



NCID User Guide for MFA

Version 1.0

Department of Information Technology
As of April 30, 2024

Document History

Version	Change Reference	Date	Author
1.0	MFA User Guide	04/30/2024	Wafa Syed

Table of Contents

1. About this Guide	4
2. Introduction	4
3. MFA methods	5
4. Enrolling for MFA via MyNCID portal	6
4.1 Add Enrollment in the MyNCID portal	6
4.2 Email	8
4.3 Text message	11
4.4 Phone call	14
4.5 Authenticator App	17
5. Enrolling for MFA via an application that requires MFA	18
5.1 MFA Enrollment during Application login	18
5.2 Email	19
5.3 Text Message	20
5.4 Phone Call	21
5.5 Authenticator	22
6. Changing your MFA Enrollment in MyNCID portal	24
6.1 Changing the Email Address linked with MFA	24
6.2 Changing the Phone Number linked with MFA	27
6.3 Changing the Default MFA Method	30
6.4 Deleting your MFA Enrollment	33

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

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

What is Multifactor authentication or MFA?

Multifactor authentication, sometimes known as two-factor authentication, is a security enhancement that adds another layer of security to your online account, beyond your username and password. It combines two or more methods (or factors) of authentication from independent categories of credentials to verify your identity for a login or other transaction.

Why has the state of North Carolina implemented MFA?

As the state of North Carolina continues to improve security to protect state data, more and more applications used for state business will begin employing multifactor authentication.

Government entities are a prime target of cybercriminals and hackers looking to steal data or even cripple government infrastructure, which is critical in providing services to the people of North Carolina. Combined with practicing good cybersecurity habits when checking email and using the internet, MFA increases the security of your accounts and state data, even if your password is hacked.

3. MFA methods

A user can choose to enroll in one or more MFA methods listed below.

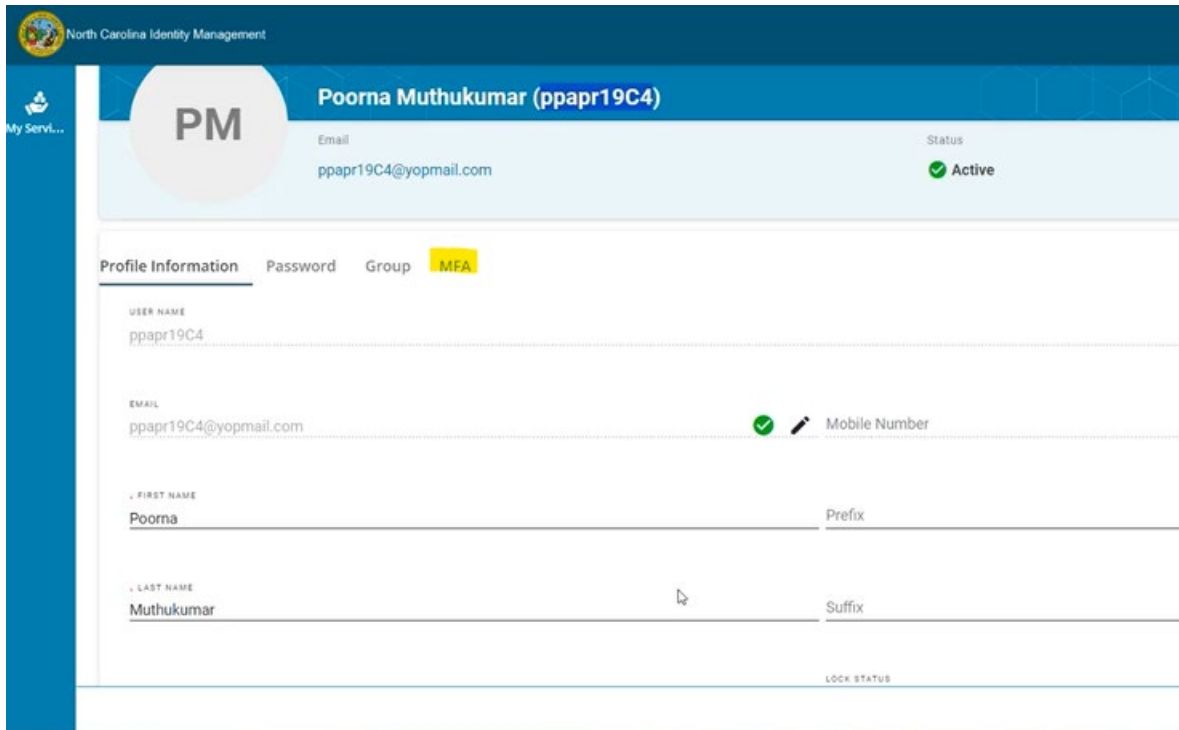
- 1) **Email** – In this method, the user will receive a One-Time Password (OTP) via email, which they will use for authentication.
- 2) **Text Message** – With this method, the user will receive an OTP via text message on their mobile phone, which they will use for authentication.
- 3) **Phone Call** – 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) **Authenticator App** – This method uses push notification on Simeio IO authentication application installed on a user's smartphone for authentication. Scheduled for a later phase.

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

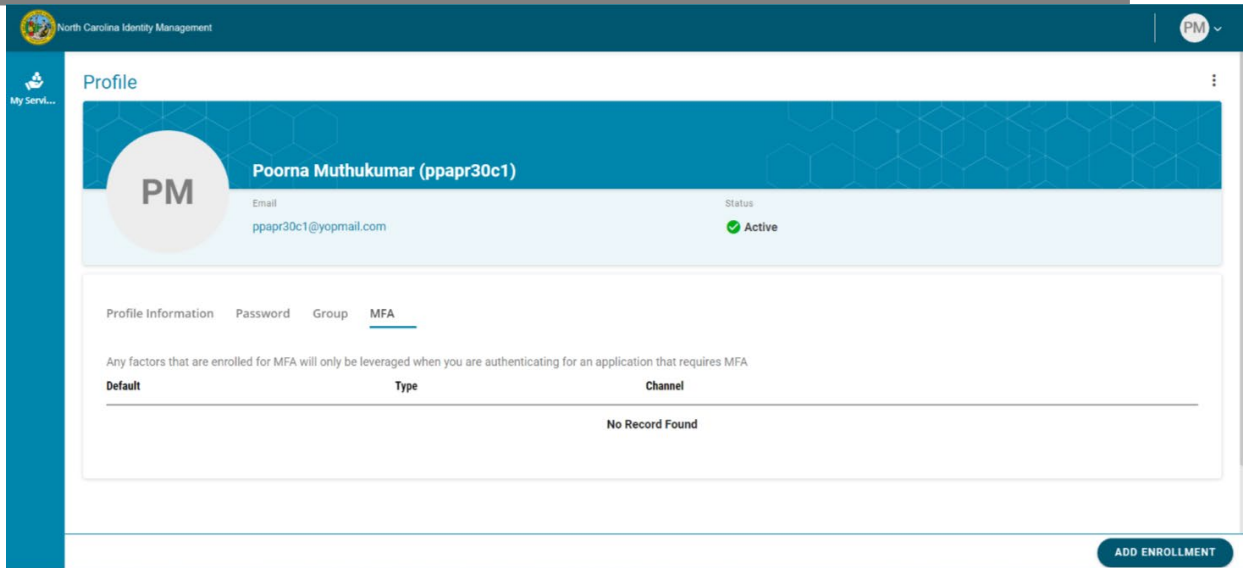
4. Enrolling for MFA via MyNCID portal

4.1 Add Enrollment in the MyNCID portal

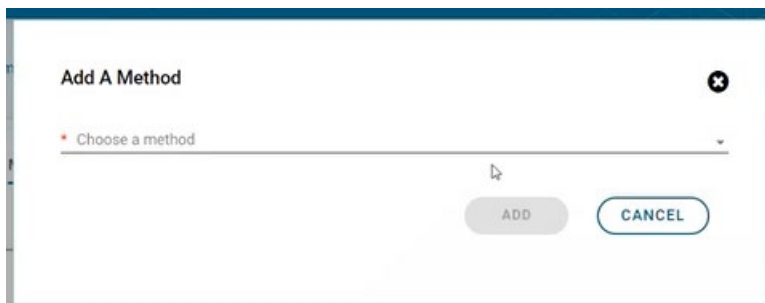
- 1) Login to the MyNCID portal <https://myncid.nc.gov> with your NCID Username and Password.
- 2) You will see the Profile Information page upon successful login.
- 3) Click on the **MFA** tab on your profile page as shown below.



- 4) Click on the **ADD ENROLLMENT** button.



