

NCID User Guide for MFA

Version 1.2

Department of Information Technology As of May 9, 2025



Document History

Version	Change Reference	Date	Author
1.0	MFA User Guild	04/30/2024	Wafa Syed
1.1	Added Authenticator User Guide	03/18/2025	Manoj P
1.2	Added "Recommended two different MFA setup" under 4.1 MFA Methods	05/09/2025	Manoj P



Table of Contents

Table of Contents

Table o	of Cont	ents	3
1.	Abou	It this Guide	4
2.	Intro	duction	4
3.	MyN	CID portal	5
3.1	Self-	Registering an account on MyNCID portal	5
3.2	Acce	essing and Logging into the MyNCID Portal	.10
4.	Enro	II in MFA via MyNCID portal	.14
4.1	MFA	methods	.14
i.	Reco	mmended Two different MFA Setup:	.14
4.1	Add	Enrollment in MyNCID portal	16
4.1	1.1	Email	.17
4.1	1.2	Text message	21
4.1	1.3	Phone call	25
4.1	1.4	Authenticator	29
4.1	1.5	Get Authenticator App	35
4.2	Modi	ify MFA Enrollment in MyNCID portal	39
4.2	2.1	Modify the Phone Number and Email Address linked with MFA.	39
4.2	2.2	Change Default MFA Enrollment Method	45
4.3	Dele	te Enrollment in MyNCID portal	52
5	Enro	II MFA via an application that requires MFA	54
5.1	MFA	Enrollment during Application login	54
5.1	1.1	Email	55
5.1	1.2	Text Message	56
5.1	1.3	Phone Call	57
5.1	1.4	Authenticator	58
5.1	1.5	Get Authenticator App	60



1. About this Guide

This guide is a reference for individuals and business users who use their NCID's to access applications offered by the North Carolina government. Using this guide, the reader will learn to set up and manage authentication method(s) offered as part of NCID MFA (Multifactor Authentication).

2. Introduction

The North Carolina Identity Management Service - Next Generation (NCID) is adding the MFA feature to Single sign-on (SSO), to allow applications, which required greater security, to require Multifactor Authentication (MFA) when users are logging into their applications. MFA offers enhanced security to applications integrated with Simeio SAML by requiring users to provide an authentication factors method in addition to their username and password.

This guide provides the steps to enroll and manage MFA in MyNCID portal.



3. MyNCID portal

Users of North Carolina Government applications are required to register for a Username and password at the MyNCID portal.

3.1 Self-Registering an account on MyNCID portal

The self-registration steps are similar for each type of user; however, there are some differences. This section provides step-by-step instruction for creating an Individual account and highlights the differences for creating a business user.

To self-register for an account:

- 1. Open a Web browser and enter the following link https://myncid.nc.gov
- 2. The "North Carolina Identity Management (NCID) Login" screen is displayed.

Click on the **Register Now** link to begin the self-registration.

NCI	D	
USERNAME		
	Next	Click Here
	Trouble Signing Or	n7

Click "Register" to Create New Account

- 3. The "NCID Registration" screen is displayed. Click on the one of the following user types:
 - Business
 - Individual (this is the one selected for the following information)



Select "User Type"

4. The registration form for the account type you selected on the previous screen is displayed. The following figure illustrates an example of a "Individual Account" registration screen. It will be similar for a Business user with a few additional details.



Sharan and have				
	Second Exercises *			
	Pull.			
	For Sector			
	2204710			
	Last April and			
	tu-fu-			
	Post!			
	Gene bat"			
	Non-Karle Party Roomer	beri		
	144-00° 9			
	Sold- Barrow			
	Personal Information	4		
		that is many 1 manifest into an internet.		
		d'il		
	0	Numero como per el por Premiero Las norse inclamante		
	0	Out we want to the Article State of the		19114-
		 Statement (4-2) Advertised (4-2) 		C
		 Monroll backmenninktigsber 		
	Planet Party	1		
		Passent's use another		
		That sat service a service was a summing		
		ARC-2016 LANSA PROVIDE AN ADDRESS		
	2			
				(high)

