

NCID-NG User Guide Version 1.3

Office of Information Technology Services December 20, 2010





2 **Procuring an Account**

The method for procuring an account is different for a state/local government employee and a business/individual user. Please refer to the appropriate subsection for step-by-step instruction on how you can obtain a NCID-NG account.

2.1 State and Local Government Employees

If you are a state or local government employee, you will need to contact your delegated administrator to create an account for you.

2.1.1 Requesting an Account from Your Delegated Administrator

If you do not know the name of your delegated administrator, you may look up his or her contact information by clicking on the "NCID Administrators" links on the NCID home page: https://www.ncid.its.state.nc.us/.

You may also find your administrator's contact information by using the "Register" link on the NCID Login screen: <u>https://ncid.nc.gov</u>. As you advance through the Self-Registration screens, the system advises you that you cannot self-register for an account, and you will need to contact your delegated administrator to help you create an account in NCID-NG. Click on the **Contact List of DAs** link to view the contact information for your administrator.

2.1.2 Setting Up Your New Account

Your delegated administrator will notify you when your account is created, and provide you with your User ID and a temporary password. You will need activate your account by logging in to NCID using these credentials, and then create a password and set up your challenge questions and responses. Note that your account will be removed from the system if you do not claim it (set up) within 14 days of it being created.

To set up your new account:

- 1. Log in to NCID (<u>https://ncid.nc.gov</u>) using the User ID and temporary password given to you by your delegated administrator.
- 2. A message alerts you that your [temporary] password has expired and you must change it. Click on **Change Password** to continue.



Figure 2-1. Temporary Password Expiration Message



3. The "Change Password" screen is displayed. Enter a password in the "New Password" field, and retype it in the "Re-enter New Password" field.

Note: The screen indicates whether the password complies with the State's password policy. As you type the password, each requirement listed on the screen turns from red to green and the screen displays either \checkmark or \circ to indicate whether the password has met each policy requirement.

STATE - SALE	
North C	arolina Identity Management (NCID)
⊖ Logout	
Change Password	
No password provided.	
Your password must conform to the following polic Passwords cannot contain more than 3 characters is Password must have at least 1 special characters. Password must have at least 8 characters.	r: n consecutive & sequential order. outively.
New Password	
Re-enter New Password	
	Change Password
L	

Figure 2-2. Enter New Password

4. Click on Change Password.

The "Setup Security Questions" screen is displayed, and prompts you to set up five (5) challenge questions. Three of these questions will be asked if you need to reset your password. Select a question from each dropdown menu, and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, <u>do not</u> write down your answers.



	North Carolina Identity Manag	ement (NCII	D)		
.ogout					
tup Security G	uestions				
e: Password policy requir	es that you set up your Challenge Questions				
se note that you will need to	remember the answers to these questions in order to res	et your password in th	e future if vou forget vo	ur password. Please do r	not store these
vers in written form where ar	other person can access them. Please provide answers th	at are short, easy to re	member, and are thing	s that others won't know	about you.
vers in written form where ar	other person can access them. Please provide answers th Self Service Challe	at are short, easy to re	member, and are thing	s that others won't know	about you.
You must select the ch	other person can access them. Please provide answers th Self Service Challe allenge questions from the drop down lists bel	at are short, easy to re enges/Respons ow and provide yo	member, and are thing es ir answers in the s	s that others won't know pace provided.	about you.
You must select the ch of the following questi Please select a questi	other person can access them. Please provide answers th Self Service Challe allenge questions from the drop down lists bel ons will be displayed when authenticating usin on	at are short, easy to re rnges/Response ow and provide yo g your Challenge/	member, and are thing es ur answers in the s Responses.	s that others won't know pace provided.	about you.
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er in written form where ar ou must select the ch of the following questi Please select a questi Please select a questi Please select a questi Please select a questi	other person can access them. Please provide answers th Self Service Challe allenge questions from the drop down lists bel- ons will be displayed when authenticating usin on on on	at are short, easy to re nges/Respons w and provide yo g your Challenge/	member, and are thing es ur answers in the s Responses.	s that others won't know	about you.
You must select the of of the following questi Please select a questi	other person can access them. Please provide answers th Self Service Challe allenge questions from the drop down lists belown some service of the service	at are short, easy to re Inges/Response and provide yo g your Challenge/ V V V V V V V V V V V V V	member, and are thing es ur answers in the s Responses.	s that others won't know pace provided.	about you.

