

# CHANGING & RESETTING NCID

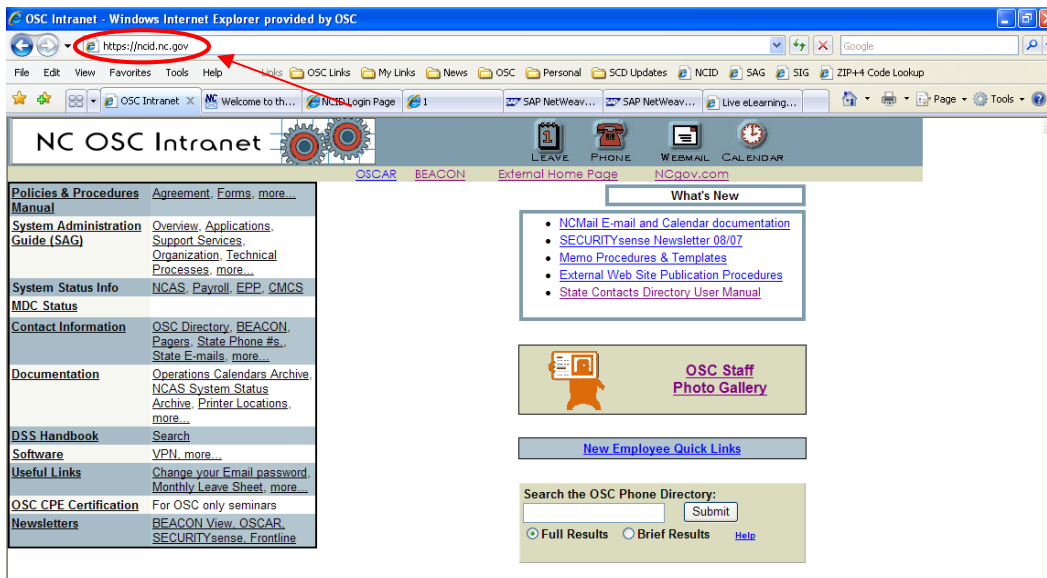
There are two methods to get a new password.

1. Changing your password
  - This method is useful for employees whose NCID is about to expire.
2. Resetting your password
  - This method is useful for employees who have forgotten their NCID password.

## Changing your password

1. Enter the following URL address into your browser to access the **(NCID) North Carolina IDentity Management Service** to change your password.

<https://ncid.nc.gov>



2. PRESS Enter.

# CHANGING & RESETTING NCID



## Login

➔ Please enter your Login User ID and Password. If you are a new user to the State of North Carolina, please select [First Time NCID User](#).

User ID:

[Forgot your User ID?](#)

Password:

[Forgot Your Password?](#)

**NOTICE:** This system is the property of the 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.



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3. ENTER your **User ID**.
4. ENTER your **Current Password**.



**NCID Links**

- ➔ [Change Password](#)
- ➔ [My Account](#)
- ➔ [Logout of NCID](#)

**Your Password is about to Expire!**

You will continue to receive this message for up to 10 days prior to the date that your password will expire. [Click here](#) to change your password now.

**State Agencies**

Logo for "NC@your service" with the website address "www.ncgov.com".

➔ Welcome Jennifer R Cuddington

If the following information is not current or you wish to update other account information, click the Update User Acct button. Otherwise, click on a link from the menu.

Name: **Jennifer R Cuddington**  
Email: [jennifer.cuddington@ncosc.net](mailto:jennifer.cuddington@ncosc.net)  
Business Phone: 919-981-5433

5. CLICK [here](#) from the message '**Your Password is about to Expire.**'

## CHANGING & RESETTING NCID

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North Carolina Identity Management Service (NCID)

**Change Password**

➔ Your password has either expired or you have selected to change your password. Please change your password to continue. ([Password Help](#))

Old Password

Enter new password:

Retype password:

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6. ENTER your **Old Password**.
7. ENTER your **New Password**. (Please remember that **passwords require one special character**.)
8. RETYPE your **New Password**.
9. CLICK **Save**.

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**Change Password Confirmation**

➔ Your Password has been changed.

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10. CLICK **Return to Landing Page**.

# CHANGING & RESETTING NCID

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**North Carolina Identity Management Service (NCID)**

Monday, August 27<sup>th</sup> 2007      Welcome: Sue N Rader

**Welcome to NCID!**

➔ Welcome Sue N Rader

If the following information is not current or you wish to update other account information, click the Update User Acct button. Otherwise, click on a link from the menu.

