CSS ACTS Reports on Worker Portal

As of 1/31/2021, XNET will be decommissioned. The reports previously accessed via XNET will be made available on the Worker Portal. Users will still have access to XPTR via the mainframe. Instructions for accessing the reports via the Worker Portal are below.

Accessing the Reports

- 1. Logon to the CSS Worker Portal at https://css.dhhs.state.nc.us/ecwa/.
- 2. Click on "NC Child Support Portal" then use your NCID login information to access the portal.
- **3.** After entering your NCID information to login, Multi-Factor Authentication (MFA) will be required in order to proceed. You will receive a phone call prompting you to enter your MFA PIN#. This will be the same four-digit PIN# used for ACTS MFA. If you are not currently registered for MFA, please contact the Security Team at css.security@dhhs.nc.gov.
- 4. After logging in, you will use the drop-down menu, "Select Option" and click on "CSS ACTS Reports"

NCDHHS				Welco	me: <u>Logout</u>
	North Carolina Ch	ild Support S	ervices		
Home	Select Option ▼				
Welcome to North Carolina Child Support Ser	Caseworker Maintenance CSS ACTS Reports Online Child Support Applications				
I NEWS (+	Reports				

5. From the CSS ACTS Reports page, the options are "All Reports" or "My Favorites"

			Welcome: <u>Logout</u>
			<u></u> <u></u>
	North Carolina	Child Support Services	
Home	Select Option ▼		
CSS ACTS Reports			
○ All Reports			
⊖ My Favorites			

6. Clicking the button next to "All Reports" will bring you to a list of all reports that you currently have security access to.

	CSS ACTS Reports Home	
SS A	CTS Reports All Reports List	
	Report Versions	Search:
NO.	↓ Inte	Contains
1.	O DHRFKK ACTIVITIES COMP YTD	FTI
2.	O DHRFKK ACTS TRANSMITTALS	
3.	O DHRFKK ADJ/ACCT93 MONTHLY RPT	
4.	O DHRFKK ADJ/ACCT93 WEEKLY RPT	
5.	O DHRFKK ADJUSTMENT REPORT	
6.	O DHRFKK ANNUAL BOND REPORT	FTI
7.	O DHRFKK ANNUAL NOTICE OF COLLECT	
8.	O DHRFKK APS UNDER INCOME WITHHOLD	D FTI
9.	O DHRFKK ARCHIVE CASE EVENT	
10.	O DHRFKK ARCHIVE PARTICIPANT EVENT	
Showi	ing 1 to 10 of 175 entries	<pre></pre>

Note: If you need access to a report that is not currently showing on your list, please contact your Supervisor or Security Officer to request access.

On this page, you can:

- a. Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for "Show entries"
- b. Search the report by report title (full or partial) using the "Search" box
- c. Easily identify reports that contain FTI information by viewing the "Contains" column; reports containing FTI **should not** be printed, emailed, faxed or scanned
- d. Navigate the list of reports using the page numbers at bottom of the page

7. After you have located the report for query, select the button next to the report and then click on "Report Versions" as seen below:

С	SS AC	CTS Reports Home	
CSS A	стя	Reports All Reports List	
→ R	eport \	/ersions	
Snow	10 🗸	entries	Search:
No.		† Title	♦ Contains
21.	0	DHRFKK CALENDAR MONTH DISTRIBUTI	
22.	0	DHRFKK CASE COUNT W/O ORDERS	
23.	0	DHRFKK CASE COUNT WITH ORDERS	
24.		DHRFKK CASE LOAD LISTING	FTI
25.	$^{\circ}$	DHRFKK CASE LOAD LISTING SUMMARY	
26.	0	DHRFKK CASE TRACKING REPORT	
27.	$^{\circ}$	DHRFKK CASES CODED W/UINS-UINL	
28.	0	DHRFKK CASES IN PATERNITY ESTABL	
29.	$^{\circ}$	DHRFKK CASES OPENED IN ACTS	
30.	0	DHRFKK CCO AOC ORDER ERROR REPT	
Showin	g 21 t	o 30 of 175 entries	(Previous 1 2 3 4 5 18 →Next