Figure 2-3. Complete Registration Form

5. The following table provides a description for each field displayed on the registration form.

Field	Required	Description



NCID User Guide

Desired Username	Yes	Enter a user ID for your account. Your user ID will be used along with your password to authenticate you to NCID Upon creating the account, the system checks if the user ID is available. If it is unavailable, the system will tell you. Refer below Error Message - FAILURE × Desired Username is already used. Please use a different value If you try creating an account with same email within 3 days window, the system will show you below error message - FAILURE × We have recognized that you have previously registered for an account in the last 3 days with this email address. You should have received an email from New NCID User Verification . Please check your email inbox to continue with your account registration Important! Your user ID must contain 6 - 20 characters. If the ID exceeds the maximum length, it will be truncated to 20 characters.
		User IDs are limited to the following characters: letters (A-Z; a-z), digits (0-9), hyphen (-) and underscore (_).
Profix	No	Select one of the listed prefixes, if applicable
First Name	Yes	Enter your first name
Middle Initial	No	Enter your mist name.
	Vor	Enter your last name
Cuffix	No	Soloct one of the listed suffixes, if applicable
Email	Yes	Enter an email address. Important! Duplicate email addresses are not allowed. A correct and current email address is vital to both creating and managing an NCID account.
Confirm Email	Yes	Re-enter the email address to confirm it matches the value entered in the 'Email Address' field.
Mobile Number	No	Enter your 10-digit mobile telephone number. This will be used to send text messages/One Time Password (OTP) to your phone if needed.



Password	Yes	Enter a password. When you click on the "New Password" field, a password validation section is activated to ensure that the password you enter conforms to the State's password policy. As you type the password, the validation radio button will turn green to indicate that each policy requirement has been met. Important! Passwords are case-sensitive. Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123". Password Validation 1. Must be at least 8 characters long up to maximum of 64. 2. Must not include your First name, Last name, or username. 3. Must have at least 3 of the 4-character types below: • Uppercase (A-Z) • Lowercase (a-z) • Number (0-9) • Special characters like #,\$,@,%,& etc. (Space is not allowed)
Confirm Password	Yes	Re-enter your password again.

- 7. Click "Save" button on the bottom right of the page.
- 8. A confirm user Registration pop-up screen will appear with all the details entered by you. Review the details carefully and click on "Confirm" button on the bottom right of the page.
- 9. The following message confirms that the account was successfully created and informs you that an email has been sent to the email address you provided during registration. You will need to follow the instructions in the email to enable the account.



Account Successfully Created Message

10. The following figure provides an example of the email. The message informs you that an account request was created, and it is associated to the email address you provided during registration. It indicates that the account was requested by you, and shows your user ID. You will need to click on the URL to validate the account in NCID. The account will be deleted if you do not validate it within 3 days.



New NCID User Verification

Hello John Doe,

Thank you for requesting a North Carolina identity Management (NCID) account. To complete your account registration, please confirm your email address by one of the following options within the next 3 days.

 Click the following link https://myncid.nc.gov/index.html#/code-venfication?code=612gC- 76U5Hw26Z8ZknztifKohDqdFuECQ9dTGIH_UYdDrGQ1wRLDI9DM5HBifFbGcRDuV6Qxebckx8GXLuQA%3D%3D 	
DR	
2) Copy and paste the URL https://mwhold.nc.gov/index.html#/code-venification?code=G12aC:-	

78J3Hw26282knztifKohDqdFuECQ9dTGH_UYdDrGQ1wRLDI9DM5HBlfFbGcR0uV6Qxebckx8GXLu0A%3D%3D in a new browser window

If you do not complete this verification process within 3 days, you will have to re-register for the NCID account.

If you did not request this new account, you do not need to take any action.

Regards,

NCID User Registration Team

Note: Replies to this email are not monitored. For any issues, please call the DIT Service Desk at 1-800-722-3946

Account Creation Email Notification

11. Upon clicking on the URL, another message is displayed and states that your account has been created.

Email Validation is successful and account activation is complete. Your account will be ready for use after 5 mins.

Email validation and account activation Notification

12. The page will automatically take you to your NCID login page where you need to enter your credentials to login.

3.2 Accessing and Logging into the MyNCID Portal

To begin using the NCID service, you will need to open a Web browser and log in using your NCID user ID and password. For the best experience, we recommend using the latest Google Chrome or Microsoft Edge version of the browser as well as the version prior to the latest one.

Note: You must have an account to log in to NCID. If you are a non-government employee,



you can create your own account using the self-registration service on the "Login" screen. Please refer to the Procuring an Account section on page 10 for more information.

To access and log in to NCID:

Pre-requisite: You should have a valid and active NCID Account.