Name: Sue N Rader  
Email: [sue.rader@ncosc.net](mailto:sue.rader@ncosc.net)  
Primary Phone: 919-266-4081  
Business Phone: 919-981-5415

**NCID Links**

- ➔ [Change Password](#)
- ➔ [My Account](#)
- ➔ [Logout of NCID](#)

**State Agencies**

*NC* our service  
www.ncgov.com

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11. CLICK **Logout of NCID**.

## WAIT!

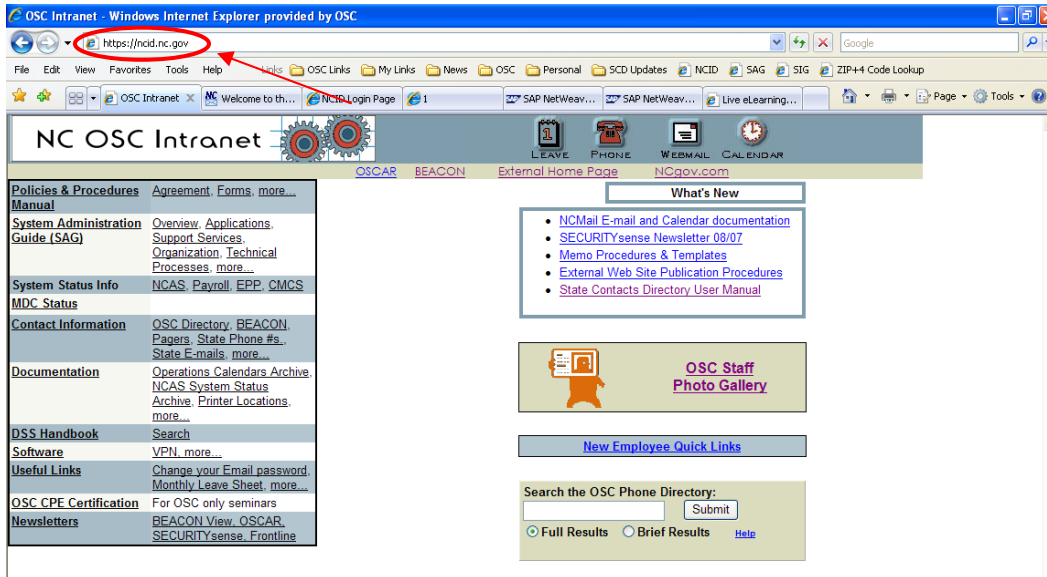
**The system needs time to synchronize your new password. This process could take 15-30 minutes to complete. Please wait before attempting to login.**

# CHANGING & RESETTING NCID

## Resetting your password:

1. Enter the following URL address into your browser to access the (NCID) North Carolina IDentity Management Service to change your password.

<https://ncid.nc.gov>



2. PRESS Enter.



### Login

Please enter your Login User ID and Password. If you are a new user to the State of North Carolina, please select [First Time NCID User](#).

User ID:

[Forgot your User ID?](#)

Password:

[Forgot Your Password?](#)

**NOTICE:** This system is the property of the 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.

3. ENTER your **User ID**.

## CHANGING & RESETTING NCID

- CLICK on the **Forgot Your Password?** link.



### Recover Forgotten Password - Challenge Questions

➔ Please enter your Challenge Answers. If you are a new user to the State of North Carolina, please select [First Time NCID User](#).

User ID: **sqemployee**

What Hospital were you born in?

What is your favorite Color?

What is your Mother's Maiden Name?

Enter New Password:   
[\(Password Help\)](#)

Confirm New Password:

- Answer the challenge questions with the exact same responses you entered when you set up your NCID initially.
  - Note: The information on this page must be entered correctly or you will not be able to proceed. If one piece of information is incorrect, the system will reset the page.  
Remember: The **Challenge Answers** are case-sensitive.
- ENTER your **New Password**.
  - CLICK the **Password Help** link for assistance with choosing a new password.  
Remember: Passwords are case sensitive.  
Passwords must be at least 8 characters in length.  
Passwords must contain at least one special character (State/Local Government) or number (Business/Individual User).
- CONFIRM your **New Password** by re-entering your password.
- CLICK the **[Submit Challenge Answers]** button.

## CHANGING & RESETTING NCID



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**Recover Forgotten Password - Password Changed Successfully**

➔ Your password has been changed successfully. Click on the button below to continue.

[Continue to Login Page](#)

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9. CLICK on the [**Continue to Login Page**] button to return to the main NCID login page.

**WAIT!**

**The system needs time to synchronize your new password. This process could take 15-30 minutes to complete. Please wait before attempting to login.**