



# **NCID User Guide for Individual & Business Users**

**Version 1.0**

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## Document History

Version	Change Reference	Date	Author
1.0	Update the process for Individual and Business users	01/20/2023	Tamilvanan P

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## About this Guide

This guide is designed as a reference for individuals and business users who use NCID. Using this guide, the reader will become familiar with NCID fundamentals, and learn how to manage their account using various self-service tools.

## Documentation Organization

This guide is organized into the following sections:

[Section 1: Introduction](#) includes an overview of the NCID service and provides steps for accessing and logging in to NCID. This section also describes the NCID main screen to familiarize users with how the interface organizes information and displays application features.

[Section 2: Procedure for Individual and business users](#) provide steps to help individuals and business users request and setup their accounts. This section also demonstrates how individuals, business users and local government employees (who do not have a delegated administrator) can use the self-registration to create their own NCID account. Also, instructs users how they can manage their accounts using various self-service tools (i.e. retrieving your forgotten User ID, changing your password, unlocking your account).

[Appendix A: NCID Terminology](#) provides a list of definitions to commonly used terms.

## Feedback

Please send your comments and suggestions about this guide to the DIT Service Desk at [its.incidents@its.nc.gov](mailto:its.incidents@its.nc.gov).

## Documentation Updates

For the most current version of the *NCID User Guide* please visit the NCID Training and Documentation web page at:

<https://it.nc.gov/support/ncid>

## Formatting Conventions

The following formatting conventions are used throughout this guide to enable ease of use and understanding:

- **Bold** - Items that are to be clicked on such as buttons.
  - *Example:* Click on the **Start** button.
- *Italics* - Values that need to be typed in as shown.
  - *Example:* In the “Open:” field, type: *cmd*
- “Quotes” - Items that are selected, but not clicked; field names.
  - *Example:* In the “Filename:” field, type: *File.doc*
- [*Italics with Brackets*] - Values that need to be typed in, but will not always be the same.
  - *Example:* In the “Username:” field, type: *[username]*  
**Note:** *[username]* will be replaced with the actual username, such as *jdoe*.

## Special Notes

The screenshots provided in this guide are for informational purposes. Screen content and feature availability may vary based on individual environments and access permissions.

## 1. Introduction

The **North Carolina Identity Management Service - Next Generation (NCID)** is the standard identity and access management platform provided by the Department of Information Technology. NCID is a Web-based application that provides a secure environment for state agency, local government, business and individual users to log in and gain access to real-time resources, such as customer-based applications.

The NCID service provides a variety of self-service features that allow users to manage their accounts:

- Self-register for a new account
- Update their account with new information (i.e.: telephone number, address, etc.)
- Reset their password
- Unlock their locked account
- Look up their user ID
- Remove their account

This guide will introduce you to NCID fundamentals, provide steps to help you get you started using NCID and instruct you on how you can manage your account. Please note that this guide provides instruction only for business and individual users. Any differences that are relevant to a specific type of user will be noted.

### NCID Fundamentals

This section introduces you to the different types of users who utilize the NCID service. You will also learn how to access and log in to NCID, and become familiar with the NCID interface.

#### User Types

A NCID user can be categorized into one of the following user types:

- ◆ **State Government Employee** is a person who is currently employed or assigned to work for an agency within the State of North Carolina government.
- ◆ **Local Government Employee** is a person who is currently employed or assigned to work for a North Carolina county, municipality or other local government organization.
- ◆ **Business User** is a person who is requesting access to the State of North Carolina services on the behalf of a business.
- ◆ **Individual** is a person who is requesting access to the State of North Carolina services as an individual or citizen.

## 2. Procedure for Individual and Business users:

If you are an individual or a business user you can create your account by using the **Register** link on the “Login” screen.

During the self-registering process, you will need to provide some basic information (i.e.: first name, last name, etc) and create a password. Upon creating the account, you will receive an email containing an activation URL link. You must click on the URL to activate the account. If the account is not activated within 3 days, the system will automatically delete the account.

**Important!** If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk Email folder. If this happens, please move the message to the Inbox so you can validate your account.

To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov) prior to completing self- registration.

**Note:** Accounts that are self-registered will not be vetted or approved and will not be managed by an administrator. Self-service tools are available to help you manage your account, for example, updating your account with new information, resetting your password, and archiving your account.

## 2.1 Accessing and Logging In

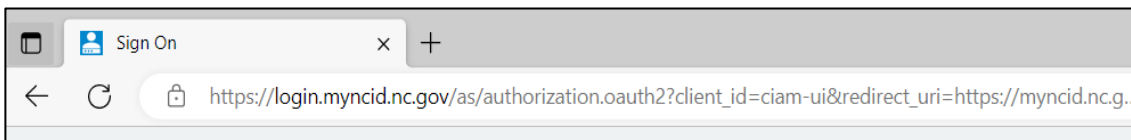
To begin using the NCID service, you will need to open a Web browser and log in using your NCID user ID and password. For best experience, we recommend using the latest Google Chrome or Microsoft Edge version of the browser as well as the version prior to the latest one.

**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: <https://myncid.nc.gov>



*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 Next button to view password field.



The screenshot shows the NCID login interface. At the top, the NCID logo features the text 'NCID' in a large, stylized font with a map of North Carolina and a yellow padlock icon. Below the logo, the text 'NCID' appears again in a smaller font. The main form area contains a 'USERNAME' label above a text input field. The field contains the text 'Dummy\_user' and is highlighted with a red rectangular border. Below the input field is a blue button labeled 'Next'. Underneath the button are three links: 'Trouble Signing On?', 'Don't have an account? Register Now', and 'Need Help?'.

North Carolina Identity Management (NCID) Login

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

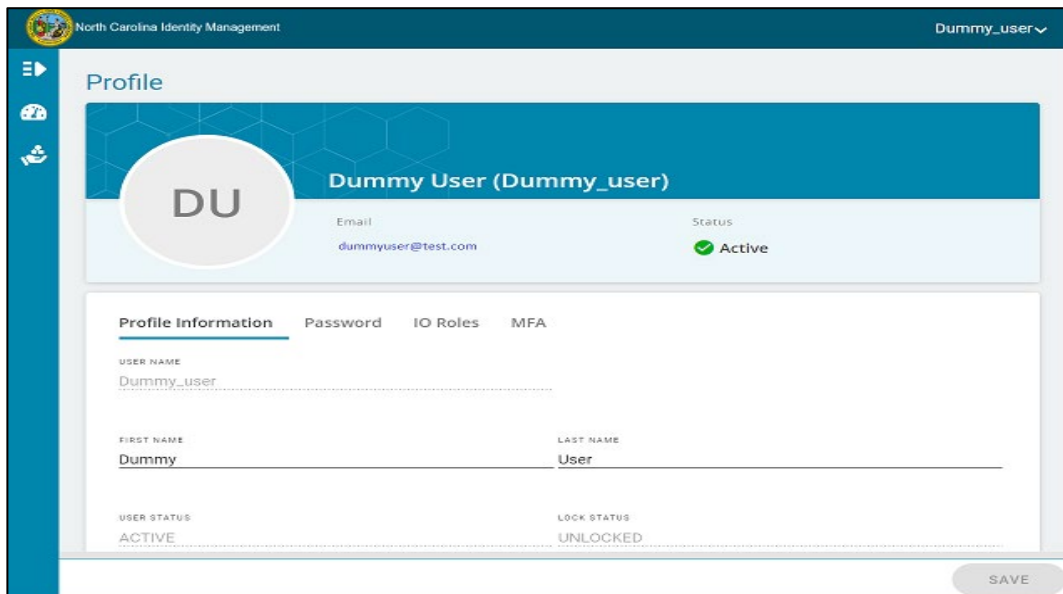


The screenshot shows the NCID login interface, similar to the previous one. The 'USERNAME' field now contains 'Dummy\_user'. Below it is a 'PASSWORD' label above a text input field. The field contains a series of dots (masked characters) and is highlighted with a red rectangular border. Below the input field is a blue button labeled 'Sign On'. Underneath the button are three links: 'Trouble Signing On?', 'Don't have an account? Register now', and 'Need Help?'.

North Carolina Identity Management (NCID) Login



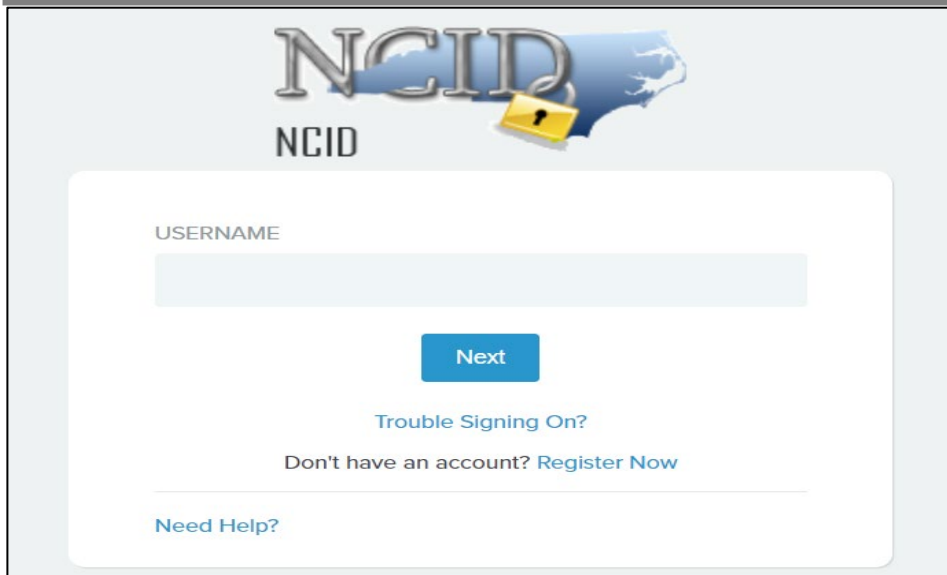
5. Click on “Sign On” button.
6. After successful login, the NCID main screen (also referred to as the “Profile Information” tab) is displayed.



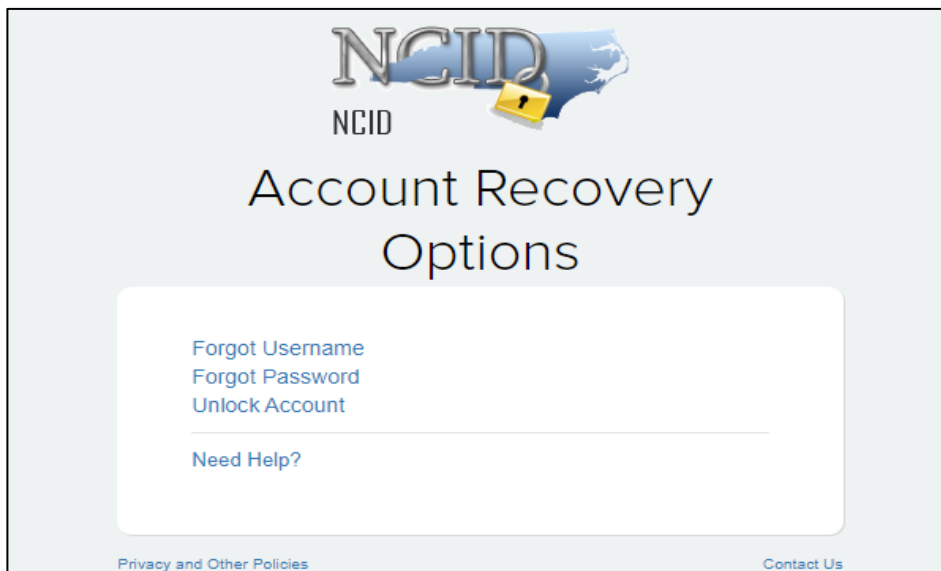
*North Carolina Identity Management (NCID) welcome screen.*

## 2.2 Login Screen Self-Service Features

The “Login” screen provides self-service tools which enable you to reset your password and to retrieve a forgotten user ID, reset your NCID password or to unlock account without seeking assistance from the Service Desk.



