

How to Create and Link Your Business NCID

Provider Job Aid: Updated 8/17/2020

This job aid lists the steps that a Child Care home or facility's owners and any designated staff members follow to get a Business NCID. It also tells how someone at the home/facility can ensure that these Business NCIDs are linked to the correct home/facility in both the Provider Portal and in NC FAST. Additional resources for Child Care home/facility owners and staff are listed at the end of this job aid (in the *Next Steps* section).

Child care home/facility staff includes directors, managers, supervisors, and/or workers. All of these roles — including the owner — are collectively known as “providers.” These providers use the Provider Portal to:

- Enroll and re-enroll in the Subsidized Child Care Assistance program
- Accept or reject vouchers
- Record attendance
- Submit attendance rosters
- Modify private pay rates

Each person who needs access to a Child Care home/facility's Provider Portal account must create and maintain a Business NCID. A Business NCID is a username you create. It's tied to a secure password which you also create (and can change at any time). There's no charge for a Business NCID. The only requirements are that you have:

- Internet access
- Access to an email account, and
- A valid/active email address with an email service provider

After everyone at a Child Care home/facility who needs one has created a Business NCID, someone at the Child Care home/facility must contact the local county Department of Social Services (DSS)/Local Purchasing Agency (LPA) to have all of the Business NCID associated with the home/facility linked to:

- The correct home/facility record in NC FAST
- The correct home/facility account in the Provider Portal

Notes:

- The person responsible for enrolling a Child Care home/facility for the first time in the Subsidized Child Care Assistance program must first have a Business NCID.

- Every owner and staff member who plans to use the Provider Portal must have a unique Business NCID. The provider who contacts the county DSS/LPA should be prepared to provide all of these Business NCIDs.
- Each person with a Business NCID who owns or works at multiple Child Care homes/facilities needs only a single Business NCID to access the Provider Portal accounts associated with all of the homes/facilities.
- Contact the county DSS/LPA when changes occur in ownership or staff who have or need Provider Portal access. Newly hired staff who do not already have a Business NCID must create one. When staff with a Business NCID departs, someone in charge of that Child Care home/facility must request that the county DSS/LPA de-link that Business NCID from the home/facility's Provider Portal account and its record in NC FAST.
- If your Child Care home/facility is not located in North Carolina, please call the Division of Child Development and Early Education (in the North Carolina Department of Health and Human Service) at 919-814-6380 when ownership or staff who have or need Provider Portal access changes.

Create Your Business NCID

Each Child Care home/facility owner and designated staff member — directors, managers, supervisors, and workers — who needs access to the Provider Portal must have a separate Business NCID account. To create a Business NCID, you must have an active email address in a valid/active email account.

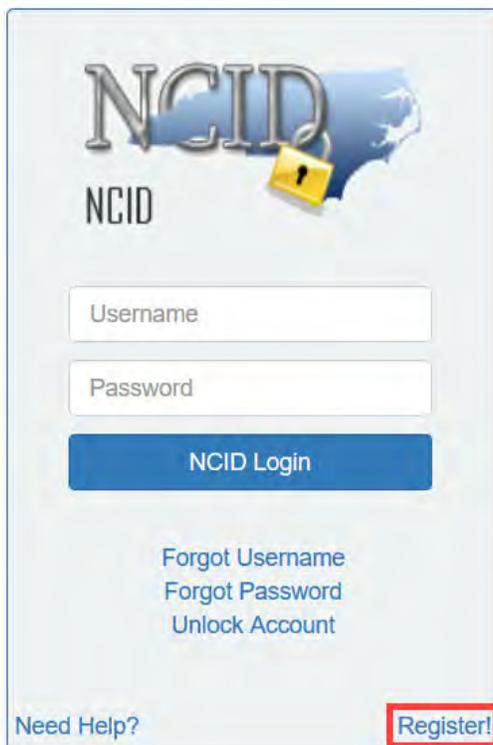
Note: You will keep the same Business NCID throughout your career in child care, but you may change the email address associated with your Business NCID.

An owner or a designee must ensure that all staff at the Child Care home/facility who need Provider Portal access meet the conditions listed above before each continues independently with the process of creating a Business NCID. Once all of the above is established, follow the steps below to create your Business NCID.

1. Click <https://ncid.nc.gov> to open the North Carolina Identity Management (NCID) website in your preferred web browser (such as Firefox or Google Chrome) or copy the URL, open a web browser, and paste the URL into the address/search bar.

Note: If you experience any issues with the NCID website, contact the North Carolina Department of Information Technology at 919-754-6000 (locally near Raleigh) or toll-free at 800-733-3946.

