

Applicant Job Aid: DCDEE WORKS Registration



In Fall 2016, the child care workforce began using the DCDEE Workforce Online Reporting and Knowledge System (WORKS) Applicant Portal to register as a child care worker, and maintain their workforce information to support education requirements, etc.

To use the Applicant Portal, an applicant must create and maintain an Individual NCID (at no charge). This is a secure username and password the applicant will use to access their account. After creating an NCID, the applicant can log in to the DCDEE WORKS Applicant Portal and register. Each applicant must have a unique NCID. This process ensures that an applicant's NCID and the account is linked correctly. An applicant will need to create their individual NCID before accessing DCDEE WORKS.



Note: An applicant may already have a business NCID, but he or she must use an individual NCID account when accessing the DCDEE WORKS Applicant Portal. If you are reading this, and you have not created an NCID username and password, please go to the North Carolina Identity Management (NCID) website at <http://ncid.nc.gov> and register for an individual NCID.

Completing your DCDEE WORKS Registration. Let's begin!

1. After creating your NCID username and password, got to <http://www.dcdee.works.nc.gov/>, and enter your username and password to begin DCDEE WORKS Registration.

NCID
NCID

Username

Password

NCID Login

[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

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

[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. 

Applicant Job Aid: DCDEE WORKS Registration

2. DCDEE WORKS Registration Part I requires that you verify the following demographic information: **WFID Number** (existing accounts only), **Social Security Number** (the last four digits only), **Date of Birth**, **Legal First Name**, **Legal Last Name**, and your **Email Address** (the email used to create your individual NCID).



Note: The Workforce Identification (WFID) number is a unique identifier assigned to all Workforce Education applicants. **If you are not an existing applicant, please leave this field blank.** If you are an existing applicant, but you are unsure of where to locate this identifier, please [click here](#) for instructions on where to locate the 7-digit number.

WORKS Registration

Thank you for registering for a new WORKS account. Please fill in the required fields below and click Next.

* This is a required field.

WFID Number

SSN (Last 4 Digits) *
This value is required.

Date of Birth *
This value is required.

Legal First Name
i * This value is required.

Legal Last Name *
This value is required.

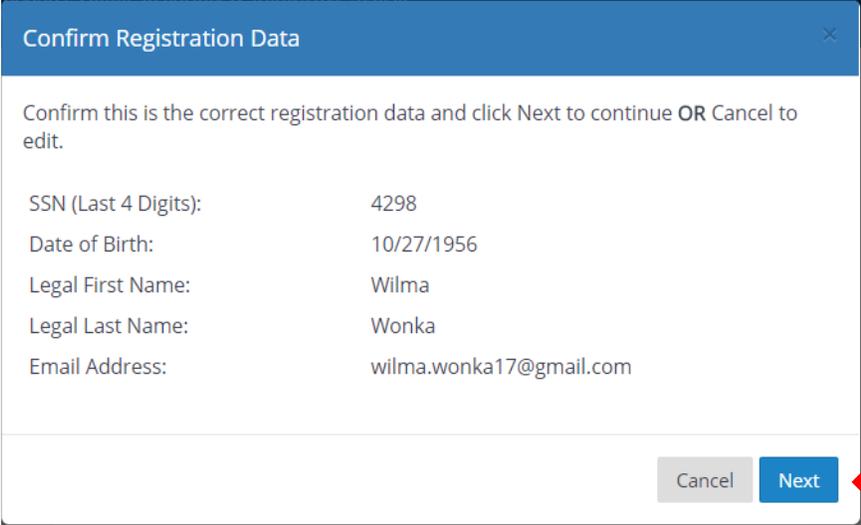
Email Address *
This value is required.

Confirm Email
This value is required.