Figure 2-3. Setup Your Challenge Questions

- 5. Click on Save Responses.
- 6. The "NCID Logout" screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.

rth Carolina Identity Management (NCID)
ICID Logout
d your security credentials. Please wait a few e your password, and then click the on the ggain.
rogress, please wait
N N n a n a

Figure 2-4. "NCID Logout" Screen - Password Synchronization in Progress

7. The "Continue" link appears when the password synchronization is complete. Click on the link to log back into NCID-NG, if you need to manage your account or perform any other tasks, or you can continue to the application that you are trying to access. For security reasons it is recommended that you close this browser window.

Note: You will receive email notification that your challenge questions/responses have been updated.



3 Managing Your Account

You can manage your own account by using the self-help tools that are available on the "Identity Self-Service" tab and the "NCID Login" screen. These tools enable you to perform the following tasks without seeking assistance from your administrator or the Service Desk:

- > Attempt to log in if you have forgotten your user ID or password
- > Update portions of your account information, such as phone number
- Reset your password
- > Manage your challenge questions and responses
- > Check if your password has been synchronized across connected systems
- View the name and contact information of each administrator within your agency, division and/or section
- > Archive your account (available to individual and business account holders only)

3.1 Using "Forgot Your User ID"

You may look up your user ID if you have forgotten it by using the "Forgot Your User ID" link featured on the "NCID Login" screen. To use this feature you will need to provide some basic information (i.e.: your first and last names, email address). If you experience a problem you can contact your administrator or the Service Desk to look up your user ID.

To use the "Forgot Your User ID" feature:

1. On the "NCID Login" screen, click on the **Forgot Your User ID** link to display the "User Lookup" screen.

nt (NCID)	

Figure 3-1. "User Lookup" Screen

- 2. Enter the requested information so that the system can verify your identity. The information you enter is not case-sensitive.
- 3. Click on **Search**. The following message is displayed if the information you entered match the details of an existing user account. The system will automatically send the user ID in a message to the email address that is associated to the account.



Note: If the information you entered is incomplete, the system will alert you to fill out all fields. The system will also inform you if it cannot find any active users matching your search criteria. The "User Lookup" screen is displayed again to let you perform another search.



3-2. User Lookup Confirmation Message

3.2 Using "Forgot Your Password"

You can reset your password if you have forgotten it by using the "Forgot Your Password" link is featured on the "NCID Login" screen. You will need to provide your user ID and answer three of your challenge questions so that the system can confirm you are an account holder.



To use the "Forgot Your Password" feature:

1. On the "NCID Login" screen, type your user ID in the "User ID" field. This information must be entered before you can proceed to the next step. The system cannot reset your password without a valid user ID.

STATE OF GRAN	North Carolina Identity Management (NCID)	4
e better place	NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.	
	User ID: pkennedy forgot your User ID?	
	Password: forgot your Password?	

Figure 3-3. Enter "User ID" and Click "Forgot Your Password"



- 2. Click on the Forgot Your Password link.
- 3. The "Forgotten Password" screen is displayed. Your user ID should appear in the "User ID" field. If it is not displayed, type it in the field.

	North Carolina Identity Management (NCID)
) Change Password () Forgotten Password Enrollment
orgotten Pa	issword
you have forgot yo	ur password or are having trouble accessing your account, please enter your Username in the form below.
you have forgot yo User ID	ur password or are having trouble accessing your account, please enter your Username in the form below.
you have forgot yo	ur password or are having trouble accessing your account, please enter your Username in the form below.

