



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

October 18, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Multi-Factor Authentication (MFA) for Virtual Private Network (VPN)

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

The North Carolina Department of Information Technology (DIT) is phasing in Multi-Factor Authentication (MFA) for Virtual Private Network (VPN). MFA provides an additional layer of security by combining two methods of verifying users' identity for login to information systems.

Child Support staff members **who work remotely** and use VPN to access the Automated Collection and Tracking System (ACTS) are already registered for MFA. They will use their **same 4-digit MFA PIN they are currently using for ACTS and the same phone call method to authenticate VPN.**

DIT will contact each county to advise when MFA for VPN will become effective along with instructions on how to register for MFA. **Child Support staff will not need to register again.** See attached guide on how to authenticate MFA for VPN.

To report a VPN change or if you have questions, please contact CSS Security at [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Carla L. West

Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional CQI Specialist  
CSS\_21\_53

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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