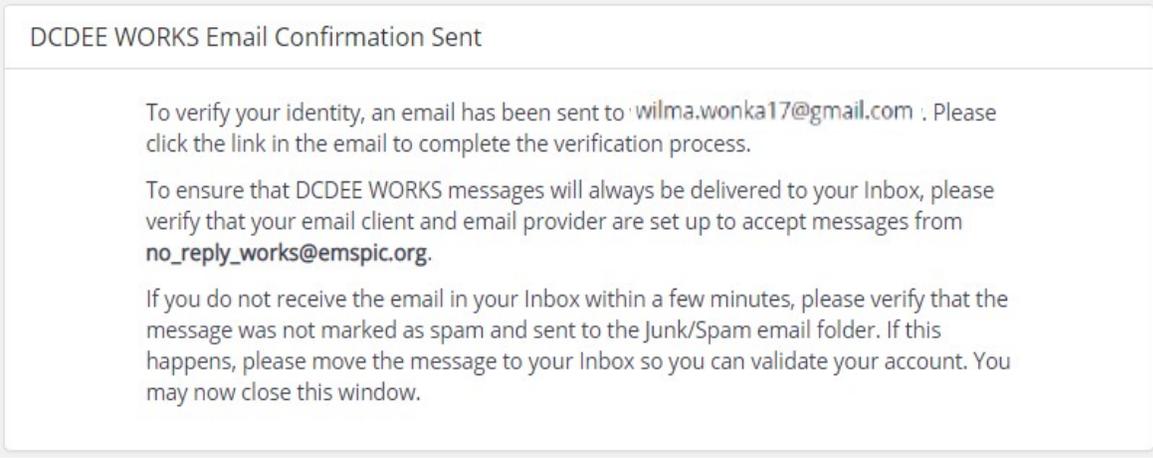
3. After completion, select **Next**.

- The **Confirm Registration Data** pop-up window will appear. Confirm the data that you have provided is correct. Click **Next** to continue.



SSN (Last 4 Digits):	4298
Date of Birth:	10/27/1956
Legal First Name:	Wilma
Legal Last Name:	Wonka
Email Address:	wilma.wonka17@gmail.com

- An **Email Confirmation Sent** notification will appear. Follow the instructions presented within the pop-up window.



DCDEE WORKS Email Confirmation Sent

To verify your identity, an email has been sent to wilma.wonka17@gmail.com : Please click the link in the email to complete the verification process.

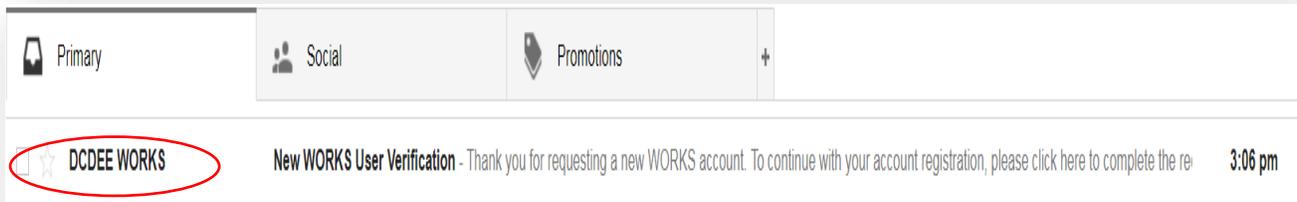
To ensure that DCDEE WORKS messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from no_reply_works@emspic.org.

If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk/Spam email folder. If this happens, please move the message to your Inbox so you can validate your account. You may now close this window.

- Close the internet browser window** once you have read the notice in its entirety.

Applicant Job Aid: DCDEE WORKS Registration

- Log in to the email account used to register your individual NCID. A new **WORKS User Verification** email has been sent to you. The sender of the email is **DCDEE WORKS**.



TIP: It is recommended that you open your email in a separate browser tab while completing the registration steps. This will allow you to view the notification emails promptly as you complete each step.

- To continue with **Registration Part I**, select “[here](#)” within the email notification to proceed to your next steps.

From: DCDEE WORKS <no_reply_works@emspic.org>
Sent: Monday, February 11, 2019 12:57 PM
To: Wonka, Wilma <wilma.wonka17@gmail.com>
Subject: [External] New DCDEE WORKS Account Verification

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to report.spam@nc.gov

Thank you, WilmaW, for requesting a new DCDEE WORKS account. To continue with your account registration, please click [here](#) to complete the request.

After completing your DCDEE WORKS registration, please delete this email.

Regards,
DCDEE WORKS

Please do not respond to this automated message. Emails sent to this address are not monitored.

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure of juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this e-mail in error, please notify the sender immediately and delete all records of this e-mail.

Applicant Job Aid: DCDEE WORKS Registration

9. You will be redirected to the DCDEE WORKS login screen. **Enter your individual NCID username and password. Select the NCID Login button.**



10. A **Review Notification** may appear. This is a standard notification used to allow the Workforce Education Unit staff to review the information that you have submitted.

DCDEE WORKS Under Review

Thank you for requesting a DCDEE WORKS account.

