

## Tips for Success for BEACON Group Two Agency Employees

### NCID Issues

- All NCID users must register *and* receive confirmation that their registration is successful. To register for an NCID, visit <https://ncid.nc.gov>.
- Be sure that if you register early in order to prepare for go-live, you remember your password and challenge questions. **If you registered for your NCID more than 90 days before the April 1 go-live date, be on the lookout for an e-mail reminding you to change your password.** NCID is set up so that your password expires *every* 90 days and must be changed for an employee's account to remain active.
- You should verify that the last name associated with your NCID account is the correct name and is spelled correctly. You should also verify your date of birth and SSN.
- See your NCID Administrator if you are having problems with NCID registration or your account. BEST is equipped to assist with NCID registration as necessary, but cannot maintain or change NCID account information for a user.
- If, for any reason, you have more than one NCID account, please work with your NCID Administrator so you know which account is the one that BEACON will be using.

### BEACON Portal Authentication

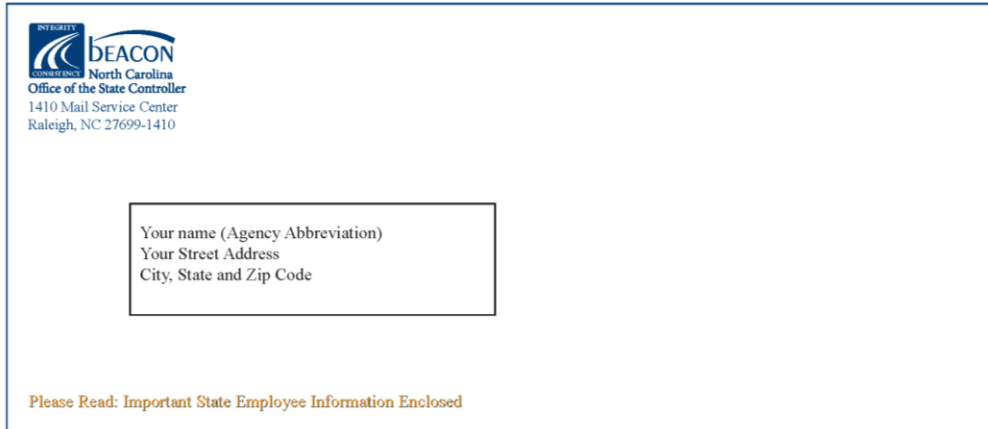
- All Group Two employees are encouraged to authenticate in the BEACON Portal before the April 1 go-live date. Employees can authenticate their account by visiting <https://mybeacon.nc.gov> and entering their NCID and password.
- Step-by-step instructions on how to authenticate in the BEACON Portal are included on the attached flyer.
- **Three conditions must be met before an employee can authenticate:**
  - The employee must have successfully registered for an NCID. Registration is not complete until a confirmation e-mail is received from an NCID Administrator indicating that the account has been activated.
  - The employee's last name must match the last name on the NCID account.
  - The employee must know his/her NCID user name and password. BEST Shared Services cannot maintain NCIDs for BEACON users.
- Once authenticated, Group Two employees will be ready to access the portal on April 1.

### Employee Self Service (ESS) Navigation

- ESS training is available at [www.beacon.nc.gov/training](http://www.beacon.nc.gov/training).
- Although employees are encouraged to take the online training courses prior to go-live, the courses will remain online through go-live and beyond.
- Once Group Two agencies go live with BEACON, employees may benefit from taking the training course because they should be more familiar with the system.

## Lost Employee or Incorrect Employee ID Cards

- Group Two Employee ID cards will be mailed in March. Please tell your employees to be on the lookout for an envelope with the BEACON logo in the return address field, as some cards were mistaken for junk mail and were discarded. The printed portion of the envelope will look like this:



- Employees who lose their cards or whose cards contain incorrect information should contact BEST Shared Services. Replacement printings will run on a monthly basis.
- Cards will be mailed to the employee's address currently on file with the State. Whenever possible, please encourage your employees to verify their home addresses with someone in your agency's human resources department. Any returned cards will come back via the Postal Service to BEST Shared Services. BEST agents will work with your agency's human resources department to redistribute the card.

Visit [www.ncosc.net/best](http://www.ncosc.net/best) for more BEACON HR/Payroll system support information.