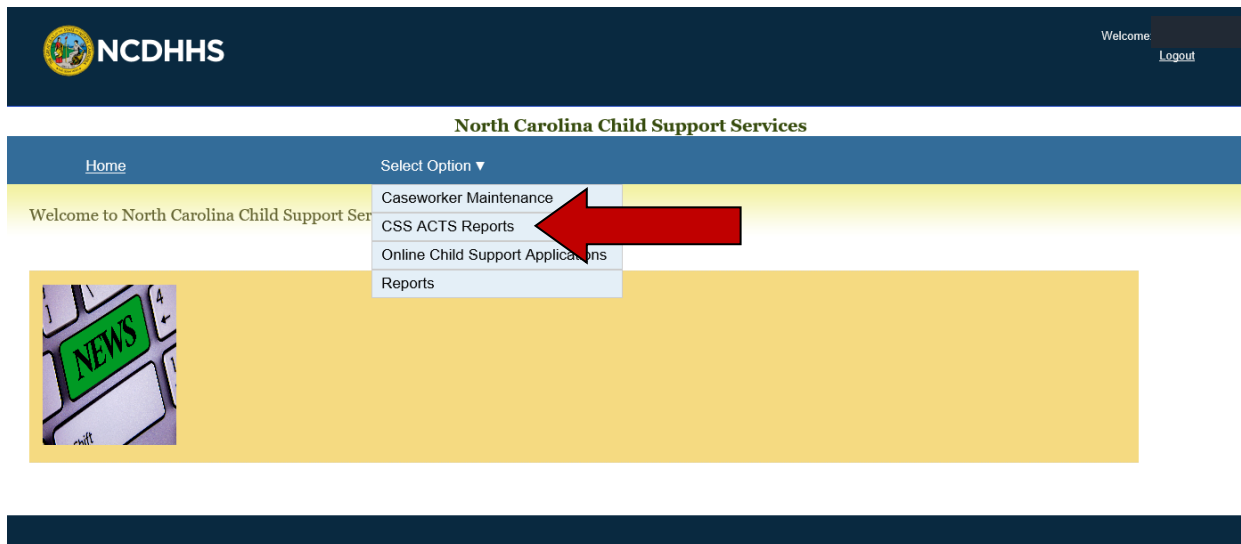


CSS ACTS Reports on Worker Portal

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”

The screenshot shows the NCDHHS North Carolina Child Support Services portal. At the top, there is a dark blue header with the NCDHHS logo and the text "Welcome: Logout". Below this is a light blue navigation bar with "Home" and "Select Option" with a dropdown arrow. The main content area has a yellow header "CSS ACTS Reports". Below this, a white box contains two radio button options: "All Reports" and "My Favorites". This box is highlighted with a red border.

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

The screenshot shows the "CSS ACTS Reports All Reports List" page. At the top, there is a link for "CSS ACTS Reports Home". Below this is a yellow header "CSS ACTS Reports All Reports List". The main content area has a "Report Versions" button and a "Show 10 entries" dropdown menu. To the right, there is a "Search:" input field. Below these are 10 rows of reports, each with a radio button, a title, and a "Contains" column. The first row's "Contains" column has "FTI" highlighted in a red box. At the bottom, there is a pagination bar with "Showing 1 to 10 of 175 entries" and a "Previous 1 2 3 4 5 ... 18 Next" navigation bar, which is also highlighted in a red box.

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:

- Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for “Show entries”
- Search the report by report title (full or partial) using the “Search” box
- Easily identify reports that contain FTI information by viewing the “Contains” column; reports containing FTI **should not** be printed, emailed, faxed or scanned
- 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.	<input type="radio"/> DHRFKK CALENDAR MONTH DISTRIBUTI	
22.	<input type="radio"/> DHRFKK CASE COUNT W/O ORDERS	
23.	<input type="radio"/> DHRFKK CASE COUNT WITH ORDERS	
24.	<input checked="" type="radio"/> DHRFKK CASE LOAD LISTING	FTI
25.	<input type="radio"/> DHRFKK CASE LOAD LISTING SUMMARY	
26.	<input type="radio"/> DHRFKK CASE TRACKING REPORT	
27.	<input type="radio"/> DHRFKK CASES CODED W/UINS-UINL	
28.	<input type="radio"/> DHRFKK CASES IN PATERNITY ESTABL	
29.	<input type="radio"/> DHRFKK CASES OPENED IN ACTS	
30.	<input type="radio"/> 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.	<input type="radio"/> 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:

- “Report Index” – view report for a specific county
- “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.