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



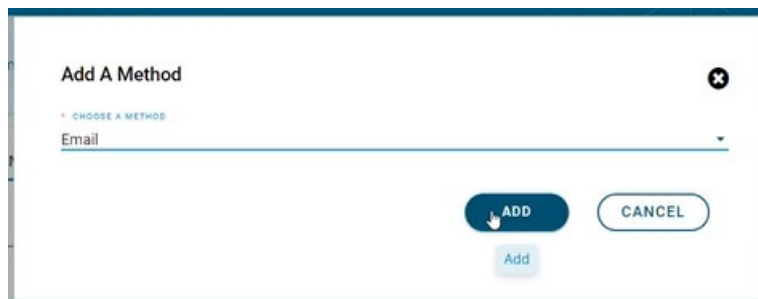
4.2 Email

NOTE: Complete Steps 1-5 listed in Section 4.1 [Add Enrollment in the MyNCID portal](#) before proceeding further.

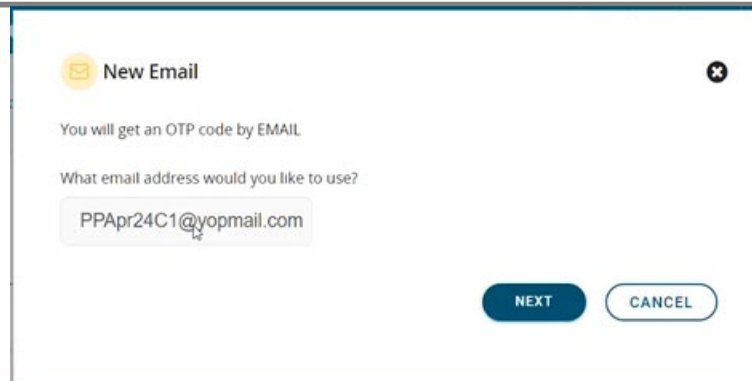
- 1) Click the dropdown menu arrow and choose **Email** as the enrollment method.



- 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

You will get an OTP code by EMAIL

What email address would you like to use?

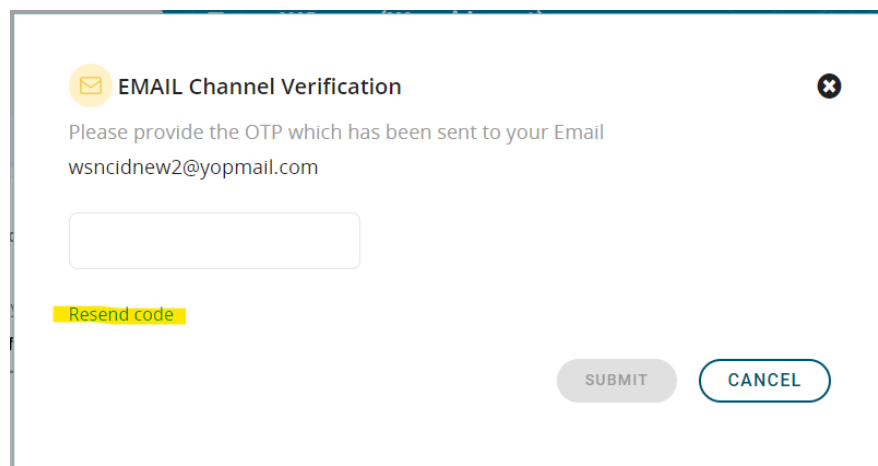
PPApr24C1@yopmail.com

NEXT **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 Verification

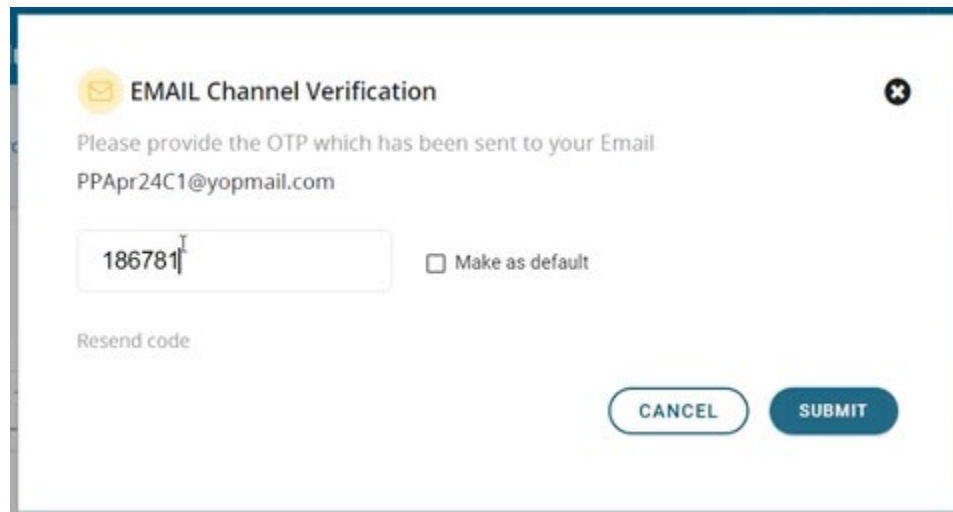
Please provide the OTP which has been sent to your Email

wsncidnew2@yopmail.com

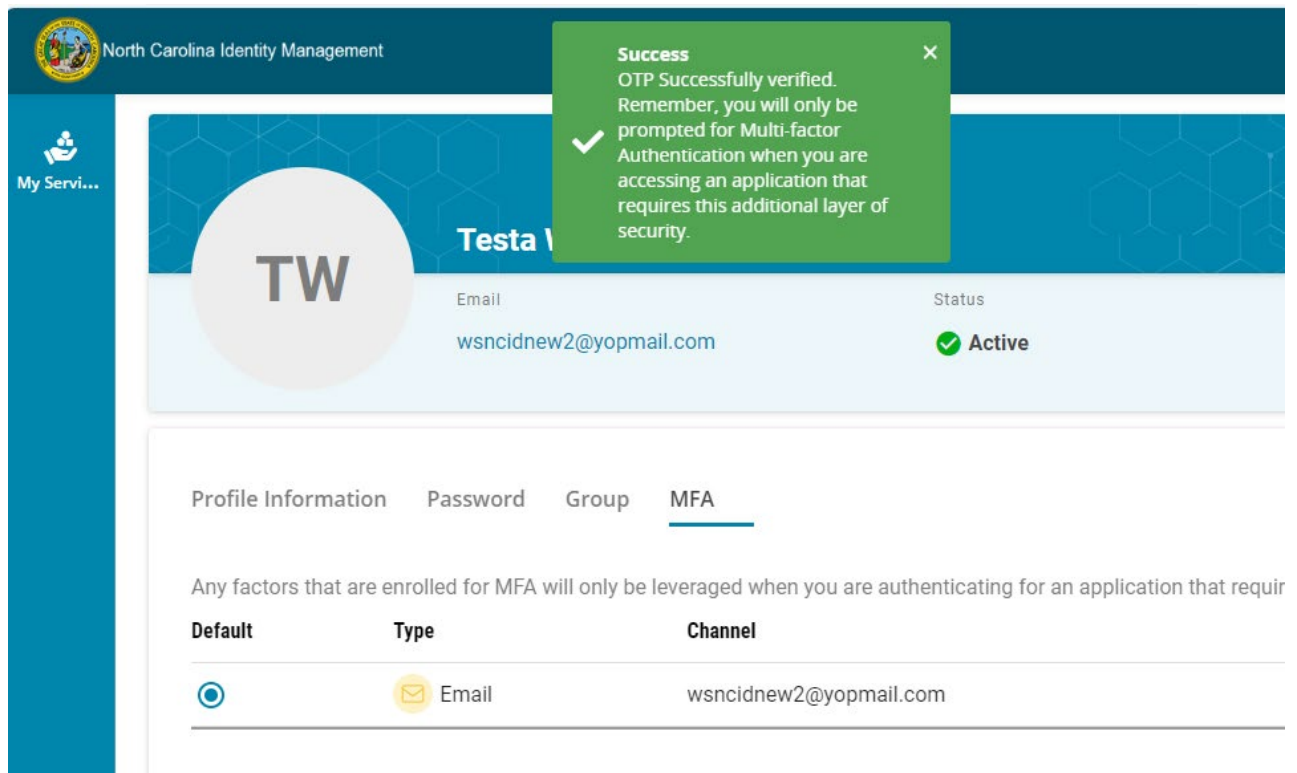
Resend code

SUBMIT **CANCEL**

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



- 7) A success message will be displayed at the top of the screen. "Email" has now been successfully enrolled for MFA..

