

## ***The Transition to Using NCID to Login to NCMail***

### ***Frequently Asked Questions***

#### ***Summary of NCMail/NCID Transition***

When your agency migrates their NCMail accounts to NCID you will be required to use an improved security login process called North Carolina Identity Management or NCID, when using the NCMail email system. This will require a change in how you access your email. 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. Below are some frequently asked questions that will help explain the transition to using NCID to login into NCMail.

#### ***What is NCID?***

The NCID Service is the standard identity management and access service provided to State, local, business, and citizen users by the Office of Information Technology Services. 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.

#### ***What are the benefits of using NCID?***

NCID provides identity management and access control to State owned resources. With an NCID account, users have access to many resources. NCID customers can leverage the NCID service to:

- Verify the identity of users
- Manage user accounts
- Assign appropriate access to online resources
- Delegate authority or distribute administrative tasks
- Automate certain key functions

#### ***Why do I have to use NCID for email?***

The State of North Carolina is working to centralize identity management so that State employees will have fewer account credentials to manage.

### ***How will my email change?***

Your email address will remain the same. However, your email password will change. Your email password will be your NCID password.

### ***What do I have to do to start using NCID with the email system?***

First, you will need an NCID account. You may request an NCID account by self-registering at the NCID login page, <https://ncid.nc.gov/> and clicking the "First Time NCID User" link. Please note that your NCID administrator must approve your NCID request before you can use it. Next, you will need to start the process that will synchronize your NCID password with your NCMail password which is stored in the NCMail servers. During your designated migration period, you can go to the NCID migration page, <https://ncid.ncmail.net> and follow the instructions to start this synchronization process.

If you already have an NCID account, you are ready to start the process that will synchronize your NCID password with your NCMail password which is stored in the NCMail servers. During your designated migration period, you can go to the NCID migration page, <https://ncid.ncmail.net> and follow the instructions to start this synchronization process.

### ***What if I don't have a NCID account or don't know what my NCID account is?***

You should contact your agency's NCID administrator. If you do not know who your NCID administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

### ***How do I get my NCID?***

You should contact your agency's NCID administrator or the ITS Service Desk. If you do not know who your NCID administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

### ***What is the password policy in NCID?***

All registered users of the NCID system must adhere to the policy of utilizing strong passwords. Strong passwords must contain a minimum of 8 characters and no more than 35 characters. There must be at least one non-alphanumeric character.

Once you complete a password change, you must wait at least three days before trying to change your password again. Also, you can not reuse a password that you have used in the NCID system at any time in the past. Once a password has

been entered into the system, it is kept in a history file and you can never reuse it.

***When I use email today, I don't have to type in a password because I saved my password. Do I have to change anything?***

Yes, you will have to remove the saved password. Instructions for most email clients are located here <https://www.ncmail.net/documentation.htm>. Please note that it is against the State security policy to save your password in your email client and it is recommended that you refrain from doing so. If you have not saved your password you will key-in your NCID password for all NCMail applications once you have completed your migration.

***I have a userid and password to log into my local area network. Will this be the same as my NCMail/NCID userid and password?***

Not at this time. Eventually most local area network (LAN) logins will utilize NCID, but for now, this change will only affect your NCMail account.

***What if I forget my NCID password? What should I do?***

NCID password resets may be requested by going to the NCID login page, <https://ncid.nc.gov> and clicking the "Forgot Your Password" link or by contacting your local NCID administrator. If you do not know who your NCID administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***Will I get notified when my password is about to expire?***

NCID does not send out any password expiration notifications however, NCMail users will be notified via email when their password is 4 days away from expiration. Only one notification will be sent.