The screenshot shows the NCID login interface. At the top is the NCID logo. Below it is a white box containing a 'USERNAME' label and a text input field. A blue 'Next' button is positioned below the input field. Underneath the button are two links: 'Trouble Signing On?' and 'Don't have an account? Register Now'. At the bottom left of the white box is a link for 'Need Help?'.



The screenshot shows the 'Account Recovery Options' page. It features the NCID logo at the top. The main heading is 'Account Recovery Options'. Below this is a white box with three links: 'Forgot Username', 'Forgot Password', and 'Unlock Account'. A 'Need Help?' link is located at the bottom left of the white box. At the bottom of the page, there are two links: 'Privacy and Other Policies' on the left and 'Contact Us' on the right.

The following table provides a brief description of these tools.

Self-Service Feature	Description
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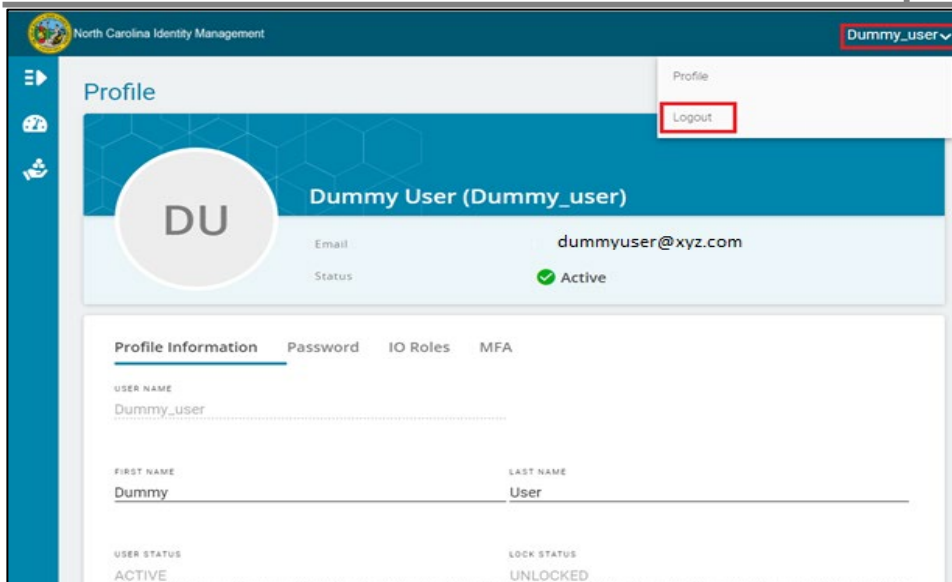
<p><b>Trouble Signing On?</b></p>	<ul style="list-style-type: none"> <li>➤ <b>Forgot Username:</b> This link enables you to retrieve your user ID if you have forgotten it. You will need to provide some basic information (i.e., Email Address, first name, last name) to retrieve user ID. An email with your NCID username will be sent to your registered email address.</li>   <li>➤ <b>Forgot Password:</b> This link allows you to reset your password. You may reset your password if you have not recently changed it (Currently a password must be used for 3 days before it can be changed by the user). You will need to provide your NCID Username and click on “Send Request” button. An email with the link to set a new password will be sent to your registered email address.</li>   <li>➤ <b>Unlock Account</b> This link allows you to unlock your account. You will need to provide your NCID Username and click on “Get OTP” button. An email with the OTP will be sent to your registered email address.</li> </ul>
<p><b>Need Help</b></p>	<p>This link allows you to access support resources.</p>
<p><b>Register Now</b></p>	<p>This link allows you to self-register for a NCID account. New User accounts for businesses, individuals, and local government employees (Who do not have a delegated administrator) are created via the self-registration service.</p>

## 2.3 Logging-Out

You may be automatically logged out of NCID after exceeding the state policy’s inactivity requirement. You can also log out manually.

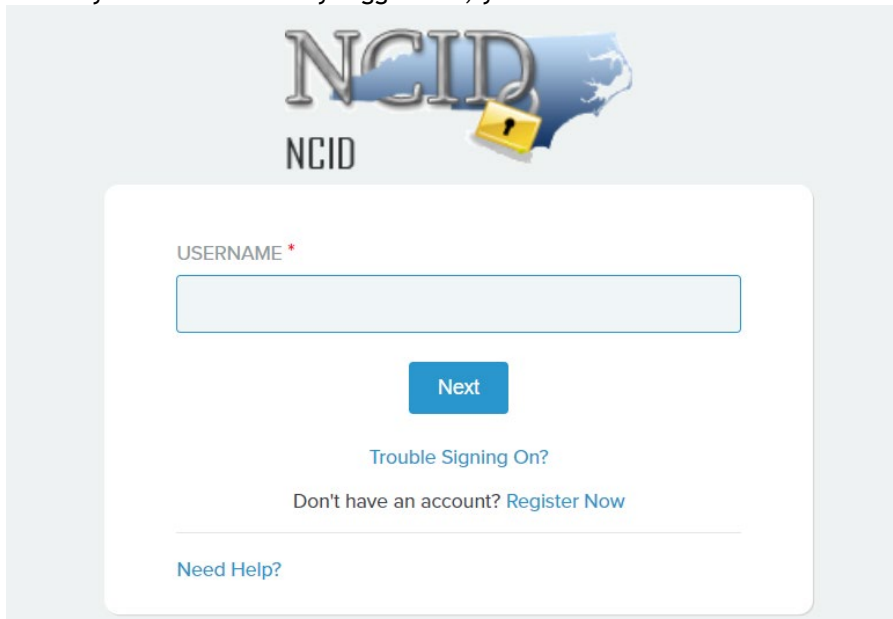
**To manually log out of NCID follow the below given steps:**

1. Click on the username located at the top-right section of your screen. A dropdown menu with “Logout” option will appear.
2. Click on it to Logout.



Click "Logout"

3. Once you are successfully logged out, you will be taken back to the NCID Login page



NCID Login page

4. Close your browser window to prevent any possible unauthorized access to your account.

## 2.4 Obtaining an Account

If you are an individual or a business user, you can create your account by using the **Register Now** link on the "Login" screen.

During the self-registering process, you will need to provide some basic information (i.e.: first name, last name, email address, etc), and create a strong password. Upon creating the account,

you will receive an email containing an activation URL link. You must click on the URL to activate the account. If the account is not activated within 3 days, the system will automatically delete the account.

**Important!** If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk Email folder. If this happens, please move the message to the Inbox so you can validate your account.

To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov) prior to completing self-registration.

**Note:** Self-service tools are available to help you manage your account, for example, updating your account with new information, resetting your password, and archiving your account. Please refer to the Managing Your Account section (Section 2.5) for information on how you can service your account.

### 2.4.1 Self-Registering for an Account

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.

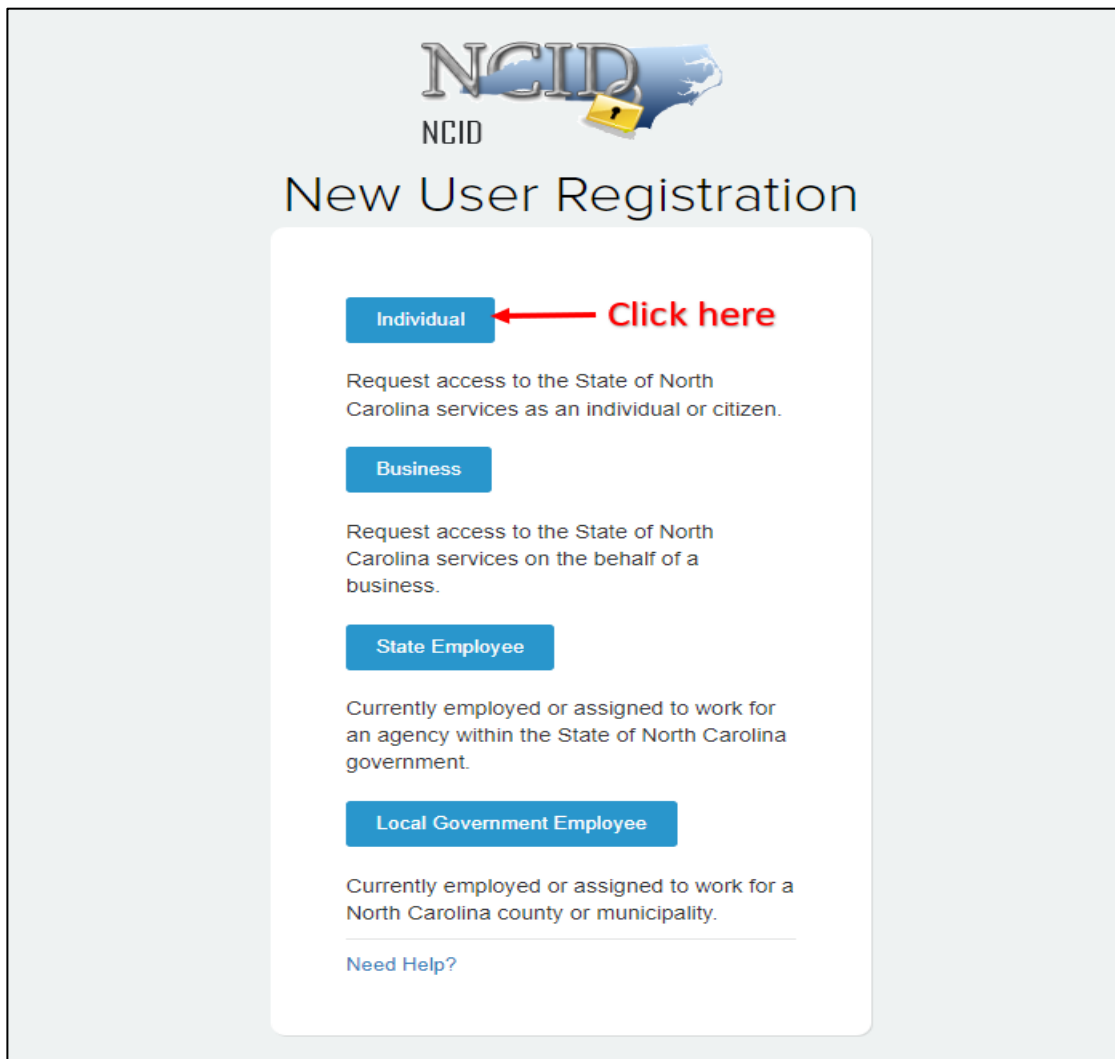
To self-register for an account:

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.



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)



**NCID**  
NCID

## New User Registration

**Individual** ← **Click here**

Request access to the State of North Carolina services as an individual or citizen.

**Business**

Request access to the State of North Carolina services on the behalf of a business.

**State Employee**

Currently employed or assigned to work for an agency within the State of North Carolina government.