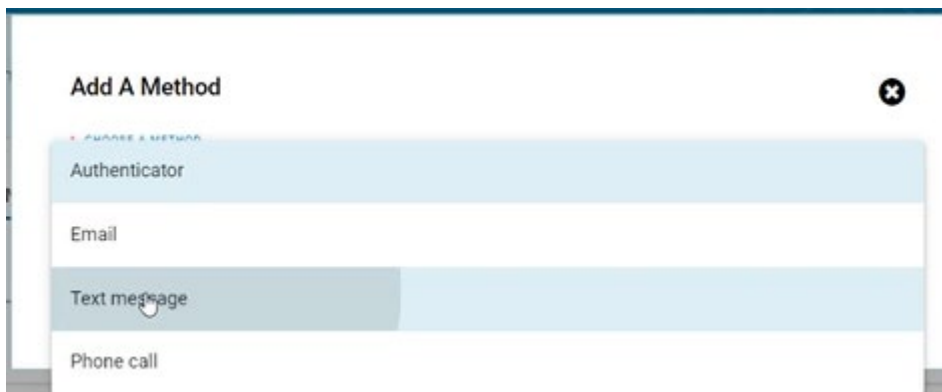


Default	Type	Channel
<input checked="" type="radio"/>	Email	wsncidnew2@yopmail.com

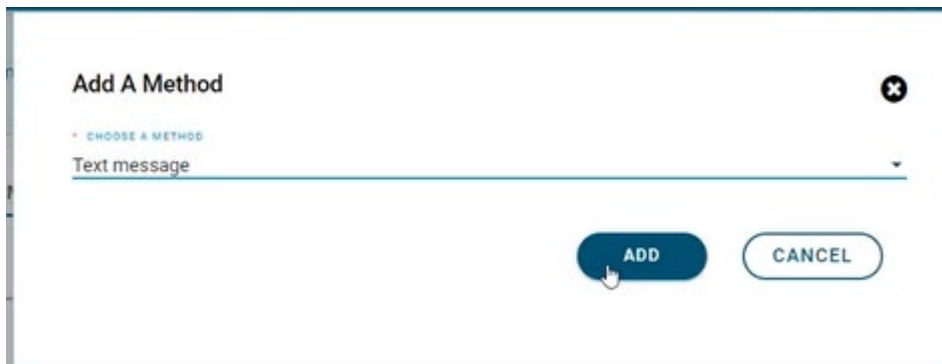
4.3 Text message

NOTE: Complete Steps 1-5 listed in Section 4.1 [Add Enrollment in the MyNCID portal](#) before proceeding further.

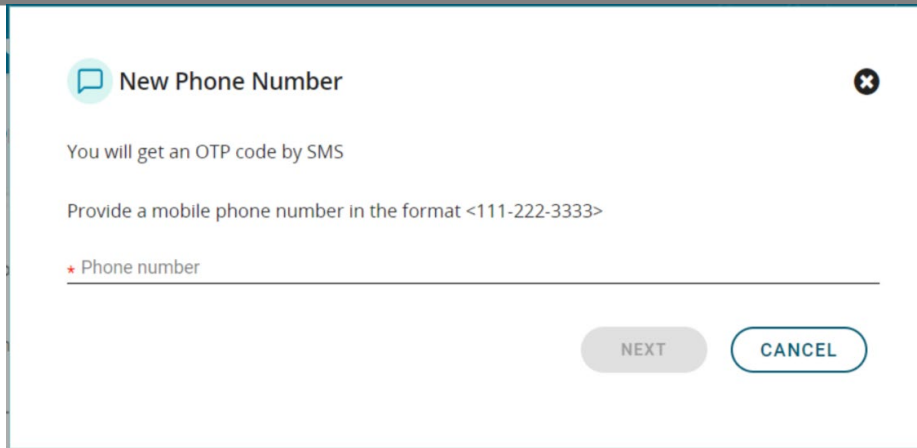
- 1) Click the dropdown menu arrow and choose **Text message** as the enrollment method.



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



- 3) The phone number field will be automatically populated with the phone number you provided on your MyNCID profile. If you do not have a phone number on your MyNCID profile, you will have to key in your phone number in the textbox. Click on the **NEXT** button.



New Phone Number ✕

You will get an OTP code by SMS

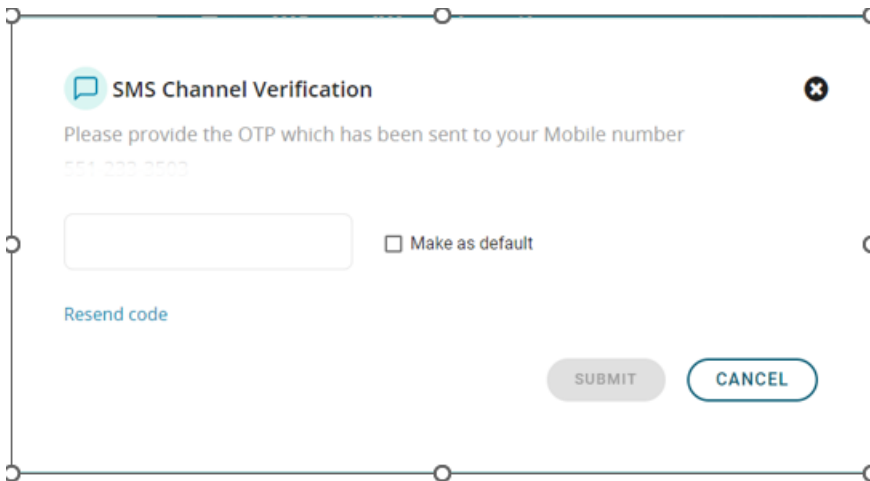
Provide a mobile phone number in the format <111-222-3333>

* Phone number

4) An OTP will be sent to your registered phone number.

Your one-time NCID passcode is
957642.

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



SMS Channel Verification ✕

Please provide the OTP which has been sent to your Mobile number

551 233 3503

Make as default

[Resend code](#)

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

SMS Channel Verification

Please provide the OTP which has been sent to your Mobile number

437-982-2821

281995

Resend code

CANCEL SUBMIT

- 7) A success message will be displayed at the top of the screen. "Text message" has now been successfully enrolled for MFA.

North Carolina Identity Management

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 security.

Profile

PM **Poorna Muthukumar (PPApr24C1)**

Email: PPApr24C1@yopmail.com Status: ✔ Active

Profile Information Password Group MFA

Default	Type	Channel
<input checked="" type="radio"/>	Text message	437-982-2821

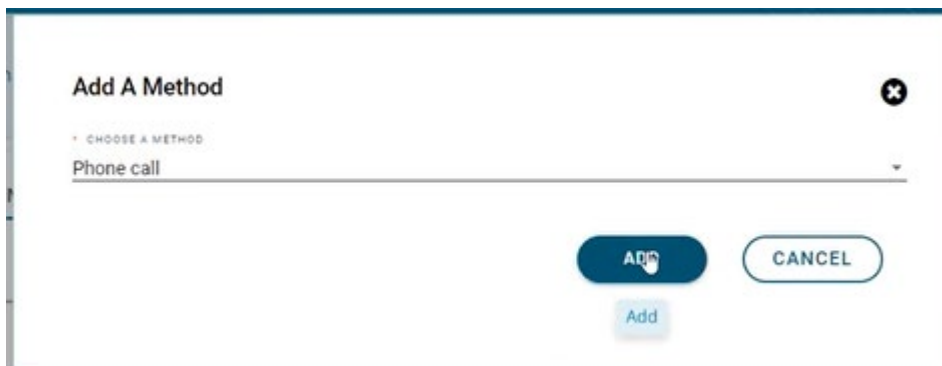
4.4 Phone call

NOTE: Complete Steps 1-5 listed in Section 4.1 [Add Enrollment in the MyNCID portal](#) before proceeding further.

