

**NCID Citizen Identity – Frequently Asked Questions**  
**Last updated on 2023/07/19**

## Cutover

1. What is Cutover?

Answer: A point in time when all External identities would be migrated from NCID eDirectory to Simeio-Ping Directory in Production.

2. How long with the Cutover take and what time will it start?

Answer: We will follow published DIT Change Control Process and communicate to agencies a month in advance. It is hard to predict how long the cutover process will actually take, but we plan to start on Friday August 11<sup>th</sup> 2023 at 6pm and plan to complete on Sunday August 13<sup>th</sup>.

3. Is there a way to do a phased cutover?

Answer: We have to migrate all external accounts at cutover. We cannot do a phased cutover of accounts. We have tried to minimize the impact to the applications. At cutover, HTTP proxy and SAML applications would still be on NCID side. After cutover, as part of the next phase, we will work with these HTTP proxy and SAML applications to migrate over to use Simeio solution.

4. Is the Production Cutover date set in stone?

Answer: No. We had originally targeted this for 10<sup>th</sup> March 2023. It was moved to 21<sup>st</sup> May 2023. But we are dependent on the readiness of all agency applications integrating with NCID to move forward with the cutover. This has now been scheduled for 13<sup>th</sup> August 2023.

5. How will the Cutover impact Individual and Business NCID Users?

Answer: Currently individual and business users go to NCID portal (<https://ncid.nc.gov>) to register for an NCID account, or to make a profile change or for any self-service such as account unlock. After cutover, they would have to go to MyNCID Portal (<https://myncid.nc.gov>).

6. Will the external users be removed from NCID eDirectory after Cutover once these accounts are migrated to Simeio-Ping Directory?

Answer: Yes, we do have a plan to remove external users from NCID eDirectory, but a couple of months after Cutover. At Cutover, we are simply migrating external NCID accounts from NCID eDirectory to Simeio Ping Directory.

7. Will service accounts be migrated over from NCID eDirectory at cutover to Simeio?

Answer: We are only migrating Individual and Business User accounts from NCID to Simeio. Service accounts are not Individual or Business user accounts. We will import the service accounts to the Simeio side but ACLs can't be imported. These accounts can authenticate against Simeio Directory using existing passwords (pass-through) but privileges will have to be granted manually on need basis.

8. Will there be anything on the existing NCID portal to communicate about the new MyNCID portal site for external users after go-live in case they miss the email communications?

Answer: There will be a banner on the NCID Portal letting them know about the MyNCID Portal.

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## Support

1. What steps are we taking to ensure a successful Production Cutover?

Answer: We will follow the following steps:

- After the Go decision is made, we will share the Cutover Plan which will list details of what activities will be performed by Simeio, NCID and Application owners and when. The Cutover plan will include details as to when NCID team will put up a Maintenance page, when each of the applications could be impacted, when applications should put up a maintenance page, when applications should change the NCID URL to MyNCID URL for external users on their application pages, when applications should perform sanity checks in Production.
- We will establish a TEAMS call for all application owners on 8/13 6am-9am so that they can report any issues they encounter, during their sanity checks in Production.

2. What is the plan to support departments or divisions that are having issues during the Prod cutover testing?

Answer: We will establish a TEAMS call for all application owners on 8/13 6am-9am so that they can report any issues they encounter during their sanity checks in Production.

3. How can we explain to external users that they need to have a unique email address for each new NCID account after cutover?

Answer: This is per the change in the Security Policy. People should not be reusing email addresses in Production whether it is State or Local Government NCID account or Individual or Business NCID account.

4. In addition to the DIT service desk working on the day of cutover, is there a plan in place for other support teams that may need to be available for go live?

Answer: We will be notifying all the application owners about what their participation on the day of cutover. Our expectation is that their current support model for each of those applications would be in place to help those applications in case there are issues.

5. Is there a call-in number for applications to report issues at cutover?

Answer: We will establish a TEAMS call for all application owners on 8/13 6am-9am so that they can report any issues they encounter, during their sanity checks in Production.

## Email Communications to External Users

1. What email notifications will be sent to external users (Individual and Business NCID users) and when?

Answer: We plan to send 4 email notifications in all. The emails will be sent to the email address on the user's NCID account that was set up by the user during their registration.