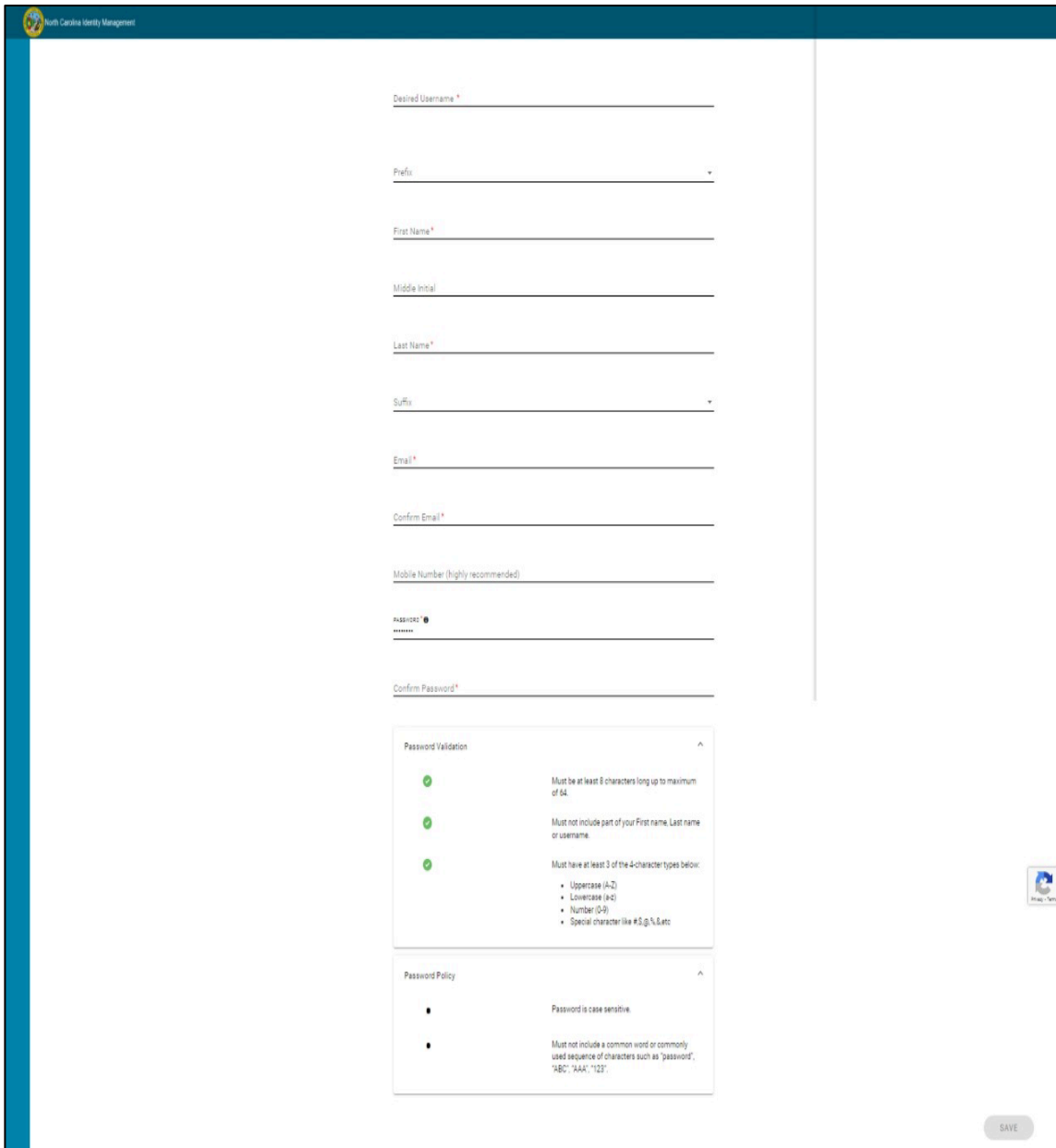
**Local Government Employee**

Currently employed or assigned to work for a North Carolina county or municipality.

[Need Help?](#)

*Select “User Type”*

- 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 Business user with few additional details.



North Carolina Identity Management

Desired Username \*

Prefix

First Name \*

Middle Initial

Last Name \*

Suffix

Email \*

Confirm Email \*

Mobile Number (highly recommended)

password \*

Confirm Password \*

**Password Validation**

- Must be at least 8 characters long up to maximum of 64.
- Must not include part of your First name, Last name or username.
- Must have at least 3 of the 4-character types below:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Special character like #, \$, %, &, etc.

**Password Policy**

- Password is case sensitive.
- Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123".

SAVE

Figure 2-3. Complete Registration Form

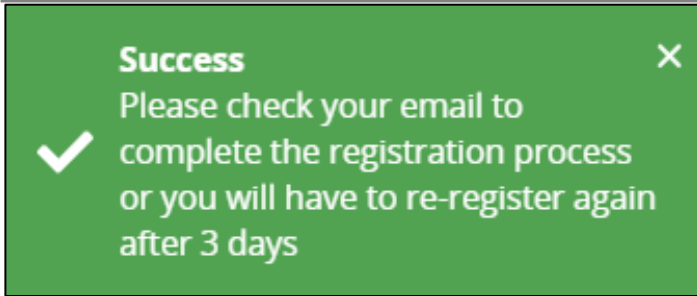
5. The following table provides a description for each field displayed on the registration form.

Field	Required	Description
Desired Username	Yes	<p>Enter a user ID for your account. Your user ID will be used along with your password to authenticate you to NCID</p> <p>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 -</p> <div data-bbox="532 693 1045 835" style="border: 1px solid red; background-color: #c00000; color: white; padding: 5px; margin-bottom: 10px;"> <p><b>FAILURE</b> <span style="float: right;">×</span></p> <p><span style="font-size: 1.2em;">×</span> Desired Username is already used. Please use a different value</p> </div> <p>If you try creating an account with same email within 3 days window, the system will show you below error message -</p> <div data-bbox="532 974 1045 1285" style="border: 1px solid red; background-color: #c00000; color: white; padding: 5px; margin-bottom: 10px;"> <p><b>FAILURE</b> <span style="float: right;">×</span></p> <p><span style="font-size: 1.2em;">×</span> 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</p> </div> <p><b>Important!</b> Your user ID must contain 6 - 20 characters. If the ID exceeds the maximum length, it will be truncated to 20 characters.</p> <p>User IDs are limited to the following characters: letters (A-Z; a-z), digits (0-9), hyphen (-) and underscore (_).</p>
Prefix	No	Select one of the listed prefixes, if applicable.
First Name	Yes	Enter your first name.
Middle Initial	No	Enter the initial of your middle name.
Last Name	Yes	Enter your last name.
Suffix	No	Select one of the listed suffixes, if applicable.



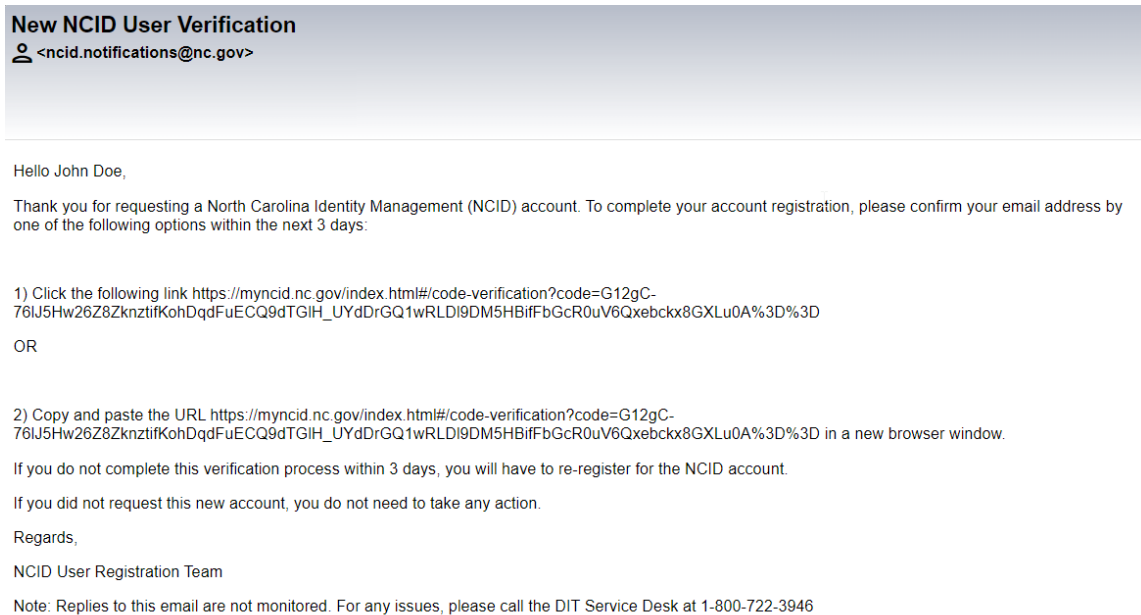
Email	Yes	<p>Enter an email address.</p> <p><b>Important!</b></p> <p>Duplicate email address is not allowed.</p> <p>A correct and current email address is vital to both creating and managing an NCID account.</p>
Confirm Email	Yes	Re-enter the email address to confirm it matches the value entered in the '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	<p>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.</p> <p><b>Important!</b></p> <p>Passwords are case-sensitive.</p> <p>Must not include a common word or commonly used sequence of characters such as “password”, “ABC”, “AAA”, “123”.</p> <p><b>Password Validation</b></p> <ol style="list-style-type: none"> <li>1. Must be at least 8 characters long up to maximum of 64.</li> <li>2. Must not include your First name, Last name, or username.</li> <li>3. Must have at least 3 of the 4-character types below: <ul style="list-style-type: none"> <li>• Uppercase (A-Z)</li> <li>• Lowercase (a-z)</li> <li>• Number (0-9)</li> <li>• Special character like #,\$,@,%,&amp; etc. (Space is not allowed)</li> </ul> </li> </ol>
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.



*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*

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

## 2.5 Managing your Account

You can manage your own account by using the self-help tools that are available on the “Identity Self-Service” tab and the “NCID Login” screen. These tools enable you to perform the following tasks without seeking assistance from the Service Desk:

- Retrieve your forgotten user ID
- Update portions of your account information, such as phone number
- Reset your password
- Unlock your locked account
- Manage your challenge questions and responses
- Archive your account (available to individual and business account holders only)

### 2.5.1 Using “Forgot Your User ID”

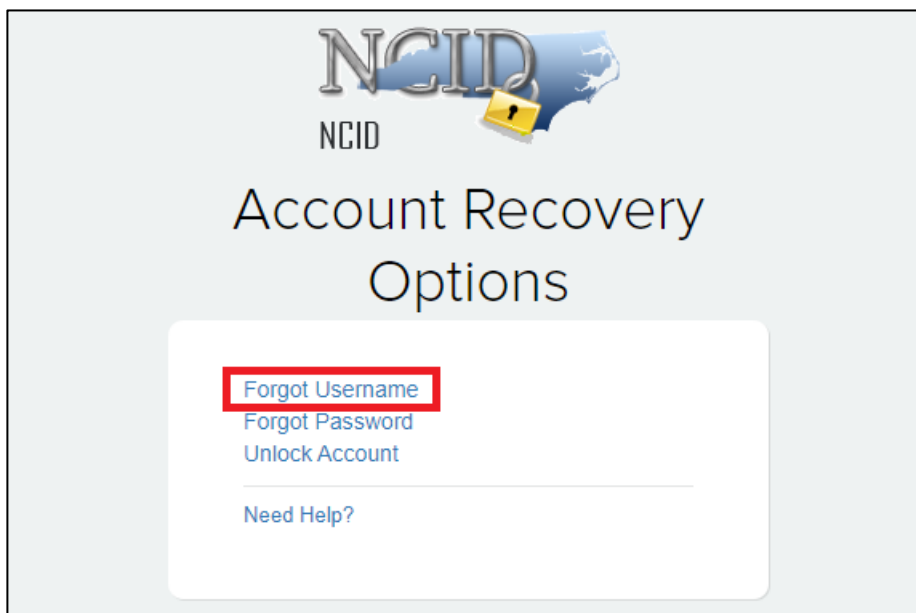
You may retrieve your user ID if you have forgotten it by clicking on the “Trouble Signing On” link featured on the “NCID Login” screen.



