Self-Service Password Reset (SSPR) Quick Start Guide Managing My Password

North Carolina Identity Management (NCID)

- SSPR – Self-Service Password Reset
- Unlocking Account and Forgot Password
- Resetting and Changing Password
- Using SMS Text and Email Options
- Managing Security Questions and Responses
- Using New Interface Tiles to Change Your Password

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Meta Data – NC DIT Controls: NCID; State of North Carolina Identity Management; SSPR; Self-Service Password Reset; FAQ; Frequently Asked Questions; NCID Service Desk; NCID Training and Documentation; NCID Contacts; NCID Login; NCID Unlock Account; Forgot Password; SMS Text; Secret Questions and Answers; Answer Security Questions; NCID Account Locked; Changing Password; NCID Self-Service Password; Rest or Change a Password; Security Questions and Responses, New NCID Interface Tiles.

Contents

1 Self-Service Password Reset (SSPR)

Self-Service Password Reset (SSPR) allows users to reset passwords and unlock their own accounts. This reduces dependence on Administrators and Service Desk staff for user password resets and unlocks. Further, users do not have to wait 30 minutes after their account is locked.

> **NOTE:** When logging in to NCID from your desired browser, you will need to allow pop-ups. Please read your specific browser instructions. It is important that you use the latest browser updates. Google Chrome and Microsoft Edge browsers utilize the latest security features that work best with NCID functions.

1. Go to ncid.nc.gov.
2. Depending on the information stored on your account, you will have up to three options available to assist you: (1) Forgot Username, (2) Unlock Account, and (3) Forgot Password.
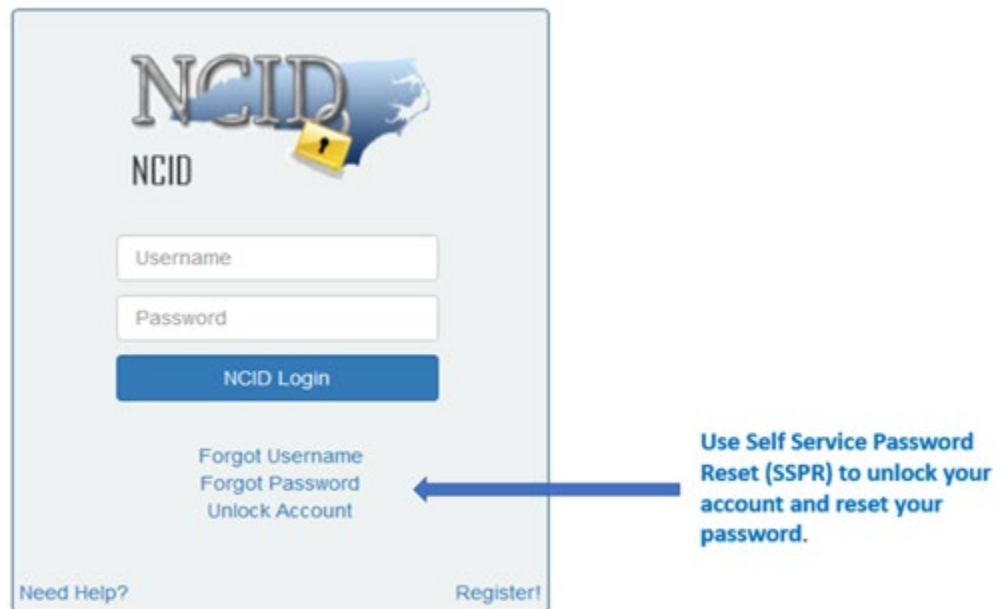
3. Should you require immediate assistance, contact your Administrator or the NC DIT Service Desk at the following numbers: **919-754-6000** or toll free at **1-800-722-3946**.

1.1 Using "Unlock Account" and "Forgot Your Password"

Use the Self-Service Reset Password (SSPR) tools to unlock your account and reset your password. Select either link, **Unlock Account** or **Forgot Password,** on the NCID login page, and follow the steps outlined in this section.