8. The Report Versions page will display available versions or "dates" for the specific report:

			Welcome: Logout
	North Carolina Child Su	pport Services	
Home	Select Option ▼		
CSS ACTS Reports Home >> [DHRFKK CASE LOAD LISTING		
eport Versions → Report Index	→ Report Details		
Show 10 v entries		Search:	
No. $ ildet$ Version		Total Pages	
1. O 12/09/2020 15:34:52 -	Version 7	11547	
Showing 1 to 1 of 1 entries		<pre></pre>	1 →Next

Once a version is selected, you have two options of viewing this report:

- a. "Report Index" view report for a specific county
- b. "Report Details" view report for entire state

9. To select a specific county, choose a version/date of the report by clicking the button next to the version and then clicking on "Report Index":

			Welcon Logout
	North Carolina Child	Support Services	
Home	Select Option ▼		
CSS ACTS Reports Home >> [DHRFKK CASE LOAD LISTING		
Report Versions → Report Index	→ Report Details		
Show 10 V entries		Sea	arch:
No.		Total Pages	
1. 12/09/2020 15:34:52 -	Version 7	11547	
Showing 1 to 1 of 1 entries			<previous 1="" pre="" →next<=""></previous>

10. This Report Index page will list counties as well as the page numbers within the report where the specific county information can be found.

Re	eport Details		
	0 ✓ entries		Search:
NO.	↓ IIIUEX	Page	
	ALAMANCE	23 - 226	
	O ALEXANDER	227 - 268	
	O ALLEGHANY	269 - 280	
	O ANSON	281 - 336	
	ASHE	337 - 370	
	O AVERY	371 - 381	
	O BEAUFORT	382 - 473	
	O BERTIE	474 - 517	
	O BLADEN	518 - 578	
0.	O BRUNSWICK	579 - 692	

On this page, you can:

- a. Choose how many entries/reports to include on the list (10, 25, 50, or 100) by changing the drop-down menu for "Show entries"
- b. Search the report by county name using the "Search" box
- c. Navigate the list of reports using the page numbers at bottom of the page

11. To query a county, click the button next to the county name then click on "Report Details":

CS	SS AC	CTS Reports Home	>> DHRF	KK CAS	SE LOA	AD LI	ISTI	NG >:	> 12/0	09/202	20 15:3	34:52 -	- Versio	n 7												
Report	Ind	lex																								
→ Re		Details																			S	earch	:			
No.		\Rightarrow Index								÷I	Page															
1.	0	ALAMANCE								2	23 - 226															
2.	$^{\circ}$	ALEXANDER								23	227 - 268	в														
з.	0	ALLEGHANY								20	269 - 280	D														
4.	$^{\circ}$	ANSON								28	281 - 336	б														
5.	•	ASHE								33	337 - 370	D														
6.	0	AVERY								3	871 - 381	1														
7.	0	BEAUFORT								38	882 - 473	3														
8.	0	BERTIE								4	74 - 517	7														
9.	0	BLADEN								5	518 - 578	в														
10.	0	BRUNSWICK								5	579 - 692	2														
Showing	9 1 to	10 of 101 entries													<	Previous	1	2	2	3	4	5		11	<i>→</i>	Next

12. The Report Details page provides details from the selected report and county: (Note: This page will also display the statement "Tax Sensitive Information" next to the report title if the report contains FTI – this example is for training purposes only; the Caseload Listing Report does not contain FTI)

