



Getting Started for NC DIT Service Desk Quick Start Guide

North Carolina Identity Management (NCID)

- Fundamentals of NCID DIT Roles and Terminology
- Logging in to NCID
- Account Status: Active or Disabled
- Resetting DIT Employee User Account Passwords
- Unlocking DIT User Accounts
- Helping Other Business and Individual User Accounts
- Unlocking Account and Forgot Password
- Password Policy Time Overrides
- SMS Text and Email Options
- Viewing Administrators
- Opening Application Subscriptions, Saving Account's Email

NCDIT- NCID-GS for SD-0005

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1 Getting Started for NC DIT Service Desk Agents

1.1 Getting Started

The **North Carolina Identity Management Service (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 agencies, local governments, businesses, and individual users to log in and gain access to real-time resources, such as customer-based applications and information retrieval.

NCID Release 2.0 screens and functions display as selectable “tile links.” The screen shots provided in this guide are for informational purposes only. Screen content and feature availability and tile links may vary based on individual environments and access privileges. The back end of the NCID system has the same functionality and work flows used in previous released versions.

NOTE: This document and others can be found at the NCID website: **NCID Training and Documentation** <https://it.nc.gov/ncid-training-and-documentation>.

1.2 NCID DIT and State Agency Service Desk Roles and Terminology

Before logging in, review the following roles and terminology.

1.2.1 New User Accounts – How and Who Creates

- New user accounts for businesses, individuals and local government employees who do not have a Delegated Administrator are created via the NCID Self-Registration Service. Self-registration is available in the lower right corner of the initial NCID login screen. Click on “**Register!**”



- Accounts for State and local government employees are created by the Delegated Administrator associated with the employee’s State organization and/or Division. Additional help can be found by selecting the “**Need Help?**” link in the lower left of the initial NCID login screen.





1.2.2 NCID DIT Service Desk Agents

DIT Service Desk agents assist State agencies, local governments, businesses, and individual users to log in and gain access to real-time resources, such as customer-based applications. They assist and advise users with these operations:

- Unlock a user account
- Reset a user password
- Look up a user ID
- Help a user reset their own password
- Help a user view their Administrator(s) contact information

1.2.3 Service Desk Agents

There are two types of Service Desk agents for supporting user accounts:

- **DIT Service Desk** agents unlock accounts for all NCID users (businesses, individuals, and State and local government employees), and can reset passwords for employees within DIT.
- **State Agency Service Desk** agents assist users in resetting passwords and unlocking accounts for State employees within their own agency.

NOTE: Service Desk agents cannot reset a password for a Delegated Administrator.

1.2.4 Administrator Roles

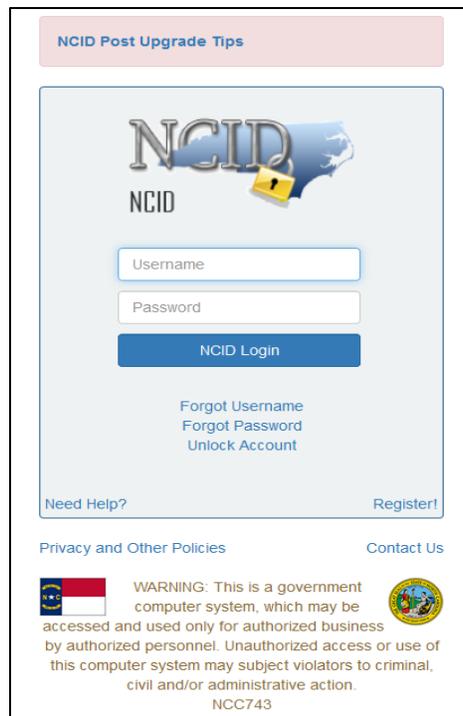
- **Delegated Administrators (DA)** administer user accounts within the same organization, division(s) and/or section(s) for which he or she has administrative rights.
- **Application Administrators** control membership access to the roles (applications) that he or she manages. In addition, this role promotes and demotes a user account to Application Administrator.
- **Agency Service Desk Administrators** 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.

2 Logging in to NCID

NOTE: Remind the user to allow pop-ups when logging in to NCID from a browser. Users should follow specific browser instructions and apply regular browser updates. Google Chrome and Microsoft Edge browsers utilize the latest security features that work best with NCID functions.

