



CIAM

Helpdesk Admin guide

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>	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 helpdesk administrators who manage the external users.

1. INTRODUCTION

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

END USER CAPABILITIES

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

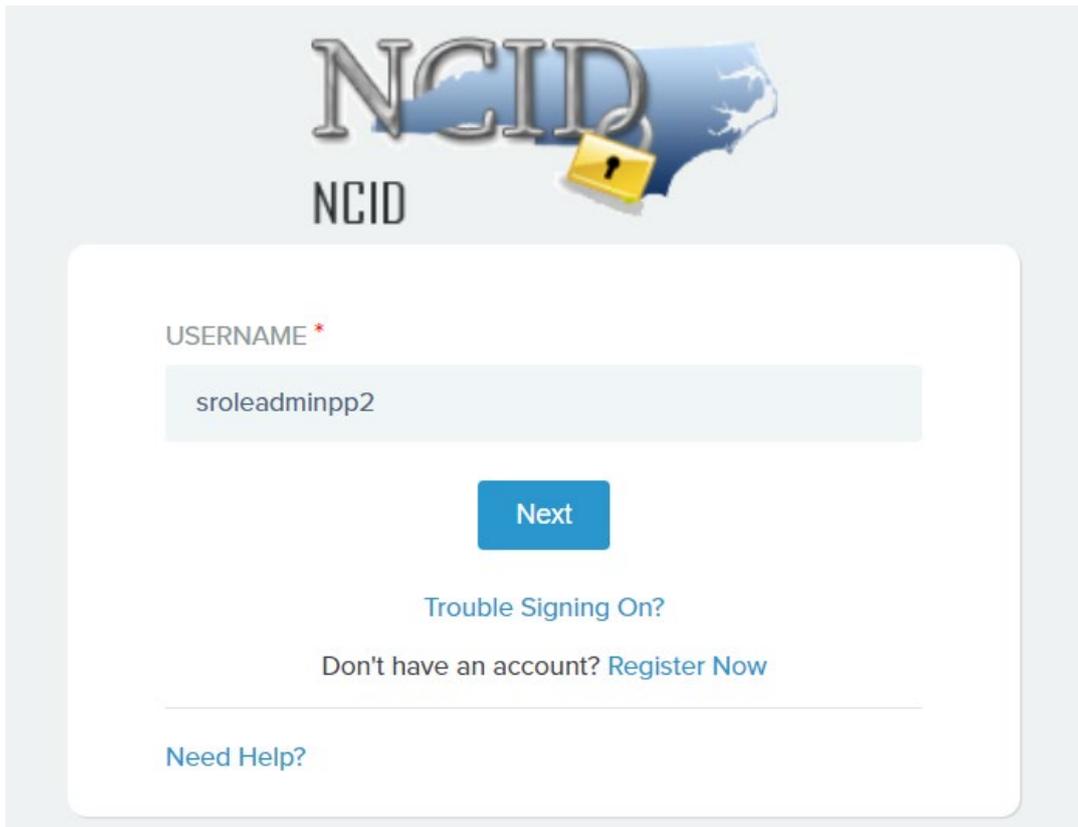
HELPDESK ADMIN CAPABILITIES

- 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

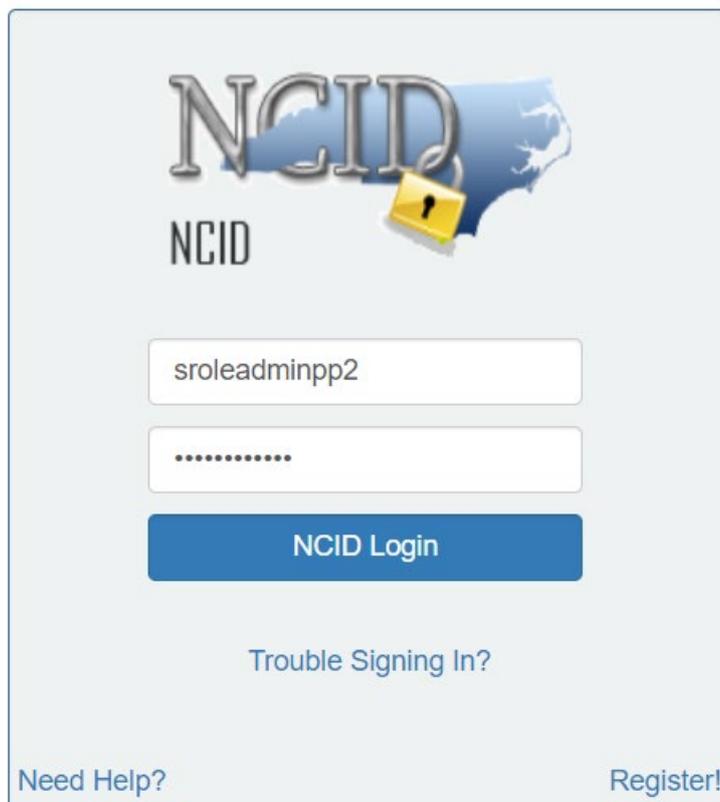
2. UNLOCKING EXTERNAL USER ACCOUNT

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

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

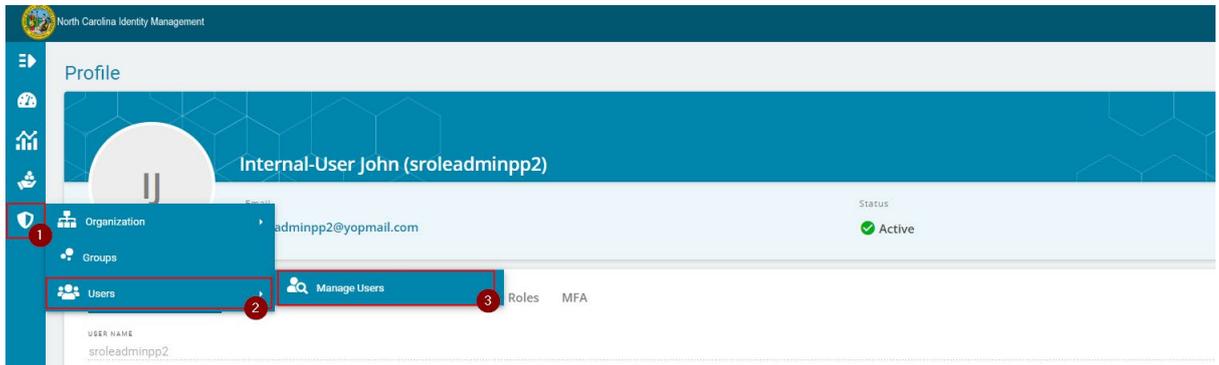


- 2. You will be taken to NCID portal for authentication, provide your Internal NCID username and password → Click “NCID Login”



NCID Helpdesk Guide

- 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 external user by entering either full or partial User ID, Email, First Name or Last Name → Hit on **“Search”**

