



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 22, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Administrative Office of the Courts Customer Link on the Mobile Optimized Website and
Enhancement of CSS ACTS Reports on the NC CSS Worker Portal

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective March 1, 2021, two updates will be made that affect both the North Carolina Child Support
Services (NCCSS) Mobilized Website (eChild Support) and the NCCSS Worker Portal.

Administrative Office of the Courts (AOC) custodial parents and noncustodial parents will be able to
easily access the NCCSS Mobilized Website via a brand new link on the home page of the eChild Support
site (<https://ncchildsupport.com>). Although AOC customers currently can access payment information,
this link will provide an easier, more direct method of accessing the information. NCID credentials will
be required for these customers.

NCCSS is also introducing enhancements to the search feature for CSS Automated Collection and
Tracking System (ACTS) Reports in the Worker Portal. Search feature enhancements have been added
to the attached CSS ACTS Reports Guide. This guide also is located on SharePoint at
<https://ncconnect.sharepoint.com/sites/nccss/SitePages/UserGuidesNonACTSSysInstr.aspx>.

If you have any questions, please contact the Policy and Training Team at csetraining@dhhs.nc.gov.

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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