



CIAM

Helpdesk Admin guide

DOCUMENT HISTORY

Version	Release Date	Author	Description of Change
1.0	6/7/2023	Shruthi B	Initial Draft
1.1	11/8/2023	Shruthi B	Changes to the process of Removing Helpdesk admin access
1.2	31/8/2023	Shruthi B	Added the procedure for IAM Analytics dashboard

Version	Release Date	Reviewed by	Approved by
<version no>	Click here to enter a date.	<Team name or person name>	<Team name or person name>
	Click here to enter a date.		
	Click here to enter a date.		

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ABOUT THIS GUIDE

This guide serves as a reference for the helpdesk administrators who manage the external users.

1. INTRODUCTION

The following capabilities are made available in <https://myncid.nc.gov> for the end user & helpdesk.

END USER CAPABILITIES

- External User registration
- Login/Logout
- Self service
 - Forgot password
 - Forgot username
 - Unlock account
 - Update profile
 - Subscribe to groups with Open subscription
 - Delete account

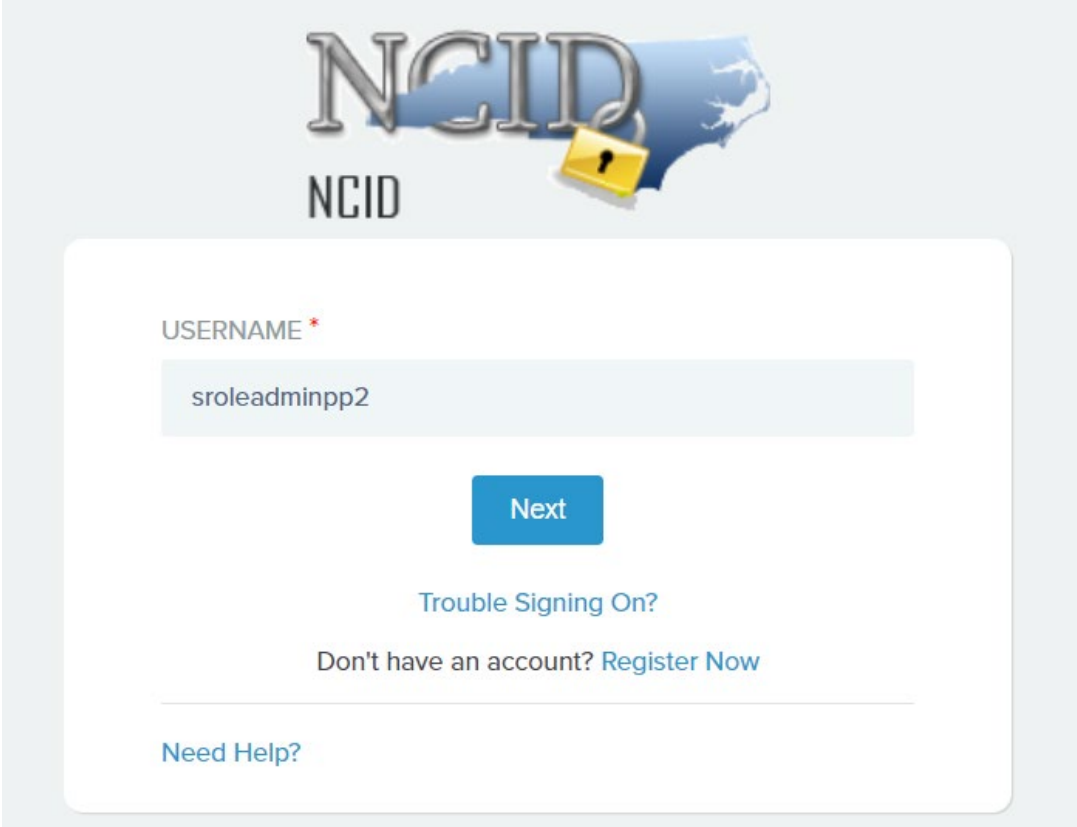
HELPDESK ADMIN CAPABILITIES

- Unlock external user's locked account
- Allow an external user to change password by bypassing the 3-day gap between password resets.
- Add/Remove Helpdesk IO role to/from Internal user
- Add/Remove Helpdesk admin as administrator of BypassPasswordPolicy group
- View the User Type from the IAM Analytics Dashboard

2. UNLOCKING EXTERNAL USER ACCOUNT

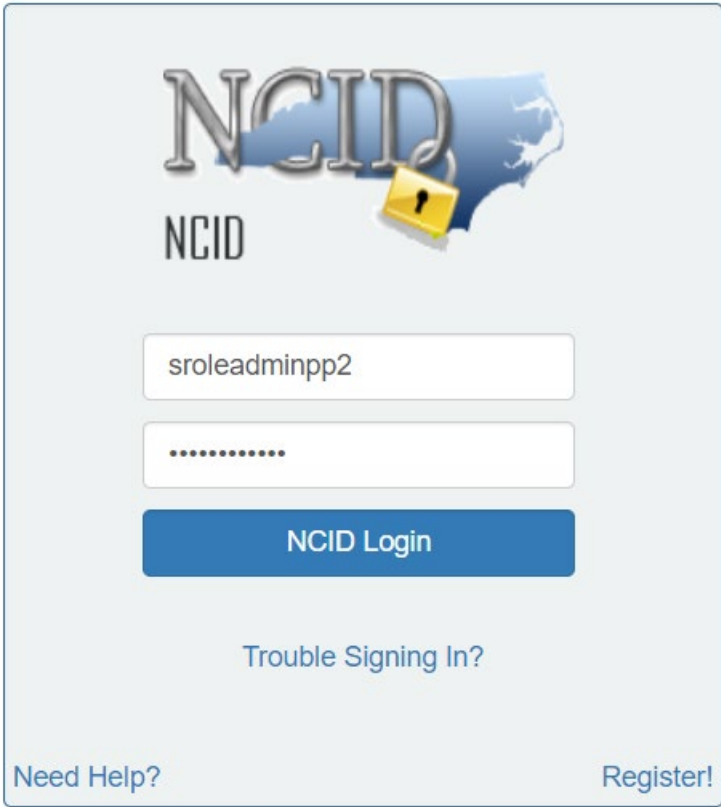
To unlock an external user account, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**



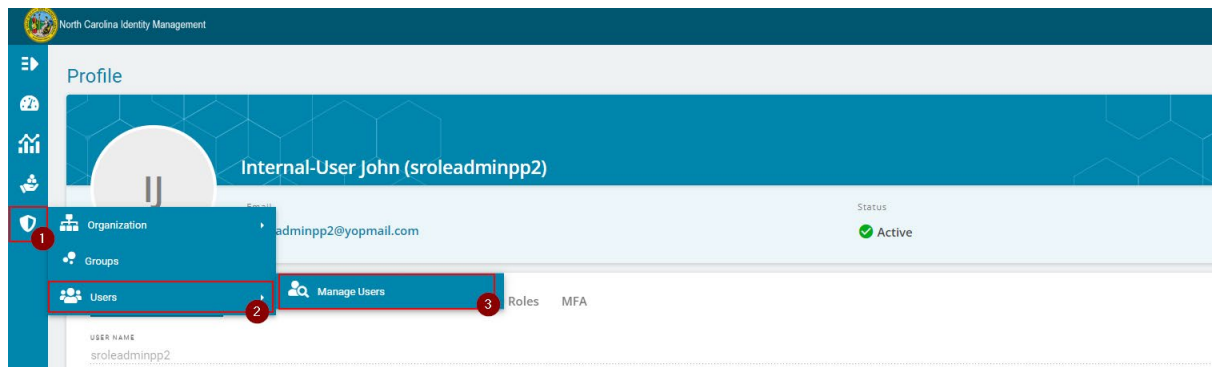
The image shows a login form for the NCID system. At the top, there is a logo with the text "NCID" in large, stylized letters, with a blue map of North Carolina and a yellow padlock icon to its right. Below the logo, the text "NCID" appears again in a smaller font. The form itself is a white rounded rectangle. It contains a label "USERNAME*" followed by a text input field containing the text "sroleadminpp2". Below the input field is a blue button labeled "Next". Underneath the button are two links: "Trouble Signing On?" and "Don't have an account? Register Now". At the bottom left of the form is a link "Need Help?".

