



NCID User Registration Guide

Introduction

The North Carolina Department of Administration Facility Management Division is implementing a new system in November 2020. The Facility Management System has two (2) different application modules; AiM and ReADY. The ReADY module allows building coordinators to submit request for services to the Facilities Management team for processing. The AiM module allows the business to manage work requests. The AiM module includes the Go Field Service Apps. The primary users of the Facility Management system, AiM and ReADY, will be the DOA Facility Management Staff which is mainly state employees with a few contractors.

The users for the Facility Management system, AiM and ReADY, will be authenticated through the State’s North Carolina Identity Management Service – Next Generation (NCID). This is the standard identity and access management platform provided by the NC Department of Information Technology. NCID is a Web-based application that provides a secure environment for state agency, local government, business and individual users to log in and gain access to real-time resources, such as the DOA Facility Management applications.

About this Guide

This guide is designed as a reference for business users who will use the DOA Facility Management Division AssetWorks System and will require a NCID for access. This guide has been created leveraging content from the DIT NCID NG User Guide version 1.9. and only addresses Self-Registering for an Account. For the most current version of the complete *NCID User Guide* please visit the NCID Training and Documentation web page at: <https://www.ncid.its.state.nc.us/TrainingAndDocumentation.asp>

Special Notes

The screenshots provided in this guide are for informational purposes. Screen content and feature availability may vary based on individual environments and access permissions.

The AssetWorks (AW) system supports four (4) major browsers, Safari, Edge, Firefox and Chrome. AW does not support IE.

Documentation Updates

DOA FMD Document management	Date	Version
Initial Version for DOA FMD	10.23.2020	0.1

Self-registering for an account if you do not have a NCID

Each person who creates an NCID **must have a valid email address**. If a person does not have a valid email address, please create one before moving forward.

In a web browser, such as Microsoft Edge go to the **North Carolina Identity Management(NCID)** website at <https://ncid.nc.gov>.

The “North Carolina Identity Management (NCID) Login” screen is displayed.

At the bottom of the log in page, find the word “**Register!**” and click the link.



North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID: [forgot your User ID?](#)

Password: [forgot your Password/unlock Account?](#)

[Need Help?](#)

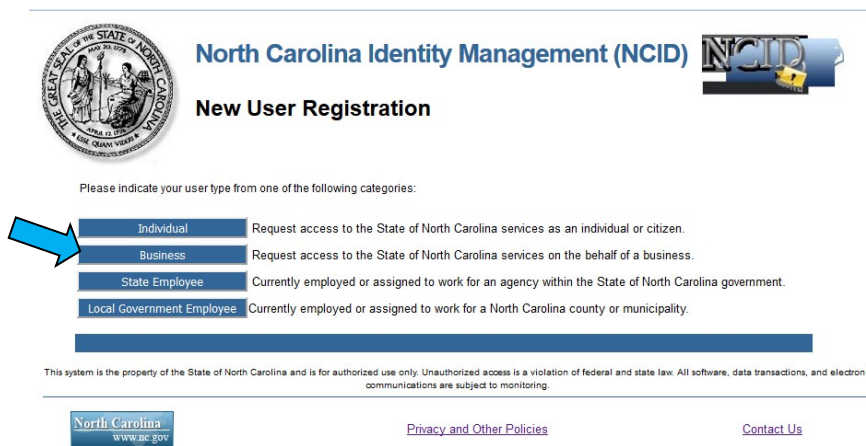
REMINDER: Bookmarking this page can lead to error messages or denied access to your application or service


To register for a new NCID account click here: [Register!](#)

This is a government computer system and is the property of the State of North Carolina. This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system may subject the individual to administrative disciplinary actions, criminal and civil penalties. Users have no expectation of privacy. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

DOA FMD NCID Registration User Guide

The “NCID Registration” screen is displayed. Click on the “Business” from the category list



North Carolina Identity Management (NCID) 

