



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

September 21, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Multi-Factor Authentication (MFA) Process Change

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Beginning October 2, 2023, the Multi-Factor Authentication (MFA) process for Region 22 in the Automated Collection and Tracking System (ACTS) and the Child Support Worker Portal will change. After signing in, users will be prompted to enter an 8-digit MFA PIN. The PIN will be sent to the user's email from the URL: [nccss.donotreply@dhhs.nc.gov](mailto:nccss.donotreply@dhhs.nc.gov). Users will no longer receive the MFA phone call.

Please see the attached instructions for more details on the new MFA process for Region 22 in ACTS and the Child Support Worker Portal.

If you have any questions, please contact CSS Security at [css.security@dhhs.nc.gov](mailto:css.security@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly  
North Carolina State Child Support IV-D Director

cc: Regional CQI Specialist  
CSS\_23\_44

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

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