



NCID User Guide

for State & Local Govt Users

Version 2.0

Department of Information Technology
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Document History

Version	Change Reference	Date	Author
1.0	Initial draft release	9/16/10	Heather Ferrie
	Update w/ comments from Brian, Brent & Team	9/22/10	Heather Ferrie
	Page 10: Update "Forgot Your Password" definition and included new footnote (#3)	10/25/10	Heather Ferrie
	Removed "Draft" designation. NOTE: This is an early version and is subject to change. Please regularly check the NCID Training and Documentation web page to obtain the most current version. https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp	10/29/10	Heather Ferrie
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1.3	Section 3.3: Renamed section to "Viewing and Updating Your User Account Information". Updated section intro to reference that a user can view application assignment and administrative role assignments from this form. Also included table to identify form components.	12/16/10	Heather Ferrie
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1.4	Section 2.2.1: Updated "New Password" definition with password case-sensitivity information.	01/26/11	Heather Ferrie
	Section 3.3: Included definition for "Password Policy Type" Section 3.4: Included new footnote 5 to reference that passwords for some state employees, who have special privileges, might exp in 30 days.	2/3/2011	Heather Ferrie
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1.9	Update for SSPR (Self-Service Password Reset) registration and password screens	07/18/16	Brent Roberts
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About this Guide

]This guide is designed as a reference for state and local government employees 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 State and Local government employees](#) provide steps to help employees request and setup their accounts. This section also demonstrates how they 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.: resetting password, managing challenge questions).

[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.

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. Depending on permissions, users may perform the following actions:

- Update their account with new information (i.e.: telephone number, address, etc.)
- Reset their password
- Look up their user ID
- Manage their challenge questions and responses
- View the names and contact information of their delegated administrators
- Verify that their password is synchronized across all connected systems

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 State and Local government employees. 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.

All users are required to have an NCID account so that the person can log in to the service and receive permissions to the appropriate resources. Additionally, depending on job responsibility and level of authority, state and local government employees might receive additional permissions to hold one of the following positions:

- ◆ **Delegated Administrator (DA)** can administer user accounts within the same organization, division(s) and/or section(s) for which he or she has administrative rights. Accounts for state and local government employees are created by the delegated administrator associated to the employee's organization, division and/or section.
- ◆ **Application Administrator** is responsible for controlling membership access to the roles (applications) that he/she can manage. In addition, this person can promote and demote a user account to application administrator.

- **DIT Service Desk (Global Service Desk)** can unlock accounts for any NCID user, including a delegated administrator. In addition, this person can reset passwords for DIT employees only.
- **Agency Service Desk Administrator** can unlock accounts and reset passwords for a state employee who is a member of the same division(s) and/or section(s) for which he or she has administrator rights. This person cannot reset accounts for delegated administrators.

2. Procedure for State and Local Government employees

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. Recommended browsers for NCID are: Internet Explorer 10 or higher.

Note: You must have an account to log in to NCID. If you are a state/local government employee, you will need to request an account from you delegated administrator.

To access and log in to NCID:

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

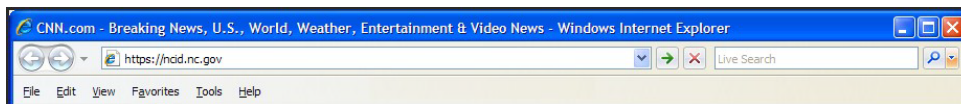


Figure 2-1. Enter URL in the Address Bar

2. The “North Carolina Identity Management (NCID) Login” screen is displayed.
 - **Note:** If you cannot view all of 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 of 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 “User ID” field, type [NCID user ID].
4. In the “Password” field, type [NCID password].

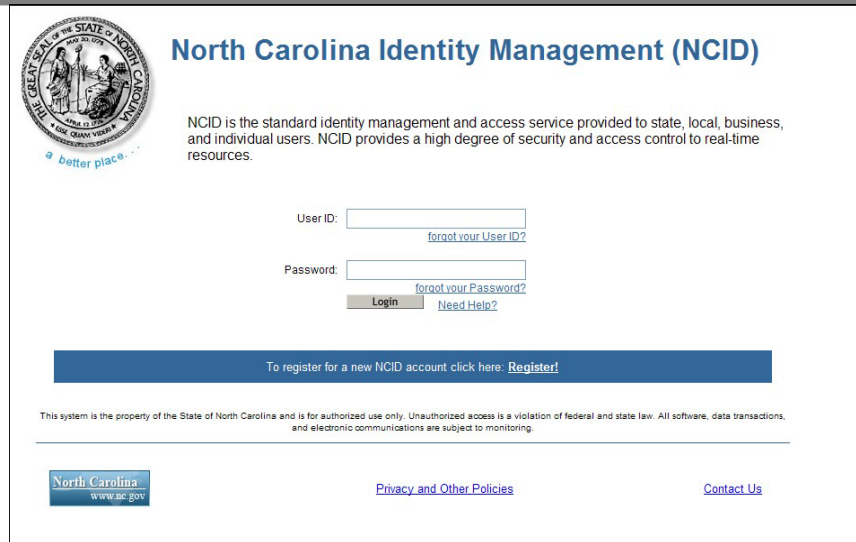


Figure 2-2 North Carolina Identity Management (NCID) Login

5. Click on **Login**.
6. After successfully logging in, the NCID main screen (also referred to as the “NCID Welcome Page”) is displayed. Please refer to the [Getting Familiar with the NCID Interface](#) section for an overview of the application’s interface.

Important! Upon logging in to NCID, the system might prompt you to do one of the following:

- Reset your password if it is past its expiration date.

Note: State and local government users, whose accounts are created by their delegated administrator, will need to reset their password and set up their challenge questions upon logging in for the first time.

Set up your challenge questions if this is your first time logging in to

- NCID.

Please refer to the [Changing Your Password](#) section, or the [Managing Your Challenge Questions & Responses](#) for more information.

2.2 Login Screen Self-Service Features

The “Login” screen provides self-service tools which enable you to reset your password and to lookup a forgotten user ID without seeking assistance from your administrator or the Service Desk. The following table provides a brief description of these tools.

Self-Service Feature	Description
Forgot Your User ID	This link enables you to retrieve your user ID if you have forgotten it. You will need to provide some basic information (i.e.: first name, last name) to retrieve the user ID. Please refer to the Using Forgot Your User ID section for instruction on how to use this feature.
Forgot Your Password/Unlock Account	This link allows you to reset your password. You may reset your password if you have not recently changed it ² . You will need to successfully answer five (5) of your challenge questions before you can create a new password and log in. Please refer to the Using Forgot Your Password section for instruction on how to use this feature.
Need Help	This link allows you to access support resources.
Register	This link allows you to self-register for a NCID account. ³

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 log out of NCID:

1. Click on the **Logout** [Logout](#) link located at the top-right section of your screen.

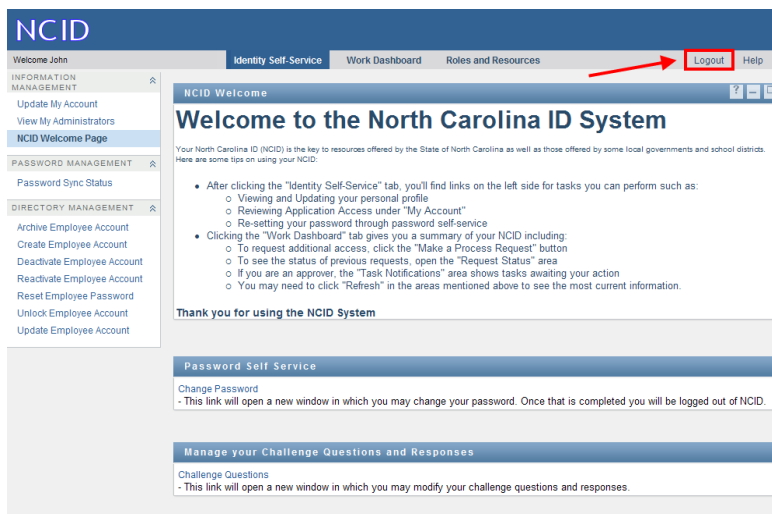


Figure 2-3. Click “Logout”

- The “NCID Logout” screen is displayed and indicates that you have successfully logged out of NCID.