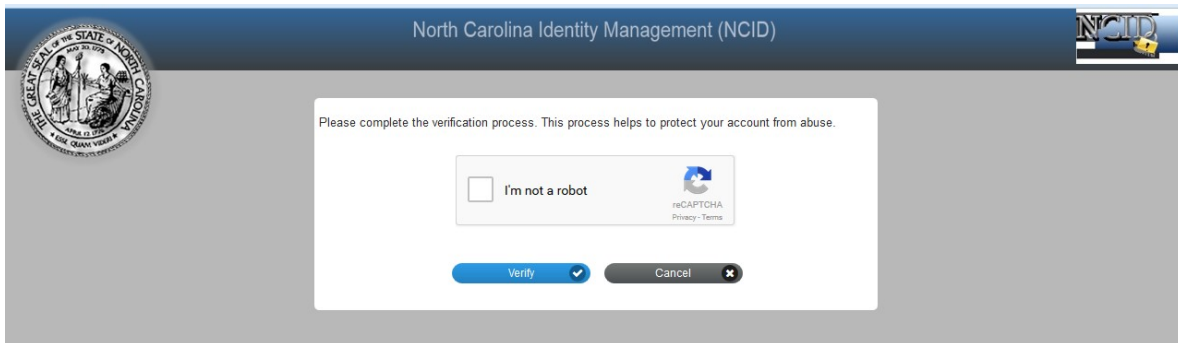
New User Registration


Please indicate your user type from one of the following categories:

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.
Local Government Employee	Currently employed or assigned to work for a North Carolina county or municipality.


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.

[North Carolina](#) [www.nc.gov](#) [Privacy and Other Policies](#) [Contact Us](#)



North Carolina Identity Management (NCID) 

Please complete the verification process. This process helps to protect your account from abuse.

I'm not a robot  reCAPTCHA
Privacy Terms

[Verify](#) [Cancel](#)

Verify using reCAPTCHA

DOA FMD NCID Registration User Guide

The registration form for the account type you selected on the previous screen is displayed. The following figure illustrates an example of a “Business Account” registration screen. Complete the required information, indicated by the asterisk, and then select “**Continue**.”

To register a new account, please complete the following form.

Requested UserID:

Prefix (Optional):

First Name:

Middle Initial (Optional):

Last Name:

Suffix (Optional):

Email Address:

Confirm Email Address*:

Telephone Number:

Telephone Extension (Optional):

Mobile Number (Optional):

Street - Line 1:

Street - Line 2 (Optional):

City:

State:

Zip:

New Password*

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or username.
- Can be changed no more often than once every 2 days.
- Must not include any 1 type of the following characters:
 - 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.

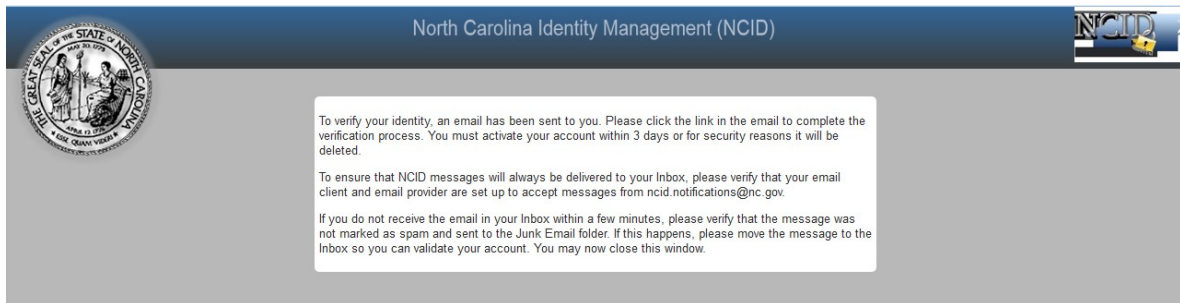
Please follow guidelines for password criteria.

Note: If a requested User ID is already in use, please create a different one. **A User ID and password should be something a person can easily remember.** The password must meet the criteria as provided under **New Password**.

Click Continue

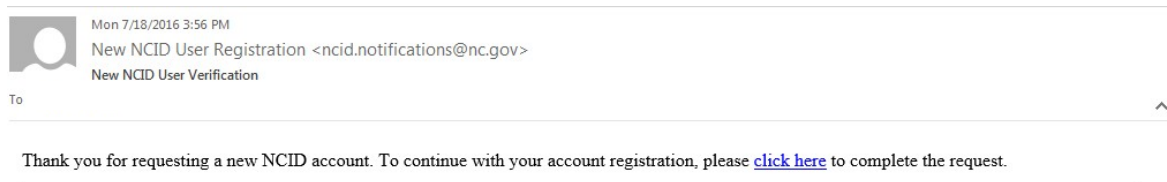
DOA FMD NCID Registration User Guide

NCID policy requires that you set up challenge questions and responses. The questions and your responses are used to verify your identity when you need to manage your NCID password.



