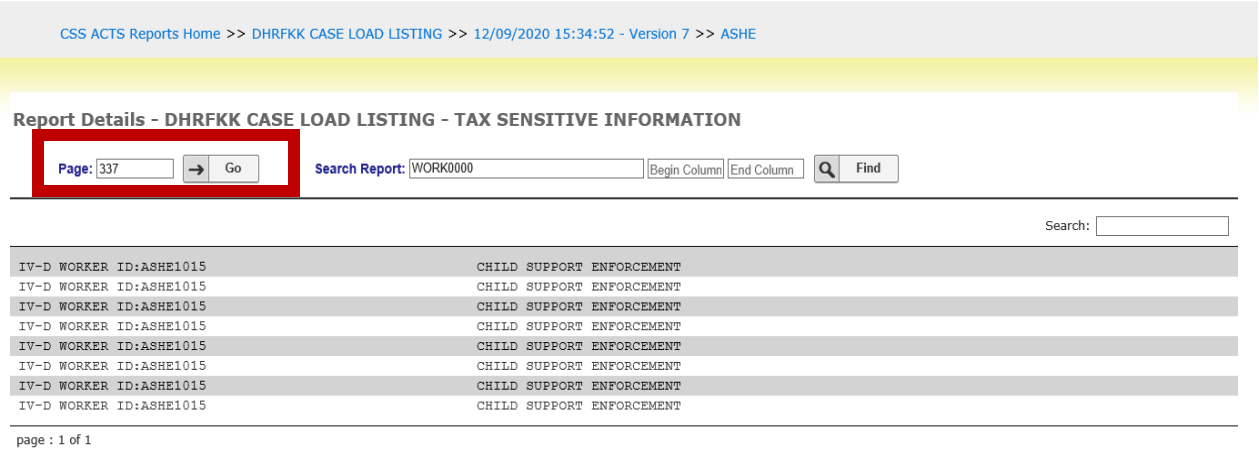
1. Enter the search criteria in the "Search Report" field then press "Find":



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.

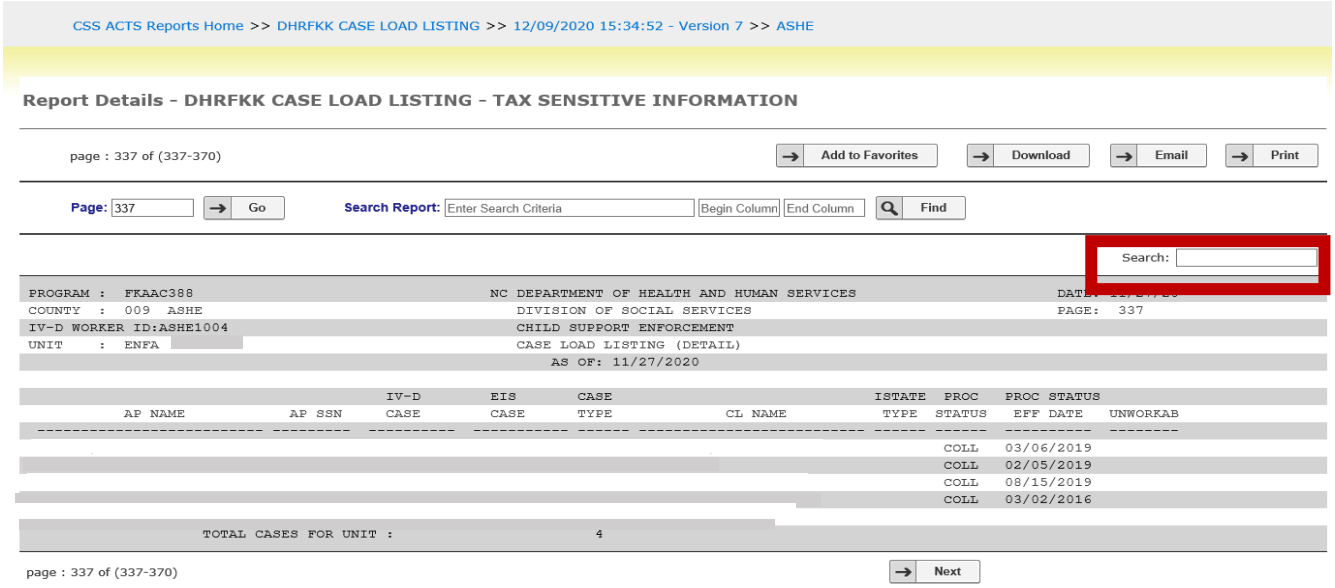


3. **After your search is complete, enter the page number you want to return to and click "Go" to return to Report Details.**