- 1<sup>st</sup> email will be sent to all external users after the Go decision is made during the week of 7/31 notifying the users about the upcoming account migration to MyNCID.
- 2<sup>nd</sup> email will be sent to all external users during the week of 8/14 notifying the users about their NCID account migration to MyNCID and asking them to login to the new portal to validate their profile.
- 3<sup>rd</sup> email will be sent to only those external users who have not logged into the MyNCID during the week of 8/31 asking them to login to the new portal to validate their profile by 10/15.

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- 4<sup>th</sup> and final email will be sent to only those external users who have not logged into the MyNCID during the week of 9/15 asking them to login to the new portal to validate their profile by 10/15.

Even if the external user does not login to MyNCID Portal by 10/15, they will be able to use self-service options such as forgot password functionality to reset their password.

2. What will be the “From email address” in the emails sent to external users?

Answer: [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov). This is the same email address that external users receive notifications when they register for an account or receive any notifications from NCID and MyNCID.

3. If someone has multiple accounts with one email, will they receive one email or will an email be sent to each account associated with the email?

Answer: An email will be sent to each account associated with the email. The email template includes the user’s first name, last name and NCID UserID.

### External Users

1. What is the difference between Internal and External users?

Answer: External Users are Individual/Citizen users and Business users. Internal users are State employee users and Local Govt employee users.

2. Will all users (Internal and External) go to <https://myncid.nc.gov> for their self-service password reset functions after cutover?

Answer: No. After cutover, only external users will go to <https://myncid.nc.gov> for their self-service password reset functions. Internal users will continue to go to <https://ncid.nc.gov> for their self-service password reset functions.

3. Where will the external users go for self-service password reset functions after Cutover?

Answer: External users will go to <https://myncid.nc.gov> for self-service password reset functions after Cutover.

4. Are there any differences between new MyNCID Portal vs NCID Portal to prevent confusion for the user so they know which system they are connecting to?

Answer: There is a slight difference between the initial login screens on the 2 portals. MyNCID Portal only asks for the Username on the first page, whereas NCID Portal asks for both Username and Password fields on the first page.

5. Will existing citizen or business account users need to create a new account in myNCID?

Answer: Existing citizen or business account users will NOT create a new account in myNCID as these accounts would be migrated from NCID at Cutover. New citizen or business accounts would need to be registered in <https://myncid.nc.gov>

6. Will the external users be able to update their phone number in new MyNCID portal?

Answer: Yes, external users can log into the MyNCID Portal and can update these attributes within their profile.

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7. Will the phone numbers change for external users to call in while using myncid?

Answer: Phone numbers will not change.

8. Are the new NCID account registration and self-service screens for external users different from the current NCID processes?

Answer: Yes, there are differences between the new screens and processes. If agency applications have some training material based on the current screenshots, then this will have to be changed. You can try out these screens in pre-prod <https://myncidpp.nc.gov>.

9. If a user does not click on the link received in the registered email address to complete the account registration process within 3 days, can the user re-register for a new NCID account using the same email address?

Answer: Yes. If a user does not click on the link received in the registered email address to complete the account registration process within 3 days, their account gets removed. Once the account gets removed, the user can register for an NCID account with the same email address.

10. When will training materials be available from NCID and Simeio on the new self-service screens for external users?

Answer: Training materials are available:

- Register for An NCID Account: <https://youtu.be/UWC0jlvDZWo>
- Unlock Account: <https://youtu.be/7s7c9Y2Q2Ow>
- Forgot Username: <https://youtu.be/H1Tr-D627GQ>
- Forgot Password: <https://youtu.be/SisnGtguRcs>
- Changing your Password: <https://youtu.be/uFvUikeme30>
- Updating your Profile (especially Mobile Number and Email address): <https://youtu.be/Pb59KaBXf2I>

11. Are there any changes to the dormant account policy? Any changes to policy for purging accounts?

Answer: Currently, if an external user has not used their account for 18 months, we archive their account. In the new system, we will archive their account after 15 months of inactivity.

12. Is new System going to send email notification/alert to users before archiving/deleting NCID because of 15 months of inactivity?

