Steps for Retrieving NCID Username

Step 1. Go to the NCID website: http://ncid.nc.gov/

Step 2. Click "Forgot Username"

Step 3. Fill out the First Name, Last Name, and Email Address associated with the NCID account. Click "Search".
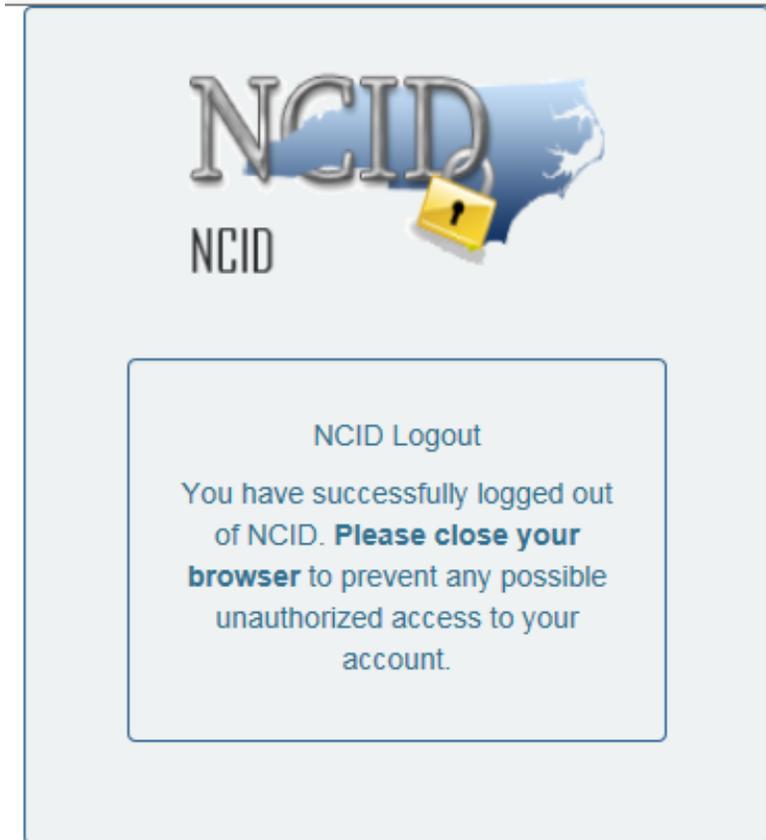

Step 4. The NCID username will be displayed. Click "Continue".

Note: If there are multiple NCID accounts with the same email address, the system will not display NCID usernames.

Step 5. Clicking "Continue" will log you out of the NCID account.

NCID

NCID

NCID Logout

You have successfully logged out of NCID. **Please close your browser** to prevent any possible unauthorized access to your account.

Privacy and Other Policies   Contact Us
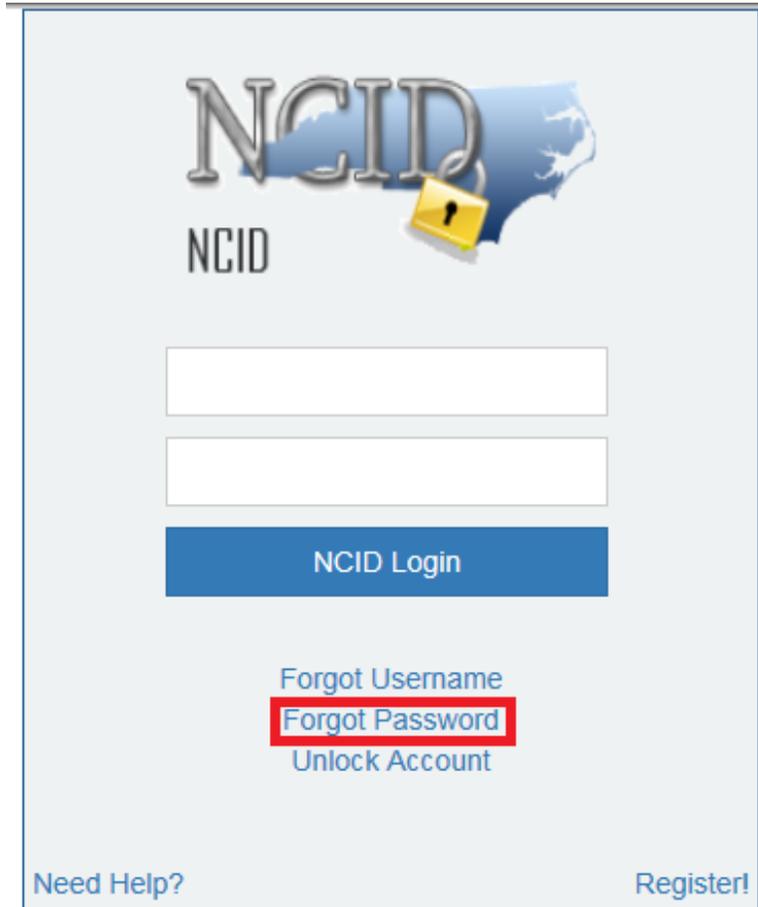
WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.