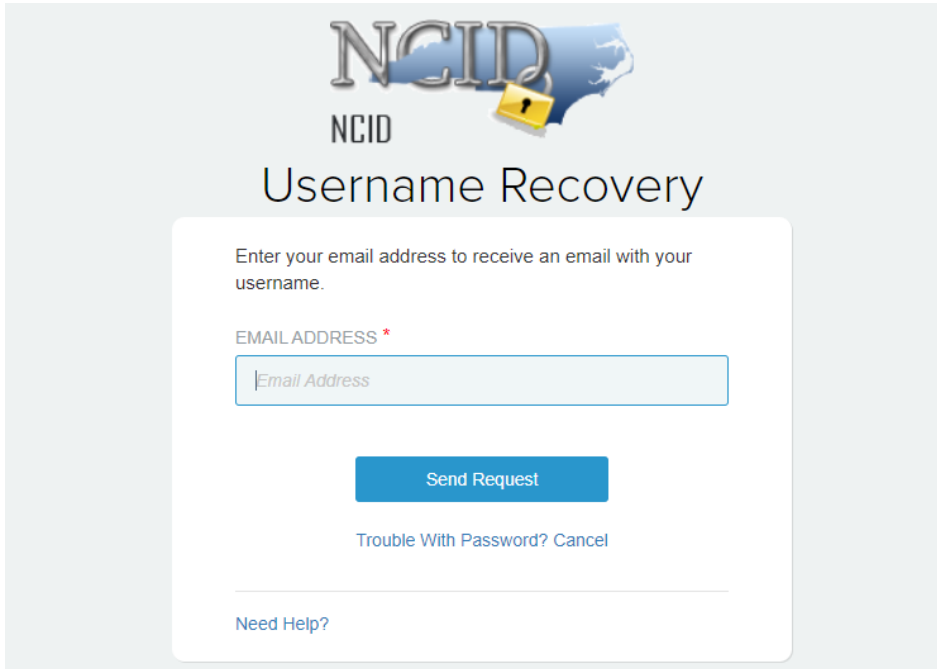
You will be taken to the below shown page, click on the link highlighted for individual or business user -



On the next screen, click on “Forgot Username” as highlighted in the below screenshot -



To use this feature, you will need to provide some basic information like your registered email address. After entering the email address click on “Send Request” button.



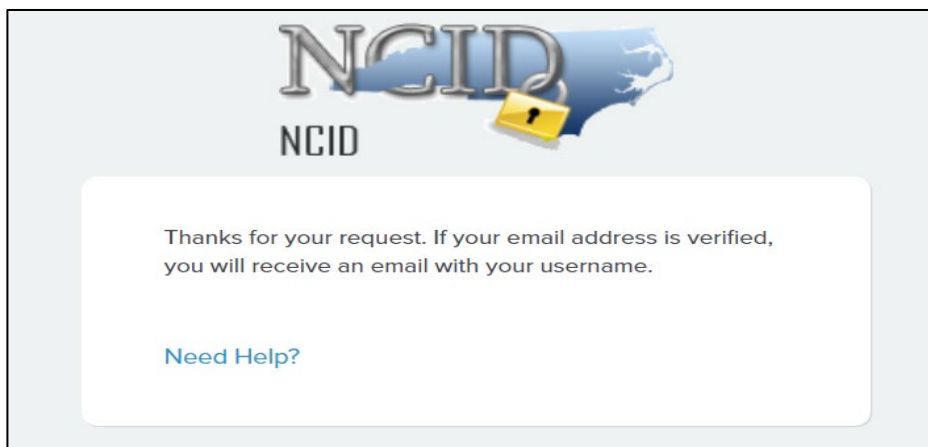
The screenshot shows the NCID Username Recovery page. At the top, there is the NCID logo featuring a map of North Carolina and a yellow padlock. Below the logo, the text "NCID" is displayed. The main heading is "Username Recovery". The page contains a white form box with the following elements: a text prompt "Enter your email address to receive an email with your username.", a label "EMAILADDRESS \*" above a text input field containing the placeholder "Email Address", a blue "Send Request" button, a link "Trouble With Password? Cancel", and a link "Need Help?" at the bottom left.

If there are more than one account in the system with the same email ID, you need to additionally provide the first name and last name to retrieve your user ID




The screenshot shows the NCID Username Recovery form. At the top is the NCID logo, which includes the text 'NCID' and 'NCID' below it, with a blue map of North Carolina and a yellow padlock icon. The main heading is 'Username Recovery'. Below this is a white box containing the following elements: a message stating 'This email is mapped with multiple username, to confirm your username please input your firstname and lastname', a text input field containing 'john.doe@yxz.com', a text input field with the placeholder 'First name', a text input field with the placeholder 'Last name', a blue 'Send Request' button, and a link 'Trouble With Password? Cancel'.

Once you enter the registered email address, First Name & Last name, click on “Send Request” you will get the below message -



The screenshot shows the confirmation message from NCID. At the top is the NCID logo. Below it is a white box containing the text: 'Thanks for your request. If your email address is verified, you will receive an email with your username.' At the bottom of the white box is a blue link that says 'Need Help?'.

You will receive an email in your inbox with subject “NCID Username Recovery Notification” which will contain your username.

**NCID Username Recovery Notification** <automation@simeio.com>

Hello John Doe,

This is an automated message sent by the NCID Self-Service system. Please do not reply to this message. We received a request to recover the username for your account. Your username is: dummy\_user

If you did not request this, please call the DIT Service Desk at 1-800-722-3946 to report the incident.

Thank you.

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## 2.5.2 Using “Forgot Your Password”

You may retrieve your password if you have forgotten it by clicking on the “Trouble Signing On” link featured on the “NCID Login” screen.

**Important!** You must use your password at least for 3 days before it can be changed. You can contact your administrator or the Service Desk for immediate assistance.

To use the “Forgot Your Password” feature:

1. On the “NCID Login” screen, click on the “Trouble Signing On” link.



The screenshot shows the NCID login interface. At the top, the NCID logo is displayed. Below it, there is a text input field labeled "USERNAME". A blue "Next" button is positioned below the input field. A red rectangular box highlights the text link "Trouble Signing On?". Below this link, there is a blue link "Don't have an account? Register Now" and another blue link "Need Help?" at the bottom left.

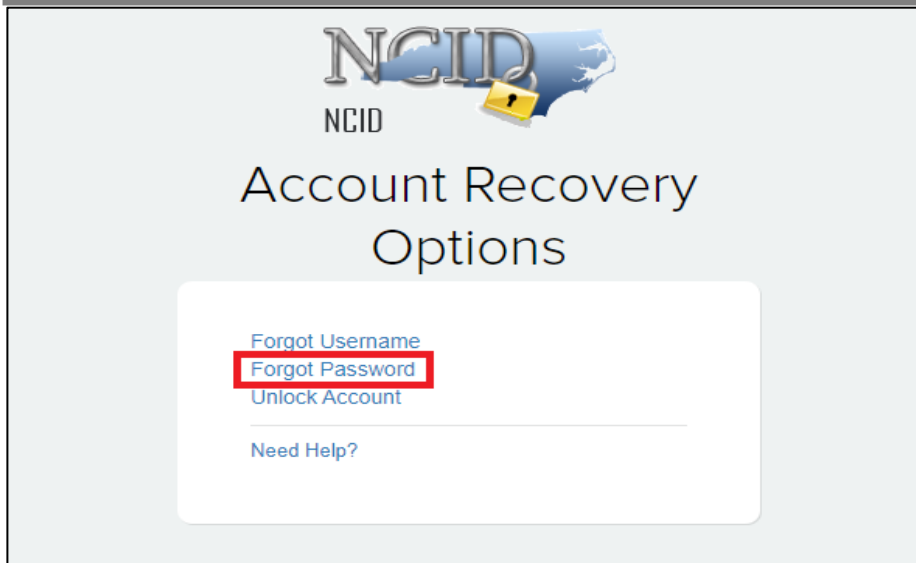
2. You will be taken to the below shown page, click on the link highlighted for individual user or business user



The screenshot shows the "Trouble Signing In" page. At the top, the NCID logo is displayed. Below the logo, the title "Trouble Signing In" is centered. The main content area contains two paragraphs of text. The first paragraph reads: "If you are an Individual User trying to access a State Government application on your behalf or on the behalf of a Business entity, [Click here](#)". The second paragraph reads: "If you are a State or Local Government Employee or Contractor trying to access a State Government application, [Click here](#)". A blue link "Need Help?" is located at the bottom left of the content area.

3. On the next screen, click on "Forgot Password" as highlighted in the below screenshot -

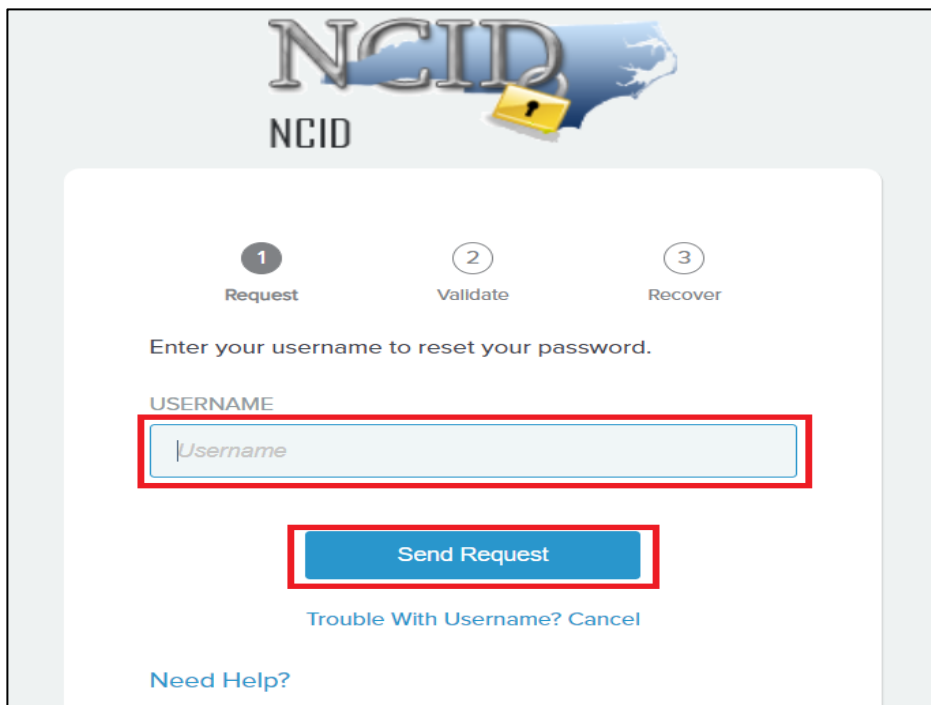




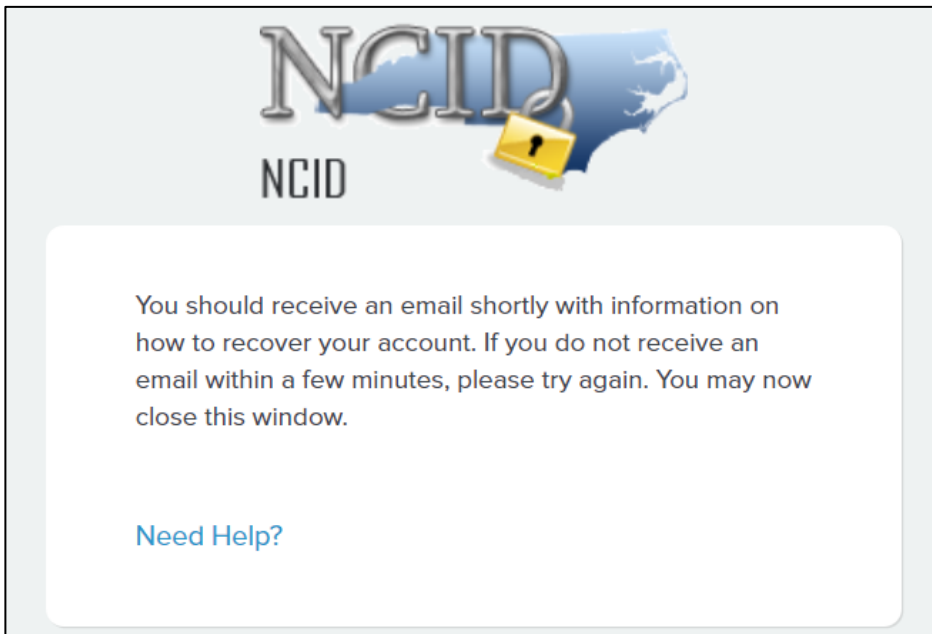
*Forgot Password Screen*

**Note:** NCID passwords are case-sensitive and must be entered exactly as they were originally entered.

4. The “Forgotten Password” screen is displayed. Enter your username in the “Username” field and click on “Send Request” button.




