Agency Service Desk
Quick Start Guide

North Carolina Identity Management (NCID)

- Getting Started and Logging in
- Unlocking Employee Account
- Resetting Employee Account Password
- Helping Employees with "Forgot Your Password" Feature
- Using SMS Text and Email Option
- Helping Employees Find Their Administrator's Contact Information
- Helping Users Who Do Not Receive Email Messages from NCID
- Helping Users with Application Subscriptions
- Password Policy Time Override
- Saving Account Email
- Updating User's Account with "Update My Account"
- NCID Contacts and DIT Service Desk

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Meta Data – NC DIT: NCID; State of North Carolina Identity Management; DIT Service Desk Agents; State Service Desk Agents; Logging in to NCID; Search for User Accounts; Account Status; Resetting Employee Passwords; Unlocking User Accounts; Forgot Password; SMS Text and Email Options; Open Application Subscriptions; View My Administrators; Password Policy Time Override; Save Accounts Email; Update My Account; New User Accounts; SSPR; Getting Started; NC DIT Service Desk; Self-Service Password Reset; FAQ; Frequently Asked Questions; NCID Service Desk; NCID Training and Documentation; NCID Contacts; NCID Login; NCID Unlock Account; Forgot Password; SMS Text; Secret Questions and Answers; Answer Challenge Questions; NCID Account Locked; Changing Password; Reset or Change a Password; Challenge Questions and Responses.
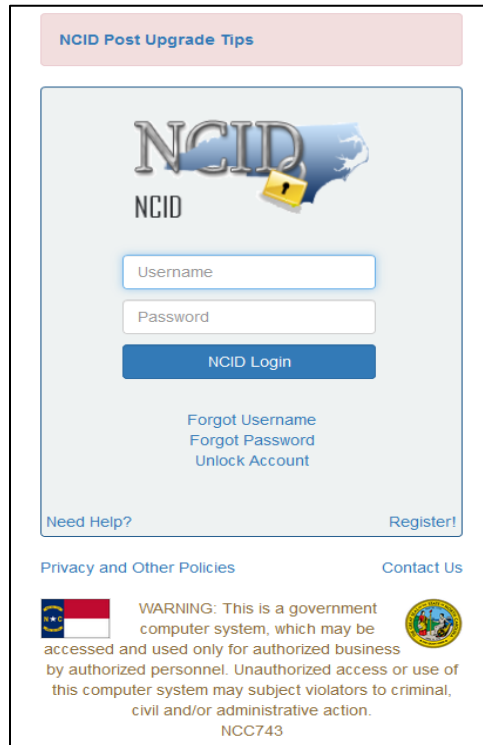
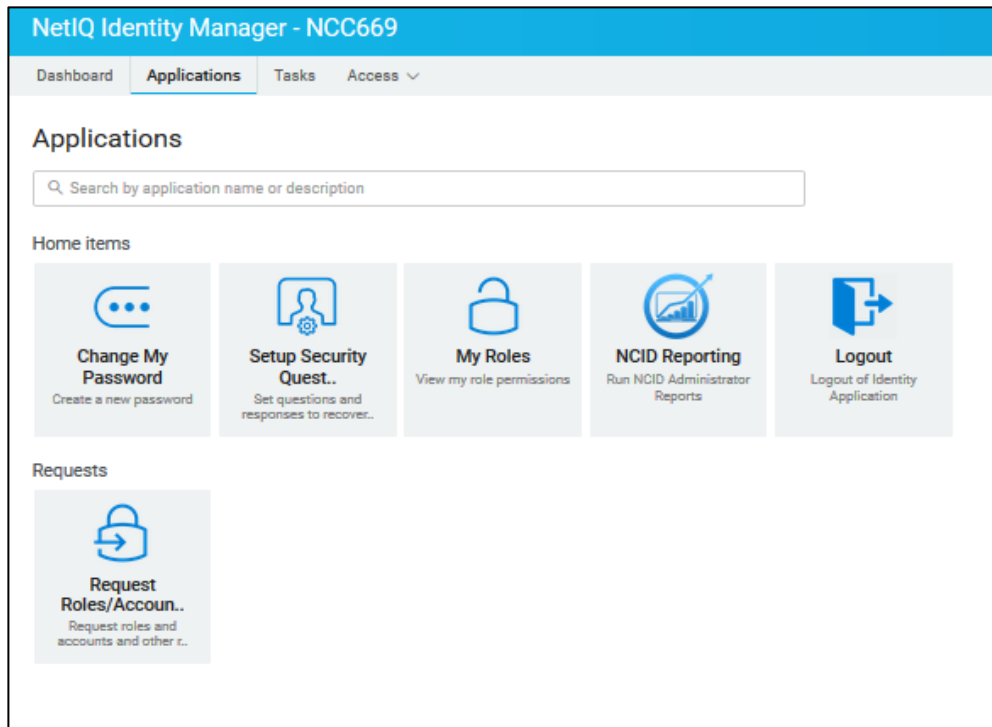# Contents