CSS ACTS Reports Hor	ne >> DHRFKI	CASE LOAD LISTI	NG >> 12/0	9/2020 15:34:	52 - Version 7 >> ASHE					
Report Details - DHR	FKK CASE	LOAD LISTIN	G - TAX S	ENSITIVE	INFORMATION					
page : 337 of (337-370)					→ Add	to Favorites	→	Download	→ Email	→ Print
Page: 337 →	Go	Search Report: E	nter Search Crite	ria	Begin Column End Colum	n Q Find	ł			
									Search:	
PROGRAM : FKAAC388			NC DEP	ARTMENT OF H	EALTH AND HUMAN SERVICE	.5		DATE:	11/27/20	
COUNTY : 009 ASHE			DIV	ISION OF SOC	IAL SERVICES			PAGE:	337	
IV-D WORKER ID:			CHI	LD SUPPORT E	NFORCEMENT					
UNIT : ENFA			CAS	E LOAD LISTI	NG (DETAIL)					
				AS OF: 11/2	7/2020					
		IV-D	EIS	CASE		ISTATE	PROC	PROC STATUS		
AP NAME	AP SS	IN CASE	CASE	TYPE	CL NAME	TYPE S	TATUS	EFF DATE	UNWORKAB	
							COLL	03/06/2019		
							COLL	02/05/2019		
							COLL	08/15/2019		
							COLL	03/02/2016		
TOT	AL CASES FOI	UNIT :		4						
page : 337 of (337-370)						→ N	ext			

On this page, you can:

- a. Add this report to your Favorites list, download the report, email or print the report
- b. Navigate the report by page number
- c. Search Entire Report (participant names, IV-D#, worker numbers, amounts, etc) *the Begin/End column fields are rarely used but can used to search specific areas/columns on the current page*
- d. Search Current Page (participant names, IV-D#, worker numbers, amounts, etc)
- e. Click "Next" on the bottom of the page to navigate to the next page of the report

Searching Within the Entire Report

1. Enter the search criteria in the "Search Report" field then press "Find":

CSS ACTS Reports Home >>	DHRFKK CAS	E LOAD LIST	ING >> 12/09)/2020 15:34:	52 - Version 7 >> ASHE			
Report Details - DHRFKK	CASE LOA	D LISTIN	IG					
page : 337 of (337-370)					→ Add te	→ Favorites	Download	→ Email → Print
Page: 337 → Go	Sea	arch Report: E	inter Search Criter	ia	Begin Column End Column	Q Find		
								Search:
PROGRAM : FKAAC388			NC DEPA	RTMENT OF H	EALTH AND HUMAN SERVICES		DATE:	11/27/20
COUNTY : 009 ASHE			DIVI	SION OF SOC	IAL SERVICES		PAGE:	337
IV-D WORKER ID:ASHE			CHIL	D SUPPORT E	NFORCEMENT			
UNIT : ENFA			CASE	LOAD LISTI	NG (DETAIL)			
				AS OF: 11/2	7/2020			
		IV-D	EIS	CASE		ISTATE PROC	PROC STATUS	
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE STATUS	EFF DATE	UNWORKAB
							03/06/2019	
						COLL	02/05/2019	
						COLL	02/03/2019	
						COLL	03/02/2016	
						0011	00, 02/2010	
TOTAL CA	SES FOR UN	IT :		4				
page : 337 of (337-370)						→ Next		

2. This search will display line items to show how many times that specific search criteria is found in the report. A future enhancement will also display page numbers for the specified search.