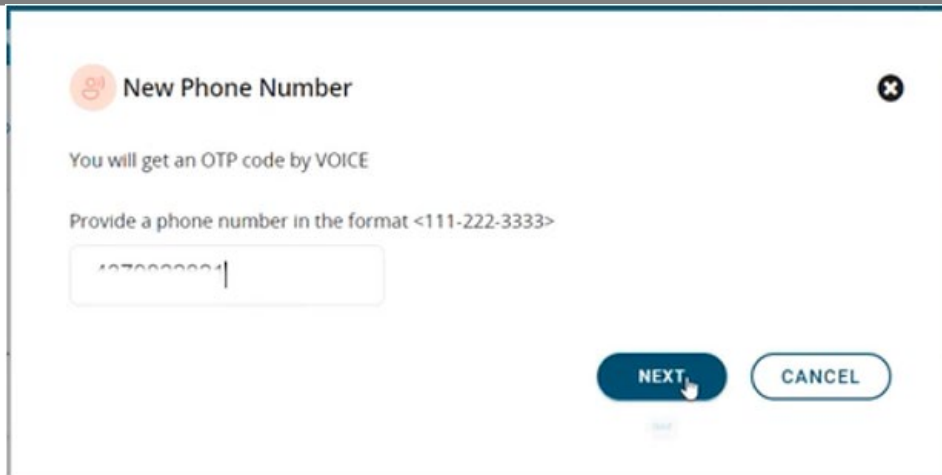
- 1) Click the dropdown menu arrow and choose **Phone call** as the enrollment method.



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



- 3) The phone number field will be automatically populated with the phone number you provided on your MyNCID profile. If you do not have a phone number on your MyNCID profile, you will have to key in your phone number in the textbox. Click on the **NEXT** button.



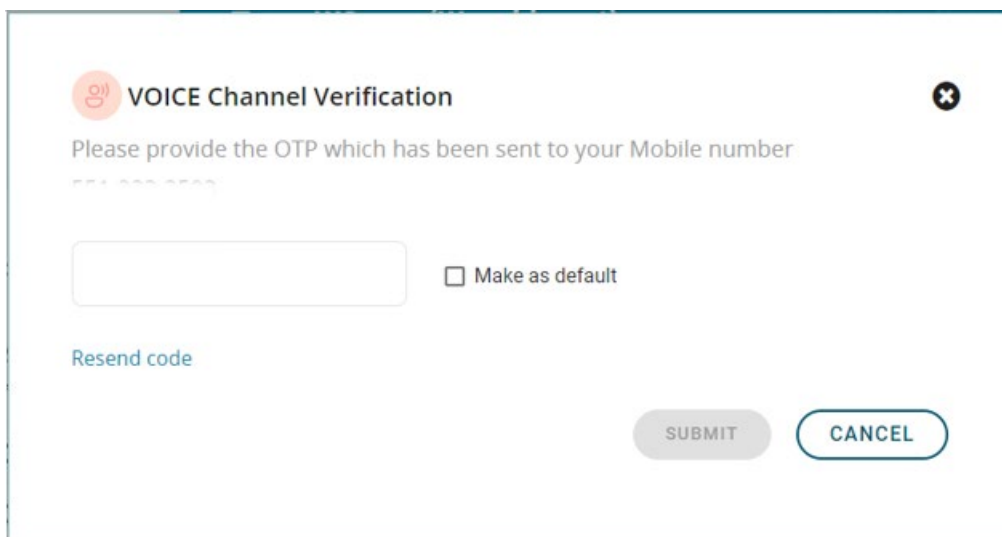
New Phone Number

You will get an OTP code by VOICE

Provide a phone number in the format <111-222-3333>

NEXT **CANCEL**

- 4) 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...".
- 5) If you receive a call for OTP, skip this step. If you did not receive a call for OTP, click on **Resend code**.



VOICE Channel Verification

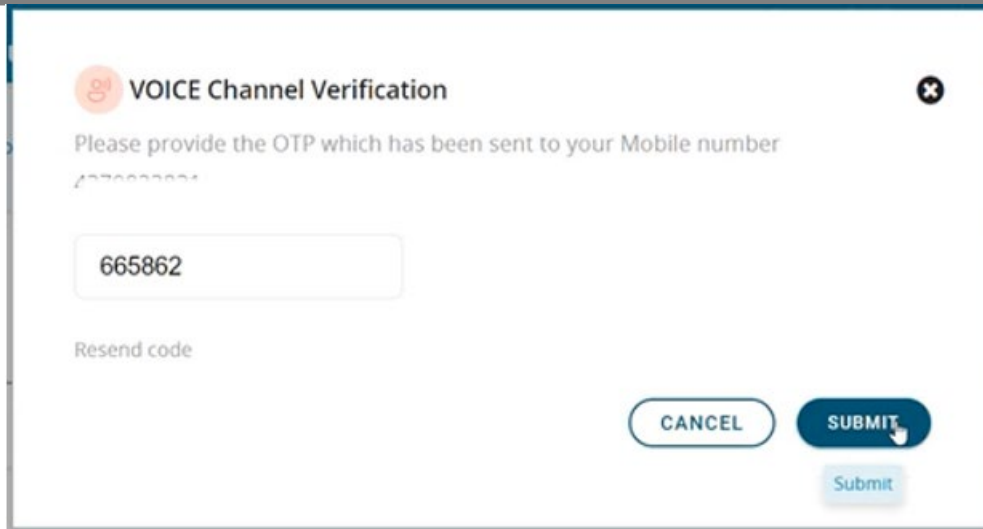
Please provide the OTP which has been sent to your Mobile number

Make as default

[Resend code](#)

SUBMIT **CANCEL**

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



VOICE Channel Verification

Please provide the OTP which has been sent to your Mobile number
7370023034

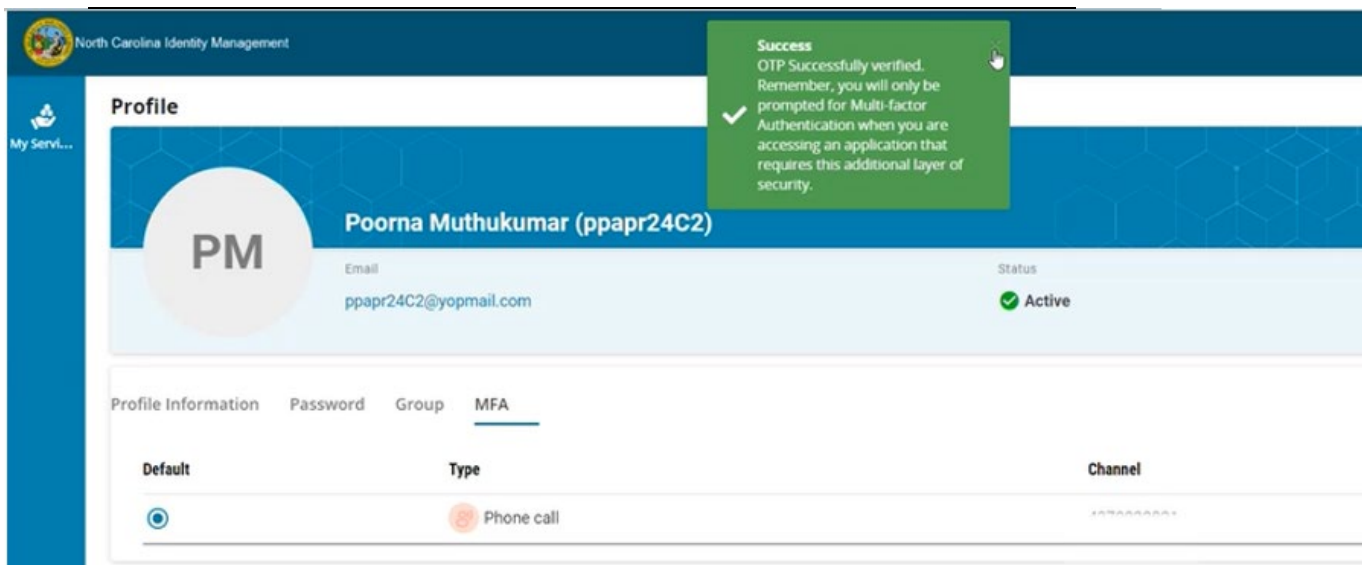
665862

Resend code

CANCEL SUBMIT

Submit

- 7) A success message will be displayed at the top of the screen. "Phone Call" has now been successfully enrolled for MFA.



North Carolina Identity Management

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 security.

Profile

PM Poorna Muthukumar (ppapr24C2)

Email: ppapr24C2@yopmail.com

Status: **Active**

Profile Information Password Group **MFA**

Default	Type	Channel
<input checked="" type="radio"/>	Phone call	*****

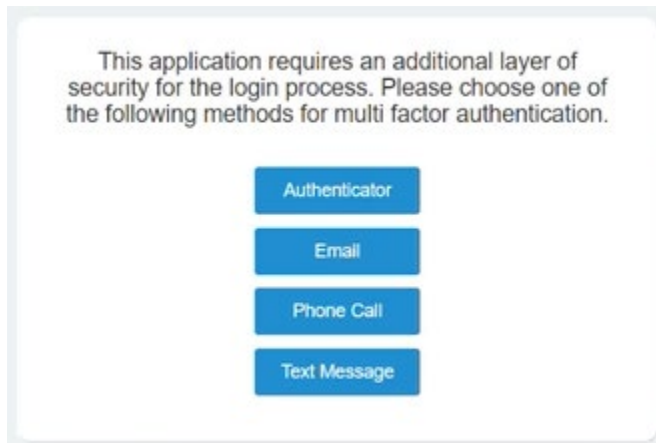
4.5 Authenticator App

This feature is not currently available, but it is coming soon.