2. You will be taken to NCID portal for authentication, provide your Internal NCID username and password → Click **"NCID Login"**



The image shows a login form for the NCID system. At the top, there is a logo with the text "NCID" in large, stylized letters, with a blue map of North Carolina and a yellow padlock icon to its right. Below the logo, the text "NCID" appears again in a smaller font. The form itself is a white rounded rectangle. It contains two text input fields: the first contains the text "sroleadminpp2" and the second contains a series of dots representing a password. Below the input fields is a blue button labeled "NCID Login". Underneath the button is a link "Trouble Signing In?". At the bottom left of the form is a link "Need Help?" and at the bottom right is a link "Register!".

- Once you are in the portal, click on **“Admin”** icon () in the Menu → Click on **“Users”** → Click on **“Manage Users”**



- You will be taken to the **“Manage Users”** page → Search for the external user by entering either full or partial User ID, Email, First Name or Last Name → Hit on **“Search”**

Manage Users

USER ID: Email: First Name: Last Name:

- Click on the User ID to be unlocked, you will be able to see more information about the user

Manage Users

USER ID: Email: First Name: Last Name:

User ID	First Name	Last Name	Email	Active	Locked
sumitcit	Sumit	Pal	sumitcit@yopmail.com	☒	☐

- You can verify the status of the account in the **“Lock Status”** attribute → **“Unlock”** button will be shown at the bottom of the page if account is locked, click on it.

Sumit Pal (Sumitcit)

Email: sumitcit@yopmail.com Status: ☒ Active

Profile Information Security Questions Group IO Roles

USER NAME:

EMAIL: MOBILE NUMBER:

FIRST NAME: PREFIX:

LAST NAME: SUFFIX:

MIDDLE INITIAL: LOCK STATUS:

USER STATUS:

- Click on **“OK”** in the confirmation window

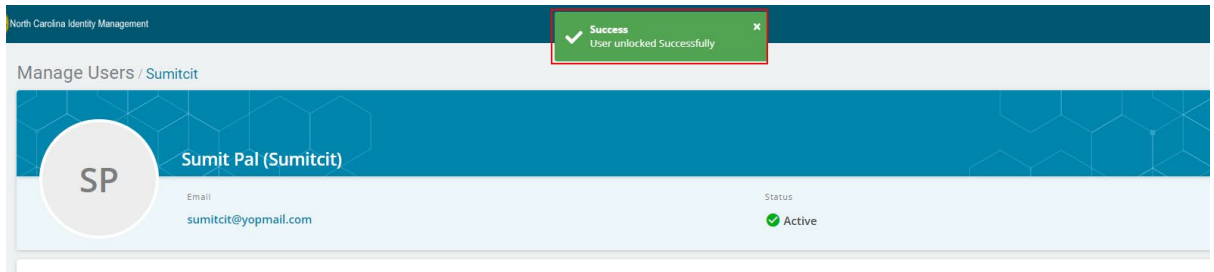
Unlock confirmation

Do you really want to Unlock user?

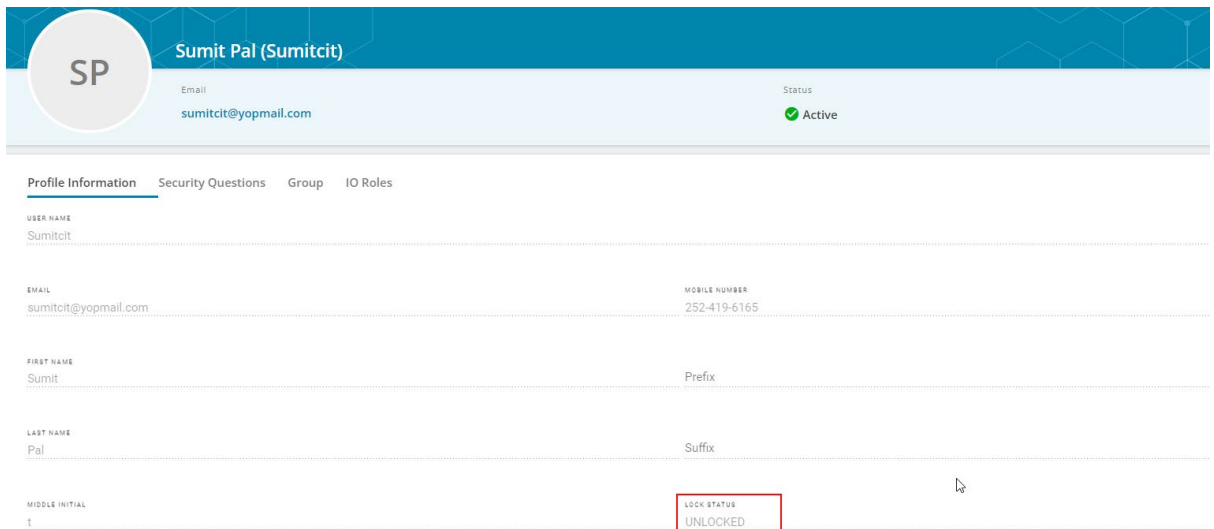
Sumitcit



- You will see **“User unlocked successfully”** message on the screen.



- You can validate the updated status in the **“Lock Status”** attribute



3. ASSIGNING HELPDESK ADMIN ROLE TO INTERNAL USER

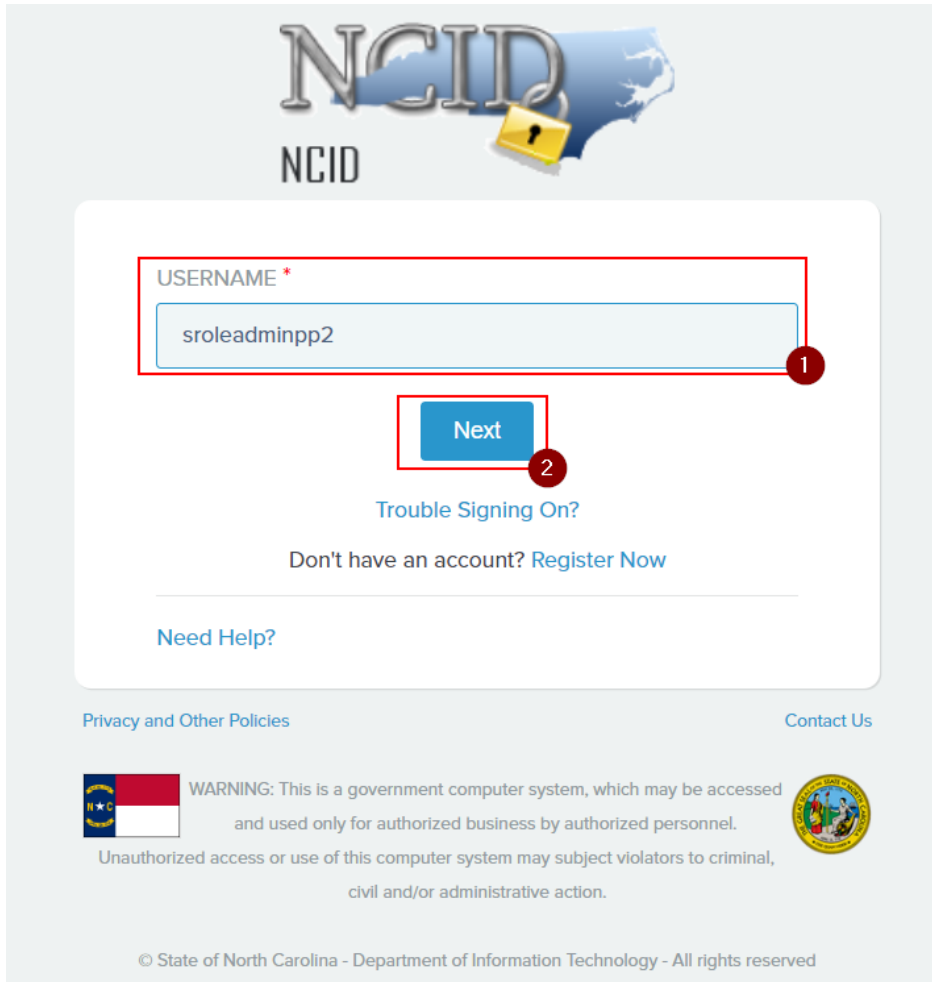
This is a 2-step process:

Step 1: Add **“HELPDESKADMIN”** IO role to an internal user

Step 2: Make the internal user the administrator of the **“BypassPasswordPolicy”** group.