1. Open a web browser and log in using your NCID User ID and password:

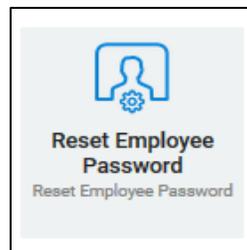
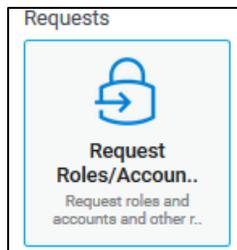
<https://ncid.nc.gov>.



2. When you or your account user first log in to NCID, the system may prompt one of the following:
 - Reset your password if it is past its expiration date.
 - State and local government users, whose accounts are created by their Delegated Administrator (not migrated), must reset their password and set up their challenge questions upon logging in for the first time.
 - Remind users to set up their **Challenge Questions and Responses** when they first log in to NCID.

- Refer users to the NCID Self Service-Password Reset (SSPR) Quick Start Guide and Manage My Password: <https://it.nc.gov/documents/ncid-manage-my-password-quickstart-guide>

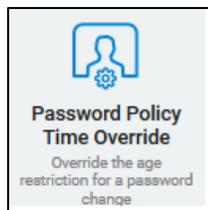
3. If a DIT employee is unable to change his or her password, the DIT Service Desk agent may reset it using the **Reset Employee Password** tile. After logging in to NCID, click on the **Request Roles/Accounts** tile and then click on the **Reset Employee Password** tile.



4. The DIT Service Desk agent can then provide the user with a temporary password to be used only once to allow the user to log in to NCID and create a new password.
5. Advise the employee that the temporary password can be used only once.
6. Tell the account user that the new password must be used for **three days** before it can be changed.

NOTE: The DIT Service Desk agent may change a new password by selecting the **Password Policy Time Override** tile. This is the only way a password can be changed before the end of the three-day period.

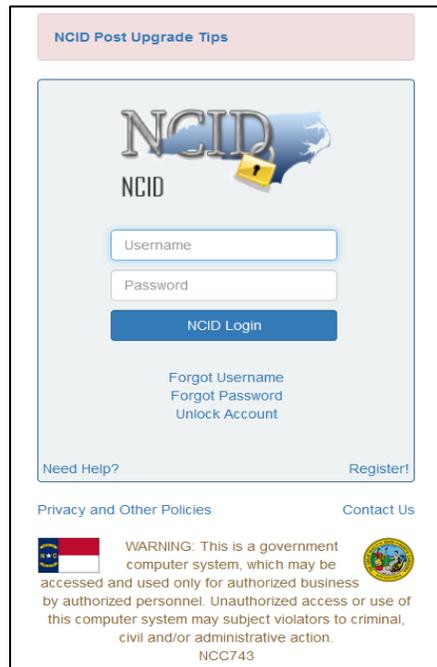
7. See the **Password Policy Time Override** section in this guide.