5. You will get the below message and an email with a link to reset your password will be sent to your registered email address.



6. You will receive an email with subject - “NCID Account Recovery Notification” as shown below. The link in the email is valid only for 10 mins.

### NCID Account Recovery Notification

 <ncid.notifications@nc.gov>

Hello John Doe,

This is an automated message sent by the NCID Self-Service system. Please do not reply to this message. To recover your account, please [click here](#)

If you have changed your password within the last 3 days, please call the DIT Service Desk at 1-800-722-3946 to assist you in resetting your password.

If you did not request this change, please call the DIT Service Desk at 1-800-722-3946 to report the incident.

Thank you.

7. Enter new password and confirm new password. Confirm new password should be the same as new password.

## Reset Your Password

Request    Validate    3 Reset

NEW PASSWORD \*

CONFIRM NEW PASSWORD \*

[Cancel](#)

**Password must contain the following:**

- ✘ Must be at least 8 characters long up to maximum of 64
- ✘ Must have at least 3 of the 4 character types below:
  - Lowercase (a-z)
  - Uppercase (A-Z)
  - Number (0-9)
  - Special character like #, \$, @, %, &, etc
  - (Note: Space is not allowed)**
- ✘ Both password must match

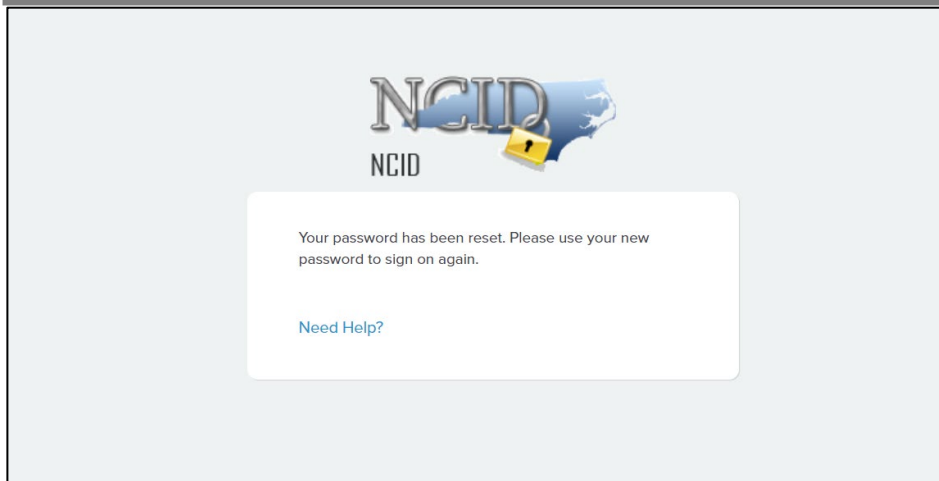
---

- Password is case sensitive
- Must not include your First name, Last name or username
- Must not include a common word or commonly used sequence of characters such as "password", "ABC", "AAA", "123".
- Can be changed no more often than once every 3 days
- The new password cannot be the same as any of the previous 24 passwords

[Need Help?](#)

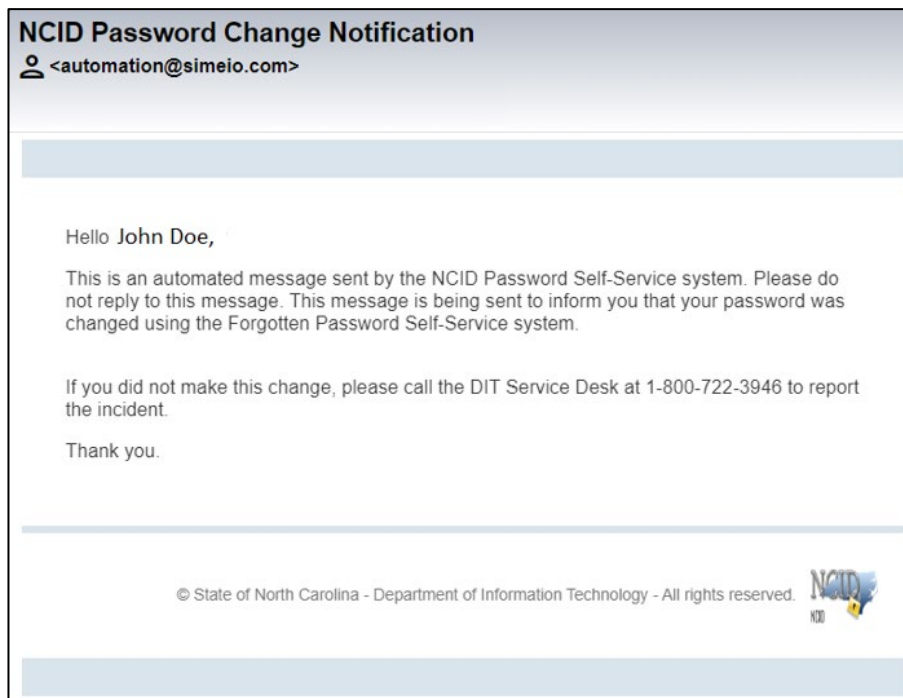
***Enter and Confirm New Password***

8. Retype the password in the “Confirm Password” field.
9. Once your new password meets all password policy criteria, it will be set as your new password, and you will get the below message.



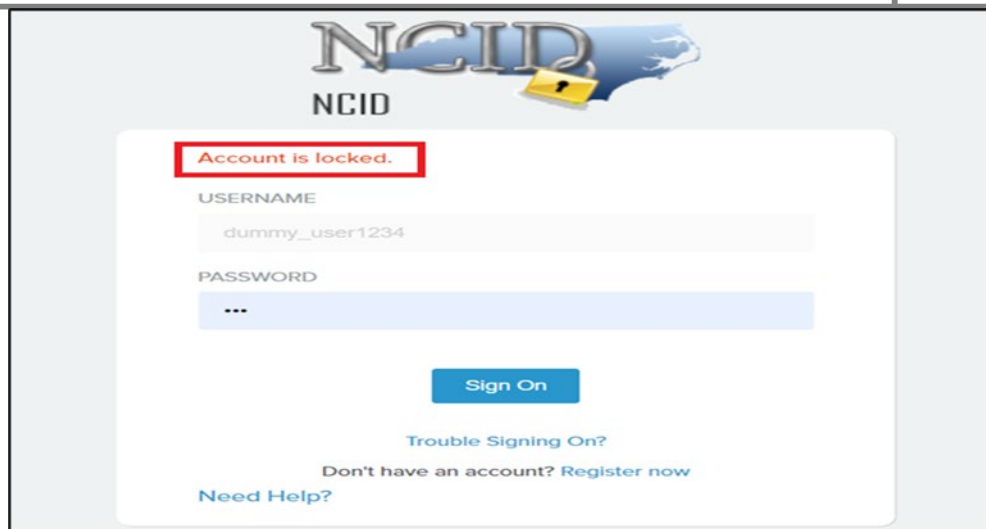
*“Password Changed”*

**Note:** You will also receive an email message to notify you that your password has been successfully changed (As shown in the below screenshot).



### 2.5.3 Using “Unlock Account”

Your account will be locked-out if you enter incorrect password three times within two hours window. Below is the screen indicating that the account is currently locked-out.



The screenshot shows the NCID login interface. At the top, the NCID logo is displayed. Below it, a red-bordered box contains the message "Account is locked.". Underneath, there are two input fields: "USERNAME" with the value "dummy\_user1234" and "PASSWORD" with three dots. A blue "Sign On" button is centered below the fields. At the bottom, there are three links: "Trouble Signing On?", "Don't have an account? Register now", and "Need Help?".

### Types of unlock -

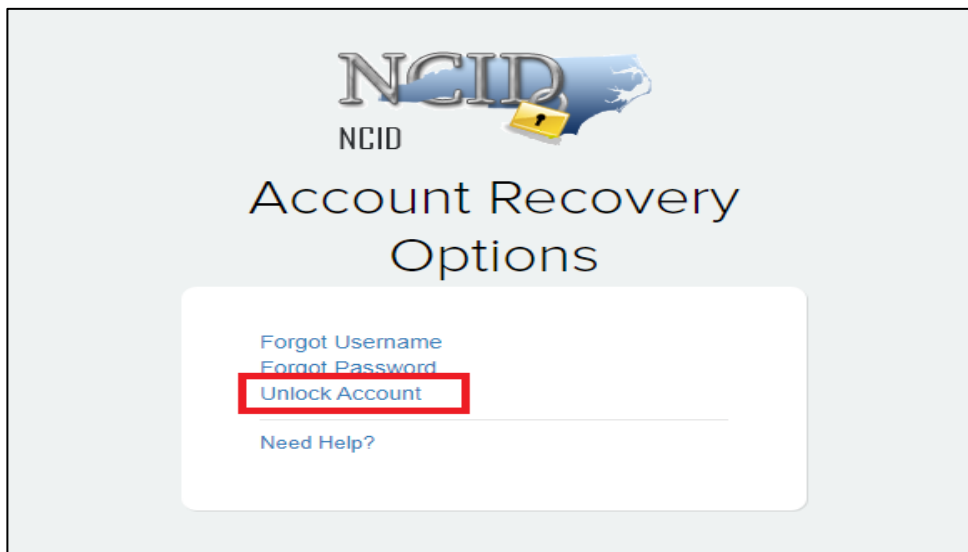
You can unlock your account using one of the three options provided below -

#### 1. Automatic unlock after 2 hours

If you lock-out your account due to any reason. The system is configured to automatically unlock the user account after two hours of time.