Manage Users

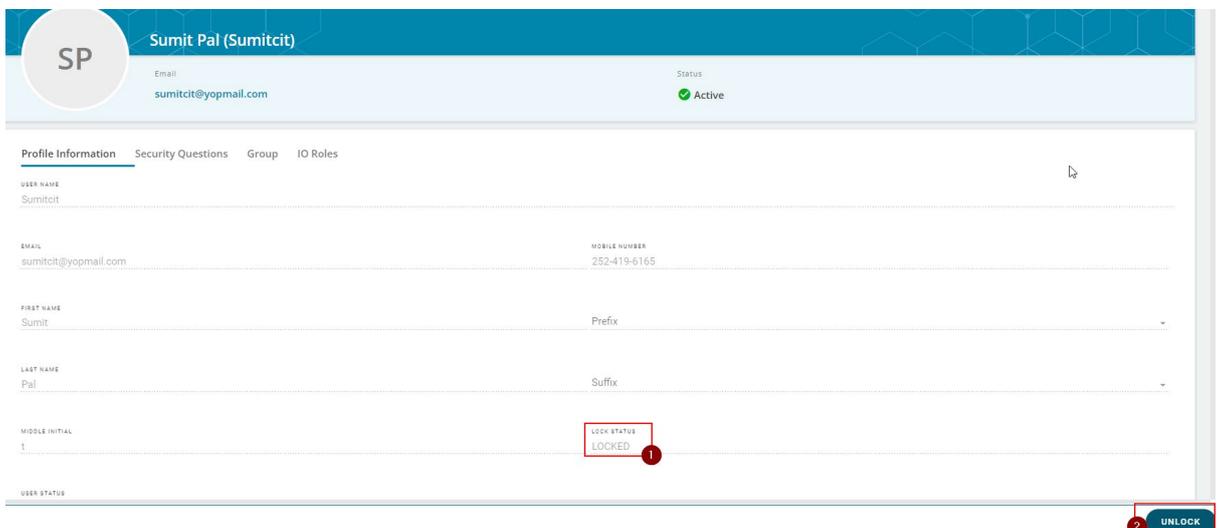


- Click on the User ID to be unlocked, you will be able to see more information about the user

Manage Users



- 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.



NCID Helpdesk Guide

- Click on **“OK”** in the confirmation window

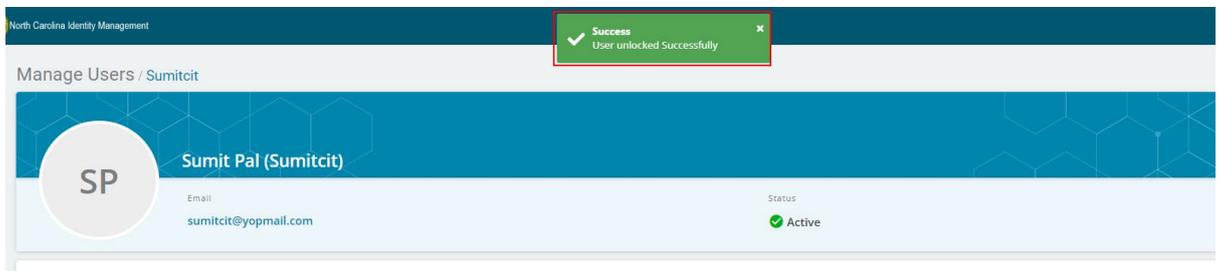
Unlock confirmation

Do you really want to Unlock user?

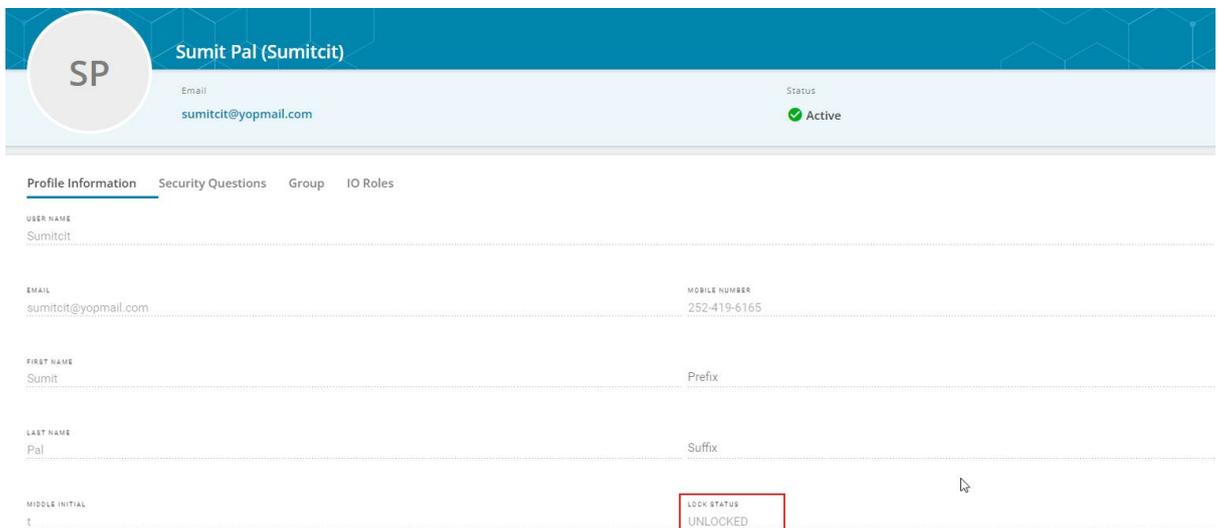
Sumitcit



- You will see **“User unlocked successfully”** message on the screen.



- You can validate the updated status in the **“Lock Status”** attribute



3. ASSIGNING HELPDESK ADMIN ROLE TO INTERNAL USER

This is a 2-step process:

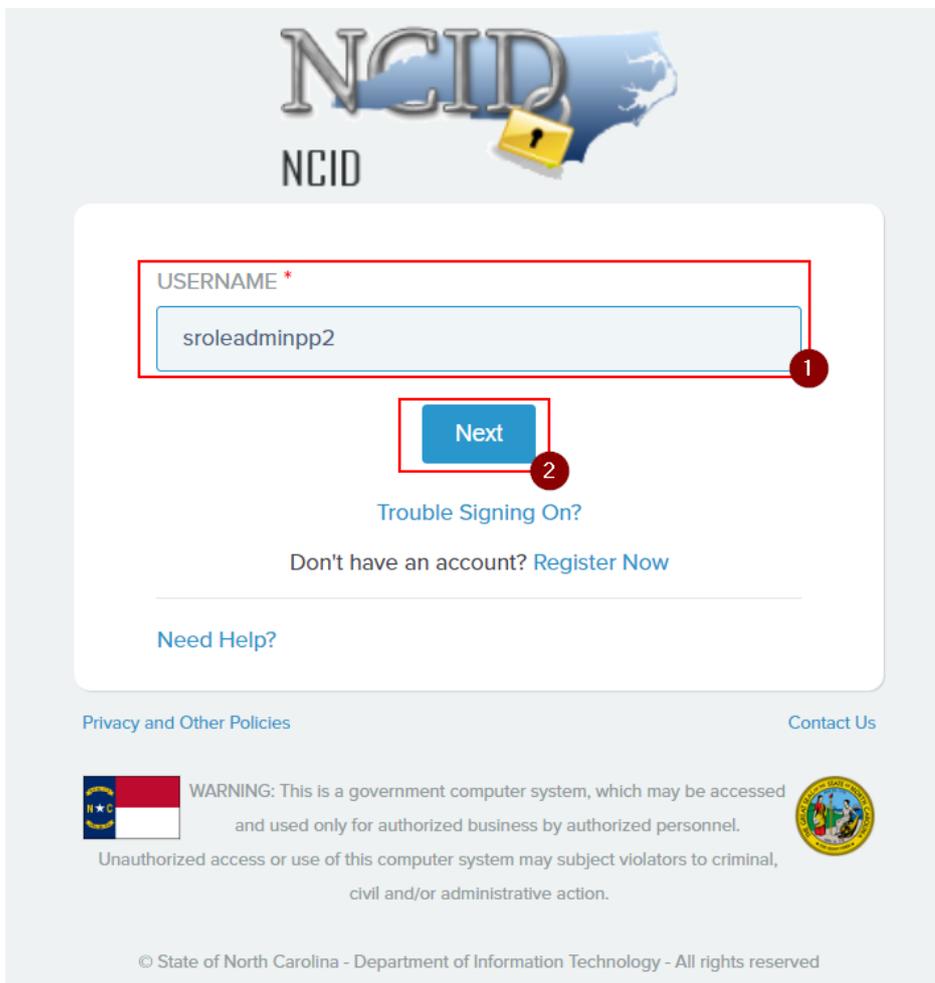
Step 1: Add **“HELPDESKADMIN”** IO role to an internal user

Step 2: Make the internal user the administrator of the **“BypassPasswordPolicy”** group.