1. Open a Web browser and enter the following URL: <u>https://myncid.nc.gov</u>

	💾 Si	gn On	× +
~	С	Ô	https://login.myncid.nc.gov/as/authorization.oauth2?client_id=ciam-ui&redirect_uri=https://myncid.nc.g

Enter URL in the Address Bar

2. The "North Carolina Identity Management (NCID) Login" screen is displayed.

Note: If you cannot view all the text or buttons on the Login screen, your web browser's font setting may be too large. You will need to reduce the font size so all the text and graphics will fit on the screen. To reduce the size in Internet Explorer, click on the View menu, and select the Text Size option. Click on the desired size (i.e.: Medium). If you have a scroll wheel on your mouse, you can hold the ctrl key while turning the wheel toward yourself.

3. In the "USERNAME" field, type [NCID user ID].

Note: After entering the user ID click on the Next button to view password field.

NCID >	
NCID	
USERNAME Dummy_user Next	
Trouble Signing On?	
Don't have an account? Register Now	
Need Help?	
Page 11 of 62	Version 1.0



North Carolina Identity Management (NCID) Login

4. In the "PASSWORD" field, type [NCID password].

none	
USERNAME	
Dummy_user	
PASSWORD	
	Sign On
Don't h	Trouble Signing On?

North Carolina Identity Management (NCID) Login

5. Click on "Sign On" button.

6. After successful login, the NCID main screen (also referred to as the "Profile management Page") is displayed.

62	North Carolina Identity Management				Dummy_user∽
≣⊳	Profile				
23					2
æ					
		Dummy User (Di	ummy_user)	8	
	00	Email		Status	
		dummyuser@test.com		Active	
	Dummy.user				
	FIRST NAME		LAST NAME		
	Dummy		User		
	USER STATUS		LOCK STATUS		
	ACTIVE		UNLOCKED		
					SAVE
Page	e 12 of 62				Versio



North Carolina Identity Management (NCID) welcome screen.



4. Enroll in MFA via MyNCID portal

4.1 MFA methods

There will be four methods for NC MFA. A user can choose to enroll in one or more MFA methods.

- 1. <u>Email</u> In this method, the user will receive a One-Time Password (OTP) via email, which they will use for authentication.
- 2. <u>Text Message</u> With this method, the user will receive an OTP via text message on their mobile phone, which they will use for authentication.
- 3. <u>Phone Call</u> In this method, the user will receive an OTP through a voice call. The call will repeat the OTP three times, starting with the message "Your one-time password is...". Users will use this OTP for authentication.
- 4. <u>Authenticator App</u> This method uses push notification on Simeio IO authentication application installed on a user's smartphone for authentication. Scheduled for a later phase.
 - i. <u>Recommended Two different MFA Setup:</u>

Important to Set Up Two Different MFA Methods for Safety, to keep your account safe, we use something called Multi-Factor Authentication (MFA). This means you need:

- Your password (something you know), and
- A second way to prove it's really you (something you have like phone or email access).

But here's the important part:

Not all MFA methods are truly different

Let's say you set up:

- Text message and Authenticator app
- Authenticator app and Phone call
- Phone call and Text message

Both of these are on your **phone**. If your phone is lost, stolen, or not working you're locked out

What you should do instead

Use two methods that come from different places. For example:

- Your phone (Authenticator app or text message or Phone call)
- Your email (which you can check on a laptop or another device)



This way, if your phone isn't available, you still have a backup method to get into your account.

Why this is better

- It keeps your account safer
- You won't get locked out if one method stops working
- You'll have more control over your account recovery

NOTE: OTP is a One-Time Password consisting of 6-digit code that is valid for 10 minutes.



4.1 Add Enrollment in MyNCID portal

- 1. Login to MyNCID portal. Go to Accessing and Logging into the MyNCID Portal for instructions to login.
- 2. Click on MFA tab on your profile page.