3 Getting Started for NC DIT Service Desk Agents

3.1 Logging In

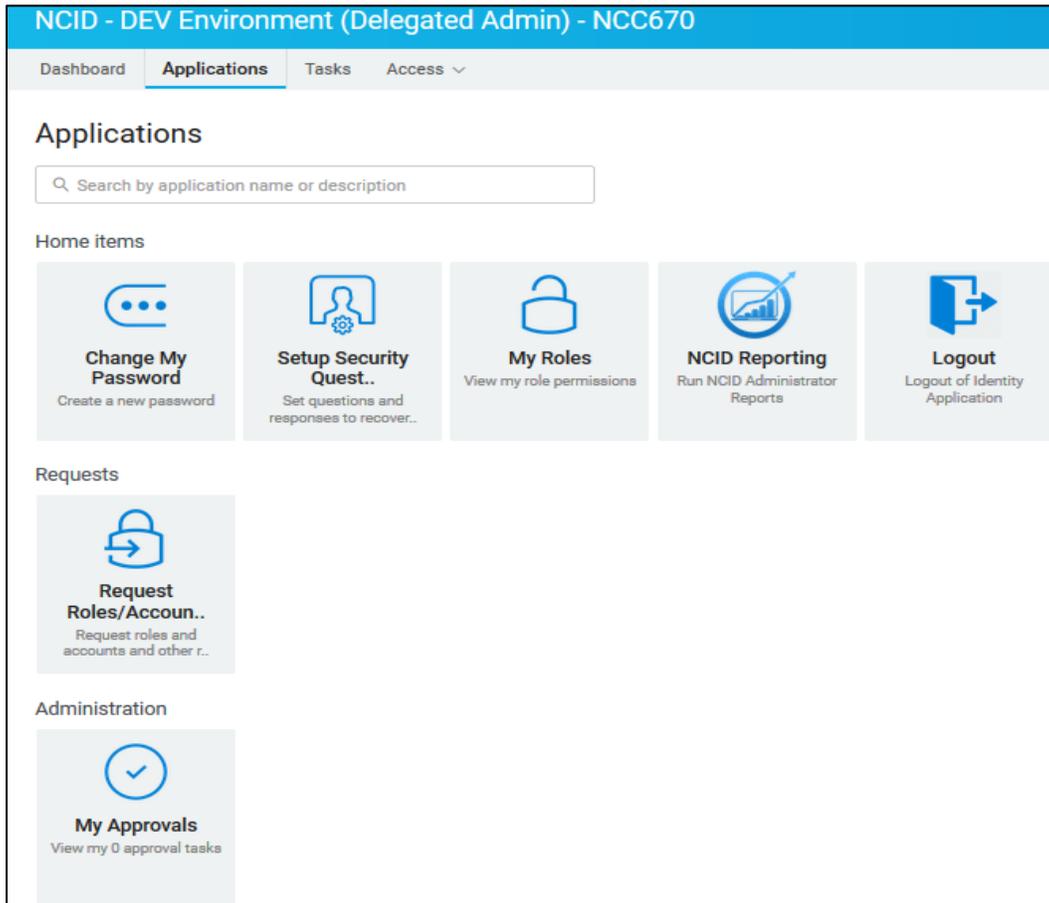
1. Log in to the NCID website: <https://ncid.nc.gov>.



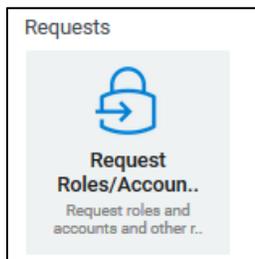
8. The system displays the NCID tiles under the **Applications** tab.

NOTE: Newly migrated businesses and individual account holders must update their challenge questions and answers the first time they log in to a protected application. Migrated State and local government users must perform the update the first time their password expires.

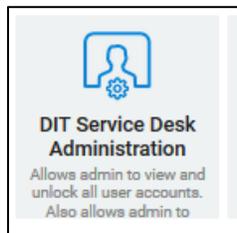
9. The system displays the new NCID tiles Under the **Applications** tab.
10. Note that there are three rows of tiles; the tiles displayed may vary based on individual environments and access privileges.
 - Home Items row
 - Requests row
 - Administration row



11. In the **Requests** row, select the **Request Roles/Accounts** tile.



12. From the **Access** tab and the **Accounts** row, select the **DIT Service Desk Administration** tile. (This tile is also known as the *“Global Service Desk”* feature).



13. Selecting the **DIT Service Desk Administration** tile displays the DIT Service Desk Administration form and provides an overview of an account holder's information:

- Contact information
- Administrative roles
- Application information
- Account status - (Active or Disabled)
- Password reset history
- Account locked information
- This tile allows Administrators to view and unlock all user accounts and reactivate a local Government Delegated Administrators (DA) account.

3.2 Search for Any User Account

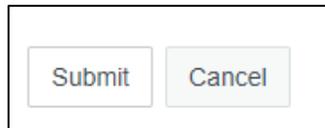
1. In the **User Search Criteria** section of the form, begin your search by entering any known information about the user account.
14. The most effective way to retrieve an account is to search by the **User ID** field as every user has a unique ID. This saves time by eliminating the task of scrolling through a lengthy list of results.
15. You may also enter the user's first and last name and click **Search**.
16. The system displays an **Object Lookup Table** with a bright yellow heading box.
17. The **Object Lookup Table** displays rows of user account names, user IDs, email addresses, user types, Membership in Organizations, and status of each user account listed as **Active** or **Disabled**.