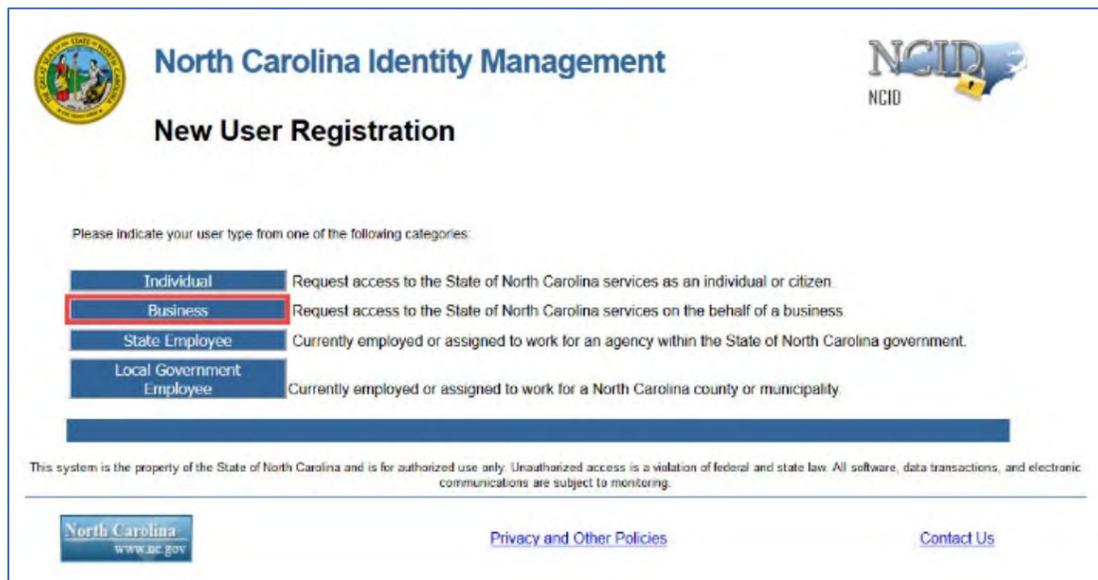
2. The North Carolina Identity Management login page displays. Click **Register!** to create a new Business NCID.



The image shows the NCID Login page. At the top, there is a logo for NCID with a map of North Carolina and a yellow padlock. Below the logo, the text "NCID" is displayed. There are two input fields: "Username" and "Password". A blue button labeled "NCID Login" is positioned below the password field. Underneath the button, there are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left, there is a link "Need Help?". At the bottom right, there is a blue button labeled "Register!" which is highlighted with a red border.

3. The New User Registration page displays. Click the blue **Business** button to request an NCID on behalf of a business.

Note: Even if you already have an Individual NCID, you must use a Business NCID to access the Provider Portal on behalf of a Child Care home/facility.



The image shows the "North Carolina Identity Management" New User Registration page. The page features the North Carolina state seal on the left and the NCID logo on the right. The main heading is "New User Registration". Below the heading, there is a prompt: "Please indicate your user type from one of the following categories:". There are four radio button options, each with a description: "Individual" (Request access to the State of North Carolina services as an individual or citizen), "Business" (Request access to the State of North Carolina services on the behalf of a business), "State Employee" (Currently employed or assigned to work for an agency within the State of North Carolina government), and "Local Government Employee" (Currently employed or assigned to work for a North Carolina county or municipality). The "Business" option is highlighted with a red border. At the bottom of the page, there is a footer with the North Carolina logo and website address, a link for "Privacy and Other Policies", and a link for "Contact Us". A disclaimer at the bottom states: "This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring."

4. The New User Registration form displays.

- a. Enter and/or select information.

Note: At minimum, you must provide a response to every item that contains an asterisk (*).

The screenshot shows a web form titled "New User Registration" with a dark blue header. Below the header, there are links for "Set", "Service", "Password", and "Reset". The main content area is white with a blue border. It contains a paragraph of instructions: "To create your account, NCID will email you a code. You will need this code once you complete the form below and click the 'Continue' button." Below this are several input fields, each with an asterisk (*) indicating it is required. The fields are: "Desired Username*", "Prefix (Optional)", "First Name*", "Middle Initial (Optional)", "Last Name*", "Suffix (Optional)", "Email Address*", "Confirm Email Address*", and "Telephone Number*". The "Email Address" field contains the text "username@domain.com" and the "Telephone Number" field contains "919-555-1234".

New User Registration
Set Service Password Reset

ment

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the "Continue" button.

Desired Username*

Prefix (Optional)

First Name*

Middle Initial (Optional)

Last Name*

Suffix (Optional)

Email Address*
username@domain.com

Confirm Email Address*

Telephone Number*
919-555-1234

- b. Enter the same password in each of the two New Password text fields.
- c. Click **Continue** (or click **Cancel** to exit the New User Registration form without saving your work).