NCID Helpdesk Guide

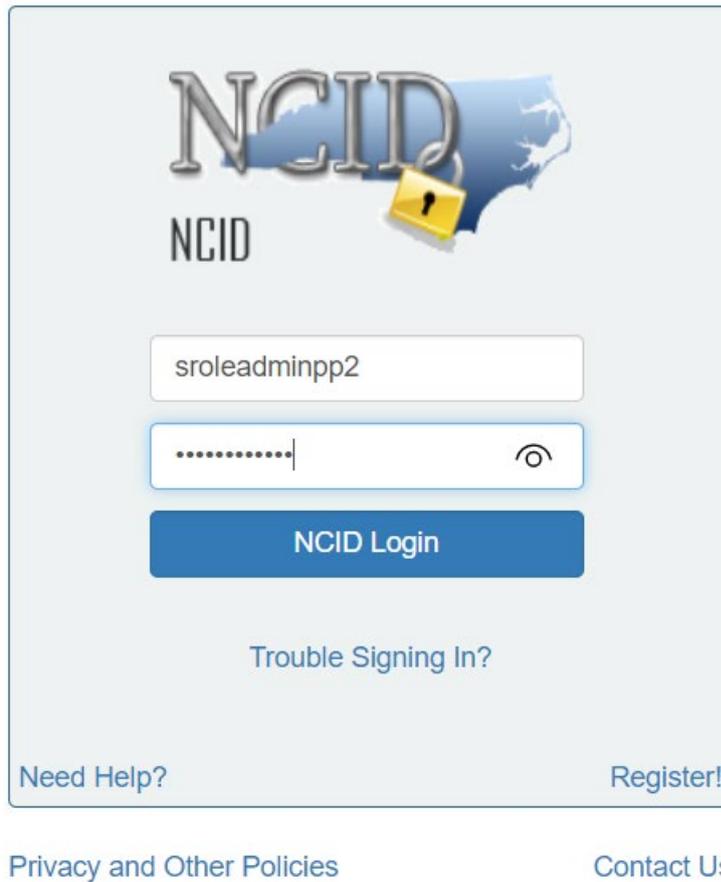
To assign “**HELPDESKADMIN**” IO role to an internal user, please follow the steps provided below:

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

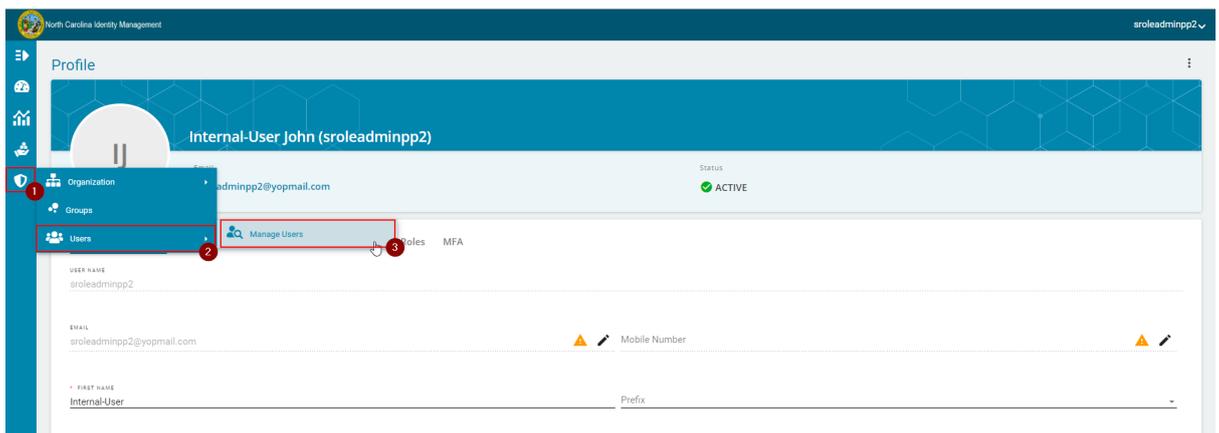


The screenshot shows the NCID login interface. At the top, the text "NCID" is displayed in a large, stylized font with a map of North Carolina and a yellow padlock icon. Below this, the text "NCID" appears again in a smaller font. The main content area is a white box with a light blue border. Inside, there is a "USERNAME *" label above a text input field containing "sroleadminpp2". A red box with a "1" in a circle highlights the input field. Below the input field is a blue "Next" button, which is highlighted by a red box with a "2" in a circle. Underneath the button are links for "Trouble Signing On?", "Don't have an account? Register Now", and "Need Help?". At the bottom of the white box, there are links for "Privacy and Other Policies" and "Contact Us". Below the white box, there is a warning message: "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." To the left of the warning is a small logo, and to the right is the official seal of the State of North Carolina. At the very bottom, the copyright notice reads: "© State of North Carolina - Department of Information Technology - All rights reserved".

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



- 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 either full or partial User ID, Email, First Name or Last Name → Hit on **“Search”**

Manage Users



NOTE: 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.

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

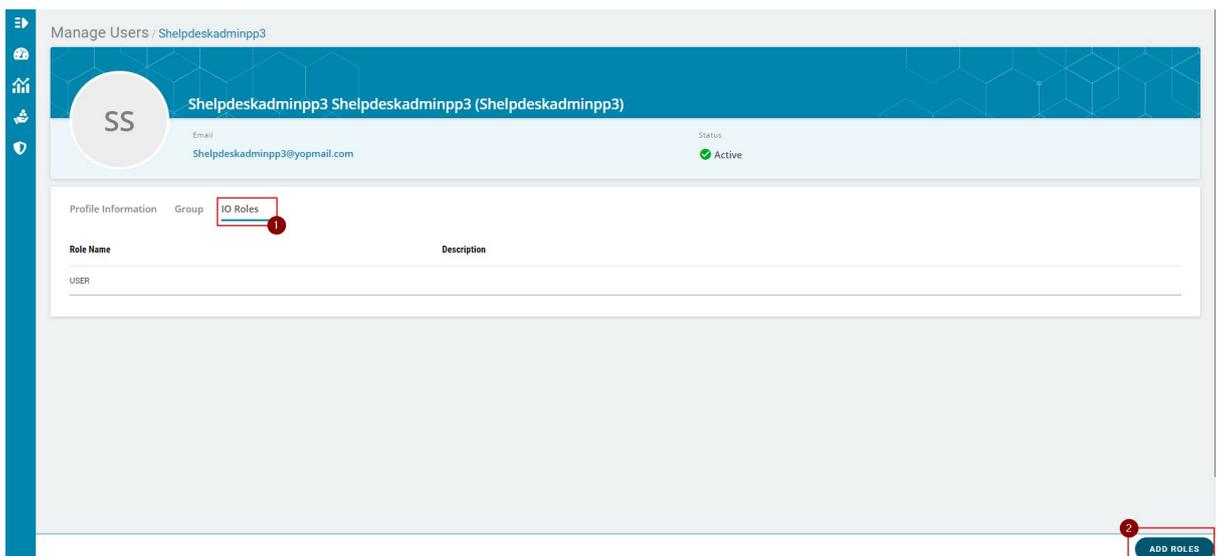
Manage Users

USER ID	Email	First Name
shelpdeskadminpp3		

User ID	First Name	Last Name	Email
Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com

Showing 1 - 1 of 1

- 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



Manage Users / Shelpdeskadminpp3

SS Shelpdeskadminpp3 Shelpdeskadminpp3 (Shelpdeskadminpp3)

