



CIAM

Role Admin guide

DOCUMENT HISTORY

Version	Release Date	Author	Description of Change
1.0	3/7/2023	Shruthi B	Initial Draft
1.1	4/13/2023	Shruthi B	Updated the Role admin guide as per the feedback received from NCDIT and added the procedure for generating & downloading App membership report
1.1	5/10/2023	Shruthi B	Added Approval section and updated Section 4 to include the data that needs to be part of the request from Role admin
1.2	8/11/2023	Shruthi B	Changes to the process of Removing role admin access
1.3	8/31/2023	Shruthi B	Added the procedure for IAM Analytics dashboard

Version	Release Date	Reviewed by	Approved by
<version no>	Click here to enter a date.	<Team name or person name>	<Team name or person name>
	Click here to enter a date.		
	Click here to enter a date.		

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ABOUT THIS GUIDE

This guide serves as a reference for the Role administrators who manage external users group membership & internal users group administrator privileges.

1. INTRODUCTION

In <https://myncid.nc.gov>, the Role administrator would possess the following capabilities

ROLE ADMIN CAPABILITIES

- Adding External user as member to the group
- Removing membership of External user from the group
- Adding an Internal user as Group administrator
- Removing an Internal user’s Group administrator access
- Generate & download App membership report for any group
- View the User type from the IAM Analytics dashboard

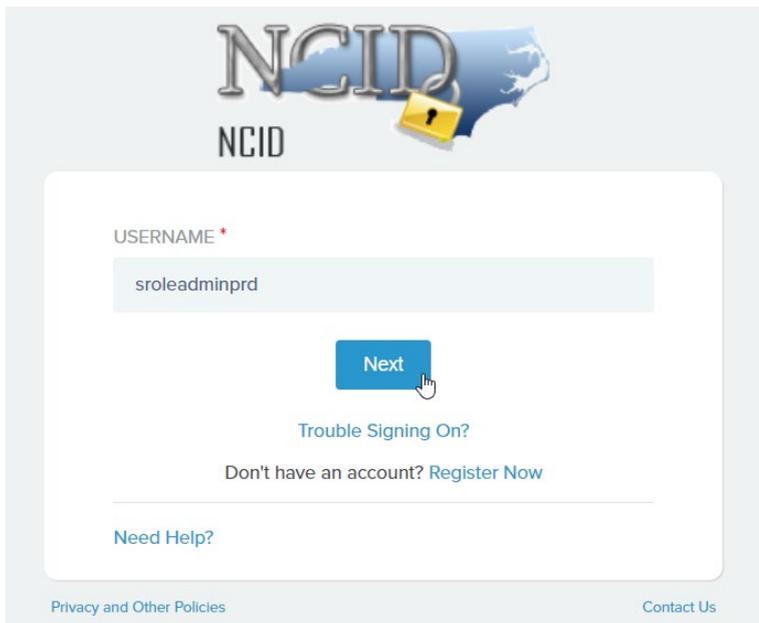
2. MANAGING GROUP MEMBERSHIP OF EXTERNAL USERS

The role administrator can add or remove external users from the groups for which they are an administrator.

ADDING EXTERNAL USER AS MEMBER TO THE GROUP

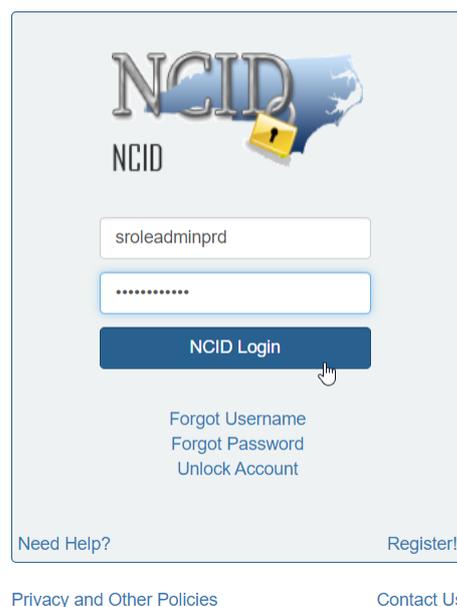
To add an external user as a member of a group, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**



The screenshot shows the NCID login interface. At the top is the NCID logo with a map of North Carolina and a padlock icon. Below the logo is a form with a 'USERNAME *' label and a text input field containing 'sroleadminprd'. A blue 'Next' button is centered below the input field, with a mouse cursor hovering over it. Below the button are links for 'Trouble Signing On?' and 'Don't have an account? Register Now'. At the bottom left is a 'Need Help?' link, and at the bottom right is a 'Contact Us' link. A 'Privacy and Other Policies' link is at the bottom left of the form area.

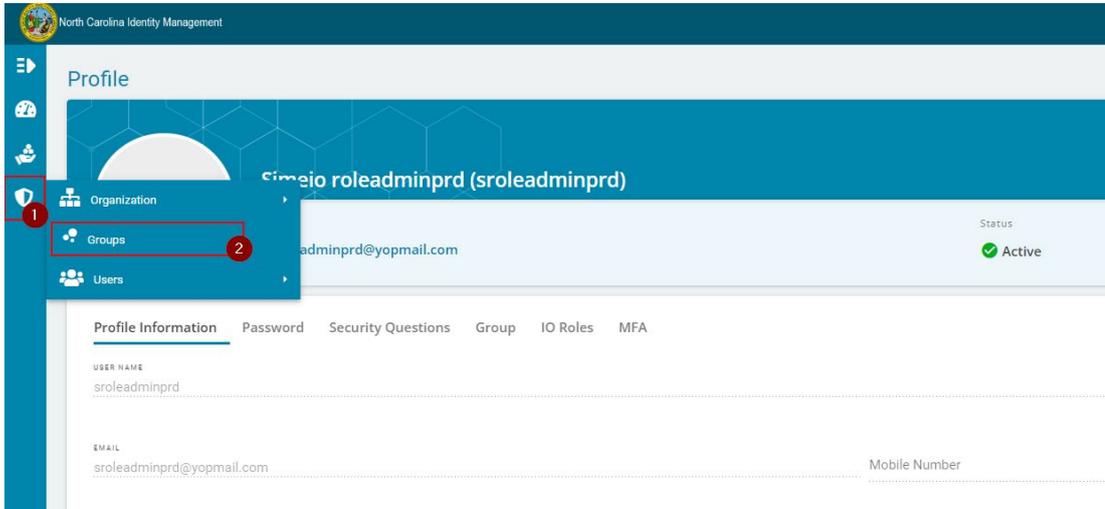
2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



The screenshot shows the NCID login interface. At the top is the NCID logo with a map of North Carolina and a padlock icon. Below the logo are two text input fields: the first contains 'sroleadminprd' and the second contains a masked password '.....'. A dark blue 'NCID Login' button is centered below the password field, with a mouse cursor hovering over it. Below the button are links for 'Forgot Username', 'Forgot Password', and 'Unlock Account'. At the bottom left is a 'Need Help?' link, and at the bottom right is a 'Register!' link. A 'Privacy and Other Policies' link is at the bottom left of the form area, and a 'Contact Us' link is at the bottom right.

NCID Role Admin Guide

- Once you are in the portal, click on “**Admin**” icon () in the Menu → Click on “**Groups**”



- You will be taken to the “**Groups**” page where you can see groups for which you are admin

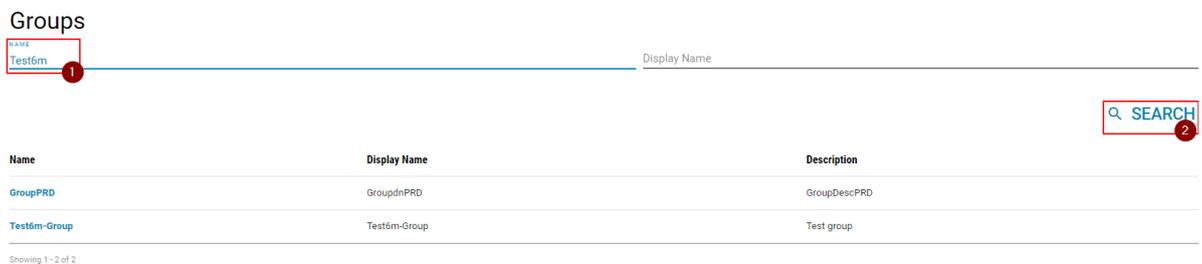
Groups

Name _____

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

- If you don't see the specific Group, you can search for the group by entering part of the Group name or full Group name → Hit on “**Search**” (or) Look for the Group name in the Group list