Based on the information you provided, DCDEE WORKS has determined that you may have previously submitted education documentation to the Workforce Education Unit. Your request is currently under review. To accurately connect your DCDEE WORKS account with your historical Workforce Education Unit education documentation, it is necessary for the Workforce Education Unit staff to complete a manual review of your request. During this review, it may be necessary for a Workforce Education Unit staff member to contact you for additional information.

Please note: DCDEE WORKS and Workforce Education Unit staff will use the email address you provided in Registration Part 1 for any follow up correspondence. To ensure that DCDEE WORKS messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from no_reply_works@emspic.org

Please close your browser.

We recommend closing this browser window after reviewing this message.

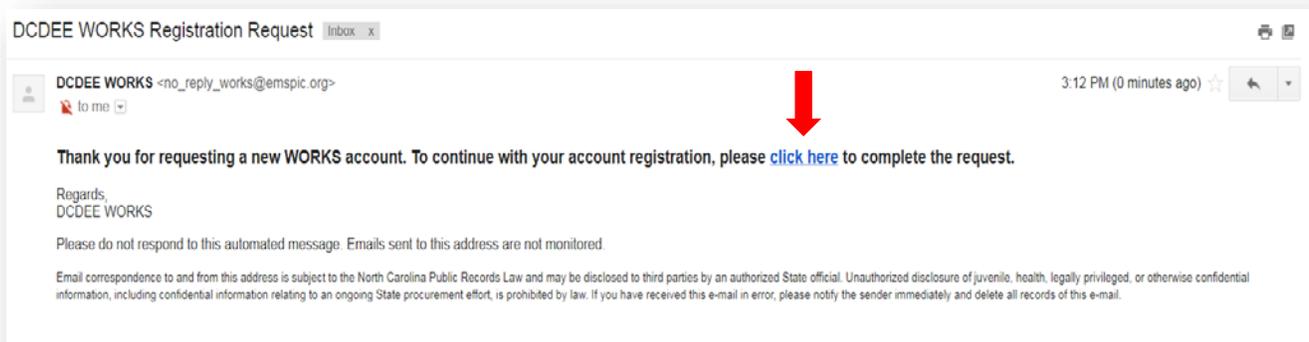


Note: This step is vital to the security of your account. During the review process, the Workforce Education Unit will review the demographic information submitted and determine if there is an existing account within the system. This review could take between 1-2 business days, after which, an email notification will be sent to you. A **Workforce Education Unit staff member will only contact applicants if there are questions about the information received or if additional information is required to proceed.**

Applicant Job Aid: DCDEE WORKS Registration

11. Close your internet browser window after reading the Review Notification. **Within the next few days, periodically check your email** for a notification of the completion of this review step. Please **check your spam and junk mail inboxes as well** if you do not receive the notification within the allotted time frame. If an email is not received, contact DCDEE WORKS technical support for additional troubleshooting steps. Before contacting DCDEE WORKS, please complete a search within your email ensuring that the notification was received.

12. Once the email notification has been received. Select "[click here](#)" within the email notification for the next steps.



13. You will be redirected to the DCDEE WORKS login screen. **Enter your individual NCID username and password. Select Login.**



The image shows the NCID login screen with the following elements:

NCID logo with a map of North Carolina and a padlock icon.

