





# CIAM

Helpdesk Admin guide

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# **DOCUMENT HISTORY**

Version	Release Date	Author	Description of Change
1.0	6/7/2023	Shruthi B	Initial Draft
1.1	11/8/2023	Shruthi B	Changes to the process of Removing Helpdesk admin access
1.2	31/8/2023	Shruthi B	Added the procedure for IAM Analytics dashboard

Version	Release Date	Reviewed by	Approved by
<version no=""></version>	Click here to enter a date.	<team name="" or<br="">person name&gt;</team>	<team name="" or="" person=""></team>
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# **ABOUT THIS GUIDE**

This guide serves as a reference for the helpdesk administrators who manage the external users.

# 1. INTRODUCTION

The following capabilities are made available in <u>https://myncid.nc.gov</u> for the end user & helpdesk.

#### **END USER CAPABILITIES**

- External User registration
- Login/Logout
- Self service
  - Forgot password
  - Forgot username
  - Unlock account
  - Update profile
  - o Subscribe to groups with Open subscription
  - Delete account

#### HELPDESK ADMIN CAPABILITIES

- Unlock external user's locked account
- Allow an external user to change password by bypassing the 3-day gap between password resets.
- Add/Remove Helpdesk IO role to/from Internal user
- Add/Remove Helpdesk admin as administrator of BypassPasswordPolicy group
- View the User Type from the IAM Analytics Dashboard

## 2. UNLOCKING EXTERNAL USER ACCOUNT

To unlock an external user account, please follow the steps provided below:

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



1	NCID
USERNAME *	pp2
	Next
	Trouble Signing On? Don't have an account? Register Now
Need Help?	

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

	NCID sroleadminpp2	)
	•••••	
	NCID Login	
	Trouble Signing In?	
Need Help	?	Register!



3. Once you are in the portal, click on "Admin" icon (<sup>♥ Admin</sup>) in the Menu → Click on "Users" → Click on "Manage Users"

02	North Carolina Identity Management		
₽	Profile		
<b>2</b> 2	$P \downarrow S \land$		
áĭí			
4		Internal-User John (sroleadminpp2)	
_		Email	Status
<b>P</b> <sub>1</sub>	Organization	adminpp2@yopmail.com	Active
	Groups		
	🐣 Users	2 Manage Users 3 Roles MFA	
	USER NAME stoleadminnn?		

 You will be taken to the "Manage Users" page → Search for the external user by entering either full or partial User ID, Email, First Name or Last Name → Hit on "Search"

Manage Users				
user id sumitcit	Email	First Name	Last Name	
				Q SEARCH 2 RESET

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

sumitor Email First Name Last Name	
Q SEARCH RES	ET
User ID First Name Last Name Email Active Los	cked
Sumitcit_ Sumit Pal sumitcit@yopmail.com	Ô

6. You can verify the status of the account in the "Lock Status" attribute → "Unlock" button will be shown at the bottom of the page if account is locked, click on it.

C.D.	Sumit Pal (Sumitcit)		
SP	Email sumitcit@yopmail.com	Status Status	tive
Profile Information	Security Questions Group IO Roles		4
EMAIL sumitcit@yopmail.com		mobile nomber 252-419-6165	
first name Sumit		Prefix	
last name Pal		Suffix	
MIDOLE INITIAL 1		LOCK MATUS LOCKED	
USER STATUS			



7. Click on "OK" in the confirmation window



8. You will see "User unlocked successfully" message on the screen.

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Manage Users / s	umitcit		
CD	Sumit Pal (Sumitcit)		
SP	Email sumitcit@yopmail.com	Status Statue	

9. You can validate the updated status in the "Lock Status" attribute

SP Sumit Pal (Sumitcit)		
Email sumitcit@yopmail.com	Status	
Profile Information Security Questions Group IO Roles		
EMALL sumitcit@yopmail.com	MOBILE NUMBER 252-419-6165	
FIREY NAME Sumit	Prefix	
Last Name Pal	Suffix	
MIDDLE INITIAL 1	LOCK STATUS UNLOCKED	G

# 3. ASSIGNING HELPDESK ADMIN ROLE TO INTERNAL USER

This is a 2-step process:

Step 1: Add "HELPDESKADMIN" IO role to an internal user

Step 2: Make the internal user the administrator of the "BypassPasswordPolicy" group.



