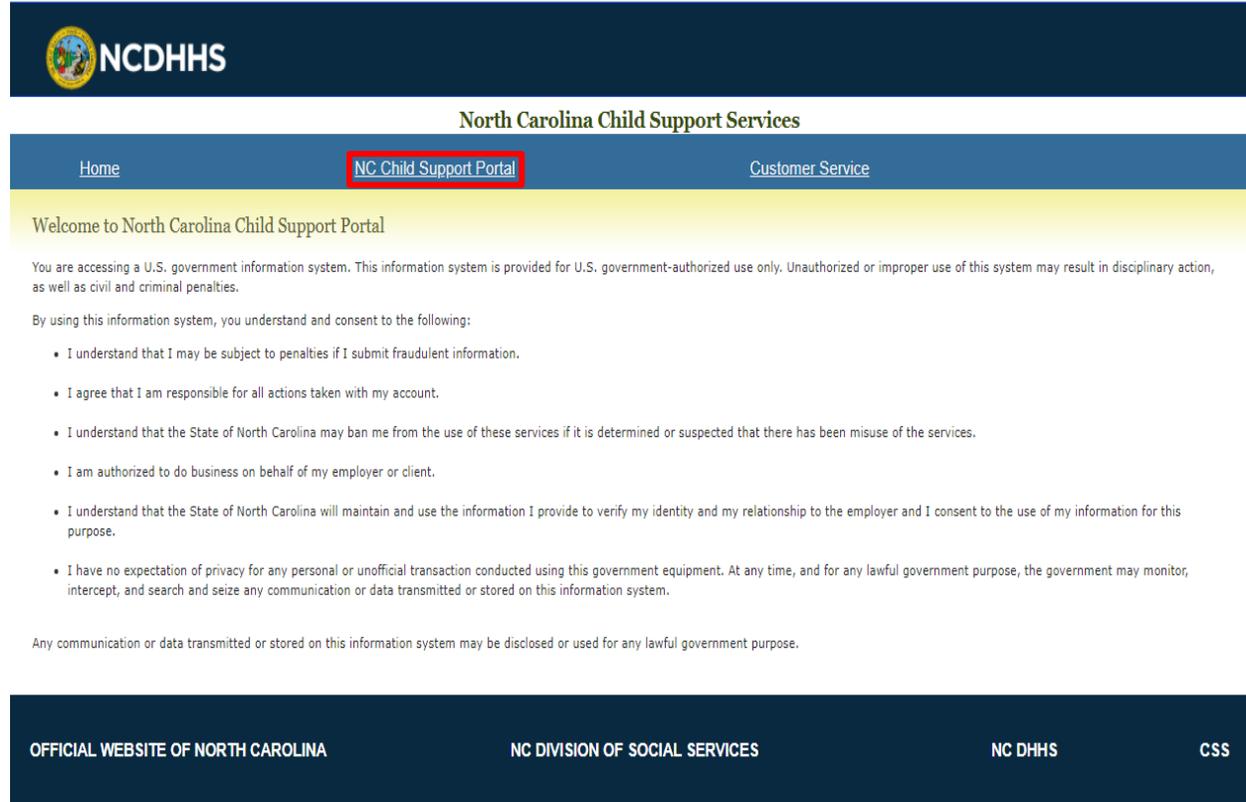




NC CHILD SUPPORT SERVICES WORKER PORTAL

Document Upload

1. After completing login with your NCID credentials, the NC CSS Portal home page appears. 2. Select the link for NC Child Support Portal.



The screenshot shows the North Carolina Child Support Services portal. At the top left is the NCDHHS logo. The main header is "North Carolina Child Support Services". Below this is a navigation bar with three links: "Home", "NC Child Support Portal" (highlighted with a red box), and "Customer Service". The main content area has a yellow background and contains a welcome message, a disclaimer about U.S. government information systems, and a list of terms of use. At the bottom is a dark blue footer with the text "OFFICIAL WEBSITE OF NORTH CAROLINA", "NC DIVISION OF SOCIAL SERVICES", "NC DHHS", and "CSS".

NCDHHS

North Carolina Child Support Services

[Home](#) [NC Child Support Portal](#) [Customer Service](#)

Welcome to North Carolina Child Support Portal

You are accessing a U.S. government information system. This information system is provided for U.S. government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that the State of North Carolina may ban me from the use of these services if it is determined or suspected that there has been misuse of the services.
- I am authorized to do business on behalf of my employer or client.
- I understand that the State of North Carolina will maintain and use the information I provide to verify my identity and my relationship to the employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system.

Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful government purpose.

OFFICIAL WEBSITE OF NORTH CAROLINA NC DIVISION OF SOCIAL SERVICES NC DHHS CSS

3. From the portal landing page, click “Select Application” drop-down.

The screenshot shows the North Carolina Child Support Services Portal. At the top left is the NCDHHS logo. At the top right, it says "Welcome: KYSHAL SMITH" with a "Logout" link below it. The main header is "North Carolina Child Support Services". Below this is a navigation bar with "Home" and "Select Application" (highlighted with a red box and a dropdown arrow). The main content area has a yellow background and says "Welcome to North Carolina Child Support Services Portal". There is a large yellow rectangular area containing a small image of a keyboard with a green "NEWS" key. Below this area is a "Refresh News" button. The page ends with a dark blue footer bar.