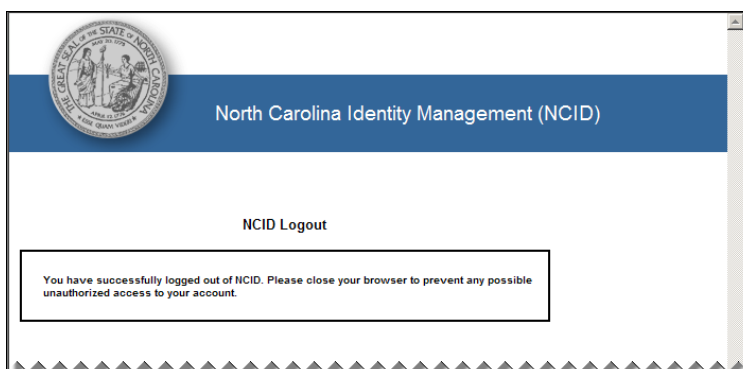


Figure 2-4. NCID Logout Confirmation Message

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

2.4 Getting Familiar with the Interface

After logging in to NCID, you will be greeted with the main screen. This screen displays a welcome message and offers some quick tips to help you get started. The following figure illustrates an example of the screen, and highlights its main components.

² Currently a password must be used for 3 days before it can be changed by the user.

³ Accounts for state and local government employees are created by the delegated administrator associated to the employee’s organization and/or division.

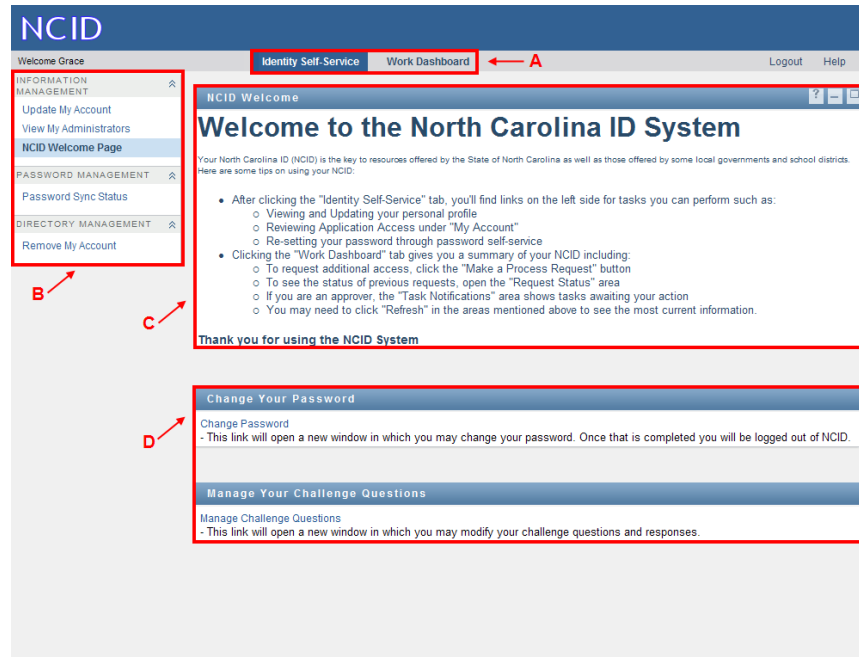


Figure 2-5. NCID Main Screen

The screen is separated into the following sections (screen content and feature availability will vary based on your job responsibility and access permissions):

- A The *tabs* section organizes information and application features. To switch to a different tab, click on the one you want to see.
 - ◆ *Identity Self-Service tab* provides self-service tools to allow you to conveniently manage your own account.
 - ◆ *Work Dashboard tab* is generally used by administrators for managing user accounts.
- B The *menu* displays a list of actions that you can perform depending upon your access permissions. Actions are listed by category:
 - ◆ *Information Management* provides links to help you update your account details, view your administrator(s) contact information and to return you to the main screen.
 - ◆ *Password Management* provides a link to check if your password has been synchronized across connected systems.
- C The right-side of the screen displays the details for the action you selected.
- D This section features self-service tools to help you change (reset) your NCID password and manage your challenge questions and responses.

2.5 Getting Help

The **Help** [Help](#) link, located at the top right corner of the screen, provides access to the most current versions of NCID documentation and training material.

2.6 Obtaining an Account

If you are a state or local government employee, you will need to contact your delegated administrator to create an account for you.

2.6.1 Requesting an Account from Your Delegated Administrator

If you do not know the name of your delegated administrator, you may look up his or her contact information by clicking on the “NCID Administrators” links on the NCID home page:

- State Delegated Administrators: <https://it.nc.gov/support/ncid/administrators/state-agency>
- Local Education Agency NCID Delegated Administrators: <https://it.nc.gov/support/ncid/administrators/local-education-agency>
- County, municipality or community college NCID Delegated Administrators: <https://it.nc.gov/support/ncid/administrators/county>

You may also find your administrator’s contact information by using the “Register” link on the NCID Login screen: <https://ncid.nc.gov>. As you advance through the Self-Registration screens, the system advises you that you cannot self-register for an account, and you will need to contact your delegated administrator to help you create an account in NCID. Click on the **Contact List of DAs** link to view the contact information for your administrator.

2.6.2 Setting Up Your New Account

Your delegated administrator will notify you when your account is created, and provide you with your User ID and a temporary password. You will need activate your account by logging in to NCID using these credentials, and then create a password and set up your challenge questions and responses. Note that your account will be removed from the system if you do not claim it (set up) within 14 days of it being created.

To set up your new account:

1. Log in to NCID (<https://ncid.nc.gov>) using the User ID and temporary password given to you by your delegated administrator.
2. A message alerts you that your [temporary] password has expired and you must change it. Click on **Change Password** to continue.

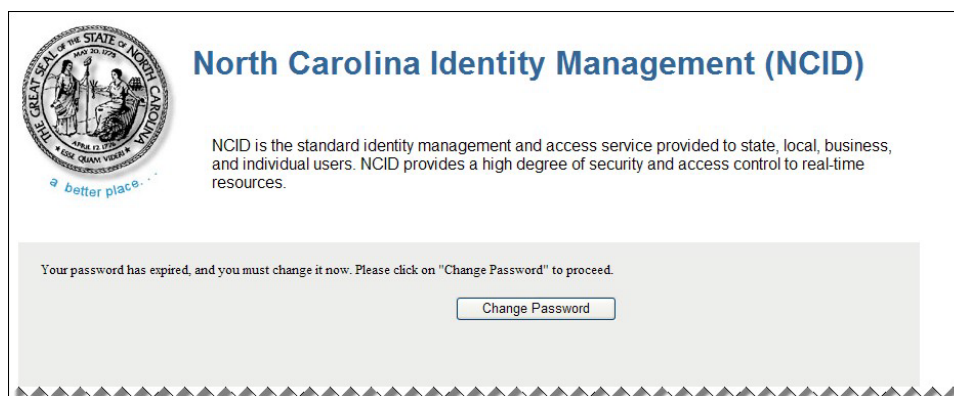


Figure 2-6. Temporary Password Expiration Message

- The setup security questions and answers screen is displayed, and prompts you to set up five (5) challenge questions. These questions will be asked if you need to reset your password or unlock your account. Select a question from each dropdown menu, and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, do not write down your answers.

Figure 2-7. Setup Your Challenge Questions

- Click on **Save Answers** to continue.

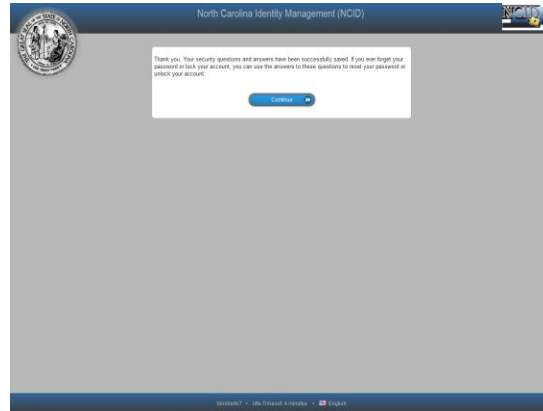


Figure 2-8. Setup Your Challenge Questions Complete

5. The “Change Password” screen is displayed. Enter a password in the “New Password” field, and retype it in the “Confirm Password” field.

- **Note:** The screen indicates whether the password complies with the State’s password policy.

Important!

- Passwords are case-sensitive.
- The following characters cannot be used: Forward Slash (/), Backward Slash (\), Double Quotation (“), Single Quotation (’), Reverse Quotation (`) and Plus (+). Additionally, a password cannot contain spaces.