Figure 3-4. "Forgotten Password" Screen

4. Click on **Get Questions** to display the "Forgotten Password - Challenge Questions" screen.

Note: If you are a state or local government employee, the following message will display if have not set up your challenge questions and responses. You will need to call your agency's Service Desk or your delegated administrator so he or she can reset your password for you. Upon logging in with the temporary password, you will be prompted to change the password and then set up your challenge questions

	North Carolina Identity Management (NCID)
→ Change Password	
Forgotten P	assword
You have not setup	your challenges. Please call the Service Center for assistance.
	ur nassword or are having trouble accessing your account inlease enter your Hearname in the form below.
If you have forgot y	an password of are naving rouble accessing your account, please enter your osemanie in the form below.
User ID	beennedy

Figure 3-5. Call Service Desk Message

5. Answer the three (3) challenge questions presented on the screen. The answers are not case-sensitive; however, the answer must include every character (including punctuation) that you specified when you set up your challenge questions.

North Carolina Identit	y Management (NCID)
nange Password ④ Forgotten Password Enrollment	
wasten Bessiverd	
rgotten Password der to confirm your identity you must correctly answer th 1 you setup your password self service. (Answers are no	re questions below; These questions have been configured previously by you, t case sensitive)
rgottern Password der to confirm your identity you must correctly answer th n you setup your password self service. (Answers are no In which city or town was your first job?	he questions below; These questions have been configured previously by you, t case sensitive)
rgottern Password der to confirm your identity you must correctly answer th you setup your password self service. (Answers are no must have a service and the service of the service and th	he questions below; These questions have been configured previously by you, t case sensitive)
der to confirm your identity you must correctly answer th you setup your password self service. (Answers are no must be a service) of the service of the ser	e questions below; These questions have been configured previously by you, t case sensitive)

Figure 3-6. Answer Your Challenge Questions

6. Click on Login.

Note: A message will display if you failed to correctly answer any of your challenge questions. Your account will lock after three (3) failed attempts; however, you may try to log in again after one hour, or you may request that your account be unlocked sooner by your administrator or the Service Desk.

7. The "Change Password" screen is displayed, and prompts you to enter a password in the "New Password" field. The screen indicates whether the password complies with the State's password policy. Notice that as you type the password, each requirement listed on the screen turns from red to green and the screen displays either ✓ or S to indicate whether the password has met each policy requirement.

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

	rth Carolina Identity Management (NCID)	
hange Password		
ease enter your new passwo	in the form below.	
ur password must conform to the fo	ing policy:	
Passwords cannot contain more than Password must have at least 1 speci No character can be used more than	aracters in consecutive a sequencial order. Jaracters hes consecutively.	
Password must have at least 8 chara	8.	
Password must have at least 8 chara New Password	•	
) Password must have at least 8 chara New Password Re-enter New Pass	s l	
) Password must have at least 8 chara New Password Re-enter New Pass	s Dord Change Password	

8. Retype the password in the "Re-Enter New Password" field.



9. Click on **Change Password** to display the "NCID Logout" screen. 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.

th Carolina Identity Management (NCID)
CID Logout
J your security credentials. Please wait a few ∍ your password, and then click the on the gain.
rogress, please wait
PI P

Figure 3-8. "NCID Logout" Screen - Password Synchronization in Progress

10. The **Continue** link appears when the password synchronization is complete. Click on the link to log in to NCID-NG again.

Note: You will also receive an email message to notify you that your password has been successfully changed.

SALE SALE		
	North Carolina Identity Management (N	ICID)
	NCID Logout	
You have successfully seconds while we syne Continue link below to	updated your security credentials. Please wait a few hronize your password, and then click the on the login again.	
L	Continue	

Figure 3-9. "NCID Logout" Screen - Click "Continue" to Login



3.3 Viewing and Updating Your User Account Information

You may view your account profile and update portions of your information by using the "Update My Account" link found on the "Identity Self-Service" tab. This self-service tool allows you see general information such as your contact details, applications you can access, and administrative roles that have been assigned to you. This link also allows you to keep your account information current. For example, individual and business users may update their name or email address, and employees may update their business phone number or address.

