TROUBLE SHOOTING
SIGN-IN ISSUES WITH
NCID/CJLEADS

INTRODUCTION

NCID is an identity management and access service used by the state of NC. It provides a secure environment for state, local government and businesses to access applications to include CJLEADS. In the following information, problem solving solutions are provided for sign-in issues.

NCID USER SIGN-IN

Most issues that users experience, with being unable to access CJLEADS, involves a user’s NCID. The User must be current and active in NCID to access CJLEADS. Remember, if assistance is needed to access or change account information, that will need to be done by your agency’s User Administrator. Below is a list of the agency’s NCID Delegated Administrator’s duties:

(a) Reset passwords
(b) Unlock User accounts
(c) Reactivate/disable User accounts
(d) Create User accounts
(e) Update/view User accounts
(f) Archive User accounts
(g) Promote/demote NCID Admin right

CJLEADS USER SIGN-IN

Agency user should ensure they are current in NCID; then the user can attempt to log into CJLEADS. When doing so, remember only your CJLEADS administrator may perform the following in the CJLEADS Administration Utility Tool:

(a) Allow access to CJLEADS
(b) Revoke access to CJLEADS

COMMON ISSUES THAT MAY ARISE

The following are common error messages that may occur, and a possible fix can be:

(a) Forgot Password/Account Locked
a. Use the **NCID Self-Service** to reset or unlock your account at https://it.nc.gov/cjleads/ and click on the card entitled, "Login NCID."
   i. Follow the prompts for "Unlock Account" or "Forgot Password" and select email as the method of contact for NCID.

b. Contact your agency NCID administrator

(b) Forgot Username

a. Use the **NCID Self-Service** to reset or unlock your account at: https://it.nc.gov/cjleads/ and click on the card entitled, "Login NCID."
   i. Follow the prompts and select email as the method of contact for NCID.

b. Contact your agency NCID administrator

(c) Login Failed Error

a. Navigate to [https://ncid.gov](https://ncid.gov) to ensure you can login to NCID. If so, contact 919-754-6949 for review of your CJLEADS access

b. If unable to log into NCID, an issue has occurred that requires the agency administrator.

(d) Minimum Lifetime Requirements Error

a. Appears when a password has recently been changed

b. Contact your agency administrator. If unable, you may contact the DIT Service Helpdesk (1-800-722-3946) or NCID 919-754-6000

(e) Unable to load NCID or CJLEADS page

a. Both programs work best with Internet Explorer and Chrome.

b. Clear your computer's cache/history. [Use this link on the CJLEADS webpage for instructions on Clearing Cache & Browser History](https://cjleads2.ondemand.sas.com) Make sure to close the browser after clearing. This often fixes this issue.

### IMPORTANT WEB ADDRESSES

The following are important web addresses needed for using these programs. However, this link - [https://it.nc.gov/cjleads/](https://it.nc.gov/cjleads/) will have a link/portal to them all, along with more information.

(a) [https://ncid.gov](https://ncid.gov)

(b) [https://cjleads2.ondemand.sas.com](https://cjleads2.ondemand.sas.com)

### IMPORTANT THINGS TO REMEMBER

1. Contact the NCID Helpdesk if you are unable to contact your agency administrator.

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

2. No one at GDAC or CJLEADS Helpdesk can manage NCID accounts, to include resetting passwords and unlocking accounts. This can only be done by Agency Administrators.

   **Phone:** 919-754-6949  
   **Email:** cjleadshelp@nc.gov

3. The CJLEADS Customer Support Center is available 24 hours a day, 7 days a week to answer questions and resolve issues.

   **cjleadshelp@nc.gov**  
   **Phone (919)754-6949**