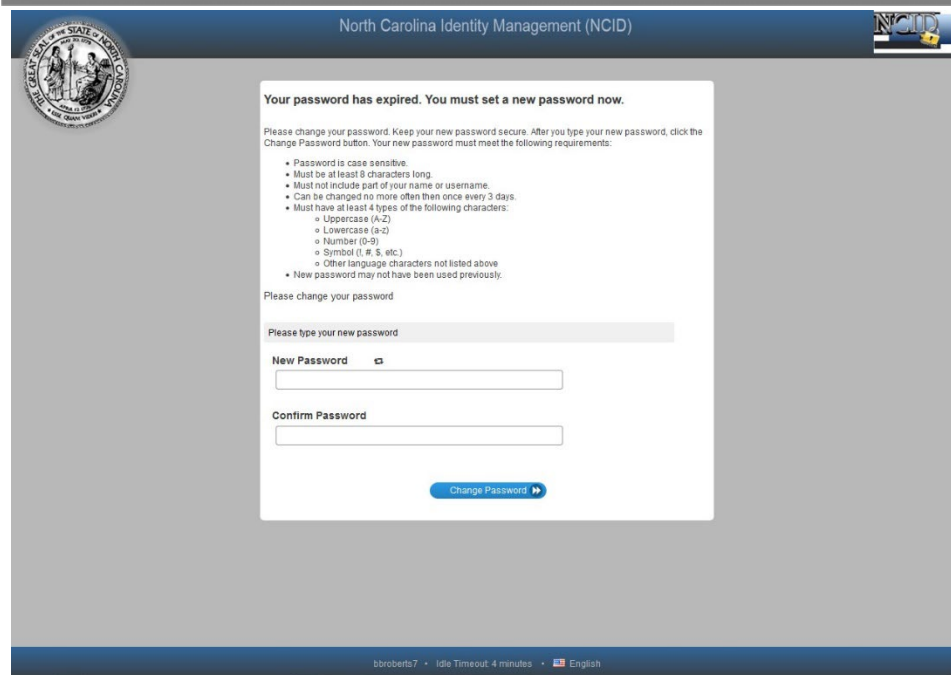


Figure 2-9. Enter New Password

6. Click on Change Password.

7. A message informs you that your password has been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.

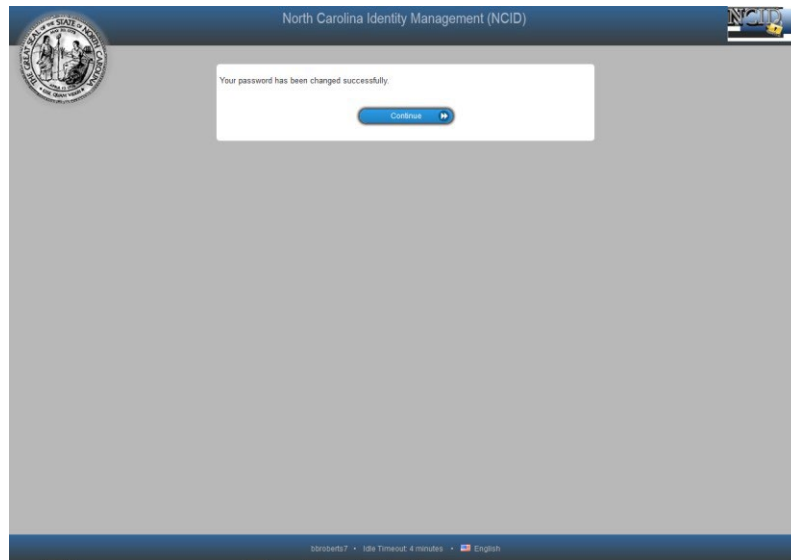


Figure 2-10. Password Synchronization in Progress

8. You will be taken to the NCID logout screen. For security reasons it is recommended that you close this browser window.

- **Note:** You will receive email notification that your challenge questions/responses have been updated.

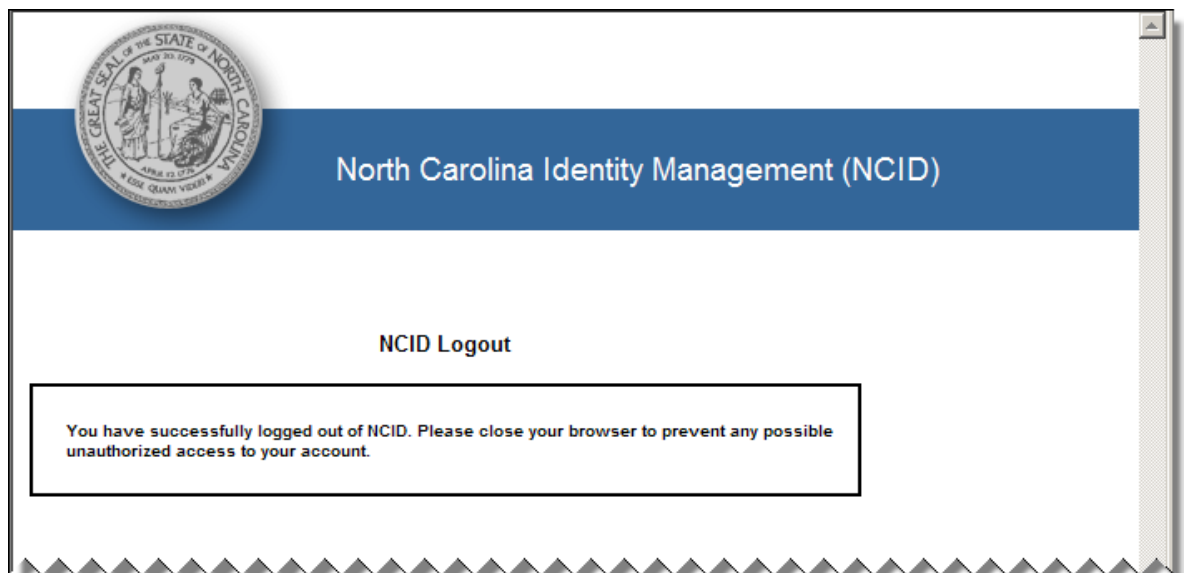


Figure 2-11. "NCID Logout" Screen

2.7 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 your administrator or the Service Desk:

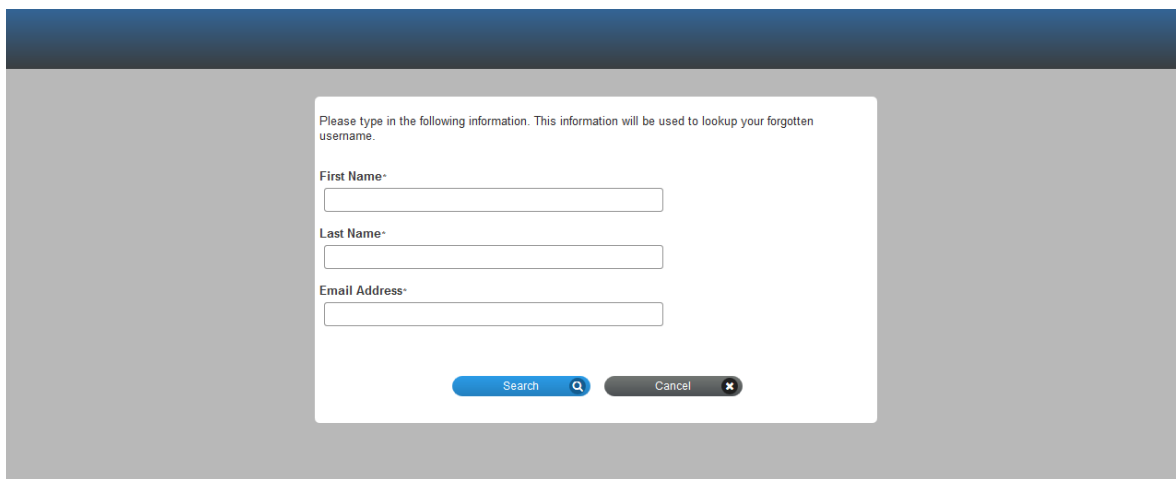
- ◆ Attempt to log in if you have forgotten your user ID or password
- ◆ Update portions of your account information, such as phone number
- ◆ Reset your password
- ◆ Manage your challenge questions and responses
- ◆ Check if your password has been synchronized across connected systems
- ◆ View the name and contact information of each administrator within your agency, division and/or section

2.7.1 Using “Forgot Your User ID”

You may look up your user ID if you have forgotten it by using the “Forgot Your User ID” link featured on the “NCID Login” screen. To use this feature you will need to provide some basic information (i.e.: your first and last names, email address). If you experience a problem you can contact your administrator or the Service Desk to look up your user ID.