CSS ACTS Reports Home >	> DHRFKK CASE LOAD LISTING >> 12/09/20	20 15:34:52 - Version 7 >> ASHE	
Report Details - DHRFK	CASE LOAD LISTING		
Page: 337 → G	o Search Report: WORK0000	Begin Column End Column Q Find	ł
			Search:
IV-D WORKER ID:.	CHILD S	UPPORT ENFORCEMENT	Search:
IV-D WORKER ID:. IV-D WORKER ID:		UPPORT ENFORCEMENT UPPORT ENFORCEMENT	Search:
	CHILD S		Search:
IV-D WORKER ID:	CHILD SU CHILD SU	UPPORT ENFORCEMENT	Search:
IV-D WORKER ID: IV-D WORKER ID:.	CHILD S CHILD S CHILD S	UPPORT ENFORCEMENT UPPORT ENFORCEMENT	Search:
IV-D WORKER ID: IV-D WORKER ID: IV-D WORKER ID:	CHILD S CHILD S CHILD S CHILD S	UPPORT ENFORCEMENT UPPORT ENFORCEMENT UPPORT ENFORCEMENT	Search:
IV-D WORKER ID: IV-D WORKER ID: IV-D WORKER ID: IV-D WORKER ID:	CHILD S CHILD S CHILD S CHILD S CHILD S	UPPORT ENFORCEMENT UPPORT ENFORCEMENT UPPORT ENFORCEMENT UPPORT ENFORCEMENT	Search:

page : 1 of 1

3. After your search is complete, enter the page number you want to return to and click "Go" to return to Report Details.

CSS ACTS Reports Home >> DHRFK	<pre>< CASE LOAD LISTING >> 12/09/2020 15:34:52 - Version 7 >> ASHE</pre>	
Report Details - DHRFKK CASE	LOAD LISTING	
Page: 337 → Go	Search Report: WORK0000 Begin Column End Column Find]
		Search:
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT	Search:
IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT	Search:
		Search:
IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT	Search:
IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT	Search:
IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT	Search:
IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015 IV-D WORKER ID:ASHE1015	CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT CHILD SUPPORT ENFORCEMENT	Search:

page : 1 of 1

Searching Current Page Only

1. If you are searching for specific information on a page (participant name, IV-D# case type, processing status, or unworkable code), use the "Search" box shown below:

CSS ACTS Reports Home	>> DHRFKK CAS	E LOAD LIS	TING >> 12/09	/2020 15:34:5	2 - Version 7 >> ASHE					
Report Details - DHRFK	K CASE LOA	D LISTII	NG							
page : 337 of (337-370)					→ Add	to Favorites	→	Download	-> Email	→ Print
Page: 337 →	Go Sea	rch Report: [Enter Search Criter	ia	Begin Column End Column	n Q Fi	nd			
									Search:	
PROGRAM : FKAAC388			NC DEPA	RTMENT OF HE	ALTH AND HUMAN SERVICE	s		DAT		
COUNTY : 009 ASHE			DIVI	SION OF SOCI	AL SERVICES			PAGE:	337	
IV-D WORKER ID:ASHE1004			CHIL	D SUPPORT EN	FORCEMENT					
UNIT : ENFA			CASE	LOAD LISTIN	G (DETAIL)					
				AS OF: 11/27	/2020					
		IV-D	EIS	CASE		ISTATE	PROC	PROC STATUS		
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE	STATUS	EFF DATE	UNWORKAB	
							COLL	03/06/2019 02/05/2019		
							COLL	02/03/2019		
							COLL	03/02/2016		
								11, 12, 2010		
TOTAL	CASES FOR UNI	Τ:		4						
page : 337 of (337-370)						\rightarrow	Next			

2. Enter the search criteria and the results will appear if available:

In this example, we searched for "DELQ" cases to filter the report to that status only for this specific page:

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >> 12/09/2020 15:34:52 -	Version 7 >> ASHE				
Report Details - DHRFKK CASE LOAD LISTING				This report is ir	your Favorites
page : 350 of (337-370)		→	Download	→ Email	→ Print
Page: 350 → Go Search Report: Enter Search Criteria	Begin Column End Column	Q Find			
				Search: delq	×
		DELQ	06/01/2020		
		DELQ	06/01/2020		
		DELQ	03/02/2020	UINS	
		DELQ	05/01/2020		
		DELQ	10/01/2020		
		DELQ	11/02/2020		
		DELQ	11/02/2020		
		DELQ	11/02/2020 10/01/2020		
		DELQ	10/01/2020		
		DELQ	10/01/2020		
		DELQ	10/01/2020		
		DELQ	11/02/2020		
		DEDQ	11/02/2020		
page : 350 of (337-370)	Previous	→ Next			