- Click on the Group name in which you want to add a new member

Groups

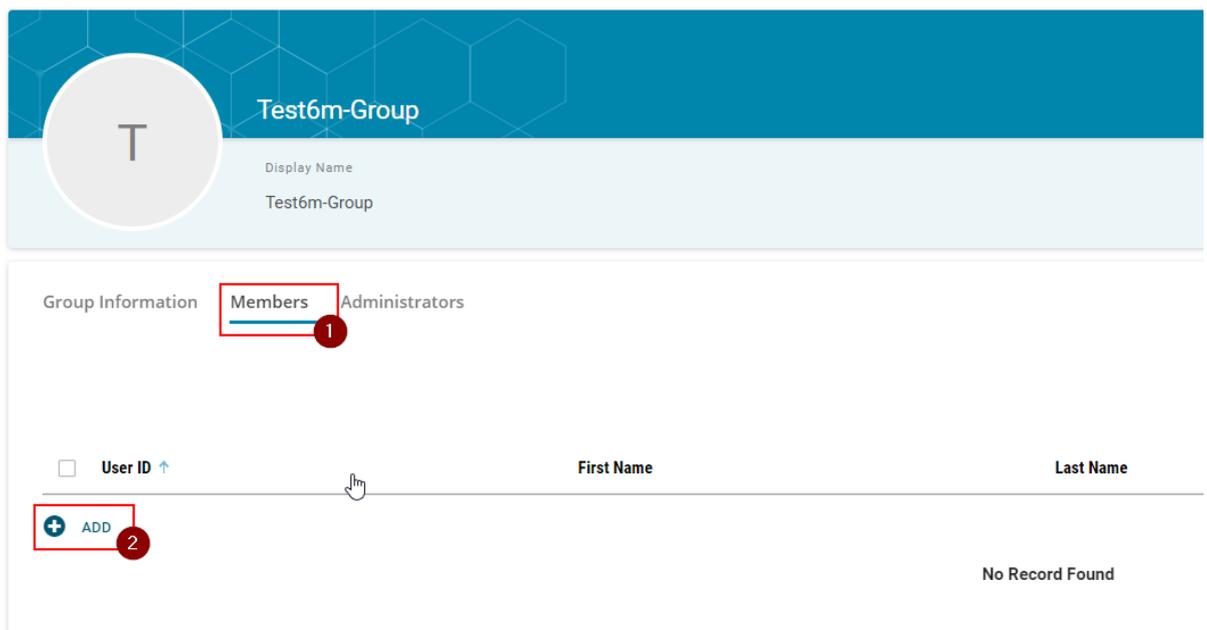
NAME
Test6m

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

- Navigate to **“Members”** tab and Click on the **“Add”** button at the bottom of the page.

Groups / Test6m-Group



Test6m-Group

Display Name
Test6m-Group

Group Information **Members** Administrators

User ID ↑ First Name Last Name

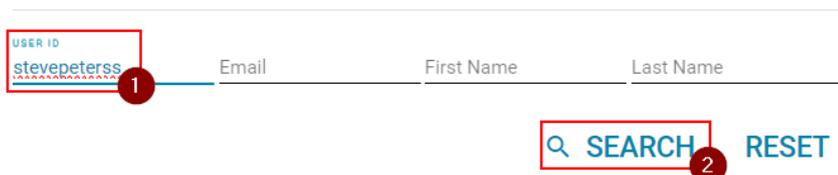
+ ADD

No Record Found

- Search for the external user by entering any of the following: User ID, Email, First Name or Last Name → Hit on **“Search”**

Note: In case you want to check the user type (Citizen user or Business user), follow the steps provided in [Section 6](#).

Add Users



USER ID Email First Name Last Name

stevepeterss

SEARCH RESET

NCID Role Admin Guide

- Select the checkbox against the users for which you want add to the group → Click on **“Add Users”**

Add Users

USER ID Email First Name Last Name

stevepeterss

SEARCH RESET

User ID	First Name	Last Name	Email	Active	Locked	
<input checked="" type="checkbox"/>	stevepe...	Steve	Peterss	stevepeterss@yopmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 - 1 of 1

- Once the user is added to the group, you will see **“Users added successfully”** message on the screen

North Carolina Identity Management

Success
Users added successfully

Groups / Test6m-Group

Test6m-Group

Display Name
Test6m-Group

Group Information **Members** Administrators

User ID	First Name	Last Name	Email
<input type="checkbox"/> stevepeterss	Steve	Pete	stevepeterss@yopmail.com

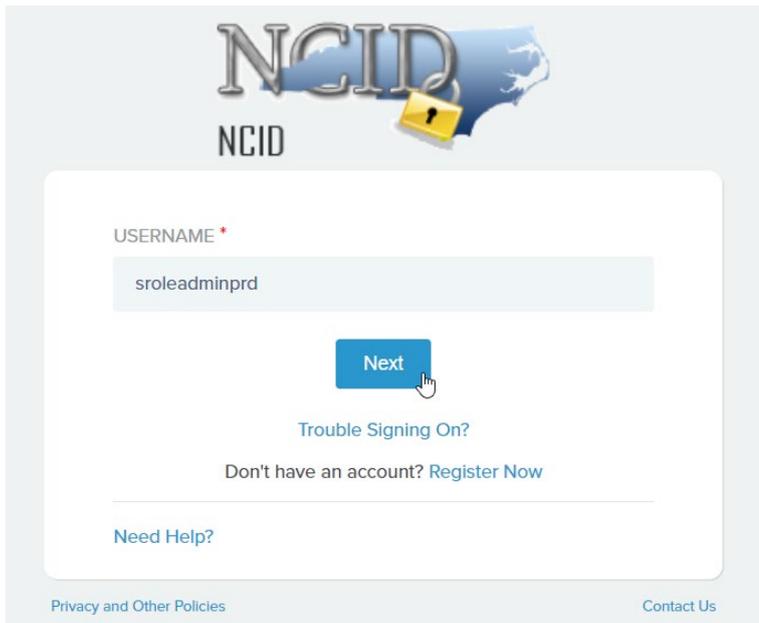
+ ADD

REMOVING MEMBERSHIP OF EXTERNAL USER FROM THE GROUP

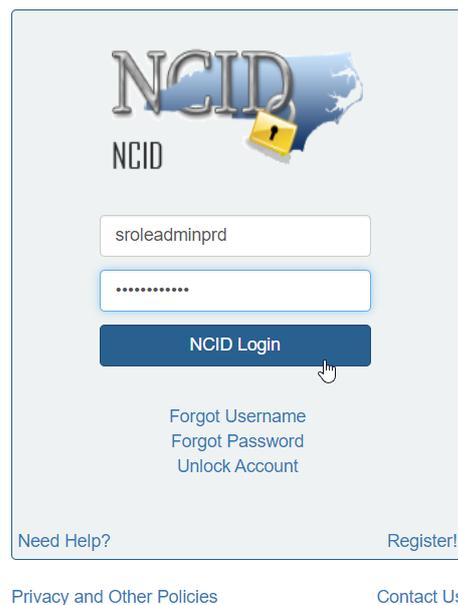
To remove an external user from a group, please follow the steps provided below:

- Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**

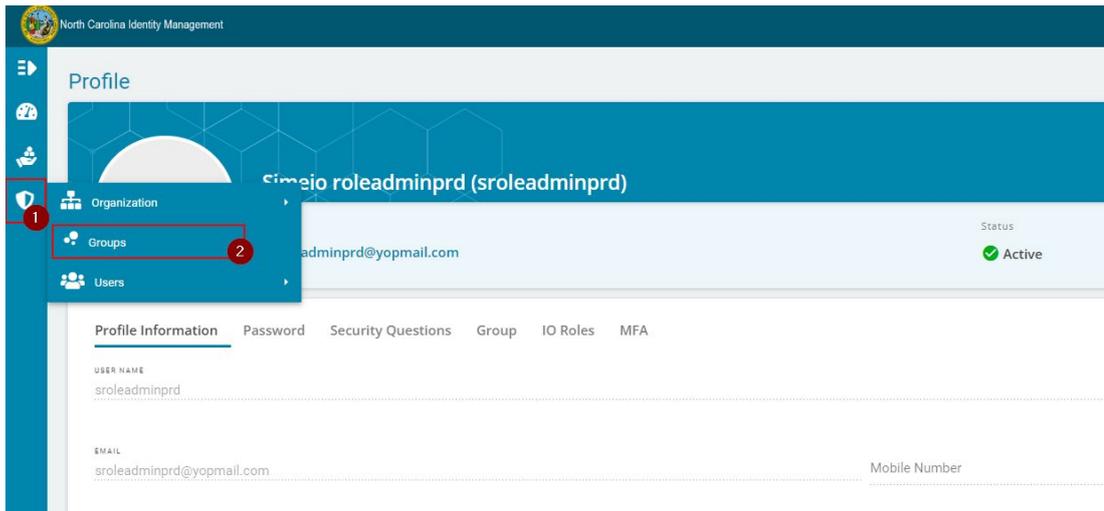
NCID Role Admin Guide



2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



3. Once you are in the portal, click on **“Admin”** icon () in the Menu → Click on **“Groups”**



4. You will be taken to the **“Groups”** page where you can see groups for which you are admin

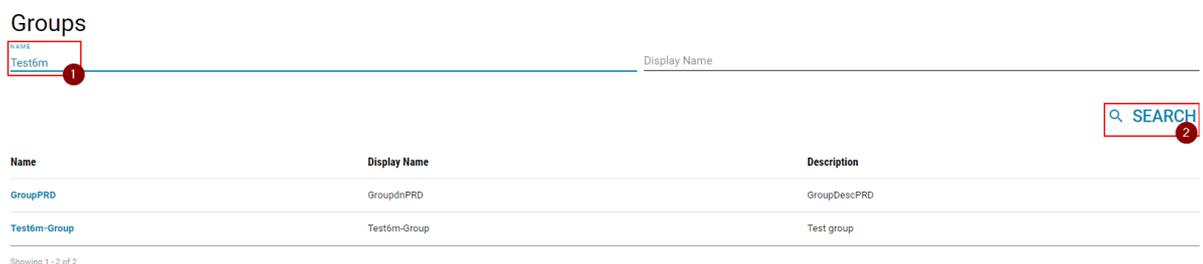
Groups

Name

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

5. If you don't see the specific Group, you can search for the group by entering part of the Group name or full Group name → Hit on **“Search”** (or) Look for the Group name in the Group list



6. Click on the Group name from which you want to remove a user

Groups

NAME
Test6m

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

7. Navigate to the “**Members**” tab to view the Group members

The screenshot shows the 'Test6m-Group' page. At the top, there is a header with a circular icon containing the letter 'T' and the text 'Test6m-Group'. Below this, the 'Display Name' is listed as 'Test6m-Group'. There are three tabs: 'Group Information', 'Members' (which is selected and highlighted with a red box), and 'Administrators'. Below the tabs is a table of members:

<input type="checkbox"/>	User ID	First Name	Last Name
<input type="checkbox"/>	stevepeterss	Steve	Peterss

At the bottom, there is an 'ADD' button, a pagination control showing 'Items per page: 10' and 'Showing 1 - 1 of 1 records', and navigation arrows.

8. Search for the external user to be removed in the Search box (or) Look for the user in the list

This screenshot shows the 'Members' tab selected. A search box at the top right contains the text 'Steve' and is highlighted with a red box. Below the search box is a table of members:

<input type="checkbox"/>	User ID	First Name	Last Name	Email
<input type="checkbox"/>	stevepeterss	Steve	Peterss	stevepeterss@yopmail.com

At the bottom right, there is a button labeled 'REMOVE SELECTED USERS'. The pagination control at the bottom shows 'Items per page: 10' and 'Showing 1 - 1 of 1 records'.

9. Select the checkbox against the users to be removed → Click on “**Remove Selected Users**”

NCID Role Admin Guide



Group Information **Members** Administrators

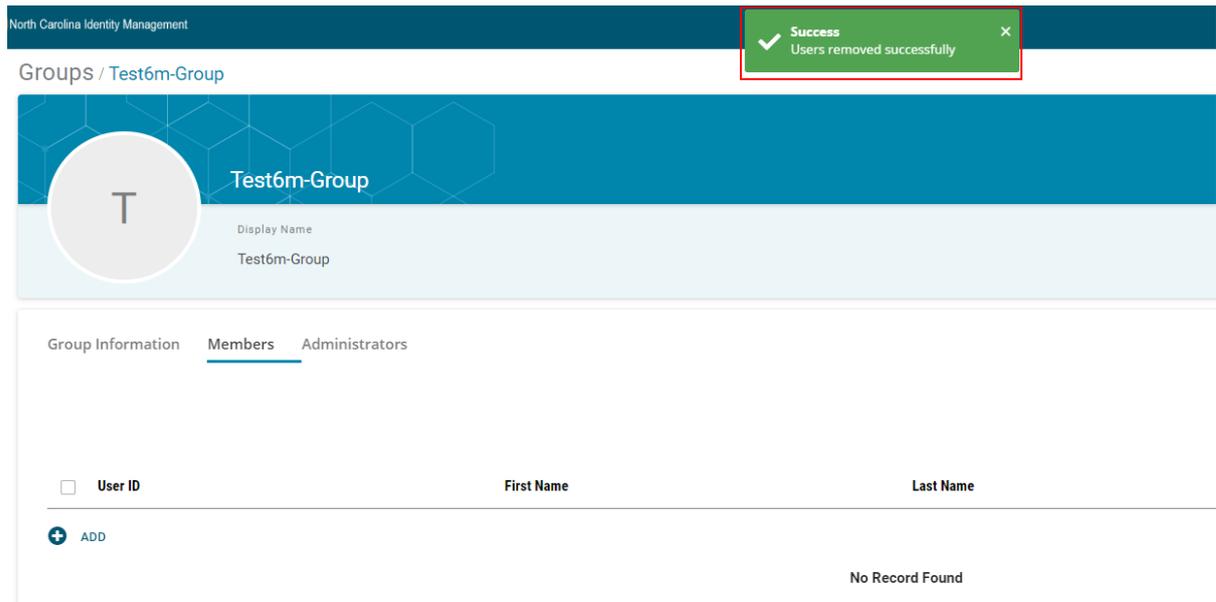
Search: Steve

<input checked="" type="checkbox"/>	User ID	First Name	Last Name	Email
<input checked="" type="checkbox"/>	stevepeterss	Steve	Peterss	stevepeterss@yopmail.com

Items per page: 10 Showing 1 - 1 of 1 records

REMOVE SELECTED USERS

10. Once the user is removed from the group, you will see “**Users removed successfully**” message on the screen



North Carolina Identity Management

Success
Users removed successfully

Groups / Test6m-Group

Test6m-Group
Display Name
Test6m-Group

Group Information **Members** Administrators

<input type="checkbox"/>	User ID	First Name	Last Name
No Record Found			

3. MANAGING GROUP ADMINISTRATORS

The role administrator can add or remove GROUPADMIN privilege for internal users in the MyNCID portal.

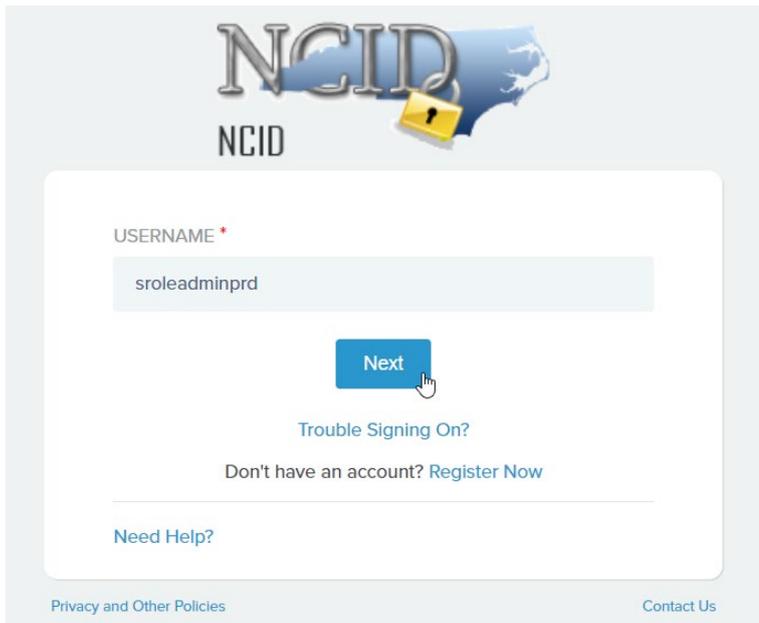
ADDING AN INTERNAL USER AS GROUP ADMINISTRATOR

At a high level, you have to first add an IO role of “**GROUPADMIN**” to an internal user and then add the internal user to be the administrator of the specific application group.