To view/update your account information:

1. On the "Identity Self-Service" tab, click on **Update My Account** in the menu located on the left side of your screen (this option is listed under the "Information Management" category).



Figure 3-10. Click "Update My Account" Link

2. The "Self-Service Account Update" screen is displayed. The following table provides a description of each section/data field displayed on the screen.

ome Grace		Identity Se	If-Service	Work Dashboard			Logo
ORMATION	*						
NAGEMENT		Self Service Acc	ount Updat	e .			
date My Account		Complete secondo sec	west				
ew My Administrators		* - indicates required.	uest				
CID Welcome Page							
SSWORD MANAGEMENT	*	Resource:	Updat	a My Account			
assword Sync Status		Recipient:	Grace	Johnson			
		Process Request Ca	tegory: Accou	nts			
ECTORY MANAGEMENT	*	Description:	Undat	e my account			
emove My Account		5 D / 1	-	,			
		Administrative Ro	les				
		None					
		Domographia Info					
		Prefix:	Click her M				
		First Name: *	Grace		Middle Initial:		
		Lact Namo: *	Ciade		Suffix		
		Cull Name.	Johnson		Julia.	Cilor ner 💌	
		Full Name:	Grace Johnson				
		Contact Into			7		
		Address Line 1:*	123 Main Stree]		
		Address Line 1: * Address Line 2:	123 Main Stree				
		Address Line 1: * Address Line 2: City: *	123 Main Stree Wake Forest				
		Address Line 1: * Address Line 2: City: * State: *	123 Main Stree Wake Forest	t	Zip Code: *	27587	
		Address Line 1: * Address Line 2: City: * State: * Email: *	123 Main Street Wake Forest NC V grace.johnson@	nagov	Zip Code: *	27587	
		Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email:	123 Main Stree Wake Forest NC V grace.johnson@ grace.johnson@	na gov na gov	 Zip Code: *	27587	
		Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone:	123 Main Stree Wake Forest NC grace.johnson@ grace.johnson@	nagov	Zip Code: *	27587	
		Contact Into Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: * Account Info	123 Main Stree Wake Forest NC grace.johnson@ grace.johnson@ 9197546000	uc gov na gov	Zip Code: *	27687	
		Contact Info Address Line 1:* Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: Account Info User ID:	123 Main Stree Wake Forest NC grace johnson@ grace johnson@ * 9197546000	na gov	Zip Code: *	27687	
		Contract Info Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: Account Info User ID: User Type:	123 Main Stree Wake Forest NC V grace johnson@ grace johnson@ 9197548000 gjohnson Business	na.gov na.gov	Zip Code: *	27587	
		Contact Info Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: Account Info User ID: User Type:	123 Main Stree Wake Forest NC V grace.johnson@ grace.johnson@ 9197646000 gjohnson Business	t nagov nagov	Zip Code: * Ext: Account Status: Password Policy Type:	27587	
		Contact Info Address Line 1:* Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: * Account Info User ID: User Type: Application Info	123 Main Stree	t nagov nagov ()	Zip Code: * Ext: Account Status: Password Policy Type:	27587 [ACTIVE * Normal User	
		Contact Info Address Line 1: * Address Line 2: City: * State: * Email: * Confirm Email: Business Telephone: * Account Info User ID: User Type: Application Info None	123 Main Stree	nagov nagov	Zip Code: *	27697	<u>v</u>

Figure 3-11. "Self-Service Account Update" Screen



Section/Field

Description

Administrative Roles

This section identifies any delegated administrative role or service desk role that has been assigned to you. Note that DA roles will be organized by organization, division and section. If you do not have any DA role assigned to you, then "None" will appear in this section.