4. Select "Case Management" module and click.

The screenshot shows the NCDHHS North Carolina Child Support Services application. At the top, there is a dark blue header with the NCDHHS logo and the text "Welcome: KYSHA L SMITH Logout". Below this is a yellow banner with "North Carolina Child Support Services". A blue navigation bar contains "Home" and "Select Application". A dropdown menu is open under "Select Application", with "Case Management" selected and highlighted by a red arrow. Other options in the dropdown include "Caseworker Maintenance", "Online Child Support Applications", and "Reports". Below the navigation bar is a yellow section with a "NEWS" keyboard key image and a "Refresh News" button.

5. Case Management Module landing page opens. 6. Select radio button for uploaded documents.

The screenshot shows the Case Management Module landing page. At the top, there is a dark blue header with the NCDHHS logo and the text "Welcome: KYSHA L SMITH Logout". Below this is a yellow banner with "North Carolina Child Support Services". A blue navigation bar contains "Home". Below the navigation bar is a yellow section with "Child Support Services Case Management Module". A dropdown menu shows "Show Case Management Modules: All". Below this is a yellow section with "Show 10 entries" and a search box. A table lists modules with columns "Module Name", "Module Description", and "Module Type". The first row is "Uploaded Documents" with a selected radio button, highlighted by a red arrow. The table footer shows "Showing 1 to 1 of 1 entries" and navigation buttons: "First", "<Previous", "1", "→Next", "Last".

Module Name	Module Description	Module Type
<input checked="" type="radio"/> Uploaded Documents	Uploaded Documents	Parents Portal

7. Uploaded Documents search page appears.

Welcome: KYSHAL SMITH
[Logout](#)

North Carolina Child Support Services

[Home](#)

Uploaded Documents:

Select search criteria :

Note: Documents are deleted sixty days after the received date.

8. Select desired search criteria from drop down.

Welcome: KYSHAL SMITH
[Logout](#)

North Carolina Child Support Services

[Home](#)

Uploaded Documents:

Select search criteria :

Note: Documents are deleted sixty days after the received date.

- MPI Number
- Participant Name
- IV-D Case Number
- Worker Number
- Worker Name
- County
- Date Range

9. Enter desired search criteria. 10. Click search. 11. Select desired line#.

Welcome: KYSHA L SMITH
Logout

North Carolina Child Support Services

[Home](#)

Uploaded Documents:

Select search criteria :

Enter Date from : Enter Date To :

Search

Note: Documents are deleted sixty days after the received date.

Uploaded Documents Case List - From Date: 11/01/2020 To Date: 11/14/2020

Select a radio button to view details.

Show entries

Search:

No.	Case Number	Participant Name	MPI #	Worker Id	Worker Name	County	
1.	<input checked="" type="radio"/>	80	YVETTE	77	BEAU1708	NIKKI M SMITH	Beaufort
2.	<input type="radio"/>	84	LINDSEY	81	SIVD1159	TRACY R WOOLARD	Beaufort
3.	<input type="radio"/>	88	LISA	87	DURH1062	YAHIRA SANTANA	Durham
4.	<input type="radio"/>	32	AMANDA	09	GUIL1928	MARIETA GARNER	Guilford-Greensboro
5.	<input type="radio"/>	72	MARY	69	SIVD1159	TRACY R WOOLARD	Nash
6.	<input type="radio"/>	76	MIKE	73	NASH1016	SHERRY G MITCHELL	Nash

Showing 1 to 6 of 6 entries

First <Previous →Next Last

12. Document details page opens. 13. To view/print document click blue button.

Welcome: KYSHA L SMITH
Logout

North Carolina Child Support Services

[Home](#)

Case Management Document Details

IV-D Case Number: 80
Participant MPI Number: 77
Participant Name: YVETTE

List of Uploaded Documents:

Show entries

Search:

No.	Document Name	Document Type	Document Date	Reason for Document Upload	
1.	Proof of Income.pdf	Proof of Income	11/13/2020	For Informational Purposes	<input type="button" value="View/Print"/>
2.	Court Order Doc.pdf	Domestic Violence Protection Order	11/15/2020	Information requested by worker	<input type="button" value="View/Print"/>

Showing 1 to 2 of 2 entries

First <Previous →Next Last

14. The document will open based on your browser settings. Click return to search criteria button to perform a new search.

NCDHHS Welcome: KYSHA L SMITH [Logout](#)

North Carolina Child Support Services

[Home](#)

Case Management Document Details

IV-D Case Number: 80
Participant MPI Number: 77
Participant Name: YVETTE

List of Uploaded Documents:

Show 10 entries Search:

No.	Document Name	Document Type	Document Date	Reason for Document Upload	
1.	Proof of Income.pdf	Proof of Income	11/13/2020	For Informational Purposes	View/Print
2.	Court Order Doc.pdf	Domestic Violence Protection Order	11/15/2020	Information requested by worker	View/Print

Showing 1 to 2 of 2 entries First <Previous 1 >Next Last

[Return to Search Criteria](#)

Court Order Doc.pdf Proof of Income.pdf

* Documents can be accessed for 60 days on the portal. Work all DOCS worklist in a timely fashion.