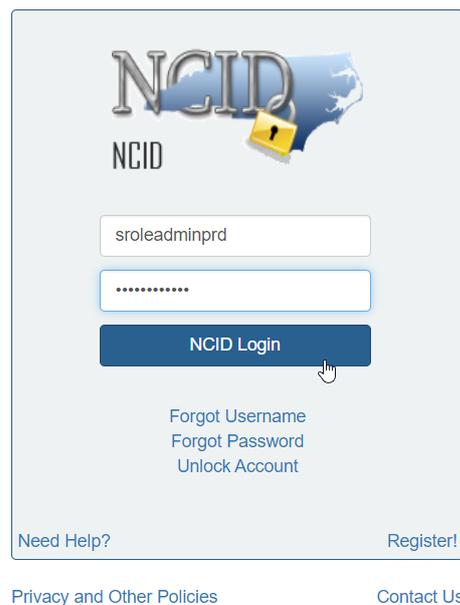
To add an internal user as an administrator of a group, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on “**Next**”

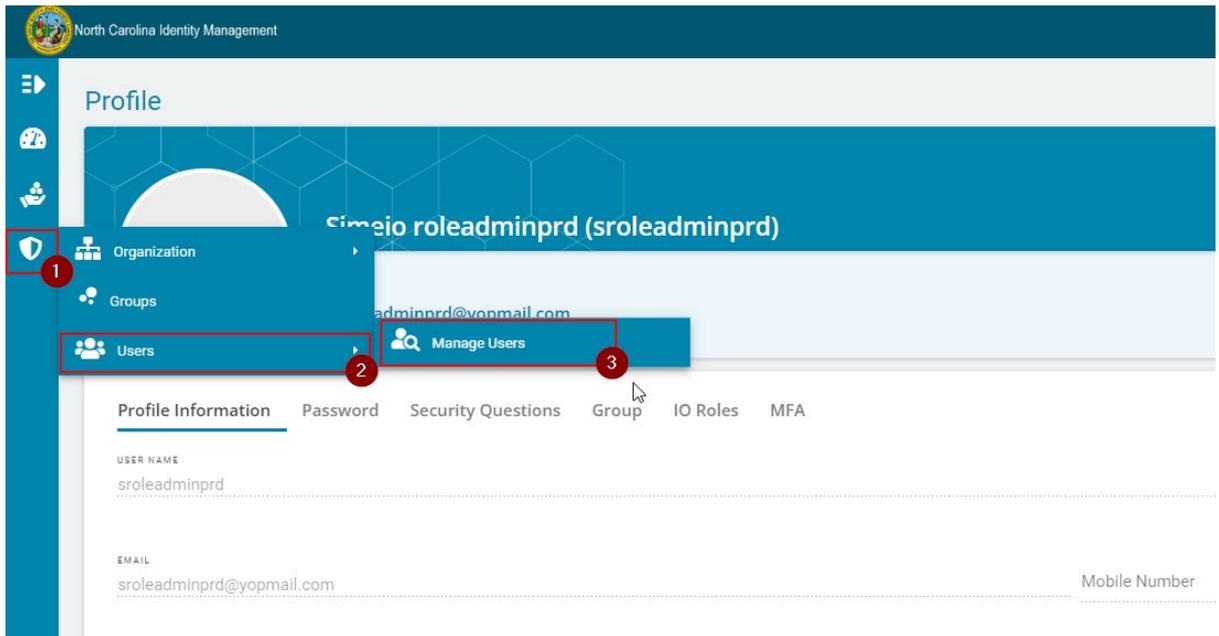
NCID Role Admin Guide



2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



3. Once you are in the portal, click on **“Admin”** icon in the Menu  → Click on **“Users”** → Click on **“Manage Users”**



- You will be taken to the **“Manage Users”** page → Search for the internal user by entering any of the following: User ID, Email, First Name or Last Name → Hit on **“Search”**

Manage Users

Note: If you do not see the user, ensure you follow the steps in [SECTION 4](#).

- Click on the User ID, you will be able to see more information about the user

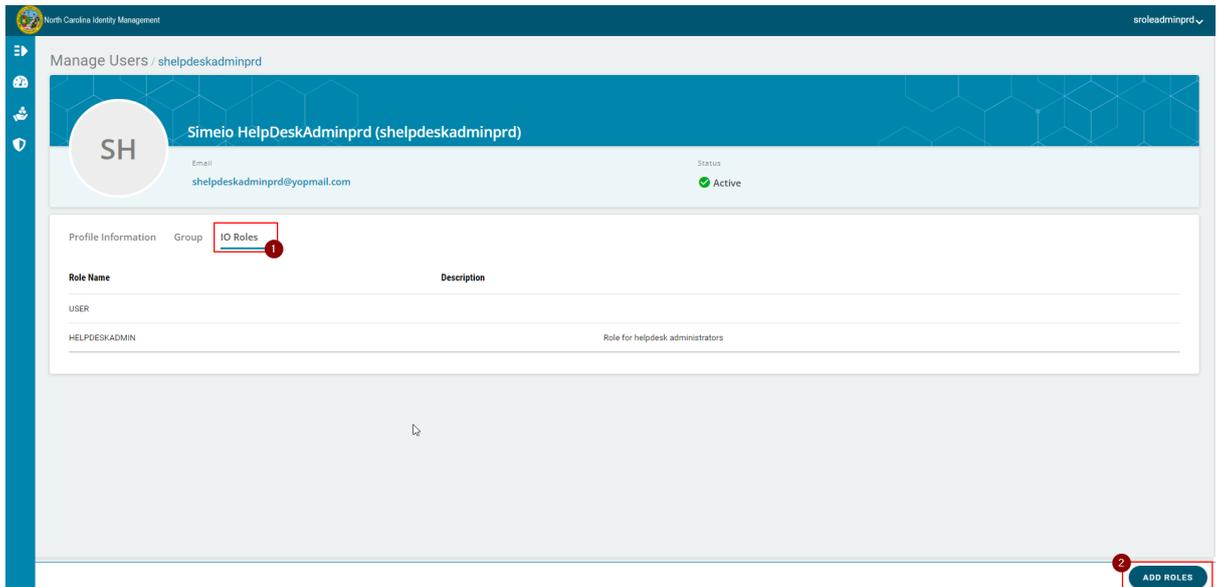
Manage Users

User ID	First Name	Last Name	Email
shelpdeskadminprd	Simeio	HelpDeskAdminprd	shelpdeskadminprd@yopmail.com
shelpdeskadminprd1	Simeio	HelpDeskAdminprd	shelpdeskadminprd1@yopmail.com
shelpdeskadminprd2	Simeio	HelpDeskAdminprd	shelpdeskadminprd2@yopmail.com

Showing 1 - 3 of 3

NCID Role Admin Guide

- Navigate to the **“IO Roles”** tab to view the roles currently assigned to user → Click on **“Add roles”** button at the bottom of the page



North Carolina Identity Management | Manage Users / shelpdeskadminprd | sroleadminprd

