



Password Reset Process Guide

NC E-Procurement will be using North Carolina Identity Management Service (NCID) to authenticate users' identities. NCID is the standard identity management service provided to state, local, business, and personal users by the Office of Information Technology Service (ITS). Only NCIDs for state and local users will be used with NC E-Procurement. NCID provides a higher level of security and real-time access control to State applications. To log in, please use your NCID User ID and NCID password. Forgotten passwords and expired/locked accounts will be managed through NCID instead of through NC E-Procurement.

This process guide covers the following topics related to NCID password resets:

- I. Forgotten NCID User Names and Passwords
- II. Expired NCID Passwords
- III. Locked NCID Accounts

I. Forgotten NCID User Names and Passwords

If a user forgets his/her user name or password, they will receive the following error message:

Invalid username or password. Re-enter your username and password.

If you believe your NCID and password are correct, but are unable to login into NCEP, please test your credentials at the [NCID Website](#)

If you have forgotten your password, please go to the [NCID Password Reset Application](#) or contact your local NCID administrator.

If you have forgotten your NCID User ID, please go to the [NCID Forgotten User ID Website](#) or contact your NCID administrator.



The user may also visit <http://ncid.nc.gov> and use the 'Forgot your User ID' and/or the 'Forgot your Password?' links.

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?](#)

[Need Help?](#)

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

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](#)

Note: NCID passwords expire **every 90 days**.

Note: When a new user receives his/her initial NCID user name and password, they have **14 days** to log in and set a new password and challenge questions. **If they do not set up their new account within 14 days, the NCID will be deleted.**

Note: Once a user has successfully set a new password, due to federal regulations they cannot manually change their password again until 15 days have passed. If a user needs to change their password before this time period, they will need to contact their NCID Delegated Administrator (DA).

Note: If you do not know who your NCID DA is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.



II. Expired NCID Passwords

If a user has not reset their password in more than 90 days, they will receive the following error message:

Your NCID password has expired.

If you have forgotten your password, please go to the [NCID Password Reset Application](#) or contact your local NCID administrator.

Otherwise, please contact your NCID administrator to reset your password. Once your password has been reset, you will have 90 days to change your password.

The user will need to contact his/her NCID DA to reset their password.

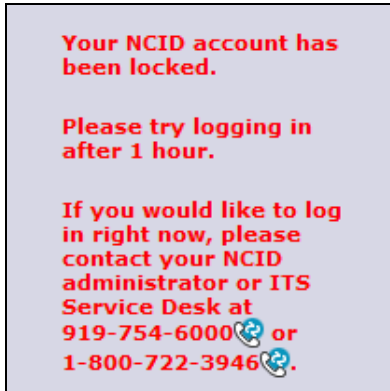
Note: If you do not know who your NCID DA is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

Note: Once a user has successfully set a new password, due to federal regulations they cannot manually change their password again until 15 days have passed. If a user needs to change their password before this time period, they will need to contact their NCID DA.



III. Locked NCID Accounts

If a user has tried to log in unsuccessfully 3 times, they will receive the following error message:



The user may wait 1 hour and try again. However, if they do not wish to wait, the user may contact his/her NCID DA to reset their password.

Note: If you do not know who your NCID DA is, please contact the ITS Service Desk at 919-754-6000 or 1-800-722-3946.

Note: Once a user has successfully set a new password, due to federal regulations they cannot manually change their password again until 15 days have passed. If a user needs to change their password before this time period, they will need to contact their NCID DA.