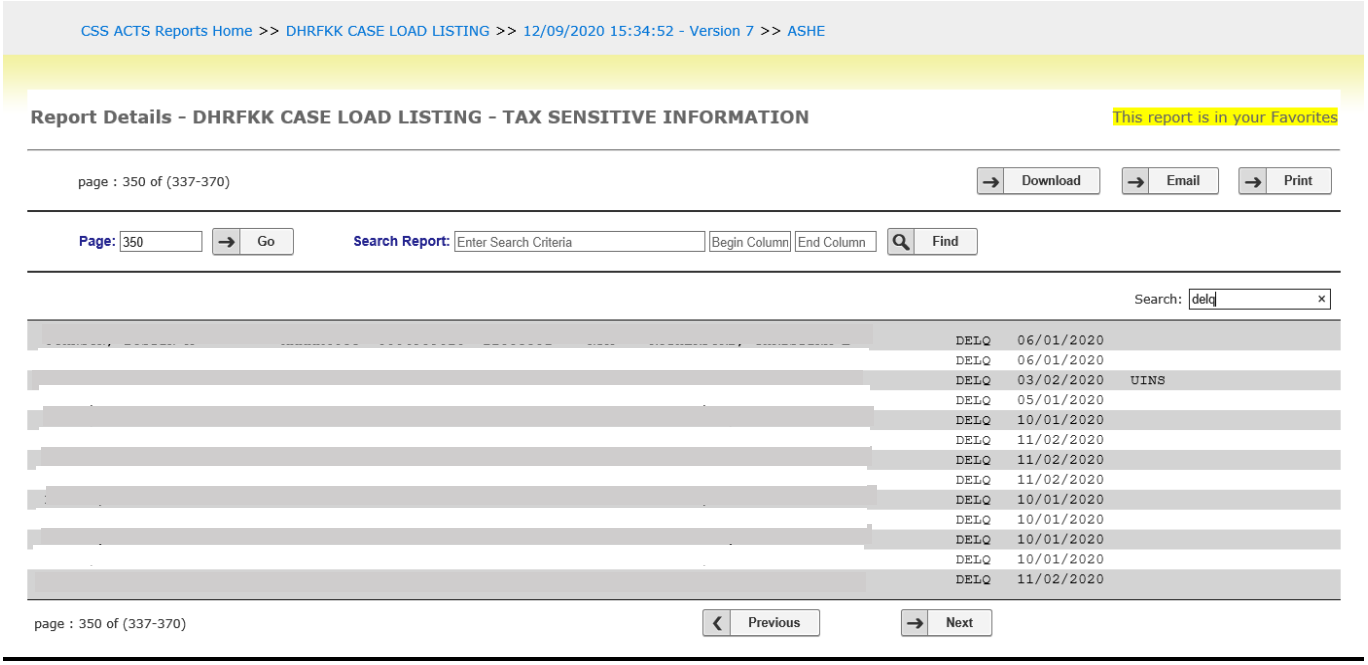
Searching Current Page Only

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:



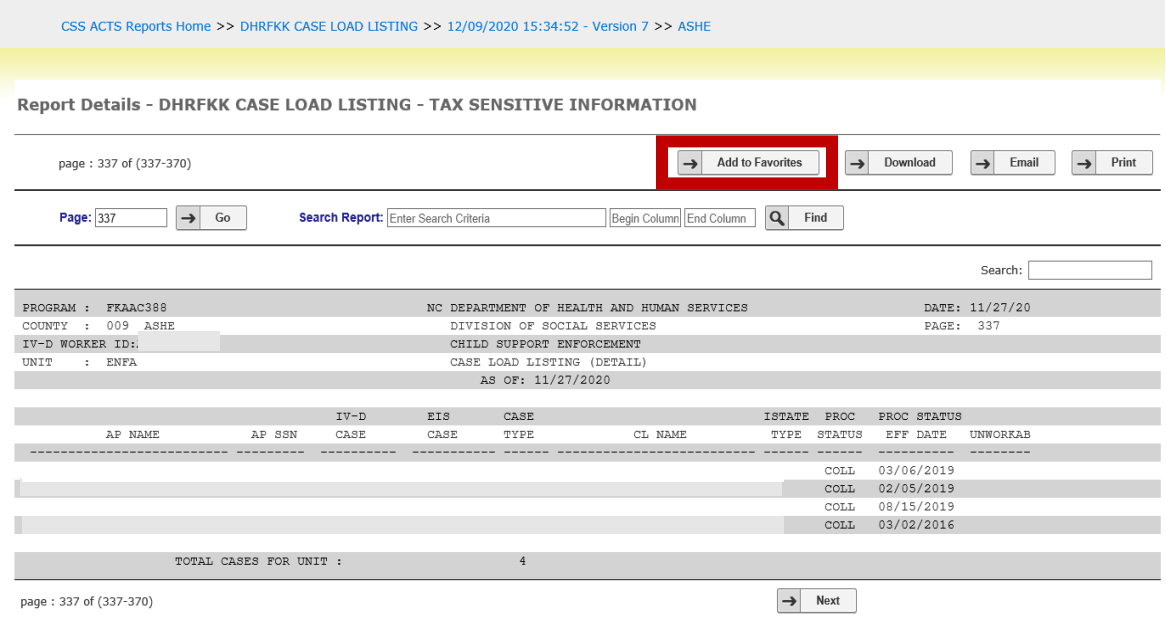
2. Enter the search criteria and the results will appear if available:

In this example, we searched for "DELQ" cases to filter the report to that status only for this specific page:

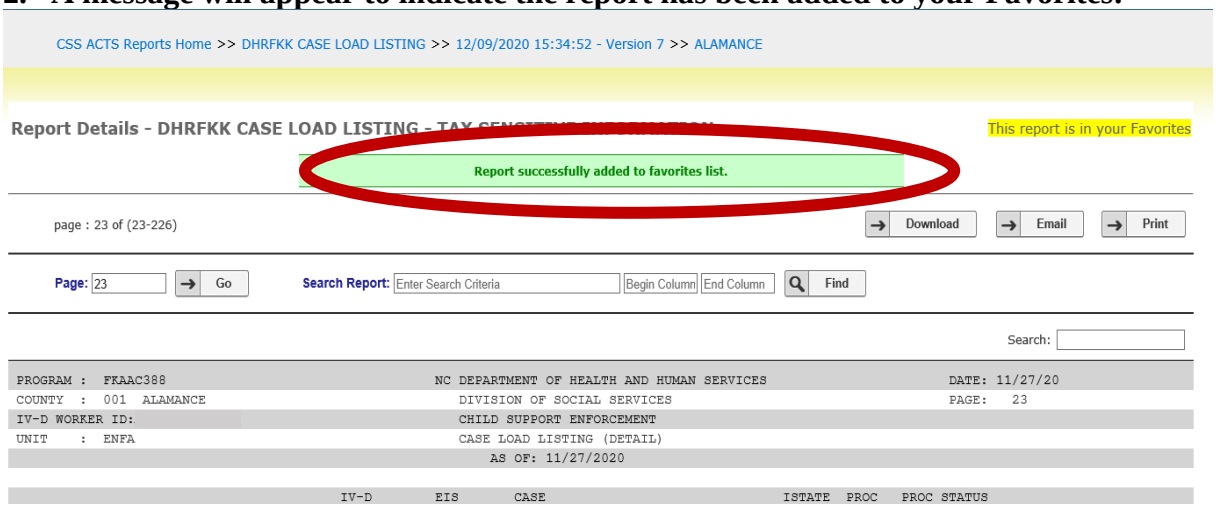


Adding Reports to Favorites

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

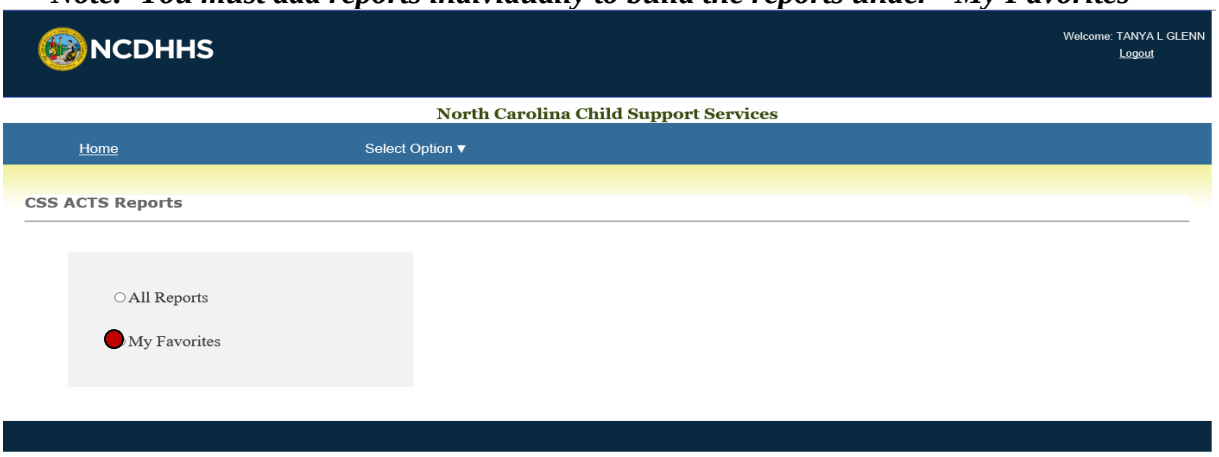


2. A message will appear to indicate the report has been added to your Favorites:



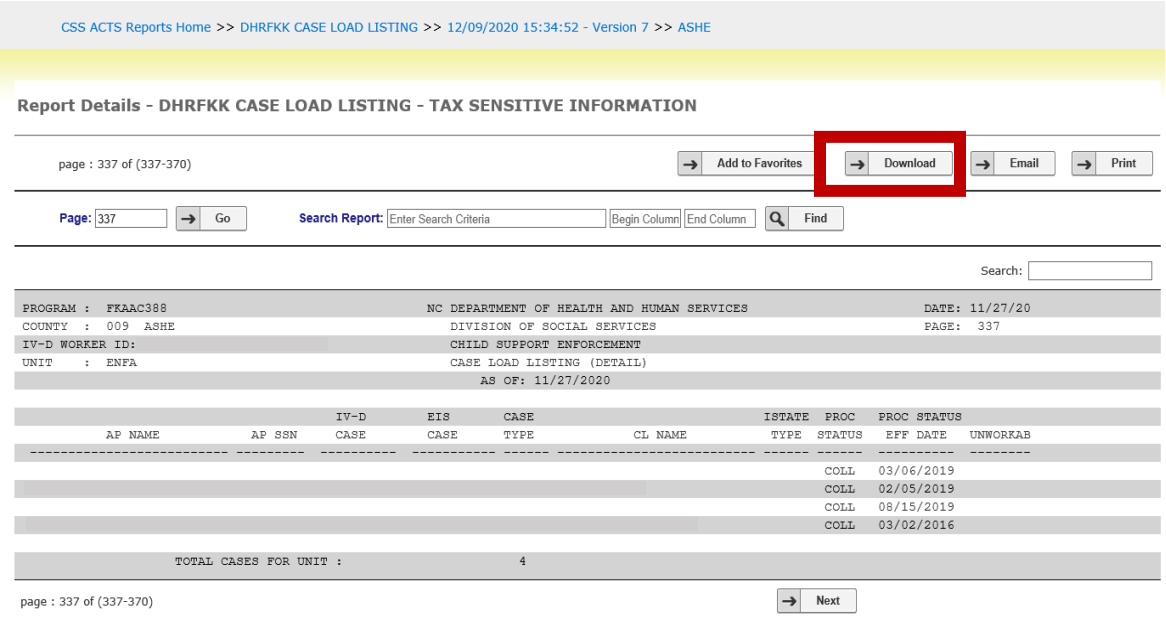