NCID

Username

Password

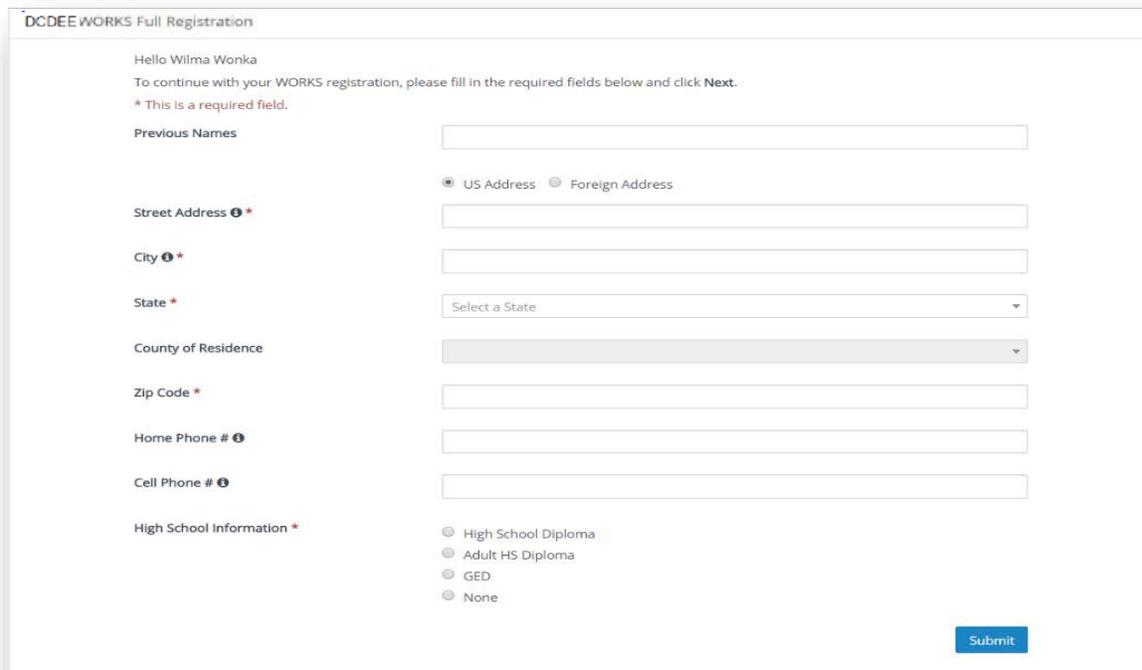
NCID Login

Forgot Username
Forgot Password
Unlock Account

Need Help? Register!

Applicant Job Aid: DCDEE WORKS Registration

14. Next, **WORKS Full Registration Part II** will appear. **Complete all the required fields.** Verify or make changes to any previous demographic information listed. **Select Submit** once entry or your verification is complete.



DCDEE WORKS Full Registration

Hello Wilma Wonka
To continue with your WORKS registration, please fill in the required fields below and click **Next**.
* This is a required field.

Previous Names

Street Address US Address Foreign Address

City

State

County of Residence

Zip Code

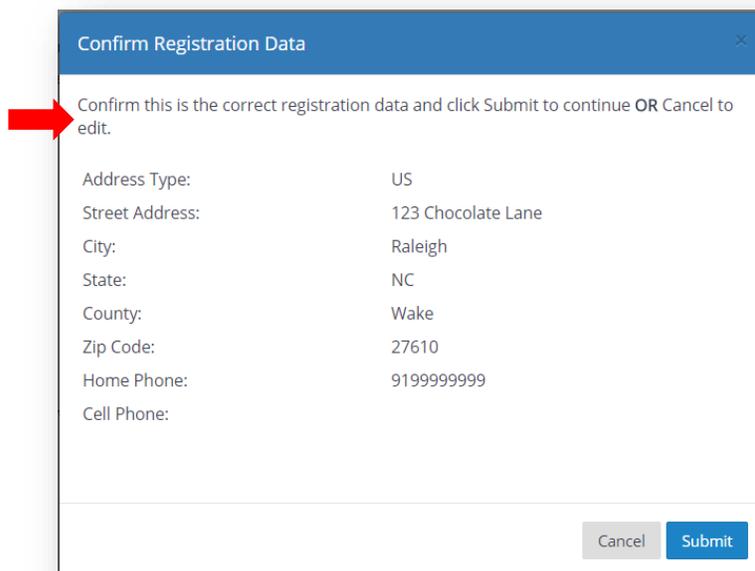
Home Phone #

Cell Phone #

High School Information High School Diploma
 Adult HS Diploma
 GED
 None

Submit

15. The **Confirmation Registration Data** pop-up window for Registration Part II will appear. Confirm the registration data that you provided in the previous step. Select **Cancel to make corrections**. Select **Submit to continue**.