City*

State*

Zip*

New Password*

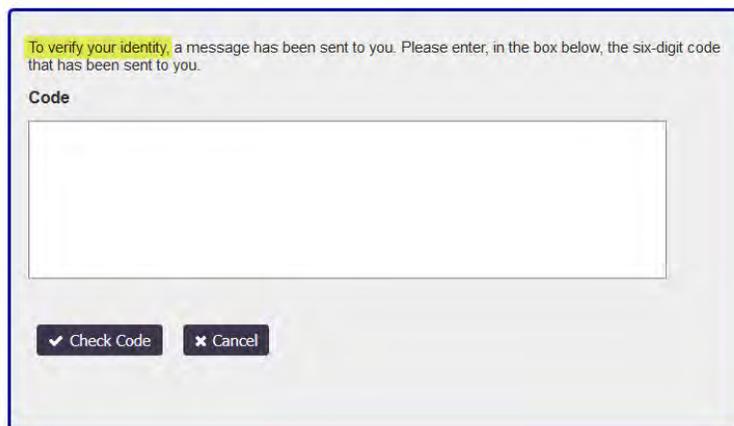
- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 3 days.
- Must have at least 4 of the 5 character types below:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above
- New password may not have been used previously.

Strength: Good

Continue Cancel

Notes:

- Enter your residential address (since you will use the same Business NCID for each Child Care home/facility in which you work or may later work).
 - Read and follow the password requirements carefully.
 - Record your Business NCID username and password in a secure place. You will need it later.
 - When you click **Continue**, the NCID site emails the next step you must complete to the email address you provided.
5. An NCID webpage on which to verify your identity displays.



To verify your identity, a message has been sent to you. Please enter, in the box below, the six-digit code that has been sent to you.

Code

✓ Check Code ✕ Cancel

6. Navigate to your email account you provided in step #4 above.

Note: You might need to open another tab or window in your web browser to access your email account.

- a. Your email Inbox displays. Open the **New NCID User Registration email** from NCID.
- b. The New NCID User Verification email displays.

Note: If the NCID page on which you verify your identity (step 5 above) has timed out/is closed, you must complete step 6.c.ii below within three business days of submitting your request for a Business NCID.



New NCID User Verification

New NCID User Registration <ncid.notifications@nc.gov>
To: Katarina Enriquez,

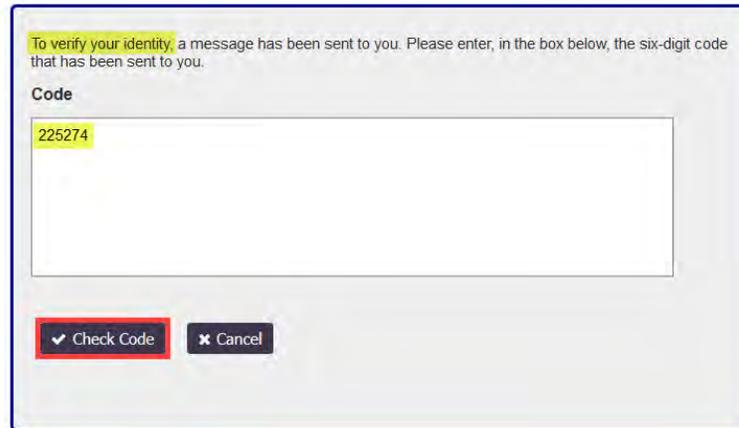
Thank you for requesting a North Carolina Identity Management (NCID) account. To continue with your account registration, please do one of the following:

1. Copy and paste this 6 digit code below into your registration form: **658637**
- Or
2. [CLICK HERE](#)

If you did not request this new account, you do not need to take any action.

Regards,
NCID User Registration Team

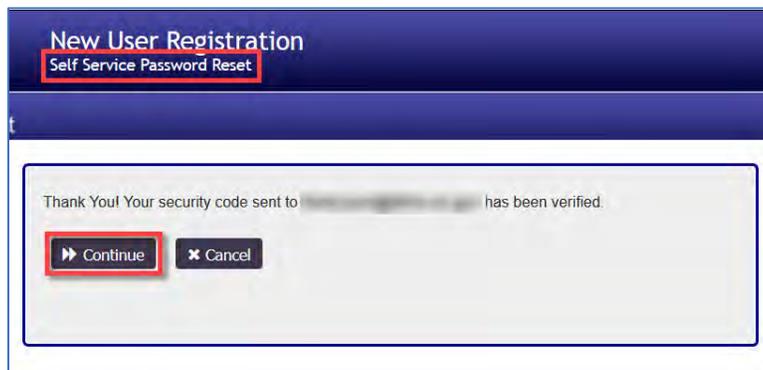
- i. If the NCID page on which to verify your identity is still open:
 - Highlight and copy the **six-digit code**.
 - Navigate back to the tab/window on which the verify your identity webpage (step 5 above) displays.
 - Paste the code into the **Code** text box.
 - Click **Check Code**.
 - Continue to step 7 below.