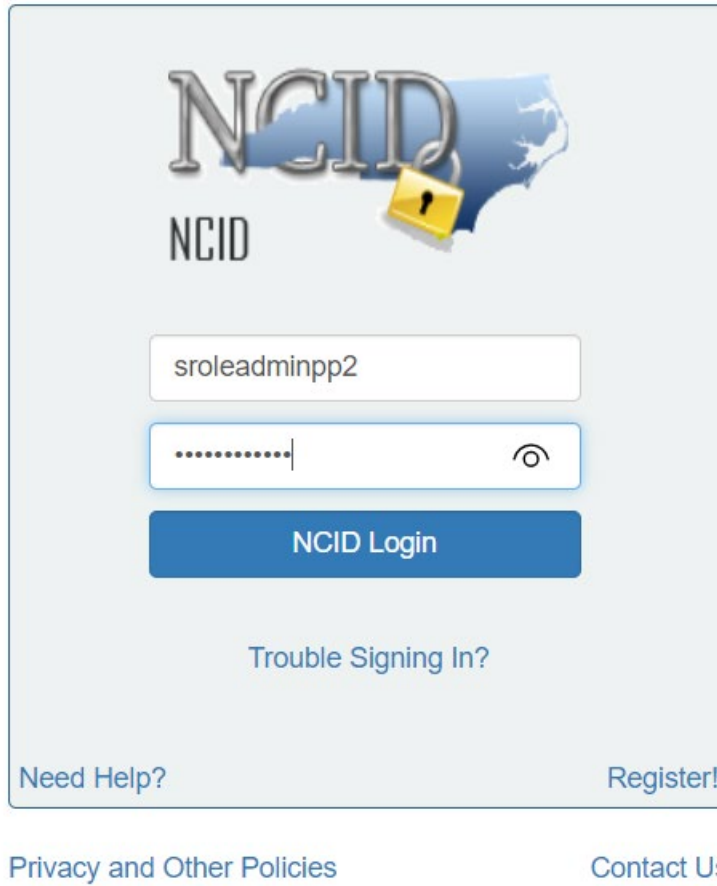
To assign “**HELPDESKADMIN**” IO role to an internal user, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID account username → Click on “**Next**”

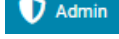


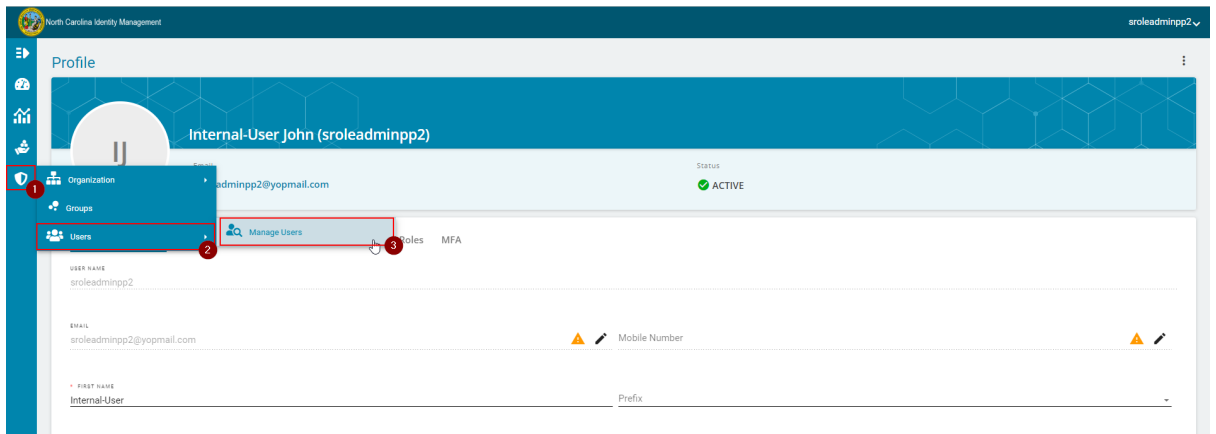
The screenshot shows the NCID login interface. At the top is the NCID logo with a map of North Carolina and a yellow padlock. Below the logo is a white login box. Inside the box, the 'USERNAME *' field is highlighted with a red rectangle and a red circle with the number '1'. The username 'sroleadminpp2' is entered in this field. Below the field is a blue 'Next' button, which is also highlighted with a red rectangle and a red circle with the number '2'. Below the 'Next' button are links for 'Trouble Signing On?', 'Don't have an account? Register Now', and 'Need Help?'. At the bottom of the page are links for 'Privacy and Other Policies' and 'Contact Us', a warning message about government computer system access, and the State of North Carolina seal. The footer text reads: '© State of North Carolina - Department of Information Technology - All rights reserved'.

2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click “**NCID Login**”



The login page features the NCID logo with a map of North Carolina and a yellow padlock icon. Below the logo is a text input field containing 'sroleadminpp2', a password input field with a toggle icon, and a blue 'NCID Login' button. At the bottom, there are links for 'Need Help?', 'Register!', 'Privacy and Other Policies', and 'Contact Us'.

- Once you are in the portal, click on **“Admin”** icon in the Menu  → Click on **“Users”** → Click on **“Manage Users”**



The screenshot shows the NCID Admin Portal. The top navigation bar includes 'Profile' and 'Internal-User John (sroleadminpp2)'. The left sidebar has a 'Users' menu item. The main content area shows the 'Manage Users' page with a search bar and a list of users. Red circles and numbers 1, 2, and 3 highlight the 'Admin' icon, the 'Users' menu, and the 'Manage Users' link respectively.

- You will be taken to the **“Manage Users”** page → Search for the internal user by entering either full or partial User ID, Email, First Name or Last Name → Hit on **“Search”**

Manage Users



The search form has four input fields: 'USER ID' (containing 'shelpdeskdminpp3'), 'Email', 'First Name', and 'Last Name'. A red circle and number 1 highlight the 'USER ID' field. To the right of the fields is a red circle and number 2 highlighting the 'SEARCH' button, and a 'RESET' button.

NOTE: If you don't find the Internal User in the Search results, follow the steps listed in Section 6 of the document to onboard the internal user to the MyNCID Portal.