To use the “Forgot Your User ID” feature:

1. On the “NCID Login” screen, click on the **Forgot Your User ID** link to display the “User Lookup” screen.



Please type in the following information. This information will be used to lookup your forgotten username.

First Name*

Last Name*

Email Address*

Search

Figure 2-12. “User Lookup” Screen

2. Enter the requested information so that the system can verify your identity.
3. Click on **Search**.
4. If the search is successful, your user name (user ID) will be displayed.

-
- Note:
 - If there are multiple accounts with the same email address the system will not display UIDs.

- If the information you entered is incomplete, the system will alert you to fill out all fields.
- The system will also inform you if it cannot find any active users matching your search criteria.

2.7.2 Using “Forgot Your Password”

You can reset your password if you have forgotten it by using the “Forgot Your Password” link is featured on the “NCID Login” screen. You will need to provide your user ID and answer all of your challenge questions so that the system can confirm you are an account holder.

Important! This feature will be unavailable to you if you have recently changed your password. You must use your password 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 **Forgot Your Password/Unlock Account** link.
2. The “I am not a robot” or reCAPTCHA screen will appear.

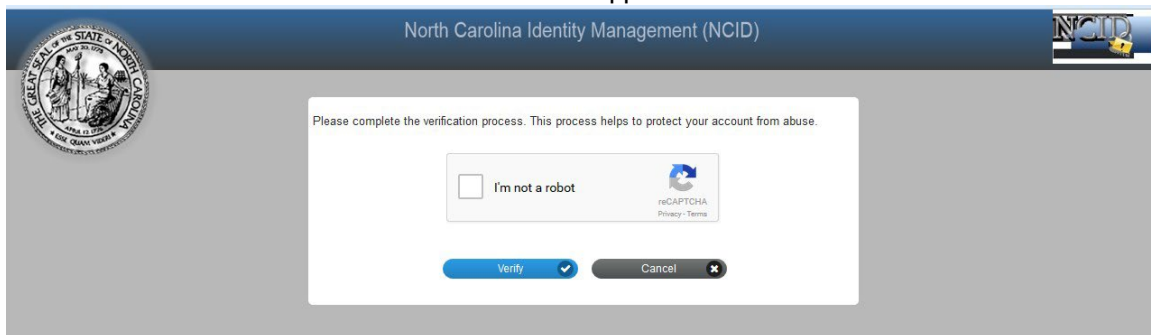


Figure 2-13. Verify using reCAPTCHA

3. The screen will update and the picture selection box will appear

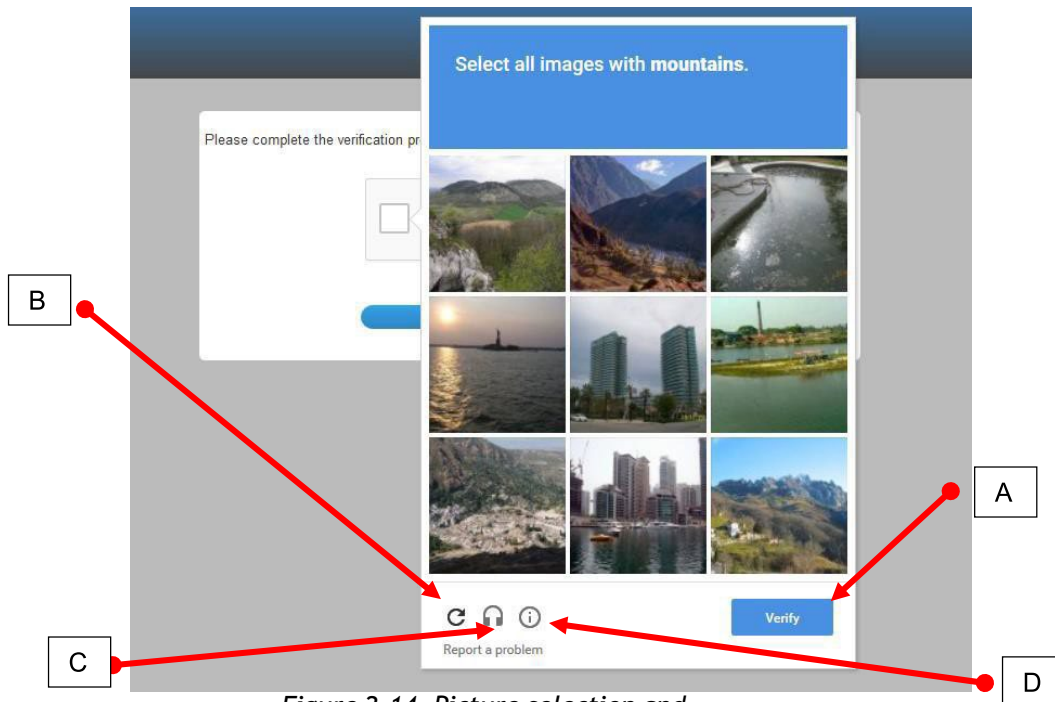


Figure 2-14. Picture selection and

4. Please read the instructions carefully the verification process is different depending on the browser you are using. While on this screen you have the following options:
 - A) After selecting the correct images, you can click on verify
 - B) You can click on the refresh icon to refresh the pictures
 - C) The headphone icon will bring up an entry box. When you select **play** reCAPTCHA will read a series of numbers and ask you to enter them and verify your response.
 - D) The icon with an “i” in a circle is for help and to get additional information
5. Once you have selected the correct pictures and completed the verification process you will be presented with the screen below.

Note:

If this is the first time you have accessed the new password self-service, you will be asked to answer three of your current security questions and then be required to select 5 questions and answer them for the new self-service to work if needed again in the future.

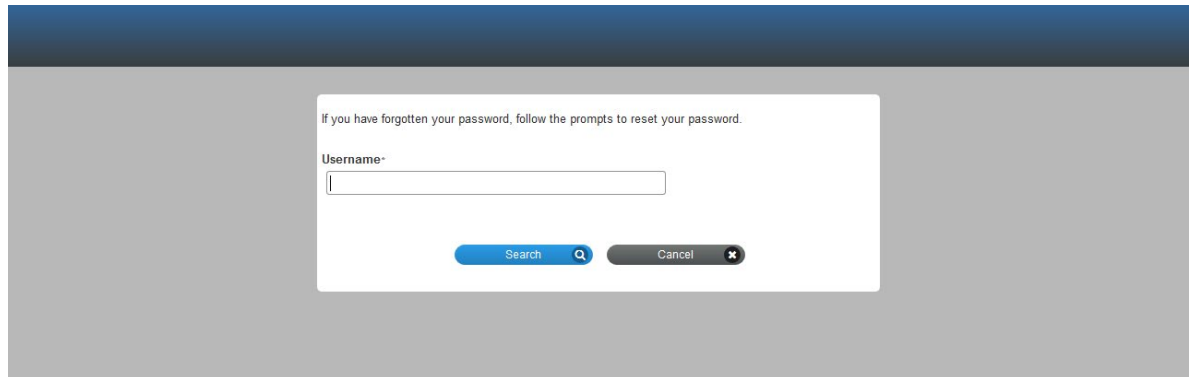


Figure 2-15. Forgot Password Screen

6. The “Forgotten Password” screen is displayed. Enter your username in the “Username” field and click on **Search**.
7. Answer the five (5) challenge questions presented on the screen. The answers are not case-sensitive; however, the answer must include every character (including punctuation) that you specified when you set up your challenge questions.