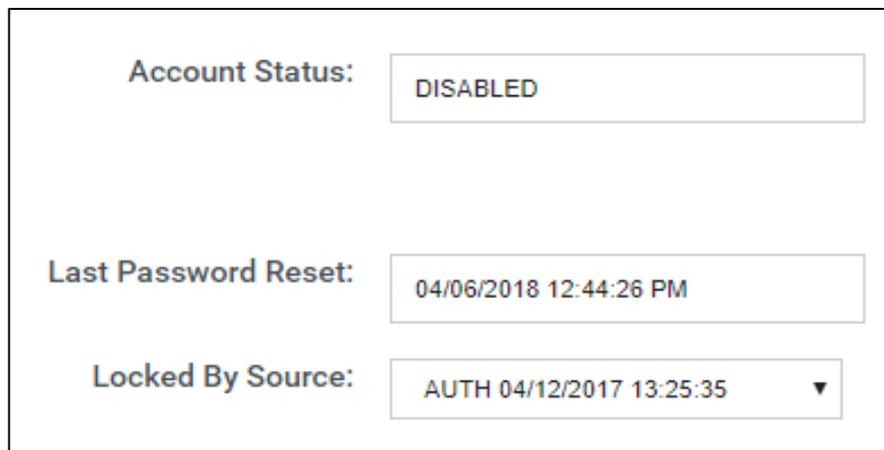
18. Scroll through the list and select the appropriate account to return to the **DIT Service Desk Administration Form**.
19. The system auto-fills the DIT Service Desk form and updates the following fields:
 - Demographic Info
 - Contact Info
 - Account Info
 - Administrative Roles
 - Application Info
 - Account Status
 - Last Password Reset
 - Locked by Source (if account is disabled)
20. After selecting the correct user account, continue to process the request by clicking **Submit**.
21. If it is not the correct user account, click **Cancel** to clear the fields and perform the search again.

4 Account Status Disabled or Active

1. If the account user's **Account Status** shows as **DISABLED**, select **Cancel**, or do nothing to keep the account **DISABLED**.
2. To activate a **DISABLED** account, select **Submit** to enable the account to an **ACTIVE** status.



NOTE: The only disabled service accounts that the DIT Service Desk can enable are Delegated Administrator accounts.

A screenshot of a form showing account details. It has three rows. The first row is 'Account Status:' followed by a text box containing 'DISABLED'. The second row is 'Last Password Reset:' followed by a text box containing '04/06/2018 12:44:26 PM'. The third row is 'Locked By Source:' followed by a dropdown menu showing 'AUTH 04/12/2017 13:25:35' and a downward arrow.

22. To verify that the account is in an **ACTIVE** status, return to the top of the **DIT Service Desk Administration** form, and search for the user in the **User Search Criteria** section.

23. Scroll down to the **Account Status** section; the system displays that the Account Status field has changed from **DISABLED** to **ACTIVE**.

Account Status:	ACTIVE
Organization:	Office of Information Technology S ▼
Division:	Non OITS Cloud Users ▼
Section:	▼
Last Password Reset:	04/06/2018 01:04:36 PM
Locked By Source:	AUTH 07/06/2017 15:01:02 ▼

IMPORTANT! You cannot reset a password for a deactivated account. If the selected account is deactivated, then the User Search Result will indicate that the account is **Disabled** in the **Account Status** field.

Instruct the user to contact his or her Delegated Administrator for assistance.

5 Resetting the DIT Employee User Password

1. DIT (NCID) Service Desk agents can reset passwords for DIT employees within their agency.

NOTE: The DIT Service Desk is the Delegated Administrator for DIT employees.

DIT Service Desk agents and Agency Service Desk agents may not reset passwords for Delegated Administrators.

Administrator passwords can only be reset by another Delegated Administrator who is at the same level or higher.

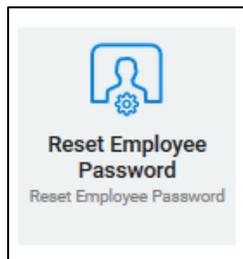
24. If a DIT Service Desk agent receives a Service Desk call from an employee who is not a member of DIT, advise the user to contact their Agency's Delegated Administrator or Agency's Service Desk for assistance.

NOTE: DIT Service Desk agents cannot reset passwords for individuals and business account holders; however, DIT agents may guide the person through the “Forgot Your Password” Self-Service Reset Password feature.

25. If a DIT employee is unable to change their password, the DIT Service Desk may reset it using the **Reset Employee Password** tile and providing the user with a temporary password. The temporary password can be used only once to allow the user to log in to NCID and create a new password.
26. The **Reset Employee Password** function is not available to NCID users who have changed their passwords **within three days**, or if their account is locked.
27. The DIT Service Desk can perform a **Password Policy Override** so that an NCID account user can reset their password.