1   Getting Started and Logging In

> **NOTE: When logging in to NCID from your desired browser, you will need to allow pop-ups. Please read your specific browser instructions. It is important that you use the latest browser updates. Google Chrome and Microsoft Edge browsers utilize the latest security features that work best with NCID functions.**

1. Log in to the NCID website ncid.nc.gov.

NCID Post Upgrade Tips

NCID

| Username |
| Password |

NCID Login

Forgot Username
Forgot Password
Unlock Account

Need Help?   Register!

Privacy and Other Policies   Contact Us

WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.
NCC743

2. Note that there are two rows of tiles: **Home Items** and **Requests**. The tiles displayed may vary based on individual environments and access privileges.

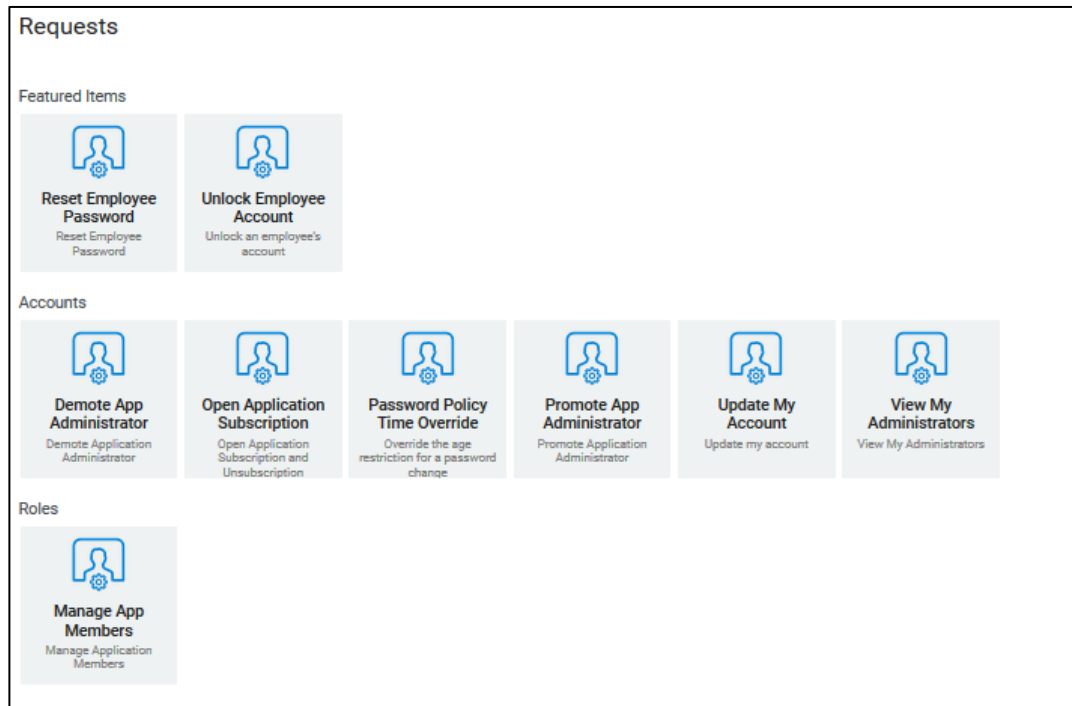3. In the **Requests** row, select the **Request Roles/Accounts** tile.
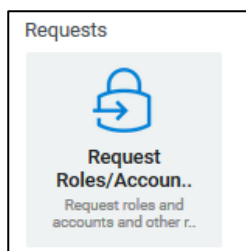
4. The system displays the **Requests** tiles.