5. Enrolling for MFA via an application that requires MFA

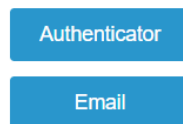
5.1 MFA Enrollment during Application login

- 1) Provide the username and password on your application login page.
- 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.



- 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.

This application requires an additional layer of security for the login process. Please choose one of the following methods for multi factor authentication.



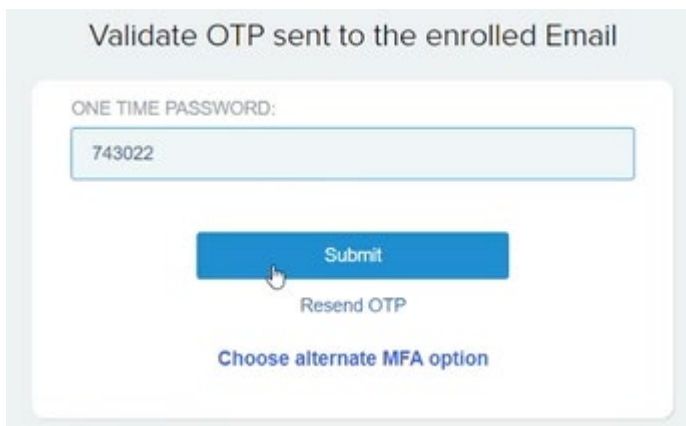
If you prefer to receive a text message or phone call for multi factor authentication, login to [MyNCID.nc.gov](https://myncid.nc.gov) and add your mobile number.

NOTE: If you prefer to receive a text message or a phone call for multifactor authentication, please login to the MyNCID Portal <https://myncid.nc.gov> and update your profile to include your phone number. You will then need to enroll your phone number for MFA.

5.2 Email

NOTE: Complete steps 1-4 listed in Section 5.1 [MFA Enrollment during Application login](#) before proceeding further.

- 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.



Validate OTP sent to the enrolled Email

ONE TIME PASSWORD:

743022

Submit

Resend OTP

Choose alternate MFA option

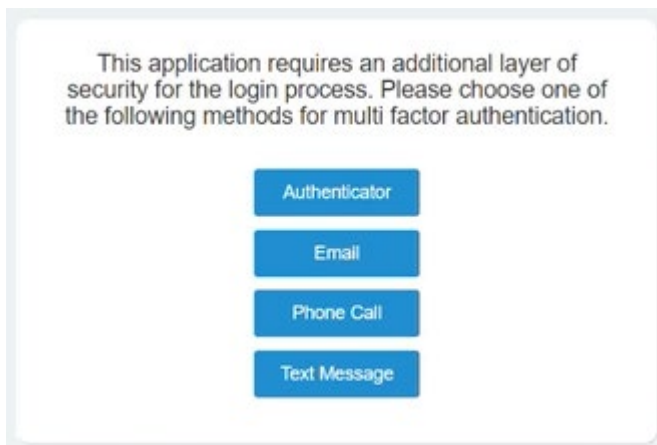
- 5) If your OTP is accepted, you will be directed to your application. “Email” has now been successfully enrolled for MFA.

5.3 Text Message

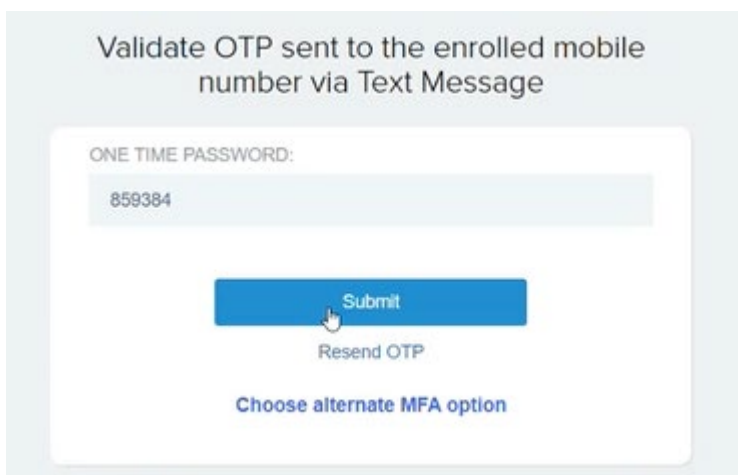
NOTE:

- You must have a phone number in your MyNCID profile to enroll “Text Message” for MFA.
- Complete steps 1-4 listed in Section 5.1 [MFA Enrollment during Application login](#) before proceeding further.

- 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.



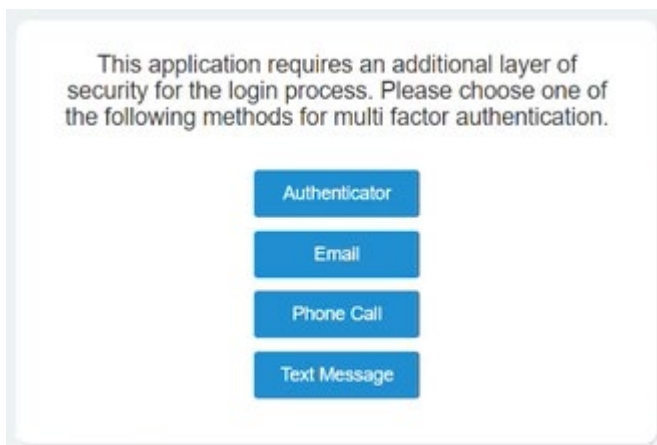
- 5) If your OTP is accepted, you will be directed to your application. “Text Message” has now been successfully enrolled for MFA.

5.4 Phone Call

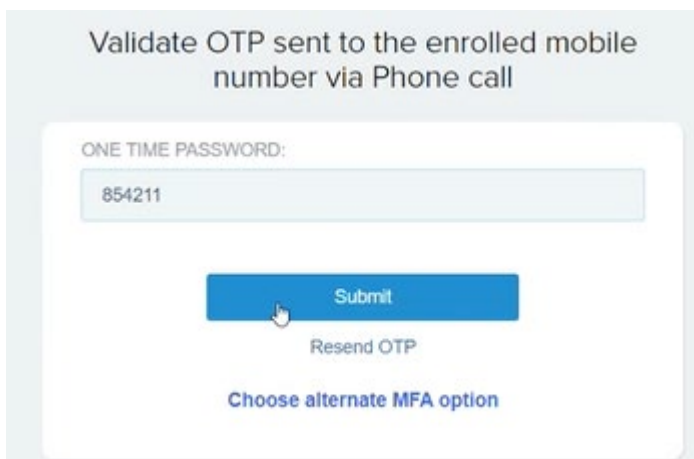
NOTE:

- You must have a phone number in your MyNCID profile to enroll “Phone Call” for MFA.
- Complete steps 1-4 listed in Section 5.1 [MFA Enrollment during Application login](#) before proceeding further.

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.



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

5.5 Authenticator

This feature is not currently available, but it is coming soon.