Answer: Yes, the new system will send email notification/alert to users requesting them to login to their account to prevent deletion of their account. The new system will send one email notification 21 days before the account archival and another email notification 7 days before the account archival, reminding users to login to their account to prevent deletion of their account. If the user does not login to the MyNCID portal within 15 months, their account will be archived right away.

13. Would their accounts be really deleted? Would they have to start over or is there a way for users to recover their archived account?

Answer: Once an account is archived/deleted, the users cannot recover their old account. They will need to register for a new account on <https://myncid.nc.gov>

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14. If an external user is no longer using the state application, who will be removing their NCID account from Simeio-Ping directory?  
Answer: An Application/Role Administrator role administrator could log in to MyNCID Portal and remove the access of that user from the group. Also remember that the user's NCID account will be archived automatically after 15 months of inactivity.
  
15. How can a user delete their own account?  
Answer: Once a user logs into the MyNCID Portal, it takes the user to their profile page. They would need to click on the 3 dots on the available on top right corner of the screen and click on "Delete My Account" option.
  
16. Are there any changes to the password change policy for Individual and Business users?  
Answer: There is no change to the password change policy for Individual and Business users.
  
17. When an account is removed, do you allow the account name to be re-used?  
Answer: Yes.
  
18. How soon after the current NCID account is deleted, can a customer create another NCID account with the same email address?  
Answer: Right away.
  
19. Is there a requirement for email address to be unique in the new Simeio system?  
Answer: Yes, the email address must be unique. If a user tries to register with an email address that is already associated to an existing NCID account, then Simeio system will prevent the user from registering with that duplicate email address.
  
20. NCID currently has existing accounts with duplicate email address. How will Simeio handle this situation since there is a requirement for email address to be unique?  
Answer: Existing accounts with duplicate email address will be grandfathered into Simeio. However, the unique email address check will be enforced for new account registrations in Simeio.
  
21. Consider a case where a user has forgotten their username or even the fact that they had registered an account with their email address. Now they try to register with Simeio with their same legitimate email address, but Simeio will prevent registration since an account already exists with that email address. How can this user move forward?  
Answer: The system will indicate to the user that an account already exists with that email address. The user will be able to reset their password as long as they have access to their email.
  
22. Will the new Citizen Identity Portal have functionality for Identity Proofing?  
Answer: Identity Proofing functionality is possible through our contract with Simeio Solutions. However, we are focused on getting our external users migrated to the Simeio system first.
  
23. Are employees that work at the local education agencies/charters and Community colleges considered "local govt" or are they external?  
Answer: It depends on how those users created their accounts. If you provide specific users to the NCID Team, they can verify the system and provide an accurate response.

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24. Will these changes impact county users, providers and citizens that interact with agency applications?  
Answer: County users would have registered with NCID as Local Govt employees and they will not be impacted with this change.  
If providers registered with NCID as Business Users, then they will be impacted with this change.  
Citizen Users will also be impacted with this change.
25. We registered a generic NCID account as vendor and using it internally for SFTP. Will this be impacted with this change?  
Answer: Provide the specific NCID account to the NCID team and the details around how you are using it to determine if this is impacted.
26. When external user accounts are migrated to Simeio's system, will they retain the same GUID, or will the GUID change?  
Answer: When external user accounts are migrated to Simeio's system, they will retain the same GUID value.
27. Will the existing roles assigned to the external users be migrated from NCID to MyNCID Portal and also to On-Prem MFA?  
Answer: Existing roles assigned to the external users will be migrated from NCID to MyNCID Portal. Simeio will perform external user sync to the Shared LDAP and Shared LDAP internally then syncs over to On-prem MFA.
28. NCID eDirectory will be the source of truth for internal users and Simeio Directory will be the source of truth for external users. How will unique identity be maintained across two different sources of truth?  
Answer: When an external user registers for new account on <https://myncid.nc.gov>, the Simeio system performs a uniqueness check on uid (user id) and email address against both Simeio and NCID repositories. Likewise, when an internal user is created on <https://ncid.nc.gov>, the NCID system performs a uniqueness check on uid and email address against both Simeio and NCID repositories. This will ensure that unique identity is maintained across both sources of truth.
29. What will happen if an external user tries to register on NCID Portal?  
Answer: If an external user tries to register for an individual or a business user NCID account on NCID Portal, the system will redirect them to MyNCID Portal.
30. Will NCID redirect an external user logging into MCID Portal to MyNCID Portal?  
Answer: For authentication to SAML and HTTP Proxy applications, the system will take the users to the NCID login page. Behind the scenes the authentication plugin will determine if it's an external user, validate the user credentials against the Simeio Ping directory for external users and against NCID eDirectory for internal users. But if an external user goes straight to the NCID portal and tries to log in, the system will give them an error message and they will not be able to authenticate.

