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.
3. ENTER your User ID.

4. ENTER your Current Password.

5. CLICK here from the message ‘Your Password is about to Expire.’
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**.

10. CLICK **Return to Landing Page**.
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.
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](https://ncid.nc.gov)

2. PRESS Enter.

3. ENTER your User ID.
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4. CLICK on the **Forgot Your Password?** link.

5. 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.

6. 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).

7. CONFIRM your **New Password** by re-entering your password.

8. CLICK the **[Submit Challenge Answers]** button.
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.