Adding Reports to Favorites

1. From the Report Details page, click "Add to Favorites"

CSS ACTS Reports Home	>> DHRFKK CAS	E LOAD LISTIN	G >> 12/09/	2020 15:34:52 -	Version 7 >> ASHE					
Report Details - DHRFK	K CASE LOA	D LISTING	ì							
page : 337 of (337-370)					→ Add t	to Favorites	→	Download	→ Email	→ Print
Page: 337 →	Go Sea	rch Report: Ente	er Search Criteria	1	Begin Column End Column	Q Fi	nd			
									Search:	
PROGRAM : FKAAC388			NC DEPAR	TMENT OF HEALD	PH AND HUMAN SERVICES	3		DATE:	11/27/20	
COUNTY : 009 ASHE			DIVIS	ION OF SOCIAL	SERVICES			PAGE:	337	
IV-D WORKER ID:			CHILD	SUPPORT ENFOR	CEMENT					
UNIT : ENFA			CASE	LOAD LISTING	(DETAIL)					
			А	S OF: 11/27/20	020					
		IV-D	EIS	CASE		ISTATE	PROC	PROC STATUS		
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE	STATUS	EFF DATE	UNWORKAB	
						_	COLL	03/06/2019		
							COLL	02/05/2019		
						_	COLL	08/15/2019		
							COLL	03/02/2016		
momat	CASES FOR UNI	m .		4						
TOTAL	CASES FOR UNI	± •		7						
page : 337 of (337-370)						→	Next			

2. A message will appear to indicate the report has been added to your Favorites:

CSS ACTS Reports Home >> [OHRFKK CASE LOAD LISTI	NG >> 12/09	/2020 15:34:52	2 - Version 7 >> ALAMANCE					
Report Details - DHRFKK C	CASE LOAD LISTIN		port successfully	r added to favorites list.				This report is i	n your Favorites
page : 23 of (23-226)						→	Download	→ Email	→ Print
Page: 23 Go	Search Report: En	ter Search Criter	ia	Begin Column End Column	Q Fin	d			
								Search:	
PROGRAM : FKAAC388		NC DEPA	RTMENT OF HE	ALTH AND HUMAN SERVICES			DATE:	11/27/20	
COUNTY : 001 ALAMANCE		DIVI	SION OF SOCI	AL SERVICES			PAGE:	23	
IV-D WORKER ID:		CHIL	D SUPPORT EN	FORCEMENT					
UNIT : ENFA		CASE	LOAD LISTIN	G (DETAIL)					
			AS OF: 11/27.	/2020					
	IV-D	EIS	CASE		ISTATE	PROC	PROC STATUS		

3. From the Home Page, reports added to favorites can then accessed by selecting "My Favorites": *Note: You must add reports individually to build the reports under "My Favorites"*

6 NCDHHS			Welcome: TANYA L GLENN Logout
	North Carolin	a Child Support Services	
Home	Select Option ▼		
CSS ACTS Reports			
○ All Reports ● My Favorites			

Downloading the Report

1. From the Report Details page, you have the option to download the report to text file by clicking on "Download":

CSS ACTS Reports Home >>	DHRFKK CAS		IG >> 12/09/	2020 15:34:52	2 - Version 7 >> ASHE				
Report Details - DHRFKK	CASE LOA	DLISTING	G					_	
page : 337 of (337-370)					→ Add to	Favorites	-> Download	→ Email	→ Print
Page: 337 → Go	Sea	rch Report: En	er Search Criteria	1	Begin Column End Column	Q Find			
								Search:	
PROGRAM : FKAAC388			NC DEPAR	TMENT OF HEA	ALTH AND HUMAN SERVICES		DATE:	11/27/20	
COUNTY : 009 ASHE			DIVIS	ION OF SOCIA	AL SERVICES		PAGE:	337	
IV-D WORKER ID:			CHILD	SUPPORT END	FORCEMENT				
UNIT : ENFA			CASE	LOAD LISTING	G (DETAIL)				
			A	s of: 11/27/	/2020				
		IV-D	EIS	CASE		ISTATE PRO	C PROC STATUS		
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE STAI	US EFF DATE	UNWORKAB	
						COI			
						COI			
						COI			
						COI	L 03/02/2016		
TOTAL C	ASES FOR UNI	Τ:		4					
nage : 337 of (337-370)						-> Next	7		

