NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEVDUTTA SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

January 17, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Work Number

REQUIRED ACTION:	(X) Information Only	( ) Action Needed
	( ) Time Sensitive Action Needed	( ) Immediate Action Needed

Equifax Government Solutions began moving customers to their enhanced web platform, October of 2024, the **Verification Insights Portal™** (VIP). They will complete the VIP upgrade for all customers by January 31, 2025. The existing web portal platform will sunset on January 31, 2025. This will affect those who use the web-based version of The Work Number.

VIP will provide an enhanced user experience with interactive, additional functionality that has been requested by customers over the years. VIP will be visually appealing and offer user-friendly access to any solution you are contracted for under a single location and credential.

What to expect

- On the date of the upgrade, users will be automatically redirected to the new VIP.
- No change is required for how users log in or the credentials that are used.
- Information obtained through VIP will be the same as the information currently being provided.

How to prepare for the upgrade to VIP

Please take advantage of the following helpful resources and share these with your staff to get your users started in VIP:

- Welcome to VIP Video
- Training Webinars - Click on the link to register for training. This training introduces users to the new VIP platform for ordering verifications.
- When a user logs in to VIP for the first time, they will receive a guided overview of the platform.
- G**overnment VIP Knowledge Base** - Click on the question mark (?) icon in the top right corner of any screen to access the knowledge base.

If you have any questions, please submit them to your security officer or the person that grants access to the Work Number in your county.

Sincerely,



Verna Donnelly
North Carolina State Child Support Deputy Director

Attachment
cc: IV-D Continuous Quality Improvement Specialists

CSS_25_03