

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> 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](#) 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/> will have a link/portal to them all, along with more information.

- (a) <https://ncid.gov>
- (b) <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**