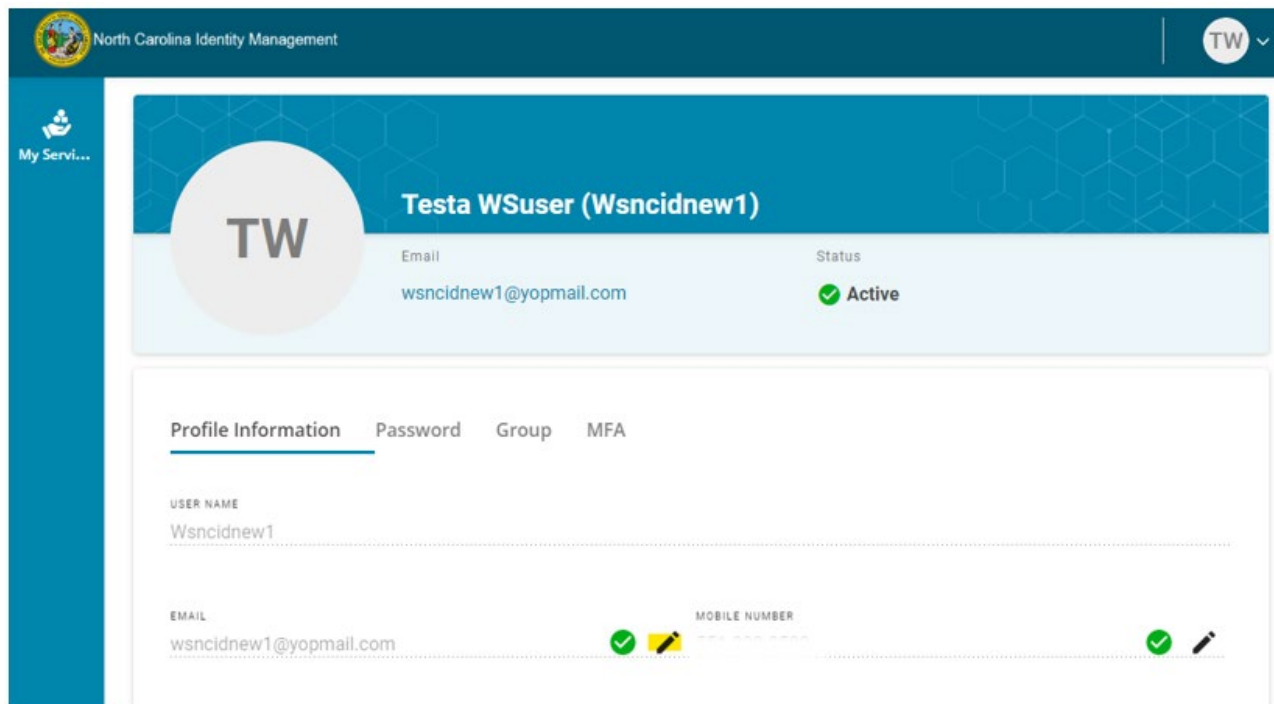
6. Changing your MFA Enrollment in MyNCID portal

NOTE:

- *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 [delete enrollment](#) and then [add enrollment](#) on the MFA page of your MyNCID portal to update MFA.*

6.1 Changing the Email Address linked with MFA

- 1) Login to the MyNCID portal <https://myncid.nc.gov> with your NCID Username and Password.
- 2) You will see the Profile Information page upon successful login.
- 3) On your profile page of MyNCID portal, click on the “pencil” icon for the EMAIL field.



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

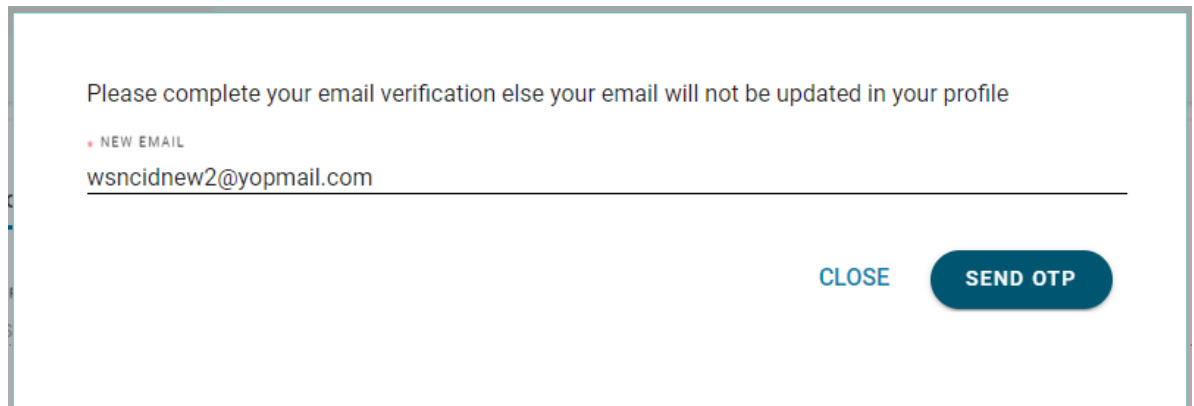
Please complete your email verification else your email will not be updated in your profile

* New email

CLOSE

SEND OTP

- 5) Key in your email address in the textbox and click the **SEND OTP** button.



The screenshot shows a dialog box with the following content:

Please complete your email verification else your email will not be updated in your profile

* NEW EMAIL

wsncidnew2@yopmail.com

CLOSE

SEND OTP

- 6) An OTP will be sent to the newly updated email address.



- 7) Enter OTP in the OTP textbox and then click on the **VERIFY** button.

One time password (OTP) is only valid for the next 10 minutes.

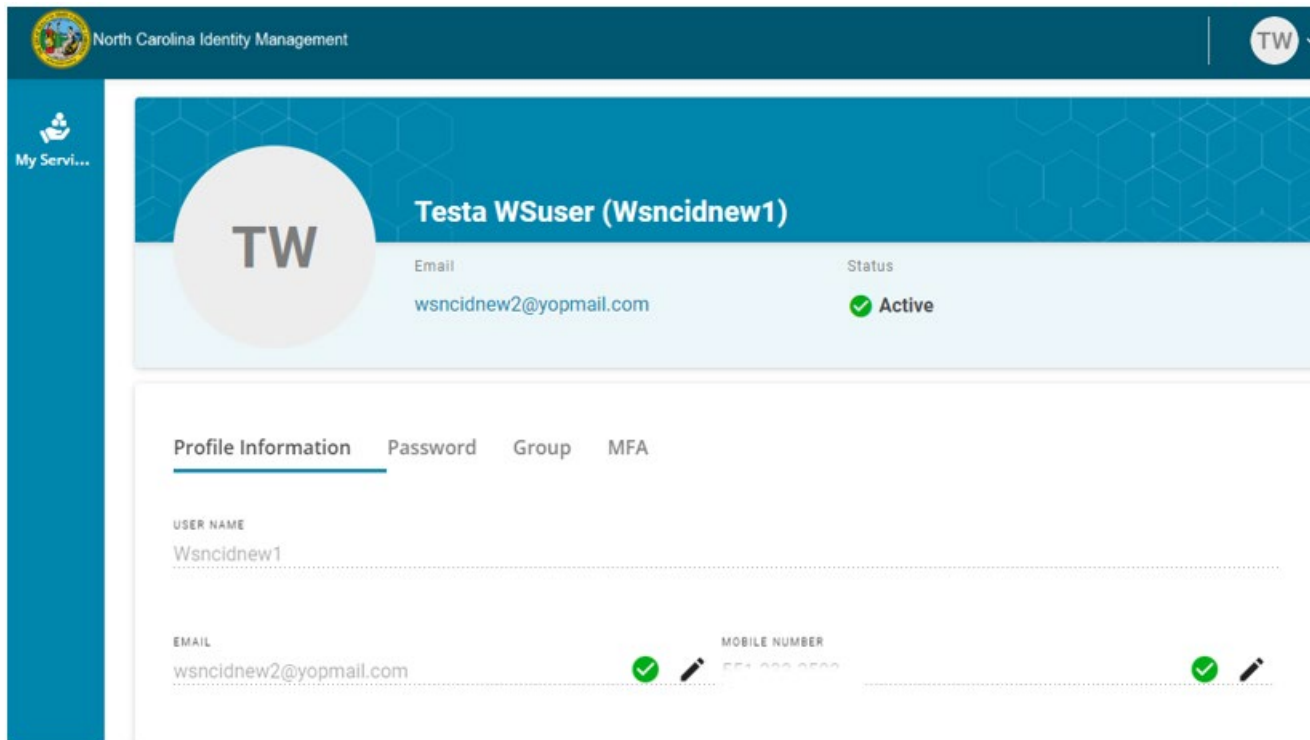
Please enter the OTP which is sent to email - wscidnew2@yopmail.com

* OTP

CLOSE

VERIFY

- 8) If the OTP is correct, your email address will be verified and successfully updated and shown in your MyNCID profile as below.



North Carolina Identity Management

My Servi...