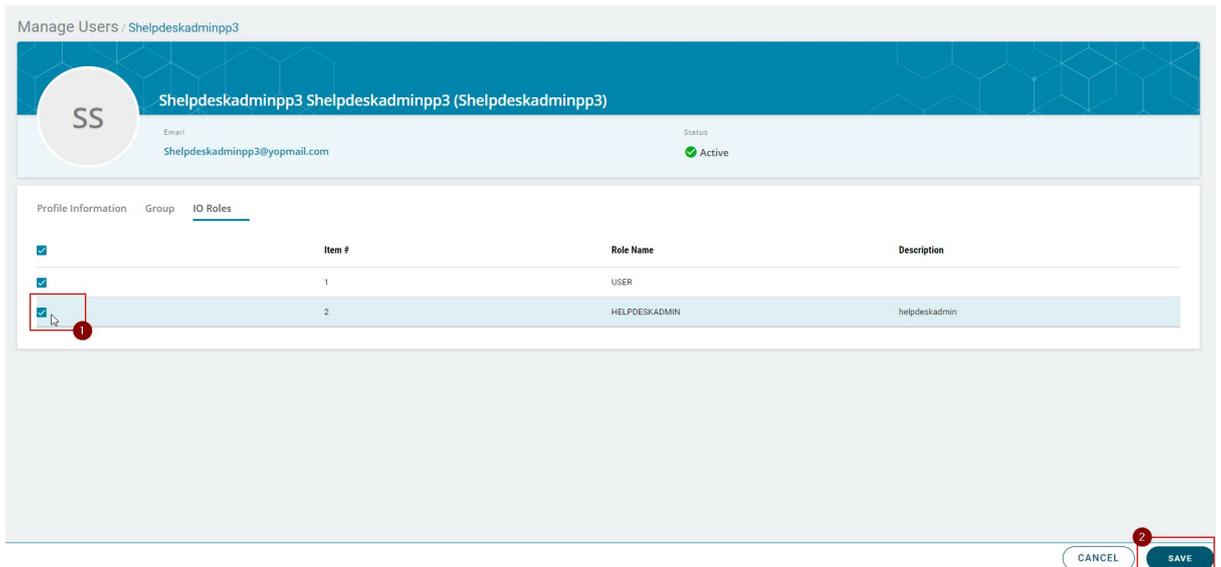
Email: Shelpdeskadminpp3@yopmail.com Status: Active

Profile Information Group **IO Roles**

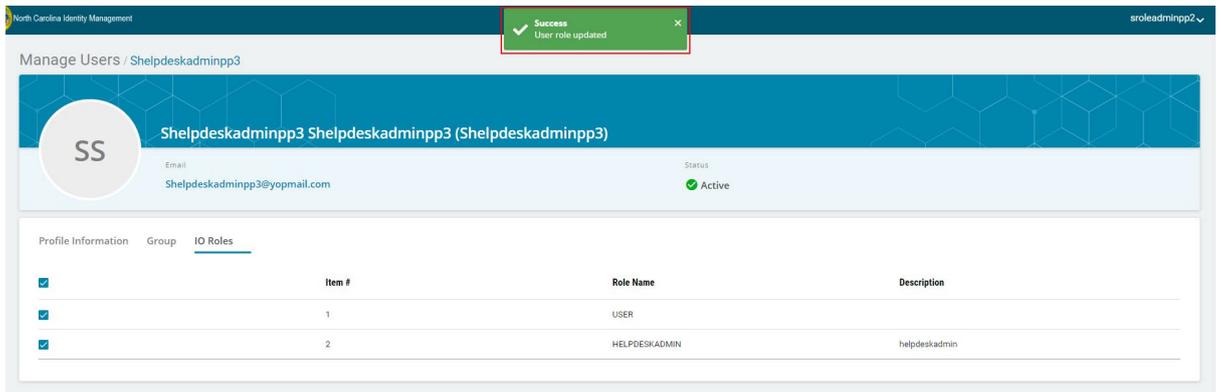
Role Name	Description
USER	

ADD ROLES

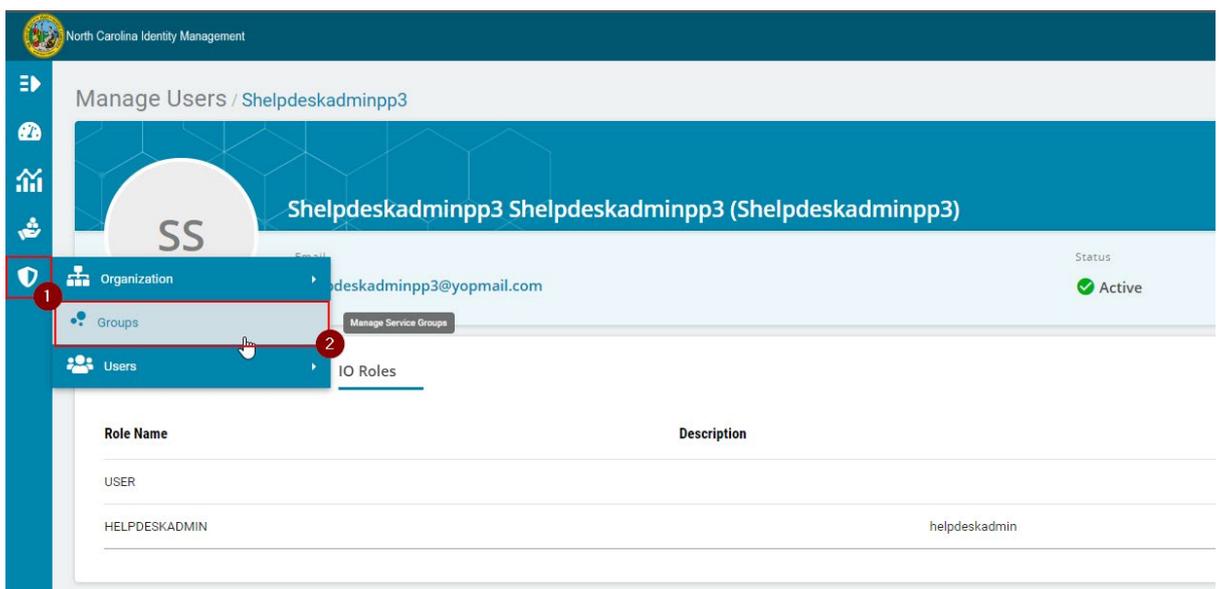
- You will be able to see the roles available to be assigned to the user → Click on the checkbox against the **HELPDESKADMIN** role → Click on “**Save**”