- Click on the User ID, you will be able to see more information about the user

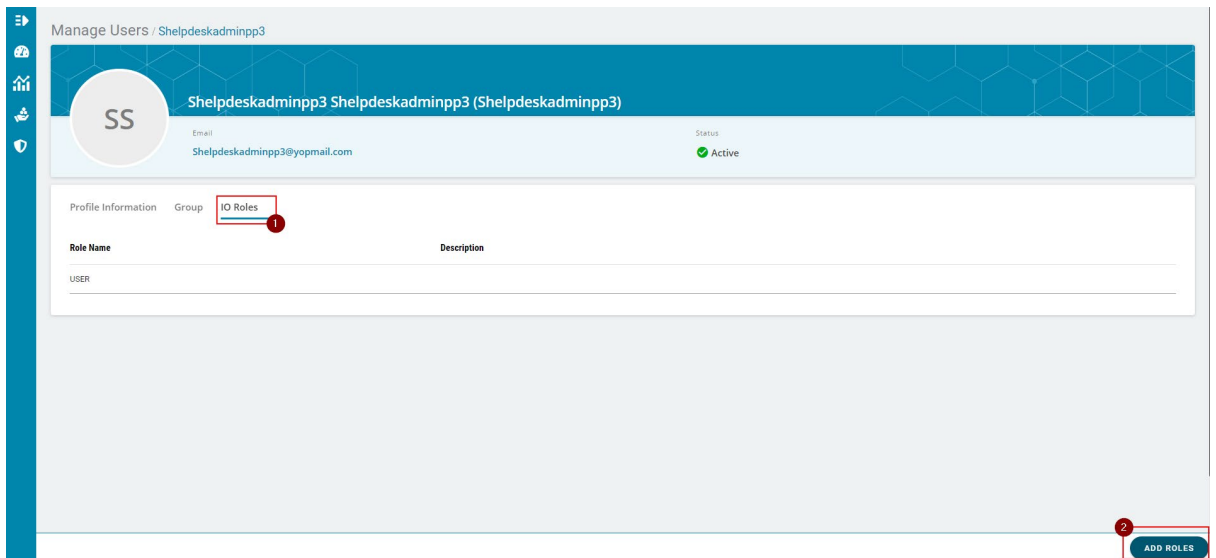
Manage Users

USER ID	Email	First Name
shelpdeskadminpp3		

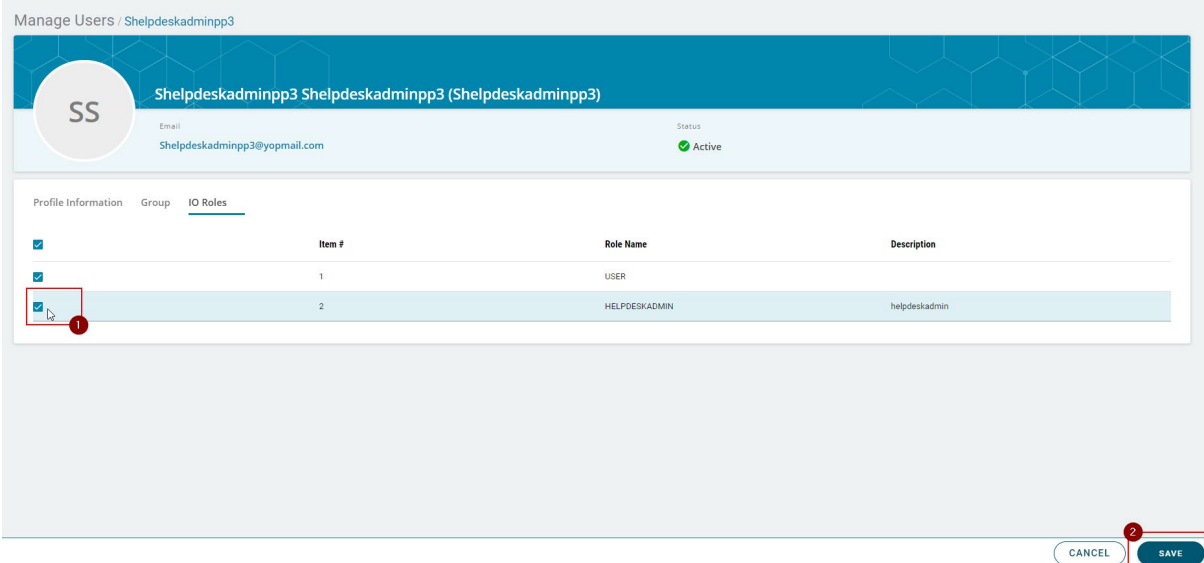
User ID	First Name	Last Name	Email
Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com

Showing 1 - 1 of 1

- Navigate to the “**IO Roles**” tab to view the roles currently assigned to user → Click on “**Add roles**” button at the bottom of the page



- You will be able to see the roles available to be assigned to the user → Click on the checkbox against the **HELPDESKADMIN** role → Click on “**Save**”



Manage Users / Shelpdeskadminpp3

SS Shelpdeskadminpp3 Shelpdeskadminpp3 (Shelpdeskadminpp3)

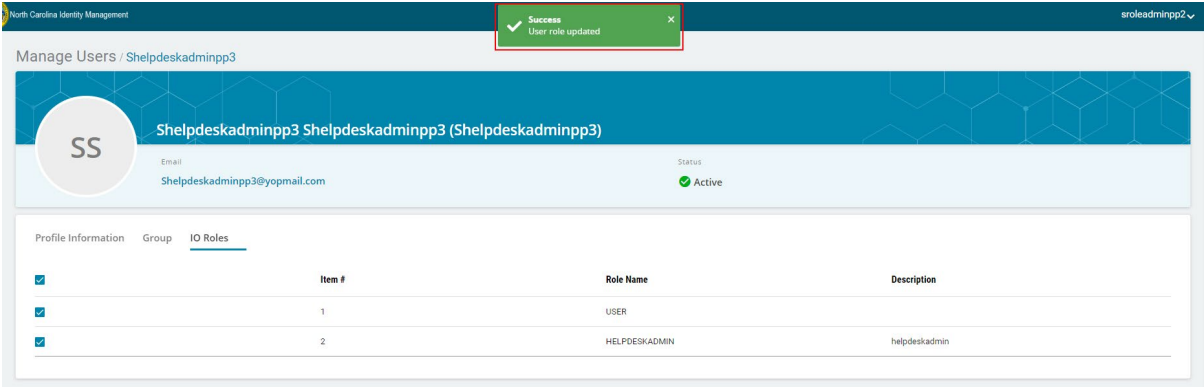
Email: Shelpdeskadminpp3@yopmail.com Status: Active

Profile Information Group IO Roles

	Item #	Role Name	Description
☒	1	USER	
☒	2	HELPPDESKADMIN	helpdeskadmin

CANCEL SAVE

8. Once the role is assigned to the user, you will see “**User role updated**” message on the screen



North Carolina Identity Management

Success User role updated

Manage Users / Shelpdeskadminpp3

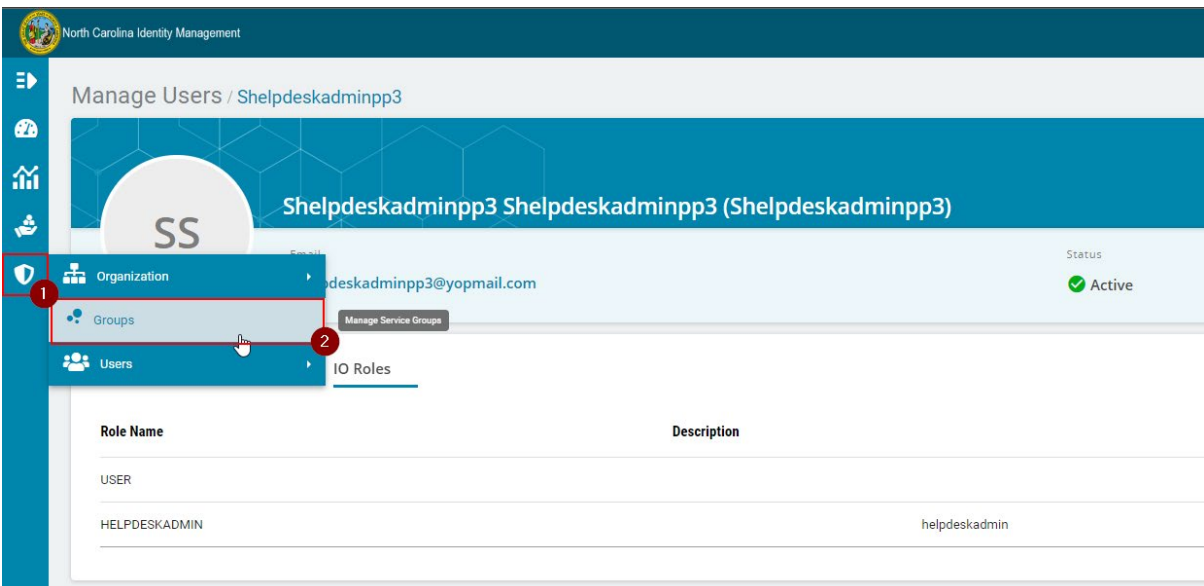
SS Shelpdeskadminpp3 Shelpdeskadminpp3 (Shelpdeskadminpp3)

Email: Shelpdeskadminpp3@yopmail.com Status: Active

Profile Information Group IO Roles

	Item #	Role Name	Description
☒	1	USER	
☒	2	HELPPDESKADMIN	helpdeskadmin

9. Now, click on “**Admin**” icon () again in the Menu → Click on “**Groups**”



North Carolina Identity Management

Manage Users / Shelpdeskadminpp3

SS Shelpdeskadminpp3 Shelpdeskadminpp3 (Shelpdeskadminpp3)