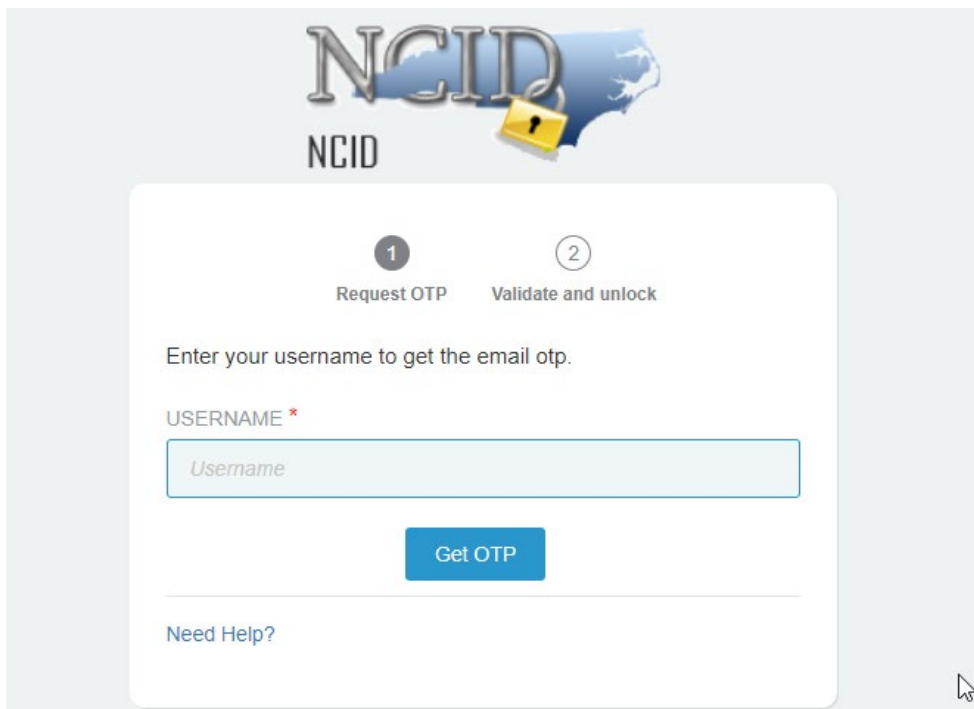
#### 2. Using OTP to registered email address

- a. If you need to login and cannot wait for two hours, then you can click on "Trouble Signing On" on the login page. You will be taken to the below screen -

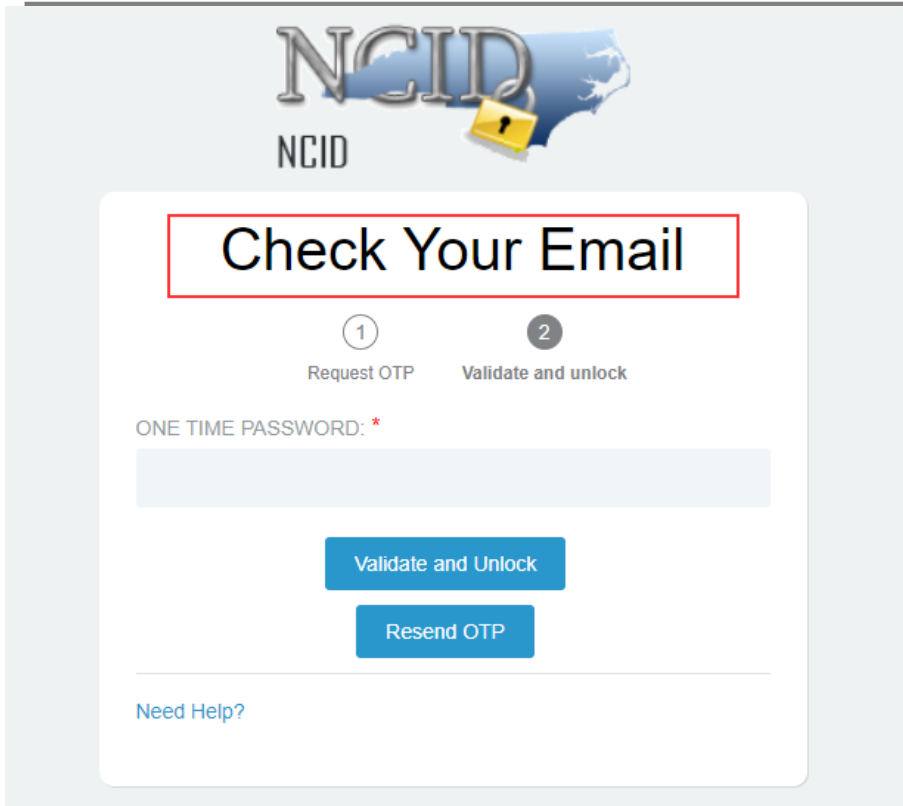


The screenshot shows the "Account Recovery Options" page. At the top, the NCID logo is displayed. Below it, the text "Account Recovery Options" is centered. Underneath, there are four links: "Forgot Username", "Forgot Password", "Unlock Account" (which is highlighted with a red border), and "Need Help?".

- b. On the next screen you need to enter your NCID “Username”. After entering your username, click on “Get OTP” button.



- c. You will be taken to the below screen -



- d. You will receive an email with subject - “NCID OTP Notification” as shown below -



Hello John Doe,

Here is your one-time passcode: 403537.

Please note this OTP is valid for only 10 minutes.

If you did not request this, please call the DIT Service Desk at 1-800-722-3946 to report the incident.

Thank you.

- e. Once you have this email, you can use the OTP provided in the email to unlock your account. Enter the OTP and click on “Validate and Unlock” button.
- f. Below is the success notification message you will see on the screen -

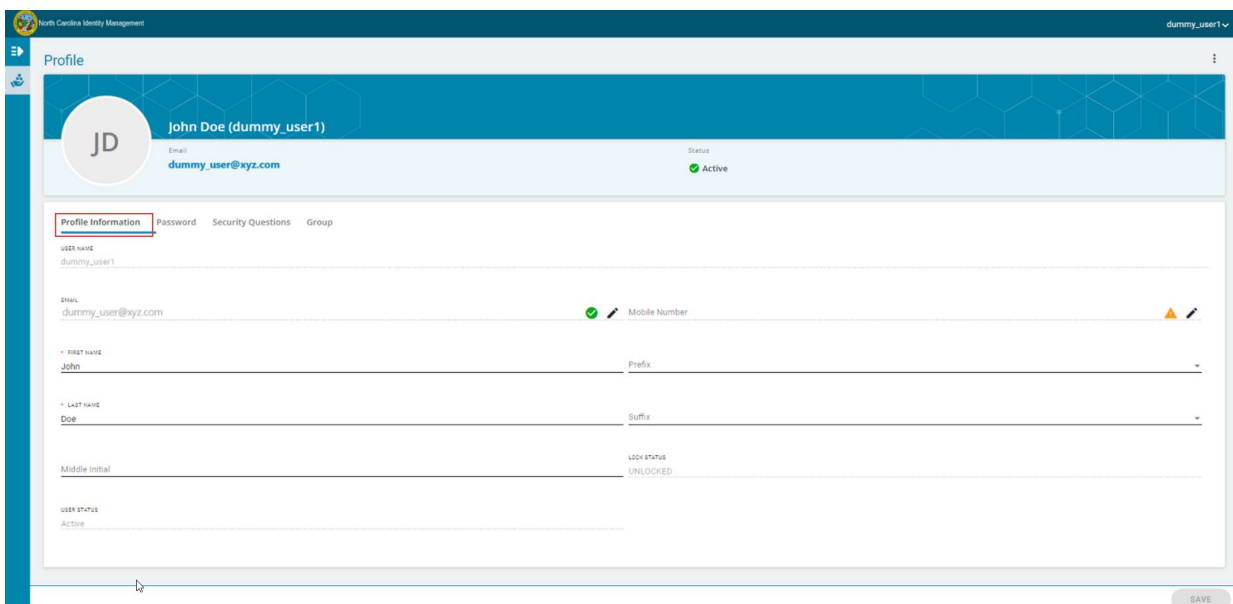


3. You can also reach out to Helpdesk team on the following number : 1-800-722-3946

### 2.5.4 Viewing and Updating Your User Account Information

To view/update your account information:

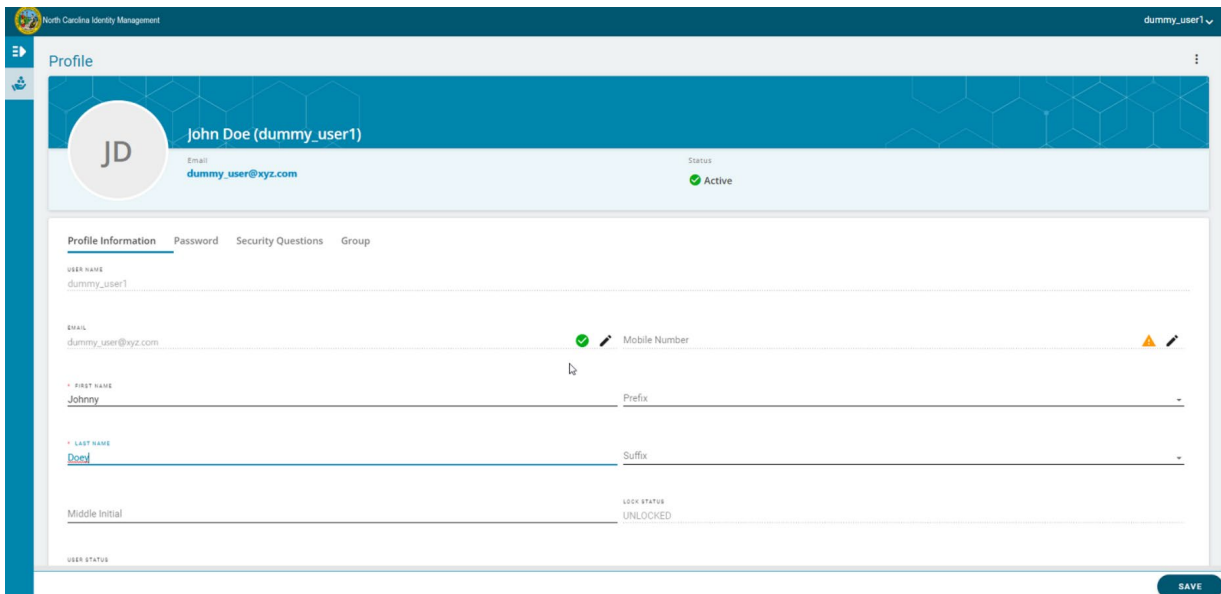
1. Login to the NCID service using the “myncid.nc.gov” address. On the Main page click on “Profile Information” tab.



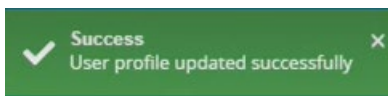
Profile Screen

Under “Profile Information” tab, you can edit/update your First Name, Last Name, Middle Initial, Prefix, Suffix, etc. Post updating the necessary fields, you can see the “Save” button on the right bottom of the screen is enabled for saving the changes you have made.

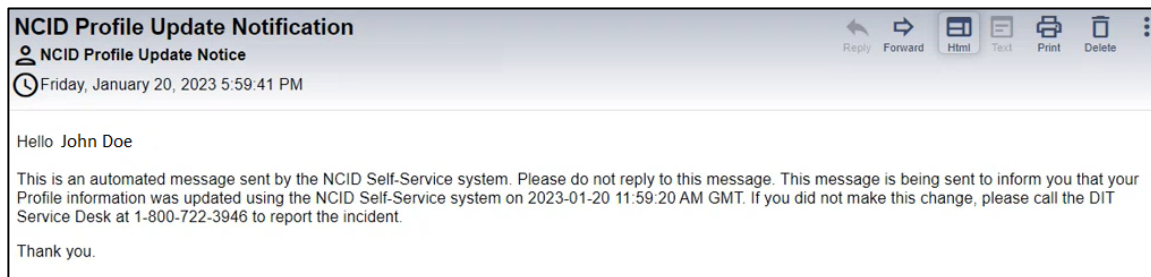




Once it is saved, you will get a flash screen notifying you that the save was successful.