> **IMPORTANT!** This feature is not available to you if you have recently changed your password. Your password must be at least three days old before it can be changed. Should you require immediate assistance, contact your administrator or the DIT Service Desk.
>
> **919-754-6000** or toll free at **1-800-722-3946**.

1.2 NCID Unlock Account/Forgot Password

1.2.1 ReCAPTCHA Picture Screen

1. On the "NCID Login" screen, click on the **Forgot Password** link or the **Unlock Account** link.
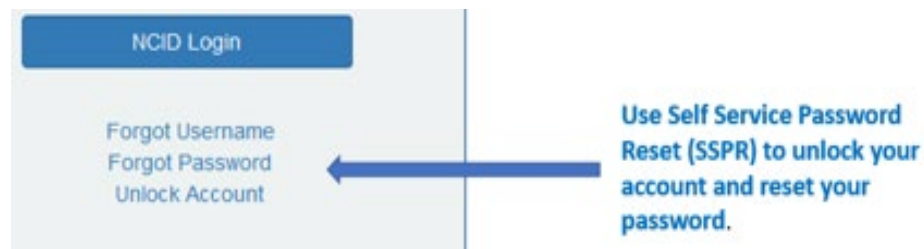
2. The system displays the **I am not a robot** or **reCAPTCHA** screen.

3. Enter your NCID User ID in the **Username** field.

4. Click in the box next to "**I'm not a robot.**"

5. Click on **Search.**

6. The system updates and displays the **reCAPTCHA** picture selection and verification images
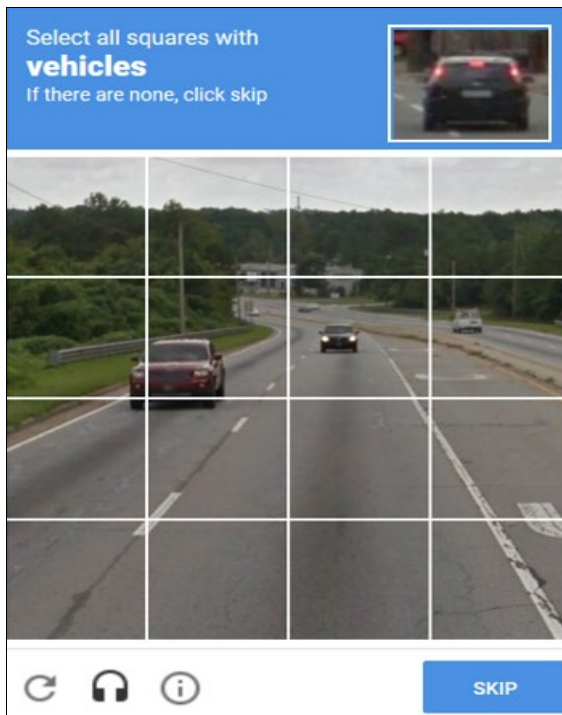
7. Read the directions carefully.

8. The system displays a set of pictures in a box and asks you to select the pictures within the squares that apply to the question asked.

NOTE: The set of pictures changes each time you are asked to verify that you are not a robot. The reCAPTCHA verification behaves differently depending on which browser you are using.

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9. While on the pictures screen, you have the following options:

- To select a separate set of pictures, select the **SKIP** button.

- Click on the **Refresh** icon to refresh the pictures.

- The **headphone** icon brings up an entry box. When you select **play**, reCAPTCHA reads a series of numbers and asks you to enter them and verify your response.

