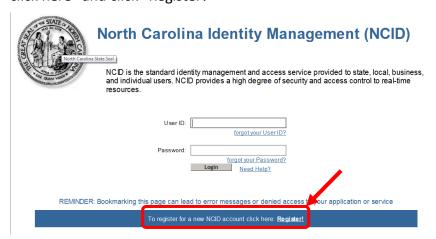# Provider Job Aid: Creating and Linking your NCID

In 2016, Subsidized Child Care Assistance Providers began using the Provider Portal for annual enrollment, voucher acceptance, attendance tracking, etc. To use the Provider Portal, a Provider must create and maintain a Business NCID (at no charge). This is a secure username and password the Provider will use to access the Provider's account. After creating an NCID, the Provider must contact the local county Department of Social Services (DSS) / Local Purchasing Agency (LPA) to verify the Provider's identity and have the NCID linked to the Provider's account—if multiple staff members from the facility will use the Provider Portal, each must have a unique NCID, and it is requested that NCIDs for each staff member be provided to the LPA at one time. This process is designed to ensure that all NCIDs are linked to the appropriate accounts in NC FAST and that a Provider's NCID and account is linked correctly. A Provider will need to complete this process in order to enroll through the Provider Portal.
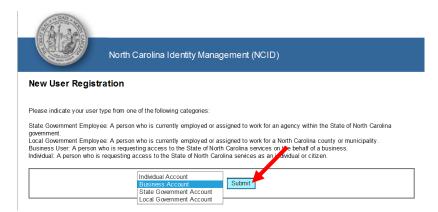
Creating your NCID

1. 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.

2. In a web browser, such as Internet Explorer, go to the North Carolina Identity Management (NCID) website at https://ncid.nc.gov.

3. At the bottom of the page, find the blue bar that says "To register for a new NCID account click here" and click "Register!"

4. On the New User Registration page, choose "Business Account" from the drop down menu.

5. Click "Submit".

North Carolina
DCDEE
Division of Child Development and Early Education

Provider Portal of
NC FAST
North Carolina Families Accessing
Services through Technology

North Carolina Identity Management (NCID)

New User Registration

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

State Government Employee: A person who is currently employed or assigned to work for an agency within the State of North Carolina government.
Local Government Employee: A person who is currently employed or assigned to work for a North Carolina county or municipality.
Business User: A person who is requesting access to the State of North Carolina services on the behalf of a business.
Individual: A person who is requesting access to the State of North Carolina services as an individual or citizen.

Individual Account
Business Account
State Government Account
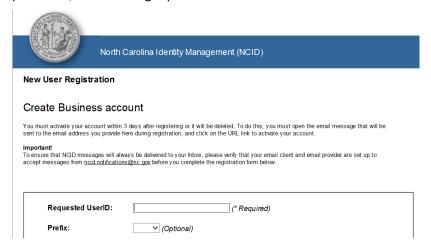Local Government Account

Submit

Note: A person may already have an Individual NCID account, but she or he must use a Business NCID when accessing the Provider Portal on behalf of a Provider.

6. Create a Business NCID account by completing all required fields, including a requested user ID, password, and challenge questions.

North Carolina Identity Management (NCID)

New User Registration

Create Business account

You must activate your account within 3 days after registering or it will be deleted. To do this, you must open the email message that will be sent to the email address you provide here during registration, and click on the URL link to activate your account.

Important!
To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from ncid.notifications@nc.gov before you complete the registration form below.

| Requested UserID: | | (* Required) |
| Prefix: | | (Optional) |

Note: If a requested User ID is already in use, please create a different one. A User ID, a password, and the answers to challenge questions should be something easy for a person to remember.

7. Record the NCID in a secure place, as it will be needed for the steps that follow.

    Note: Activate an NCID account within three days of creating it. NCID will send a message to the email address provided during registration. In the message, follow the web address link to activate the account.

8. These steps will need to be repeated for each staff member who plans to access the Provider Portal on behalf of a facility. Do not move forward with the next steps until all staff members who require access to the Provider Portal have an NCID.

9. Record all of the NCIDs for a facility in a safe place, as they will be needed for the next steps. Do not gather the passwords.

Linking your facility's NCID(s)

10. One person from a facility should gather the facility's staff members' NCIDs and call the LPA to provide the following information to the LPA Provider Manager. (If a Provider is out-of-North-Carolina, the Provider will call DHHS DCDEE at 919-527-6590 and provide the information to the DCDEE Provider Manager.)

   a. Indicate the name and address of the Provider, and let the LPA Provider Manager know that the Provider needs NCID(s) linked to the Provider's account in NC FAST.

   b. Provide the full name, NCID, and role (that is, Provider User or Provider Director) of each individual that will need access to the Provider Portal on behalf of the Provider (for example, Jennifer Jones, jjones1111, Provider User).

   c. One person from a facility may need to visit the LPA in-person with a photo ID and a copy of their DCDEE license to verify identify.

Note: Only one individual should call an LPA on behalf of a Provider.

Note: If an individual works at more than one Provider, she or he will obtain only one NCID. Both Providers will communicate the NCID to their LPA, and the NCID will be linked to both Providers' accounts in NC FAST. The individual will have the same Provider Portal role (that is, Provider User or Provider Director) for both Providers. Each time she or he logs into the Provider Portal, she or he will select which Provider account to work under during that login—the two Providers' accounts will be completely separate.