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 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: https://ncid.nc.gov. 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. 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 (https://ncid.nc.gov) 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.
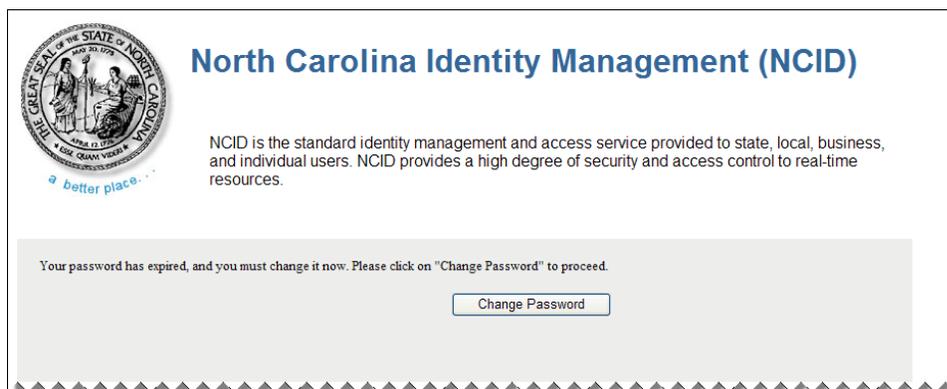
Figure 2-1. Temporary Password Expiration Message

3. The setup security questions and answers screen is displayed, and prompts you to set up five (5) challenge questions. These questions will be asked if you need to reset your password or unlock your account. 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.
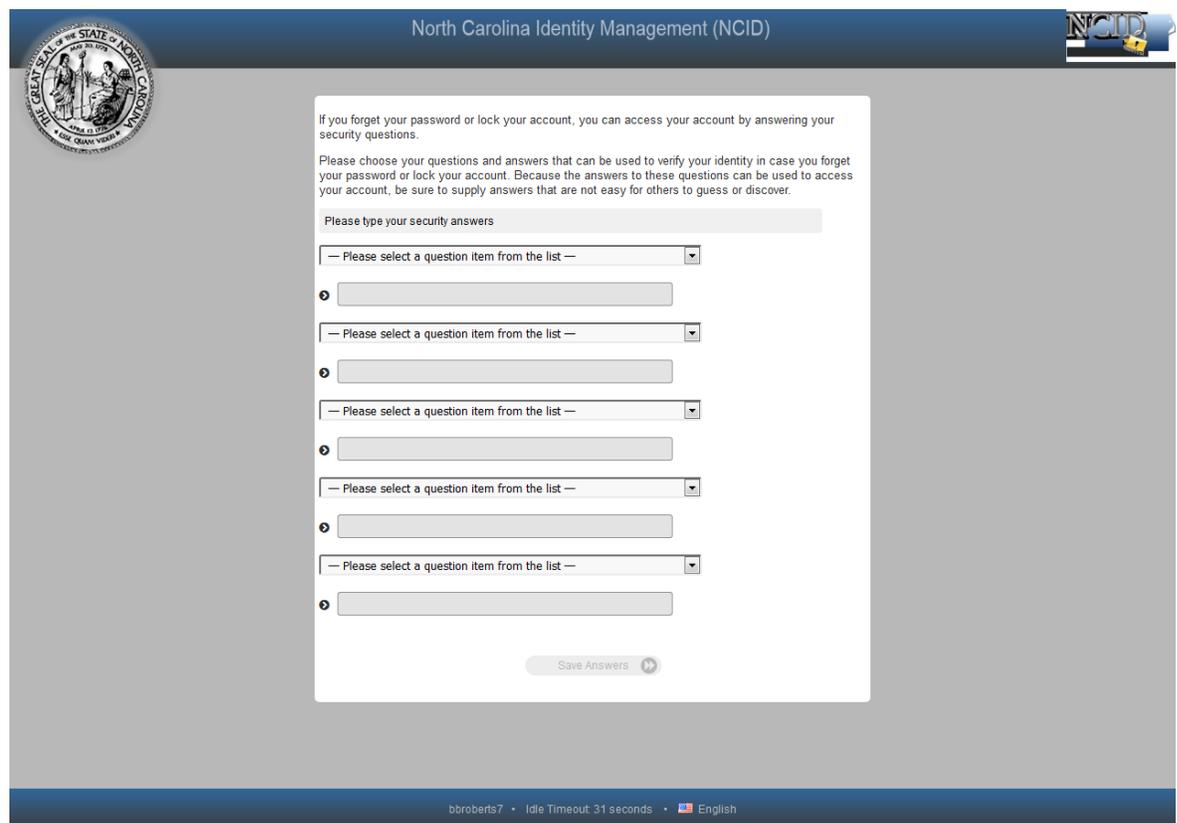
Figure 2-2. Setup Your Challenge Questions