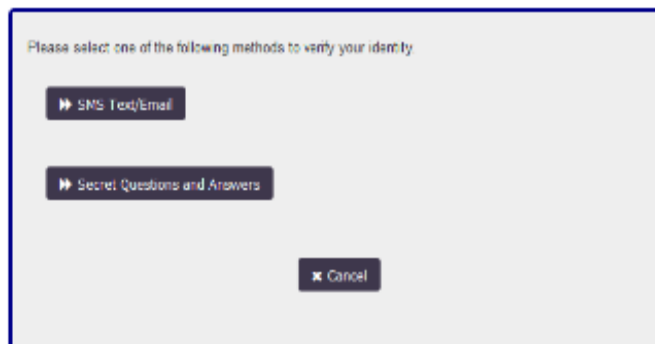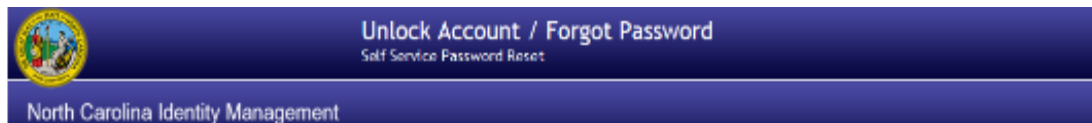- To obtain additional information, click the icon with a lower case **"i" in a circle.**

- After selecting the correct images, click on **Verify**.

1.2.2 Verification and "Unlock Account/Forgot Password" Screen

1. Once you have selected the correct pictures and completed the verification process, the system displays the **Unlock Account / Forgot Password** screen.

2. On the **Unlock Account/Forgot Password** screen, the NCID system displays the following two options and a **Cancel** button.

   • **SMS Text/Email** – This option prompts the NCID system to send a verification code to you either by using the email address on file for your account, or by using a mobile phone number associated with your NICD account. Depending on your selection, the system will send an email or a text message (SMS) with the code.

   • **Secret Questions and Answers** – This option presents secret challenge questions and asks you to enter the answers. Refer to the following instructions on using these features.

1.3 Using SMS Text/Email Option

The SMS Text/Email option prompts the NCID system to send a verification code to you either by using the email address on file for your account, or by using a mobile phone number associated with your NCID account.

Depending on your selection, the system will send an email or a text message (SMS) with the code. The SMS option is available only if you have previously entered a mobile phone for your account.
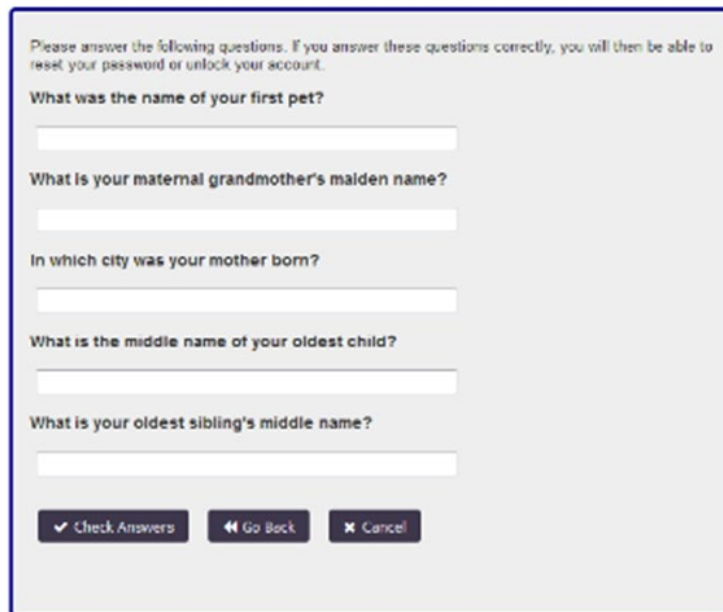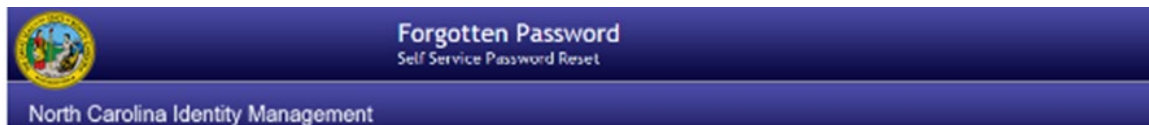
To use the SMS Text Option:

1. On the **Unlock Account/Forgot Password** screen shown above, click on the **SMS Text Email** button.

2. If you have already added a mobile number into your account, you will have the three options listed below.

   a. **If there is not a mobile number** on the account, SSPR sends an email with the code and a link to the email address on file.

   b. **Email** – This option sends a code to your registered NCID email address.