Email: Shelpdeskadminpp3@yopmail.com Status: Active

Profile Information Group IO Roles

Role Name Description

USER

HELPPDESKADMIN helpdeskadmin

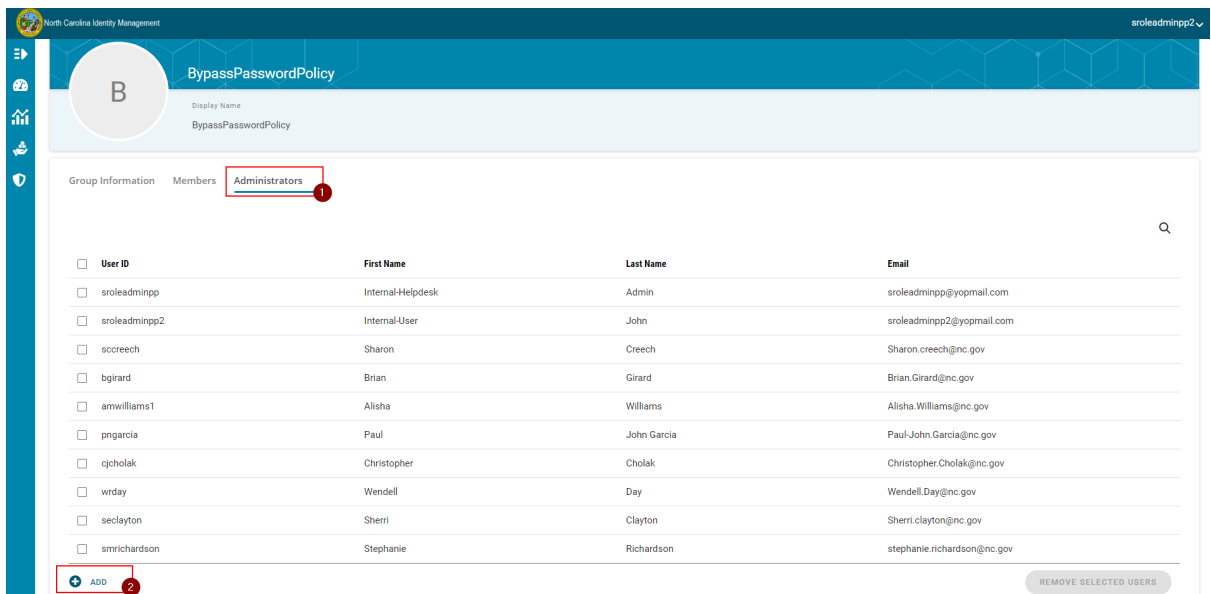
10. You will be taken to the “**Groups**” page where you should be able to see the “**BypassPasswordPolicy**” group → Click on the “**BypassPasswordPolicy**” group to add new admin

Groups

Name	Display Name	Description
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.

Showing 1 - 1 of 1

11. Navigate to “**Administrators**” tab → Click on the “**Add**” button at the bottom of the page.



North Carolina Identity Management

BypassPasswordPolicy

Display Name: BypassPasswordPolicy

Group Information Members **Administrators**

User ID	First Name	Last Name	Email
☐ sroleadminpp	Internal-Helpdesk	Admin	sroleadminpp@yopmail.com
☐ sroleadminpp2	Internal-User	John	sroleadminpp2@yopmail.com
☐ sccreech	Sharon	Creech	Sharon.creech@nc.gov
☐ bgirard	Brian	Girard	Brian.Girard@nc.gov
☐ amwilliams1	Alisha	Williams	Alisha.Williams@nc.gov
☐ pngarcia	Paul	John Garcia	Paul-John.Garcia@nc.gov
☐ cjcholak	Christopher	Cholak	Christopher.Cholak@nc.gov
☐ wrday	Wendell	Day	Wendell.Day@nc.gov
☐ seclayton	Sherri	Clayton	Sherri.clayton@nc.gov
☐ smrichardson	Stephanie	Richardson	stephanie.richardson@nc.gov

ADD REMOVE SELECTED USERS

12. Search for the internal user by entering either full or partial User ID, Email, First Name or Last Name → Hit on “**Search**”

Add Users

USER ID **shelpdeskadminpp3** Email First Name Last Name

SEARCH RESET

13. Select the checkbox against the users which you want to add as admin to the group → Click on “**Add Users**”

USER ID

Email

First Name

Last Name

shelpdeskadminpp3

SEARCH

RESET

User ID	First Name	Last Name	Email	Active	
☒	Shelpdesk...	Shelpdesk...	Shelpdesk...	Shelpdeskadminpp3@yopmail.com	☒

Showing 1 - 1 of 1

CANCEL

ADD USERS

- North Carolina Identity Management

✓ Success

Users added successfully

✕

Groups / BypassPasswordPolicy

B

BypassPasswordPolicy

Display Name

BypassPasswordPolicy

Group Information

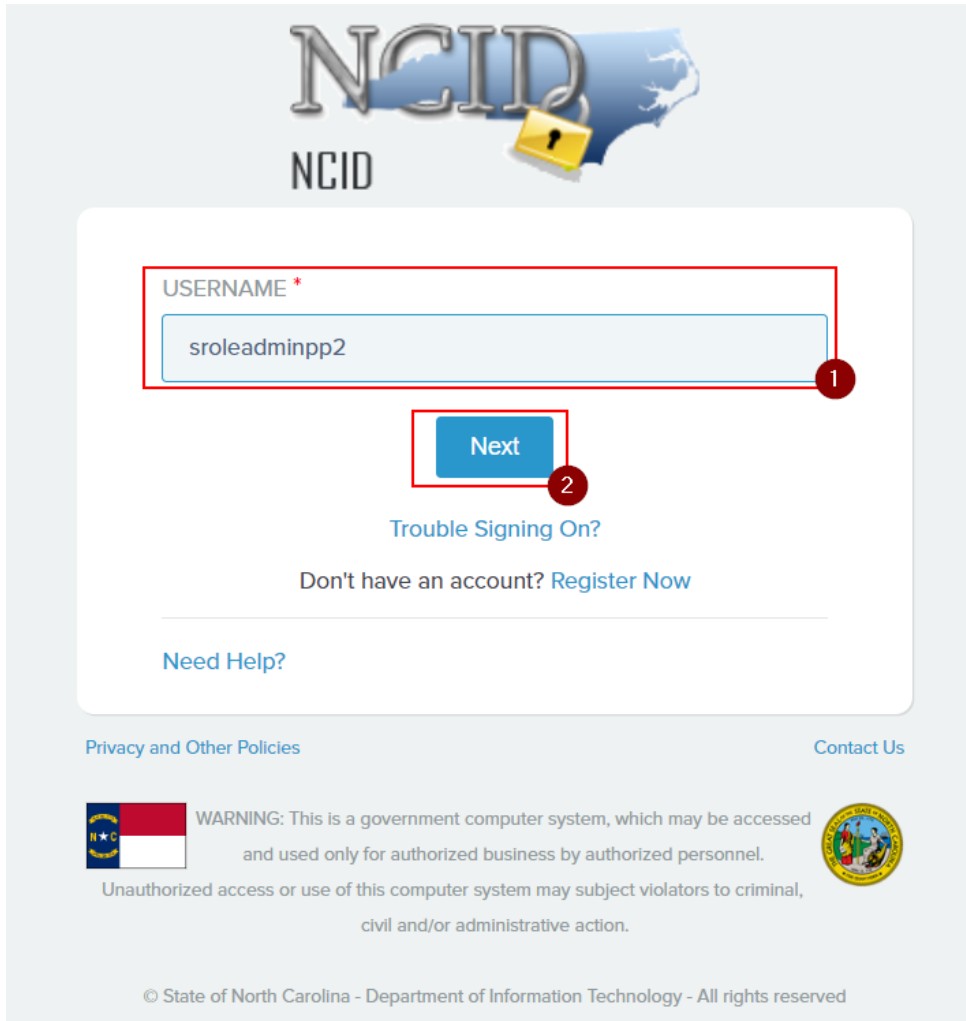
Members

Administrators

☐	User ID	First Name	Last Name	Email
☐	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3	Shelpdeskadminpp3@yopmail.com

To remove an internal user's Helpdesk admin access, you must remove the user from the administrators of "**BypassPasswordPolicy**" group by following the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID account username → Click on “**Next**”



NCID

NCID

USERNAME *

sroleadminpp2

Next

Trouble Signing On?