To assign "**HELPDESKADMIN**" IO role to an internal user, please follow the steps provided below:

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

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2	
Next Trouble Signing On?	
't have an account? Register No	wc
	Contact U
a government computer system, which Ily for authorized business by authorized of this computer system may subject vio	may be accessed d personnel. lators to criminal,
	P  Next  Trouble Signing On?  Thave an account? Register No  a government computer system, which ly for authorized business by authorize  this computer system may subject via

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



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sroleadm	npp2		
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	NCID Login		ļ
Tro	uble Signing In?		
Need Help?			Register!
Privacy and Other Polic	cies		Contact Us

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₽	Profile			:
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iii		Internal-User John (sroleadminpp2)		$P \uparrow U$
**		Email	Status	
-	Groups	adminpp2@yopmail.com	Active	
	🐣 Users	A Manage Users	AFA	
	user NAME sroleadminpp2			
	EMAIL sroleadminpp2@yopmai	Loom	🔺 🖍 Mobile Number	A /
	• FIRST NAME Internal-User		Prefix	<u> </u>

 You will be taken to the "Manage Users" page → Search for the internal user by entering either full or partial User ID, Email, First Name or Last Name → Hit on "Search"

Manage Users					
shelpdeskadminpp3	Email	First Name	Last Name	]	
				Q SEARCH RI	ESET



**<u>NOTE</u>**: If you don't find the Internal User in the Search results, follow the steps listed in Section 6 of the document to onboard the internal user to the MyNCID Portal.

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

Manage Use	rs		
shelpdeskadminpp3		Email	First Name
User ID	First Name	Last Name	Email
Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com
Showing 1 - 1 of 1			

6. 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

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ي ب	SS Emeil Shelpd	eskadminpp3@yopmail.com	Status Status	
	Profile Information Group	O Roles		
	Role Name	Description		
	USER			
				2
				ADD ROLES

7. You will be able to see the roles available to be assigned to the user → Click on the checkbox against the **HELPDESKADMIN** role → Click on **"Save"** 



Shelpdeskadminpp3@yopmail.com     file Information     file formation     file formation <tr< th=""><th>omail.com</th><th>🖉 Active</th><th></th></tr<>	omail.com	🖉 Active	
Infermation       Group       ID Roles         Image: Marcine Strain Strai			
Item #     Role Name     Description       1     USER       2     HELFOESKADMIN     helpdeskadmin			
1 USER 2 HELPOESKADMIN helpoteskadmin	ltem #	Role Name	Description
2 HELPDESKADMIN helpdeskadmin	1	USER	
	2	HELPDESKADMIN	helpdeskadmin
		Item # 1 2	Item #         Role Name           1         USER           2         HELPDESKADMIN

8. Once the role is assigned to the user, you will see "**User role updated**" message on the screen

Carolina Identity Management		Success X	sroleadminpp
lanage Users / Shelpdeska	idminpp3		
Shell	pdeskadminpp3 Shelpdeskadminpp3 (S	helpdeskadminpp3)	
55 Email Shelp	deskadminpp3@yopmail.com	Status 🖉 Active	
Profile Information Group	IO Roles		
	Item #	Role Name	Description
	1	USER	
	2	HELPDESKADMIN	helpdeskadmin

9. Now, click on "Admin" icon ( $\checkmark$  Admin) again in the Menu  $\rightarrow$  Click on "Groups"

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0	Grganization	* odeskadminpp3@yopmail.com	Status Active
	• Groups	Manage Service Groups	
	😤 Users	10 Roles	
	Role Name	Description	
	USER		
	HELPDESKADMIN		helpdeskadmin



10. You will be taken to the **"Groups"** page where you should be able to see the **"BypassPasswordPolicy**" group → Click on the **"BypassPasswordPolicy**" group to add new admin

Groups				
Name		Display Name		
			ର SEARCH	RESET
Name	Display Name	Description		
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.		
Showing 1 - 1 of 1				

11. Navigate to "Administrators" tab → Click on the "Add" button at the bottom of the page.

63	North Carolina Identity Management			sroleadminpp2↓
∃) @2	B B B B B B B B B B B B B B B B B B B			
íĭí .⇔	BypassPasswordPolicy			
•	Group Information Members Administrators			
				٩
	🗌 User ID	First Name	Last Name	Email
	sroleadminpp	Internal-Helpdesk	Admin	sroleadminpp@yopmail.com
	sroleadminpp2	Internal-User	John	sroleadminpp2@yopmail.com
	sccreech	Sharon	Creech	Sharon.creech@nc.gov
	D bgirard	Brian	Girard	Brian.Girard@nc.gov
	amwilliams1	Alisha	Williams	Alisha.Williams@nc.gov
	pngarcia	Paul	John Garcia	Paul-John.Garcia@nc.gov
	C cjcholak	Christopher	Cholak	Christopher.Cholak@nc.gov
	wrday	Wendell	Day	Wendell.Day@nc.gov
	seclayton	Sherri	Clayton	Sherri.clayton@nc.gov
	smrichardson	Stephanie	Richardson	stephanie.richardson@nc.gov
	• ADD 2			REMOVE SELECTED USERS