Confirm Registration Data

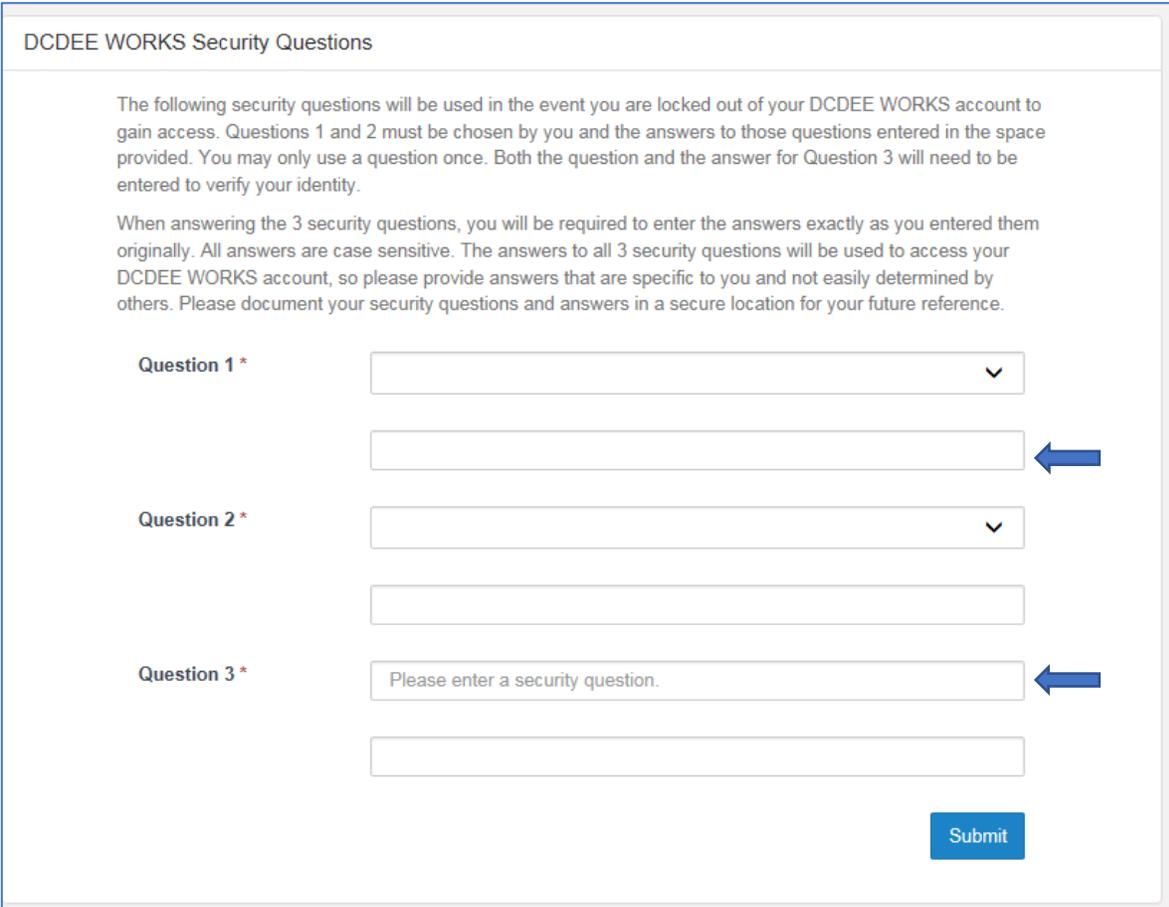
Confirm this is the correct registration data and click Submit to continue OR Cancel to edit.

Address Type:	US
Street Address:	123 Chocolate Lane
City:	Raleigh
State:	NC
County:	Wake
Zip Code:	27610
Home Phone:	9199999999
Cell Phone:	

Cancel **Submit**

Applicant Job Aid: DCDEE WORKS Registration

16. After selecting Submit, WORKS security questions will appear. **Questions 1 and 2** are selected from the drop-down menu. DCDEE WORKS allows you to create your own security question, for **Question 3**. **Select Submit when complete.**



DCDEE WORKS Security Questions

The following security questions will be used in the event you are locked out of your DCDEE WORKS account to gain access. Questions 1 and 2 must be chosen by you and the answers to those questions entered in the space provided. You may only use a question once. Both the question and the answer for Question 3 will need to be entered to verify your identity.

When answering the 3 security questions, you will be required to enter the answers exactly as you entered them originally. All answers are case sensitive. The answers to all 3 security questions will be used to access your DCDEE WORKS account, so please provide answers that are specific to you and not easily determined by others. Please document your security questions and answers in a secure location for your future reference.

Question 1 *

Question 2 *

Question 3 *

17. You will be redirected to the WORKS Login screen, confirming the completion of **WORKS Registration Part II**. **Log in using your individual NCID username and password.**