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

On this page, you can:

- Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for “Show entries”
- Search the report by county name using the “Search” box
- 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”:

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

Report Index

Show entries Search:

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

Showing 1 to 10 of 101 entries <Previous 2 3 4 5 ... 11 →Next

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

(Note: This page will also display the statement “Tax Sensitive Information” next to the report title if the report contains FTI – this example is for training purposes only; the Caseload Listing Report does not contain FTI)

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

page : 337 of (337-370)

Page: Search Report: 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		

AP NAME	AP SSN	IV-D CASE	EIS CASE	CASE TYPE	CL NAME	ISTATE TYPE	PROC 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)

On this page, you can:

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

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

Report Details - DHRFKK CASE LOAD LISTING

page : 337 of (337-370)

Page: **Search Report:**

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		

AP NAME	AP SSN	IV-D CASE	EIS CASE	CASE TYPE	CL NAME	ISTATE TYPE	PROC 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)

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.

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

Report Details - DHRFKK CASE LOAD LISTING

Page: **Search Report:**

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

Page: 337



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:

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

Report Details - DHRFKK CASE LOAD LISTING

page : 337 of (337-370)

Page: Search Report:

Search:

PROGRAM : FKAAC388 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 12/09/2020
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

AP NAME	AP SSN	IV-D CASE	EIS CASE	CASE TYPE	CL NAME	ISTATE TYPE	PROC 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)

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:

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

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

page : 350 of (337-370)

Page: Search Report:

Search: x

							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	11/02/2020	

page : 350 of (337-370)

Adding Reports to Favorites

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

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

Report Details - DHRFKK CASE LOAD LISTING

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

AP NAME	AP SSN	IV-D CASE	EIS CASE	CASE TYPE	CL NAME	ISTATE TYPE	PROC 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. A message will appear to indicate the report has been added to your Favorites:

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

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

Report successfully added to favorites list.

page : 23 of (23-226) Download Email Print

Page: 23 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 : 001 ALAMANCE DIVISION OF SOCIAL SERVICES PAGE: 23
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
------	-----	------	--------	------	-------------

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”

 **NCDHHS** Welcome: TANYA L GLENN
Logout

North Carolina Child Support Services

Home Select Option ▼

CSS ACTS Reports

All Reports

My Favorites

Emailing the Report

1. From the Report Details page, you have the option to email the report to your email.
Reminder: Reports containing FTI should not be printed, emailed, faxed, or scanned!

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

Report Details - DHRFKK CASE LOAD LISTING

page : 337 of (337-370)

→ Add to Favorites → Download → **Email** → Print

Page: 337 → Go Search Report: Enter Search Criteria Begin Column End Column Q 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: ENFA CHILD SUPPORT ENFORCEMENT
UNIT : ENFA CASE LOAD LISTING (DETAIL)
AS OF: 11/27/2020

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

TOTAL CASES FOR UNIT : 4

page : 337 of (337-370) → Next

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”:

Home Select Option ▼

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >>

Report Details - DHRFKK CASE LOAD LISTING - T

page : 337 of (337-370)

Page: 337 → Go Search Report: Enter Search Criteria

PROGRAM : FKAAC388 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES DATE: 11/27/20
COUNTY : 009 ASHE DIVISION OF SOCIAL SERVICES PAGE: 337

Send Email

Email:

Start Page:

End Page:

page : (337-370)

→ Continue < Back

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:

Home Select Option ▼

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >>

Report Details - DHRFKK CASE LOAD LISTING - T

page : 337 of (337-370)

Page: 337 → Go Search Report: Enter Search Criteria

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: ASHE1004 CHILD SUPPORT ENFORCEMENT

Send Email

Email:

Confirm Email!

Do you want to Email 34 pages ?

EMAIL CANCEL

- 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 This report is in your Favorites

Report sent to email

page : 337 of (337-370)

Page: Search Report:

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.
Reminder: Reports containing FTI should not be printed, emailed, faxed or scanned!

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

Report Details - DHRFKK CASE LOAD LISTING

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

AP NAME	AP SSN	IV-D CASE	EIS CASE	CASE TYPE	CL NAME	ISTATE	PROC	PROC 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. 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”:

Home Select Option ▾

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >>

Report Details - DHRFKK CASE LOAD LISTING - T

page : 337 of (337-370) This report is in your Favorites Download Email Print

Page: 337 Go Search Report: Enter Search Criteria 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: ASHE1004 CHILD SUPPORT ENFORCEMENT
UNIT : ENFA CASE LOAD LISTING (DETAIL)
AS OF: 11/27/2020