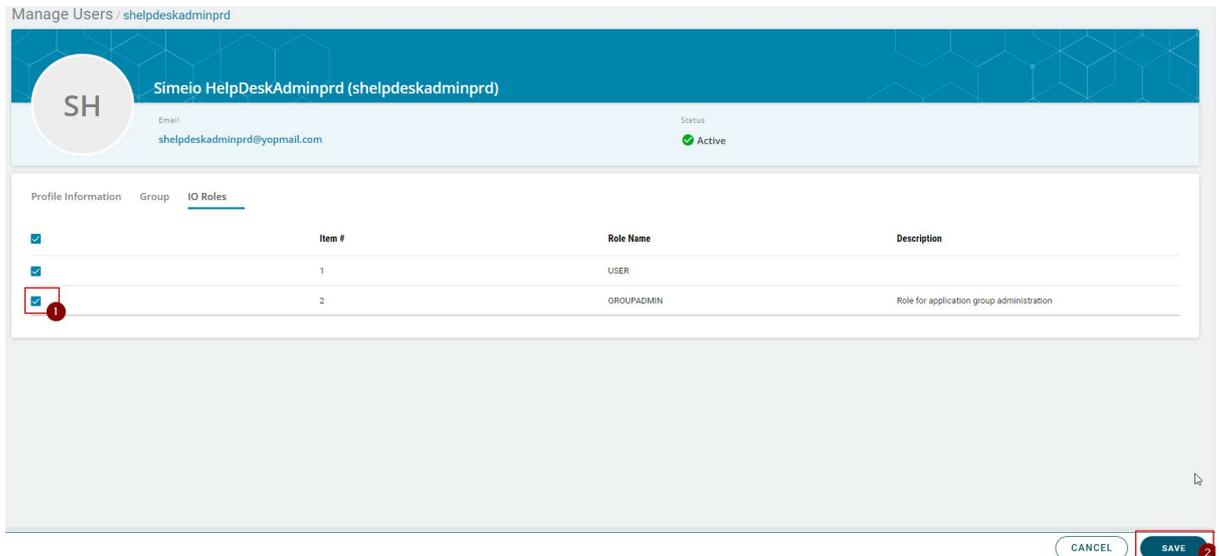
Simeio HelpDeskAdminprd (shelpdeskadminprd)
 Email: shelpdeskadminprd@yopmail.com | Status: Active

Profile Information | Group | **IO Roles**

Role Name	Description
USER	
HELPPDESKADMIN	Role for helpdesk administrators

ADD ROLES

- You will be able to see the roles available to be assigned to the user → Click on the checkbox against the **GROUPADMIN** role → Click on **“Save”**



North Carolina Identity Management | Manage Users / shelpdeskadminprd | sroleadminprd

Simeio HelpDeskAdminprd (shelpdeskadminprd)
 Email: shelpdeskadminprd@yopmail.com | Status: Active

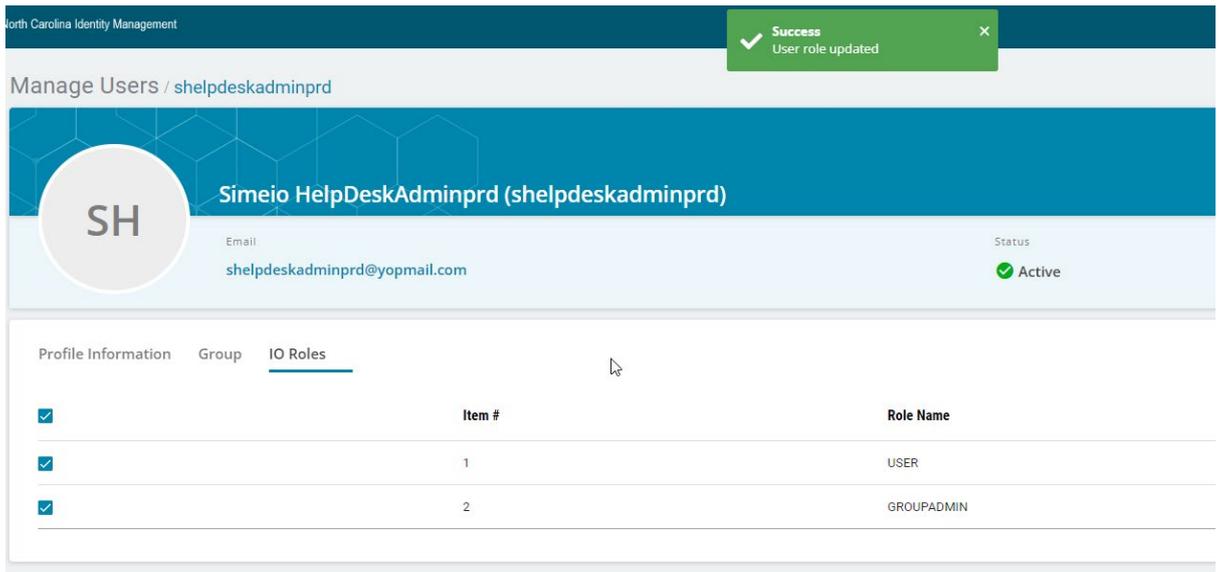
Profile Information | Group | **IO Roles**

<input checked="" type="checkbox"/>	Item #	Role Name	Description
<input checked="" type="checkbox"/>	1	USER	
<input checked="" type="checkbox"/>	2	GROUPADMIN	Role for application group administration

CANCEL **SAVE**

- Once the role is assigned to the user, you will see **“User role updated”** message on the screen

NCID Role Admin Guide



North Carolina Identity Management

Success
User role updated

Manage Users / shelpdeskadminprd

Simeio HelpDeskAdminprd (shelpdeskadminprd)

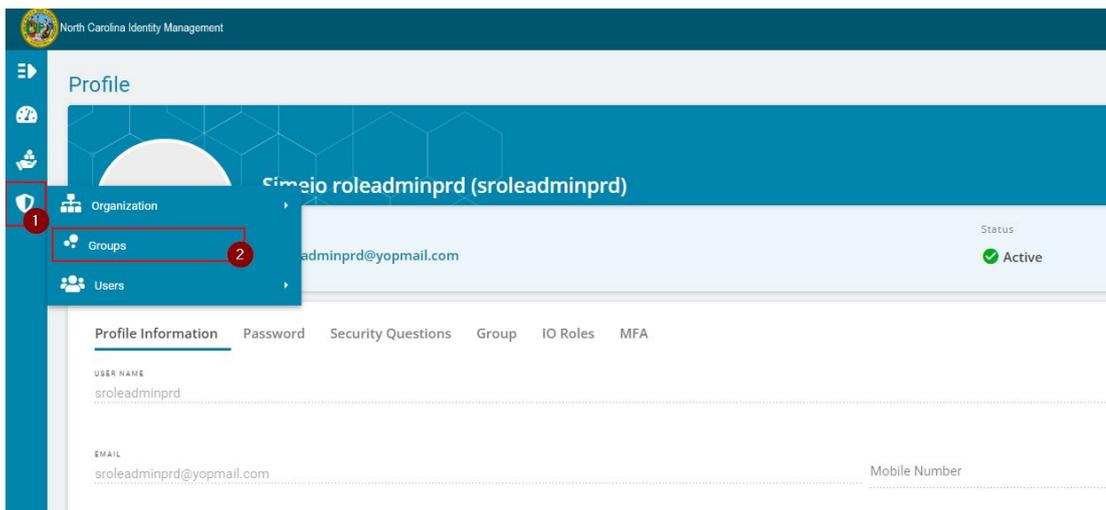
Email: shelpdeskadminprd@yopmail.com

Status: Active

Profile Information Group IO Roles

	Item #	Role Name
<input checked="" type="checkbox"/>	1	USER
<input checked="" type="checkbox"/>	2	GROUPADMIN

9. Now, click on “Admin” icon () again in the Menu → Click on “Groups”



North Carolina Identity Management

Profile

Simeio roleadminprd (sroleadminprd)

Email: sroleadminprd@yopmail.com

Status: Active

Organization Groups Users

Profile Information Password Security Questions Group IO Roles MFA

USER NAME: sroleadminprd

EMAIL: sroleadminprd@yopmail.com

Mobile Number

10. You will be taken to the “Groups” page where you can see groups for which you are admin

Groups

Name

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

NCID Role Admin Guide

11. If you don't see the specific Group, you can search for the group by entering part of the Group name or full Group name → Hit on **“Search” (or)** Look for the Group name in the Group list

Groups

NAME Display Name

Name	Display Name	Description
GroupPRD	GroupdnPRD	GroupDescPRD
Test6m-Group	Test6m-Group	Test group

Showing 1 - 2 of 2

12. Click on the Group name in which you want to add the new admin

Groups

NAME [Test6m](#)

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

13. Navigate to **“Administrators”** tab and Click on the **“Add”** button at the bottom of the page.

Test6m-Group

Display Name
Test6m-Group

Group Information Members **Administrators**

<input type="checkbox"/> User ID	First Name ↑	Last Name
<input type="checkbox"/> sroleadminprd	Simeio	roleadminprd

14. Search for the internal user by entering any of the following: User ID, Email, First Name or Last Name → Hit on **“Search”**

NCID Role Admin Guide

Add Users

USER ID	Email	First Name	Last Name
shelpdeskadmin			

15. Select the checkbox against the users which you want to add to the group and click on **“Add Users”**

Add Users

USER ID	Email	First Name	Last Name
shelpdeskadmin			

	User ID	First Name	Last Name	Email	Active	Locked
<input checked="" type="checkbox"/>	shelpde...	Simeio	HelpDes...	shelpdeskadminprd@yopmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	shelpde...	Simeio	HelpDes...	shelpdeskadminprd1@yopmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	shelpde...	Simeio	HelpDes...	shelpdeskadminprd2@yopmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 - 3 of 3