Don't have an account? [Register Now](#)

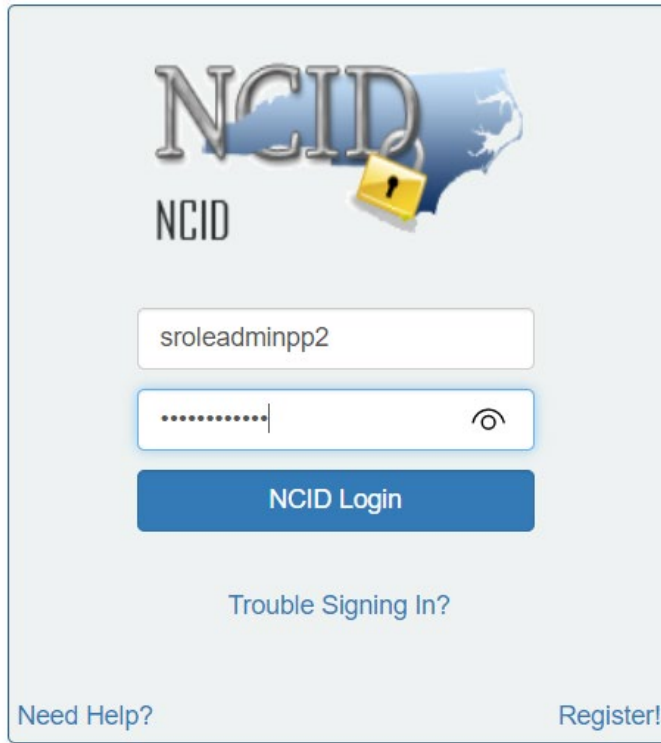
[Need Help?](#)

[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. 

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2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click “**NCID Login**”

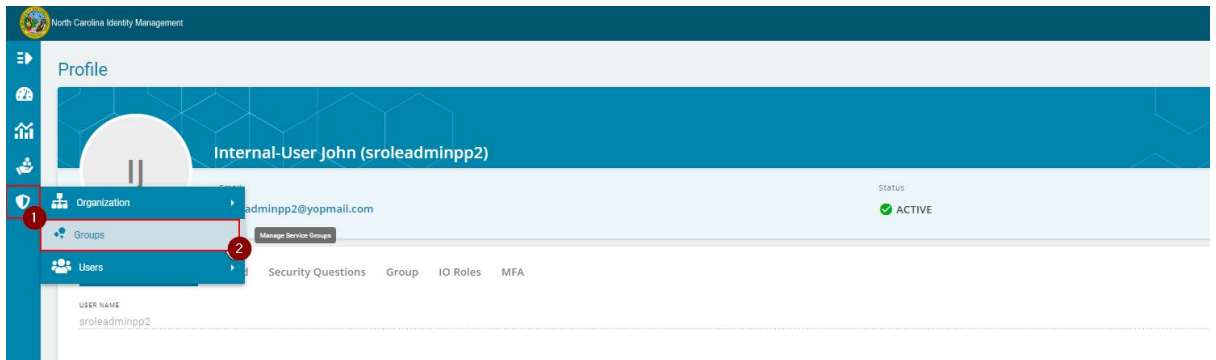


The login page features the NCID logo at the top, which includes a map of North Carolina and a yellow padlock icon. Below the logo is a text input field containing 'sroleadminpp2', followed by a password input field with masked characters and a toggle icon. A blue 'NCID Login' button is positioned below the password field. At the bottom of the login area, there is a link for 'Trouble Signing In?'. The footer contains links for 'Need Help?' and 'Register!'.

[Privacy and Other Policies](#)

[Contact Us](#)

- Once you are in the portal, click on **“Admin”** icon () in the Menu → Click on **“Groups”**



The screenshot shows the North Carolina Identity Management portal. The top navigation bar includes a 'Profile' link. The main content area displays the user's profile for 'Internal-User John (sroleadminpp2)' with the email 'sroleadminpp2@yopmail.com' and a status of 'ACTIVE'. A left-hand menu is visible, with the 'Groups' option highlighted and numbered '1'. A red box around the 'Groups' option is numbered '2'.

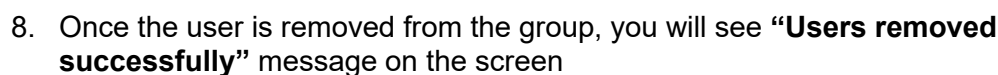
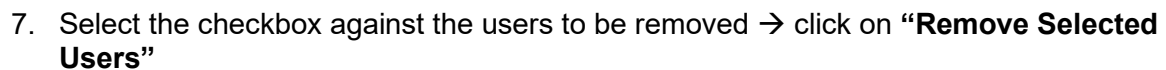
- You will be taken to the **“Groups”** page where you should be able to see the **“BypassPasswordPolicy”** group → Click on the **“BypassPasswordPolicy”** group to remove an admin

Groups

Name	Display Name	Description
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.

