

MyNCID User Guide



How to register

1. Go to <https://myncid.nc.gov/>
2. Click “**Register now**”.

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

3. Select the account type (Individual or business).
 4. Fill the required details with your information. Click [SAVE](#)
 5. Verify your details and click [CONFIRM](#)
- and you will see a Success message on the screen.
6. Go to your email and click on the **activation link** to complete the registration.

How to unlock your account

Note: Your account will automatically unlock after 2 hours.

1. Go to <https://myncid.nc.gov/>
2. Click “**Trouble Signing On?**”

[Trouble Signing On?](#)

3. Select the account type (Individual or business).
4. Click “**Unlock Account**”.

[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

5. Enter your username & click [Next](#)
6. Select an option to receive the OTP (Email, Text message)
7. Enter the OTP sent to you and click:

[Submit](#)

How to retrieve your username

1. Go to <https://myncid.nc.gov/>
2. Click “**Trouble Signing On?**”

[Trouble Signing On?](#)

3. Select an account type (Individual or business).
4. Click “**Forgot Username**”.

[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

5. Enter your email address, click:

[Send Request](#)

6. You will receive an email (and optionally, SMS) with your username.

How to reset your password

1. Go to <https://myncid.nc.gov/>
2. Click **“Trouble Signing On?”**

Trouble Signing On?

3. Select an account type (Individual or business).

4. Click **“Forgot Password”**.

Forgot Username
Forgot Password
Unlock Account

5. Select an option to receive the OTP (Email, Text message, Phone Call).

6. Enter the OTP sent to you and click:

Submit

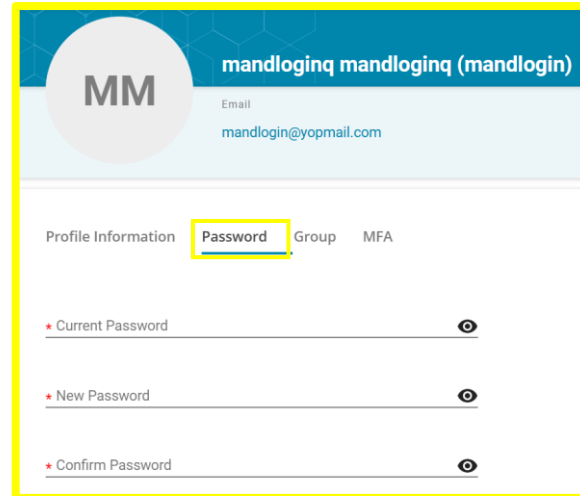
7. Enter and confirm your new password, consider the requirements mentioned in the page.

8. Click on:

Reset

How to change your password

1. Go to <https://myncid.nc.gov/>
2. Login by entering your username and password.
3. Go to the **“Password”** tab.

A screenshot of the MyNCID user interface showing the 'Password' tab selected. The header includes a user profile with the name 'mandloginq mandloginq (mandlogin)' and email 'mandlogin@yopmail.com'. Below the header, there are tabs for 'Profile Information', 'Password', 'Group', and 'MFA'. The 'Password' tab is active and contains three password fields: 'Current Password', 'New Password', and 'Confirm Password', each with a toggle icon for visibility. The entire interface is highlighted with a yellow border.

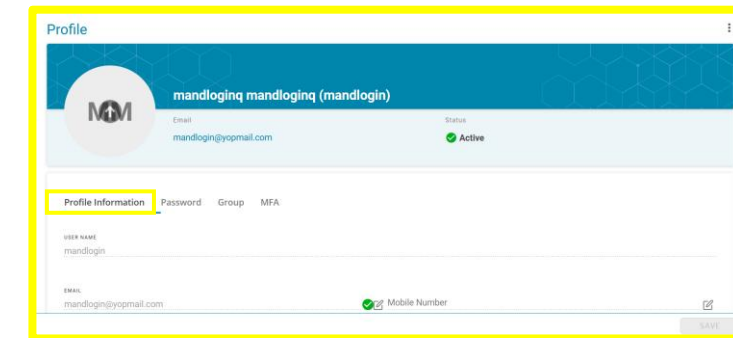
4. Provide your current password and a new password that meets the requirements mentioned in the page.
5. Click on:

SAVE



How to update your profile

1. Go to <https://myncid.nc.gov/>
2. Login by entering your username and password.
3. Go to the **“Profile Information”** tab.

A screenshot of the MyNCID user interface showing the 'Profile Information' tab selected. The header includes a user profile with the name 'mandloginq mandloginq (mandlogin)' and email 'mandlogin@yopmail.com'. Below the header, there are tabs for 'Profile Information', 'Password', 'Group', and 'MFA'. The 'Profile Information' tab is active and contains fields for 'User Name' (mandlogin) and 'Email' (mandlogin@yopmail.com). There is also a 'Mobile Number' field with a toggle icon for visibility. The entire interface is highlighted with a yellow border.

4. Edit the values that you want to update, click on:

SAVE

How to enroll Open Subscription Applications


1. Go to <https://myncid.nc.gov/>
2. Login by entering your username and password.
3. Go to the “**Group**” tab and click on the “**ADD GROUP**” button.

A blue rectangular button with rounded corners and a yellow border, containing the text "ADD GROUP" in white capital letters.

4. Select the group(s) you want to be part of and click on the “Save” button.

A blue rectangular button with rounded corners and a yellow border, containing the text "SAVE" in white capital letters.

How to delete your account

1. Go to <https://myncid.nc.gov/>
2. Login by entering your username and password.
3. Click on the  in the upper right corner and click on “**Delete my account**”.

A white rectangular button with rounded corners and a yellow border, containing a trash can icon and the text "DELETE MY ACCOUNT" in black capital letters.

4. Type “**delete**” to confirm and click on the “**Delete**” button.

A white rectangular dialog box with rounded corners and a yellow border. It contains a text input field with the word "delete" entered, and two buttons at the bottom: "CANCEL" and "DELETE". Above the input field, it says "Type 'delete' to confirm".

Type “delete” to confirm

delete

CANCEL

DELETE