      - If you do not receive the email in your inbox within a few minutes, verify that the message was not marked as spam and sent to the junk email folder.

      - To ensure that NCID messages will always be delivered to your inbox, verify that your email client and email provider are set up to accept messages from ncid.notifications@nc.gov.

   c. **SMS** – This option sends a code to your mobile phone registered in NCID using SMS (text messaging). The service is available to U.S. phone numbers only. SMS and data rates may apply.

3. **Cancel** – Cancel the request to unlock or reset your password.

4. Once you receive your code (SMS or email), you must enter it in the screen and click on the **Check Code** button.

5. If the correct code is entered, you will proceed to the process shown below.

1.4 Using "Secret Questions and Answers" – Answer Your Security Questions

1. On the previous **Unlock Account/Change Password** screen shown above, click on the **Secret Questions and Answers** button.

2. Answer the five security questions presented on the screen.

NOTE: The security questions below are examples only. You may see different security questions from the ones listed below.

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3. The answers are not case-sensitive; however, the answer must include every character (including punctuation) that you specified when you set up your security questions.
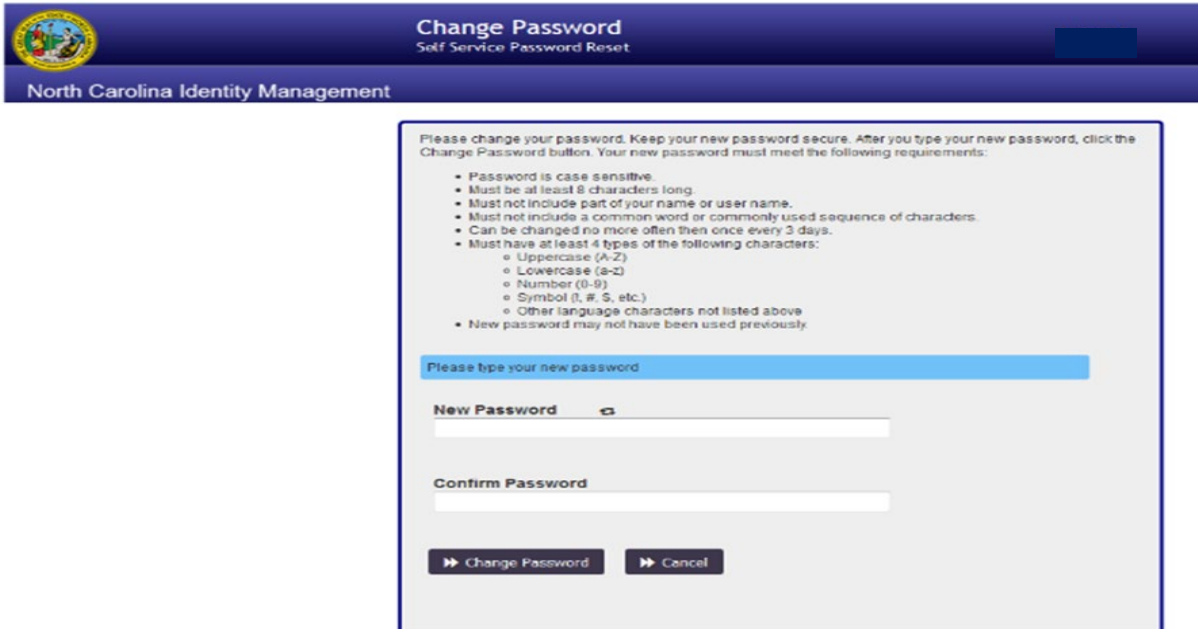
4. Click on the **Check Answers** box.

NOTE: Your questions may be different from the ones shown above. A message displays if you failed to correctly answer any of your secret security questions. Your account locks after three 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.