Poorna Muthukumar (ppa	pr19C4)	
Email ppapr19C4@yopmail.com		Status Status
Profile Information Password Group MFA.		
ppapr19C4		
ενως ppapr19C4@yopmail.com		🤌 💉 Mobile Number
Poorna		Prefix
, LEST HAME Muthukumar	Da	Suffix

3. Click on the ADD ENROLLMENT button.

Profile			
PM P	ooma Muthukumar (ppapr30c1) H ar35:1 _{0 yoomal com}	Q Astree	사람
Profile information Prove	and Group MTA	attyg for an application than required MPA.	
Profile Information Prese Any factors that are enrolled for Belant	and Group MTA MTA will only be been upped when you are authentice Type	attry for an application that requires MFA Classed No Record Found	





4. You will see a pop-up window as shown below.

Add A Method	G
Choose a method	
	4
	ADD CANCEL



NOTE: Compete Steps 1-3 in Add Enrollment in MyNCID portal before this selection

1. Click the dropdown menu arrow and choose **Email** as the enrollment method.

Add A Method	0
• ANARE & NETWOR	
Authenticator	
Email	
Text message	
Dhana anll	

2. Click on the **ADD** button.



3. The email field will be automatically populated with the email address you provided during registration of the MyNCID account. Click on the **NEXT** button.

New Email	e
You will get an OTP code by EMAIL	
What email address would you like to use?	
PPApr24C1@yopmail.com	
N	EXT CANCEL

4. An OTP will be sent to your registered email address.



5. If you received OTP, skip this step. If you did not receive an OTP, click on Resend code.



EMAIL Channel Verificatio	n 🖸
Please provide the OTP which has I	seen sent to your Email
wsncidnew2@yopmail.com	
Resend code	

6. Enter OTP in the OTP textbox and then click the **SUBMIT** button.

Please provide the OT	which has been sent to your Email	
PPApr24C1@yopmail.c	m	
T		
186781	Make as default	
Resend code		
	(CANCEL)	SUBMIT

7. A success message will be displayed at the top of the screen. The screen also lists your enrolled MFA options.

NCID				NCID User Guide
North C	arolina Identity Mana	gement	Success OTP Successfully verified.	×
My Servi		Testa	prompted for Multi-factor Authentication when you ar accessing an application tha requires this additional laye security.	e It r of
	TV	Email wsncidnew2(@yopmail.com	Status
	Profile Inforn	nation Password G	roup MFA	
	Any factors the	at are enrolled for MFA will	only be leveraged when you a	re authenticating for an application that requir
	Default	Туре	Channel	
	0	🖂 Email	wsncidnew2@yop	mail.com



4.1.2 Text message

NOTE: Compete Steps 1-3 in Add Enrollment in MyNCID portal before this selection

1. Click the dropdown menu arrow and choose **Text message** as the enrollment method.

Add A Method	G
 Pubble suprume 	
Authenticator	
Email	
Text megsage	

2. Click on the **ADD** button.

Add A Method	C
· CHOOSE = WETHOD	
Text message	
	ADD CANCEL

3. The phone number field will be automatically populated with the phone number you provided on your MyNCID profile. Click on the **NEXT** button.

New Phone Number	C
You will get an OTP code by SMS	
Provide a phone number in the format <111-222-3333>	
7	
NEXT	CANCEL

4. If you did not have a phone number on MyNCID profile, you will have to key in your phone number in the textbox and click on the **NEXT** button.

D New Phone Number	c
You will get an OTP code by SM5	
Provide a mobile phone number in the fo	rmat <111-222-3333>
Phone number	
	NEXT CANCEL

5. An OTP will be sent to your registered phone number.

Your one-time NCID passcode is	
957642.	

6. If you received OTP, skip this step. If you did not receive an OTP, click on Resend code.

NCU			NCID User Guide
5	SMS Channel Ver Please provide the OTP v	o ification which has been sent to your Mobile number	0
5		Make as default	0
	Kesena code	SUBMIT (CANCEL

7. Enter OTP in the OTP textbox and then click on the SUBMIT button.

SMS Channel Verificat	on C
Please provide the OTP which	as been sent to your Mobile number
281995 I	
Resend code	
	CANCEL

8. A success message will be displayed at the top of the screen. The screen also lists your enrolled MFA options.

NCU				NO	CID Us	er Guide	
My Servi	rth Carolina Identity Management Profile		~	Success OTP Successfully verified. Remember, you will only be prompted for Multi-factor Authentication when you are accessing an application that requires this additional layer of	×		\diamond
	РМ	Poorna Muthukumar (PPApr24C1) Email PPApr24C1@yopmail.com		k	Status Status	tive	
	Profile Information P	assword Group MFA					
	Default	Туре				Channel	
		🟳 Text message				437-982-2821	



4.1.3 Phone call

NOTE: Compete Steps 1-3 in <u>Add Enrollment in MyNCID portal</u> before this selection

1. Click the dropdown menu arrow and choose **Phone call** as the enrollment method.

Email			
Text message			
Phone call			
~		_	

2. Click on the ADD button.

Add A Method	c
- CHOOSE & METHOD	
Phone call	
	AQ CANCEL

3. The phone number field will be automatically populated with the phone number you provided on your MyNCID profile. Click on the **NEXT** button.