5. From the *Featured Items* row, you may select the **Reset Employee Password** tile

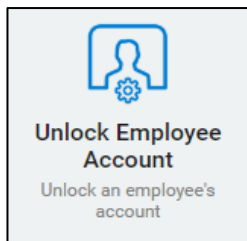   or the **Unlock Employee Account** tile.

2   Unlocking Employee Account

Agency Service Desk agents are permitted to unlock accounts for employees only within their own agency.

The **"Locked by Source"** field provides historical information which identifies the application that locked out a user and when the lockout happened. Reviewing this information can identify trends of multiple locks and assist with assignment of any resulting tickets.

> **Important! If the user account is deactivated, the user's profile will indicate that the account is Disabled in the Account Status field. Agency Service Desk agents cannot unlock a deactivated account. Ask the user to contact their manager to authorize or get the account reactivated. Or, instruct the user to contact their Delegated Administrator to authorize and get the account reactivated.**

1. Under the **Access** tab, on the **Requests** page, in the **Featured Items** row, select the **Unlock Employee Account** tile.

2. The system displays the **Unlock Employee Account** request form.
3. Search for the employee account to be unlocked.
4. Once the employee account is selected, the system updates the form and displays the employee's profile.
5. If **Active-Locked** appears in the **Account Status** field, the system is confirming that this is a locked account.
6. Select **Unlock**.
7. Inform the user to log in to NCID at ncid.nc.gov before continuing to the application that he or she was trying to access.

3   Resetting Employee Account Password

1. Ask the user to close all NCID connected applications, such as Office 365, Exchange, Beacon, etc. This will prevent password synchronization issues when the account user logs back in to NCID with the new password.

2. From the NCID **Access** tab, click on the **Reset Employee Password** tile.
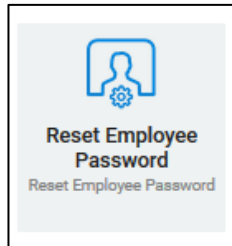
3. The system displays the **Reset Employee Password** form.

4. Search for the user account to be modified.

5. Enter a temporary password in the **Password** field, and re-enter it in the **Confirm Password** field.

6. Select **Reset Password**.

7. Provide the account user with the temporary password and instruct them to log in to NCID at nicd.nc.gov

> **NOTE:**
>
> - **Remind the user that NCID passwords are case-sensitive.**
>
> - **Explain that when the user logs in, the Change Password screen will display, forcing the user to create a new password.**
>
> - **Emphasize that passwords must be entered exactly as they were originally entered.**
>
> - **Explain that after the password is changed, the user is automatically logged out of the system and must log back in to NCID with the new password.**
>
> - **Tell the user that the NCID account will lock after three failed attempts.**