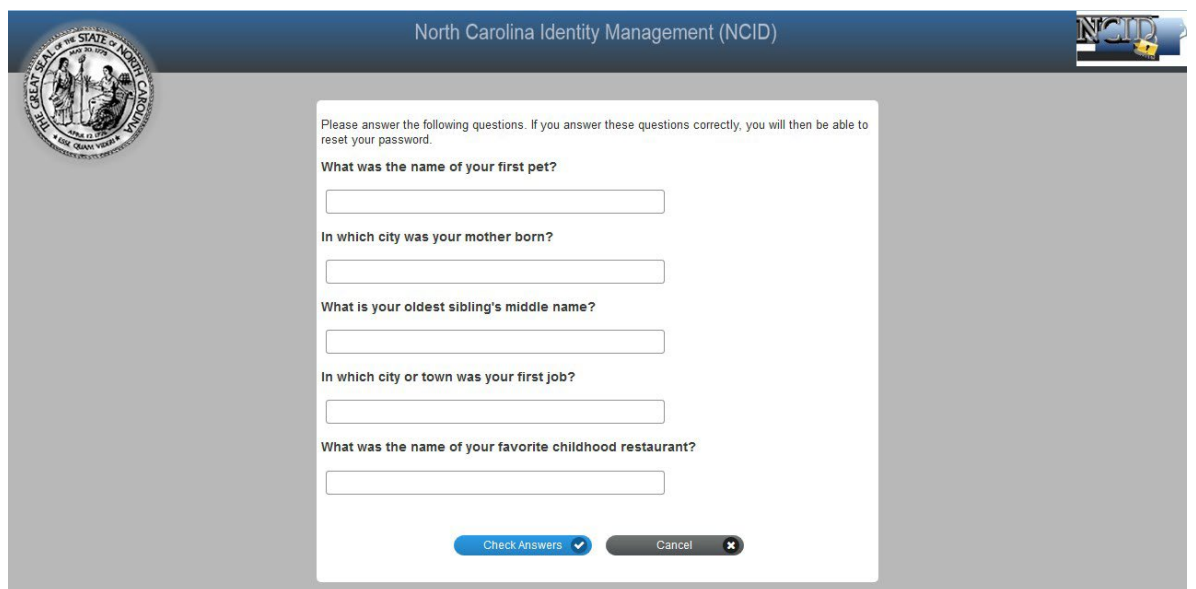


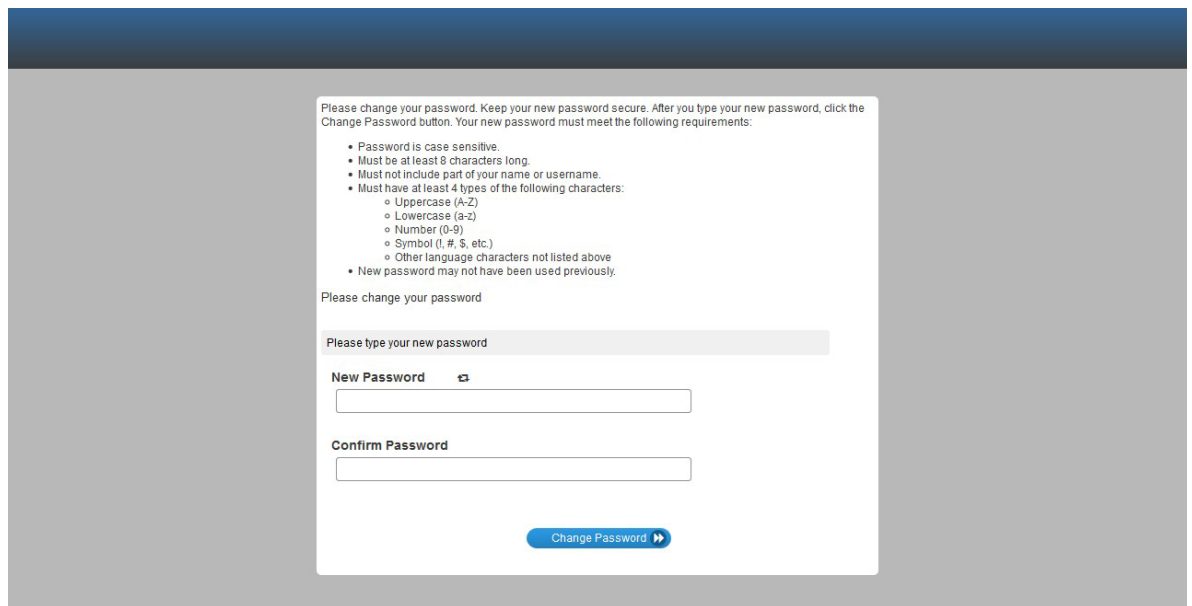
Figure 2-16. Answer Your Challenge Questions

8. Click on **Check Answers**.
 - **Note:** A message will display if you failed to correctly answer any of your challenge questions. Your account will lock after three (3) failed attempts; however, you may try to log in again after 30 minutes, or you may request that your account be unlocked sooner by your administrator or the DIT Service Desk.

Your questions may be different from the above.

9. The “Change Password” screen is displayed, and prompts you to enter a password in the “New Password” field. The screen indicates whether the password complies with the State’s password policy.

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



Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or username.
- Must have at least 4 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above
- New password may not have been used previously.

Please change your password

Please type your new password

New Password

Confirm Password

[Change Password](#)

Figure 2-17. Enter and Confirm New Password

10. Retype the password in the “Confirm Password” field.
11. Click on **Change Password** to display the “NCID Logout” screen. The message indicates that you have successfully updated your security credentials and asks you to wait a few seconds while your password is synchronized across the applications that you are permitted to access.

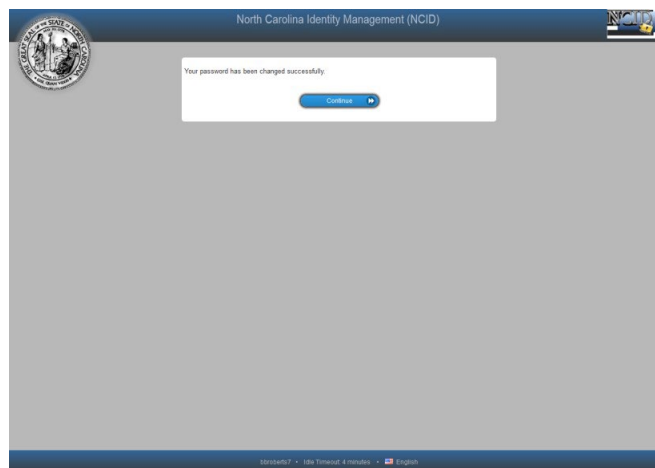


Figure 2-18. “Password Changed”

- **Note:** You will also receive an email message to notify you that your password has been successfully changed.



North Carolina Identity Management (NCID)

NCID Logout

You have successfully logged out of NCID. Please close your browser to prevent any possible unauthorized access to your account.

Figure 2-19. "NCID Logout" Screen" Close Browser

Important information for State and Local Government Users If you connect to NCID applications via a mobile device (e.g.: if you connect to Exchange to access email via a mobile phone or PDA) you must also change the password on each device. If the password is not changed, you will be unable to log in. Note that your NCID account will lock after 3 failed login attempts.

2.7.3 Viewing and Updating Your User Account Information

You may view your account profile and update portions of your information by using the “Update My Account” link found on the “Identity Self-Service” tab. This self-service tool allows you see general information such as your contact details, applications you can access, and administrative roles that have been assigned to you. This link also allows you to keep your account information current. For example, employees may update their business phone number or address.

To view/update your account information:

1. Login to the NCID service using the “ncid.nc.gov” address. On the “Identity Self-Service” tab, click on **Update My Account** in the menu located on the left side of your screen (this option is listed under the “Information Management” category).

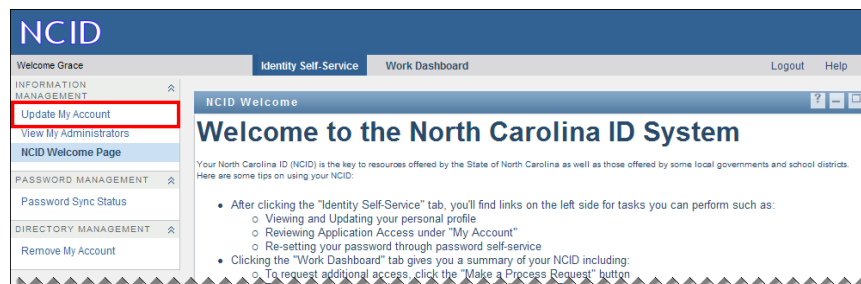


Figure 2-20. Click “Update My Account” Link

2. The “Self-Service Account Update” screen is displayed. The following table provides a description of each section/data field displayed on the screen.

