Child Development and Early Education
HEALTH AND HUMAN SERVICES

# Getting your NCID Username and Password

1. Each person who creates an NCID must have a valid email address. If you need assistance getting an email address, contact your Child Care Consultant or the NC Division of Child Development and Early Education at 919-527-6335.

2. To get an NCID password, use one of the compatible browsers listed below.

   **Compatible browsers:**

   Internet Explorer 8 or greater
   *Internet Explorer 9 and 10 should have their "Compatibility view" Settings Checked*
   Firefox 9 or greater

   **Incompatible Browsers:**

   Google Chrome

   Safari

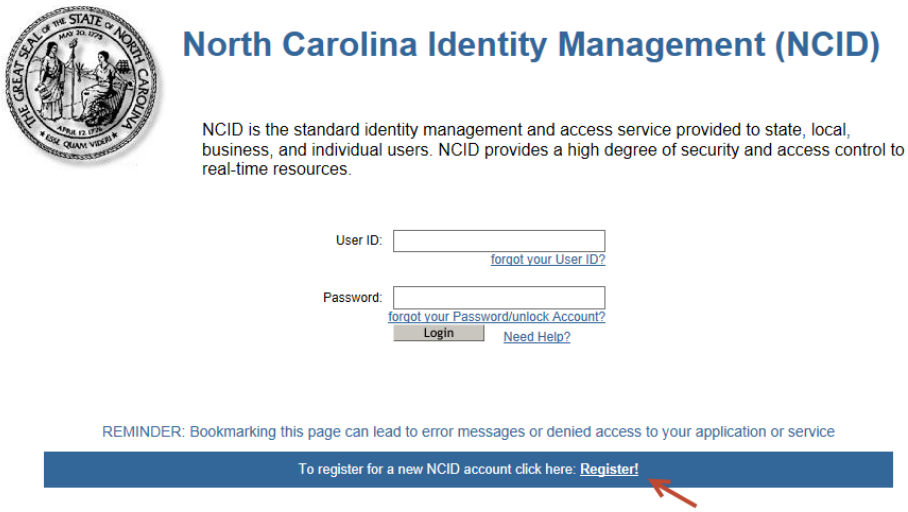
   * Note: Since all computers have different servers, some computers will be able to use different versions successfully and some will not dependent on the security and build of the servers within their system. Therefore, some browsers may be incompatible or hit or miss.

   Contact NC ITS Service Desk if you need assistance:

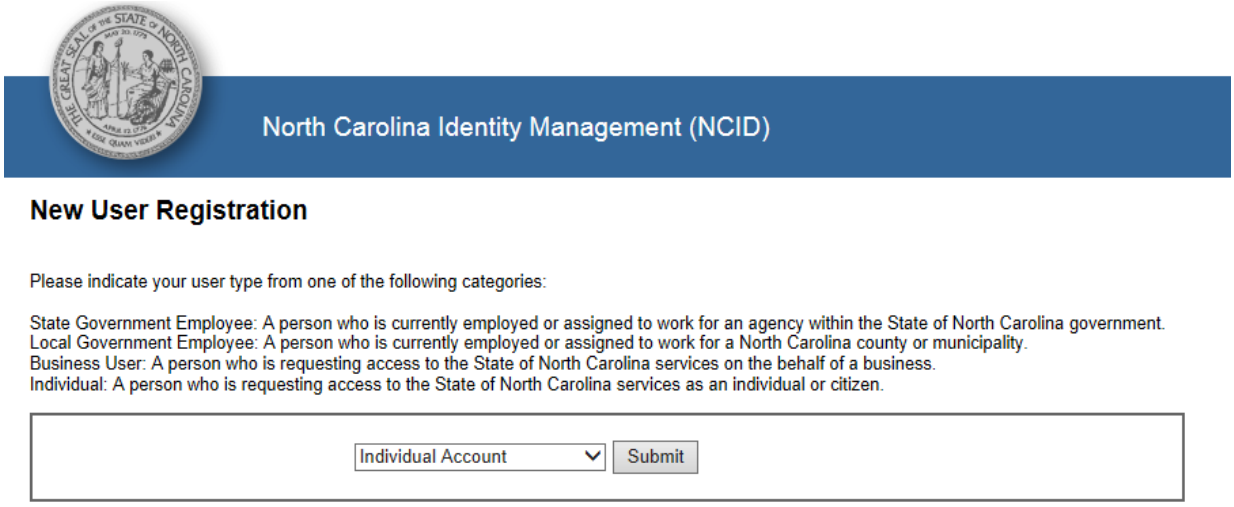
   Phone: 919-754-6000 or
   Toll Free 1-800-722-3946
   Email: its.incidents@nc.gov

3. In a web browser, such as Internet Explorer, go to North Carolina Identity Management (NCID) website at https://ncid.nc.gov.

4. At the bottom of the page, find the blue bar that says, “To register for a new NCID account click here:”. Click “Register!”




5. On the New User Registration page, choose, “Individual Account” from the drop down window. Click “Submit”.




6. You will be taken to the below screen:

**New User Registration**

## Create Individual account

You must activate your account within 3 days after registering or it will be deleted. To do this, you must open the email message that will be sent to the email address you provide here during registration, and click on the URL link to activate your account.

**Important!**
To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from ncid.notifications@nc.gov before you complete the registration form below.

**Requested UserID:** *(* Required)*

**Prefix:** *(Optional)*

**First Name:** *(* Required)*

**Middle Initial:** *(Optional)*

**Last Name:** *(* Required)*

**Suffix:** *(Optional)*

**EMail Address:** *(* Required)*

**Confirm EMail Address:** *(* Required)*

**New Password:**

**Re-enter New Password:**

Enter the words above:

Refresh CAPTCHA
Get an audio CAPTCHA
Help

7. Create an Individual NCID account by completing all the required fields, including:
    - Requested user ID (Suggested user name should include the following: first initial and last name eg. jsmith)
    - Name
    - Email address (This email address should be one that is checked on a regular basis.)
    - Password
    - Enter the CAPTCHA word and/or series of numbers

8. Next you will provide answers to a few questions that will verify your identity. You choose the questions you want to answer. If you forget your NCID or your NCID needs to be reset, you will be asked to answer those questions for security purposes.

Notice: **Password policy requires that you set up your Challenge Questions**

Please note that you will need to remember the answers to these questions in order to reset your password in the future if you forget your password. Please do not store these answers in written form where another person can access them. Please provide answers that are short, easy to remember, and are things that others won't know about you.

**Self Service Challenges/Responses**

You must select the challenge questions from the drop down lists below and provide your answers in the space provided.
3 of the following questions will be displayed when authenticating using your Challenge/Responses.

| | |
|---|---|
| What was the name of your first pet? | |
| Which city were you born in? | |
| What was your childhood nickname? | |
| Please select a question | |
| Please select a question | |

Create account

9. Click Create account.

10. Watch for an email from ncid.notifications@nc.gov. NCID will send a message to the email address provided during registration.

11. Activate your NCID account within three days of creating it. In the message, follow the web address link to activate the account.

12. This completes your NCID registration.