

### 1. What is the Division of Child Development and Early Education (DCDEE) Workforce Online Reporting and Knowledge System (WORKS)?

The Division of Child Development and Early Education (DCDEE) Workforce Online Reporting and Knowledge System (WORKS) functions as a single portal of entry for the North Carolina child care workforce. This system will collect, report, and track child care workforce education and professional development information needed to support education requirements, as required by North Carolina Child Care Rules to comply with educational programs and materials.

### 2. Who may access DCDEE WORKS?

Applicants who will benefit the most from using DCDEE WORKS are prospective teachers and anyone currently working in a regulated child care facility including, but not limited to Administrators, NC Department of Public Instruction (DPI) Teachers, DPI Teacher Assistants, Family Child Care Home (FCCH) Providers, Group Leaders, Program Coordinators, Lead Teachers, Site Owners and Teachers.

### 3. Now that DCDEE WORKS is available, what are my first steps?

First, create your “**Individual**” North Carolina Identity Management (NCID) username and password which will be used to access your DCDEE WORKS account. After creating your individual NCID, follow the prompts to start registration for DCDEE WORKS.

### 4. What is an NCID?

The North Carolina Identity Management Service (NCID) is the standard identity and access management platform provided by the Department of Information Technology Services (DIT). 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 customer-based applications and information retrieval.

### 5. How do I apply for my NCID?

In a web browser, such as Internet Explorer, go to the North Carolina Identity Management (NCID) website at <https://ncid.nc.gov>. Select the word “**Register**” to begin the process of creating a new individual NCID. Follow the steps until completion.

NCID

Username

Password

NCID Login

Forgot Username  
Forgot Password  
Unlock Account

Need Help?

Register

Click “**Register!**” to create a new NCID

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.

For additional assistance with creating your NCID use the [DCDEE WORKS Applicant Job Aid- Creating Your NCID](#) or contact the **North Carolina Identity Management (NCID)** at (919) 754 – 6000 or **Toll Free** 1-800-722-3946 and the next available representative will be glad to assist you.

## 6. Which “NCID user type” will I need to access DCDEE WORKS?

You will need the “**Individual**” NCID user type to access your account. All other user types are invalid for DCDEE WORKS.

## 7. I already have an NCID that I use for my business. Can I use my business NCID to access DCDEE WORKS?

**No.** To access DCDEE WORKS, you will need the “**Individual**” NCID user type. All other user types are invalid for DCDEE WORKS.

## 8. I am a state employee, and I have an NCID from my division. Can I use my state NCID to access DCDEE WORKS?

**No.** To access DCDEE WORKS, you will need an “**Individual**” NCID user type. All other user types are invalid for DCDEE WORKS.

If you have a personal education account with the Workforce Education Unit and you are employed with state government, you will need to create an “**Individual**” NCID user type to access DCDEE WORKS. Your assigned state staff NCID username and password will not grant you access to DCDEE WORKS.

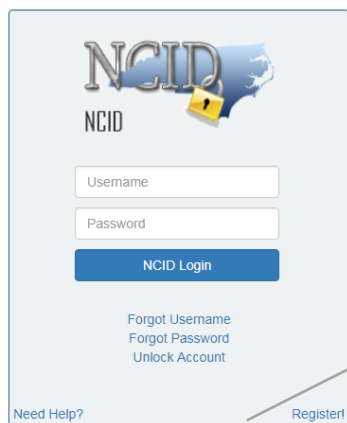
## 9. Can I use the same NCID I use to access Emergency Preparedness and Response and Criminal Background Check portals, and ProSolutions training certificates to access my DCDEE WORKS account?

**Yes.** For [initial registration](#) into DCDEE WORKS, the individual NCID username and password used to access Emergency Preparedness and Response and Criminal Background Check portals as well as the ProSolutions Training certificates can be used to create your DCDEE WORKS account.

If you have already completed registration for DCDEE WORKS do not attempt to use your NCID username and password to access DCDEE WORKS, as this will lock your account access.

## 10. I have forgotten my NCID username and password. How can I retrieve this information?

Applicants can use the “**Forgot Username**”, “**Forgot Password**” or “**Unlock Account**” options on the NCID login screen to access this information. Go to <https://ncid.nc.gov> to access the log in screen.



Click any of the listed options to regain access your account.