Demographic Info			
Prefix	Shows a prefix to your name, if one was selected when your administrator created your account.		
First Name*	Shows your first name.		
Middle Initial	Shows your middle name, if one was entered by your administrator when your account was created.		
Last Name*	Shows your last name.		
Suffix	Shows a suffix for your name, if one was selected when your administrator created your account.		
Full Name	This field information entered in the "First Name", "Middle Initial" and "Last Name" fields.		
Contact Info			
Address Line 1	Shows your street address.		
Address Line 2	Shows any additional address details.		
City	Shows your city name.		
State	Shows your state.		
Zip Code	Shows your zip code.		
Email*	Shows your business email address.		
	Note: It is important to verify that your email address is correct and to keep it current as it is vital to maintaining your account.		
Confirm Email*	Lets you re-enter the email address to confirm it matches the value entered in the "Personal Email" field.		
Business Telephone*	Shows your 10-digit business telephone (ex. 999-999- 9999). This number cannot begin with a 0 or 1.		



Section/Field	Description
Account Info	
User ID	Shows the username that identifies you as an account holder.
User Type	Identifies your user type: • State government employee • Local government employee • Business • Individual
Account Status	Identifies if your account is active or disabled (deactivated).
Application Info	

This section identifies the applications which you may access. Note that application access is granted to you by your application administrator.

3. You may update information that does not appear as read-only (grayed-out) text.

Note: Employees that have mail accounts linked to the State's Exchange email system cannot modify their email addresses.

4. Click on **Update Profile** to save your changes. If you attempt to save changes without entering required information the screen will indicate the problem field(s) in **bold red**.

Note: If you updated your email address, you will receive a notification of the change to both your previous email address and your new email address.

3.4 Changing Your Password

You may change your password by using the "Change Password" link featured on the main screen (NCID Welcome Page). Upon making the change, you will be logged out of the system, and must log back into NCID-NG with the new password.

Important! You will not be permitted to change your password if you have recently changed it. Currently, for <u>state and local government employees</u>, a password must be used for 15 days before it can be changed. <u>Individuals and business users</u> can reset their password after 3 days.

To reset/change a password:

1. On the main screen, click on the **Change Password** link (this option is located in the middle of the screen in the "Change Your Password" section).



NCID	
Welcome Grace	Identity Self-Service Work Dashboard Logout Help
INFORMATION MANAGEMENT	
Update My Account	
View My Administrators	Welcome to the North Carolina ID System
NCID Welcome Page	
PASSWORD MANAGEMENT	Your North Carolina ID (NCID) is the key to resources othered by the State of North Carolina as well as those othered by some local governments and school districts.
Password Sync Status	After clicking the "Identity Self-Service" tab, you'll find links on the left side for tasks you can perform such as:
DIRECTORY MANAGEMENT	Viewing and Updating your personal profile o Reviewing Application Access under "My Account"
Remove My Account	O Re-setting your password through password self-service O clicking the "Work Dashboard" tab gives you a summary of your NCID including: o To request additional access, click the "Make a Process Request" button o To see the status of previous requests, open the "Request Status" area o If you area approver, the "Task Notifications" area shows tasks awaiting your action o You may need to click "Refresh" in the areas mentioned above to see the most current information. Thank you for using the NCID System
	Change Your Password
	Change Password - This link will open a new window in which you may change your password. Once that is completed you will be logged out of NCID.
	Manage Your Challenge Questions
	Manage Challenge Questions - This link will open a new window in which you may modify your challenge questions and responses.

Figure 3-12. Click on "Change Password" Link

2. The "Change Password" screen is displayed and prompts you to enter a password in the "New Password" field.

Note: The screen indicates whether the password complies with the State's password policy. Notice that as you type the password, each requirement listed on the screen turns from red to green and the screen displays either \mathbf{M} or \mathbf{O} to indicate whether the password has met each policy requirement.