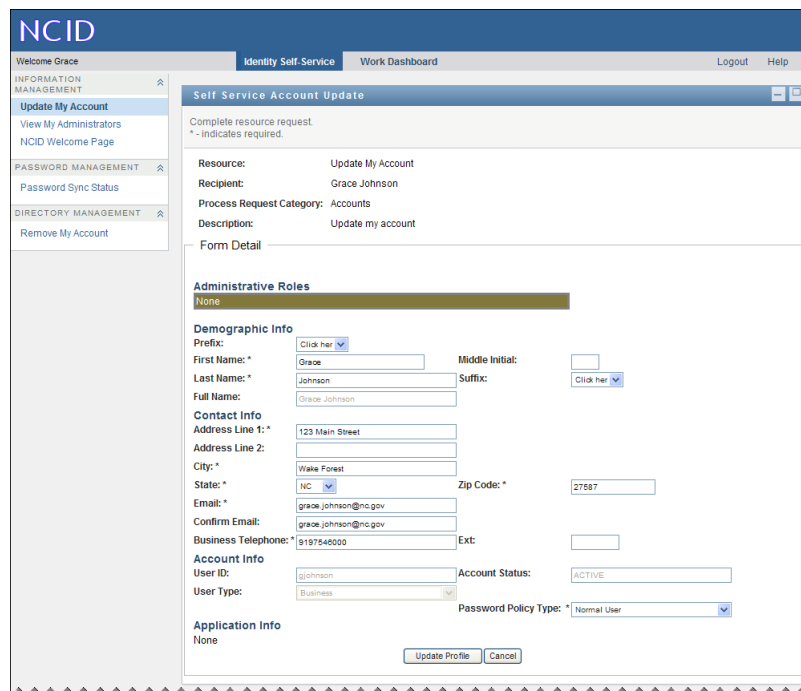


Figure 2-21. “Self-Service Account Update” Screen

Section/Field	Description
“Administrative Roles” Section	
<p>This section identifies any delegated administrative role or service desk role that has been assigned to you. Note that DA roles will be organized by organization, division and section. If you do not have any DA role assigned to you, then “None” will appear in this section.</p>	
“Demographic Info” Section	
Prefix	Shows a prefix to your name, if one was selected when your administrator created your account.
First Name*	Shows your first name.
Middle Initial	Shows your middle name, if one was entered by your administrator when your account was created.
Last Name*	Shows your last name.
Suffix	Shows a suffix for your name, if one was selected when your administrator created your account.
Full Name	This field information entered in the “First Name”, “Middle Initial” and “Last Name” fields.
“Contact Info” Section	
Address Line 1	Shows your street address.
Address Line 2	Shows any additional address details.
City	Shows your city name.
State	Shows your state.
Zip Code	Shows your zip code.
Email*	Shows your business email address.
	<p>Note: It is important to verify that your email address is correct and to keep it current as it is vital to maintaining your account.</p>
Confirm Email*	Lets you re-enter the email address to confirm it matches the value entered in the “Personal Email” field.
Business Telephone*	Shows your 10-digit business telephone (ex. 999-999-9999). This number cannot begin with a 0 or 1.

Section/Field	Description
“Account Info” Section	
User ID	Shows the username that identifies you as an account holder.
User Type	Identifies your user type: State government employee Local government employee Business Individual
Account Status	Identifies if your account is active or disabled (deactivated).
Password Policy Type	Indicates one of the two (2) types of policies that can be applied to your password. Normal user: applied to typical users and enforces a 90 day expiration policy. Administrative user: may be applied to user accounts that have more privileges than those of a typical user and enforces a 30 day expiration policy.

“Application Info” Section

This section identifies the applications which you may access. Note that application access is granted to you by your application administrator. Additionally not all application access will be listed here.

3. You may update information that does not appear as read-only (grayed-out) text.
 - **Note:** Employees that have mail accounts linked to the State’s Exchange email system cannot modify their email addresses.
4. Click on **Update Profile** to save your changes. If you attempt to save changes without entering required information the screen will indicate the problem field(s) in **bold red**.
 - **Note:** If you updated your email address, you will receive a notification of the change to both your previous email address and your new email address.

2.7.4 Changing Your Password

You may change your password by using the “Change Password” link featured on the main screen (NCID Welcome Page).⁵ Upon making the change, you will be logged out of the system, and must log back into NCID with the new password.

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.

To reset/change a password:

1. Login to the NCID service using the “ncid.nc.gov” address. On the main screen, click on the **Change Password** link (this option is located in the middle of the screen in the “Change Your Password” section).

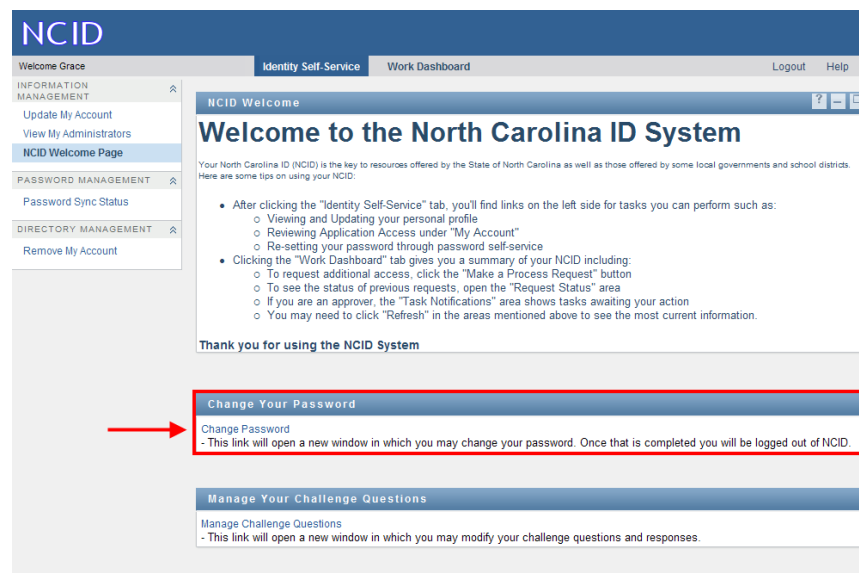


Figure 2-22. Click on “Change Password” Link

2. If this is the first time you are resetting your password after the new self- service feature upgrade (August 8, 2016) you will be required to select and answer five (5) security questions. These can be the same questions you currently have. They need to be selected and answered for the new service to be available to you in the future.
3. The “Change Password” screen is displayed and prompts you to enter a password in the “New Password” field.
 - **Note:** The screen indicates whether the password complies with the State’s password policy.

⁵ Typically, passwords for state and local government employees will expire every 90 days; however, passwords for some state employees, who have more privileges, will expire every 30 days. If your password has been set to expire every 30 days, you may change the expiration period by setting the “Password Policy Type” field from “Administrative User” to “Normal User” in your account profile. Changing this setting will not impact your delegated administrator rights, if you have been assigned to a DA role.

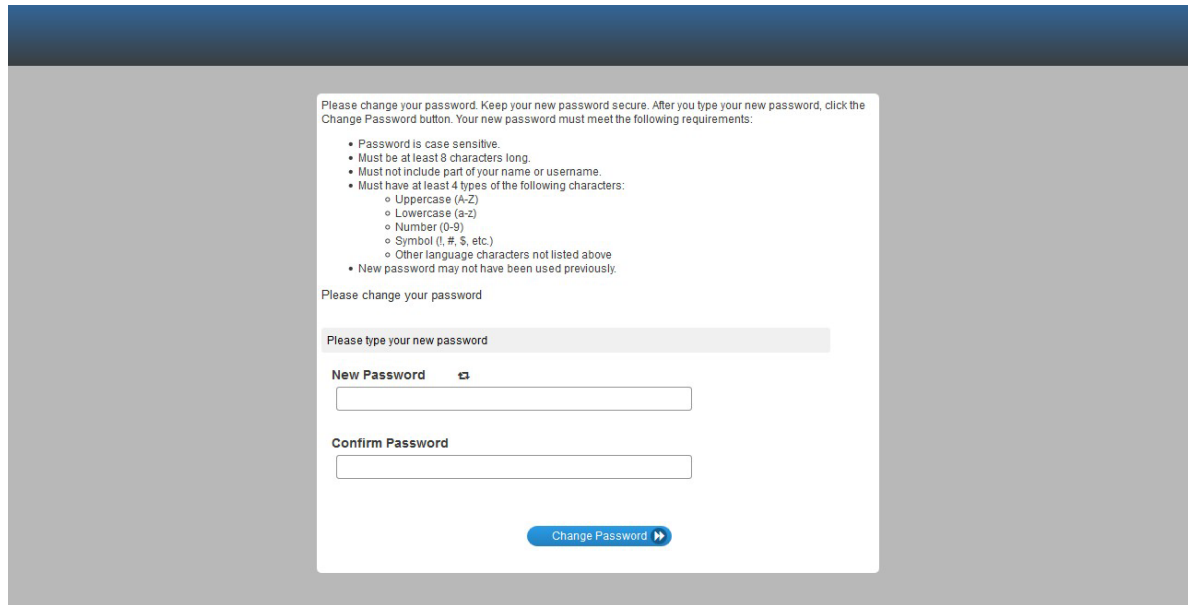


Figure 2-23. “Change Password” Screen

4. Type the password again in the “Confirm Password” field.
5. Click on **Change Password**.
 - **Note:** A message will alert you that you cannot change your password if you try to change it before the minimum password age has expired.⁶
6. The “NCID Logout” screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your password is synchronized across the applications that you are permitted to access.
 - **Note:** You will also receive an email message to notify you that your password has been successfully changed.

