

Getting Started

For State & Local Government Users

Requesting a New NCID Account:

You will need to contact your delegated administrator to create your account. If you do not know the name of your administrator, you may look up his or her contact information by clicking on the:

1. NCID Administrators links on the NCID home page:
<https://www.ncid.its.state.nc.us/>
or
2. Self-Registration link on the NCID Login screen:
<https://ncid.nc.gov>.

Note: As you advance through the Self-Registration screens, the system will alert you that your organization/division does not allow self-registration. The screen will display your administrator's contact information so you can request an account.



Setting Up Your New Account:

1. Your DA will notify you when your account is created, and provide you with your User ID and a temporary password. Use these credentials to log in to NCID (<https://ncid.nc.gov>).

Important!

- Your account will be removed from the system if you do not claim it (setup) within 14 days of it being created .
- If you cannot view all of the text or buttons on the Login screen, you may need to reduce the font size. In Internet Explorer, click on the **View** menu, and select the **Text Size** option. Click on the desired size (i.e.: Medium).

2. A message alerts you that your [temporary] password has expired and you must change it. Click on **Change Password** to continue.
3. The "Change Password" screen is displayed. Enter a password in the "New Password" field, and retype it in the "Re-enter New Password" field.

Note: The screen indicates whether the password complies with the State's password policy. As you type the password, each requirement listed on the screen turns from red to green and the screen displays either  or  to indicate whether the password has met each policy requirement.

5. Click on **Change Password**.
6. The "Setup Security Questions" screen is displayed. You must answer five (5) challenge questions. Select a question from each dropdown menu, and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- Do not write down your answers.

7. Click on **Save Responses**.
8. The "NCID Logout" screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.
9. The **Continue** link appears when the password synchronization is complete. Click on the link to log back

into NCID-NG, if you need to manage your account or perform any other tasks, or you can continue to the application that you are trying to access. For security reasons it is recommended that you close this browser window.

Note: You will receive email notification that your challenge questions and responses have been updated.

Using "Forgot Your Password" Feature:

Important!

- This feature will be unavailable if your account is locked. You may attempt to reset your password after one hour, or contact your administrator or the Service Desk for immediate assistance.
- Additionally, you will not be able to use this feature if you have recently changed your password. A password must be used for 15 days before it can be changed.

1. On the "NCID Login" screen, type your User ID in the "User ID" field, and then click on the **Forgot Your Password** link.
2. The "Forgotten Password" screen is displayed and shows your User ID in the "User ID" field. Click on **Get Questions**.
3. The "Forgotten Password – Challenge Questions" screen is displayed. Answer the three (3) challenge questions presented on the screen, and then click on **Login**.
4. The "Change Password" screen is displayed. Enter a password in the "New Password" field, and re-type it in the "Re-enter New Password" field.
5. Click on **Change Password**.

6. The “NCID Logout” screen is displayed. Wait a few seconds while the password is synchronized across the applications that you are permitted to access.
7. The **Continue** link appears when the password synchronization is complete. Click on it to log in to NCID again.

Note: You will receive email notification that your password has been updated.

Recovering Your User ID:

1. On the “NCID Login” screen, click on the **Forgot Your User ID** link to display the “User Lookup” screen .
2. Enter the requested information so that the system can verify your identity. The information you enter is not case-sensitive.
3. Click on **Search**. You will receive your User ID in a message to the email address that is associated to your account.

Resetting Your Password

1. Log in to NCID. On the main screen, click on the **Change Password** link.
2. The “Change Password” screen is displayed. Please refer to the “Using Forgot Your Password Feature” section (steps 4-6) for detailed instruction.

Managing Your Challenge Questions

1. Log in to NCID. On the main screen, click on the **Manage Challenge Questions** link.
2. The “Setup Security Questions” screen is displayed. Please refer to the “Setting Up Your New Account” section (steps 6-9) for detailed instruction.

Updating Your Account Information:

1. Log in to NCID. On the “Identity Self-Service” tab, click on the “Update My Account” link in the menu located on the left side of your screen.

2. The “Self-Service Account Update” screen is displayed. You may update information that does not appear as read-only (grayed-out) text.

Note: You will not be able to modify your email address if it is linked to the State’s Exchange email system.

3. Click on **Update Profile** to save your changes. If you attempt to save changes without entering required information the screen will indicate the problem field(s) in **bold red**.

Note: If you updated your email address, you will receive a notification of the change to both your previous email address and your new email address.

Viewing Your Administrator’s Contact Info:

1. Log in to NCID. On the “Identity Self-Service” tab, click on the **View My Administrators** link in the menu located on the left side of your screen.
2. The “View My Administrators” screen is displayed. Look at the “Administrator Contact Info” section to see a list of names and telephone numbers for administrators in your organization, division and/or section.

Checking Your Password Sync Status:

1. Log in to NCID. On the “Identity Self-Service” tab, click on **Password Sync Status** in the menu located on the left side of your screen.
2. The “Check Password Synchronization Status” screen is displayed. Full-colored icons indicate applications for which the password is synchronized. Dimmed icons indicate applications that are not yet synchronized.

Notes:

For comprehensive information, please refer to the *NCID-NG User Guide* at: <https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp>