ALCONTRACTOR	<u>×</u>
	North Carolina Identity Management (NCID)
⊖ Change Password ⊖ Forgotte	en Password Enrollment 🕣 Logout
Change Password	i
Your password must conform to the Yeaswords cannot contain more th Password must have at least 1 sp Yo character can be used more th Password must have at least 8 ch	following policy: an 3 chrasoters in consecutive & sequential order. exal chrasoters. and times consecutively. anders.
New Password Re-enter New Pas	sword Change Password
This system is the property of th	e State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.
one	✓ Trusted sites to 100% ✓

Figure 3-13. "Change Password" Screen

- 3. Type the password again in the "Re-enter New Password" field.
- 4. Click on Change Password.



Note: A message will alert you that you cannot change your password if you try to change it before the minimum password age has expired.⁵

5. The "NCID Logout" screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your password is synchronized across the applications that you are permitted to access.

STATE ON COLOR	
	North Carolina Identity Management (NCID)
	NCID Logout
You have successfully seconds while we sync <i>Continu</i> e link below to	poted your security credentials. Please wait a few ronize your password, and then click the on the ogin again.
Pasaword synchronizat	on in progress, please wait

Figure 3-14. "NCID Logout" Screen - Password Synchronization in Progress

6. The **Continue** link appears when the password synchronization is complete. Click on the link to log in to NCID-NG again.

Note: You will also receive an email message to notify you that your password has been successfully changed.



Figure 3-15. "NCID Logout" Screen - Click "Continue" to Login

3.5 Managing Your Challenge Questions and Responses

You may reset your challenge questions and responses by using the "Manage Challenge Questions" link featured on the main screen (NCID Welcome Page). Challenge questions are used to verify your identity when you need to change your password. Upon setting up your challenge questions and responses, you will be logged out of the system, and must log back into NCID-NG.

⁵ State and local government employees can request their delegated administrator or their agency's Service Desk to reset their password prior to the 15 day minimum requirement. This allows the user to log in with a temporary password and enter a new one on the "Change Password" screen. Passwords for individual and business accounts cannot be reset. These users must wait 3 days for the minimum password age requirement to expire, or the user can self-register for a new account.



Note: NCID 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 challenge questions, you can select the questions for yourself.

To manage challenge questions and responses:

1. On the main screen, click on the Manage Challenge Questions link (this option is located in the middle of the screen in the "Manage Your Challenge Questions and Responses" section).

NCID	
Welcome Grace	Identity Self-Service Work Dashboard Logout Help
INFORMATION MANAGEMENT	NCID Welcome
View My Administrators	Welcome to the North Carolina ID System
NCID Welcome Page	You Made Applies In (1995) is the low to construct effect of Made Applies of Made Applies and the Applies and the Applies of Made Applies and the Applies and
PASSWORD MANAGEMENT	Tour North Carolina ID (NCID) is the key to resources offered by the state of North Carolina as well as those offered by some local governments and school districts.
Password Sync Status	After clicking the "Identity Self-Service" tab, you'll find links on the left side for tasks you can perform such as:
DIRECTORY MANAGEMENT	o Reviewing Application Access under "My Account"
Remove My Account	O Re-setting your password through password self-service O Cicking the "Work Deshard" tab gives you a summary of your KCID including: O To request additional access, click the "Make a Process Request" button O To see the statux of previous requests, open the "Request Status" area O if you are an approver, the "Task Notifications" area shows tasks awaiting your action O You may need to click "Refresh" in the areas mentioned above to see the most current information. Thank you for using the NCID System
	Change Your Password
	Change Password - This link will open a new window in which you may change your password. Once that is completed you will be logged out of NCID.
	Manage Your Challenge Questions
	 Manage Challenge Questions This link will open a new window in which you may modify your challenge questions and responses.

Figure 3-16. Click on "Challenge Questions" Link

2. The "Setup Security Questions" screen is displayed, and prompts you to answer five (5) challenge questions. Three of these questions will be randomly asked if you need to reset your password. Select a question from each dropdown menu, and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, <u>do not</u> write down your answers.