Important! Ask the account user if he or she uses a mobile device to connect to a NCID application. For example, a user may connect to Exchange to access their email via a mobile phone or PDA. In this case, instruct the user to also change the password on each device. If the password is not changed, the user will be unable to log in and their account is likely to be locked due to multiple failed authentications.
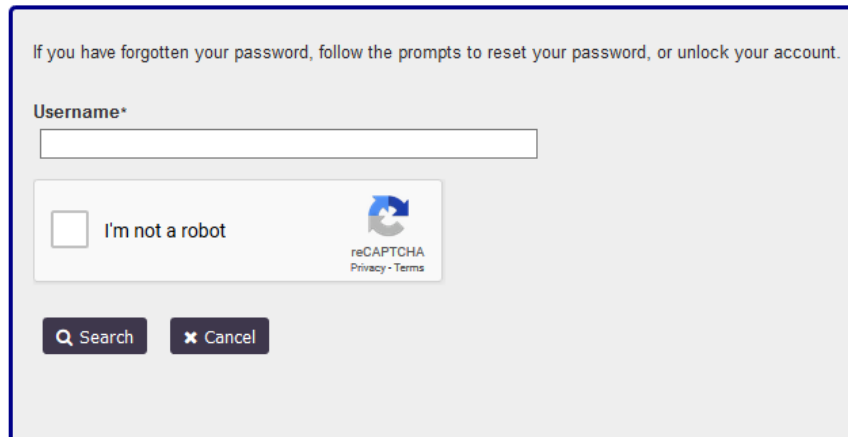
4 Helping Employees with "Forgot Your Password" Feature

1. Ask the user to log in to NCID at ncid.nc.gov.

2. Instruct the user to type their user ID in the **User ID** field (**Username**) of the login screen, and to click on the **Forgot Password/Unlock Account** tile.

3. Verify that the *Forgot Password* screen displays and ask the user to re-enter their ID in the **Username** field.
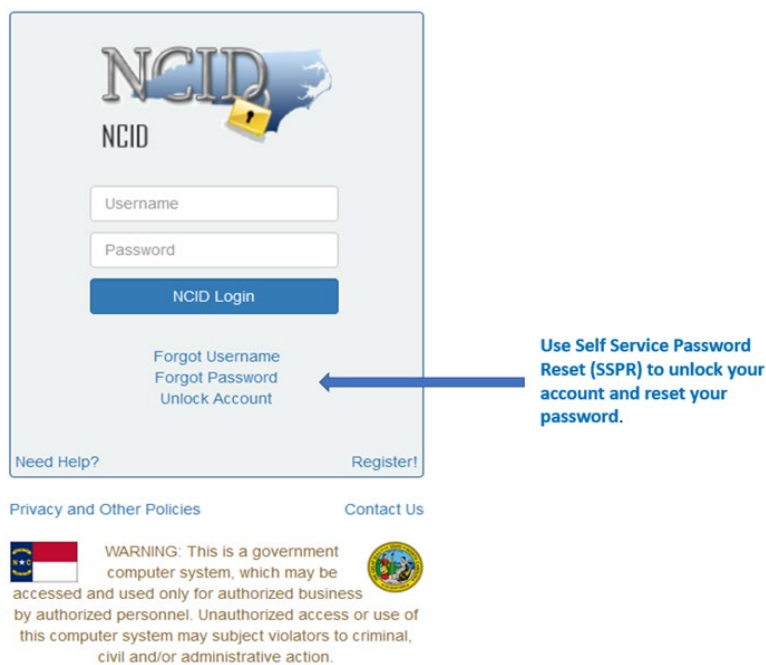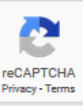

4. The system displays the **I am not a robot reCAPTCHA** screen.

5. The user should enter their user ID and click in the box to select **I am not a robot.**

6. The user should follow the instructions to complete **reCAPTCHA** verification.

Unlock Account / Forgot Password
Self Service Password Reset
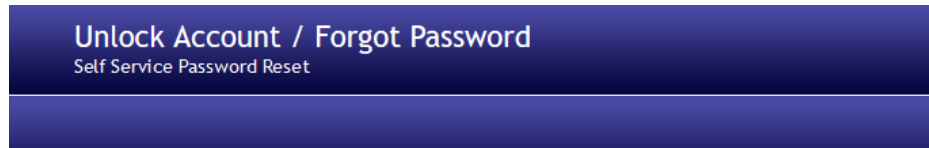
If you have forgotten your password, follow the prompts to reset your password, or unlock your account.