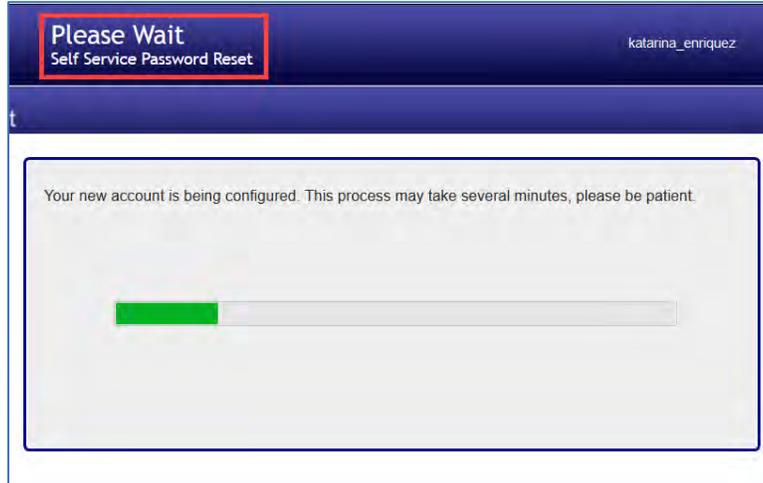
- ii. If this NCID webpage on which you verify your identity has expired or is not open, click the **Click Here** hyperlink in the New NCID User Verification email to verify your identity.

Note: Verify your identity within three days of creating your Business NCID.

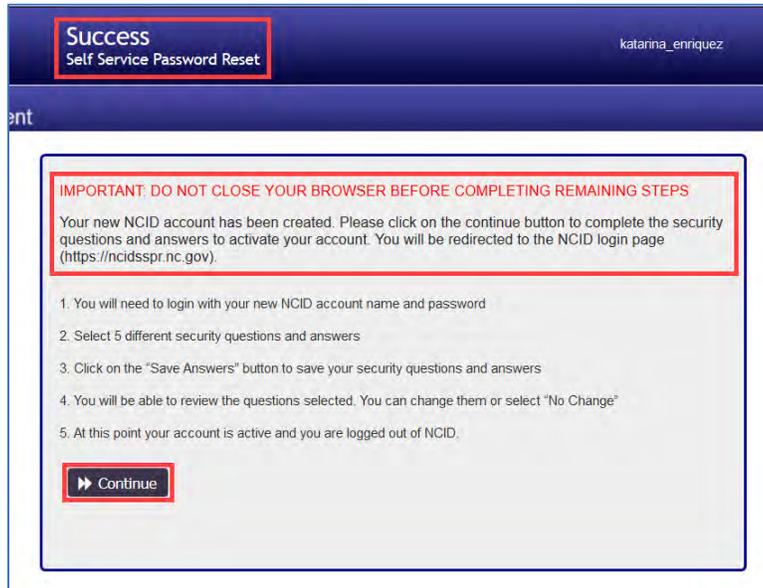
- 7. NCID's Self Service Password Reset page displays. Click **Continue**.



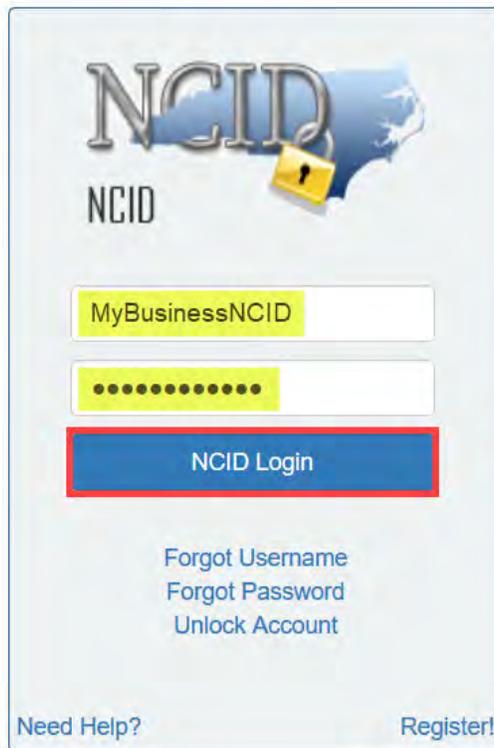
- 8. A Please Wait page displays. It contains a lengthening green status bar which indicates the website's progress in creating your new Business NCID account. Wait patiently until this page closes.