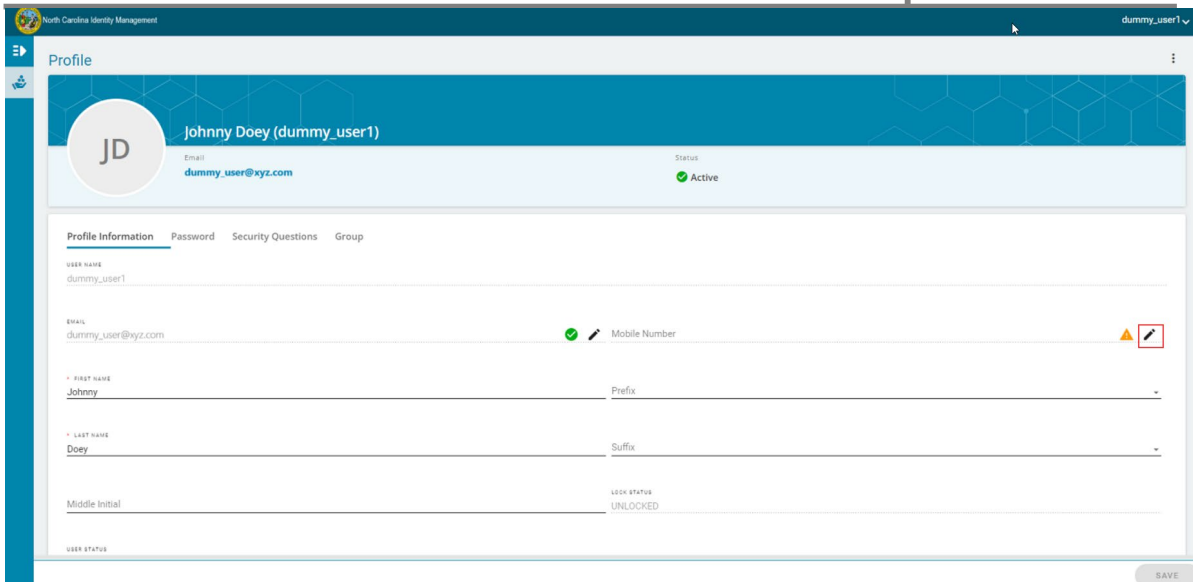
Also, you will be notified via an email that the profile has been updated.



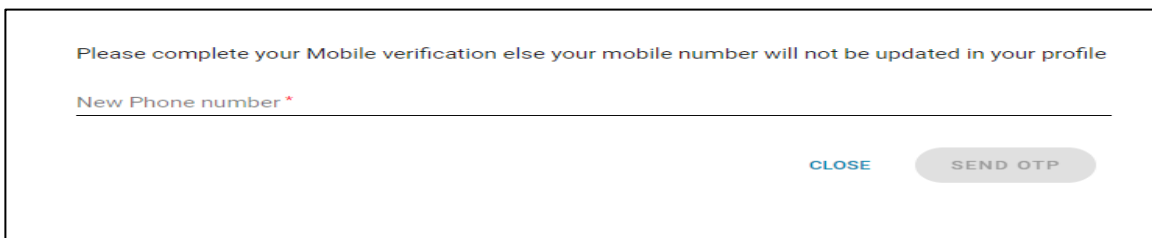
*Profile update notification email*

For updating the mobile number, you need to validate your mobile number with an OTP sent to your number.

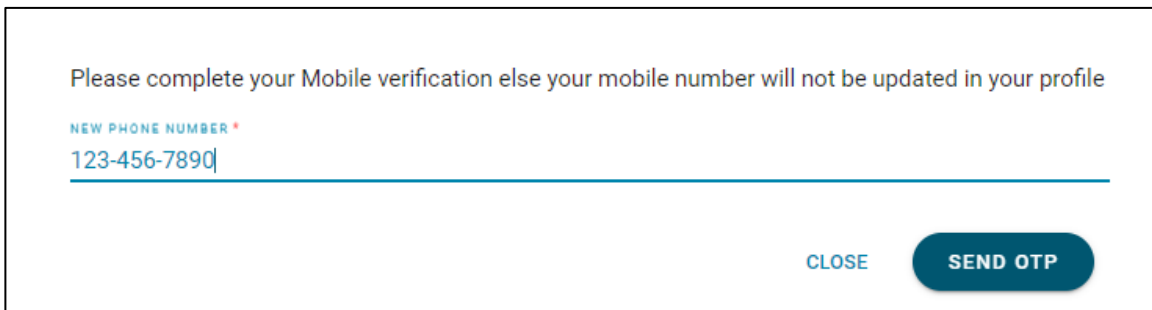
Click on the pencil  icon at the end of Mobile Number field.



You will see a pop-up screen requesting you to enter a valid mobile number -



Once you enter a valid mobile number, “Send OTP” button will be enabled.



**Note:** We have given 123-456-7890 only for reference purpose.

After entering the correct mobile number, click on “Send OTP” button.

You will get a new pop-up screen requesting OTP, sent to your mobile number.

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

Please enter the OTP which is sent to mobile number - 123-456-7890

\* OTP

CLOSE


VERIFY

You will receive a six-digit OTP in the below format -

Your one-time NCID passcode is 960613. This passcode will expire in 10 minutes.

**Note:** The above OTP is only for reference purpose. Please use the OTP which will be sent to your mobile.

Once you have updated the mobile number and verified, you will be able to see a green tick

(  ) indicating it has been verified successfully.

Mobile Number	
123-456-7890	
	

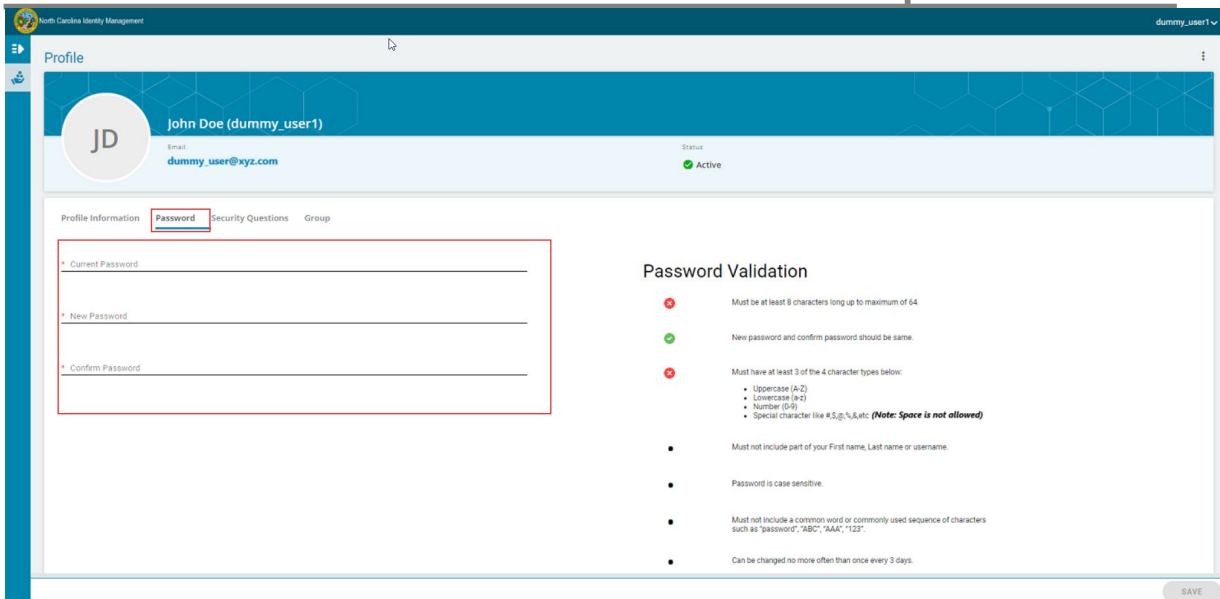
## 2.5.5 Changing Your Password

Login to the NCID service using the “myncid.nc.gov” address. Once you are logged in, you will see the “Profile Information” tab. Click on the “Password” tab.

**Important!** You will not be permitted to change your password if you have recently changed it. Currently, you can reset your password after 3 days.

Type in your current password and enter your desired password on the next two fields that says - New Password and Confirm password.

Click on Save button to save your changes.

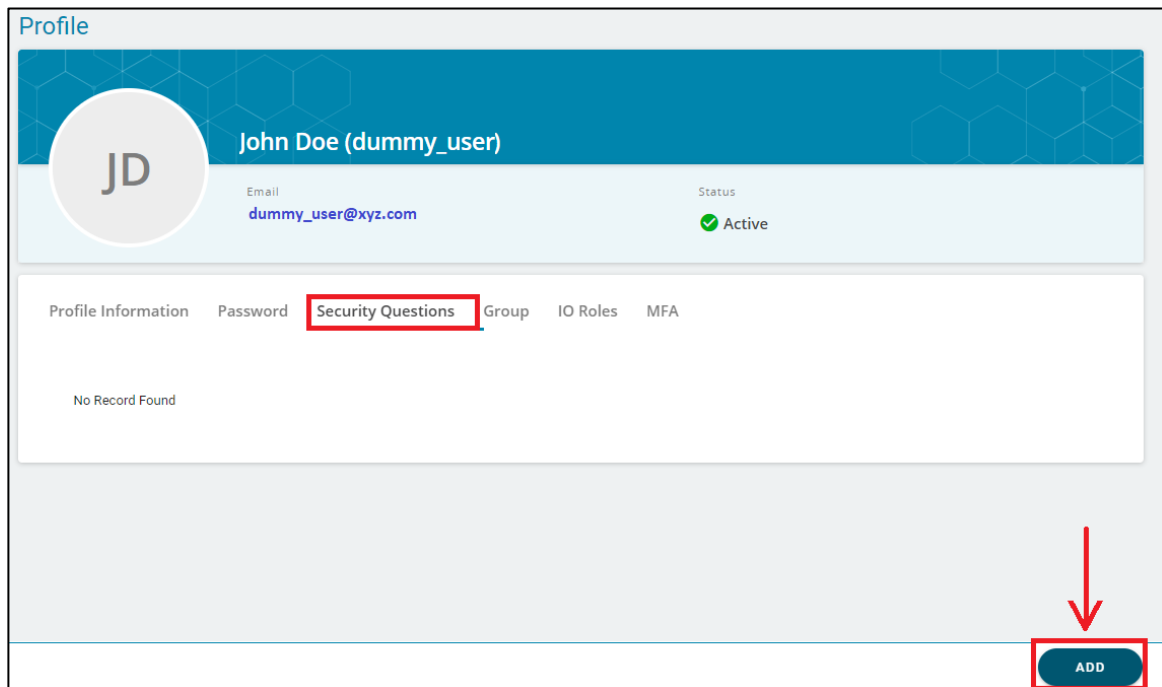


Note: Password should meet all the password criteria.

## 2.5.6 Managing Your Challenge Questions and Responses

Login to the NCID service using the “myncid.nc.gov” address. Once you are logged in, you will see the “Profile Information” tab. Click on “Security Questions” tab.

You can choose to set security questions. A minimum of 5 questions must be selected and answered. Click on Add button to see the list of questions.

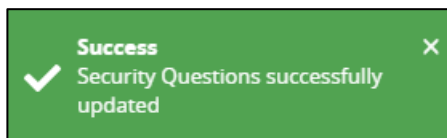


You can see multiple questions to choose from. For each drop down you must select anyone of the question you like and provide your preferred answer to it. Once you enter your preferred

answer for each row, the save button at the right bottom of the screen will be enabled.



You will see a success message below confirming that your selected questions and answers to each of them are saved successfully.



### 2.5.7 Requesting Application access

Login to the NCID service using the “myncid.nc.gov” address. Once you are logged in, you will see the “Profile Information” tab. Click on “Group” tab.

For requesting access to any application that is available for Open subscription, you need to click on “Group” tab. Once you click on “Add Group” button on the right bottom of the screen, you will get a pop-up window with all the applications that can be requested without any additional approval.

**Profile**

**JD** John Doe (dummy\_user1234)

Email: dummyuser1234@yopmail.com      Status: Active

Profile Information   Password   Security Questions   **Group**   IO Roles   MFA

Group Name	Description
No Groups Found	

**ADD GROUP**

Once you click on the checkbox next to the required group name, save button will be enabled.

