North Carolina Department of Health and Human Services
Division of Social Services
2408 Mail Service Center • Raleigh, North Carolina 27699-2408
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Michael F. Easley, Governor   Pheon E. Beal, Director
Carmen Hooker Odom, Secretary   (919) 733-3055

October 27, 2005

Dear County Directors of Social Services

Attention: Child Welfare Program Managers and Supervisors

Subject: **Changes to Administrative Office of the Courts (AOC) Logon
                    for Non-Judicial Users**

Effective **Tuesday, November 1, 2005,** the logon process will be simplified for non-judicial users to access AOC information systems. Today, a non-judicial user must enter two sets of userid/passwords, one for Information Technology Services (ITS) and one for AOC. Effective with this change, only the AOC userid/password will be required. The new sequence of screens is described below.

From the screen entitled VIA TCP/IP to the North Carolina State Network , enter the Application Code . The user will be presented two screens in succession entitled ****ATTN NON-JUDICIAL AGENCY USERS ONLY**** . Please, read and page through (by pressing {enter}) these screens describing the new screen sequence until the NOTICE TO USERS screen is displayed. This screen replaces the initial screen that previously displayed CICS in large letters. Please read the information on this screen regarding authorized usage and press the {enter} key.

The sequence of screens for the remainder of the logon process will then continue with the current process.
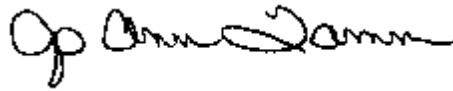
- Enter cesn on the blank screen and press the {enter} key.
- Enter the AOC userid and password on the signon screen presented. If they are valid, the system will acknowledge that the signon is complete in the message area and prompt you to press {enter} to continue.
- Type the acronym for the application desired into the blank screen presented. For example: "ACIS = Automated Criminal/Infractions System, VCAP = Civil Case Processing, M3LL = Financial Management System, or SUPPORT01 = (Child) Support Enforcement System.

- After entering the application acronym and your password, the AOC application main menu displays.

You will also be receiving an electronic version of the new screen sequence for the logon process. The screen shots will provide you with visual, step-by-step instructions to logon to the system.

Please communicate this change throughout your organization to ensure all users are informed of the new logon process. Should individuals in your organization encounter difficulty in the logon process or have questions, they may contact the AOC Help Desk at (919) 733-6284.

Sincerely,

Jo Ann Lamm, Chief
Family Support and Child Welfare Section

Attachment: New Screen Sequence

cc: Pheon Beal
    Sherry Bradsher
    Children's Program Representatives
    Work First Representatives
    Family Support and Child Welfare Services Team Leaders
    Local Business Liaisons

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