⁶ State and local government employees can request their delegated administrator or their agency’s Service Desk to reset their password prior to the 3-day minimum requirement. This allows the user to log in with a temporary password and enter a new one on the “Change Password” screen.

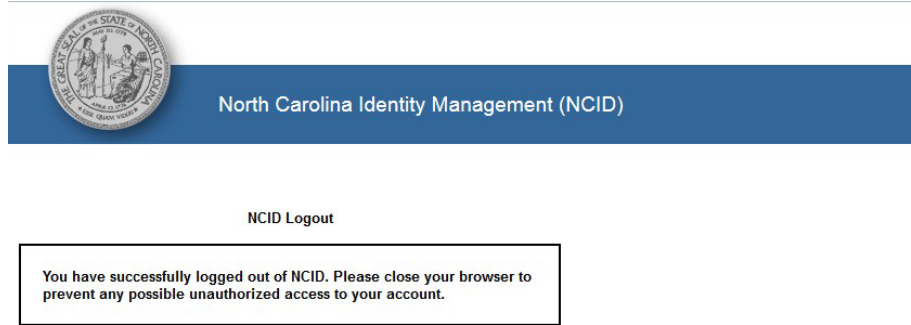


Figure 2-24. “NCID Logout” Screen - Close Browser

2.7.5 Managing Your Challenge Questions and Responses

You may reset your challenge questions and responses by using the “Manage Challenge Questions” link featured on the main screen (NCID Welcome Page). Challenge questions are used to verify your identity when you need to change your password or unlock your account. Upon setting up your challenge questions and responses, you will be logged out of the system, and must log back into NCID.

Note: State policy determines the number of questions you must answer and the list of potential questions from which you may select. From the available list of challenge questions, you can select the questions for yourself.

To manage challenge questions and responses:

1. On the main screen, click on the **Manage Challenge Questions** link (this option is located in the middle of the screen in the “Manage Your Challenge Questions and Responses” section).

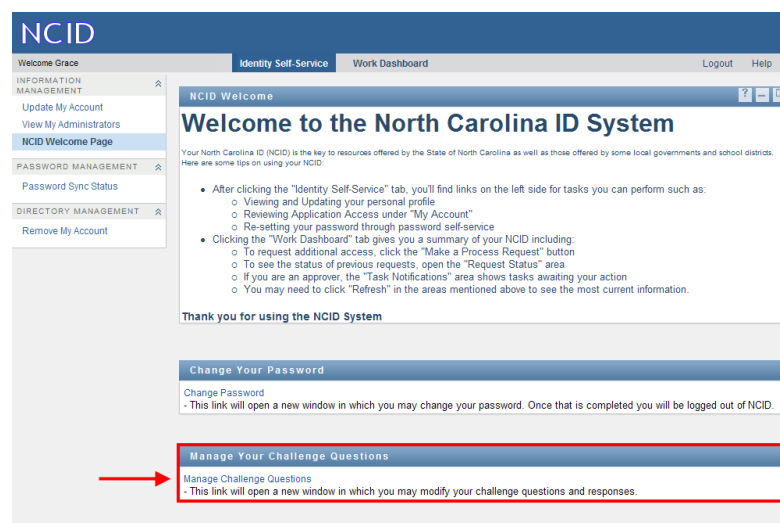


Figure 2-25. Click on “Challenge Questions” Link

2. The “Setup Security Questions” screen is displayed, and prompts you to answer five (5) challenge questions. Select a question from each dropdown menu, and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, do not write down your answers.

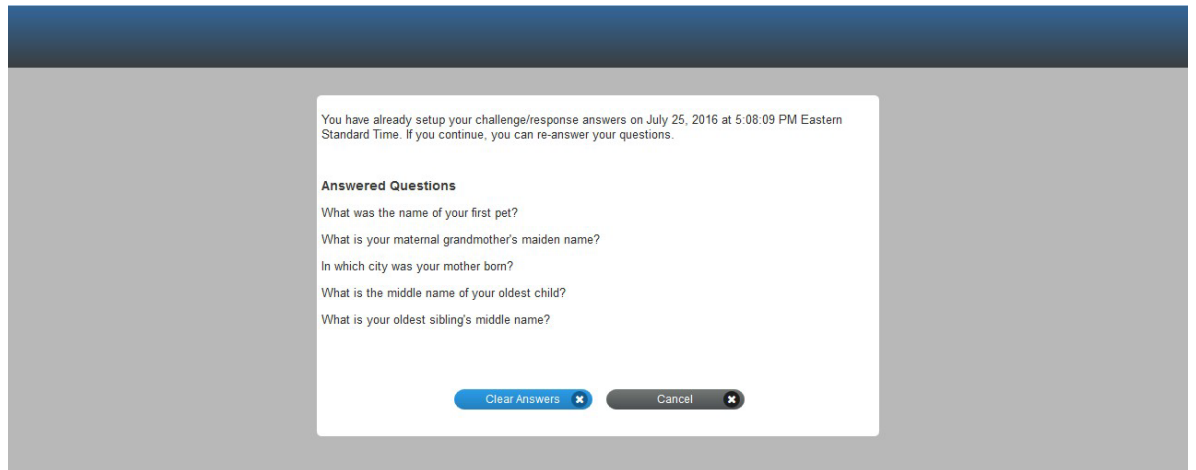


Figure 2-26. "Manage Security Questions" Screen

3. To clear all previously selected security questions and answers and select new ones, click on **Clear Answers**.
4. A confirmation screen is displayed warning you that questions and answers will be removed and new ones will have to be selected. Click on **OK**.

- The screen below is displayed allowing you to select five (5) security questions and answers.