9. NCID's Success page displays. Read and pay close attention to the instructions then click **Continue**.



10. The NCID login page displays. Enter your username (your Business NCID) and password then click **NCID Login**.

The image shows the NCID login interface. At the top, the text "NCID" is displayed in a large, stylized font with a map of the United States and a yellow padlock icon. Below this, the text "NCID" appears in a smaller font. There are two input fields: the first is labeled "MyBusinessNCID" and contains the text "MyBusinessNCID"; the second is a password field with ten dots. A blue button labeled "NCID Login" is highlighted with a red border. Below the button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left is a link "Need Help?" and at the bottom right is a link "Register!".

11. NCID's Setup Security Questions page displays.

- Click the **drop-down menu** to select a question from the list.
- Click the answer text field beneath the question then enter your answer to the question.
- Repeat steps 11.a – 11.b for each of the four remaining questions then click **Save Answers**.

Notes:

- Click the **eye icon** to see the answer you've typed.

The image shows a single security question input field. The question is "What was the name of your first pet?". The answer "Spot" is entered in the text field. A red box highlights the eye icon on the right side of the text field, which is used to toggle the visibility of the answer.

- Answers are case sensitive. In other words, if you enter "Spot" as the name of your first pet on the Setup Security Questions page, you must capitalize the 'S' whenever you need to answer this security question in the future.
- You can change any of your questions/answers before you click **Save Answers** (and you can also change both once you've created your Business NCID account).

Setup Security Questions
Self Service Password Reset

NELLIE SANTANA

Management

If you forget your password or lock your account, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password or lock your account. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

▶ Save Answers

12. NCID’s Success page displays. Click **Continue**.

Success
Self Service Password Reset

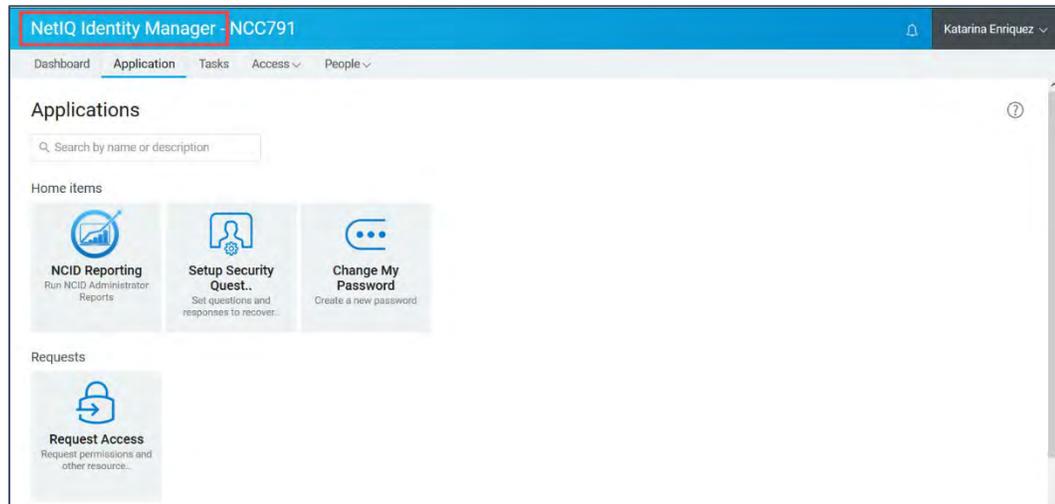
katarina_enriquez

Management

Thank you. Your security questions and answers have been successfully saved. If you ever forget your password or lock your account, you can reset your password or unlock your account by answering your security questions.

▶ Continue

13. Your Business NCID account displays.



Remember: If you experience any issues with the NCID website, contact the North Carolina Department of Information Technology at 919-754-6000 (locally near Raleigh) or toll-free at 800-733-3946.

Note: The Child Care home or facility's owner, director, manager, or supervisor should make certain that each designated staff member has a Business NCID and can access the Business NCID account associated with it before continuing to the *Link Your Business NCID to Your Child Care Home/Facility* section below.