4. If you did not have a phone number on MyNCID profile, you will have to key in your phone number in the textbox and click on the NEXT button.

C
NEXT CANCEL

- 5. You will receive a call to your registered phone number. The call will repeat the OTP three times, starting with the message "Your one-time password is...".
- 6. If you receive a call for OTP, skip this step. If you did not receive a call for OTP, click on Resend code.

NCU		NCID User	' Gu
	VOICE Channel Verification Please provide the OTP which has been sent to your Mobile number	ø	
	☐ Make as default		
	Resend code	NCEL	

7. Enter OTP in the OTP textbox and then click on the SUBMIT button.

8 VOICE Chanr	nel Verification		C
Please provide the	OTP which has been :	sent to your Mobile n	umber
665862			
Resend code			
		CAN	

8. A success message will be displayed at the top of the screen. The screen also lists your enrolled MFA options.

North	Carolina Identity Management		Success OTP Successfully verified. Remember, you will only be prompted for Multi-factor	
	Poorna Muthukumar (ppapr2		 Authentication when you are accessing an application that requires this additional layer of security. 	
	РМ	Email ppapr24C2@yopmail.com		Status Active
	Profile Information Pa	ssword Group MFA		



4.1.4 Authenticator

NOTE: Compete Steps 1-3 in <u>Add Enrollment in MyNCID portal</u> before this selection

1. Click the dropdown menu arrow and choose Authenticator as the enrollment method.

_		
	Add A Method	O
	· CHOOSE & METHOD	
	Authenticator	
	Email	
	Text message	
	Phone call	
_	Phone call	

2. Click on the ADD button.

· PRAME · METRON	
Authenticator	
	CANCEL

3. Once the Authenticator is selected you will be prompted with the below screen



4. Launch the Simeio Authenticator app on your mobile device



5. Using the Passcode or Pattern or the biometric sign-in (Fingerprint or Face lock) login to the Simeio Authenticator application

NCID	
ाटवात हा के दिन की जात की किएक र Authenticator	
You don't have any account added	
() And American	

6. Click on Add account

NCID

7. Simeio Authenticator App will prompt to scan the QR code (Scan the QR code from step 3)





8. Once it's been scanned you will be able to see the processing screen



9. Once the processing is completed your account will be successful.



10. Your Account will be successfully added into Simeio Authenticator app





11. A successful message will be displayed at the top of the screen. The screen also lists your enrolled MFA options.

New tat	🗶 🔝 NCDIT	× +		- 0
3 Q @ https://myncidd	ecnc.gowinder.htm8/main/seeProfile		PEPPOCAS	±
North Carolina Mentity Management		Successio ×		(() ~
Profile		successfully for Push MFA.		1
Fiome				
	Kal JH (Dev29012025)			
- KJ	Email	mania		
	Dev29012025@yopmail.com	😔 Active		
Peofile information	Desmaned Genus MEA			
France thromadon	Раззили стоор шти			
Any factors that are o	enrolled for MFA will only be leveraged whe	en you are authenticating for an application that requires MFA.		
Default	Туре	Channel	Status	



4.1.5 Get Authenticator App

1. If you don't have Simeio Authenticator app on your mobile, please click on "GET AUTHENTICATOR APP" which you can see in the below screenshot at the bottom.



2. You will be prompted with below QR code on your screen to scan from your mobile device which directs you to download the Simeio Authenticator app through Google play store for Android/App store for iPhone.



3. Once you have downloaded the Authenticator app, please click on " Go Back & Verify by SIMEIO IO Authenticator app". You need to open the Authenticator app and click on Add account option and scan the QR code which is displayed on your screen using Authenticator app through your mobile phone.

