
NCMail to NCID User Migration Guide



Revision 1.2
05/04/2007

The Office of Information Technology Services is integrating the current NCMail email system with the North Carolina Identity Management (NCID) authentication service. This will affect your NCMail email access only and NOT your calendar access. Service accounts such as "info" and "webmaster" will not require NCID accounts. They will continue to be maintained through the NCMail administrator's website. When complete, your NCID password will be used to access your NCMail. This is a password synchronization only. Your NCID userid will remain the same as well as your NCMail email address. Only the password will be affected. The NCID service is the standard identity management and access service provided to State, local, business, and citizen users by ITS. NCID enables customers to achieve an elevated degree of security and to control access to real-time resources such as customer based applications and information retrieval.

The syntax used in this document is as follows:

Boldface = Names of input fields such as text and check box names.

Boldface and Italics = Input expected from user.

If you have any questions please direct them to your local Customer Service Center, Helpdesk or Local NCMail administrator

If your questions cannot be answered by your local contact, your local contact can open a ticket with the ITS Customer Service Center by telephone at 919.754.6000 or 1-800-722-3946 or email at ITS.incidents@ncmail.net.

Our staff will be happy to answer any of your questions.

Migrating Your NCMail Account to NCID

This document covers the steps necessary to integrate your NCMail account with your NCID account. You must have a valid NCMail account and a valid NCID account to continue. After you have completed the migration process you will then begin using your NCID password when accessing your NCMail account.

*** IMPORTANT ***

If you have not changed your NCMail password in the past six months we highly recommend that you do so before attempting the migration. Due to changes in our Directory Services the migration may fail when the password has not been changed in the past six months. You may change your password by logging into WebMail at <http://www.ncmail.net>, clicking on **Preferences**, then clicking **Password** and following the instructions. Be sure to sign out of WebMail before returning here to migrate.

Before you begin we highly suggest that you close WebMail and all email clients such as Outlook, Netscape, Thunderbird and Outlook Express before you begin this process. The first step in the migration process is to go to <http://ncid.ncmail.net>. The initial page will be displayed as shown in Figure 1. Please take the time to read the information on the screen then click on the **Continue** button.

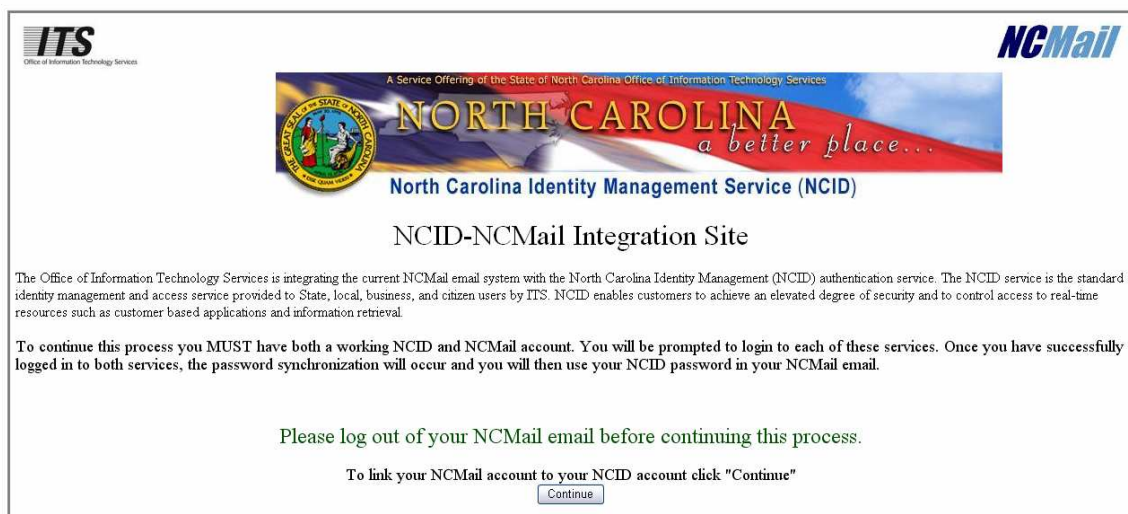


Figure 1

All of the NCMail-to-NCID migration pages are protected by the NCID “Webgate” function. Webgate protected pages require NCID authentication to access. Type in your NCID User ID and password and click the **login** button as shown in Figure 2.