**Assign Group**

Group Name	Description
<input type="checkbox"/> DHHS-USP-Users	
<input type="checkbox"/> Test group for QA2	
<input type="checkbox"/> QAADDGROUPDN	QAADDGROUPDES
<input type="checkbox"/> QAADDANOTHERDNAME	QAADDANOTHERDESC
<input type="checkbox"/> TestRegression	khijkl

Items per page: 5    Showing 1 - 5 of 8 records    < >

**SAVE**   **CANCEL**

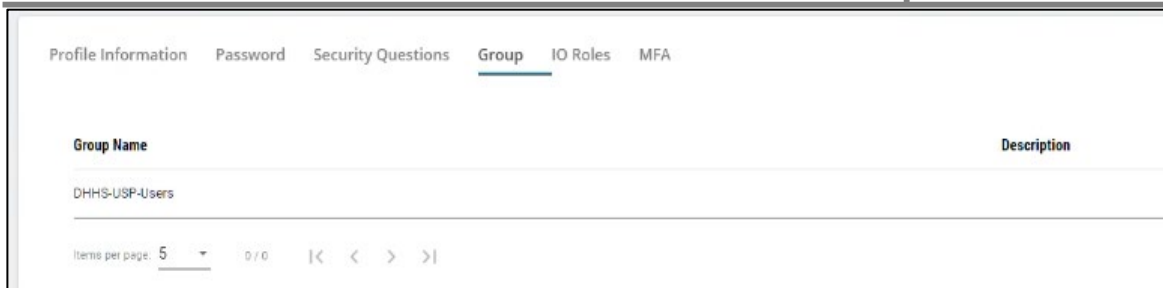
**Assign Group**

Group Name	Description
<input checked="" type="checkbox"/> DHHS-USP-Users	
<input type="checkbox"/> Test group for QA2	
<input type="checkbox"/> QAADDGROUPDN	QAADDGROUPDES
<input type="checkbox"/> QAADDANOTHERDNAME	QAADDANOTHERDESC
<input type="checkbox"/> TestRegression	khijkl

Items per page: 5    Showing 1 - 5 of 8 records    < >

**SAVE**   **CANCEL**

Once you click save, the selected groups will be added to your profile.



Also, you will get a success message as shown below -



## 2.5.8 Removing Your Account

If you are an individual or business account holder, you may remove (archive) your account if you no longer need to access NCID resources or any connected applications. Please note that once the account is removed, it cannot be reinstated. You will need to self-register for a new account if you need to access NCID resources again.

---

**Note:** Your account will be archived automatically if there is no account activity during a 15-month period.

The system will send an email notification/alert to users requesting them to login to their account to prevent deletion of their account. The system will send one email notification 21 days before the account archival and another email notification 7 days before the account archival, reminding users to login to their account to prevent deletion of their account. If the user does not login to the MyNCID portal within 15 months, their account will be archived right away.

---

State or local government employee accounts must be deactivated and then archived by the account holder’s administrator.

### To remove your account:

1. Login to the NCID service using the “myncid.nc.gov” address. Once you are logged in, you will see the “Profile Information” tab.
2. On your “Profile Information” tab, click on the 3 dots on the top right corner of the screen as shown in the screenshot below.

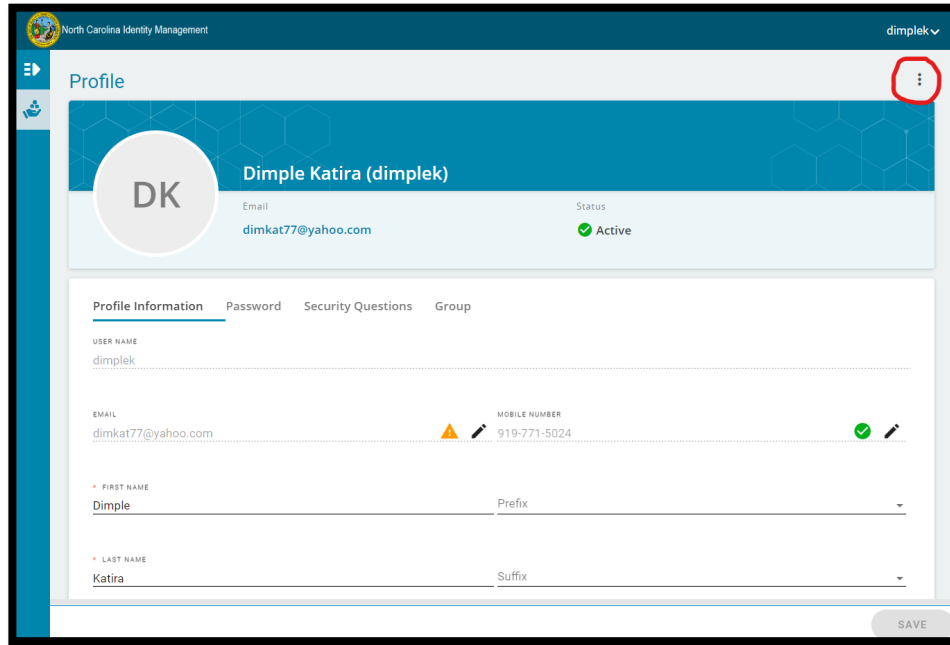


Figure 3-20. Click “Remove My Account” Link

3. Then click on “Delete My Account” as shown in the screenshot below.

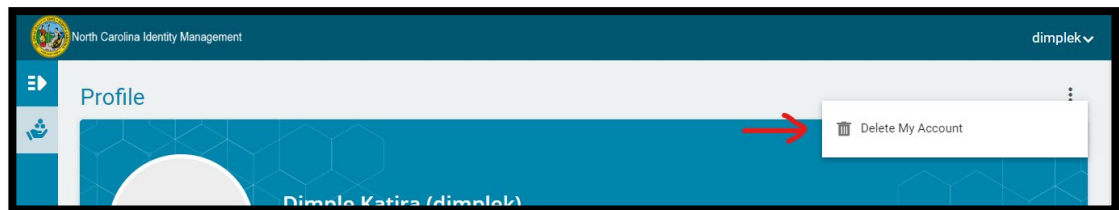
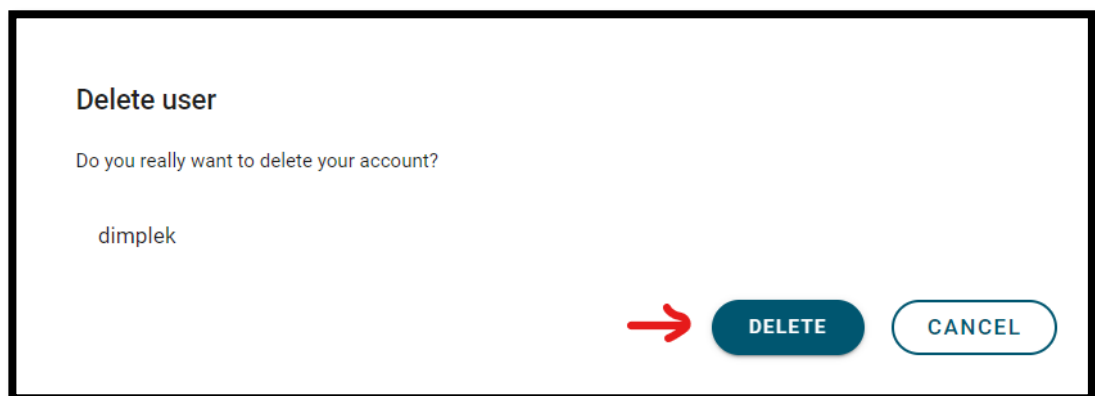


Figure 3-21. “Delete My Account” Screen

4. Then click on “Delete” button on the confirmation window as shown below.



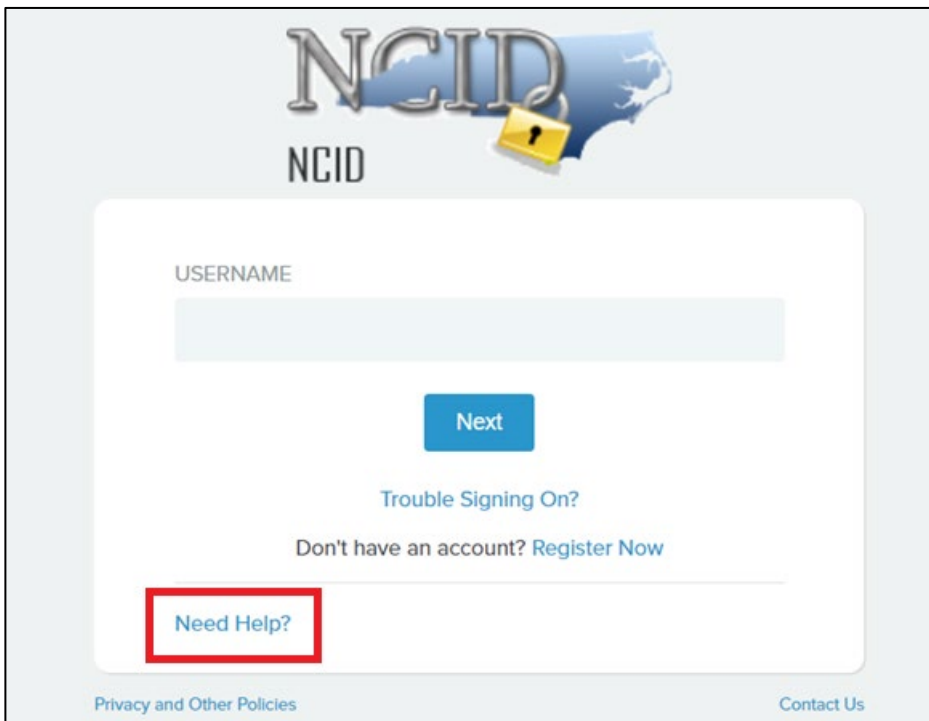
5. You will receive a confirmation message that your account has been deleted.

## 2.6 Getting Help

Click on the [need help?](#) link located on the main screen which provides access to the most current



versions of NCID documentation and training material.



NCID

NCID

USERNAME

Next

[Trouble Signing On?](#)

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

[Need Help?](#)

[Privacy and Other Policies](#) [Contact Us](#)

*Figure 3-19. View Administrator Contact Information*

## Appendix A: NCID Terminology

Archiving [Account]	The process of decommissioning a user account. An archived account cannot be reinstated. A new user account must be created if the user needs to access NCID connected resources again.
Authentication	The process of identifying an individual to NCID based on user ID and password.
Authorization	The process of giving an individual access to system resources, such as customer-based applications.
Deactivating [Account]	The process of preventing a user from logging in to NCID and accessing connected resources. Deactivating an account suspends the user's rights or associations.
Forgot Your Password?	A self-service feature which permits a user to reset his or her password without assistance from the Service Desk.
Forgot Your User ID?	A self-service feature which permits a user to recover his or her user ID without assistance from the Service Desk.
End-User	A citizen or business person who is authenticated to access NCID. User capabilities are dependent upon the permissions assigned to Them. NCID self-service features are available to all end-users.
Global Service Desk	A person who can unlock accounts for any user account (Also referred to as DIT Service Desk.)
Identity Self-Service	Provides self-service tools for users to conveniently manage their own account.
DIT Service Desk	A person who can unlock accounts for any user account (Also referred to as Global Service Desk.)
Login	Performs user authentication to NCID.
Minimum Password Age	State password policy requires that a user keep a new password for 3 days before it can be changed.
Password	A user's unique string of characters that is used to authenticate to NCID.
Resource	A NCID connected application.
Role	A set of permissions related to one or more resources (applications).
Role Assignment	The method of granting a user access to one or more resources (applications). A role assignment can be made directly to a user, in which case a user is given explicit access to a resource associated with the role. A user may also receive a role indirectly by being a member of a group, container or related role.

---

Tabs	The way in which information and application features are organized and displayed in NCID. Currently, the application uses three tabs to present information: <i>Identity Self-Service</i> , <i>Work Dashboard</i> and <i>Roles and Resources</i> . Tab availability will vary based on job responsibility and access permissions.
User ID	A user's unique account ID that is required to authenticate him or her to NCID and connected systems.

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