

# How to Promote a NCID User to be an NCID Administrator: A Step-by-Step Guide to promoting Users to Administrators

## INTRODUCTION

The State of North Carolina utilizes NCID, an identity management and access service. It provides a secure environment for state, local government, and businesses to access applications to include CJLEADS. The following information provides guidance on how to promote an existing user to be a delegated NCID Administrator for your agency.

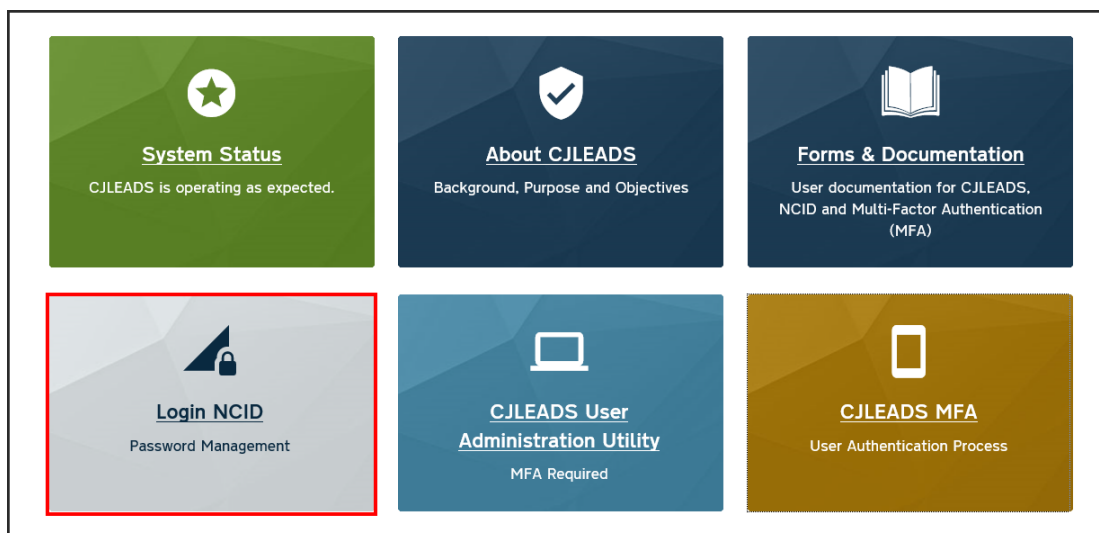
## KNOW WHO TO CONTACT

Users that are to become NCID Delegated Administrators should already have an NCID user account. If not, an existing NCID Delegated Administrator for your agency must create an account for that user. If you do not have a NCID Delegated Administrator, contact the NC Department of Information technology (NCDIT) at (919) 754-6000 or (800) 722-3946. The agency NCID Delegated Administrator may then promote the user's account to NCID Delegated Administrator for your agency, division, and section.

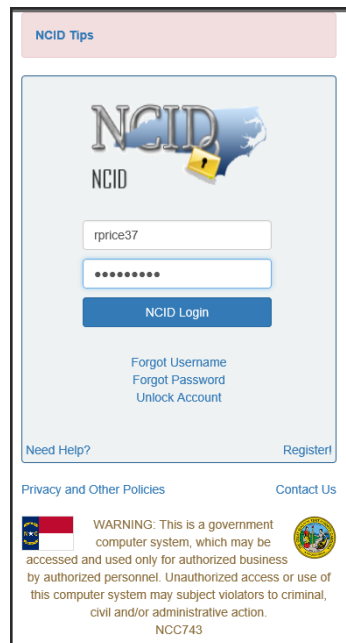
## PROMOTE DELEGATED ADMINISTRATOR WITHIN AN AGENCY

It may be necessary to assign a user as an additional NCID Delegated Administrator to assist with managing the agency's user accounts. The NCID Administrator can promote a user account to NCID Delegated Administrator by assigning the appropriate administrative role. Please follow the below steps to promote a NCID Delegated Administrator.

- 1) Sign in to NCID using Internet Explorer or Google Chrome. This can be done using <https://it.nc.gov/cjleads/> and selecting the NCID portal option.