Steps for Resetting NCID Password

Step 1. Go to the NCID website: http://ncid.nc.gov/

Step 2. Click "Forgot Password".

Step 3. Enter the NCID Username and verify that you are not a robot. Click "Search".

Step 4. There are two options to reset your password:

1. By providing the answers to your security questions, OR
2. By receiving a text message or email

For resetting your password by answering the security questions, proceed to Step 5.
For resetting your password by a text message or email, proceed to Step 8.

Step 5. Enter in the answers to your security questions and click "Check Answers".

Forgotten Password
Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password or unlock your account.

What is the name of the high school you graduated from?

What is your mother's maiden name?

What is the name of the place your wedding reception was held?

What was the name of your first pet?

What was your childhood nickname?

Check Answers   Go Back   Cancel

Step 6. Click "Change Password".

Unlock Account / Forgot Password
Self Service Password Reset

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

Unlock Password   Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

Change Password   Enter a new password. If you have forgotten your password and would like to enter a new one, click here. Your account will also be unlocked when you enter a new password.

Cancel

Step 7. Enter in your new password that follows the password requirements, and click "Change Password".

> *Note: Keep track of your new password. The NCID system will not allow you to change your password for a few hours after successfully changing your password. This will effectively lock you out of your account if you do not remember your password.*

Change Password
Self Service Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- 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 then once every 3 days.
- Must have at least 4 types 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.