	×
	· Waiting for enrollment
	 Launch
	Do not have 🏶 Simeio Authenticator App In your mobile? Click below.
	GET AUTHENTICATOR APP
10	2



4. Once the processing is completed your account will be successfully added into your Simeio Authenticator app.



5. Now you can see your device is registered with Authenticator





6. A successful message will be displayed at the top of the screen. The screen also lists your enrolled MFA options.

North Carolina Monthly Managemen	* Surres	×. Nice fuis biten registered doity for Push MFA.		
Profile				
	Kal JH (Dev29012025)			
KJ	Email	thatin		
	Dev29012025@yopmail.com	S Active		
Profile Informatio	n Password Group MFA			
- A starting of a starting of the	anishing for MEA will not be be assessed when you are writing	Relation for the interfaction white university APPA		
Default	Type	Channel	Status	
۲	(B) Authenticator		ACTIVE	



4.2 Modify MFA Enrollment in MyNCID portal

4.2.1 Modify the Phone Number and Email Address linked with MFA.

• Updating your email address and phone number on your MyNCID profile page automatically updates your MFA for future logins to the applications

that require MFA.

• Alternatively, after updating your email address and phone number on your MyNCID profile page, you can <u>delete enrollment</u> and then <u>add enrollment</u> on the MFA page of your MyNCID portal to update MFA.

<u>4.2.1.1</u> Email

1. On your profile page of MyNCID portal, click on the edit button on EMAIL field.

North	Carolina Identity Management			ໜ -
بی My Servi	TH	Testa WSuser (Wsncidne	w1)	
		Email	Status	
		wsncidnew1@yopmail.com	S Active	
	Profile Information	Password Group MFA		
	user name Wsncidnew1			
	EMAIL wsncidnew1@yopmail.	com 🥑 🗡 -	DBILE NUMBER	

2. You will see a pop-up window as shown below.

NCID		NCID User Guide
	Please complete your email verification else your email will not be updated in your p	rofile
	• New email	
	CLOSE	SEND OTP

3. You will have to key in your complete email address in the textbox and click the SEND OTP button.

Please complete you	r email verification els	e your email will no	ot be updated in y	our profile
· NEW EMAIL				
wsncidnew2@yopma	ail.com			
			CLOSE	SEND OTP

4. An OTP will be sent to the newly updated email address.



5. Enter OTP in the OTP textbox and then click on the **VERIFY** button.



Please enter the OTP which is	sent to email - wsncidnew2@y	opmail.com	
* OTP			
		CLOSE	VERIFY

6. If the OTP is correct, your email address will be verified and shown in your MyNCID profile as below.

Nort	th Carolina Identity Management			
My Servi		Tosta WSucar (Wanaid	now1)	
	TW	Testa wouser (wsitciu	lew1)	A A XXX
		Email wsncidnew2@yopmail.com	Status Active	
	Profile Information	Password Group MFA		
	user name Wancidnew1			
	EMAIL wsncidnew2@yopmail.	com 🥝 🖍	MOBILE NUMBER	Ø /
	wsncldnew2@yopmail.	com 🥝 🖍		0 i

4.2.1.2 Phone Number

1. On your profile page of MyNCID portal, click on the edit button on MOBILE NUMBER field.

	1 Carriers Herritz Weinsperson		
4			
	Poorna Muthukumar (ppapr24C2)		ka katu ku
	P IVI mail proof/st23/pyrpmail.com	Active	
	Profile Information Password Group MPA		
	(1986)34/2 militari		
	ins.	Automation Supervisor	
	b.		
	. Postri Ause Postria	Pyrla	

2. You will see a pop-up window as shown below.

Please complete your mobile phone validation updated in your profile information * New Phone number	else your mobile n	umber will not be
	CLOSE	SEND OTP

3. You will have to key in your phone number in the textbox and click the **SEND OTP** button.



4. An OTP will be sent to the newly updated phone number.



5. Enter OTP in the OTP textbox and then click on the VERIFY button.

next	10 mi	inutes.	
numl	per - 5		~ = ^
DSE		VERIFY	

6. If the OTP is correct, your phone number will be verified and shown in your MyNCID profile as below.

NCUD					NCID Us	er Guide	
600 North Car	rolina Identity Management						TW ~
æ	TW	Testa WSuser	(Wsncidne	ew1)			LA
My Servi		Email		S	tatus		
		wsncidnew1@yopma	ail.com	(Active		
	Profile Information	Password Group	MFA				
	user name Wsncidnew1						
	EMAIL wsncidnew1@yopmail.c	om	01	OBILE NUMBER			01



4.2.2 Change Default MFA Enrollment Method

There are two ways to update default enrollment method:

- During the enrollment of the <u>second or subsequent enrollment methods</u>. Or
- After <u>2 or more of the enrollment methods</u> are added.