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## Role/Application Administrators

1. How can we request the application/role admin access?  
Answer: If you are currently an application/role administrator in the NCID portal and you manage both internal and external users for your application, then you will be set up as a role administrator at cutover in the MyNCID portal in Production. After cutover, you will be able to login to MyNCID portal with your State NCID Account credentials and manage the roles/groups. In Pre-Prod, we have not set up all application/role administrators yet. If you have a need to manage external users for your application in Pre-Prod, please reach out to the NCID team to have your account set up on the MyNCID Portal.
  
2. What can we do as Role/Application administrators on MyNCID Portal?  
Answer: Please review the following videos:
  - [Managing Application Access for External Users – YouTube](#)
  - [Granting/Removing Role Admin Access to Internal Users - YouTube](#)
  
3. How can an Application Administrator / Role Administrator manage external users?  
Answer: An Application Administrator / Role Administrator can only grant or remove an external user access to/from their application. They cannot make changes to the user profile. Changes to the user profile can only be done by the user themselves via self-service.
  
4. Does an Application Administrator need to grant access to every external user now?  
Answer: External users will continue to self-register for their NCID account on MyNCID Portal. Application Administrators will grant access to external users for their applications on the MyNCID Portal. If applications are available for open subscription, the users can subscribe to those applications on MyNCID Portal via self-service.
  
5. When should we be able to validate the role admin access in production?  
Answer: In production, we will have role admins validate access in MYNCID Portal during the week of 7/31.
  
6. I tried to login to MyNCID Portal with my State NCID credentials and I get an Access Forbidden / Not authorized page.  
Answer: That's because your account has not been set up on MyNCID Portal. Please reach out to the NCID team to have your account set up.
  
7. Can we access myncid.nc.gov today?  
Answer: Yes, you can access myncid.nc.gov today. You can register for external accounts. However, we have not set up application/role administrator yet. So you will not be able to log into myncid.nyc.gov with your internal state NCID account. Simeio imported external users from NCID eDirectory, a few months ago. External users may be able to login with their credentials if their password has not changed since our last import.
  
8. Will the application administrators be able to see if a user that they searched for if their account is locked or not?  
Answer: "Role Administrator" does not have access to user profile details such as locked status. However, the "HelpDesk Administrator" role provides access to the user profile details such as locked status.

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## Web Services

1. We have apps that use the NCID web service to authenticate. Most of our users are external users. Do we have to make any changes to our applications?

Answer: Applications don't have to make any change with respect to the endpoint. However, the User DN format is different in Simeio Ping Directory vs. NCID eDirectory. We highly recommend you test your applications in Pre-Prod, to ensure that you are ready for the Production Cutover.

2. Are the new web service endpoints hosted inside the state network or are they hosted in Simeio's cloud?

Answer: New endpoints are hosted inside the state network

3. When will the pre-prod endpoints be accessible?

Answer: Pre-prod and Dev endpoints are accessible to agency applications. Please refer to [Web Service document](#) for details.

4. Where can we find information about the Web Service endpoints?

Answer: Please refer to [Web Service document](#) for details.

5. Will the System Account ID (also known as App ID) and Password used by an application to invoke the Web Service remain the same as before?

Answer: Yes, the App ID and Password will remain the same, since we will migrate over these accounts to Simeio Ping Directory. Remember, in future, if you ever have a need to change the Passwords for your App ID, this change needs to occur on both NCID eDirectory and Simeio Ping Directory. App ID passwords can be changed by opening a ticket with the NCID Team. NCID Team will ensure that the passwords are changed in both directories.

6. Does the application need to use a separate web service endpoint for external users vs. internal users?

Answer: No. Applications will only use the new web service endpoint. The new endpoint will make the determination if a user is an internal or external user.

