NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

April 2, 2025

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

SUBJECT: Federal Parent Locator Service (FPLS) State Services Portal (SSP) Changes

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

The following changes have been made to the Federal Parent Locator Service (FPLS) State Services Portal (SSP) by the Office of Child Support Services (OCSS):

January 2025:

- Security of the Portal is enhanced by requiring users to acknowledge that they have read, understand, and agree to the Rules of Behavior before accessing the Portal.

- The Log In Certification page is updated with a link to the Rules of Behavior. All Portal users, including states, are required to accept the Rules of Behavior to meet the updated security requirements. Users must select both the “I Accept” checkbox and Agree button to proceed.

March 2025:

- User accounts will be deactivated if there has been no activity on the Portal in 30 days. Following account deactivation, users will need to verify and update, if necessary, their first and last name, email address, phone number, and extension on the Verify User Profile Information page the next time they access the Portal.

- In order to comply with U.S. Web Design System (USWDS) standards, buttons and page layouts will look different. The Welcome to the Child Support Portal page is left justified for this release to comply with these guidelines.

- A new "Employer Services" category with thirty-nine related questions has been added to the Interstate Reference Guide (IRG) to improve it.

Additional information and screenshots are provided on the attachment. If you have questions, please call the ACTS Help Desk at 1-800-405-9053 or contact your Regional Continuous Quality Improvement Specialist.

Sincerely,



Verna Donnelly
North Carolina State Child Support Deputy Director

Attachment
cc: IV-D Continuous Quality Improvement Specialists
CSS_25_17