5.1 Process Steps for Resetting Employee Password

1. Ask the user to close all NCID-connected applications, such as Office 365, Exchange, Beacon, etc. This will prevent password synchronization issues when the account user logs back in to NCID with the new password.
28. From the NCID **Access** tab, click on the **Reset Employee Password** tile.



29. The system displays the **Reset Employee Password** form.
30. Search for the user account to be modified.
31. Enter a temporary password in the **Password** field and re-enter it in the **Confirm Password** field.
32. Select Reset Password.
33. Provide the account user with the temporary password and instruct him or her to log in to NCID at <https://nicd.nc.gov>.

34. Remind the user that NCID passwords are case-sensitive, and review the following points with the user:

- The user must access the website from a computer that is already logged in to the network.
- When the user logs in, the **Change Password** screen will display. This forces the user to create a new password.
- Passwords must be entered exactly as they were originally entered.
- After users change their password, they are automatically logged out of the system and must log back in to NCID with the new password.
- Ask the account user if he or she uses a mobile device to connect to an NCID application. For example, a user may connect to Exchange to access their email via a mobile phone or PDA. In this case, instruct the user to also **change the password on each device**. **If the password is not changed, the user will be unable to log in.**
- NCID accounts lock after three failed attempts.

6 Unlocking a User Account

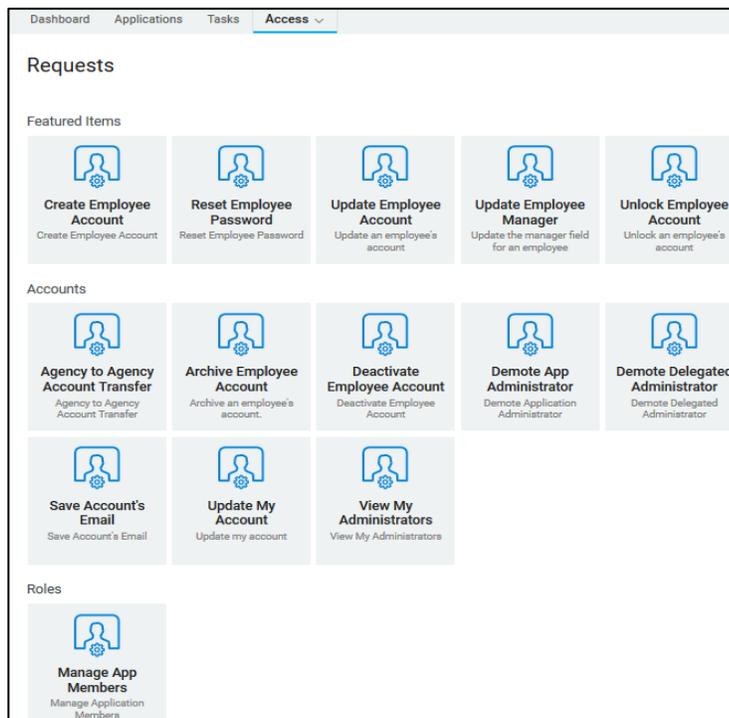
DIT (NCID) Service Desk agents have permission to unlock accounts for all NCID users, whereas Agency Service Desk agents are permitted to unlock accounts for employees only within their own agency.

The “**Locked by Source**” field provides historical information which identifies the application that locked out a user and when the lockout happened. Reviewing this information can help you see trends of multiple locks and assist with assignment of any resulting tickets.

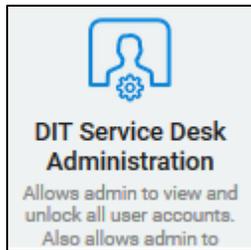
Important! If the user account is deactivated, the user’s profile will indicate that the account is **Disabled** in the **Account Status** field. DIT Service Desk agents cannot unlock a deactivated account. Ask the user to contact their manager to authorize or get the account reactivated. Or, instruct the user to contact their Delegated Administrator to authorize and get the account reactivated.

6.1 Process Steps to Unlock DIT Employee Accounts

1. Cancel out of the **DIT Service Desk Administration** form to return to the NCID system **Access** tab and rows of tiles.



35. In the **Accounts** row, select the **DIT Service Desk Administration** tile (also known as the “Global Service Desk” request form).



36. Search for the DIT user account to unlock.
37. If the user’s **Account Status** shows as **DISABLED**, select **Cancel**.
38. To activate a DIT employee **DISABLED** account, select **Submit** to enable the account to an **ACTIVE** status.