[Privacy and Other Policies](#)

[Contact Us](#)



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## 11. Are NCID passwords case sensitive?

**Yes.** NCID enforces case sensitivity. A case sensitive password is a computer command which specifies that each letter of a password must always be typed exactly as created when using it to access accounts. For example, criteria of an NCID password are a capital (upper-case) letter or a common (lower case) letter must be used within the structure of the password to be considered valid.

## 12. I believe there is an error with my NCID. It appears to be invalid. How can I check the status of my NCID user name and password?

To determine if your NCID account is functioning, login to the NCID website at <https://ncid.nc.gov>. If you can log in successfully and receive the NCID welcome screen, your NCID account is functioning properly.

If you are access the DCDEE WORKS portal with your registered NCID user name and password, please contact the DCDEE WORKS Technical Support at **(919) 814 – 6350** or email at [dcdee.works@dhhs.nc.gov](mailto:dcdee.works@dhhs.nc.gov) and explain that you are having problems accessing the application. Be sure to tell them you could log in successfully to the NCID website with your active NCID.

## 13. Will my NCID expire?

**Yes.** Your NCID will expire after 18 months of non-use. After the 18-month deadline your account will deactivate, after which you will need to create a new NCID and password. It is highly recommended that you access your NCID account quarterly to maintain activity and the ability to access your DCDEE WORKS account.

## 14. When will I be able to access my DCDEE WORKS account?

The Division of Child Development and Early Education (DCDEE) Workforce Online Reporting and Knowledge System (WORKS) was implemented on December 30<sup>th</sup>, 2016. You are now able to create your DCDEE WORKS account. [Click here](#) to access the DCDEE WORKS website.

## 15. What if I am not able to access the DCDEE WORKS website?

If you are unable to access the DCDEE WORKS website, try one or all the following options:

- a) **Enter the following link into your internet browser**, <https://www.dcdee.works.nc.gov> or connect through the DCDEE website at <https://www.ncchildcare.nc.gov/general/home.asp> under the DCDEE WORKS tab.
- b) **Check your internet router** to verify that you are connected to the internet. If you cannot access any of the above sites, then your internet provider may have the websites blocked. Contact your internet provider to discuss options.
- c) **Check to see what version of your internet browser you are using.** You can locate this information under the 'Help' drop down on your toolbar. Next, select 'About (browser name)'. The pop-up box will provide the version information. We support... Internet Explorer (IE) 10 and above. If you are not on a supported version, you will need to upgrade your browser version to access DCDEE WORKS.
- d) If **web pages do not load correctly**, clear your local use file cache and cookies on your personal computer. If you are not familiar with this process, refer to the 'Help' option on the toolbar of your browser and enter in the search, "How to clear my browser history in (IE, Google Chrome, Mozilla Firefox, etc.)" in your internet browser for more information concerning this process."

**16. What is a Workforce Identification (WFID) Number?**

The Workforce Identification (WFID) number is a unique identifier assigned to all child care workforce applicants. Documentation that you have received from the Workforce Education Unit, such as a “**Status**” or “**Return**” letter contains your WFID number. See the following link for examples: [What's a Workforce Identification Number - WFID#](#).

**17. Will I need my WFID number to register for DCDEE WORKS?**

You are not required to have this information when registering, but your WFID number will assist DCDEE WORKS in identifying any previous educational information on file with the Workforce Education Unit when accessing the system during registration.

**18. What email carrier should I use when creating my DCDEE WORKS account.**

DCDEE WORKS accepts all email carriers (YAHOO, Gmail, AOL, Outlook, Comcast, etc.).

**19. How can I add the DCDEE WORKS email to my safe sender list?**

To ensure that emails from DCDEE WORKS reach your inbox, and not a junk or spam folder, please add DCDEE WORKS emails to a safe senders list within your email provider application or add the email to your contact list. Your email provider or security service has their own instructions for adding email addresses to the safe sender list.

**20. What is the difference between a UID and an NCID?**

The Unique Identifier (UID) is an identification number assigned to North Carolina educators who are required to hold an NC educator’s (Birth-through-Kindergarten) license as a condition of employment (e.g., public school educators, NC Pre-K and Developmental Day preschool lead teachers employed in public and nonpublic schools). The UID is required for any NC DPI licensed educator, mentor teacher, and evaluators who are required to use the North Carolina Educator Effectiveness System or NCEES operated by the North Carolina Department of Public Instruction.