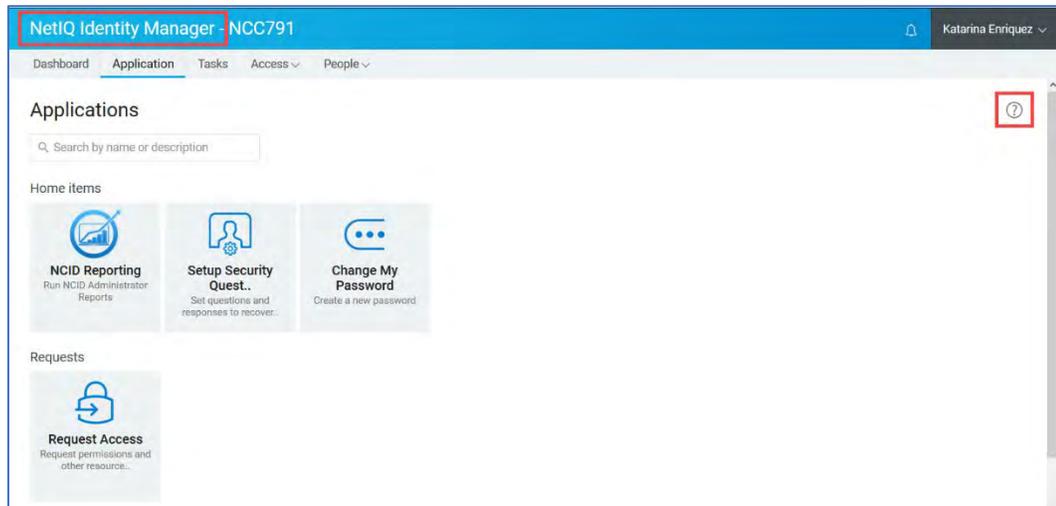
Manage Your Business NCID Account

A user guide that contains instructions to help you manage your Business NCID account is accessible from the account site itself. The *Managing Your Account* section of the guide explains how to:

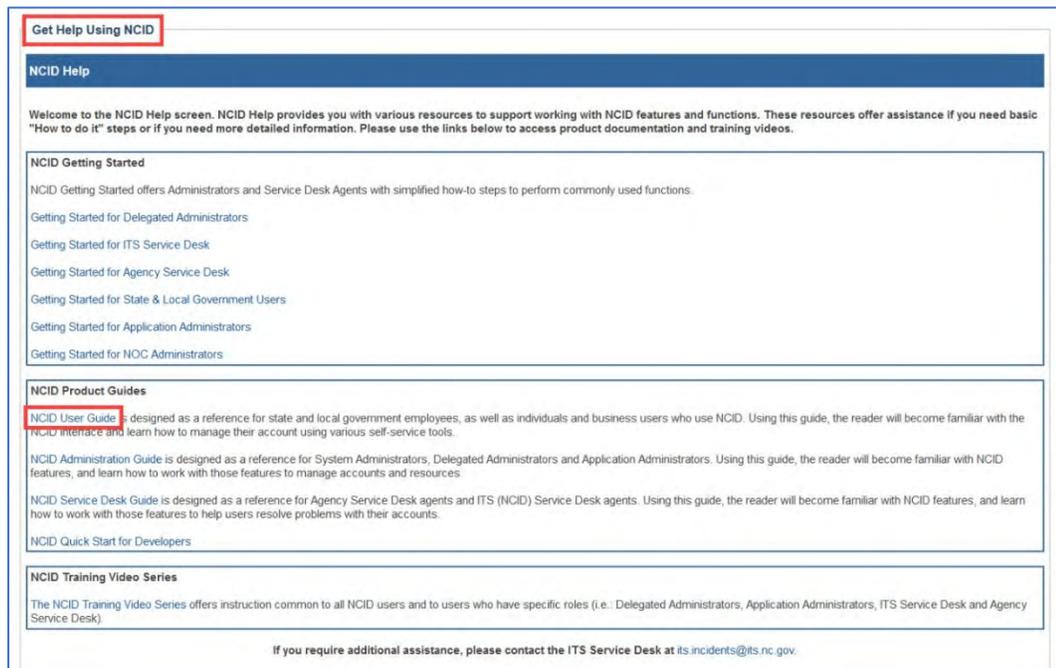
- View/update your account information (email address, home address, phone number)
- Change your password
- Change your security questions/answers

To access this guide:

1. Click <https://ncid.nc.gov> to open the NCID website in your preferred web browser (such as Firefox or Google Chrome) or copy the URL, open a web browser, and paste the URL into the address/search bar.
2. The NCID login page displays. Enter your username (your Business NCID) and password then click **NCID Login**.
3. Your Business NCID account displays on the Applications page. Click the **question mark** icon at upper right to access a list of helpful resources.