16. Once the user is added as an admin to the group, you will see **“Users added successfully”** message on the screen

North Carolina Identity Management

✓ Success
Users added successfully

Groups / Test6m-Group

T

Test6m-Group

Display Name

Test6m-Group

Group Information

Members

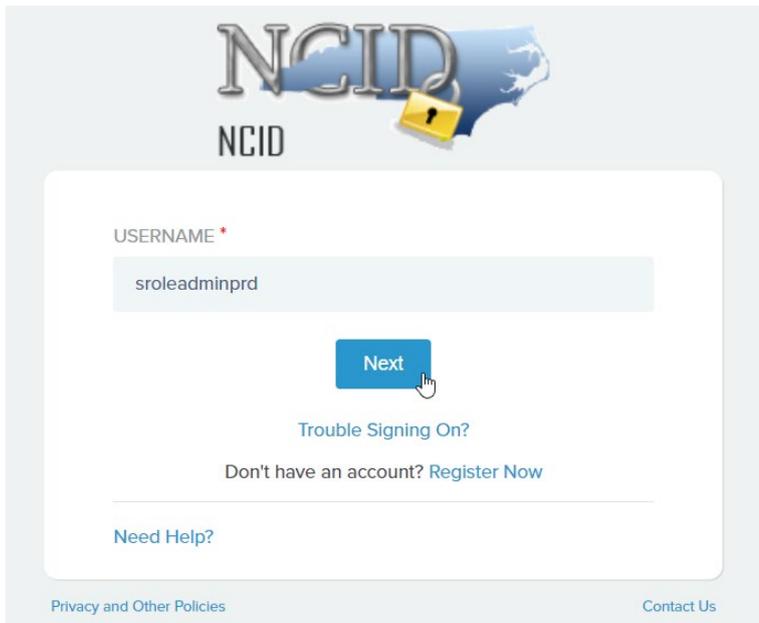
Administrators

	User ID	First Name	Last Name
<input type="checkbox"/>	sroleadminprd	Simeio	roleadminprd
<input type="checkbox"/>	shelpdeskadminprd	Simeio	HelpDeskAdminprd

REMOVING AN INTERNAL USER'S ADMINISTRATOR ACCESS FOR THE GROUP

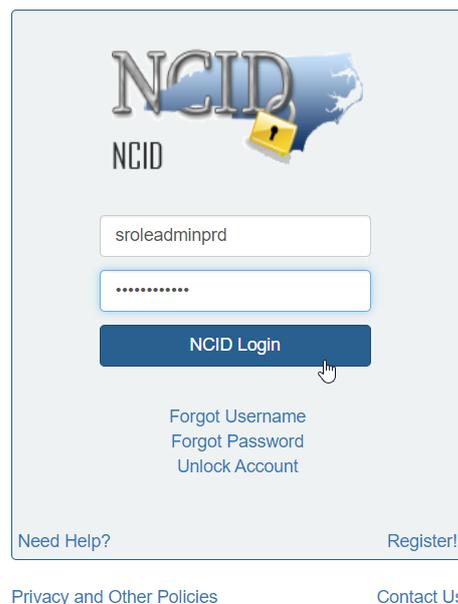
To remove an internal user's admin access for a group, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID account username → Click on **"Next"**



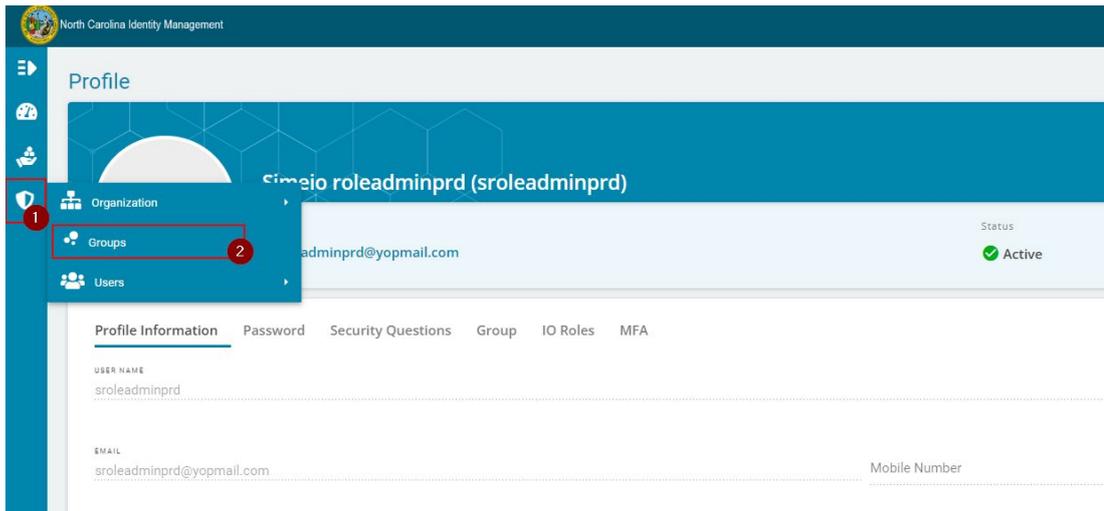
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2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **"NCID Login"**



The screenshot shows the NCID login interface. At the top, there is a logo with the text 'NCID' and a map of North Carolina. Below the logo are two text input fields: the first contains 'sroleadminprd' and the second contains a masked password '.....'. A blue 'NCID Login' button is positioned below the password field, with a mouse cursor hovering over it. Below the 'NCID Login' button are links for 'Forgot Username', 'Forgot Password', and 'Unlock Account'. At the bottom left of the form is a link for 'Need Help?' and at the bottom right is a link for 'Register!'. At the bottom of the page are links for 'Privacy and Other Policies' and 'Contact Us'.

3. Once you are in the portal, click on **"Admin"** icon () in the Menu → Click on **"Groups"**



4. You will be taken to the “**Groups**” page where you can see groups for which you are admin

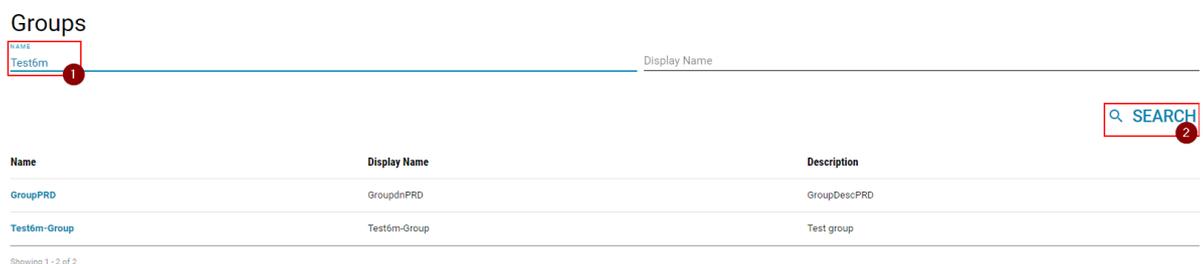
Groups

Name

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

5. If you don't see the specific Group, you can search for the group by entering part of the Group name or full Group name → Hit on “**Search**” (or) Look for the Group name in the Group list



6. Click on the Group name from which you want to remove an admin

Groups

NAME
Test6m

Name	Display Name
GroupPRD	GroupdnPRD
Test6m-Group	Test6m-Group

Showing 1 - 2 of 2

- Navigate to **“Administrators”** tab to view the Group administrators



Test6m-Group
Display Name
Test6m-Group

Group Information Members **Administrators**

<input type="checkbox"/> User ID	First Name	Last Name
<input type="checkbox"/> sroleadminprd	Simeio	roleadminprd
<input type="checkbox"/> shelpdeskadminprd	Simeio	HelpDeskAdminprd

+ ADD

- Search for the internal user in the Search box (or) Look for the user in the list

Group Information Members **Administrators**

<input type="checkbox"/> User ID	First Name	Last Name	Email
<input type="checkbox"/> shelpdeskadminprd	Simeio	HelpDeskAdminprd	shelpdeskadminprd@yopmail.com

