



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

April 23, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Worker Portal Session Timeout, CSS ACTS Reports enhancement, Email Statistical report

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective May 7, 2021, the following enhancements will be made to the NC Child Support Services (CSS) Worker Portal.

- A timeout warning will appear when a session is inactive for more than fifteen (15) minutes. Upon receiving the timeout warning, users are prompted to continue the current session by entering their NCID password. If the session remains inactive for more than thirty (30) minutes without users entering a password, the session will terminate and return to the login screen.
- An enhancement will be made to the CSS Automated Collection Tracking System (ACTS) Reports Access Log on the Worker Portal. This enhancement will capture the report version when a user prints, emails, or downloads a report. The Access Log will include detailed information about the user performing the activity and information about the activity being performed. The report access will be limited to Supervisors, Program Representatives, and Management.
- A new statistical report will be available which will provide information on emails sent to CSS workers via the portal. Instructions are included on how to access this email statistical report, which is available to supervisors and managers.

If you have any questions, please contact the Policy and Training Team at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov).

Sincerely,

Carla L. West  
Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional Program Representatives  
CSS\_21\_22

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

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