NCID

NCID

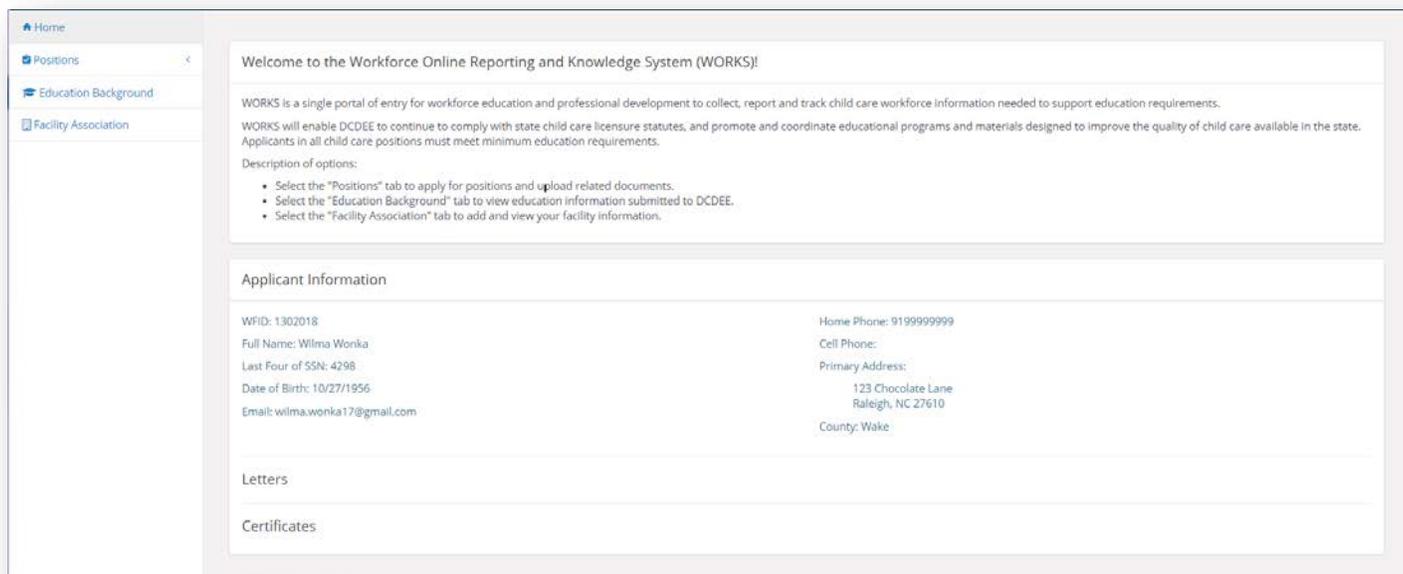
Username

Password

[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

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

18. Your WORKS applicant home page will appear.



The screenshot shows the WORKS applicant home page. On the left is a navigation menu with links for Home, Positions, Education Background, and Facility Association. The main content area has a welcome message and instructions. Below that is an 'Applicant Information' section with a table of personal details. At the bottom are links for 'Letters' and 'Certificates'.

Welcome to the Workforce Online Reporting and Knowledge System (WORKS)!

WORKS is a single portal of entry for workforce education and professional development to collect, report and track child care workforce information needed to support education requirements. WORKS will enable DCDEE to continue to comply with state child care licensure statutes, and promote and coordinate educational programs and materials designed to improve the quality of child care available in the state. Applicants in all child care positions must meet minimum education requirements.

Description of options:

- Select the "Positions" tab to apply for positions and upload related documents.
- Select the "Education Background" tab to view education information submitted to DCDEE.
- Select the "Facility Association" tab to add and view your facility information.

Applicant Information

WFID: 1302018	Home Phone: 9199999999
Full Name: Wilma Wonka	Cell Phone:
Last Four of SSN: 4298	Primary Address:
Date of Birth: 10/27/1956	123 Chocolate Lane
Email: wilma.wonka17@gmail.com	Raleigh, NC 27610
	County: Wake

Letters

Certificates

This confirms that you have successfully created your WORKS account! You may now apply for your desired childcare position to submit for educational qualification. Please ensure that you have mailed your official transcript to the Workforce Education Unit before applying.

Thank you for using the Workforce Online Reporting and Knowledge System (WORKS)!

FOR ADDITIONAL QUESTIONS and ASSISTANCE

WORKFORCE EDUCATION UNIT

Related Questions: Educational Qualifications; WORKS Submissions; Official Transcripts, Technical Assistance; DCDEE WORKS System Errors

8:00 AM – 5:00 PM; Monday – Friday

Phone: (919) 814-6350; **Email:** dcdee.works@dhhs.nc.gov

MAIL OFFICIAL TRANSCRIPTS TO:

Attention: Workforce Education Unit
2201 Mail Service Center
Raleigh, NC 27699-2200



REMINDER

Official transcripts must be submitted 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.

Only official transcripts from post-secondary schools which are **accredited** will be evaluated. **Accredited** is defined as an institution of higher education having nationally recognized regional accreditation by one of the six regional accrediting agencies. (For schools outside the U.S.A., the recognized system of the specified country's accreditation process will be accepted).