

The report can be viewed by worker types LMAN and LSUP with CNTSUP and CNTWRK roles in ACTS.

1.) Select reports from the Select Option drop-down menu.

The screenshot shows the NCDHHS North Carolina Child Support Services portal. At the top, there is a dark blue header with the NCDHHS logo on the left and the text 'Welcome: KYSHA SMITH Logout' on the right. Below the header is a blue navigation bar with 'Home' and 'Select Option' (highlighted with a red box). The main content area has a yellow background and contains a 'Welcome to North Carolina Child Support Services Portal' message, a 'NEWS' image, and a 'Refresh News' button.

This screenshot shows the same portal as the previous one, but with the 'Select Option' dropdown menu open. The menu items are: Case Management, Caseworker Maintenance, CSS Admin, CSS ACTS Reports, Direct Deposit Request, Online Child Support Applications, Reports (highlighted with a red box), and Training Videos. The 'Refresh News' button is still visible at the bottom.

2.) Select Statistical Reports from the list by clicking radio button to the left of it.

The screenshot displays the 'Child Support Services Reports' section of the portal. It includes a search bar, a 'Show Reports: All' dropdown, and a table of reports. The 'Statistical Reports' row is highlighted with a red box, and its radio button is selected. The table has columns for Report Name, Report Description, and Report Type.

Report Name	Report Description	Report Type
<input type="radio"/> County Contact Report	County Contact Report	Online Applications
<input type="radio"/> CSSWA Survey	CSSWA Survey Report	NC Child Support Portal
<input type="radio"/> DD Report	DD RReport	NC Child Support Portal
<input type="radio"/> Online Applications	Online Applications for date range	Online Applications
<input checked="" type="radio"/> Statistical Reports	Statistical Reports	Online Applications
<input type="radio"/> Worker Background History	Background check history	NC Child Support Portal

Showing 1 to 6 of 6 entries

- 3.) Select report type from the drop down. Select search criteria, date range (optional), click generate report. A search can be performed using date range only.

The screenshot shows the NCDHHS North Carolina Child Support Services interface. At the top, there is a navigation bar with the NCDHHS logo and the text "Welcome: KYSHA SMITH Logout". Below this is a header for "North Carolina Child Support Services" with a "Home" link and a "Select Option" dropdown. The main content area is titled "Statistical Report".

The search options are as follows:

- Select Report Type: Email Report
- Select Search Criteria: (empty dropdown)
- Date From: (empty text box) Date To: (empty text box)
- Buttons: Generate Report, Clear, Previous

Note: Searching by date range only retrieves total counts. Reports are generated with a maximum of twelve months of data. Selecting no date range will retrieve data for the last twelve months.

- 4.) The results of the search appear in the area below the search options. Select Copy to copy the results to the clipboard or select CSV, Excel or PDF to open then print in any of those file formats. You may also click print.

The screenshot shows the NCDHHS North Carolina Child Support Services interface with search results. The search options are now filled out:

- Select Report Type: Email Report
- Select Search Criteria: County
- Select County: Wake
- Date From: (empty text box) Date To: (empty text box)
- Buttons: Generate Report, Clear, Previous

Note: Searching by date range only retrieves total counts. Reports are generated with a maximum of twelve months of data. Selecting no date range will retrieve data for the last twelve months.

The results are displayed in a table titled "Email My Case Worker Report - County: Wake".

Total Counts: 2

Show 10 entries Search:

No.	Case Number	Worker Id	Date
1.	0 000	WAKE1003	06/10/2020 05:01:31
2.	0 000	WAKE1033	06/03/2020 14:25:27

Showing 1 to 2 of 2 entries First <Previous 1 >Next Last

5.) In order to see the contents of the email select the radio button to the left of the case number. Click to print the contents of the email after selecting the case.

The screenshot displays the NCDHHS (North Carolina Department of Health and Human Services) web application interface. At the top left is the NCDHHS logo. At the top right, it says "Welcome: KYSHA SMITH" with a "Logout" link. Below this is a navigation bar with "Home" and "Select Option". The main content area is titled "Email Report Detail" and contains the following information:

- IV-D Case #: 000
- Worker Id: WAKE1003
- Date: 06/10/2020 05:01:31

Below the case details, there is a section labeled "Email Content:" followed by a horizontal line. At the bottom of this section, there are two buttons: a "Return" button with a left-pointing arrow and a "Click to Print" button with a printer icon. The "Click to Print" button is highlighted with a red border in the original image.