Username*

[   ]

[ ] I'm not a robot

reCAPTCHA
Privacy - Terms

🔍 Search   ✖ Cancel

7. Instruct the user to click the **Search** button.

8. The user may select one of three methods to verify their identity:

   a. Challenge questions

   b. SMS text

   c. Email.

9. If the user selects the challenge questions, the system will display five questions and matching text fields. The user must enter five correct answers in the text fields and select **Check Answers.**

> **NOTE: A message displays if the account user failed to correctly answer any of the challenge questions. The account locks after three failed attempts. The account user may try to log in again after 30 minutes, or they may request that their account be unlocked sooner by their Administrator or the Agency Service Desk.**

10. Verify that the system displays the **Change Password** screen.

11. Tell the user to enter a password in the **New Password** field, and to retype it in
    the **Confirm Password** field.

> **NOTE: Explain to the user that as the password is entered, the screen
> indicates whether the password conforms to the State's password
> policy.**

12. Ask the user to select **Change Password**.

13. Verify that the **NCID Logout** screen displays.

14. Tell the user to wait a few seconds while the existing password synchronizes
    across the applications that he or she is permitted to access.

15. Inform the user that they will be logged out of NCID.

16. The account user must log back in to NCID to continue their work.

5   Using SMS Text/Email Option

The SMS Text/Email option prompts the NCID system to send a verification code to the requester by either using the email address on file for the user account, or by using a mobile phone number associated with the user account.

Depending on the selection, the NCID system will send the user an email or a text message (SMS) with the code.

1. Click on the **SMS Text/Email** button.

    > **NOTE: If the user has not added a phone number to their NCID account, the system will send an email with the code and a link to the address on file.**

2. **Email:** The system will send a code to the user's registered NCID email address.

    a. If the user does not receive the email in their inbox within a few minutes, verify that the message was not marked as spam and sent to a junk email folder.

    b. Verify that the email client and email provider are set up to accept messages from ncid.notifications@nc.gov.

3. **SMS:** The system will send a code to the user's mobile phone registered in NCID using SMS (text messaging). SMS service available to U.S. phone numbers only. SMS and data rates may apply.

4. **Cancel** – Cancel the request to unlock or reset user account password.

5. Once the user receives the code via SMS or email, he or she must enter the code on the screen and click the **Check Code** button.

6. If the correct code is entered, the user proceeds to the **password change and unlock account** process.

7. Verify that the system displays the **Change Password** screen.

8. Tell the user to enter a password in the **New Password** field, and to retype it in the **Confirm Password** field.

    > **NOTE: Explain to the user that as the password is entered, the screen indicates whether the password conforms to the State's password policy.**

9. Instruct the user to select **Change Password**.

10. Verify that the **NCID Logout** screen displays.

11. Tell the user to wait a few seconds while the existing password synchronizes

across the applications that he or she is permitted to access.

12. Inform the user that they will be logged out of NCID.

13. The account user will need to log back in to NCID to continue their work.

6   Helping Employees Find Their Administrator's Contact Information

1. Verify that the user is logged in to NCID.

2. Instruct the user to select **View My Administrators** tile.
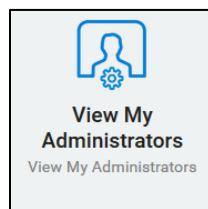
3. Verify that **View My Administrators** screen displays.

4. Direct the user to the **Administrator Contact Info** section to access a list of names
and telephone numbers for administrators in their organization, division, and/or
section.

7 Helping Users Who Do Not Receive Email Messages from NCID

1. Some users may not receive NCID messages in their inboxes because their email account is most likely treating the message from NCID as spam.

2. To ensure that NCID messages will always be delivered to the user's inbox, instruct the user to verify that their email client and email provider are set up to accept messages from ncid.notifications@nc.gov.

3. For users who have just registered one account and have not received the activation email in their inbox, instruct the user to verify that the message was not marked as spam and sent to the junk email folder.