4. Click on **Save Answers** to continue.
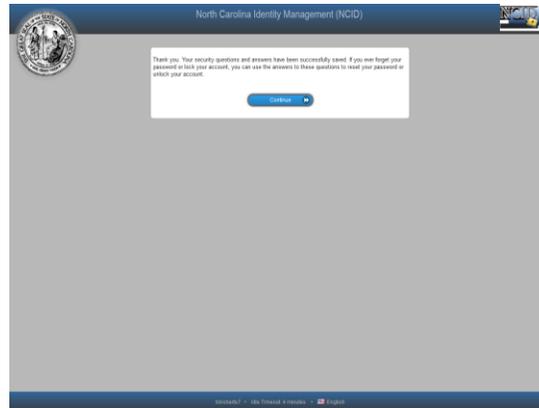
Figure 2-3. Setup Your Challenge Questions Complete

5. The "Change Password" screen is displayed. Enter a password in the "New Password" field, and retype it in the "Confirm Password" field.

- **Note:** The screen indicates whether the password complies with the State's password policy.

Important!
- Passwords are case-sensitive.
- The following characters cannot be used: Forward Slash (/), Backward Slash (\), Double Quotation ("), Single Quotation ('), Reverse Quotation (`) and Plus (+). Additionally, a password cannot contain spaces.
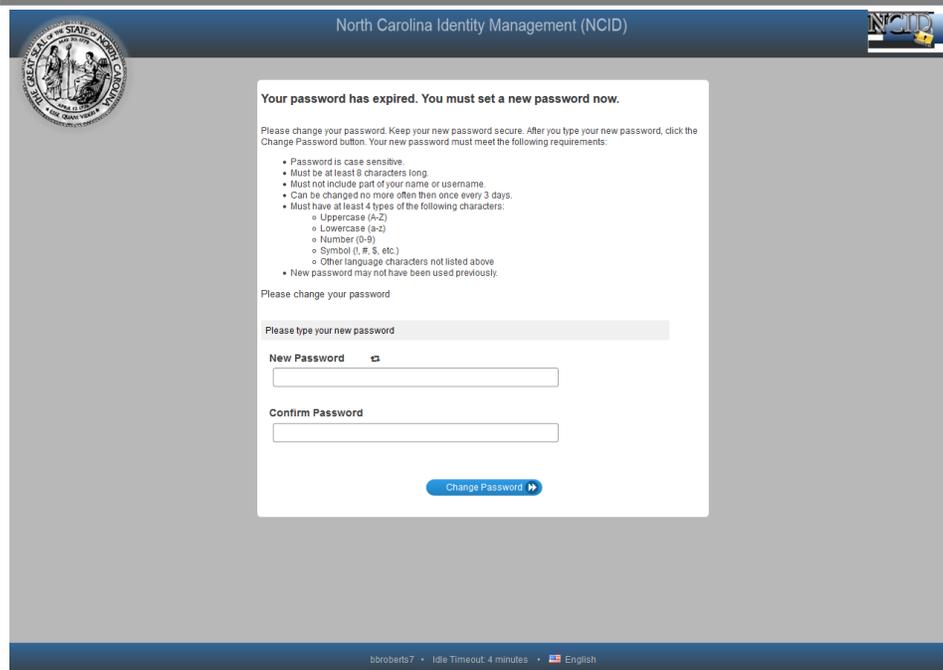
Figure 2-4. Enter New Password