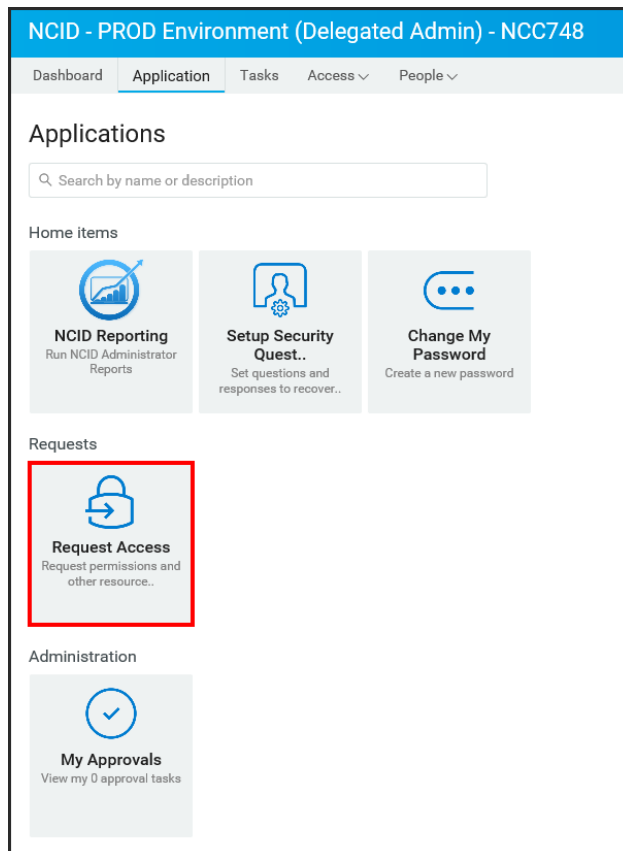


2) Sign into NCID with your User ID and corresponding password.



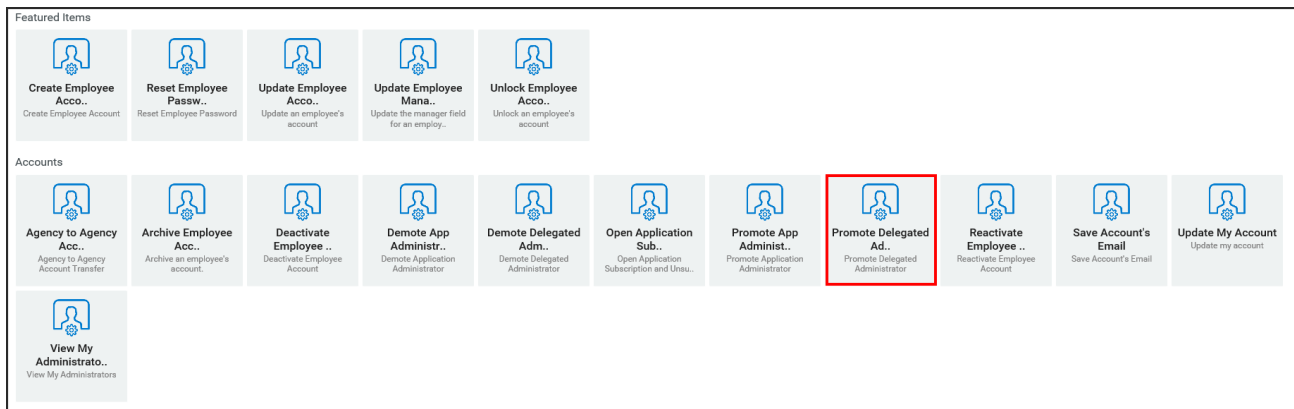
The image shows the NCID login page. At the top, there is a pink header with the text "NCID Tips". Below this is a light blue box containing the NCID logo, which features the letters "NCID" in a stylized font with a map of North Carolina and a padlock icon. Underneath the logo are two input fields: the first contains the username "rprice37" and the second contains a masked password "\*\*\*\*\*". A blue "NCID Login" button is positioned below the password field. Below the button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom of the light blue box are two links: "Need Help?" and "Register!". Below the light blue box are two more links: "Privacy and Other Policies" and "Contact Us". At the very bottom, there is a warning message: "WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. NCC743". To the left of the warning is a small flag icon, and to the right is a circular seal icon.

3) Click on the "Request Access" block.