1.5 If Your Account is Currently "Locked"

If your account is currently locked, two options exist:

- **Option 1** allows the unlocking of your account without changing the password. Selecting this option provides a confirmation screen showing that your account is unlocked and logged out of the SSPR service.

- **Option 2** allows changing your password. This option unlocks the account if it is locked.

1. If you selected **Change Password,** the NCID system displays the **Change Password** screen and prompts you to enter a password in the **New Password** field.
2. The screen indicates whether the password complies with the State of North Carolina's password policy.

NOTE: NCID passwords are case-sensitive and must be entered <u>exactly</u> as they were originally entered.

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3. To enter and confirm your new password, retype the password in the **Confirm Password** field.

4. Click on the **Change Password** button.

5. 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.

6. The NCID system displays the "Password Changed" success message.

NOTE: You will also receive an email message to notify you that your password was successfully changed**.**

7. The system displays the "**NCID Logout"** screen and asks you to close your browser to prevent any possible unauthorized access to your account.
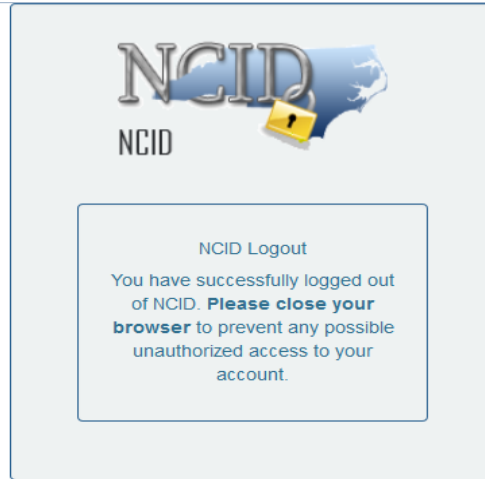
8. You have successfully logged out of NCID.
9. Please close your browser to prevent any possible unauthorized access to your account.


NOTE: IMPORTANT FOR STATE AND LOCAL GOVERNMENT USERS
If you connect to NCID applications via a mobile device (in other words, 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 three failed login attempts.

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2 Using NCID Interface Tiles to Change Your Password – NCID Self-Service Password Reset

There are two methods to change your password or unlock your account: (1) follow the instructions in the above Section 1 in this guide, and/or (2) Log in to NCID at ncid.nc.gov and follow these steps.

1. After logging in to NCID, the system displays the NCID interface tiles.
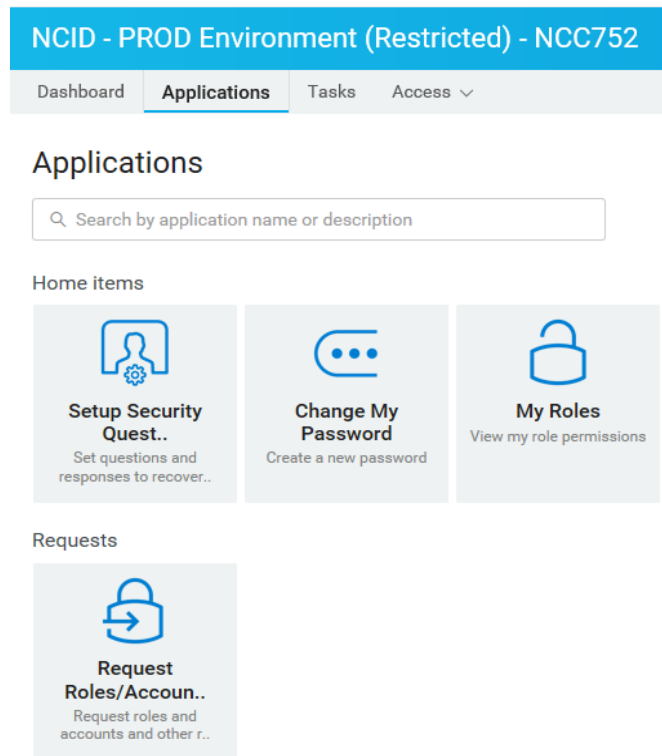
NOTE: Your NCID interface page may look different from the above image based on your environments and access privileges.