7. Will applications need to make two attempts to authenticate users: once with the existing endpoint and second time with the new endpoint?

Answer: No. Applications should use only the new web service endpoint in non-Production environments. The new endpoint will make the determination if a user is internal or external. In Production, the NCID team will deploy the new web service and make it available on the existing endpoint, so applications will not need to make any changes to their application with regards to the endpoint in Production.

8. Will applications need to choose between using either Simeio or NCID in the Pre-Prod environment or will this be handled behind the scenes like in production?

Answer: Applications are encouraged to test their applications using the new web service endpoint in non-production environments. In Production, the NCID team will deploy the new web service and make it available on the existing endpoint, so applications will not need to make any changes to their application with regards to the endpoint in Production.



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9. We subscribe users to Groups/Roles on State NCID system which uses DN. Will the DN for these groups will change?  
Answer: Group DN format is different in the new system, but we have retained reference to the old DN. We would like applications to test this out using the new web service endpoint in Dev and Pre-Prod environments.
10. Will new external users be synced to MFA system?  
Answer: New external users will be synchronized to Agency Active Directories if they are using Directory Sync Integration method with NCID. New external users will be synchronized to Shared LDAP in the interim. Please be aware that Shared LDAP Integration method with NCID will be deprecated on 12/31/2023. External users will not be synchronized to Azure AD.
11. Will NC GUID be available in the new webservice calls?  
Answer: NC GUID will be retained and can be continued to use through the web service calls. New users will be assigned new GUIDs.
12. Will our applications receive the cn=john doe or the newuser UID when authenticating to access our application?  
Answer: Yes, majority of the attributes returned by the new web services are similar to the current web services. Applications will continue to receive attributes like cn and uid. Note that User DN format is different in the new system,
13. Will the Applications interacting with NCID as a SOAP Service consumer remain the same?  
Answer: Yes.
14. Does the new endpoint provide the exact same functions/methods (including parameters and return values) that are available in the current endpoint?  
Answer: The new endpoint provides the exact same functions/methods including parameters. The return values would mostly be the same except for the User DN format.
15. Do we need to retrieve certificates for myncid.nyc.gov and install on our application server for web services?  
Answer: No. The web service URL is not changing, so your connection to NCID for web services will remain exactly the same. Everything takes place behind the scenes.

## Directory Sync

1. Our program allows a state solution to synchronize internal and external users to our system. Will any part of the synch process need to change or will the state's system transpose everything for us as it is today? (for example: will we need to handle an effort for the new Simeio DN construct).  
Answer: The intent is to maintain the existing functionality. The solution used by Simeio can transpose the DN and other attributes as desired without any action needed by the destination directory. We would like the respective system owners to work with the Simeio team to identify

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all sync requirements, set up connectivity, and review the results before it is put into production.

2. Will synchronization between the Simeio directory and Agency repository use LDAP connection? If it will be via LDAP, will it use secure LDAP? Will any adapter or agent be installed on the Agency side?

Answer: Synchronization will be done through secure LDAP. Currently, we do not expect to install any adapter or agent on the agency repository. Simeio will keep polling for changes on the agency repository. If this impacts in performance, we may look into the option of a local agent.

3. Can DIT provide to agency application owners a list of attributes that are currently being synced?

Answer: Yes, DIT can provide a list of attributes that are being synced.

4. If agency applications require additional attributes to be synced from Simeio, could those be requested?

Answer: As long as Simeio's directory stores the attributes, they can be synchronized to the agency repository.

5. Will the synchronization be 1-way or 2-way?

Answer: The synchronization will be 1-way from Simeio Directory to Agency repository except for lockout status.

6. Will applications need to keep 2 syncs - one with NCID for internal users and the new sync with Simeio for external users?

Answer: Yes, applications will have to keep 2 syncs - one with NCID for internal users and the new sync for external users.

7. Does Simeio Directory sync support anything other than Active Directory, such as ForgeRock?

Answer: Any LDAP v3 is supported. We will focus on net new applications in the future. Currently, the scope is limited to existing application migrations which are limited to Active Directory.

8. Will sync occur in real-time or in batches?

Answer: Real-time.