STATE CASE		
	North Carolina Identity Management (NCID)	
Change Password → Forg	otten Password Enrollment 🕣 Logout	
etup Security O	Questions	
se note that you will need t vers in written form where an our must select the ch	o memeter the answers to these quastions in order to reset your passes of in the future if you forget your passed. Please do not note these other pension can access them. Please provide answer that are hord, eavy to remember, and are things that others wont know about you. Self Service Challenges/Responses hallenge questions from the drop down lists below and provide your answers in the space provided.	
of the following questi	ions will be displayed when authenticating using your Challenge/Responses.	
Please select a questi		
Please select a questi	ion V	
Please select a questi	ion V	
Please select a questi	ion 🔽	
Save Responses		

Figure 3-17. "Setup Security Questions" Screen

- 3. Click on Save Responses.
- 4. The "NCID Logout" screen is displayed. A message informs you that your security credentials have been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.

STATE OF DES	
	North Carolina Identity Management (NCID)
	NCID Logout
You have successfully seconds while we sync Continue link below to	plated your security credentials. Please wait a few hronize your password, and then click the on the login again.
Pasaword synchronizat	on in progress, please wait
	~~~~~

Figure 3-18. "NCID Logout" Screen - Password Synchronization in Progress

5. The **Continue** link appears when the password synchronization is complete. Click on the link to log back into NCID-NG, if you need to manage your account or perform any other tasks, or you can continue to the application that you are trying to access. For security reasons it is recommended that you close this browser window.

Note: You will also receive an email message to notify you that your challenge questions/responses have been updated.



SAR - DO		
	North Carolina Identity Management (f	ICID)
	NCID Logout	
You have successfully seconds while we syne Continue link below to	updated your security credentials. Please wait a few chronize your password, and then click the on the login again.	
	<u>Continue</u>	
		*****

Figure 3-19. "NCID Logout" Screen - Click "Continue" to Login

### 3.6 Viewing Your Administrators

If you need assistance with your account and do not who to call to resolve your issue, you may use the "View My Administrators" link to view contact information of the person(s) who administers your account.

Note: State and local government employees will see the name and phone number for the administrator(s) within their agency, division and/or section. Individual and business account holders will see contact information for the ITS Service Desk.

To view your administrator's name and contact information:

1. On the "Identity Self-Service" tab, click on View My Administrators in the menu located on the left side of your screen (this option is listed under the "Information Management" category).

NCID							
Welcome Grace		Identity Self-Service	Nork Dashboard			Logout	Help
INFORMATION MANAGEMENT	*	NCID Welcome					? _ 🗆
Update My Account	_						
View My Administrators		Welcome to the	e North Ca	rolina ID Sy	/stem		
NCID Welcome Page							
PASSWORD MANAGEMENT	*	Your North Carolina ID (NCID) is the key to resou Here are some tips on using your NCID:	roes offered by the State of North	n Carolina as well as those offered by	some local governmen	its and schoo	l districts.
Password Sync Status		After clicking the "Identity Self-S	ervice" tab, you'll find links	s on the left side for tasks you	can perform such a	as:	
DIRECTORY MANAGEMENT	*	<ul> <li>Reviewing and Opdating you</li> <li>Reviewing Application Ac</li> </ul>	cess under "My Account"				
Remove My Account		<ul> <li>Re-setting your password</li> <li>Clicking the "Work Dashboard" to</li> </ul>	i through password self-se tab gives you a summary o	rvice of your NCID including:			
		o. To request additional acc	ess, click the "Make a Pro	cess Request" button	~~~~		

Figure 3-20. Click "View My Administrators" Link

2. The "View My Administrators" screen is displayed. Look at the "Administrator Contact Info" section to see a list of names and telephone numbers for administrators in your organization, division and/or section.



Welcome Grace		Identity Self-Service	Work Dashboard	Logout	Help
INFORMATION MANAGEMENT	*	View My Administrators			
Update My Account					
View My Administrators		Complete resource request.			
NCID Welcome Page		<ul> <li>- Indicates required.</li> </ul>			