3. From the Home Page, reports added to favorites can then accessed by selecting "My Favorites":

Note: You must add reports individually to build the reports under "My Favorites"

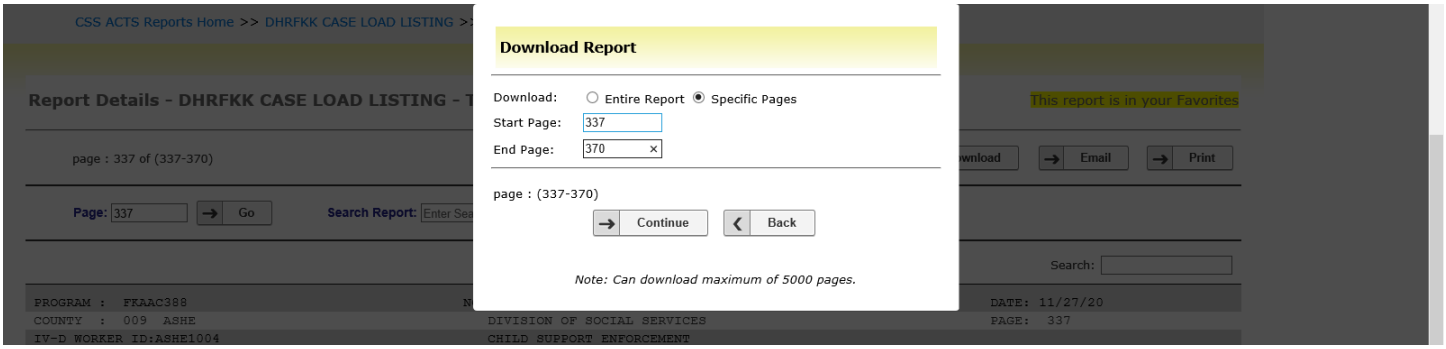


Downloading the Report

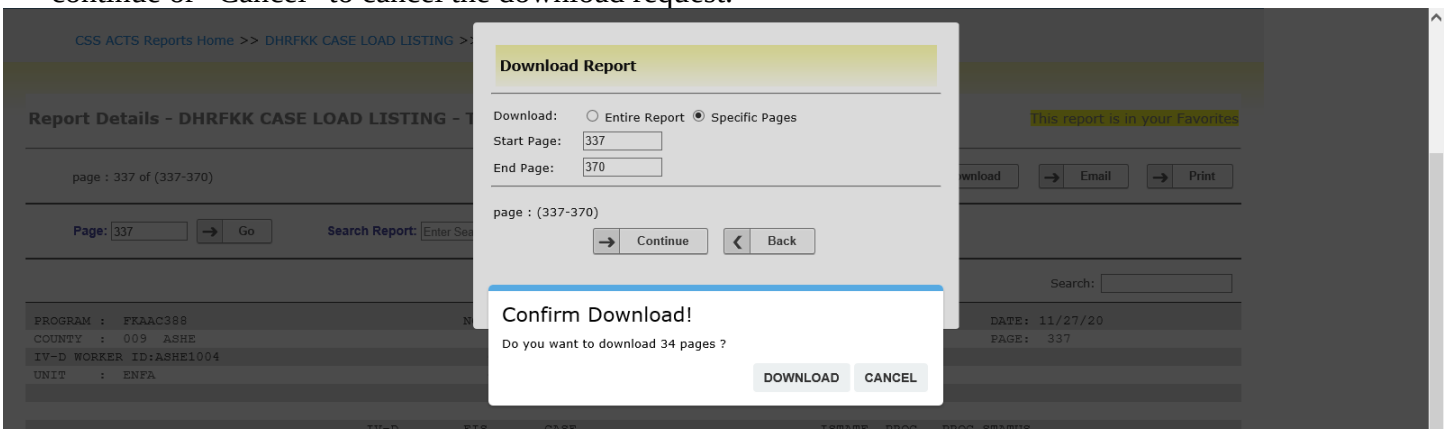
1. From the Report Details page, you have the option to download the report to text file by clicking on "Download" :