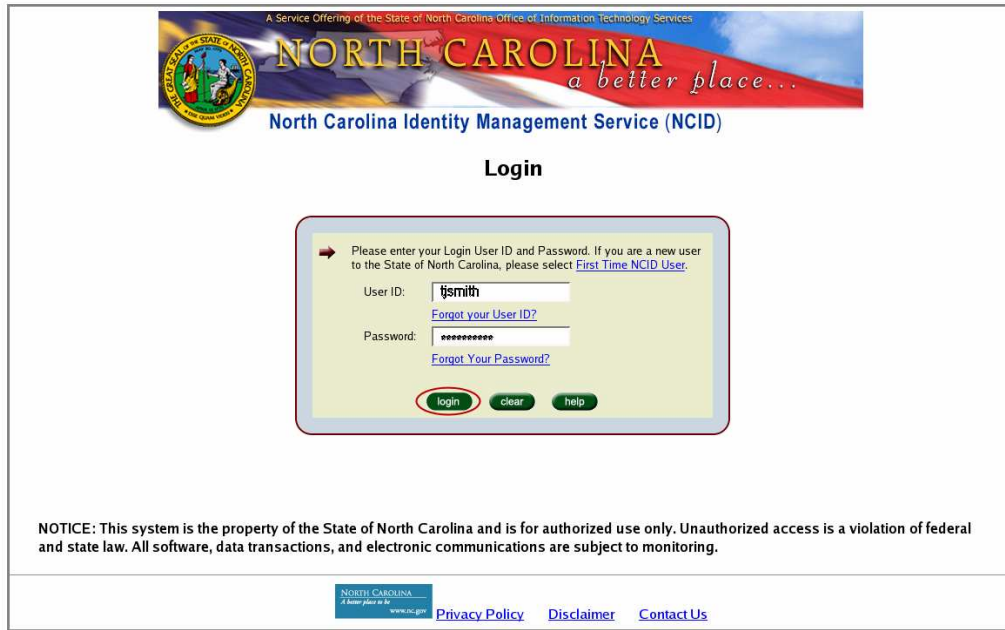


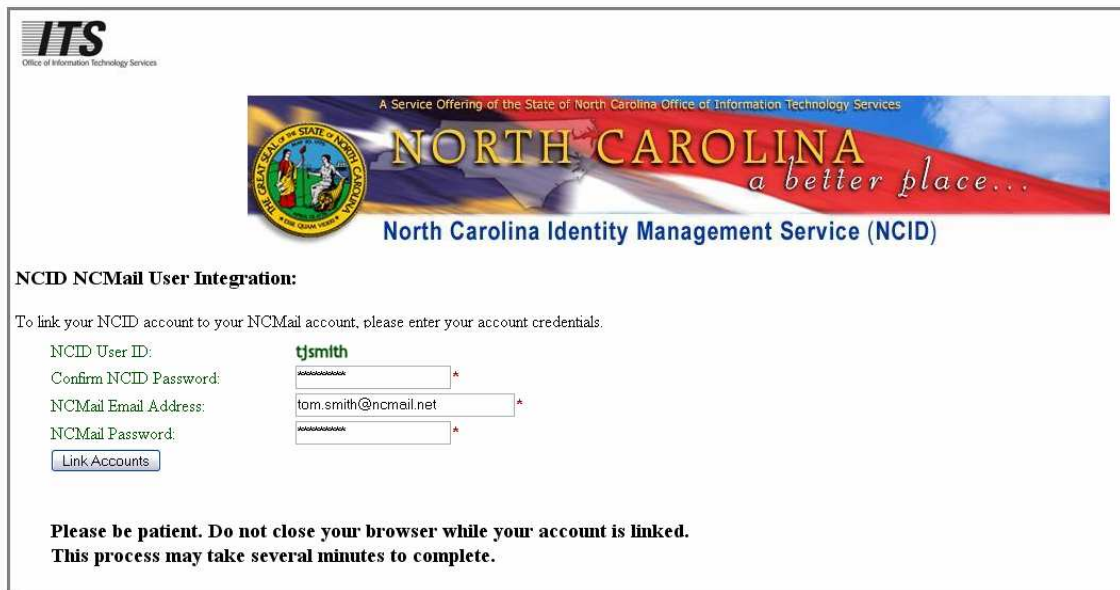
Figure 2

The “Welcome to NCID!” screen will appear. Click the **Continue** button as shown in Figure 3.



Figure 3

The Link Accounts window should appear as shown in Figure 4. Type your NCID password in the **"Confirm NCID Password"** text box. Type your full NCMail address in the **"NCMail Email Address"** text box and type your current NCMail password in the **"NCMail Password"** text box. Verify that your information is correct then click the **Link Accounts** button to complete the process. Please be PATIENT. Depending on the number of users who are migrating concurrently, this process can take several minutes to complete. Do NOT close your browser until instructed to do so. If you receive any errors that you cannot correct please open a ticket with the ITS Service Desk at 919-754-6000 or 800-722-3946.



ITS
Office of Information Technology Services

A Service Offering of the State of North Carolina Office of Information Technology Services

NORTH CAROLINA
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North Carolina Identity Management Service (NCID)

NCID NCMail User Integration:

To link your NCID account to your NCMail account, please enter your account credentials.

NCID User ID:

Confirm NCID Password:

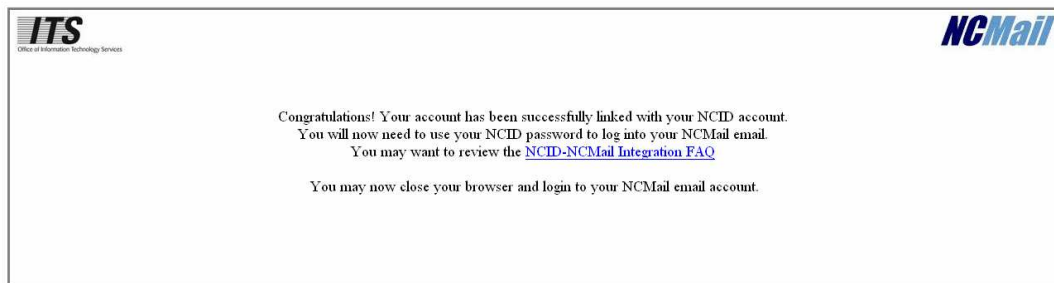
NCMail Email Address:

NCMail Password:

**Please be patient. Do not close your browser while your account is linked.
This process may take several minutes to complete.**

Figure 4

When the process has been completed you will see the Congratulations window as shown in Figure 5. From this point forward you will use your NCID password when accessing your NCMail account. You may now close your browser and login to your NCMail account.



ITS
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NCMail

Congratulations! Your account has been successfully linked with your NCID account.
You will now need to use your NCID password to log into your NCMail email.
You may want to review the [NCID-NCMail Integration FAQ](#).
You may now close your browser and login to your NCMail email account.

Figure 5

Once you have migrated your account to NCID you will no longer be able to change your NCMail password via Webmail. Since this is now your NCID password it must be changed via NCID. To change your NCID password login into NCID by going to <https://ncid.nc.gov>. After you successfully login to NCID, click on the "**Change Password**" link. Once you have successfully changed your NCID password, please allow about 30 seconds for your new password to propagate to NCMail.

You may have also saved your NCMail password in your email client such as Outlook or your wireless device such as Blackberry and Treo. You will need to remove this saved password so you can begin to use your newly migrated NCID password. It is against State security policies to save your password in any application including NCMail and it is suggested that you refrain from doing so. The NCMail website contains instructions on how to remove your saved password in your email client. You may access these documents by going to <https://www.ncmail.net/documentation.htm>. To remove/change the password from your wireless device, please refer to your wireless provider's documentation.