12. Search for the internal user by entering either full or partial User ID, Email, First Name or Last Name → Hit on "**Search**"

see 10 halndaskadminnn 3 Email Eirst Name Last Nam	10
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13. Select the checkbox against the users which you want to add as admin to the group → Click on "Add Users"



#### Add Users

helpdeska	adminpp3	Email	Firs	t Name	Last Name	2
					ର search	RESET
	User ID	First Name	Last Name	Email		Active
	Shelpdesk	Shelpdesk	Shelpdesk	Shelpde	skadminpp3@yopmail.co	m 🥥
	of 1	Sheipuesk	Sheipuesk	Sheipde	skauminpps@yopmail.co	
				(		DD USERS

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

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Gro	UPS / BypassPassv	vordPolicy	Users added	successiumy	
$\geq$					
	R	BypassPasswordPolicy			
	D	Display Name BypassPasswordPolicy			
G	iroup Information 🛛 🕅	tembers Administrators			
	User ID	First Name		Last Name	Email
	Shelpdeskadminp	p3 Shelpdesk	adminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com

# 4. UNASSIGNING HELPDESK ADMIN ROLE FROM INTERNAL USER

To remove an internal user's Helpdesk admin access, you must remove the user from the administrators of **"BypassPasswordPolicy"** group by following the steps provided below:



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



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



	NCI NCID		
	sroleadminpp2		
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	NCID Lo	gin	
	Trouble Sigr	ning In?	
Need Help	?		Register!
rivacv and	Other Policies		Contact Us

3. Once you are in the portal, click on "Admin" icon (<sup>♥ Admin</sup>) in the Menu → Click on "Groups"

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áá								
4			Internal-User John (sroleadminpp2)		$\sim$			
Ð	₽	Organization	adminpp2@yopmail.com	Status				
-9		Groups	Manage Service Groups					
	**	Users	Security Questions Group IO Roles MFA					
		USER NAME						
		sroleadminpp2						

 You will be taken to the "Groups" page where you should be able to see the "BypassPasswordPolicy" group → Click on the "BypassPasswordPolicy" group to remove an admin

Groups					
Name			Display Name		
				୍ search	RESET
Name	Display Name	Description			
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to	o bypass 3 days minimum password age.		

5. Navigate to "Administrators" tab to view the administrators



0	Groups / BypassPasswordPolicy BypassPasswordPolicy Digitary News				$\times$
	BypassPasswordPolicy Group Information Members Administrators			₽.	٩
	User ID	First Name	Last Name	Email	
	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com	
	sroleadminpp	Internal-Helpdesk	Admin	sroleadminpp@yopmail.com	

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

	BypassPasswordPolicy				
D	Display Name BypassPasswordPolicy				
Group Information	Members Administrators				
					Q shelp ×
User ID		First Name	Last Name	Email	
Shelpdeskadmin	рр3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com	
O ADD					REMOVE SELECTED USERS
Items per page: 10 🔻	Showing 1 - 1 of 1 records < >				

7. Select the checkbox against the users to be removed → click on "**Remove Selected Users**"

	BypassPasswordPolicy				
D	Display Name BypassPasswordPolicy				
Group Information	Members Administrators				
					Q shelp
User ID		First Name	Last Name	Email	
Z Shelpdeskadmir	pp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com	
ADD terms per page: 10	Showing 1 - 1 of 1 records <>				REMOVE SELECTED USERS

8. Once the user is removed from the group, you will see "Users removed successfully" message on the screen

North Carolina Identity Management	Success ×	sroleadminpp2∽
Groups / BypassPasswordPolicy	Users Lettroveru successiuliy	
BypassPasswordPolicy Daptor Name		
BypassPasswordPolicy Group Information Members Administrators		

# 5. BYPASS 3 DAYS GAP BETWEEN CONSECUTIVE PASSWORD RESET FOR EXTERNAL USERS

For this process, you need to add an external user as a member of **"BypassPasswordPolicy"** group.



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



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



	NCIQ NCID	
	sroleadminpp2	
	•••••	
	NCID Login	
	Trouble Signing In?	
Need Help?		Register!