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:



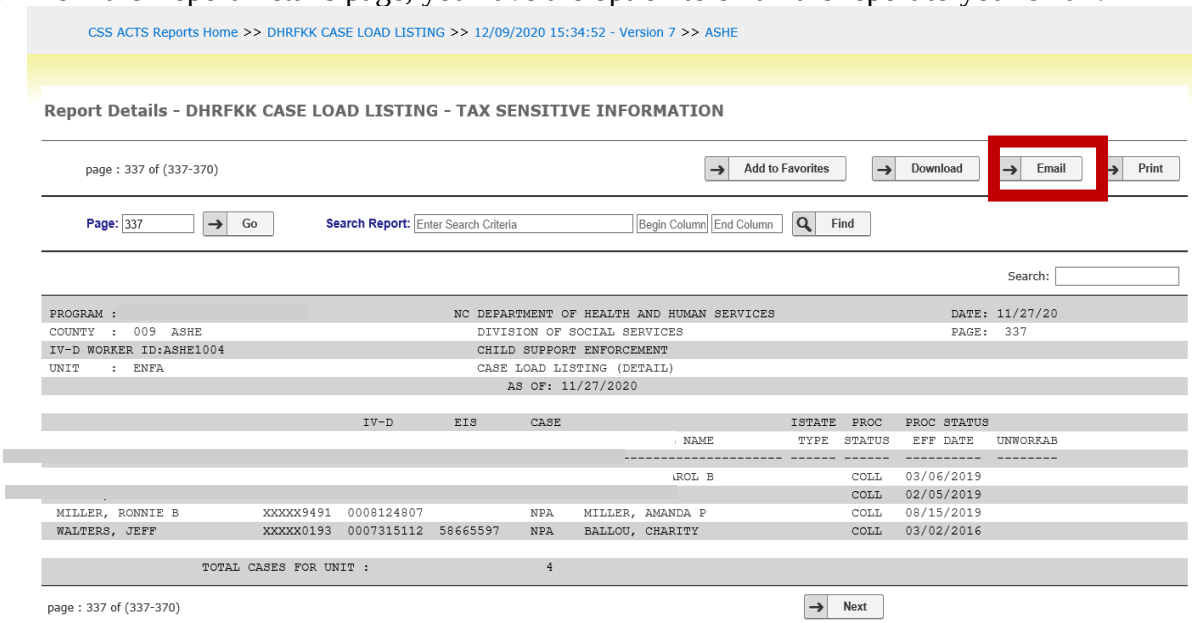
3. After clicking "Continue", a window will appear to confirm the pages for download; click "Download" to continue or "Cancel" to cancel the download request.



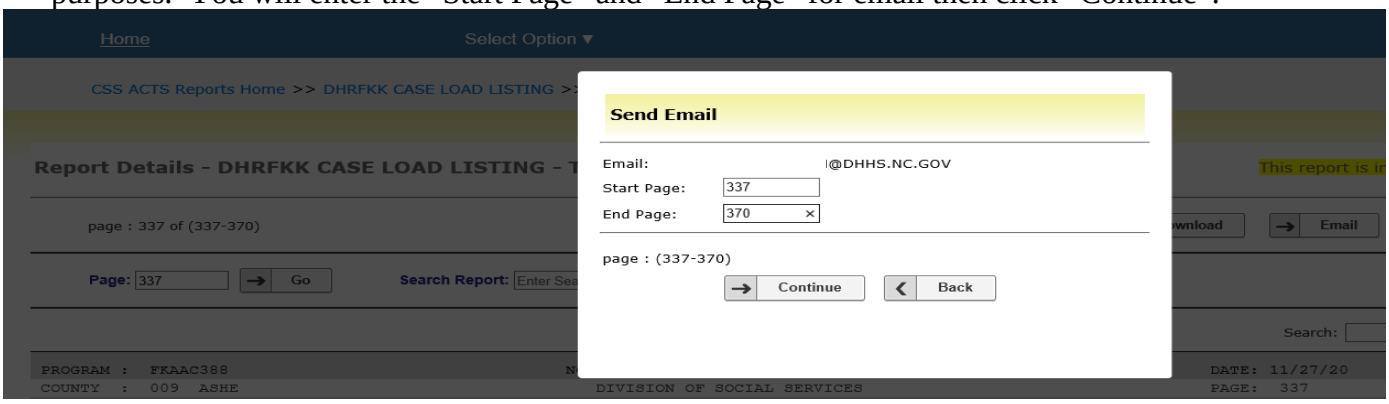
4. Once you confirm the download, there will be an option to Open or Save the report.