NOTE: The **Submit** button will be grayed out if the DIT Service Desk Agent is unable to perform this function.

6.2 Process Steps to Unlock Other NCID Accounts

1. Return to the Identity Manger Dashboard and select the **Request Roles/Accounts** tile.
39. Under the **Access** tab, in the **Featured Items** row, select the **Unlock Employee Account** tile.



40. The system displays the **Unlock Employee Account** request form.
41. Search for the account you wish to unlock.
42. Once you select the account to unlock, the system updates the form and displays the user account’s profile.

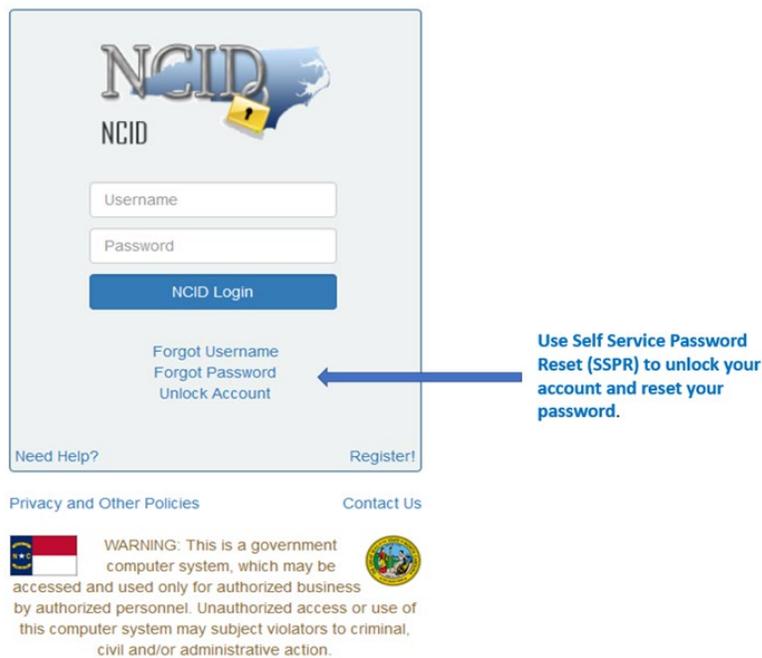
43. If **Active-Locked** appears in the **Account Status** field, then the system is confirming that this is a locked account.

NOTE: The DIT Service agent cannot unlock a deactivated account. If the account is deactivated, the user's profile indicates the account is **Disabled** in the **Account Status** field. If the account is locked, at the bottom of the screen, select **Unlock**.

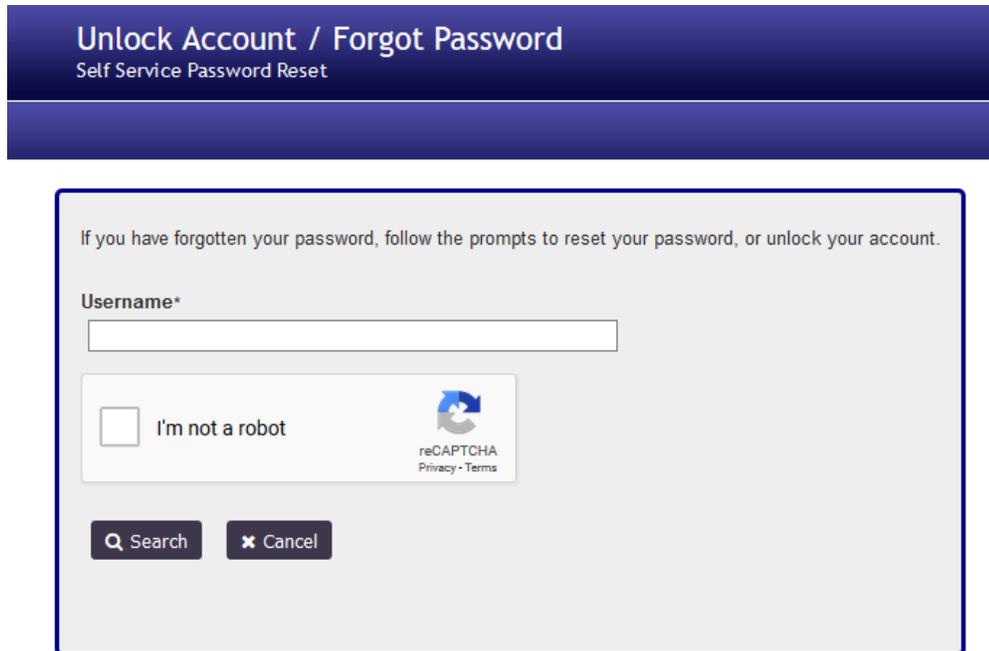
44. Inform the user to log in to NCID at <https://ncid.nc.gov> before continuing to the application that he or she was trying to access.