***My NCID password needs to be reset. How do I do that?***

NCID password resets may be requested by going to the NCID login page, <https://ncid.nc.gov> and clicking the "Forgot Your Password" link or by contacting your local NCID administrator. If you do not know who your NCID administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***My NCID password seems to be locked out. What do I do?***

You should contact your agency's NCID administrator or the ITS Service desk. If you do not know who your NCID administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***Will my service accounts such as “webmaster@ncmail.net” and “services@ncmail.net” require an NCID account?***

No. Service accounts and shared accounts will not require an NCID account. They will continue to be administered as they currently are by the local NCMail administrator for that account.

***I have a new employee. How do they get NCID and NCMail accounts?***

You should contact your local NCMail Administrator and request that a new NCMail account be established for the employee. Your employee can then self-register for a new NCID account by going to the NCID login page, <https://ncid.nc.gov> and clicking the “First Time NCID User” link. They will be required to enter their new email address during this process. Once the employee has registered for an NCID account, the NCID administrator for his/her organization must approve the account before it may be used. Once you have both your NCID and NCMail accounts setup you will need to start the synchronization process by going to <https://ncid.ncmail.net> and following the instructions provided. You will have 7 days to complete this synchronization process. If you do not complete this process within the 7 day grace period your NCMail account will be submitted for deletion. If you do not know who your NCID or NCMail administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***I am transferring to a new agency. Do I need to do anything?***

Yes, you may need to request another NCID account. Typically, if a user leaves an agency, their old NCID administrator deactivates their NCID account and the user must request a new NCID account with the new agency.

You should be able to keep your NCMail email address but your account will need to be reassigned to your new agency. Contact your local NCMail administrator to request this move. If you do not know who your NCMail administrator is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***What happens to an employee’s NCID when the employee transfers to a new job or a different agency?***

The employee may need to request another NCID account. Typically, if a user leaves an agency, their old NCID administrator deactivates their NCID account and the user must request a new NCID account with the new agency.

***If I have problems with email, what should I do?***

First, contact your local NCMail administrator or your agency’s help desk for assistance. If they are unable to help you, you can open a ticket with the ITS

Service Desk by sending an email to ITS.Incidents@ncmail.net or by calling the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

***If I am not sure if it is a problem with my PC, a problem with my application, a problem with my NCID account or a problem with NCMail, what should I do?***

You can determine whether your NCID account is functioning by attempting to login to the following site, <https://ncid.nc.gov>. If you are able to login successfully to the NCID login page, your NCID account is functioning properly.

You can determine whether your NCMail account is functioning by attempting to login to NCMail webmail located at <https://www.ncmail.net>. If you are able to login successfully and view your email your NCMail account is functioning properly.

If you are unable to access a specific application, such as Outlook or Netscape, with your NCMail account, please contact your agency Help Desk. If they can not resolve the issue contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946 and tell them you are having problems accessing the application. Be sure to tell them if you were able to successfully login to the NCID web site and NCMail webmail with your account credentials.

***When I call the ITS Service Desk, what information will I need?***

The ITS Service Desk agent will validate your name, phone number and email address and will ask for the location of the incident. They will then ask for a description of the problem you are having or the service you are requesting. If you have received error messages, please note this information and report it to the ITS Service Desk. When sending an email to the ITS Service Desk, it is very important to include all of the information pertinent to the issue or request in your email.

The ITS Service Desk agent may ask additional questions such as, "Are there other people in your area experiencing the same problem?" or "Do you have a work around for your problem until a technician can be dispatched?" Answers to these questions will help the ITS Service Desk agent determine the urgency and business impact of your incident.

The ITS Service Desk agent may ask you some additional questions to further diagnose your problem. If the ITS Service Desk is unable to resolve the problem, they will send the ticket to an ITS Tier 2 technician who will further investigate the problem.

***NCID Helpful Hints***

- Make sure that all internet browsers are closed first and then open one new browser window before starting a user migration.
- If more than one user is migrating from the same computer, close all existing browser windows after the first user has completed the migration and then open one new browser window before starting another user migration.
- If you are registering for a new NCID account, you will be required to enter an email address on the registration form.