Emailing the Report

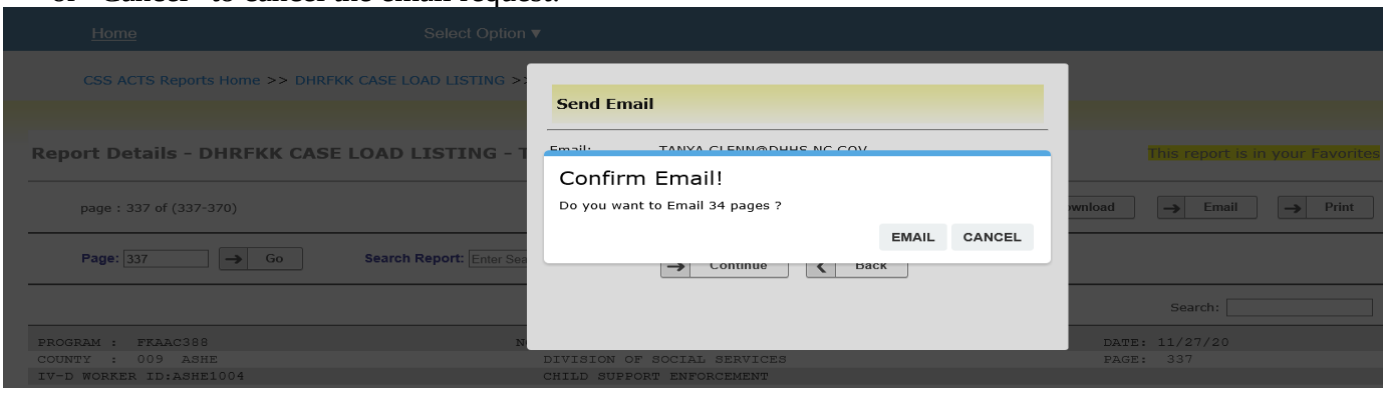
1. From the Report Details page, you have the option to email the report to your email.



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":



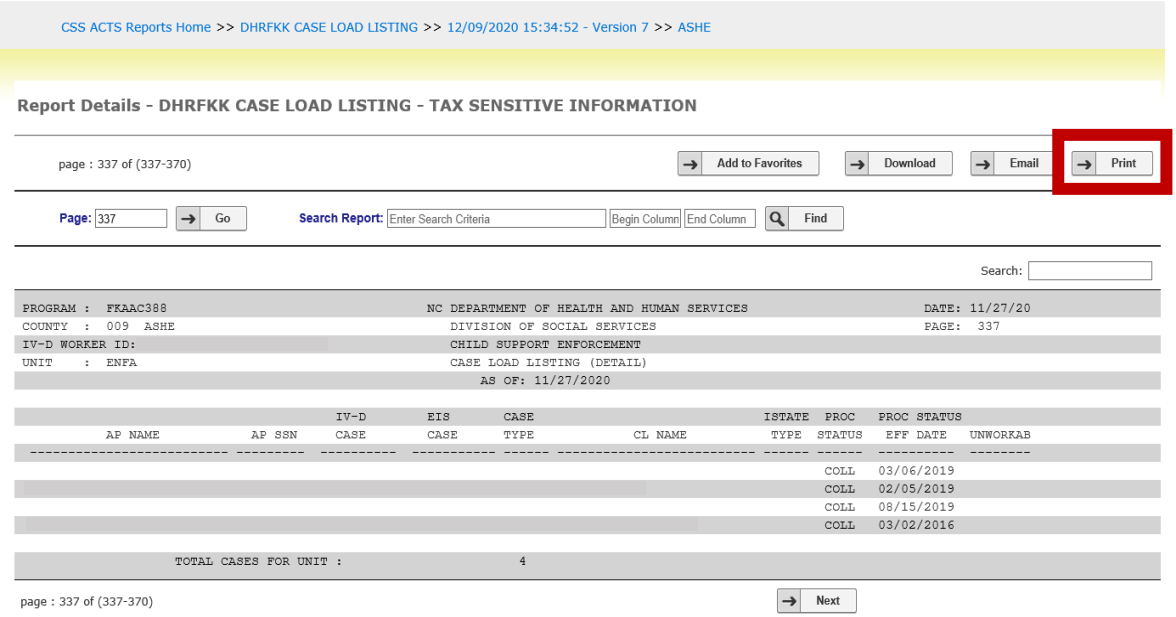
3. After clicking "Continue", a window will appear to confirm the pages for email; click "Email" to continue or "Cancel" to cancel the email request:



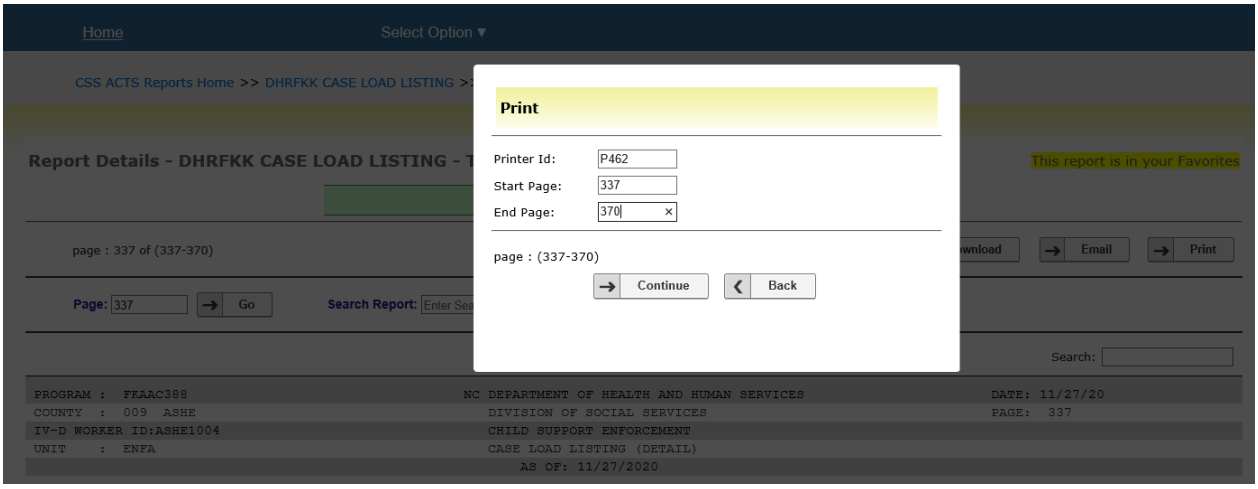
4. After clicking “Email”, you will be returned to the Report Details page where a message will appear to confirm that the report has been sent by email:

Printing the Report

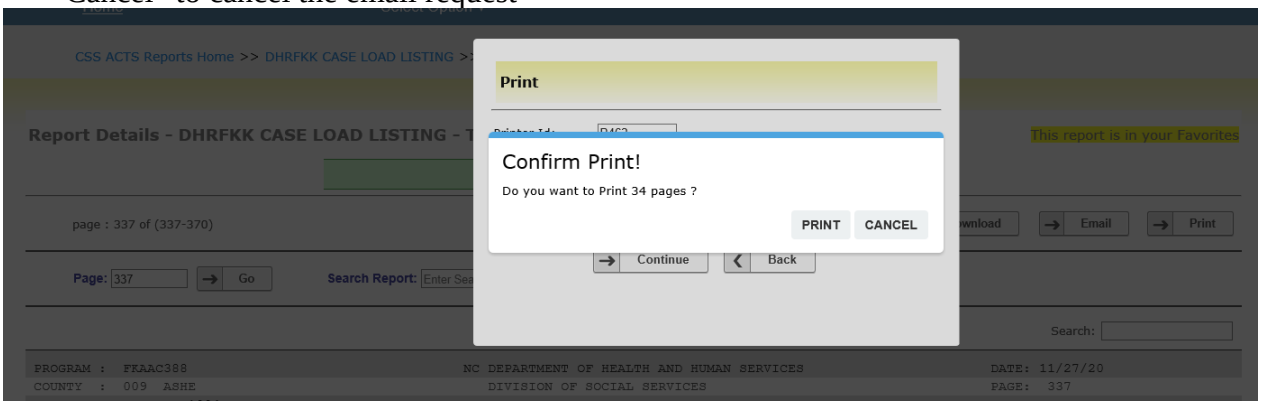
1. From the Report Details page, you have the option to print the report:



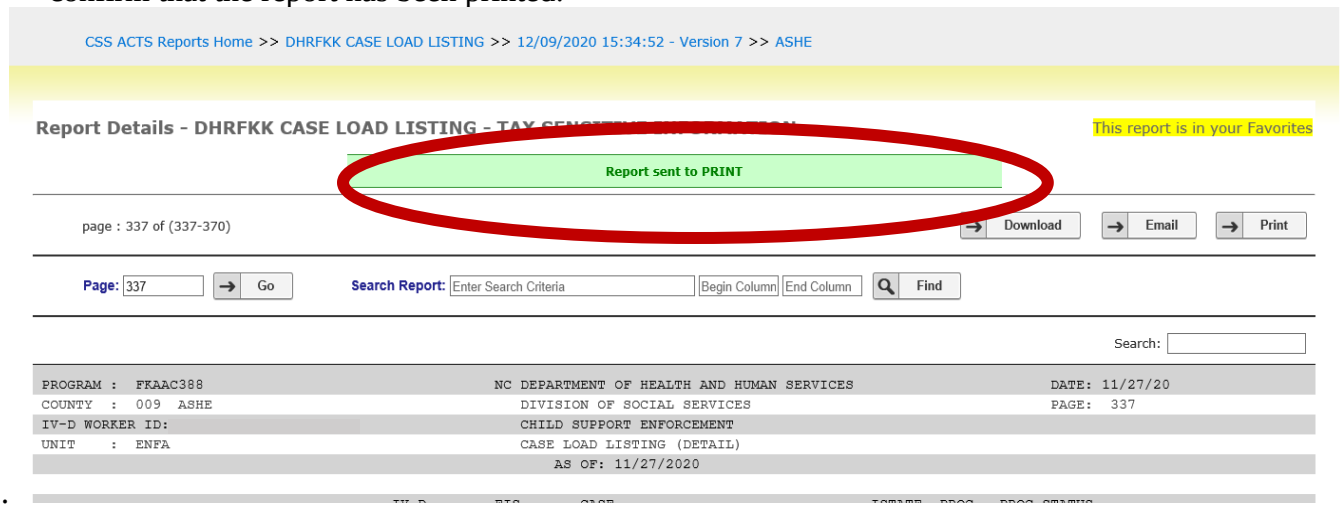
2. After clicking "Print", a window will appear for print options; your assigned printer will automatically populate based on your NCID profile; you will enter the "Start Page" and "End Page" for print then click "Continue":