2. After clicking "Download", a window will appear for download options. You can download the entire report or choose specific pages; click "Continue" after selecting pages for download:

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >:		
	Download Report	
Report Details - DHRFKK CASE LOAD LISTING - 1	Download: O Entire Report Specific Pages Start Page: 337	This report is in your Favorites
page : 337 of (337-370)	End Page: 370 ×	wnload → Email → Print
Page: 337 Go Search Report: Enter Sea	page : (337-370) → Continue	
	Note: Can download maximum of 5000 pages.	Search:
PROGRAM : FKAAC388 N		DATE: 11/27/20
COUNTY : 009 ASHE	DIVISION OF SOCIAL SERVICES	PAGE: 337
IV-D WORKER ID:ASHE1004	CHILD SUPPORT ENFORCEMENT	

3. After clicking "Continue", a window will appear to confirm the pages for download; click "Download" to continue or "Cancel" to cancel the download request.

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >:	Download Report	
Report Details - DHRFKK CASE LOAD LISTING - 1	Download: O Entire Report Specific Pages Start Page: 337	This report is in your Favorites
page : 337 of (337-370)	End Page: 370	wnload - Email - Print
Page: 337 Go Search Report: Enter Sea	page : (337-370) → Continue Back	
		Search:
PROGRAM : FKAAC388 N	Confirm Download!	DATE: 11/27/20
COUNTY : 009 ASHE	Do you want to download 34 pages ?	PAGE: 337
IV-D WORKER ID:ASHE1004 UNIT : ENFA	DOWNLOAD CANCEL	
	DOWNLOAD CANCEL	

4. Once you confirm the download, there will be an option to Open or Save the report.

Emailing the Report

1. From the Report Details page, you have the option to email the report to your email. Reminder: Reports containing FTI should not be printed, emailed, faxed, or scanned!

Report Details - DHRF										
	AR CASE LOA	DLISII	IG							
page : 337 of (337-370)					→ Add	d to Favorites	→	Download	→ Email	→ F
Page: 337 →	Go Sea	rch Report:	Enter Search Crite	ria	Begin Column End Colur	nn Q F	ind			
									Search:	
PROGRAM : FKAAC388			NC DEPA	RTMENT OF HE	ALTH AND HUMAN SERVIC	ES		DATE:	11/27/20	
COUNTY : 009 ASHE				SION OF SOCI				PAGE:	337	
IV-D WORF				D SUPPORT EN						
	IT : ENFA CASE LOAD LISTING (DETAIL)									
UNIT : ENFA				AS OF: 11/27	/2020					
UNIT : ENFA				AS OF: 11/27	/2020					
UNIT : ENFA		IV-D		AS OF: 11/27 CASE	/2020	ISTATE	PROC	PROC STATUS		
UNIT : ENFA AP NAME	AP SSN	IV-D CASE			/2020 CL NAME	ISTATE TYPE	PROC STATUS	EFF DATE	UNWORKAB	
	AP SSN		EIS	CASE	CL NAME		STATUS	EFF DATE		
	AP SSN		EIS	CASE	CL NAME ROL B		STATUS COLL	EFF DATE 03/06/2019		
	AP SSN		EIS	CASE	CL NAME		STATUS COLL	EFF DATE		