4.2.2.1 During the enrollment

1. Click on the **ADD ENROLLMENT** button.

Default	Туре	Channel
0	🖂 Email	wsncidnew2@yopmail.com
0	D Text message	Alter vorvezon

2. You will see a pop-up window as shown below.

Page 45 of 62

Add A Method	e
Choose a method	
	4
	ADD CANCEL

3. Click the dropdown menu arrow and choose your preferred enrollment method. (In this case, we have used



phone call as default MFA)

4. Click on the **ADD** button.

c
ADD CANCEL

5. Enter your phone number if it is not already populated. Click on the **NEXT** button.

-222-3333>
NCEL
ANUEL)

- 6. An OTP will be sent to the enrollment method chosen by you.
 - a. Enter OTP in the textbox.
 - b. Tick the checkbox for "Make as default."
 - c. Click on the SUBMIT button.

Please provide the OTF	o which has been sent to your Mobile numbe
	Make as default
Resend code	
	SUBMIT CANCEL
VOICE Channel	Verification
VOICE Channel Please provide the OTI	Verification
VOICE Channel Please provide the OTI	Verification
VOICE Channel Please provide the OTI	Verification P which has been sent to your Mobile numbe
VOICE Channel Please provide the OTI 093281 Resend code	Verification P which has been sent to your Mobile numbe

7. A success message will be displayed at the top of the screen. You will notice the radio button is now selected on the newly chosen default enrollment method.

NC

	a Identity Management		Success X OTP Successfully verified. Remember you will only be	
* ***		Testa WSuser (Wsncidnew1)	 prompted for Multi-factor Authentication when you are accessing an application that requires this additional layer of security. 	X
	TW	Email wsncidnew2@yopmail.com	Status 🧭 Active	6
P	rofile Information	Password Group MFA		
	ny factors that are enn	olled for MFA will only be leveraged when you are authenti-	cating for an application that requires MFA	
A	efault	Туре	Channel	
D		-	wsncidnew2@yopmail.com	
D	С	(<u>e</u>) Email		
A D (0 0	Text message	651 000 0600	



4.2.2.2 After completion of the enrollment

1. Select the radio button next to the MFA you wish to set as the default.

Any factors that ar	e enrolled for MFA will only be leveraged when you are authe	nticating for an application that requires MFA
Default	Туре	Channel
۲	😑 Email	wsncidnew2@yopmail.com
0	D Text message	

2. You will see a pop-up window as shown below. Click on the CHANGE button.

el
CHANGE
ł

3. An OTP will be sent to the default method you have chosen. (In this case, we have used text message as default MFA)

	NGD 0
SMS Channel Verification	0
Please provide the OTP which has been sent to your 1	Mobile number
Resend code	

4. Enter OTP in the OTP textbox and then click on the **SUBMIT** button.

D SMS Channel Verification	(
Please provide the OTP which has been ser	nt to your Mobile number
401497	
Resend code	
	SUBMIT

5. A success message will be displayed at the top of the screen. You will notice the radio button is now selected on the newly chosen default enrollment method.

				NCID User Guid
My Servi	iorth Carolina Identity Ma	inagement Sul Re Pr Au ac re se	iccess TP Successfully verified. Emember, you will only be ompted for Multi-factor ithentication when you are cessing an application that quires this additional layer of curity.	×
	Т	W Email wsncidnew2@yopn	er (Wsncidnew1)	Status
	Profile Info	rmation Password Group	MFA	uthenticating for an applica
	Default	Type	Channel	autenticating for all applicat
	0	😑 Email	wsncidnew2@	oyopmail.com
	۲	D Text message		



4.3 Delete Enrollment in MyNCID portal

NOTE: You cannot delete the default enrollment method directly. To delete the default enrollment method, you must first set another method as the default, and then proceed with deleting it.

- 1. The delete button becomes visible when you hover the mouse cursor over the MFA method you wish to delete.
- 2. Click on the **Delete** button.

