Richard O. Brajer
Secretary

Wayne E. Black
Director

July 19, 2016

DEAR COUNTY CHILD SUPPORT MANAGERS

Reference: Reflections - Secure Connection Access of ACTS

The North Carolina Department of Information Technology (DIT) will be upgrading the version of Reflection that will connect to the state network to Reflection 2014 for the Automated Collection and Tracking System (ACTS).   DIT has not provided child support with an actual date of implementation; however, the estimated time provided for this change is 4-6 weeks. Counties that use Reflection, Mocha, Attachmate and any other mainframe software, will need to upgrade to Reflection 2014 or the latest version of the software that you are using to connect to the state network.

Child Support is working with DIT to get instructions for any setting changes, if there are any with Reflection 2014. If you are a county that utilizes Reflections to access ACTS, you can use this new Host on Demand URL if Reflections goes down.

It is **CRITICAL** for counties to keep Child Support Services abreast of any changes to the Internet Service Provider (ISP) or any networking change that results in the change of the counties IP address (es). Failure to do so could result in connection issues with a lengthy reconnection process. Please contact the Child Support Security Team via email at css.security@dhhs.nc.gov with future IP address changes.

Should you have any questions regarding this process, please contact Randy Burwell (Randy.Burwell@dhhs.nc.gov) at 919-855-4449 or Robin Stallings (Robin.Stallings@dhhs.nc.gov) at 919-556-5035.

Sincerely,

Judy McArn, Chief

CSS-08-2016
cc: Astra Wilson-Kirksey

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