

CJLEADS User Administrator

System Highlights

As a CJLEADS Administrator, you have access to 3 different systems which allow you to administer a user's access and roles. This document is a highlight of the three systems and the functions they house.

NCID:

This is the North Carolina Identity Management system. This system is used for account maintenance. NOT CJLEADS maintenance, but user account maintenance. The list below are the functions that will require you to log into NCID.

- Create a NCID for a user
 - o User accounts are needed for all CJLEADS users. An account must be created for users who already completed CJLEADS training and new CJLEADS users coming to your agency.
- Update a NCID for a user
- Reset a user password
 - o Remember this is a temporary password if reset by the admin. The user must first log into NCID and make it permanent before logging into CJLEADS.
- Unlock a NCID account
- Reactivate Employee account
 - o Accounts that are in a Disabled status must be reactivated before being reset or unlocked.
- Deactivate Employee account
 - o If a user leaves the agency for any reason or is out for long term leave the account should be deactivated.
- Archive Employee account
 - o Any user who has left the agency with no plans to return should have their NCID account archived. The account must first be Deactivated before being Archived.
- Promote or Demote Delegated administrator
 - o This is used to promote or demote new NCID Admins for your agency. Only existing admins with your agency can perform this task. There is a separate user reference document with instructions on how to do this.

CJLEADS User Administration Utility Tool:

The CJLEADS user admin tool is used to only administer CJLEADS access. As the administrator, you will log into the CJLEADS admin tool to check the box to allow access or uncheck the box to take access away. The admin tool will also allow you to change a users role if needed.

Multifactor Authentication Portal:

It is rare that you will have to use the multifactor authentication portal (MFA Portal) for a user. A user sets up their own MFA information after you grant CJLEADS access from the CJLEADS admin tool.

The only time an admin will need to assist a user is they need help changing their number or method of their MFA. The user can ask for assistance with these actions. The admin will log into the MFA portal and navigate to the *Find User* option on the option in the menu on left hand side of screen. The admin can search for the user and update the MFA information as needed.

As stated, this is rare. CJLEADS staff have made supporting videos to walk CJLEADS users and CJLEADS admins through this process. These can be found on our website, <https://it.nc.gov/cjleads>.