



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

January 29, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Multi-Factor Authentication (MFA) Process for Federal Parent Locator Services (FPLS) State Services Portal

REQUIRED ACTION: ☒ Information Only ☐ Action Needed ☐ Time Sensitive Action Needed ☐ Immediate Action Needed
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Beginning February 5, 2024, there will be a change in the sign-in process for the Federal Parent Locator Services (FPLS) State Services Portal. A Multi-Factor Authentication (MFA) process will be implemented. After entering the NCID and password, 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.

Please see the attached instructions for more details on the new MFA process for the FPLS State Services Portal.

If you have any questions, please contact CSS Security at css.security@dhhs.nc.gov.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

CSS_24_08

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

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