



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN G. OSBORNE** • Assistant Secretary for County Operations  
for Human Services

March 23, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CSS Worker Portal Enhancement to Case Management/Document Upload Module

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective March 25, 2022, two new columns, "Accessed Date" and "Accessed By" will be added to the Case Management Uploaded Documents module on the NC Child Support Worker Portal. When an uploaded document is viewed or printed, the "Accessed Date" column will provide the date when the document was viewed and the "Access By" column will provide the name of the person who viewed the document. This information will be displayed in real-time after the initial viewing of a document.

If you have any questions or need additional assistance, please contact the Policy & Training Team at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

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

cc: Regional Continuous Quality Improvement Specialists

CSS\_22\_19