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

62	North Carolina Identity Management			sroleadminpp2↓
₽	Profile			:
2				
ŝ		Internal-Liser John (sroleadminnn2)		
۵	l IJ		Status	$\land \land $
0	Grganization	adminpp2@yopmail.com	✓ Active	
	• Groups	2 Manage service groups		
	🙁 Users	Security Questions Group IO Roles MFA		
	user NAME sroleadminpp2			
	EMAIL			
	sroleadminpp2@yopmail.	com	🛕 🖍 Mobile Number	A /
	FIRST NAME *			
	Internal-User		Pretix	<u>*</u>

4. You will be taken to the **"Groups"** page where you should be able to see the **"BypassPasswordPolicy**" group

Groups		
NAME BypassPasswordPolicy		Display Name
		Q SEARCH RESET
Name	Display Name	Description
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.
Showing 1 - 1 of 1		



5. Click on the Group to add an external user for whom the password policy needs to be bypassed

Groups NAME Bypasspasswordpolicy		Display Name		
		٩	SEARCH	RESET
Name	Display Name	Description		
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.		
Showing 1 - 1 of 1				

6. Navigate to "**Members**" tab and Click on the "**Add**" button at the bottom of the page.

Groups / BypassPas	swordPolicy	
В	BypassPasswordPolicy	
	Display Name	
	Буразы азаного оксу	
Group Information	Members Administrators	
User ID	First Name	Last Name
ADD 2		No Record Found

7. Search for the external user by entering either full or partial User ID, Email, First Name or Last Name → Hit on "**Search**"

Add Users				
user ID induser4	Email	First Name	Last Name	
		۹	SEARCH	RESET

8. Select the checkbox against the users for which you want to add to the group → Click on "Add Users"





#### Add Users

			م	SEARCH	RESET
User ID	First Name	Last Name	Email	Active	Locked
induser	4 individual	user	induser4@yopmail.com	$\otimes$	ð
Showing 1 - 1 of 1					



9. Once the user is added to the group, you will see "Users added successfully" message on the screen

North Carolin	North Carolina Identity Management		Success X Users added successfully			
Grou	ps / BypassPass	swordPolicy		Users added successiony		
	В	BypassPasswordPolicy				
		Display Name BypassPasswordPolicy				
Gro	up Information	Members Administrators	First Name	Last Name		Email
	atestb		atestb	Pandey		atestb@yopmail.com
	citi24ap		citi	ар		citi24apnew@yopmail.com
	] induser4		individual	user	P	induser4@yopmail.com

10. You can inform the external user to change their password before midnight on the same day. The user will be removed from the group automatically at midnight.



# 6. ONBOARDING OF NEW HELPDESK USERS IN MYNCID PORTAL

- 1. Helpdesk administrators should request the NCID team to onboard the new internal user on MyNCID portal
- 2. NCID team works with Simeio team to onboard the new internal user to the MyNCID portal and confirms back to the Helpdesk administrator
- 3. Helpdesk administrator informs the new user to login to the MyNCID portal to confirm that the user can login
- 4. Helpdesk administrator can now follow the steps listed in Section 3 of the document to assign the new user appropriate privileges.

# 7. IAM ANALYTICS DASHBOARD TO VIEW USER TYPE

The Helpdesk 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:

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

NCIP	
USERNAME *	
sroleadminprd	
Next	
Trouble Signing On?	
Don't have an account? Register Now	
Need Help?	
Privacy and Other Policies	Contact U

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



<b>N</b> NCID		
srolead	minprd	
••••••	***	)
	NCID Login	
F	Forgot Username Forgot Password Unlock Account	
Need Help?		Register!
Privacy and Other Po	blicies	Contact Us

Once you are in the portal, click on "IAM Business Analytics" icon (
 IAM Business Analytics
 ) in the Menu on the left.

North Carolina Identity Manager				sroleadminprd 🗸
: Minimize	Profile			i
1444 Business Analytics	UAI Deserves Analytics			
🐣 My Services 🔷				
e Profile	SR	Simeio roleadminprd (sroleadminprd)	-	Y K K K A 2
🕐 Admin 🔍	U.S.	Enel sroleadminprd@yopmail.com	Status Ø Active	
	Profile Information	Password Security Questions Group		
	usek kasis srojeadmioord			
	89.40,		A Mabile Mumber	
			A Moure runder	<u>A</u>
	- 1000 million			

 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"

IAM Analytics Dashboards ~ Manage Users View							
MANAGE USERS					Ø C		
user ID steve	Email	First Name	Last Name	0	RESET		

5. 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.

IAM Analytics Dashboards ~ Manage Users View						
MANAGE USERS						C
VERID						
steve	Email	First Name	Last Name	_	RESET	SUBMIT
						Q
User ID	Email	First Name	Last Name	User Type		
stevepeters	stevepeters1@yopmail.com	Steve	Peters	Citizen		
Stowing 1 - 1 of 1						



## 8. 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: <u>Helpdesk Admin guide v1.2</u> Name: Dimple Katira Title: Project Manager Date: 08/31/2023 Approved by Project Manager Comments: <u>Helpdesk Admin guide v1.1</u> Name: Dimple Katira Title: Project Manager



Date: 08/11/2023

Approved by Project Manager

Comments: Final version of Helpdesk Admin guide v1.0

Name: Dimple Katira

Title: Project Manager

Date: 06/15/2023