

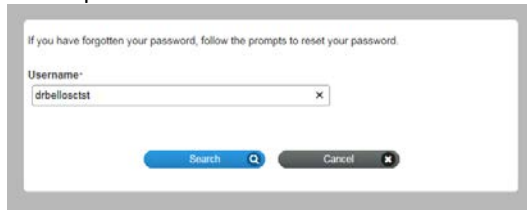
Recently, changes were made to NCID (Identity Management for the State of North Carolina) that should make resetting your password a little easier. However, some parts of the process are not well documented and many users have found the changes to be confusing. This document is provided to assist you with this new process.

I. Using “Forgot Your Password”

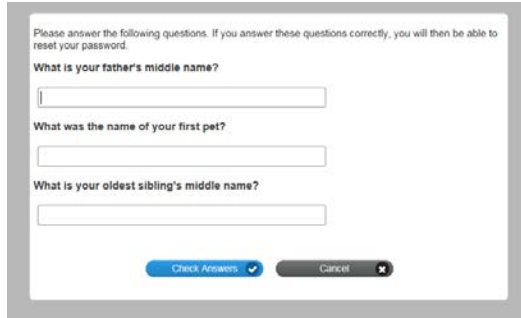
- a. On the “NCID Login” screen, click on the **Forgot Your Password/Unlock Account** link.
- b. The “I am not a robot” or “reCAPTCHA” screen will appear.



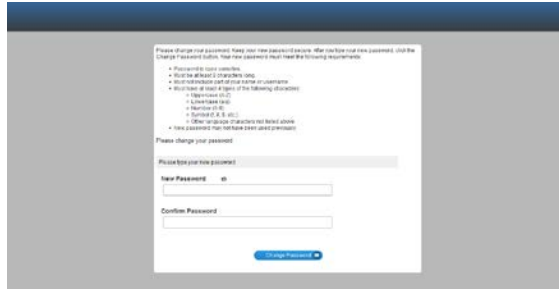
- c. Check the box, “I’m not a robot.” There is no need to click the Verify button. The screen will update and the picture selection box will appear. Select the correct images based on the question. Click **Verify**.
- d. Once you have selected the correct pictures and completed the verification process you will be presented with the screen below.



- e. Enter your username in the “Username” field and Click **Search**.
- f. 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.



- g. Click **Check Answers**. If you fail to correctly answer any of the challenge questions, your account will lock after three (3) failed attempts. You may wait 30 minutes or contact your administrator or DIT Service Desk (919-754-6000).
- h. The “Change Password” screen is displayed, and prompts you to enter a password in the “New Password” field and retype the password in the “Confirm Password” field. The screen indicates whether the password complies with the State’s password policy. Click Change Password.



- i. The system will ask you to please wait a few seconds while your password is synchronizing. The screen will display that your password was changed successfully.

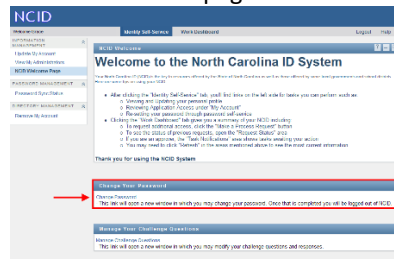


- j. Click Continue.

Important! You will not be permitted to change your password if you have recently changed it. Currently, you can reset your password after 3 days.

II. To reset/change a password:

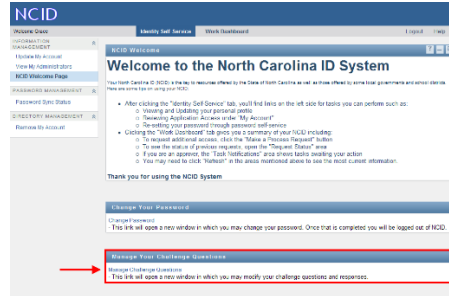
- a. Login to the NCID website using <https://ncid.nc.gov> . Click the **Change Password** link in the middle of the page.



- b. If this is the first time you are resetting your password after the new self-service feature upgrade (August 8, 2016) you will be required to select and answer five (5) security questions (see below).
- c. The “Change Password” screen is displayed and prompts you to enter a password in the “New Password” field.
- d. Type the password again in the “Confirm Password” field.
- e. Click on Change Password.
- f. 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.

III. Managing Your Challenge Questions and Responses

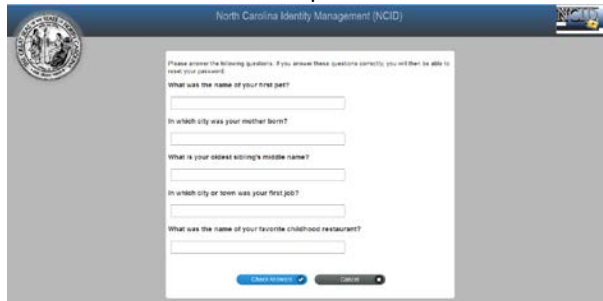
- a. On the main screen, click on the **Manage Challenge Questions** link (this option is located in the middle of the screen in the “Manage Your Challenge Questions and Responses” section).



Note:

If this is the first time you have accessed the new password self-service, you will be asked to answer three of your current security questions and then be required to select 5 questions and answer them for the new self-service to work if needed again in the future.

- b. The “Setup Security Questions” screen is displayed, and prompts you to answer five (5) challenge questions. Select a question from each dropdown menu, and enter an answer in the field next to the question.



Note: Possible warning message: “Please add an additional random response.” Make sure each question has a different answer. Each challenge question cannot have the same answer.

- c. Once all five (5) questions have been answered, click “Check Answers.” This only checks to ensure you have five different questions and answered with unique answers for each question.
- d. Click on **Save Answers** to have the system update your security questions and answers. A confirmation screen will appear.
- e. To clear all previously selected security questions and answers and select new ones, click on **Clear Answers**.
- f. The **Continue** link appears when the account synchronization is complete. For security reasons it is recommended that you close this browser window.