2. After clicking "Email", a window will appear for email options; your work email will automatically populate based on your NCID profile. You cannot forward this report to another email for security purposes. You will enter the "Start Page" and "End Page" for email then click "Continue":

CSS ACTS Reports Home >>	DHRFKK CASE LOAD LISTING >:	Send Email	
Report Details - DHRFKK	CASE LOAD LISTING - T	Email: I@DHHS.NC.GOV Start Page: 337 End Page: 370 ×	This report is in
Page: 337 → Go	Search Report: Enter Sea	page : (337-370)	
PROGRAM : FRAAC388 COUNTY : 009 ASHE	N	DIVISION OF SOCIAL SERVICES	Search:

3. After clicking "Continue", a window will appear to confirm the pages for email; click "Email" to continue or "Cancel" to cancel the email request:

	me >> DHRFKK CASE LOAD LISTING >:			
		Send Email		
Report Details - DHR	FKK CASE LOAD LISTING - 1			
		Confirm Email!		
page : 337 of (337-370)		Do you want to Email 34 pages ?		nload -> Email -> Print
Page: 337	Go Search Report: Enter Sea	EMAIL	CANCEL	
				Search:
PROGRAM : FKAAC388	N			
		DIVISION OF SOCIAL SERVICES		
IV-D WORKER ID:ASHE1004	1			

4. After clicking "Email", you will be returned to the Report Details page where a message will appear to confirm that the report has been sent by email:

	North Ca	olina Child Support Services				
Home	Select Option ▼					
CSS ACTS Reports Home >> DHR	FKK CASE LOAD LISTING >> 12/09/20	20 15:34:52 - Version 7 >> ASHE				
Report Dataila DUREKK CAS					This : : : : :	n your Favorites
Report Details - DHRFKK CAS	leport Details - DHRFKK CASE LOAD LISTING					
		Report sent to email				
page : 337 of (337-370)			-	Download	→ Email	-> Print
Page: 337 → Go	Search Report: Enter Search Criteria	Begin Column End Column	Q Find			
					Search:	
PROGRAM : FRAAC388	NC DEPARTM	ENT OF HEALTH AND HUMAN SERVICES		DATE:	11/27/20	
COUNTY : 009 ASHE	DIVISIC	N OF SOCIAL SERVICES		PAGE:	337	
IV-D WORKER ID:	CHILD S	UPPORT ENFORCEMENT				
UNIT : ENFA		AD LISTING (DETAIL)				
	AS	OF: 11/27/2020				
	IV-D EIS	CASE	ISTATE PROC	PROC STATUS		

Printing the Report

1. From the Report Details page, you have the option to print the report. Reminder: Reports containing FTI should not be printed, emailed, faxed or scanned!

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >> 12/09/2020 15:34:52 - Version 7 >> ASHE										
Report Details - DHRFM	K CASE LOA	D LISTING	i							
page : 337 of (337-370)					→ Add to	Favorites	→	Download	→ Email	→ Print
Page: 337 →	Page: 337 → Go Search Report: Enter Search Criteria Begin Column End Column C Find									
									Search:	
PROGRAM : FKAAC388			NC DEPAR	TMENT OF HEALS	TH AND HUMAN SERVICES			DATE:	11/27/20	
COUNTY : 009 ASHE			DIVIS	ION OF SOCIAL	SERVICES			PAGE:	337	
IV-D WORKER ID:			CHILD	SUPPORT ENFOR	RCEMENT					
UNIT : ENFA				LOAD LISTING						
			А	S OF: 11/27/20	020					
		IV-D	EIS	CASE		ISTATE I	PROC	PROC STATUS		
AP NAME	AP SSN	CASE	CASE	TYPE	CL NAME	TYPE 81	TATUS	EFF DATE	UNWORKAB	
						(COLL	03/06/2019		
						(COLL	02/05/2019		
						(COLL	08/15/2019		
						(COLL	03/02/2016		
TOTAL CASES FOR UNIT : 4										
page : 337 of (337-370)						→ Ne	ext			