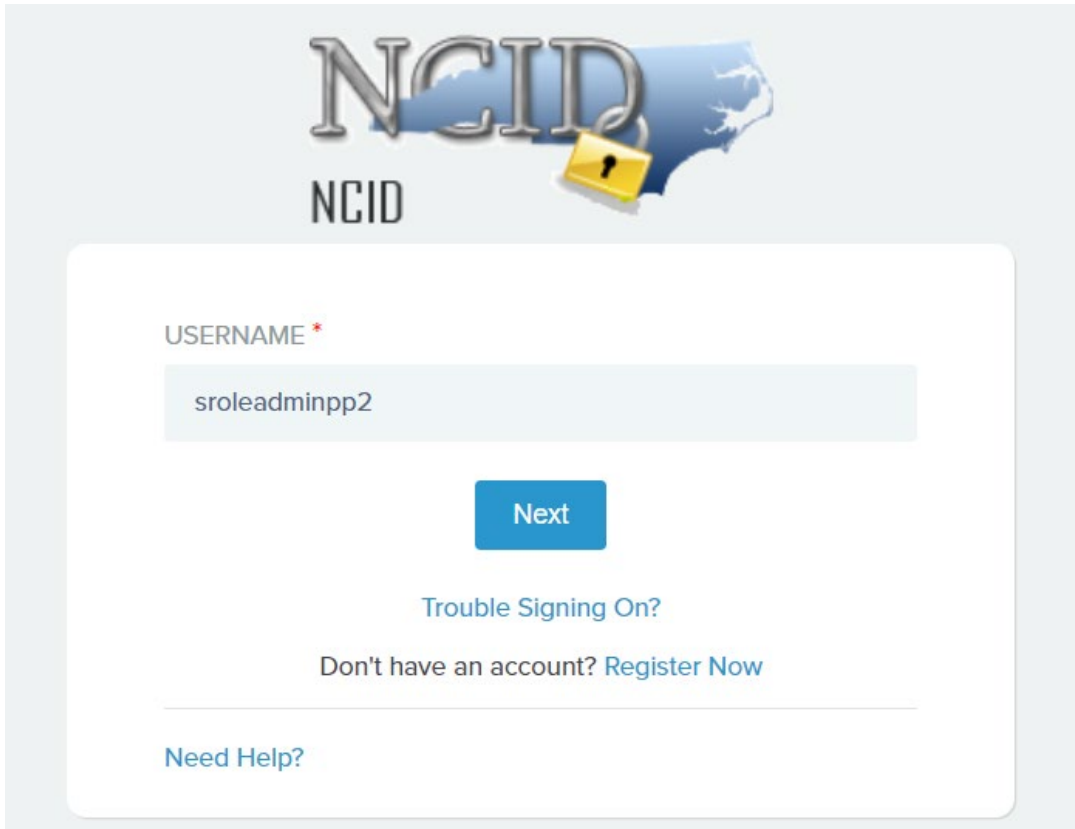
Showing 1 - 1 of 1

- Navigate to **“Administrators”** tab to view the administrators



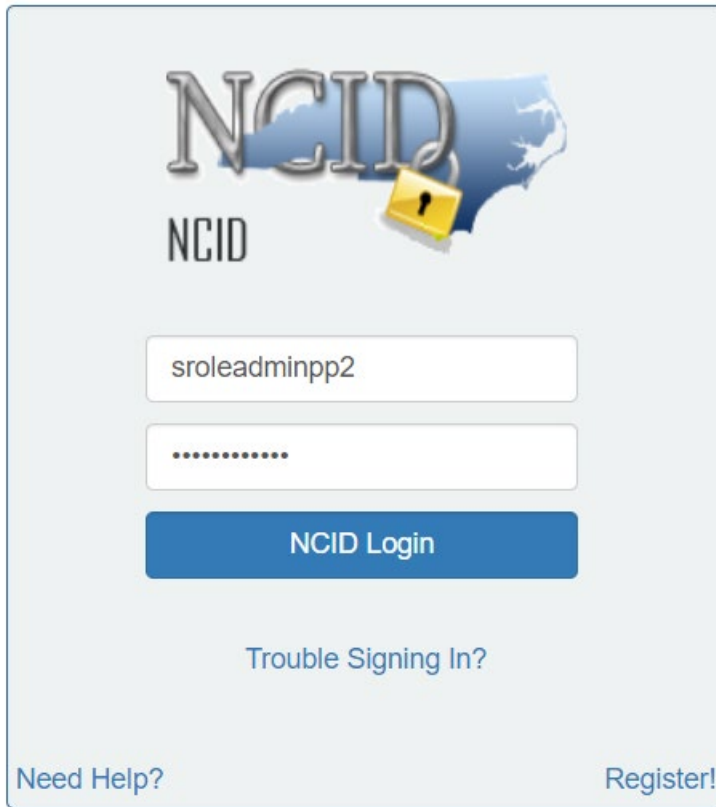
16

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**



The screenshot shows the NCID login interface. At the top, there is a logo with the text 'NCID' and a blue map of North Carolina with a yellow padlock. Below the logo, the text 'NCID' appears again. The main form area has a label 'USERNAME *' above a text input field containing 'sroleadminpp2'. Below the input field is a blue button labeled 'Next'. Under the button are two links: 'Trouble Signing On?' and 'Don't have an account? Register Now'. At the bottom of the form is a link 'Need Help?'.

2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



NCID Login Form

NCID

Username: sroleadminpp2

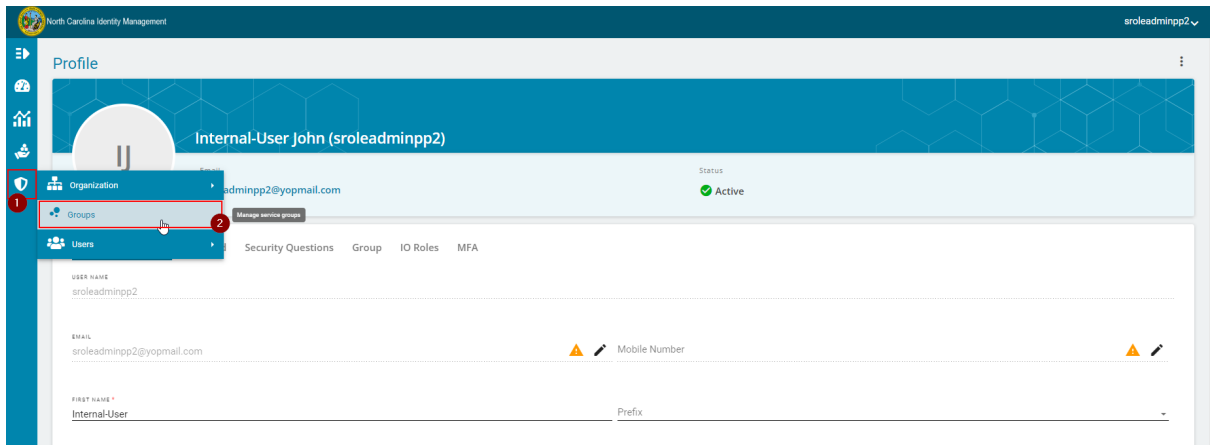
Password:

NCID Login

[Trouble Signing In?](#)

[Need Help?](#) [Register!](#)

- Once you are in the portal, click on “**Admin**” icon () in the Menu → Click on “**Groups**”



North Carolina Identity Management

Profile

Internal-User John (sroleadminpp2)

Organization: adminpp2@yopmail.com

Status: Active

Groups

Users

Security Questions

Group

IO Roles

MFA

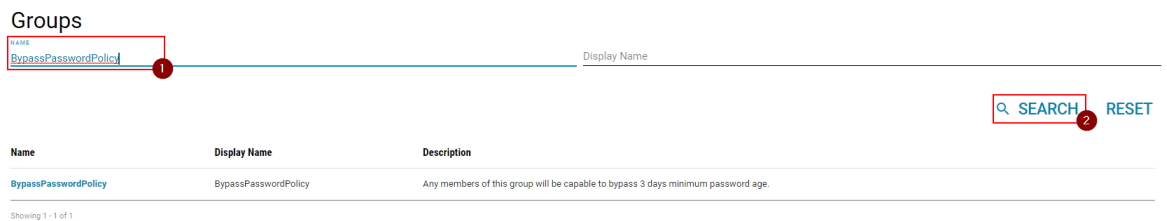
USER NAME: sroleadminpp2

EMAIL: sroleadminpp2@yopmail.com

FIRST NAME: Internal-User

Prefix

- You will be taken to the “**Groups**” page where you should be able to see the “**BypassPasswordPolicy**” group



Groups

NAME: BypassPasswordPolicy

Display Name

SEARCH RESET

Name	Display Name	Description
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.

Showing 1 - 1 of 1

- Click on the Group to add an external user for whom the password policy needs to be bypassed

Groups

NAME	Display Name
BypassPasswordPolicy	

SEARCH RESET

Name	Display Name	Description
BypassPasswordPolicy	BypassPasswordPolicy	Any members of this group will be capable to bypass 3 days minimum password age.

Showing 1 - 1 of 1

- Navigate to **“Members”** tab and Click on the **“Add”** button at the bottom of the page.

Groups / BypassPasswordPolicy



BypassPasswordPolicy

Display Name

BypassPasswordPolicy

Group Information

Members

Administrators

☐ User ID	First Name	Last Name
		
No Record Found		

- Search for the external user by entering either full or partial User ID, Email, First Name or Last Name → Hit on **“Search”**

Add Users

USER ID	Email	First Name	Last Name
induser4			

SEARCH RESET

- Select the checkbox against the users for which you want to add to the group → Click on **“Add Users”**

Add Users

USER ID	Email	First Name	Last Name
induser4			

[SEARCH](#)
[RESET](#)

	User ID	First Name	Last Name	Email	Active	Locked
☒	induser4	individual	user	induser4@yopmail.com	☒	☐

Showing 1 - 1 of 1

[CANCEL](#)
[ADD USERS](#)

Add Users

- Once the user is added to the group, you will see “**Users added successfully**” message on the screen

North Carolina Identity Management

Success
Users added successfully

Groups / BypassPasswordPolicy

BypassPasswordPolicy

Display Name
BypassPasswordPolicy

Group Information Members Administrators

User ID	First Name	Last Name	Email
☐ atestb	atestb	Pandey	atestb@yopmail.com
☐ citi24ap	citi	ap	citi24apnew@yopmail.com
☒ induser4	individual	user	induser4@yopmail.com

- You can inform the external user to change their password before midnight on the same day. The user will be removed from the group automatically at midnight.