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



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



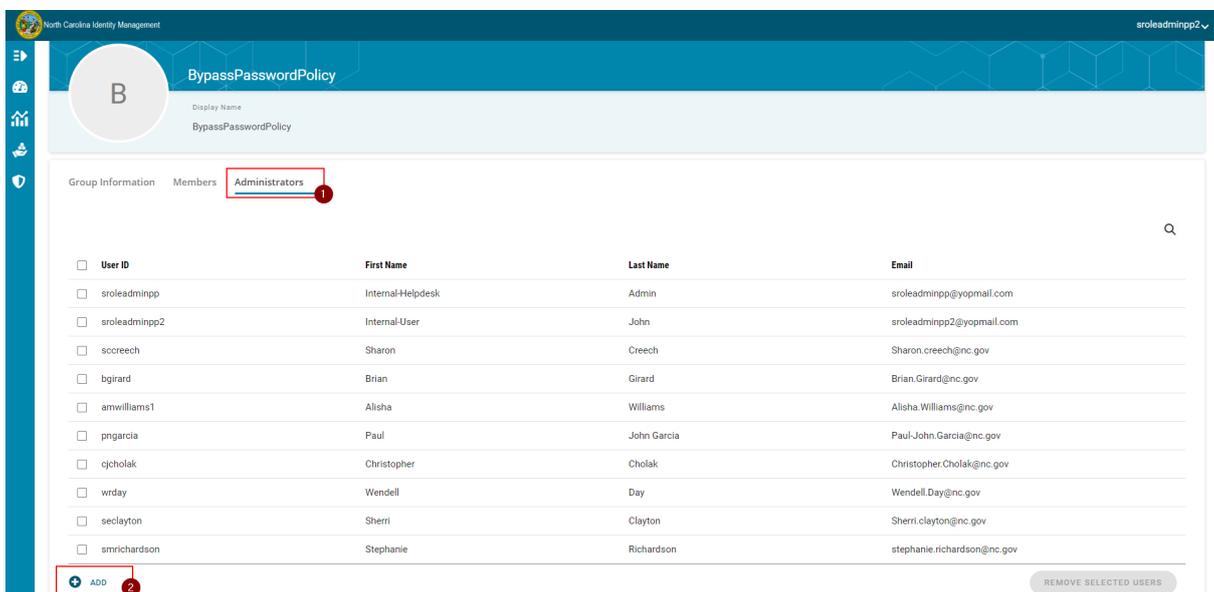
10. You will be taken to the “**Groups**” page where you should be able to see the “**BypassPasswordPolicy**” group → Click on the “**BypassPasswordPolicy**” group to add new admin

Groups

Name	Display Name	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.



User ID	First Name	Last Name	Email
<input type="checkbox"/> sroleadminpp	Internal-Helpdesk	Admin	sroleadminpp@yopmail.com
<input type="checkbox"/> sroleadminpp2	Internal-User	John	sroleadminpp2@yopmail.com
<input type="checkbox"/> screech	Sharon	Creech	Sharon.creech@nc.gov
<input type="checkbox"/> bgirard	Brian	Girard	Brian.Girard@nc.gov
<input type="checkbox"/> amwilliams1	Alisha	Williams	Alisha.Williams@nc.gov
<input type="checkbox"/> pngarcia	Paul	John Garcia	Paul-John.Garcia@nc.gov
<input type="checkbox"/> cjcholak	Christopher	Cholak	Christopher.Cholak@nc.gov
<input type="checkbox"/> wrday	Wendell	Day	Wendell.Day@nc.gov
<input type="checkbox"/> seclayton	Sherri	Clayton	Sherri.clayton@nc.gov
<input type="checkbox"/> smrichardson	Stephanie	Richardson	stephanie.richardson@nc.gov

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

Add Users

USER ID Email First Name Last Name

13. Select the checkbox against the users which you want to add as admin to the group → Click on “**Add Users**”

Add Users

USER ID Email First Name Last Name

shelpdeskadminpp3

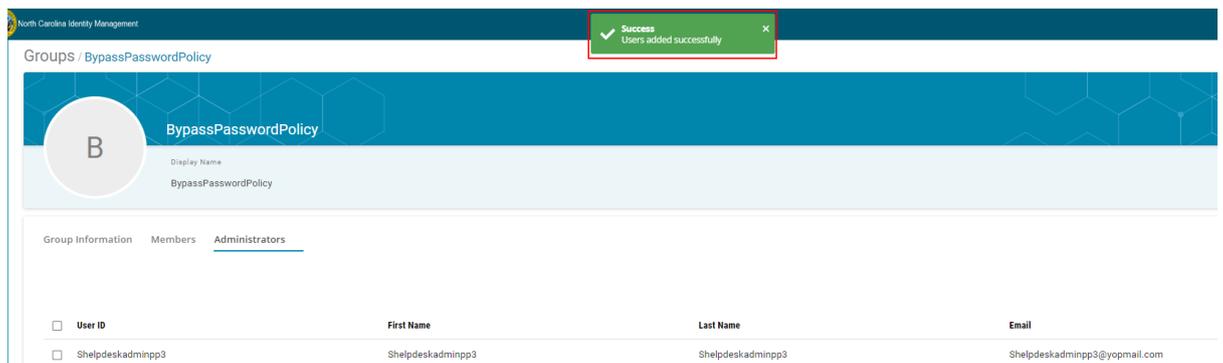
SEARCH RESET

User ID	First Name	Last Name	Email	Active
<input checked="" type="checkbox"/>	Shelpdesk...	Shelpdesk...	Shelpdeskadminpp3@yopmail.com	<input checked="" type="checkbox"/>

Showing 1 - 1 of 1

CANCEL ADD USERS

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

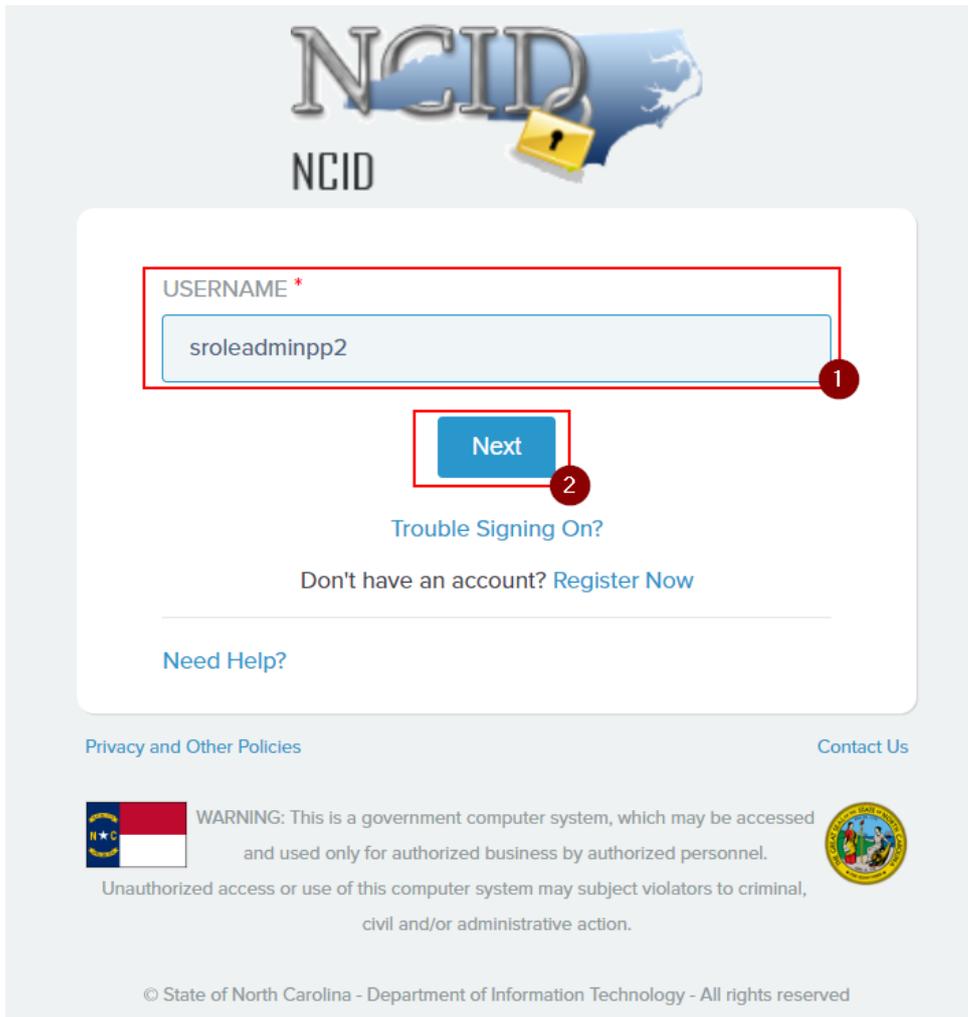


4. UNASSIGNING HELPDESK ADMIN ROLE FROM INTERNAL USER

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:

NCID Helpdesk Guide

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



NCID

NCID

USERNAME *

sroleadminpp2

Next

Trouble Signing On?