Specifically, NC Pre-K lead teachers and Developmental Day preschool teachers, holding a Birth-through-Kindergarten (BK) license, must be mentored, evaluated and maintain a professional development plan through NCEES. BK licensed teachers employed in DCDEE regulated (star-licensed) child care centers, must enroll and work through the Early Educator Support, Licensure and Professional Development (EESLPD) Unit for these services, while public school licensed teachers to work through their local education agency’s human resources/personnel offices.

**Birth-through-Kindergarten licensed educators who are employed in any DCDEE regulated program whether public school-based or center-based, must also be registered with DCDEE WORKS.** BK licensed educators will have a UID (DPI/NCEES) and an NCID (DCDEE/WORKS).

**21. I am a licensed teacher through the Early Educator Support Licensure and Professional Development (EESLPD) Unit. Do I need to register in DCDEE WORKS?**

As an early educator enrolled with the Division of Child Development and Early Education (DCDEE) Early Educator, Support, Licensure, and Professional Development (EESLPD) Unit, you are required to work with two different state agencies, DCDEE and the NC Department of Public Instruction’s (NCDPI) Licensure Division, to ensure that your education, BK licensure, professional development, and other requirements are met and maintained. You are also required to be registered with DCDEE WORKS, which is used to determine education qualifications and reviewed for points for the star rated license system.

You must register in this system to ensure that your education file for the rated license system is current. This registration is **not** related **or** connected to the [NCDPI Online Licensure System](#). The NCDPI Online Licensure System is a one-stop shop for educators, school systems, and the public to verify North Carolina educators' licenses (e.g., Birth-through-Kindergarten). Additionally, educators and school systems, such as DCDEE's EESLPD Unit, can submit license applications, renew a license, and update contact information, among other services.

**22. I mailed in my application to the Workforce Education Unit and all my documentation was mailed back to me except for my official transcripts (OT).**

As of **December 30<sup>th</sup>, 2016**, you can apply for positions and upload all documents **except** official transcripts into your DCDEE WORKS account for processing and evaluation. Please electronically apply and upload any education documentation, including but not limited to BSAC, CDA, Montessori, etc., that was returned to you.

**23. What is the standard turnaround time for an application to be evaluated in DCDEE WORKS?**

The Workforce Education Unit's normal processing timeframe is 6-8 weeks or more from the date the educational documentation is received by the Unit. If you have questions about your education evaluation, please contact the Workforce Education Unit at (919) 814-6350.

**24. I attempted to view my return letter in DCDEE WORKS and a license agreement appeared.**

When a license agreement appears when attempting to download documents, this is an indication that the Adobe Software will need to be added and/or updated to your computer system.

*To download Adobe® Acrobat® Reader® software to [view](#) the documents on your computer, click [here](#) to download a free copy.*

**25. Can I use autofill form data on my computer to complete my registration in DCDEE WORKS?**


**Yes.** This option can be used in your registration process. Please ensure that the correct data is populating to the system. Autofill data can be removed from your browser by clearing your historical browsing data (*cookies, caches*).

**26. I completed my registration and received a notification that my account may already exist.**

DCDEE WORKS provides a notification to applicants when the system recognizes a portion of their registration data entry. This places the registration under review. A DCDEE WORKS representative may contact you to obtain additional verification so you can proceed in the registration process.

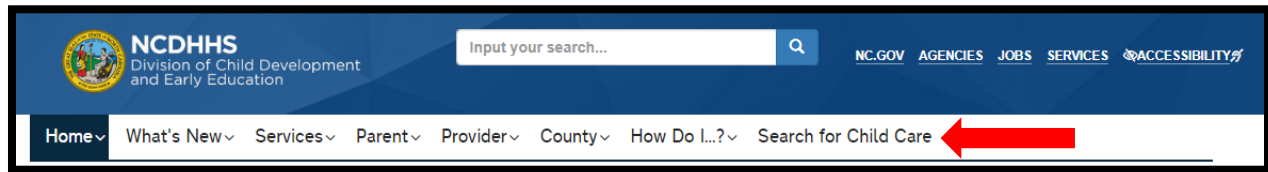
**27. I received a 500 error when I attempted to complete an action within the DCDEE WORKS system.**

"500 errors" are system-related errors. To restore DCDEE WORKS, try completing one of the following:

- **Select F5** to refresh your browser (*any changes entered before the refresh may be lost*).
- Close your browser using  in the upper right-hand corner of the browser. Re-open the browser and log back into [DCDEE WORKS](#) ([www.dcdee.works.nc.gov](http://www.dcdee.works.nc.gov)).
- Clear your cache (cookies). Log back into a new browser and sign into [DCDEE WORKS](#).
- Reboot your desktop, laptop, phone or tablet. Log back into [DCDEE WORKS](#).