TW Testa WSuser (Wscidnew1)

Email: wscidnew2@yopmail.com Status: **Active**

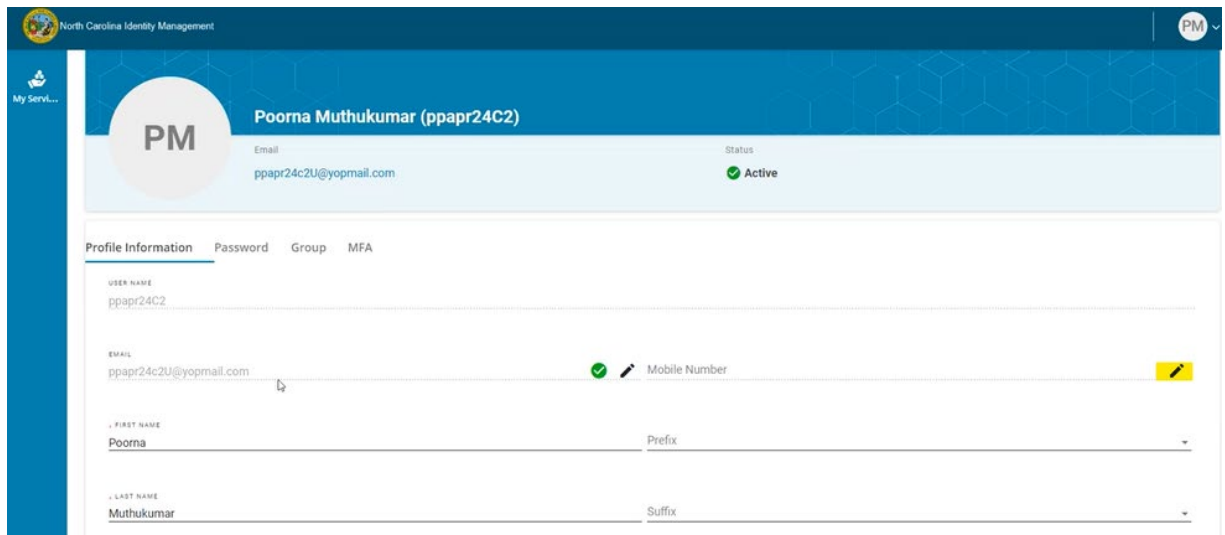
Profile Information Password Group MFA

USER NAME
Wscidnew1

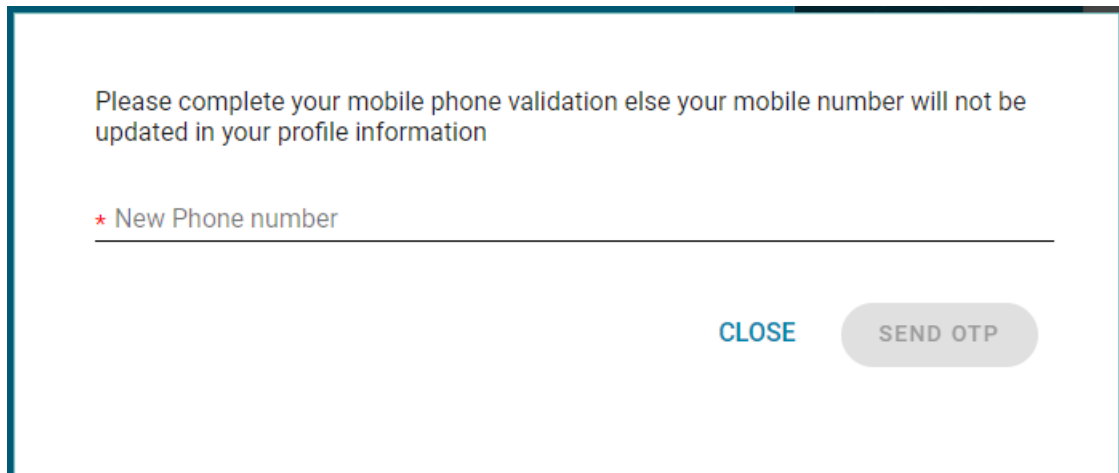
EMAIL: wscidnew2@yopmail.com MOBILE NUMBER: 551-222-2222

6.2 Changing the Phone Number linked with MFA

- 1) Login to the MyNCID portal <https://myncid.nc.gov> with your NCID Username and Password.
- 2) You will see the Profile Information page upon successful login.
- 3) On your profile page of MyNCID portal, click on the “pencil” icon for the MOBILE NUMBER field.



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



- 5) Key in your phone number in the textbox and click the **SEND OTP** button.

Please complete your mobile phone validation else your mobile number will not be updated in your profile information

* NEW PHONE NUMBER

551 000 0500

CLOSE

SEND OTP

- 6) An OTP will be sent to the newly updated phone number.

Your one-time NCID passcode is
957642.

- 7) Enter OTP in the OTP textbox and then click on the **VERIFY** button.

One time password (OTP) is only valid for the next 10 minutes.

Please enter the OTP which is sent to mobile number - 551 000 0500

* OTP

CLOSE

VERIFY

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

North Carolina Identity Management TW

My Servi...

TW **Testa WSuser (Wsncidnew1)**

Email: **wsncidnew1@yopmail.com** Status: ✔ Active

Profile Information Password Group MFA

USER NAME
wsnqidnew1

EMAIL **MOBILE NUMBER**
wsnqidnew1@yopmail.com 551 222 2222

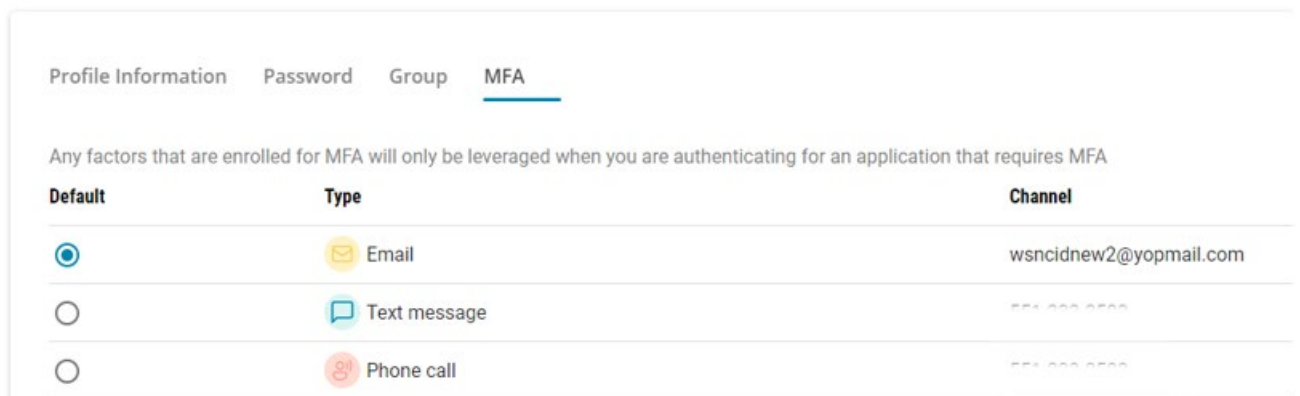
✔ ✔

6.3 Changing the Default MFA Method

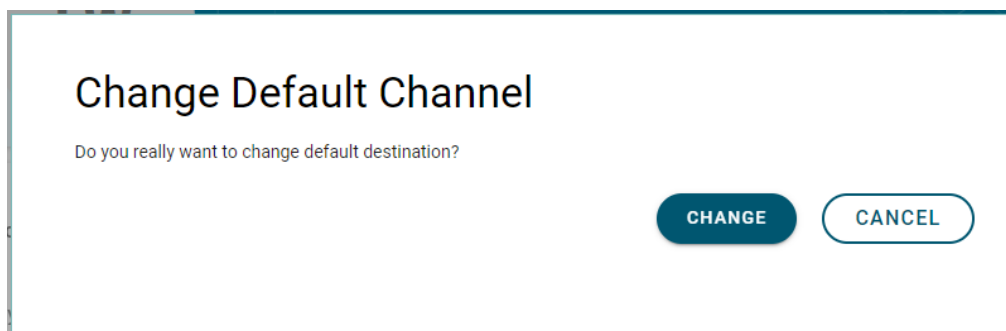
NOTE:

- If you only have enrolled for only one MFA method, then that will be your default MFA method. For example, if you have enrolled for “Email” as your one and only MFA method, then “Email” is set as your default MFA method.
- If you have enrolled for more than one MFA method, then you can choose which method is your default MFA method.