4. If this happens, instruct the user to move the message to their Inbox so they can validate the new account.

5. If the email is not in the spam folder, user should clear their browser(s) cache and try the function again.

8 Helping Users with an Application Subscription

1. Select the Open Application Subscription tile.
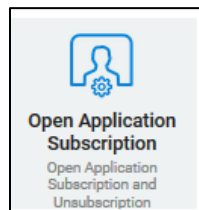
2. The Open Applications Subscription screen displays.

3. To subscribe and grant an application role to the user account, select the pull-down menu and scroll to make an appropriate selection, and click **Submit.**

4. To unsubscribe the user account from an application or applications, select an application by clicking in the box next to it, and select **Submit.**

9   Password Policy Time Override

Follow the steps below to override the time restriction for a password change.

1. Select the Password Policy Time Override tile.
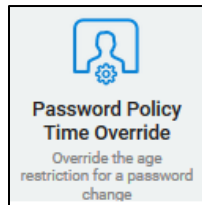
2. The system displays the **Password Policy Time Override** form.

3. Enter search criteria in the **User Search Criteria** section to find the appropriate user account and select it.

4. The system displays the user account's information in the **User Search** results.

5. Select the **Assign Temp Password Policy** button to assign a temporary password for the user, or click on **Cancel**, to cancel.

6. The system displays the following message:

   "Are you sure you want to assign temporary Password Policy to this User? This assignment will be automatically reverted after 3 hours."

7. Select **OK** to assign the Temporary Password Policy or **Cancel** to cancel.

8. The system displays a message stating that the Temporary Password Policy assignment was successful.

10 Saving an Account's Email

1. Select the Save Account's Email tile.
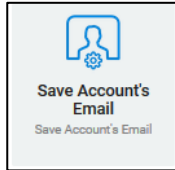
2. The system displays a **User Search Criteria** screen.

3. Enter search criteria in the displayed boxes.

4. The displayed boxes include:

   - Last Name

   - First Name

   - User ID

   - Email * **NOTE** that this field can be edited.

   - Agency

   - Division

   - Section

   - Status

   - Exchange Link

   - Password Expiration

   - Locked by Source: If account has been previously locked, the source locked account will display.

5. Enter the appropriate email address into the email field box and select **Submit**.

11 Updating User's Account using "Update My Account"

1. Select the **Update My Account** tile.
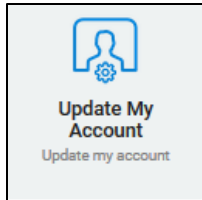
2. The system displays the **Update my Account** screen.

3. The system displays current Administrative Roles.

4. Update any information that needs to be updated.

5. Select **Update Profile**.

12 NCID Contacts and DIT Service Desk

For other NCID questions, please contact the NC DIT Service Desk Support for assistance 24 hours a day, 7 days a week.

- Phone: 919-754-6000

- Toll Free 1-800-722-3946

- Email: **dit.incidents@nc.gov**

> **NOTE: Should you find a discrepancy in this document, please open a ticket with the NC DIT Help Desk** dit.incidents@nc.gov **and send your question, document update, or recommendation on improving the usability of this document. Your request for revisions or updates to the NCID documentation will be routed to the NCID development team and/or to the technical writer to improve and enhance the documentation.**

13 Additional Links

For additional and more comprehensive information, please refer to:

- *NCID Training and New Look and Feel of User Interface*
  http://ncidtraining.its.state.nc.us/trainingvideo/NCID_Video_Intro-final.mp4

- *NCID Training and Documentation*
  https://it.nc.gov/ncid-training-and-documentation

- *NCID Administration Guide*
  https://files.nc.gov/ncdit/documents/files/NCID-NG-Administration-Guide.pdf

For other NCID questions, please contact the *NC DIT Service Desk Support for assistance 24 hours a day, 7 days a week: 919-754-6000 or 800-722-3946 or email at dit.incidents@nc.gov*