Profile into	rmation Password Group	MFA	
Any factors	that are enrolled for MFA will only be	eleveraged when you are authenticating for an ap	plication that requires MFA
Default	Туре	Channel	
0	😑 Email	wsncidnew2@yopmail.com	
0	🟳 Text message		1
0	Phone call		Delete

3. You will see a pop-up window as shown below. Click on the **REMOVE** button.

CANCEL

4. A success message will be displayed at the top of the screen to indicate the deletion was successful.





<u>5</u> Enroll MFA via an application that requires MFA

5.1 MFA Enrollment during Application login

- 1. Enter the username and password on an application that requires MFA to login.
- 2. If you haven't enrolled for MFA through the MyNCID portal, you'll be prompted to enroll when logging into an application that requires MFA.
- 3. If you have a phone number listed on your MyNCID profile, you will see 4 MFA enrollment methods as shown in the screen below.

security for the followin	he login process. Please choose of methods for multi factor authentic	ne o ation
	Authenticator	
	Email	
	Phone Call	
	Text Message	

4. If you do not have a phone number listed on your MyNCID profile, you will see 2 MFA enrollment methods as shown in the screen below.



5. If you prefer to receive a text message or phone call for multi factor authentication, please login to MyNCID.nc.gov portal and update your profile to include your phone number. You will then need to enroll your phone number for MFA.





5.1.1 Email

NOTE: Complete steps 1-5 in <u>MFA Enrollment during Application login</u> before this selection.

- 1. Click on the Email button.
- 2. An OTP will be sent to the registered email address.
- 3. If you received OTP, skip this step. If you did not receive an OTP, click on Resend OTP.
- 4. Enter the OTP in "ONE TIME PASSWORD:" textbox. Click on the **Submit** button.

INE TIME PA	ISSWORD:
743022	
	Submit
	Submit

5. If your OTP is accepted, you will be directed to your application. Email has now been successfully enrolled for MFA.



5.1.2 Text Message

NOTE: You must have a phone number in your MyNCID profile to enroll Text Message for MFA.

NOTE: Complete steps 1-5 in <u>MFA Enrollment during Application login</u> before this selection.

1. Click on the Text Message button.



- 2. An OTP will be sent to your registered phone number via a text message.
- 3. If you received OTP, skip this step. If you did not receive an OTP, click on Resend OTP.
- 4. Enter the OTP in "ONE TIME PASSWORD:" textbox. Click on the Submit button.

	number via Text Message
ONE TIME	PASSWORD:
859384	
	Submit
	Resend OTP
	Choose alternate MFA option



5. If your OTP is accepted, you will be directed to your application. Text Message has now been successfully enrolled for MFA.



NOTE: You must have a phone number in your MyNCID profile to enroll Phone call for MFA.

NOTE: Complete steps 1-5 in <u>MFA Enrollment during Application login</u> before this selection.

1. Click on the **Phone Call** button.



- 2. You will receive a call to your registered phone number. The call will repeat the OTP three times, starting with the message "Your one-time password is...".
- 3. If you receive a call for OTP, skip this step. If you did not receive a call for OTP, click on **Resend OTP**.
- 4. Enter the OTP in "ONE TIME PASSWORD:" textbox. Click on the **Submit** button.



Validate	OTP sent to the enrolled mobile number via Phone call
ONE TIME PA	SSWORD:
854211	
	Submit
	Resend OTP
	Charles allowed and and and

5. If your OTP is accepted, you will be directed to your application. Text Message has now been successfully enrolled for MFA.

5.1.4 Authenticator

NOTE: You must have Authenticator in your MyNCID profile to enroll for MFA.

NOTE: Complete steps 1-5 in <u>MFA Enrollment during Application login</u> before this selection.

1. Click on the Authenticator button.



2. After clicking on the Authenticator in the above screen, you will be prompted with below screen to scan the QR code from Simeio Authenticator application through your mobile phone.



NCII

3. You need to Open the Simeio Authenticator application and tap on Scan QR code button and scan the QR code, which is shown on the above screen. Once the QR code is scanned you will be able to view the screen on your phone.



4. If your Authenticator is Successful, you will be directed to your application. Authenticator has now been successfully enrolled for MFA.



5.1.5 Get Authenticator App

1. Click on the Authenticator button.



2. If you don't have Simeio Authenticator app on your mobile, please click on "GET AUTHENTICATOR APP" which you can see in the below screenshot at the bottom.



3. You will be prompted with below QR code on your screen to scan from your mobile device which directs you to download the Simeio Authenticator app through Google play store for Android/App store for iPhone.





4. Once you have downloaded the Authenticator app, please click on " Go Back & Verify by SIMEIO IO Authenticator app".



5. You need to Open the Simeio Authenticator application and tap on Scan QR code button and scan the QR code, which is shown on the above screen. Once the QR code is scanned you will be able to view the screen on your phone.





6. If your Authenticator is Successful, you will be directed to your application. Authenticator has now been successfully enrolled for MFA.