Don't have an account? [Register Now](#)

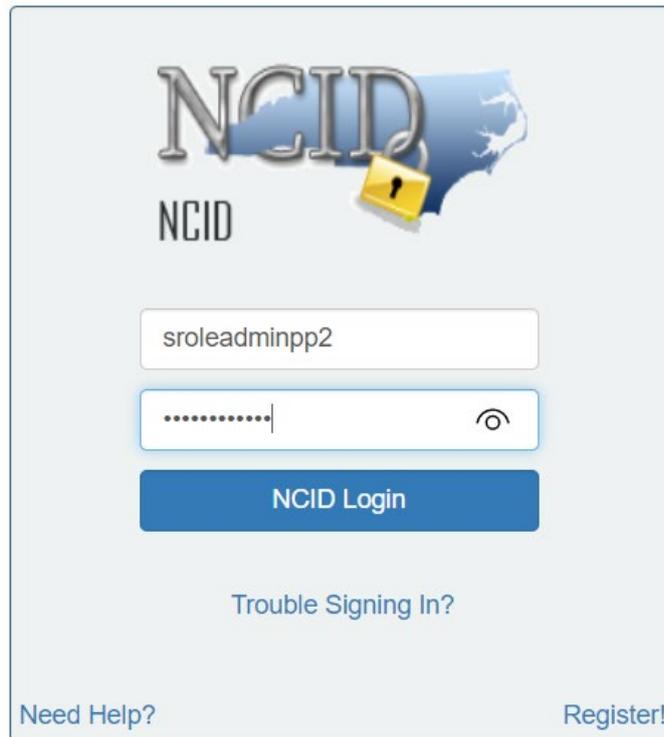
[Need Help?](#)

[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.

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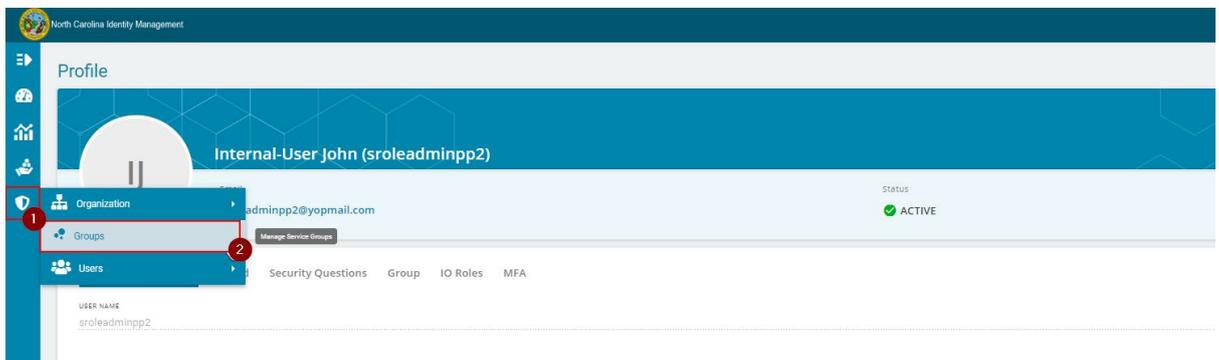
2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click “**NCID Login**”



[Privacy and Other Policies](#)

[Contact Us](#)

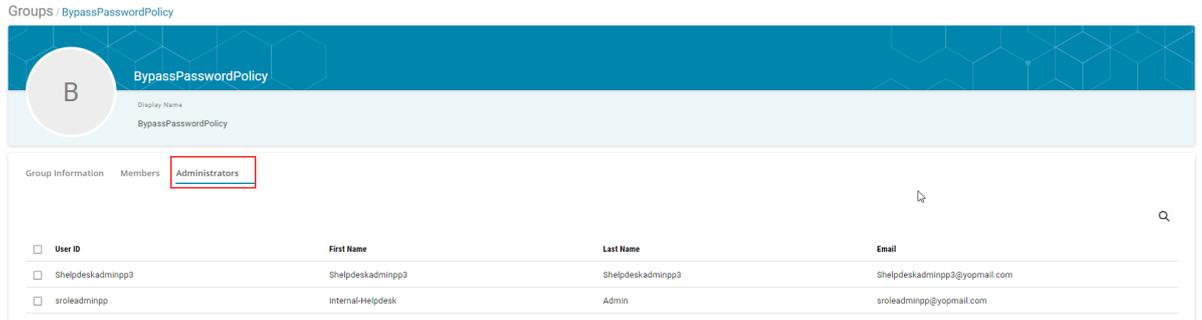
- Once you are in the portal, click on “**Admin**” icon () in the Menu → Click on “**Groups**”



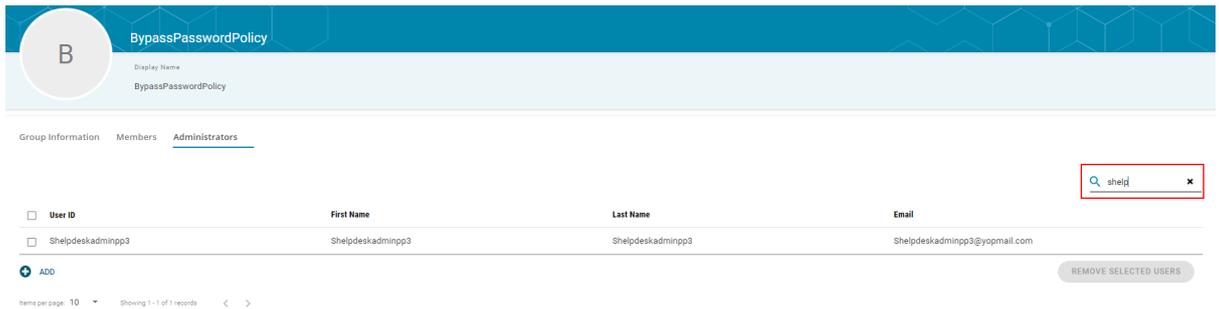
- You will be taken to the “**Groups**” page where you should be able to see the “**BypassPasswordPolicy**” group → Click on the “**BypassPasswordPolicy**” group to remove an admin



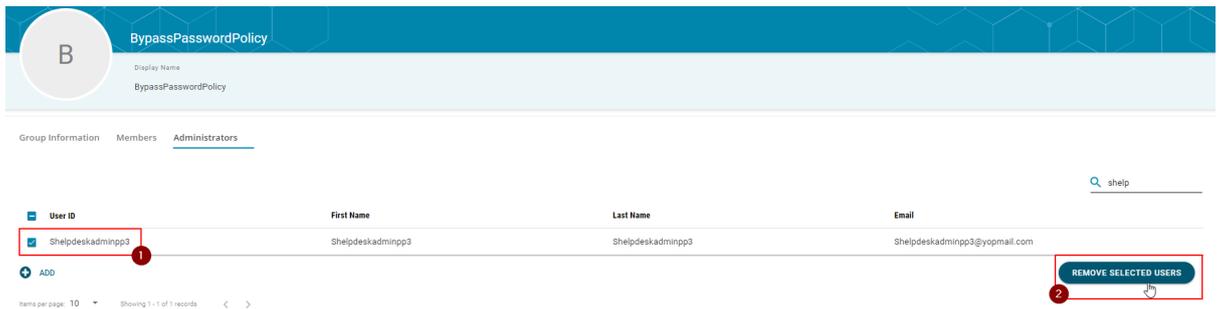
- Navigate to “**Administrators**” tab to view the administrators