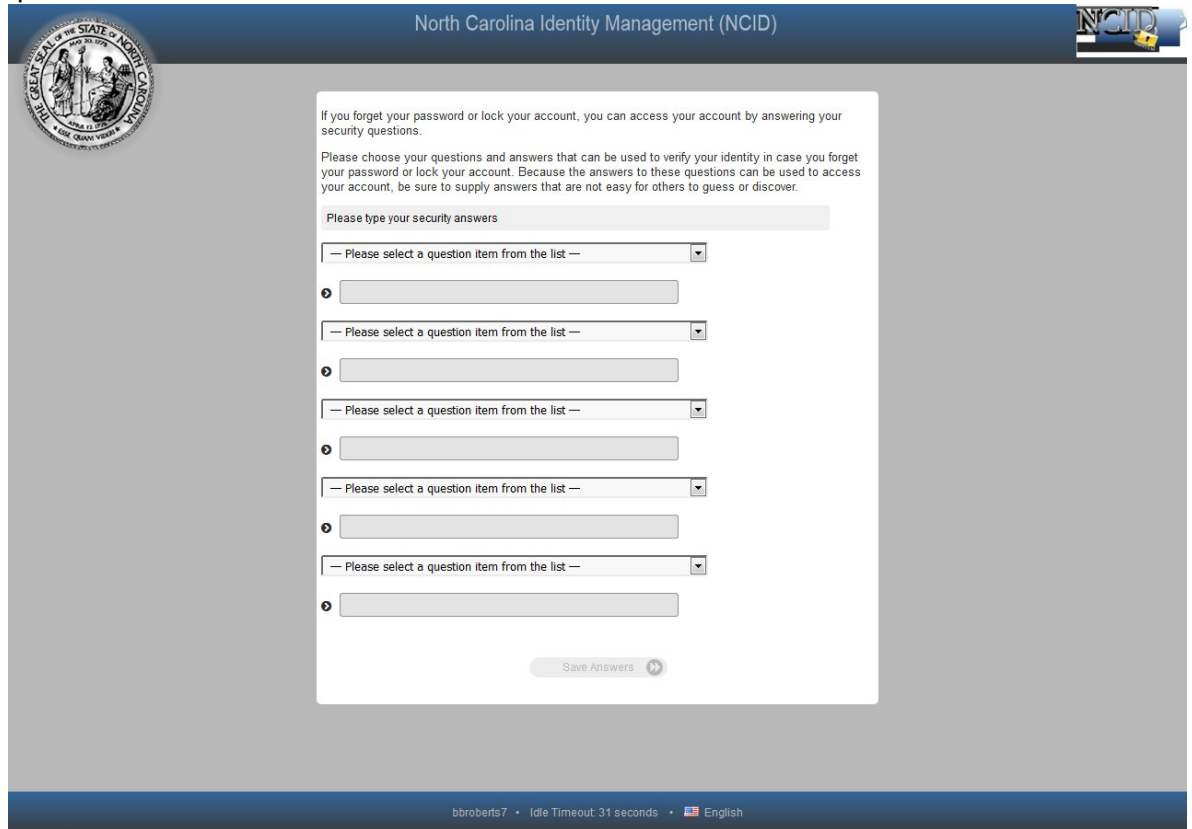


Figure 2-27. “NCID Logout” Screen - Password Synchronization in Progress

- Click on **Save Answers** to have the system update your security questions and answers. A confirmation screen will appear.
- The **Continue** link appears when the account synchronization is complete. For security reasons it is recommended that you close this browser window.
 - Note:** You will also receive an email message to notify you that your challenge questions/responses have been updated.

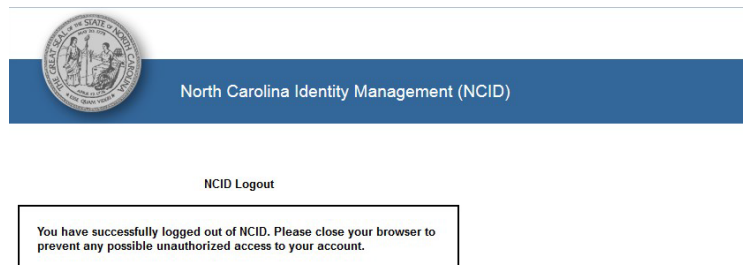


Figure 2-28. “NCID Logout” Screen - Click “Continue” to Login

2.7.6 Viewing Your Administrators

If you need assistance with your account and do not know who to call to resolve your issue, you may use the “View My Administrators” link to view contact information of the person(s) who administers your account.

Note: State and local government employees will see the name and phone number for the administrator(s) within their agency, division and/or section.

To view your administrator’s name and contact information:

1. On the “Identity Self-Service” tab, click on **View My Administrators** in the menu located on the left side of your screen (this option is listed under the “Information Management” category).

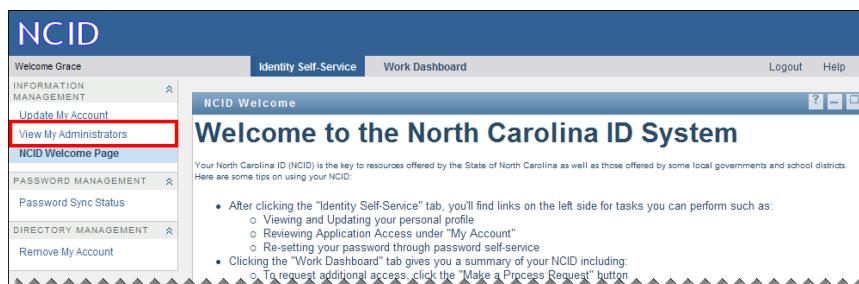


Figure 2-29. Click “View My Administrators” Link

2. The “View My Administrators” screen is displayed. Look at the “Administrator Contact Info” section to see a list of names and telephone numbers for administrators in your organization, division and/or section.

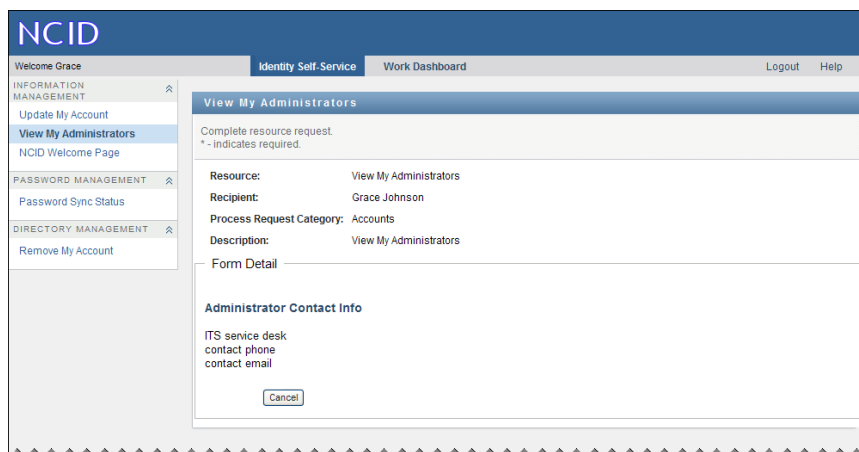


Figure 2-30. View Administrator Contact Information

2.7.7 Removing Your Account

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

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.
Challenge Questions	NCID password policy requires that users set up security questions and responses. A subset of these questions will be used to verify identity during login when a user has forgotten his or her password.
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. Deactivated accounts can be reactivated by the user's administrator.
Division Delegated Administrator (DA)	A person who can only administer user accounts which are in the same division(s) for which he or she has administrative rights. This person may manage another administrator who is at their level or below. Note: A division DA may administer more than one division; however, these divisions must be part of the same organization.
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 state or local government employee, a citizen or business person who is authenticated to access NCID. User capabilities are dependent upon the permissions assigned to them by the administrator. NCID self-service features are available to all end-users.
Global Service Desk	A person who can unlock accounts for any user account, excluding a delegated administrator. (Also referred to as DIT Service Desk.)
Identity Self-Service Tab	Provides self-service tools for users to conveniently manage their own account. It also provides access to workflow links to allow delegated administrators and the Service Desk to administer user accounts.
DIT Service Desk	A person who can unlock accounts for any user account, excluding a delegated administrator. (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.
Organizational Delegated Administrator (DA)	A person who can administer user accounts within his or her organization. This person may administer another delegated administrator who is at their same level, but not above them.
Organization Service Desk Administrator	A person who can unlock accounts and reset passwords for any user account that is a member of the same organization. This person may not act upon an account for a delegated administrator.
Password	A user's unique string of characters that is used to authenticate to NCID.
Resource	A NCID connected application, such as Beacon.
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.
[Role] Category	A label used to classify a role. Associating a role to a category is not mandatory, but it is helpful when viewing the Role Catalog as you can organize and filter roles by category.
Role Catalog	Contains all of the roles definitions that have been created in the NCID system. Roles are alphabetically displayed and each role's level and associated category are identified. Roles may be sorted and filtered by name, level and/or category.
Roles Hierarchy	Establishes relationships between roles in the catalog. The hierarchy helps simplify the task of granting permissions through role assignments.
Role Level	Indicates the level of the role within the catalog. The following levels (highest to lowest) make up the roles hierarchy: Business Role, IT Role and Permission Role.
Role Reports	Provide designated administrators with the ability to analyze the current state of roles and role assignments. Role reports include: Role List Report and Role Assignment Report.
Role Manager (previously Group Administrator)	A person who can define and modify a role (a set of permissions related to one or more applications), and grant role assignments to users. A role manager also has access to reports to help them analyze the current state of role assignments and user entitlements.

Roles and Resources Tab	Allows application administrators assign resources (applications) to users via role assignment, and access reports to analyze the current state of role assignment and user entitlements.
Section Delegated Administrator (DA)	A person who can only administer user accounts which are in the same section(s) for which he or she has administrative rights. This person may manage another administrator who is at their level or below.
System Administrator	A person who has rights to configure and manage all aspects of the NCID application.
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.
Work Dashboard Tab	Provides a centralized area for users to make a process request, and view the history and status of a request they made.

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