6. Click on Change Password.

7. A message informs you that your password has been successfully updated and asks you to wait a few seconds while your existing password is synchronized across connected systems.
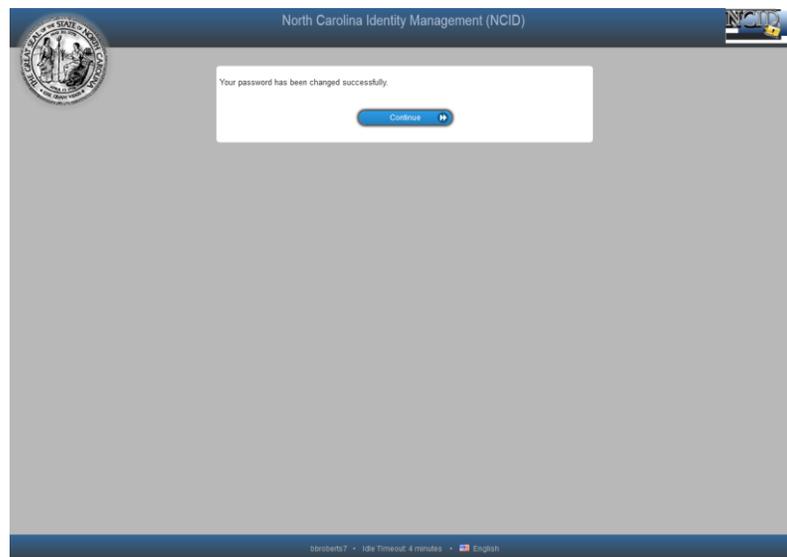
Figure 2-5. Password Synchronization in Progress

8. You will be taken to the NCID logout screen. 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.
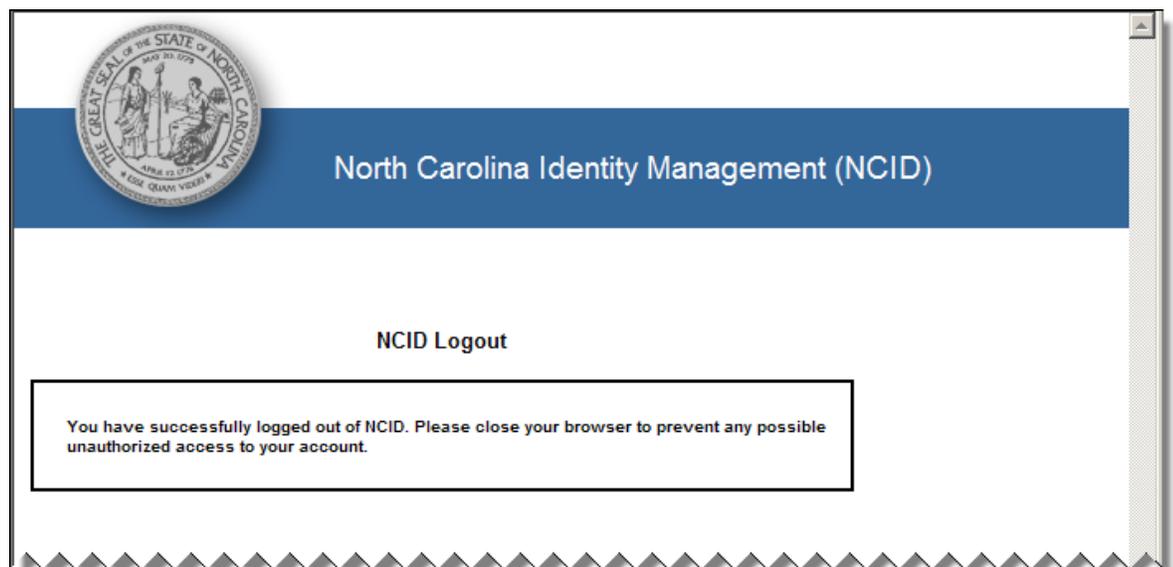
Figure 2-6. "NCID Logout" Screen