2. After clicking "Print", a window will appear for print options; your assigned printer will automatically populate based on your NCID profile; you will enter the "Start Page" and "End Page" for print then click "Continue":

CSS ACTS Reports Home >> DHRFKK C		-
Report Details - DHRFKK CASE LO	Print DAD LISTING - 1 Printer Id: Page: 337 End Page: 370	This report is in your Favorites
page : 337 of (337-370) 	page : (337-370) → Continue & Back	wnload Email Print
		Search:
PROGRAM : FRAAC388 COUNTY : 009 ASHE IV-D WORKER ID:ASHE1004 UNIT : ENFA	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SOCIAL SERVICES CHILD SUPPORT ENFORCEMENT CASE LOAD LISTING (DETAIL) AS OF: 11/27/2020	DATE: 11/27/20 PAGE: 337

3. After clicking "Continue", a window will appear to confirm the pages for print; click "Print" to continue or "Cancel" to cancel the email request

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING	Print	
Report Details - DHRFKK CASE LOAD LISTING	Distant de DACO	This report is in your Favorites
	Confirm Print! Do you want to Print 34 pages ?	mis report is in your ravorices
page : 337 of (337-370)	PRINT CANCEL	wnload - Email - Print
Page: 337 Go Search Report: Enter	→ Continue 🛛 🗶 Back	
		Search:
PROGRAM : FKAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES	
COUNTY : 009 ASHE		

4. After clicking "Print", you will be returned to the Report Details page where a message will appear to confirm that the report has been printed:

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >> 12/09/2020 15:34:52 - Version 7 >> ASHE						
Report Details - DHRFKK CASE LOAD LISTER.						
page : 337 of (337-370)	Report sent to PRINT	-> Dov	wnload - Email - Pr	rint		
Page: 337 → Go	Search Report: Enter Search Criteria Begin Column End Column	C Find				
			Search:			
PROGRAM : FKAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES		DATE: 11/27/20			
COUNTY : 009 ASHE	DIVISION OF SOCIAL SERVICES	PAGE: 337				
IV-D WORKER ID:	CHILD SUPPORT ENFORCEMENT					
UNIT : ENFA	CASE LOAD LISTING (DETAIL)					
	AS OF: 11/27/2020					

Using Breadcrumbs

1. Breadcrumbs run across the top of the page to provide links back to previous pages that have been navigated.

CSS ACTS Reports Home >> DHRFKK CASE LOAD LISTING >> 12/09/2020 15:34:52 - Version 7 >> ALAMANCE					
Report Details - DHRFKK CASE L	This report is in your Favorites				
	Report successfully added to favorites list.				
page : 23 of (23-226)	→	Download → Email → Print			
Page: 23 Go	Search Report: Enter Search Criteria Begin Column End Column A				
		Search:			
PROGRAM : FRAAC388	NC DEPARTMENT OF HEALTH AND HUMAN SERVICES	DATE: 11/27/20			
COUNTY : 001 ALAMANCE	DIVISION OF SOCIAL SERVICES PAGE: 23				
IV-D WORKER ID:ALAM1002 CHILD SUPPORT ENFORCEMENT					
UNIT : ENFA	CASE LOAD LISTING (DETAIL)				
AS OF: 11/27/2020					
	IV-D EIS CASE ISTATE PROC 1	PROC STATUS			

2. Clicking on any link from the breadcrumbs will return you that specific page. In this example, we have clicked on the breadcrumb for CSS ACTS Report Home:

6	NCDHHS		Welcome: TANYA L GLENN Logout			
North Carolina Child Support Services						
	Home	Select Option ▼				
CSS /	ACTS Reports					
	○All Reports ○My Favorites					

Note: For best results in navigating through the reports, please use breadcrumbs, not the browser navigation buttons.

If you have any further questions, please contact the Policy and Training Unit at <u>cse.training@dhhs.nc.gov</u>.