NOTE: The graphics and screen pictures in this guide are for informational purposes. Your NCID screens may vary based on individual environments and access privileges.

2. On the **Home Items** row, click on the **Change My Password** tile
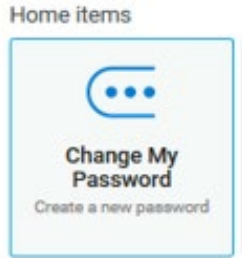
3. The NCID system displays the "Change Password – Self-Service Password Reset" screen and the list of requirements for changing your password.

IMPORTANT: You will not be permitted to change your password if you have recently changed it. Currently, you can reset your password only after three days.

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4. Click on the **Change Password** button.

    ▶▶ Change Password
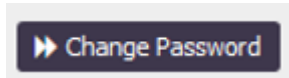
5. Enter your new password in the **New Password** field, and then confirm it in the **Confirm Password** field.

6. After completing these steps, the system displays a message 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.

7. The NCID system displays the "Password Changed" success message and displays the following NCID Self-Service Password Reset screen.

8. Click **Continue**. Upon making the change, you will receive an email message to notify you that your password was successfully changed.

9. You will be logged out of the system.

10. Close your browser to prevent unauthorized access to your account.

11. You must log back in to NCID with the new password.

2.1 Setup Security Questions and Responses

1. You may reset and manage your security questions and responses by clicking on the "**Setup Security Questions"** tile featured in the "**Home Items"** row after your login to NCID.
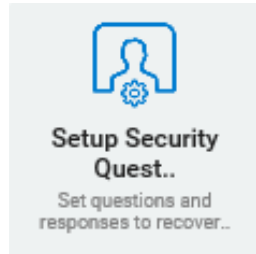
2. This "**Setup Security Questions**" tile is used to verify your identity when you need to change your password or unlock your account.

Upon setting up your security questions and responses, you will be logged out of the system, and must log back in to 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 security questions, you can select the questions for yourself.

3. The **Setup Security Questions** screen displays and prompts you to answer five security questions. Select a question from each category.
4. Select a question from each dropdown menu and enter an answer in the field next to the question.

NOTE: IMPORTANT! Security question responses are not case sensitive; however, the system will match every character (including punctuation) that you specify in your responses. Provide answers that are brief, easy to remember and are things that others will not know about you. For security purposes, do not write down your answers.

5. To clear all previously selected security questions and answers and select new ones, click on **Clear Answers**.

6. The system displays a confirmation screen warning you that questions and answers will be removed, and new ones will need to be selected.

7. Click **OK**.

8. The system displays five security questions and answers.

9. Click on **Save Answers** to update your security questions and answers.

10. The system displays a confirmation screen.

11. After the account synchronization completes, the system displays the **Continue** link.

12. For security reasons, please close the browser window.

NOTE: You will also receive an email message to notify you that your security questions and responses were updated.

13. Log out of the system.

14. Please close your browser to prevent any possible unauthorized access to your account.

3 User Information and Feedback

3.1 Additional Links

For additional and more comprehensive information, please refer to:

- ***NCID Training and New Look and Feel of User Interface***
  http://ncidtraining.its.state.nc.us/trainingvideo/NCID_Video_Intro-final.mp4

- ***NCID Training and Documentation*** https://it.nc.gov/ncid-training-and-documentation

- ***NCID Administration Guide****.* https://files.nc.gov/ncdit/documents/files/NCID-NG-Administration-Guide.pdf

- For other NCID questions, please contact the *NC DIT Service Desk Support for assistance 24 hours a day, 7 days a week.* **919-754-6000** *or* **800-722-3946** *or email at dit.incidents@nc.gov*

3.2 User Feedback

Should you find a discrepancy in this document, please open a ticket with the NC DIT Help Desk dit.incidents@nc.gov and send your questions, documentation updates, or recommendations on improving the quality and usability of this document.