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

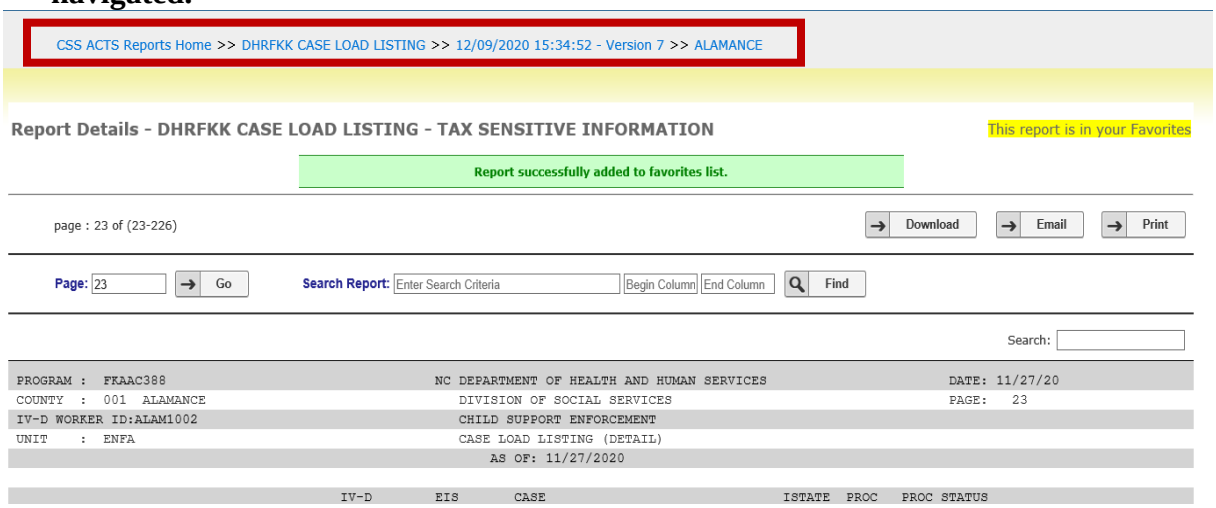


4. After clicking “Print”, you will be returned to the Report Details page where a message will appear to confirm that the report has been printed:

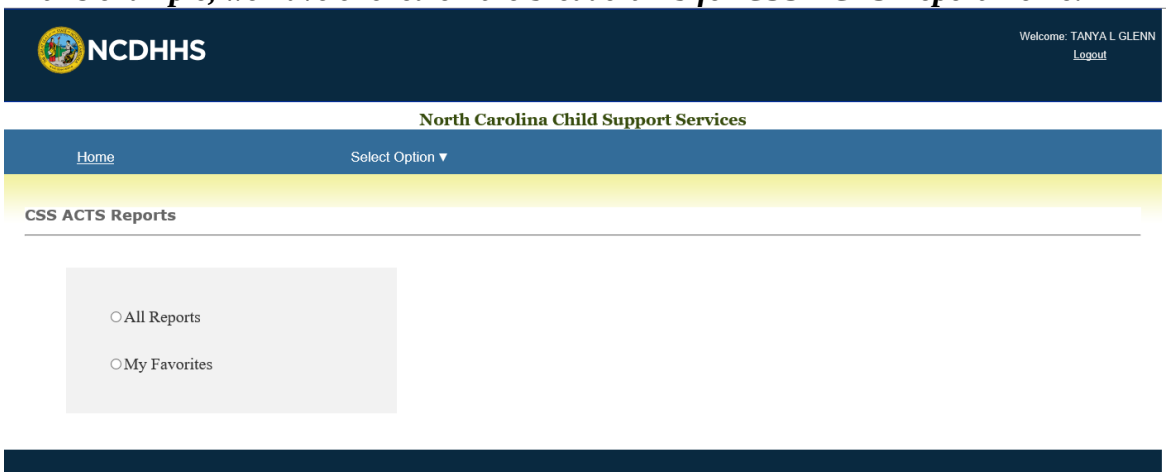


Using Breadcrumbs

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.