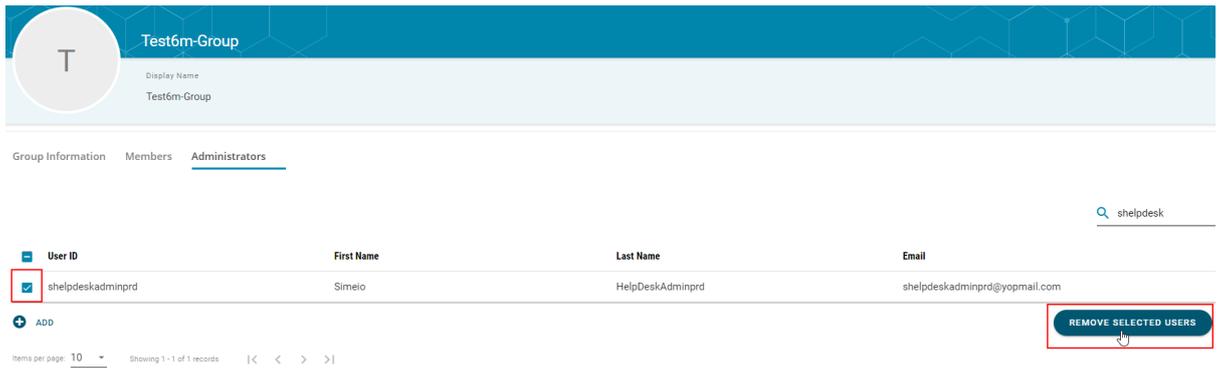
+ ADD

shelpdesk x

REMOVE SELECTED USERS

- Select the checkbox against the users to be removed → click on **“Remove Selected Users”**

NCID Role Admin Guide

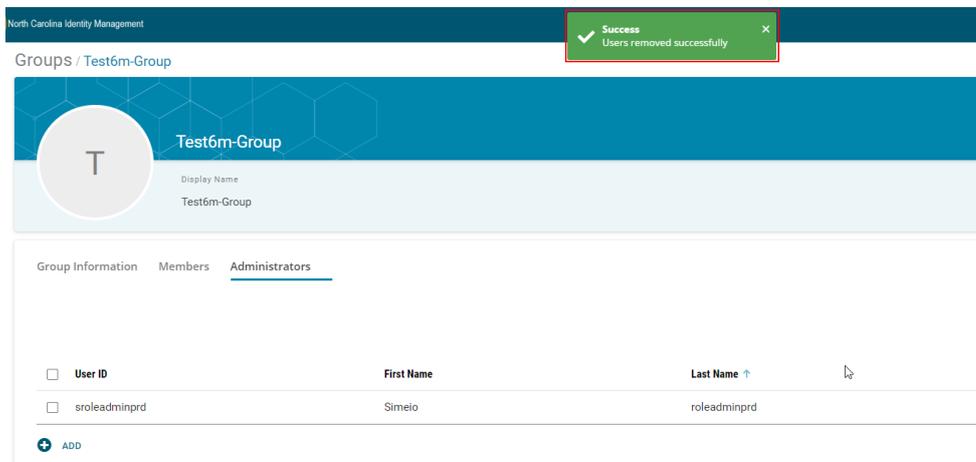


Group Information Members Administrators

shelpdeskadminprd Simeio HelpDeskAdminprd shelpdeskadminprd@yopmail.com

REMOVE SELECTED USERS

10. Once the user is removed from the group, you will see **“Users removed successfully”** message on the screen



North Carolina Identity Management

Success
Users removed successfully

Groups / Test6m-Group

Group Information Members Administrators

User ID	First Name	Last Name
<input type="checkbox"/> sroleadminprd	Simeio	roleadminprd

4. ONBOARDING OF NEW ROLE ADMINS IN MYNCID PORTAL

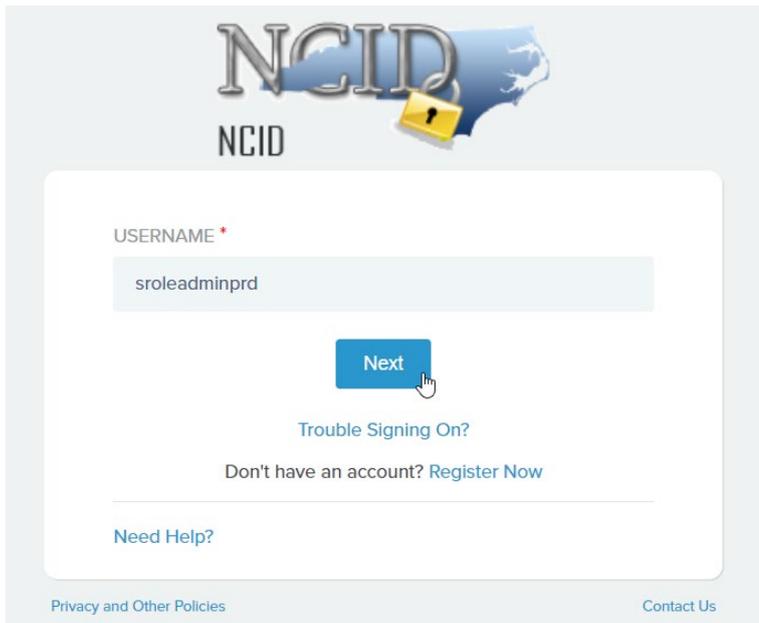
- Role administrators should send a request to the NCID team to onboard the new internal user to the MyNCID portal.
This request needs to include:
 - 1) Environment: Dev/Pre-prod/Prod
 - 2) NCID User ID of the Internal user that needs to be set up on the MyNCID portal
- NCID team works with Simeio team to onboard the new internal user to the MyNCID portal and confirms back to the Role administrator.
- Role administrator informs the user to login to the MyNCID portal to confirm that the user can login.
- Role administrator can now assign GROUPADMIN privileges in the MyNCID portal for the new user as detailed in [Section 3: Managing Group administrators](#).

5. GENERATE & DOWNLOAD THE APP MEMBERSHIP REPORT

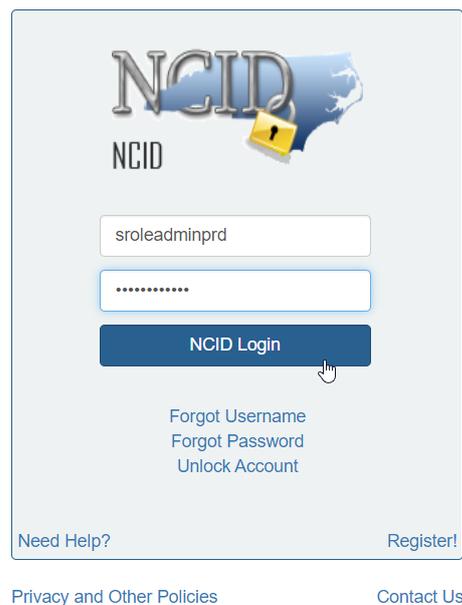
To generate and download the App membership report for any groups you are an admin of, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**

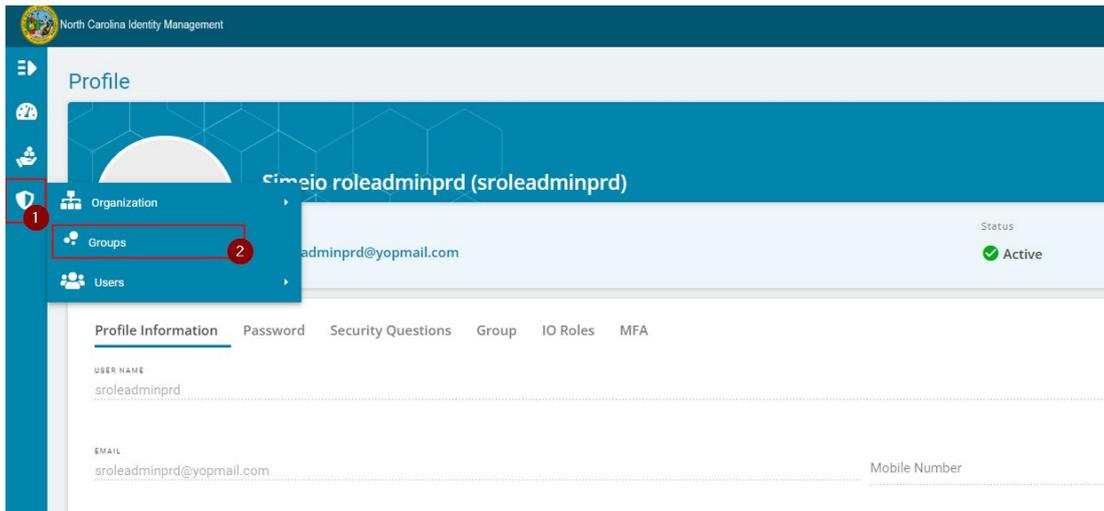
NCID Role Admin Guide



2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



3. Once you are in the portal, click on **“Admin”** icon () in the Menu → Click on **“Groups”**



4. You will be taken to the **“Groups”** page where you can see groups for which you are admin

Groups

Name	Display Name	Description
QAtestgroup	Testgroup	To test group
DHHS-MMIS-Ops-Users	DHHS-MMIS-Ops-Users	
AprilGrpTest	April Group Test	Test group created for Admin guide