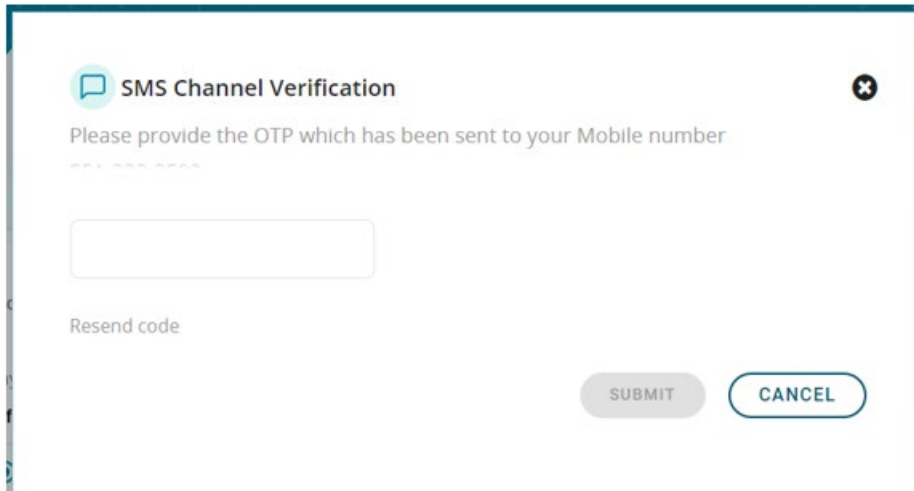
- 1) Login to the MyNCID portal <https://myncid.nc.gov> with your NCID Username and Password.
- 2) You will see the Profile Information page upon successful login.
- 3) Click on the **MFA** tab on your profile page as shown below.



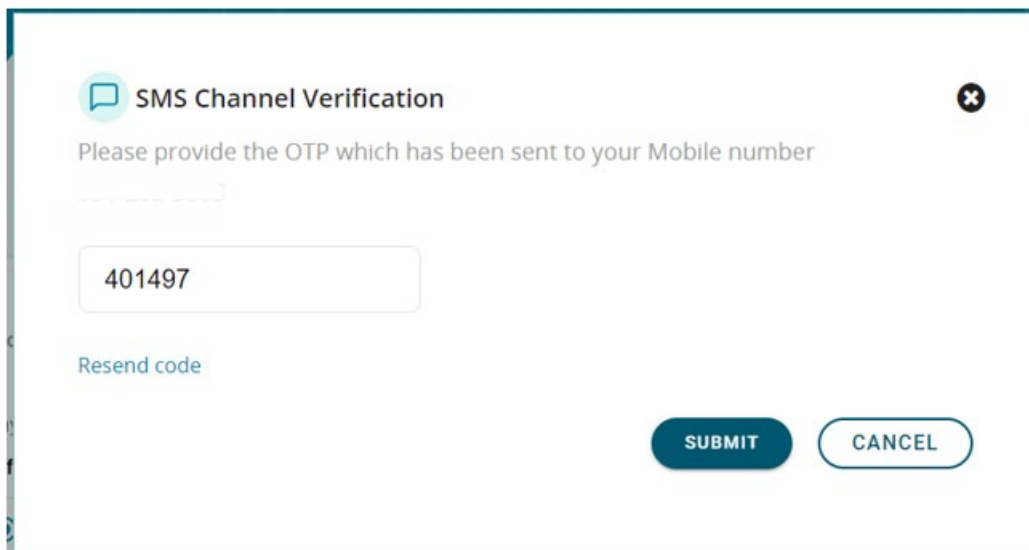
- 4) Select the radio button next to the MFA type you wish to set as the default.
- 5) You will see a pop-up window as shown below. Click on the **CHANGE** button.




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



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



- 8) 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.


North Carolina Identity Management

TW

My Servi...

Profile

Testa WSuser (Wsnidnew1)

Email
wsnidnew2@yopmail.com

Status
Active

Profile Information
Password
Group
MFA

Any factors that are enrolled for MFA will only be leveraged when you are authenticating for an applicati

Default	Type	Channel
<input type="radio"/>	Email	wsnidnew2@yopmail.com
<input checked="" type="radio"/>	Text message	551 999 9500
<input type="radio"/>	Phone call	551 999 9500

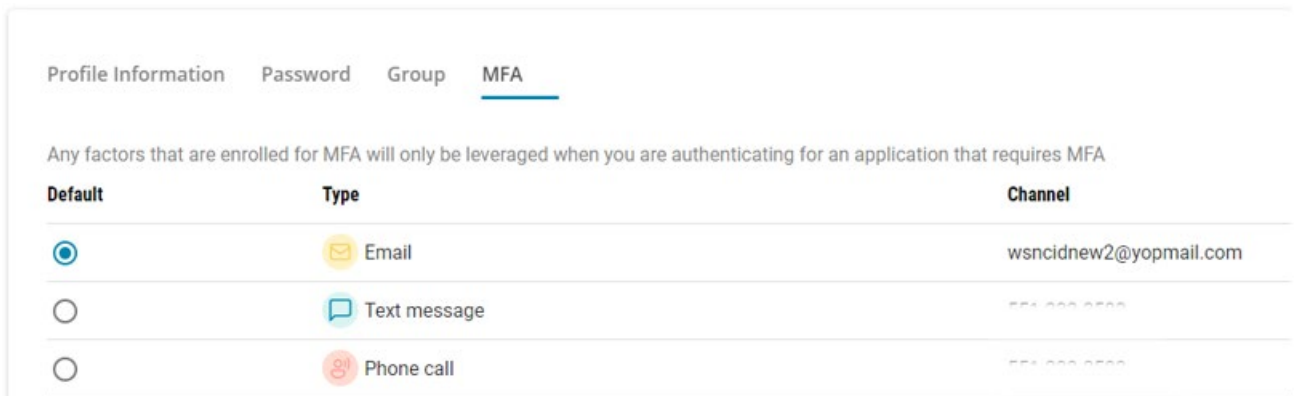
Success

✓ 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 security.

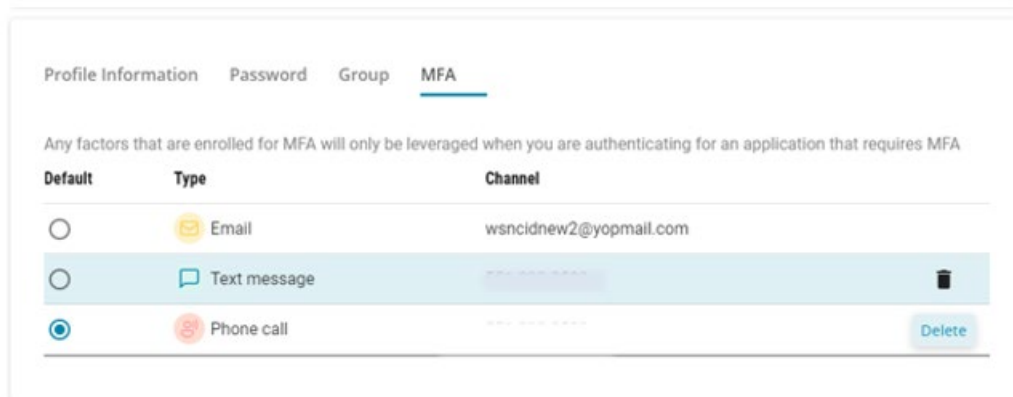
6.4 Deleting your MFA Enrollment

NOTE: You cannot delete the default enrollment method directly. To delete the default enrollment method, you must first set another method as the default first.

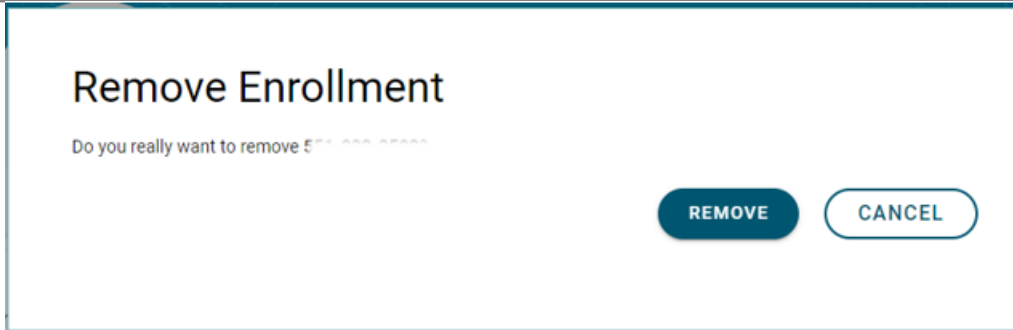
- 1) Login to the MyNCID portal <https://myncid.nc.gov> with your NCID Username and Password.
- 2) You will see the Profile Information page upon successful login.
- 3) Click on the **MFA** tab on your profile page as shown below.



- 4) The Delete button becomes visible when you hover the mouse cursor over the MFA method you wish to delete.



- 5) Click on the **Delete** button.
- 6) You will see a pop-up window as shown below. Click on the **REMOVE** button.



- 7) A success message will be displayed at the top of the screen to indicate your MFA Enrollment channel was deleted successfully.