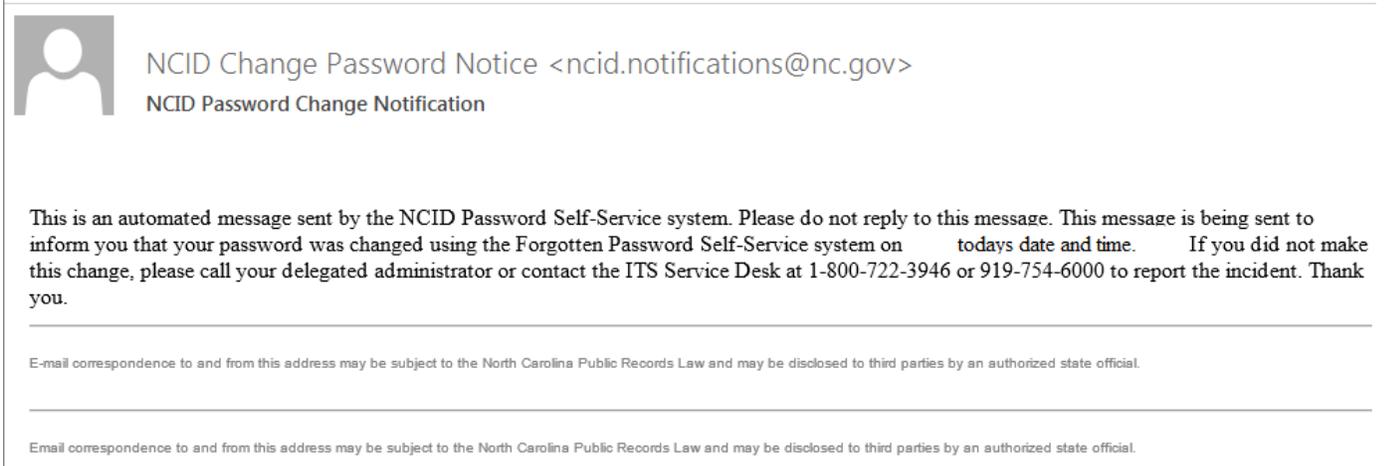Please type your new password

New Password
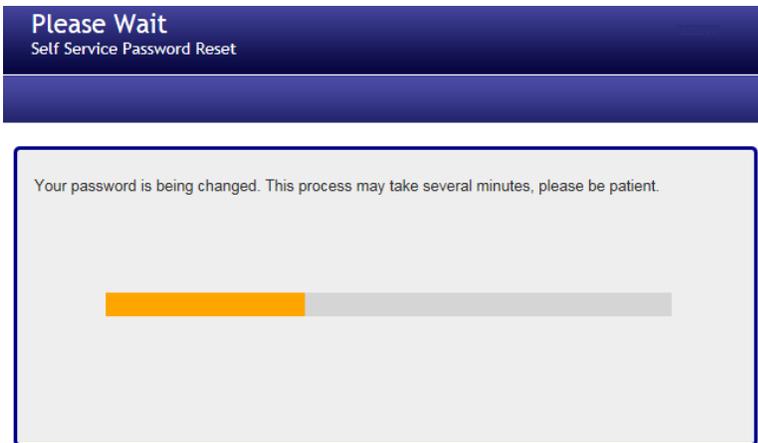
Confirm Password

[Change Password]   [Cancel]

Step 8. You will receive an email with the subject "NCID Password Notice" from ncid.notifications@nc.gov notifying you of the password change to your NCID account.
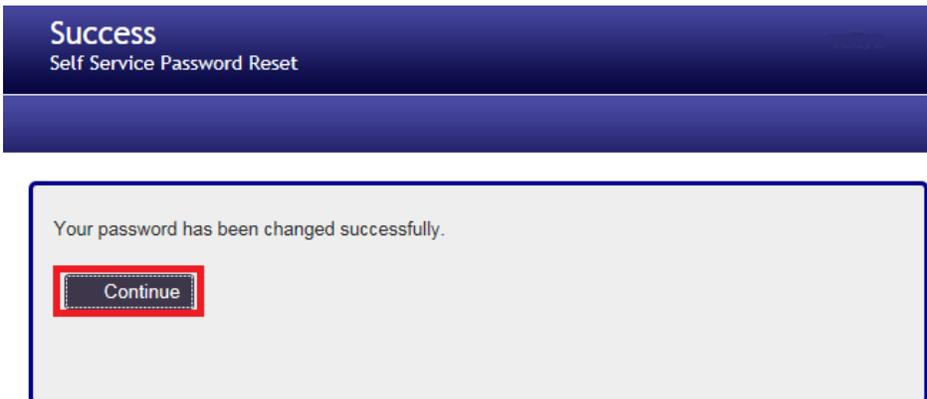
*Note: This email may be directed to a junk folder or clutter inbox.*

NCID Change Password Notice <ncid.notifications@nc.gov>
NCID Password Change Notification

This is an automated message sent by the NCID Password Self-Service system. Please do not reply to this message. This message is being sent to inform you that your password was changed using the Forgotten Password Self-Service system on todays date and time. If you did not make this change, please call your delegated administrator or contact the ITS Service Desk at 1-800-722-3946 or 919-754-6000 to report the incident. Thank you.

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Step 9. A loading screen will appear as your password and account are being updated.

Please Wait
Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

Step 10. After your account has been updated, a confirmation message that your password has been changed will appear. Click "Continue".

Success
Self Service Password Reset

Your password has been changed successfully.

Continue

Step 11. This will log you out of your NCID account. Please close your browser before proceeding to the next step.
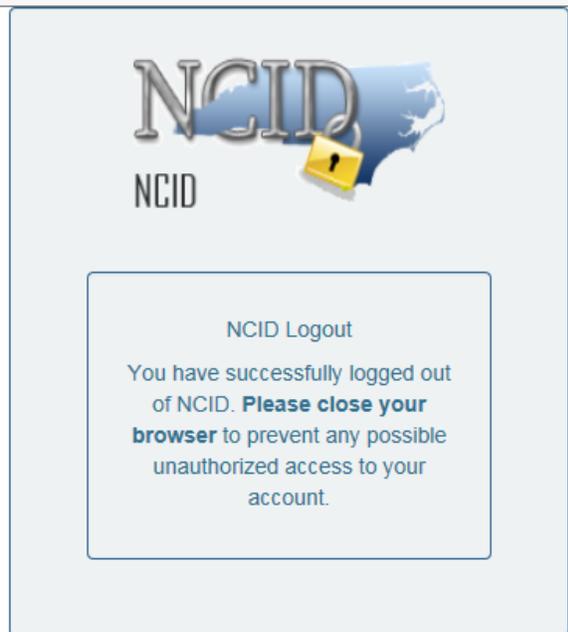
Step 11. Go to ncid.nc.gov and login with your existing NCID username and new password. This is to verify that your new password works.

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If you were unable to complete any of the above steps, or need further assistance with your NCID account, contact the Product Evaluation Team at productevaluation@ncdot.gov with the NCID username.