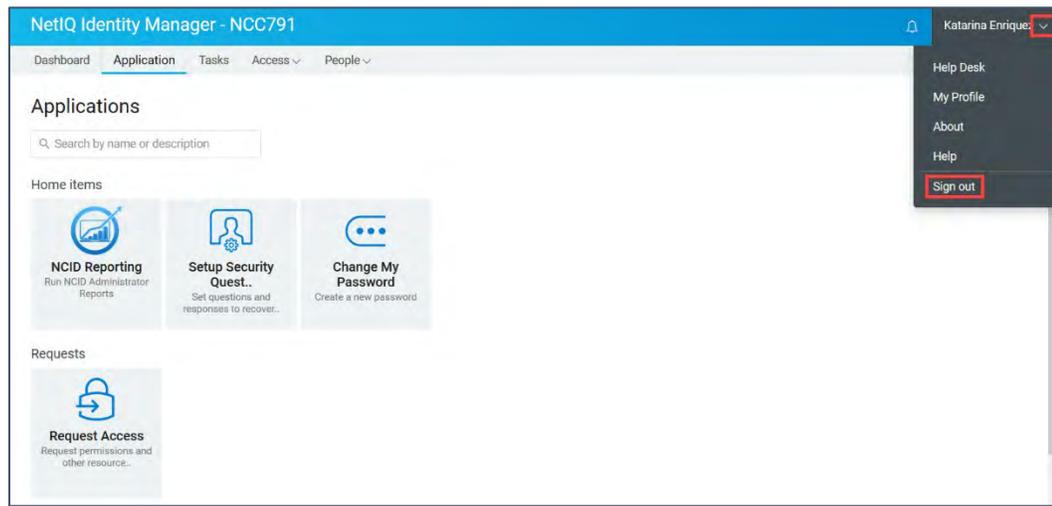
4. The Getting Help Using NCID list of resources page displays. Click the **NCID User Guide** link.



5. The user guide PDF downloads/opens in Adobe Acrobat. Scroll down to the Table of Contents and locate the *Managing Your Account* section. Click the **topic** you want to learn about to go directly to that page in the NCID User Guide.

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6. Navigate back to your Business NCID account. To sign out of your account, click the **drop-down menu** associated with your name (at top right) then click **Sign out**.



Link Your Business NCID to Your Child Care Home/Facility

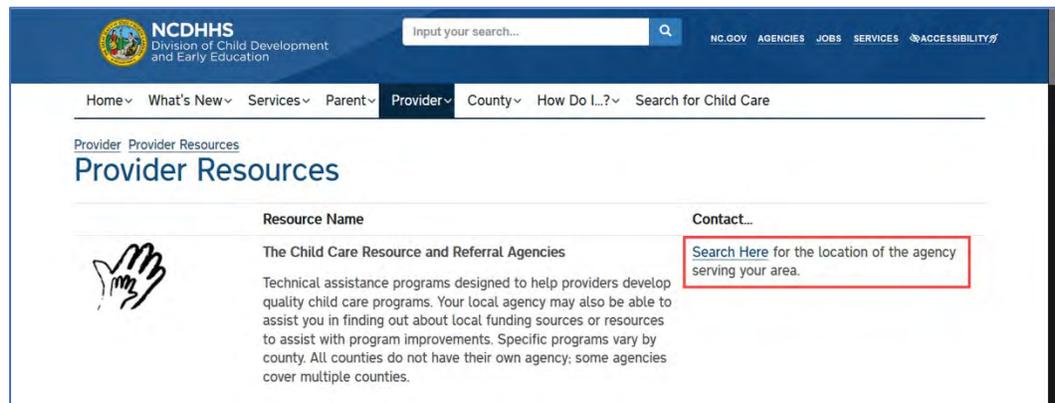
One person from the Child Care home/facility should complete the steps in this section.

1. Compile a list which includes the following Business NCID details for each person who has access to that home/facility's Provider Portal account:
 - a. First and last names the person used to register the Business NCID
 - b. The Business NCID username which the person chose
 - c. The level of access to the Provider Portal which the person should have (choose one of the following):
 - Provider Director: May enroll/re-enroll the Child Care home/facility in the Subsidized Child Care Assistance program, record attendance, submit rosters, and change private pay rates
 - Provider User: May only record attendance and submit rosters
2. Find the contact information for your local Social Services Day Care Supervisor/Coordinator.