The image shows the NCID - PROD Environment (Delegated Admin) - NCC748 dashboard. The top navigation bar is blue and contains the text "NCID - PROD Environment (Delegated Admin) - NCC748". Below the navigation bar are several tabs: "Dashboard", "Application", "Tasks", "Access", and "People". The "Application" tab is currently selected. The main content area is titled "Applications" and features a search bar with the placeholder text "Search by name or description". Below the search bar are three "Home items" represented by icons and text: "NCID Reporting" (Run NCID Administrator Reports), "Setup Security Quest.." (Set questions and responses to recover..), and "Change My Password" (Create a new password). Below the home items are "Requests" and "Administration" sections. The "Requests" section contains a "Request Access" block, which is highlighted with a red border. The "Request Access" block features a padlock icon with a right-pointing arrow and the text "Request Access" and "Request permissions and other resource..". The "Administration" section contains a "My Approvals" block, which features a checkmark icon and the text "My Approvals" and "View my 0 approval tasks".

4) Click on the “Promote Delegated Administrator” block.



5) Search for the user you wish to promote using one of the options in the User Search Criteria box. For this example, “User ID” is selected as the search criteria. Once the user ID is entered, click the magnifying glass to process the search.

Delegated Admin Info:

DA of Organization(s): GDAC  
DA of Division(s): None  
DA of Section(s): None

Enter search criteria in the boxes below then click the search icon.

**User Search Criteria**

<b>Last Name:</b> Contains [ ]	<b>First Name:</b> Contains [ ]	<b>User ID:</b> Contains gdactest1
<b>Email:</b> Equals [ ]	<b>Beacon No.:</b> Equals [ ]	

Click to Search: [ ]

- 6) A pop-up box with search results will appear on the screen. Click to choose the user who you wish to promote to a NCID Delegated Admin.

Select an object from the list:

Full Name	User ID	Email	User Type	Member Of Organization	Status
G Dactest1	gdactest1	gdacadmin@nc.gov	State Employee	GDAC	Active
G Dactest10	gdactest10	gdacadmin@nc.gov	State Employee	GDAC	Active
G Dactest11	gdactest11	gdacadmin@nc.gov	State Employee	GDAC	Active
G Dactest12	gdactest12	gdacadmin@nc.gov	State Employee	GDAC	Active
G Dactest13	gdactest13	gdacadmin@nc.gov	State Employee	GDAC	Active

- 7) Once the user is chosen and if the User ID is eligible to be a Delegated Admin, it will come up with a green box around the information listed in the User Search Results window.
- If the User Information is in a red box, it will be denied and the Promote button will be greyed out.
  - Contact the NC Department of Information Technology (NCDIT) Customer Support Center at (919) 754-6000 or (800) 722-3946 if there any issues during this process.

**User Search Result**

Full Name: G Dactest1  
UID: gdactest1  
Email: gdacadmin@nc.gov  
Beacon ID:

- 8) The section at the bottom of the screen is where you will set the parameters of what accounts this new NCID admin will have rights to administer.
- a. Roles in Organization: This will be filled in automatically with the name of your organization.
  - b. Roles in Division: This is set based on what divisions you have under your organization. Most existing admins will only have one option that will be filled in. However, if your organization has more than one division, you will need to choose which division this new admin needs rights too.
  - c. Roles in Section/Grant DA Roles: The Delegated Admin roles will populate based on the division chosen. It is important to remember that if you changed the defaulted division, you would need to click the "Get Roles" button to refresh the available roles.

Just like the division section, if more than one role exists you will have a drop down to choose which role is best for the new admin that you are setting up.

Once the organization, division, and section information are set, click "Promote to DA".

If the selection for either the Organization or Division and/or Section is changed, click on "Get Roles" to retrieve the correct roles.

Roles in Organization:

Roles in Division:

Roles in Section:

Grant DA Role: \*

- 9) Submission was Successful! NCID will give you a screen with a message to let you know the change was made. If you do not get this below message, you will need to repeat the steps as the system may have frozen.

Submission was successful. Your request has been submitted. To track the status of requests, view the Request Status list on the Requests History.

## PROMOTE DELEGATED ADMINISTRATOR IF NO CURRENT ADMINISTRATOR

If you do not have a NCID Delegated Administrator, or do not know who your NCID Delegated Administrator is, contact Information Technology Services (ITS) at (919) 754-6000 or (800) 722-3946. Inform them that an administrator needs to be promoted in NCID due to the fact your agency has no current administrator.

### Customer Support

Although NCID is not a product of GDAC, we may be able to assist you through some basic functions of NCID. Please remember that GDAC employees cannot view any NCID's in the NCID system so our assistance is limited.

GDAC Production Support is available 24 hours a Day 7 Days a week.

Email: [CJLEADShelp@nc.gov](mailto:CJLEADShelp@nc.gov)

Phone: 919-754-6949