

FAQ

Q. Can I use my home computer? What computer requirements are necessary to use Beacon?

A. The Beacon portal can be accessed over the Internet but only the Microsoft Internet Explorer browser versions 6 SP1 and 7 are supported by Beacon. Other browsers, such as FireFox, can be used but we have seen some prolonged delays in loading and processing Beacon web pages. Macintoshes are not supported (but loading a FireFox browser on a Mac has been reported to work with the Beacon site).

Other requirements:

Operating system -- Windows 2000, Windows XP, Windows Vista

Adobe Reader version 5 or higher

Browser – IE 6 SP1 or IE 7

Pop-Up blocker deactivated or exceptions Beacon setup (see FAQ – How to setup your Pop-Up blocker to allow Beacon sites).

Allow temporary session cookies

Java – JRE: 1.5 or higher

Please be aware that because you can access Beacon from the Internet does not mean that it is always safe to do so. Do not use public computers or unencrypted wireless connections in public settings. These rarely monitored devices can contain hardware or software designed to capture keystrokes or transmissions from the computer. Your userid and password could be compromised. If you have to use a public machine, you should change your NCID password as soon as you can from a work computer or other safe computer.

Q. How do I set the Pop-Up blocker in IE 7 and prevent the annoying messages about allowing pop-ups.

A. Click on “Tools”, then on “Pop-Up Blockers”, then on “Pop-Up Blocker Settings”; now enter the following in the “Addresses to Allow” window:

*.nc.gov

*.state.nc.us

*.ncssm.edu (if you are setting up your school computer).

Click on “Add” after typing in each of the above. Click on “Close” when finished.

Q. I need help with Beacon. Where do I go?

A1. If you can not log into the Beacon web site:

1. Check your NCID userid and password – try connecting to the NCID web site – <https://ncid.nc.gov>. You can request your userid and/or password from that site. If you have forgotten your password, you will have to answer 3 of the 5 challenge questions you selected when you registered).

2. If you are still having problems logging in or obtaining your userid or password, contact your NCID administrator in ITS (Bill, Nelson, Richard). We can give you your NCID userid and reset your password to a temporary one to allow you to login to NCID and reset it. If you can't remember the answers to the challenge questions, you can also reset those.

3. If we can't resolve the issue, we will contact Beacon BEST help or ITS NCID help desk for a solution.

A2. Changes to benefits, time sheets, personal information and other items can be made by logging into the ESS (Employee Self Service) Beacon portal. If you are unable to resolve problems or need help your payroll and leave items contact the following:

- | | |
|-----------------|--------------------------------------|
| 1. Benefits | – Human Resources -- Linwood Stewart |
| Personal Info | – Human Resources -- Linwood Stewart |
| Leave | – Human Resources -- Linwood Stewart |
| 2. Time | -- Business Office -- Hedi Lang |
| 3. General Info | -- Human Resources |

A3. If your issues can't be resolved locally, BEST (Beacon Enterprise Support Team) will be contacted and a resolution sort from them.

Q. What is the difference between the Employee ID and the NCID in the Beacon system.

A. As the BEACON project team has been informing state employees about the new system, there has been some confusion regarding the differences between an Employee ID number and an employee's NCID. Following is information to help employees understand these differences.

Employee ID

The Employee ID is an 8-digit number that is generated and assigned to each state employee by the North Carolina Retirement Systems when that employee begins state service. It is designed to help phase out the use of Social Security Numbers as a means of identification for security purposes. Employees in BEACON-impacted agencies will use this number to identify themselves when calling the BEACON Enterprise Support Team (BEST) Shared Services Center. Do not use this number as your NCID user name when logging into Beacon or NCID.

Example of an Employee ID for Suzy Q. Carolina: 27488269

NCID

The NCID is a means of identification allowing state employees access to various systems. The Office of Information Technology (ITS) oversees the NCID program. Employees in BEACON-impacted agencies will use the NCID to access the BEACON Portal (ESS, MSS and GUI). Your NCID may be a combination of your first and last name, your first and middle initial and last name, or some other combination depending on the frequency with which your name appears among state government employees.

Example of an NCID for Suzy Q. Carolina: sqcarolina

Q. The font size in My Beacon is too small. How can I increase the size of the font?

A. The font size in Internet Explorer can be increased to make the page more readable. Go to this url for the instructions:

http://www.ncosc.net/BEST/support/tech/BEACON_How_to_Change_Font_Size.pdf