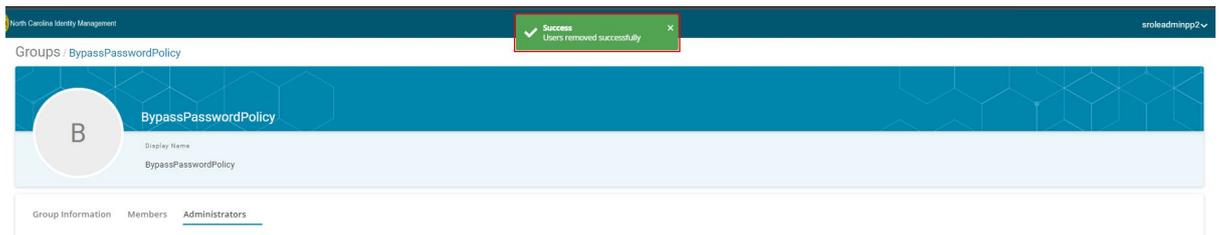
6. Search for the internal user in the Search box (or) Look for the user in the list



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



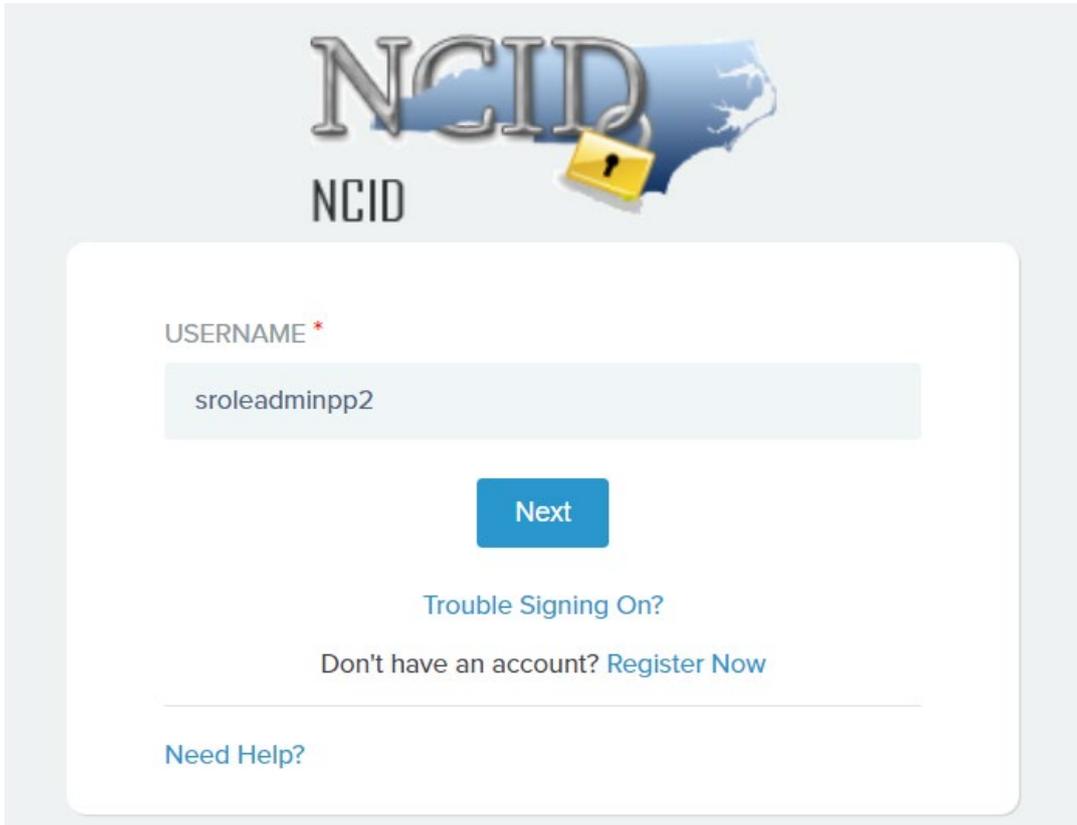
8. Once the user is removed from the group, you will see “Users removed successfully” message on the screen



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



NCID

NCID

USERNAME *

sroleadminpp2

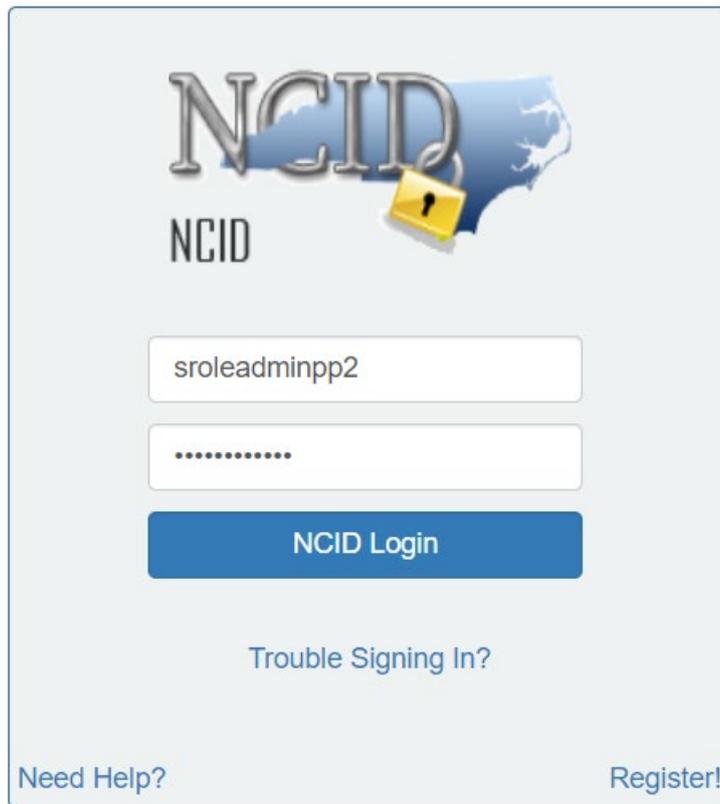
Next

[Trouble Signing On?](#)

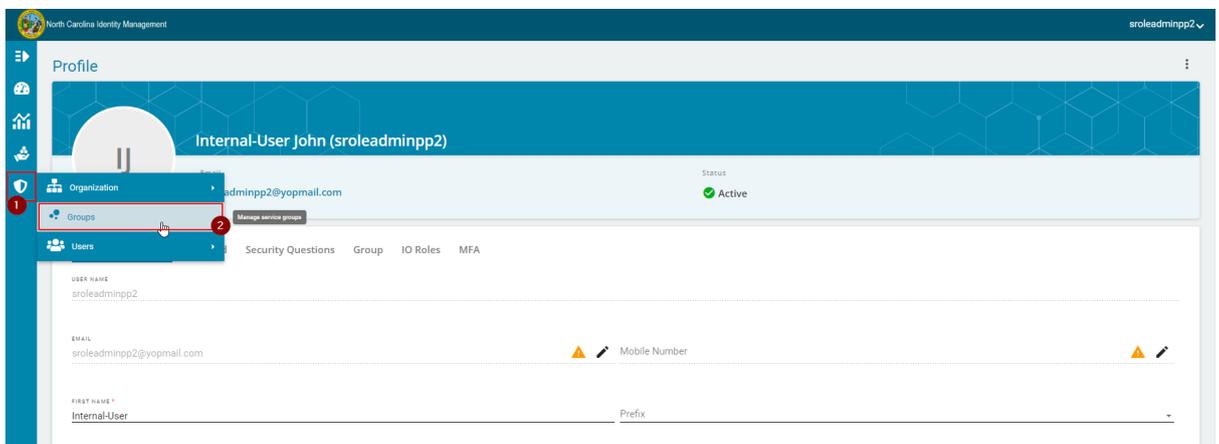
Don't have an account? [Register Now](#)

[Need Help?](#)