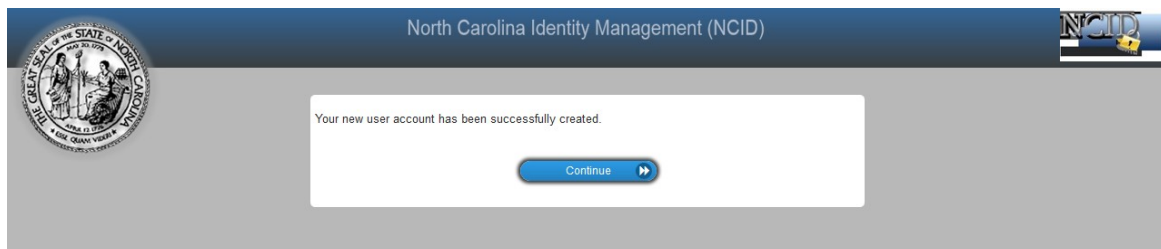
Account Successfully Created Message

The following figure provides an example of the email. The message informs you that an account request was created, and it is associated to the email address you provided during registration. It indicates that the account was requested by you, and shows your user ID. You will need to click on the URL to validate the account in NCID. The account will be deleted if you do not validate it within 3 days.



Account Creation Email Notification

Upon clicking on the URL, another message is displayed and states that your account has been created. You will also receive an email indicating the date and time that your account was confirmed.



Account Successfully Enabled Message

The “Self-Service Challenge Responses” section prompts you to set up five (5) challenge questions. These questions will be asked if you need to reset your password or unlock your account. Select a question from each dropdown menu and enter an answer in the field next to the question.

Important!

- Challenge responses are not case-sensitive; however, the system will match every character (including punctuation) that you specify in your response(s).
- Provide answers that are brief, easy to remember and are things that others won't know about you.
- For security purposes, do not write down your answers.

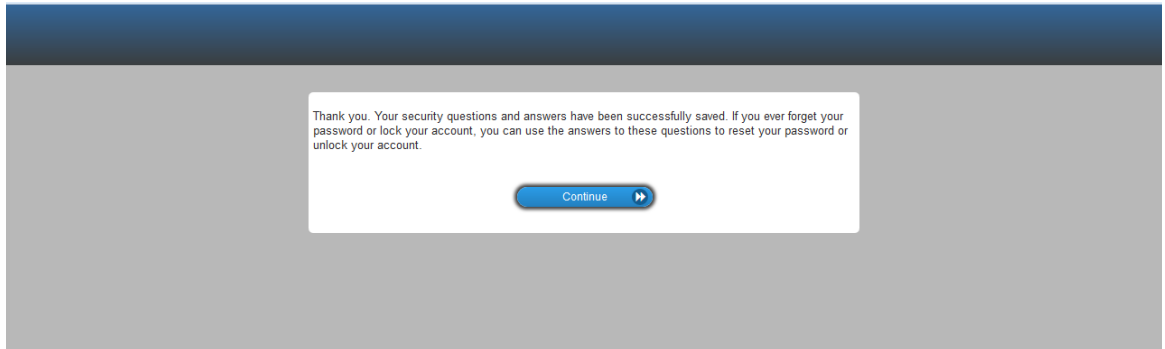
The screenshot shows the 'North Carolina Identity Management (NCID)' registration interface. On the left is the Great Seal of the State of North Carolina. The main content area contains instructions: 'If you forget your password or lock your account, you can access your account by answering your security 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.' Below this is a section titled 'Please type your security answers' with five rows. Each row consists of a dropdown menu with the text 'Please select a question item from the list', a radio button, and a text input field. At the bottom of this section is a 'Save Answers' button with a right-pointing arrow. The footer of the page shows the user 'bbroberts7', an 'Idle Timeout: 31 seconds', and the language 'English'.

Click on **Save Answers** once you have completed five answers.

DOA FMD NCID Registration User Guide

You will see a screen indicating that the security questions and answers have been saved.

Click on **Continue**



You have now successfully created your NCID account!