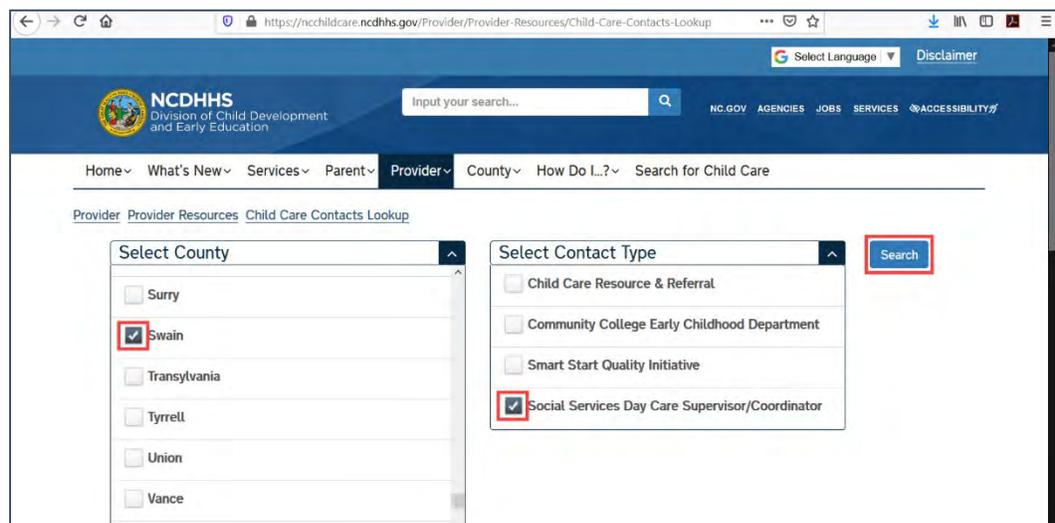
Notes:

- The Social Services Day Care Supervisor/Coordinator is more often known as the Child Care Supervisor or LPA (Local Purchasing Agency) Provider Manager.
- If your Child Care home/facility is not located in North Carolina, please skip to step 3 below, but call the Division of Child Development and Early Education (DCDEE) at the North Carolina Department of Health and Human Service at 919-814-6380.

- a. Click <https://ncchildcare.ncdhhs.gov/Provider/Provider-Resources> to open the Provider Resources page on the NCDHHS Division of Child Development and Early Education (DCDEE) website in your preferred web browser (such as Firefox or Google Chrome) or copy the link, open a web browser, and paste the URL into the address/search bar.
- b. The Provider Resources page displays. Click **Search Here** to search by county for your local contact's name/contact information.



- c. The Child Care Contacts Lookup page displays.
 - i. Select the **check box** associated with the county.
 - ii. Select the Social Services Day Care Supervisor/Coordinator **check box**.
 - iii. Click **Search**.



- d. Search Results display. Find the contact information for the LPA Provider Manager/Child Care supervisor in your county Department of Social Services (DSS)/Local Purchasing Agency (LPA).
3. Call the LPA Provider Manager/Child Care supervisor to provide the information you compiled in step 1 above. Tell the person who answers that:

- a. You have a list of the Business NCIDs that need to be linked to your provider record in NC FAST.
- b. Provide the name and address of your home/facility.

Notes:

- A person who works at more than one Child Care home/facility needs only one Business NCID. Each of the associated homes/facilities will communicate this person's Business NCID independently to the county DSS/LPA so it can be linked to the correct provider accounts.
- These individuals must also have the same Provider Portal user role — either Provider User or Provider Director — at each Child Care home/facility for which they work. See step 1.c (in this section) above for the specific levels of access each of these user roles has. Each time these persons log in to the Provider Portal, they can select the specific provider account they wish to work on. All such home/facility accounts are completely separate.

Next Steps

The following job aids contain instructions to complete the next three steps in the process of enrolling your Child Care home/facility in North Carolina's Subsidized Child Care Assistance program:

- Either the *Enrollment and Re-enrollment for Providers* job aid or the *CDDC Enrollment for Providers* job aid (both available in the Provider Portal)
- *Setting Up Your Direct Deposit*
- *Joining the Provider Email List*

The last two job aids are located on the NC DHHS Division of Child Development and Early Education's (DCDEE) NC FAST webpage. To access this page, click <https://ncchildcare.ncdhhs.gov/Services/NC-FAST> to open in your preferred web browser (for example, Firefox or Google Chrome) or copy the URL, open a web browser, and paste the URL into the address/search bar.

Other helpful materials on DCDEE's NC FAST webpage include:

- Provider Portal Availability
- Provider System Recommendations
- Subsidized Child Care Assistance Administrative Letter #04-16 (Revised)
- Blended Rates and Provider Closings with Pay

When you access the Provider Portal, you will find more materials to help you do your work. They include the following job aids (which are listed in the order you will more than likely complete the process associated with each):

- *Enrollment and Re-enrollment for Providers* or *CDDC Enrollment for Providers* (see above)

- *Payment Process for Providers*
- *Voucher Management for Providers*
- *Attendance Statuses and Absence Reasons Reference Guide*
- *Entering Attendance for Providers*
- *Submitting Rosters for Providers*
- *Adjusting or Adding Attendance on Submitted Rosters for Providers*
- *Private Pay Rate Change for Providers*