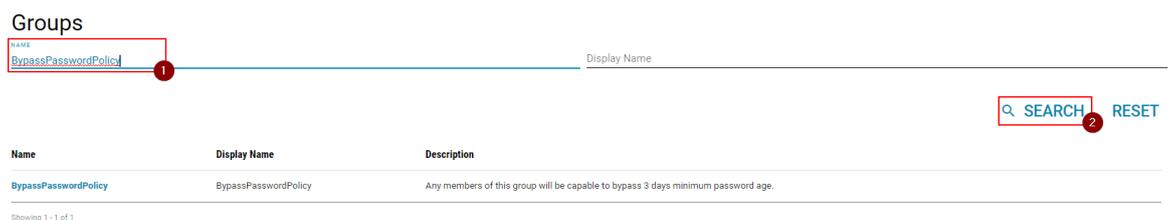
2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click “**NCID Login**”



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 should be able to see the “BypassPasswordPolicy” group



NCID Helpdesk Guide

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

Groups

NAME	Display Name
BypassPasswordPolicy	

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

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

Groups / BypassPasswordPolicy


BypassPasswordPolicy

Display Name
BypassPasswordPolicy

Group Information
Members 1
Administrators

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

ADD 2

- 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	Email	First Name	Last Name
induser4			

SEARCH 2
RESET

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

Add Users

USER ID	Email	First Name	Last Name
induser4			

SEARCH **RESET**

	User ID	First Name	Last Name	Email	Active	Locked
<input checked="" type="checkbox"/>	induser4	individual	user	induser4@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 / BypassPasswordPolicy

B
BypassPasswordPolicy

Display Name
BypassPasswordPolicy

Group Information Members Administrators

<input type="checkbox"/>	User ID	First Name	Last Name	Email
<input type="checkbox"/>	atestb	atestb	Pandey	atestb@yopmail.com
<input type="checkbox"/>	citi24ap	citi	ap	citi24apnew@yopmail.com
<input checked="" type="checkbox"/>	induser4	individual	user	induser4@yopmail.com

- 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

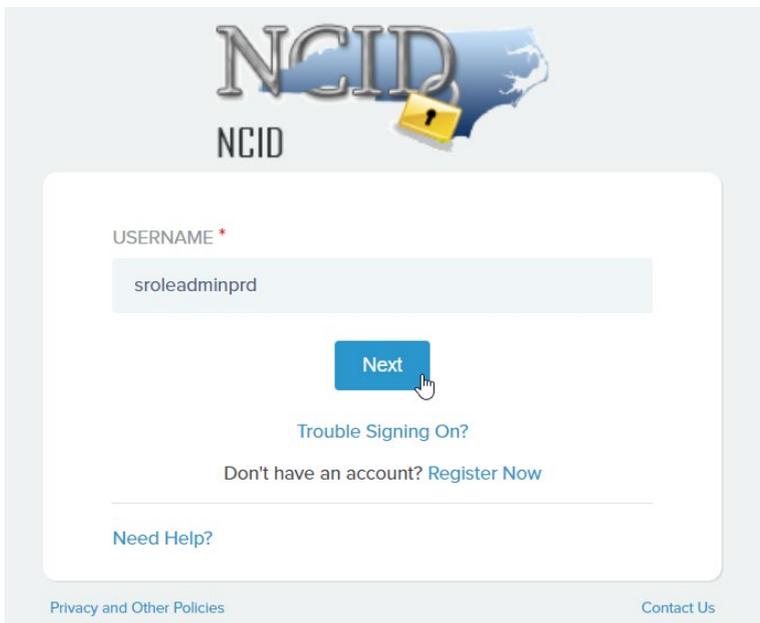
1. Helpdesk administrators should request the NCID team to onboard the new internal user on MyNCID portal
2. NCID team works with Simeio team to onboard the new internal user to the MyNCID portal and confirms back to the Helpdesk administrator
3. Helpdesk administrator informs the new user to login to 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

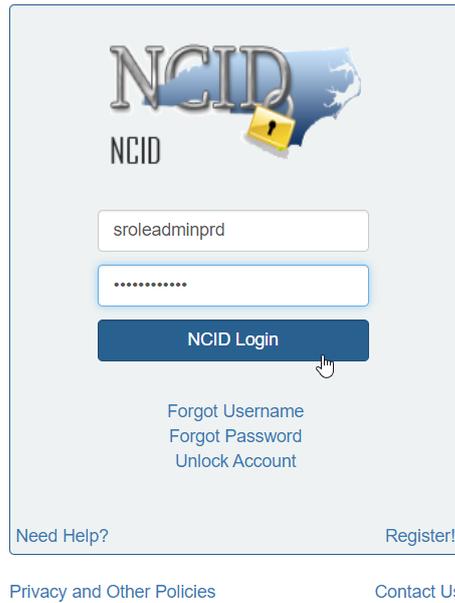
The Helpdesk administrator can view the user type for all users in the MyNCID portal from the IAM Analytics dashboard

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

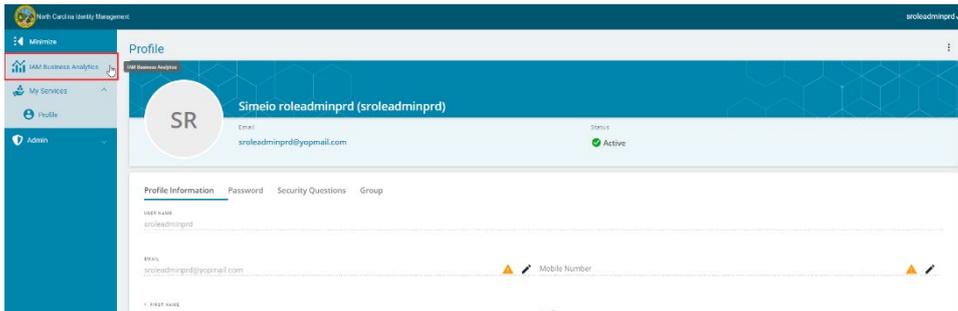
1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on “**Next**”



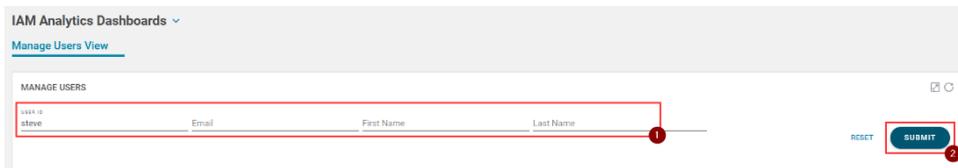
2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click “**NCID Login**”



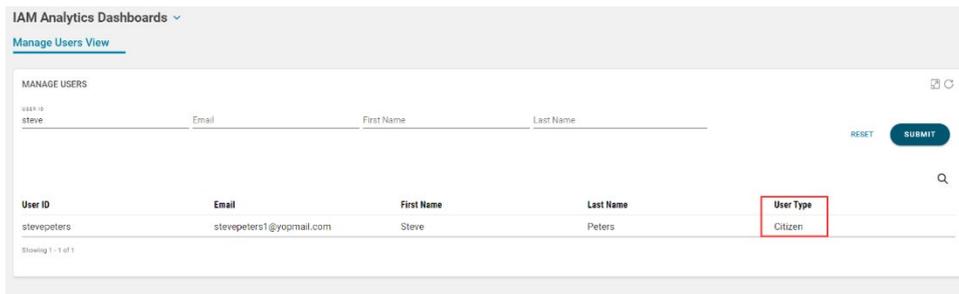
- Once you are in the portal, click on “IAM Business Analytics” icon ( IAM Business Analytics) in the Menu on the left.



- 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.



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: [Helpdesk Admin guide v1.2](#)

Name: Dimple Katira

Title: Project Manager

Date: 08/31/2023

Approved by Project Manager

Comments: [Helpdesk Admin guide v1.1](#)

Name: Dimple Katira

Title: Project Manager

NCID Helpdesk Guide

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