9. How will IDs be kept unique across the internal source of truth and external source of truth?

Answer: When an external user registers for new account on <https://myncid.nc.gov>, the Simeio system performs a uniqueness check on uid (user id) and email address against both Simeio and NCID repositories. Likewise, when an internal user is created on <https://ncid.nc.gov>, the NCID system performs a uniqueness check on uid and email address against both Simeio and NCID repositories. This will ensure that unique identity is maintained across both sources of truth.

- ~~10. Do you have examples where you have done this integration at other customer sites where two separate sources (original plus new Simeio site) are syncing to a single destination?~~

~~Answer: I am not aware of the exact same use case but know other customer sites which use the same solution for complex sync requirements~~

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11. Will external users be removed from the state NCID system upon cutover? If yes, will the current synch process attempt to remove those users from our local LDAP at that time?

Answer: External users will not be removed from NCID immediately after cutover. NCID team will make sure that the external user accounts have been successfully migrated over to Simeio and that applications are working as expected.

At cutover, NCID will update their sync drivers to only sync internal users to Agency repositories, since external users will be synchronized to Agency repositories from Simeio.

Once we have confirmation that applications are working as expected, external user accounts will be removed from NCID eDirectory. This will not remove users from agency repositories, since the NCID no longer synchronizes external accounts to agency repositories.

12. When Simeio synchronizes existing external user accounts to Agency repositories, will it update existing accounts or create net new accounts in Agency repositories?

Answer: The intent is to update existing accounts. Agency applications have validated this in Dev and Pre-Production environments.

13. What are some of the functional test scenarios that agency applications should test to ensure that the new sync is working as expected?

Answer:

- The creation of a new user record in Simeio is successfully synchronized with all necessary attributes to the agency repository.
- Update to the attributes of a user record is successfully synchronized.
- Password change is successfully synchronized.
- Account lockout status is successfully synchronized.

14. Currently only if a user is a member of a particular group in NCID, then that user account is synchronized to the Agency repository. Will Simeio continue to use group membership rules for synchronization?

Answer: Yes

15. If an application has both internal and external users, would application admins (role administrators) just go to one portal for managing their group membership for access to their application?

Answer: No. Application admins would have to go to <https://ncid.nc.gov> portal to manage group membership for internal users. Application admins would also have to go to <https://myncid.nc.gov> portal to manage group membership for external users. This means Application admins will need to know if the specific user in question is in an internal user or an external user before they go to either ncid or myncid portal to manage group membership.

### HTTP Proxy

1. When should applications start working with NCID and Simeio Team for migrating applications over to Simeio's HTTP Proxy Solution?

Answer: We can begin working with applications on migration to Simeio from September 2023. Our expectation is to wrap up all migrations by November 2023.

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2. Who should application owners contact to start the migration of their applications over to Simeio's HTTP Proxy Solution?

Answer: Starting September 2023, please reach out to the NCID Team and they will coordinate your efforts with Simeio Team.

### Shared LDAP

1. How can we find out / know if we have any integrations with Shared LDAP instead of directly to NCID?

Answer: We have shared a list of known applications that are currently integrating with the Shared LDAP.

2. We are using the DIT Shared LDAP (IAPPS). Will the shared LDAP AD be deprecated too?

Answer: Yes, Shared LDAP will be deprecated on 12/31/2023.

3. If the external identities will be migrated to the Simeio-Ping Directory at Cut over, and the Simieo-Ping Directory will sync external identities to the Shared LDAP, will there be any impact to applications currently using the Shared LDAP?

Answer: We don't expect any impact to the applications using Shared LDAP at cutover. But we strongly urge you to test your applications in Pre-Prod environment to rule out any issues.

4. Would the current OU structure remain as is in the Shared LDAP?

Answer: We are not changing the OU structure of the Shared LDAP.

5. We currently use publdaps.nc.com. Will this continue to be the host name and the firewall rules will still allow our servers to hit the host name? Do we need to point our applications to a new URL?

Answer: This is the Shared LDAP public URL for Production. This URL is not changing. At cut over, you do not have to make any changes.

### SAML

1. If I have State and Local government NCID users only, will my applications be impacted by the Cutover?

Answer: This means that your application only has internal users and your application will not be impacted by this Cutover.