If any of the above steps will not allow you to log back into the DCDEE WORKS system, please contact DCDEE WORKS Technical Support for assistance at (919) 814-6350 or email [dcdee.works@dhhs.nc.gov](mailto:dcdee.works@dhhs.nc.gov) with your technical issue.

28. I currently work as a Teacher in a childcare facility. DCDEE WORKS has the option to add facility information to my account but I do not know my facility identification. Where can I find this information?



In the upper right-hand corner of the [DCDEE Website](#), click “**Search for Child Care**” in the upper right-hand corner, this will take you to a search tool that will assist you in locating your facility ID number. If your ID number is not listed within the search, please contact the Administrator of your child care facility to obtain this information.

29. How can an applicant apply for Public School Preschool Staff Education (DPI) position in DCDEE WORKS?

On the home page of your DCDEE WORKS account, select the “**Positions**” tab. This tab provides instructions for all positions that are available for qualification in DCDEE WORKS. Available DPI applicant and instructions are available in English and Spanish.

To download the DPI Application for Teacher/Teacher Assistant (DCDEE.0171) click [here](#).

To download the DPI Application for Administrators (DCDEE.0172) click [here](#).

For the Workforce Education Unit to evaluate your education, you will need to upload a copy of official transcripts showing all the coursework you have completed to date. *We cannot evaluate from a grade report, unofficial student copy, copy of a diploma, or computer printout.*

Electronically apply for the appropriate positions and upload an appropriately signed (by either the principal or the school system superintendent) NC DCDEE Public School Preschool Staff Education (DCDEE.0171) application for Teacher/Teacher Assistant and/or NC DCDEE Public School Preschool Staff Education (DCDEE.0171) application for Administrators with the information about the public school where you are currently employed and a copy of your official college transcript(s) showing any early childhood coursework or degrees. **NOTE:** *Copies of your official transcript(s) can be uploaded into DCDEE WORKS for the DPI application. If the uploaded copy of the official transcript is not legible, the Workforce Education Unit reserves the right to request that an official transcript is mailed to our office.*

If form **DCDEE.0171** or **DCDEE.0172** is not appropriately signed by the Principal of the School or Superintendent of the School System, the applicant must sign the application and submit official transcripts and a copy of any applicable DPI license for the evaluation process to proceed.

**Copies of official transcripts must be uploaded for ALL completed college-level coursework, certificates, diplomas and/or degrees.** Please do not upload copies of in-service training documentation as these are not considered college coursework. Photocopies of transcripts, student or internet copies and grade reports are NOT accepted. Mobile device pictures will be accepted if legible.

## DCDEE WORKS CUSTOMER SERVICE CONTACT INFORMATION

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### **Workforce Education Unit**

8:00 AM – 5:00 PM; Monday - Friday

**(919) 814-6350**

**Email:** [dcdee.works@dhhs.nc.gov](mailto:dcdee.works@dhhs.nc.gov)

**Website:** <https://ncchildcare.ncdhhs.gov/Home/DCDEE-Sections/Workforce-Education-Unit>

**Related Questions:** Educational Qualifications; Applications; Official Transcripts; Registration Review; Submission Uploads; DCDEE WORKS access

### **North Carolina Identity Management (NCID)**

8:00 AM – 5:00 PM; Monday - Friday

**(919) 754 – 6000 or Toll Free 1-800-722-3946**

**Email:** [dit.incidents@its.nc.gov](mailto:dit.incidents@its.nc.gov)

**Related Questions:** Valid/ Invalid NCID Username and password; NCID Security Questions; NCID error messages

### **DCDEE WORKS Technical Support**

8:00 AM – 5:00 PM; Monday - Friday

**(919) 814 – 6350**

**Email:** [dcdee.works@dhhs.nc.gov](mailto:dcdee.works@dhhs.nc.gov)

**Related Questions:** Technical Assistance; DCDEE WORKS System Errors