NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

November 24, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: NC Child Support Parents Portal New Security Features

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

Effective December 5, 2025, the NC Child Support Parents Portal will add two new security features to keep our customer accounts safe:

- **SAML (Security Assertion Markup Language)** – Requires users to authenticate their NCID (North Carolina Identity Management)
- **MFA (Multifactor Authentication)** – Requires users to choose one of the following methods to verify their identity:
  - Email
  - Text Message
  - Phone Call
  - Authenticator App

These enhancements will provide an additional layer of security and ensure that only authorized users can access their account.

A step-by-step tutorial video demonstrating how to sign into the portal using these new features will be available on the NC Child Support website under the "Using the Portal" tab.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or contact your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists

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