Print

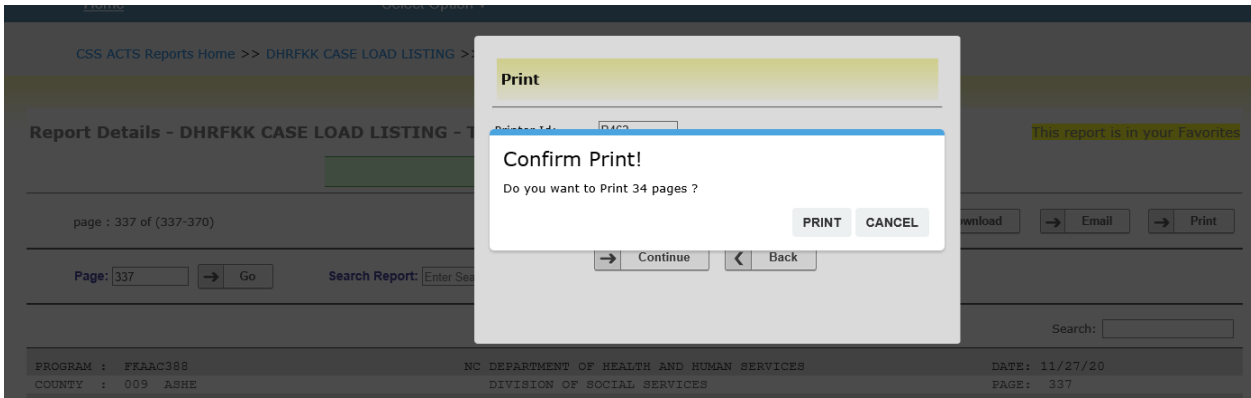
Printer Id:

Start Page:

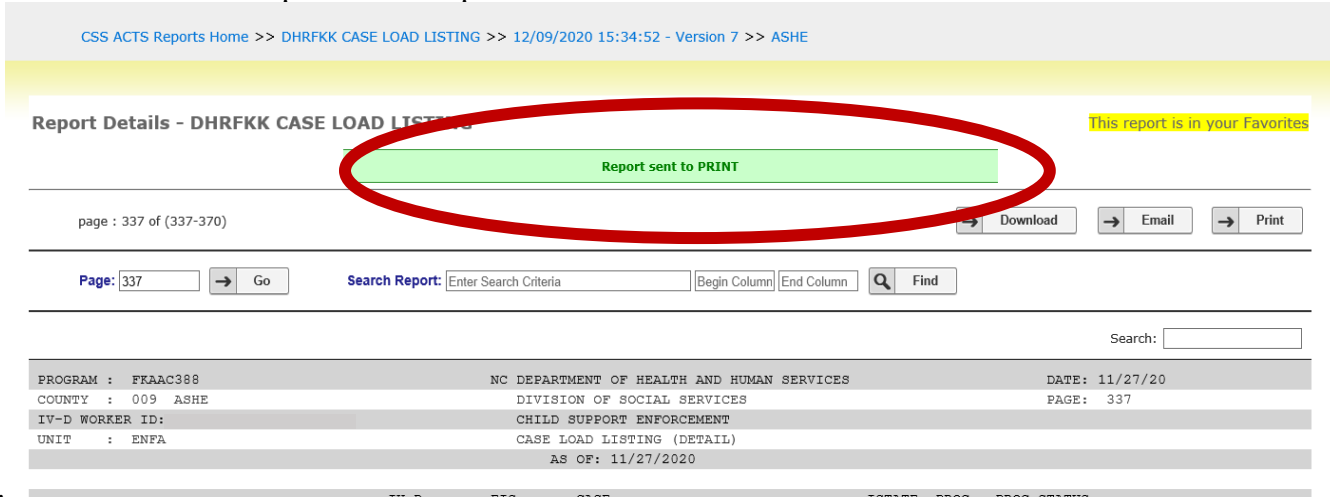
End Page: x

page : (337-370)

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.

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

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

Report successfully added to favorites list.

page : 23 of (23-226) Download Email Print


Page: Search Report:

Search:

PROGRAM :	FKAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES	DATE:	11/27/20
COUNTY :	001 ALAMANCE	DIVISION OF SOCIAL SERVICES	PAGE:	23
IV-D WORKER ID:	ALAM1002	CHILD SUPPORT ENFORCEMENT		
UNIT :	ENFA	CASE LOAD LISTING (DETAIL)		
		AS OF: 11/27/2020		

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

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:

 **NCDHHS** Welcome: TANYA L. GLENN
[Logout](#)

North Carolina Child Support Services

[Home](#) Select Option ▼

CSS ACTS Reports

- All Reports
- My Favorites

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.