PASSWORD MANAGEMENT	*	Resource:	/iew My Administrators		
Password Sync Status		Recipient:	Grace Johnson		
DIRECTORY MANAGEMENT	*	Process Request Category:	Accounts		
Remove My Account		Description:	/iew My Administrators		
Remove my Account		- Form Detail			
		Administrator Contact Inf ITS service desk contact phone contact email	0		
		Cancel			

Figure 3-21. View Administrator Contact Information

## 3.7 Using Password Sync Status

You may use the **Password Sync Status** link to check if your password has been synchronized across connected systems. This feature is helpful if, for example, you experience a problem logging in to a connected application, because it allows you to check whether your password has been synchronized across the application you are trying to access.

When the link is clicked, the screen displays full-colored icons to indicate applications for which your password is synchronized. If your password has not been synchronized, the icon appears dimmed on the screen. Your password may not be synchronized due to a problem with the application, or it has not had time to synchronize. Please wait a few minutes and then check the status again to see if the password synchronized.

### To check password synchronization:

1. On the "Identity Self-Service" tab, click on **Password Sync Status** in the menu located on the left side of your screen (this option is listed under the "Password Management" category).

NCID						
Welcome Grace		Identity Self-Service	Work Dashboard		Logout	Help
INFORMATION MANAGEMENT	*	NCID Welcome				? _ 🗆
Update My Account						
View My Administrators		Welcome to t	he North Carolir	ia ID System		
NCID Welcome Page						
PASSWORD MANAGEMENT	*	Your North Carolina ID (NCID) is the key to i Here are some tips on using your NCID:	resources offered by the State of North Carolina as w	ell as those offered by some local governmer	nts and schoo	l districts.
Password Sync Status		After clicking the "Identity S	elf-Service" tab, you'll find links on the left	side for tasks you can perform such	as:	
DIRECTORY MANAGEMENT	*	<ul> <li>Viewing and Updating</li> <li>Reviewing Application</li> </ul>	g your personal profile n Access under "My Account"			
Remove My Account		<ul> <li>Re-setting your pass</li> <li>Clicking the "Work Dashboa</li> </ul>	word through password self-service ard" tab gives you a summary of your NCID	including:		
******		o To request additional	access, click the "Make a Process Reque	est" button		

Figure 3-22. Click "Password Sync Status" Link

2. The "Check Password Synchronization Status" screen is displayed. Fullcolored icons indicate applications for which the password is synchronized. Dimmed icons indicate applications that are not yet synchronized.



NCID						
Welcome Grace		Identity Self-Service	Work Dashboard		Logout Help	
INFORMATION	*					
Update My Account		Check Password Synchro	nization Status			
View My Administrators		View status of password synchronization across connected systems.				
NCID Welcome Page						
PASSWORD MANAGEMENT	*					
Password Sync Status		4	,		<b>A</b>	
DIRECTORY MANAGEMENT	*					
Remove My Account		NCID Leg	acy Auth	N	ICID Auth	
		Succe	\$S	S	uccess	
		Application synchronization status check completed successfully.				
		Deserved Calf Convise				
		Password Self Service	rassword self service			
		Change Password - This link will open a new window in which you may change your password. Once that is completed you will be logged out of NCID.				
		Manage your Challenge Questions and Responses				
		Challenge Questions				
		<ul> <li>I his link will open a new window in which you may modify your challenge questions and responses.</li> </ul>				

Figure 3-23. "Check Password Synchronization Status" for Applications

### 3.8 Removing Your Account

If you are an individual or business account holder, you may remove (archive) your account if you no longer need to access NCID-NG resources or any connected applications. Please note that once the account is removed, it cannot be reinstated. You will need to self-register for a new account if you need to access NCID-NG resources again.

Note: Your account will be archived automatically if there is no account activity during an18-month period.

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

To remove your account:

1. On the "Identity Self-Service" tab, click on **Remove My Account** in the menu located on the left side of your screen (this option is listed under the "Directory Management" category).



Figure 3-24. Click "Remove My Account" Link