7 Helping Users Utilize “Forgot Your Password” Feature

1. Ask the user to log in to NCID at <https://ncid.nc.gov>.
2. On the **NCID Login** screen, tell the user to type their user ID in the **User ID** field (**Username**), and then click on the **Forgot Your Password/Unlock Account** tile.
3. Verify that the **Forgotten Password** screen displays and ask the user to enter their ID in the Username field.



45. The system displays the **I am not a robot reCAPTCHA** screen.



Unlock Account / Forgot Password
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password, or unlock your account.

Username*

I'm not a robot

 reCAPTCHA
Privacy - Terms

46. Click in box to select **I am not a robot**.

47. The system displays pictures. Follow the instructions to complete **reCAPTCHA** verification.

4. Ask the user to click the Search button.

5. The user may select one of three methods to verify their identify:

- Challenge questions
- SMS text
- Email.

6. If the user selects the challenge questions, the system displays five questions and matching text fields. The user must enter five correct answers in the text fields and select **Check Answers**.

NOTE: A message displays if the account user fails to correctly answer any of the challenge questions. The account locks after **three** failed attempts. The account user may try to log in again after **30** minutes, or they may request that their account be unlocked sooner by their Administrator or the NC DIT Service Desk.

Forgotten Password
Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password or unlock your account.

What was the name of your first pet?

What is your maternal grandmother's maiden name?

In which city was your mother born?

What is the middle name of your oldest child?

What is your oldest sibling's middle name?

7. Verify that the system displays the **Change Password** screen.
8. Tell the user to enter a password in the **New Password** field, and to retype it in the **Confirm Password** field.

NOTE: Point out to the user that as the password is entered, the screen indicates whether the password conforms to the State's password policy.

48. Ask the user to select **Change Password**.
49. Verify that the **NCID Logout** screen displays.
50. Tell the user to wait a few seconds while the existing password synchronizes across the applications that he or she is permitted to access.
51. Inform the user that they will be logged out of NCID.
52. The account user will need to log back in to NCID again.

8 Using SMS Text/Email Option

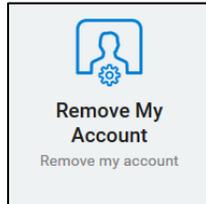
The SMS Text/Email option prompts the NCID system to send a verification code to you either by using the email address on file for your account, or by using a mobile phone number associated with your NCID account.

Depending on your selection, the system will send you an email or a text message (SMS) with the code.

1. Click on the **SME Text Email** button.
2. **Email:** The system will send a code to the user's 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.
3. **SMS:** The system will send a code to your mobile phone registered in NCID using SMS (text messaging). SMS service available to U.S. phone numbers only. SMS and data rates may apply.
4. **Cancel** – Cancel the request to unlock or reset user account password
5. Once you receive the code via SMS or email, enter the code on the screen and click the **Check Code** button.
3. If the correct code is entered, proceed to the password change and unlock account process.

9 Helping Business and Individual Users Remove Their User Account

1. Verify that the user is logged in to NCID, and that the user is listed in a search using the **DIT Service Desk Administration** form.
2. Ask the user to select the **Remove My Account** tile.



53. Verify that the **Self Service User Archive** screen is displayed.
54. Remind the user that once the account is removed, it cannot be reinstated, and that he or she must self-register for a new account if the user needs to access State applications again.
55. Tell the user to click on **Remove my Account** to delete the account or click on **Cancel** to stop the operation.
56. Instruct the user to close the browser window.

NOTE: State or local government employee accounts must be deactivated and archived by the account holder's administrator.

10 Helping State and Local Government Users Find Administrator's Contact Information

1. Verify that the user is logged in to NCID, and that the user is listed in a search using the "DIT Service Desk Administration" form.
2. Ask the user to select **View My Administrators** tile.