2. Is Simeio IDP the "PING Federate" server?

Answer: Yes

3. Once the agency apps migrate to Simeio SAML, will the Simeio IDP login screen look different enough that we would need to notify/train our users?

Answer: Login page will be different since it will only ask for User ID first. If Simeio Access Manager makes a determination that it is an External User, it will pre-populate the User ID on the next screen and prompt the user for a password. For an Internal user, Simeio Access

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Manager will redirect the user to NCID Login Screen where the User will need to provide the User ID and the password.

4. Will the login page be 'branded' as a NCID service?

Answer: Yes

5. Will the IDP metadata for SAML integrations need to change at any point in the future?

Answer: For Cutover, no change is needed for SAML integrations. After the cutover, we will work with every SAML application with external users to migrate them over to the Simeio solution. At that point, IDP metadata will need to change.

6. For a SAML integration, do we have to change the certificate or the meta data in preparation for the cutover?

Answer: No.

7. Is there any configuration change needed on the application side at Cutover?

Answer: For the Production cutover, no configuration change is needed on the application side. But after cutover, starting in September 2023, we will work with the agencies to migrate their applications over to Simeio Access Manager. At that point, configuration change is needed so that applications come to Simeio hosted access manager for login request rather than going to NetIQ.

8. What is the process of Registration of metadata from each client/system?

Answer: We are working with Simeio to establish a standard questionnaire which will be filled by SAML application owners. It will include questions such as whether the applications needs single factor or multi factor authentication, specific meta data that would be exchanged, etc. Working session would be established with agency application owner to firm these up.

9. Consider a case where a user is signed into an application using his NCID credentials and then accesses another application that also requires NCID. Will the Single Sign on (SSO) work so that he does not have to sign in again with NCID credentials to the second application?

Answer: If both applications are protected by the Simeio Access Manager, then SSO will work. If an active user session exists, then the user will not be prompted again for NCID credentials.

Note: Web Services call is independent of the Simeio Access Manager and SSO does not apply.

10. Likewise, if a user Logs out from one application, will it also log the user out from all applications? and Single Log Out work?

Answer: If all applications are protected by the Simeio Access Manager, and if the user logs out from one application, then that triggers the logout for all the applications that are protected by the Simeio Access Manager as well.

11. When will the pre-prod environment be available for agencies to test their SAML applications?

Answer: Pre-Prod environment is available for agencies to test.

## NCID Citizen Identity – Frequently Asked Questions

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12. Will there be any changes to the OU structure data that comes back in our current response from SAML gateway?

Answer: You should continue to see the user attributes and group membership. Remember that the User DN and the Group DN format returned by Simeio will be different because Simeio's OU structure is different than the NCID directories.

13. When will Multi Factor Authentication (MFA) be available for external users?

Answer: For the Production cutover, we are only focused on making sure that existing applications can migrate over to Simeio with minimal impact. By December 2023 timeframe, MFA should be available. We will schedule time with applications based on their needs.

14. When can we look at changing existing SAML applications to OAuth?

Answer: Simeio has the OAuth capability. We will offer OAuth to applications after we have migrated existing applications over to Simeio. We can work with you as per your application needs to make sure that you are using the modern methods of authentication.

### Overall

1. Will notifications be sent out to agency applications whenever a change is made to Dev and Pre-Prod, so that we can look for any issues?

Answer: In Dev environment, Simeio is currently changing and deploying constantly, but this will stabilize after Production cutover. No notifications will be sent out to agency customers for Dev environment changes. However, in Pre-Prod environment, we follow the change process and notification will be sent out.

2. Moving forward, is there a preferred Authentication/Authorization protocol and/or method when integrating with NCID on new projects? Will the Authentication/Authorization preference change if the system users are internal only, external only, or both?

Answer: This is dependent on the application needs, but our recommendation is to use out-of-the-box modern methods like SAML and OIDC.

3. Is OIDC available for new applications?

Answer: Simeio supports OIDC, but we have not done a Proof-of-concept application test with NCID yet.

4. How will the cutover impact applications using on-prem MFA?

Answer: On-prem MFA applications would continue to work without any impact. External user accounts from Simeio-Ping Directory would be synchronized to Shared LDAP and the Shared LDAP will continue to synchronize data to the on-prem MFA.