6. ONBOARDING OF NEW HELPDESK USERS IN MYNCID PORTAL

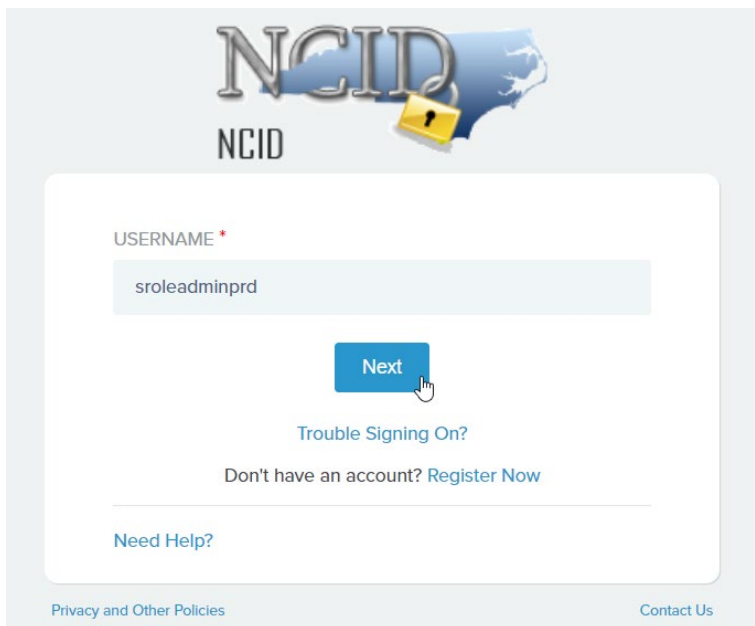
1. Helpdesk administrators should request the NCID team to onboard the new internal user on MyNCID portal
2. NCID team works with Simeio team to onboard the new internal user to the MyNCID portal and confirms back to the Helpdesk administrator
3. Helpdesk administrator informs the new user to login to the MyNCID portal to confirm that the user can login
4. Helpdesk administrator can now follow the steps listed in Section 3 of the document to assign the new user appropriate privileges.

7. IAM ANALYTICS DASHBOARD TO VIEW USER TYPE

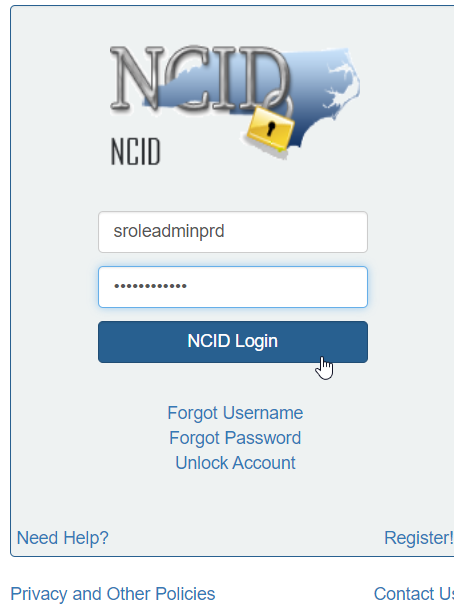
The Helpdesk administrator can view the user type for all users in the MyNCID portal from the IAM Analytics dashboard

To view the user type for any user, please follow the steps provided below:

1. Launch <https://myncid.nc.gov> in a browser → Provide your Internal NCID Account username → Click on **“Next”**

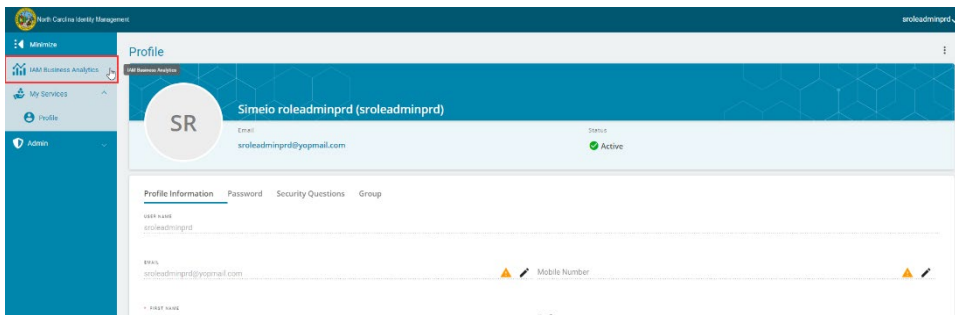


2. You will be taken to NCID portal for authentication, provide your Internal username and password → Click **“NCID Login”**



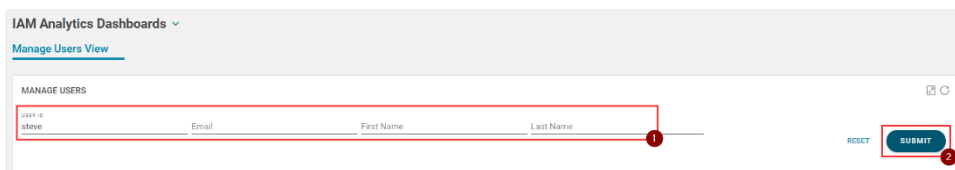
The login page features the NCID logo at the top, which includes a map of North Carolina. Below the logo are two input fields: one for the username 'sroleadminprd' and another for a password represented by dots. A blue 'NCID Login' button is positioned below the password field, with a mouse cursor hovering over it. Underneath the button are three links: 'Forgot Username', 'Forgot Password', and 'Unlock Account'. At the bottom of the page, there are links for 'Need Help?' and 'Register!', as well as 'Privacy and Other Policies' and 'Contact Us'.

- Once you are in the portal, click on “IAM Business Analytics” icon ( IAM Business Analytics) in the Menu on the left.



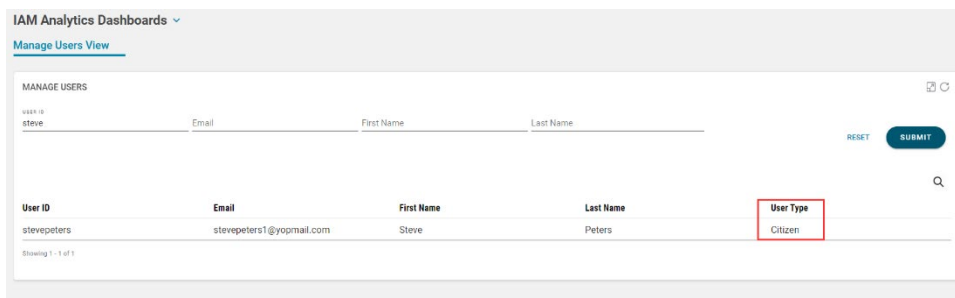
The profile page shows a sidebar menu on the left with options like 'Minimize', 'IAM Business Analytics', 'My Services', 'Profile', and 'Admin'. The main content area is titled 'Profile' and displays user information for 'Simeio roleadminprd (sroleadminprd)'. It includes fields for 'Email' (sroleadminprd@yopmail.com) and 'Status' (Active). Below this, there are tabs for 'Profile Information', 'Password', 'Security Questions', and 'Group'. The 'Profile Information' tab is active, showing fields for 'User Name', 'Email', 'First Name', and 'Last Name'.

- You should be able to see the Manage Users View page. Search for the user by entering any of the following: User ID, Email, First Name or Last Name → Click “Submit”



The 'Manage Users View' page shows a search form with a red box highlighting the search input field. The input field contains the text 'steve'. To the right of the input field are 'RESET' and 'SUBMIT' buttons. A red circle with the number '1' is next to the input field, and another red circle with the number '2' is next to the 'SUBMIT' button.

- The user data loads up in the table. You can see the User type column which shows whether the user is Citizen/ Business/ State/ Local.



The table displays user information with columns for 'User ID', 'Email', 'First Name', 'Last Name', and 'User Type'. The first row shows a user with ID 'steve', email 'stevepeters1@yopmail.com', first name 'Steve', last name 'Peters', and user type 'Citizen'. A red box highlights the 'User Type' column. The table is titled 'MANAGE USERS' and includes a search bar and 'RESET' and 'SUBMIT' buttons.

User ID	Email	First Name	Last Name	User Type
steve	stevepeters1@yopmail.com	Steve	Peters	Citizen

8. SUPPORT MODEL

In case, you are facing any issues, you need to contact NCID team as per the existing process.

NCID team will engage the Simeio Support team, if necessary.

APPROVAL

Approved by Project Manager

Comments: Helpdesk Admin guide v1.2

Name: Dimple Katira

Title: Project Manager

Date: 08/31/2023

Approved by Project Manager

Comments: Helpdesk Admin guide v1.1

Name: Dimple Katira

Title: Project Manager

Date: 08/11/2023

Approved by Project Manager

Comments: Final version of Helpdesk Admin guide v1.0

Name: Dimple Katira

Title: Project Manager

Date: 06/15/2023