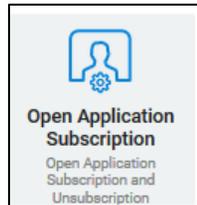
57. Verify that **View My Administrators** screen displays.
58. Direct the user to the **Administrator Contact Info** section to see a list of names and telephone numbers for administrators in their organization, division, and/or section.

11 Helping Users Who Do Not Receive Email Messages from NCID

1. Some users may not receive NCID messages in their inboxes because their email account is most likely treating the message from NCID as spam.
2. To ensure that NCID messages will always be delivered to the user's inbox, ask the user to verify that their email client and email provider are set up to accept messages from ncid.notifications@nc.gov.
3. For users who have just registered one account and have not received the activation email in their inbox, ask the user to verify that the message was not marked as spam and sent to the junk email folder.
4. If this happens, instruct the user to move the message to their inbox so they can validate the new account.
5. If the email is not in the spam folder, user should clear their browser(s) cache and try the function again.

12 Open Application Subscription

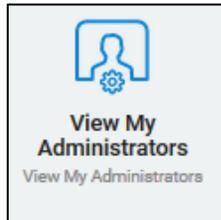
1. Select the Open Application Subscription tile.



59. The Open Application Subscription screen displays.
60. To subscribe and grant an application role to the user account, select the pull-down menu and scroll to make an appropriate selection, and click **Submit**.
61. To unsubscribe the user account from an application or applications, select an application by clicking in the box next to it, and select **Submit**.

13 View My Administrators

1. Select the View My Administrators tile.



62. The system displays a list of Administrators and their contact information.
63. Select **Cancel** to leave the screen.

14 Password Policy Time Override

Follow the steps below to override the three-day restriction for a password change.

1. Select the Password Policy Time Override tile.

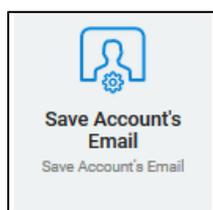


64. The system displays the **Password Policy Time Override** form.
65. Enter search criteria in the **User Search Criteria** section to find the appropriate user account and select it.
66. The system displays the user account's information in the **User Search** results.
67. Select the **Assign Temp Password Policy** button to assign a temporary password for the user, or click on **Cancel**, to cancel.
68. The system displays the following message:

"Are you sure you want to assign temporary Password Policy to this User?
This assignment will be automatically reverted after 3 hours."
69. Select **OK** to assign the Temporary Password Policy or **Cancel** to cancel.
70. The system displays a message stating that the Temporary Password Policy assignment was successful.

15 Save Account's Email

1. Select the Save Account's Email tile.



71. The system displays a **User Search Criteria** screen.
72. Enter search criteria in the displayed boxes.

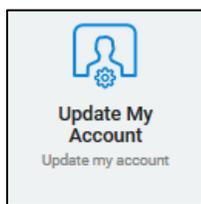
73. The displayed boxes include:

- Last Name
- First Name
- User ID
- Email * **NOTE** that this field can be edited.
- Agency
- Division
- Section
- Status
- Exchange Link
- Password Expiration
- Locked by Source: If account has been previously locked, the source locked account will display.

74. Enter the appropriate email address into the email field box and select **Submit**.

16 Update My Account

1. Select the **Update My Account** tile.



75. The system displays the **Update my Account** screen.

76. The system displays current Administrative Roles.

77. Update any information that needs to be updated.

78. Select Update Profile.

79. **Add a link to the NCID Administrators page.** <https://it.nc.gov/ncid>



17 User Information and Feedback

17.1 Additional Links

For additional information, refer to:

- **NCID Training and Documentation** <https://it.nc.gov/ncid-training-and-documentation>
- **NCID Training and New Look and Feel of User Interface**
http://ncidtraining.its.state.nc.us/trainingvideo/NCID_Video_Intro-final.mp4
- **NCID Getting Started for Application Administrators** [Getting Started for Application Administrators](#)
- **NCID Getting Started for Delegated Administrators** [Getting Started for Delegated Administrators](#)
- **NCID Administration Guide.** <https://files.nc.gov/ncdit/documents/files/NCID-NG-Administration-Guide.pdf>

18 NCID Contacts and NCID Service Desk

For other NCID questions, please contact the NC DIT Service Desk Support for assistance 24 hours a day, 7 days a week.

- Phone: 919-754-6000
- Toll Free 1-800-722-3946
- Email: dit.incidents@nc.gov

NOTE: 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, document updates, or recommendations on improving the usability of this document.