Showing 1 - 3 of 3

5. If you don't see the specific Group, you can search for the group by entering part of the Group name or full Group name → Hit on “Search” (or) Look for the Group name in the Group list

Groups

Name	Display Name	Description
QAtestgroup	Testgroup	To test group
DHHS-MMIS-Ops-Users	DHHS-MMIS-Ops-Users	
AprilGrpTest	April Group Test	Test group created for Admin guide

Showing 1 - 3 of 3

6. Click on the Group name for which you want to download the App membership report

Groups

Name	Display Name	Description
QAtestgroup	Testgroup	To test group
DHHS-MMIS-Ops-Users	DHHS-MMIS-Ops-Users	
AprilGrpTest	April Group Test	Test group created for Admin guide

Showing 1 - 3 of 3

- Navigate to the **“Members”** tab → Click on **“Download”** icon () to download the report to your local computer

Groups / April Group Test

AG
April Group Test

Display Name
April Group Test

Group Information Members Administrators

<input type="checkbox"/> User ID	First Name	Last Name	Email
<input type="checkbox"/> Induser1	Individual	User	Induser1@yopmail.com
<input type="checkbox"/> Induser2	Individual	User	Induser2@yopmail.com

Items per page: 10 | Showing 1 - 2 of 2 records | |< < > >|

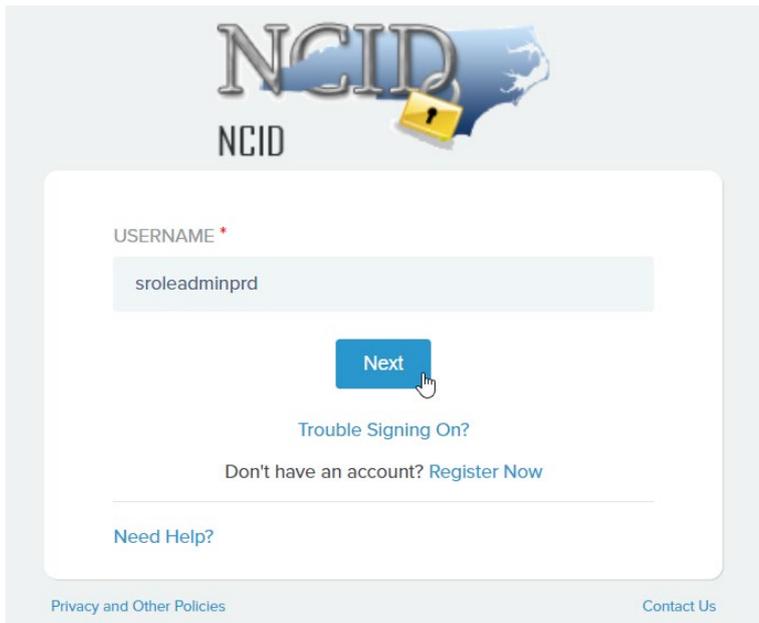
6. IAM ANALYTICS DASHBOARD TO VIEW USER TYPE

The role administrator can view the user type for all users in the MyNCID portal from the IAM Analytics dashboard

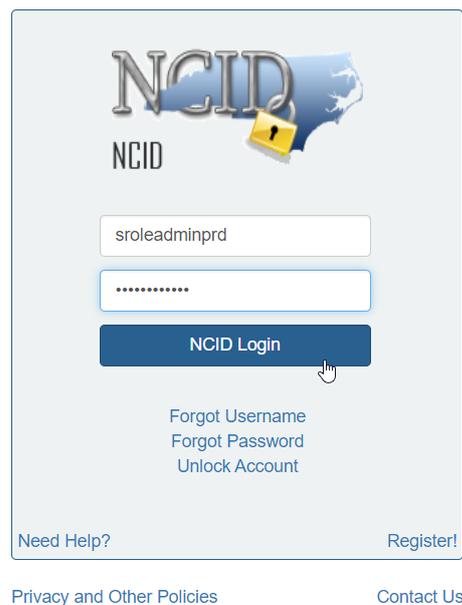
To view the user type for any user, please follow the steps provided below:

- Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**

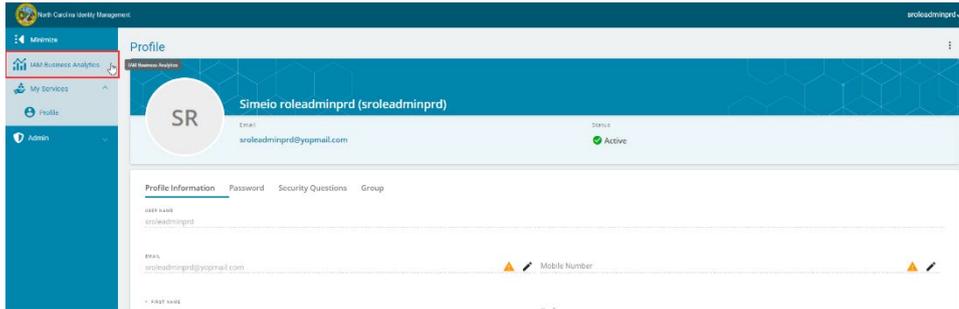
NCID Role Admin Guide



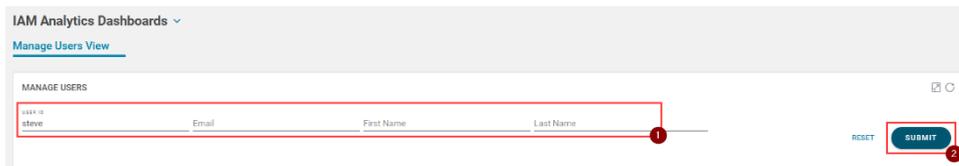
2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



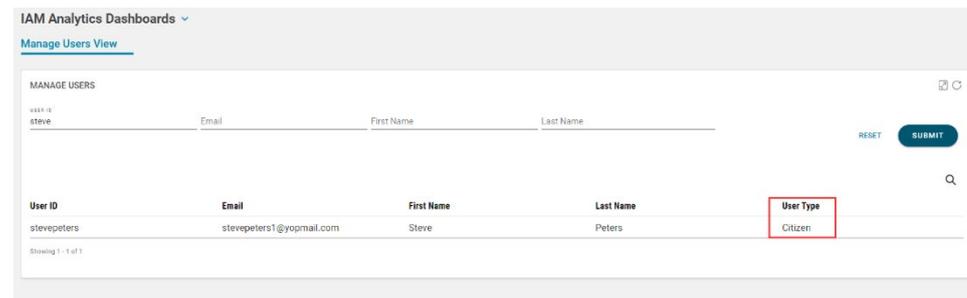
3. Once you are in the portal, click on **“IAM Business Analytics”** icon () in the Menu on the left.



- You should be able to see the Manage Users View page. Search for the user by entering any of the following: User ID, Email, First Name or Last Name → Click **“Submit”**



- The user data loads up in the table. You can see the User type column which shows whether the user is Citizen/Business/State/Local.



7. SUPPORT MODEL

In case, you are facing any issues, you need to contact NCID team as per the existing process.

NCID team will engage the Simeio Support team if necessary.

APPROVAL

Approved by Project Manager

Comments: Role Admin guide v1.3

Name: Dimple Katira

Title: Project Manager

Date: 08/31/2023

Approved by Project Manager

Comments: Role Admin guide v1.2

Name: Dimple Katira

Title: Project Manager

Date: 08/11/2023

Approved by Project Manager

Comments: Final version of Role Admin guide v1.1

Name: Dimple Katira

Title: Project Manager

Date: 05/11/2023