

North Carolina Immunization Registry (NCIR)

Logging into NCIR and Common Issues

User Guide

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NCDHHS COVID-19 Response

Logging into NCIR

Reminder

Before logging in for the 1st time you must:

- Self-register as a Business Account with NCID for a NCIR username (also referred to as a user id)
- Activate your account by clicking on the link in the authentication email sent from NCID
- Give your username to your NCIR Administrator*

Once your NCIR Administrator adds you into the system, you will be able to log in.

**Administrator is a type of user role in NCIR (see Appendix for more details)*

Logging into NCIR: Steps

1. Go to: <https://ncir.ncdhhs.gov/>
2. Enter your username and password and click Login.

NCID Tips

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. NCC742

Audience

Reports Only

Typical User

Inventory Control

Administrator

What is NCID?

NCID is the standard identity management service that allows state, local, business and individual users to access North Carolina's applications and information systems in a secure, access-controlled manner.

Common Account Issues

Locked/Archived Accounts

Locked Account

- Accounts lock after 3 failed login attempts.
- The Immunization Branch does not have access to your NCID information. If you have locked yourself out of the NCIR, your options are:
 - Wait one hour for your account to reset
 - Contact the ITS Service Desk at 1-800-722-3946 to have your account reset

Archived Account

- If you have not logged into the NCIR for 18 months or more, your account will become archived and the ITS Service Desk cannot recover it.
- You must re-register for a new NCID account and username.
- Your NCIR administrator must inactivate your old username and add your new one.

Forgotten Username/Password

For a forgotten password or after 2 unsuccessful attempts to log in, you're directed to answer your challenge questions and reset your password.

- Spelling and punctuation must match your original responses exactly (capitalization does not have to match)

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

In which city or town did your mother and father meet?

What is your father's middle name?

What is your mother's maiden name?

Common Issues with Bookmarks

Problems due to Bookmarks/Favorites

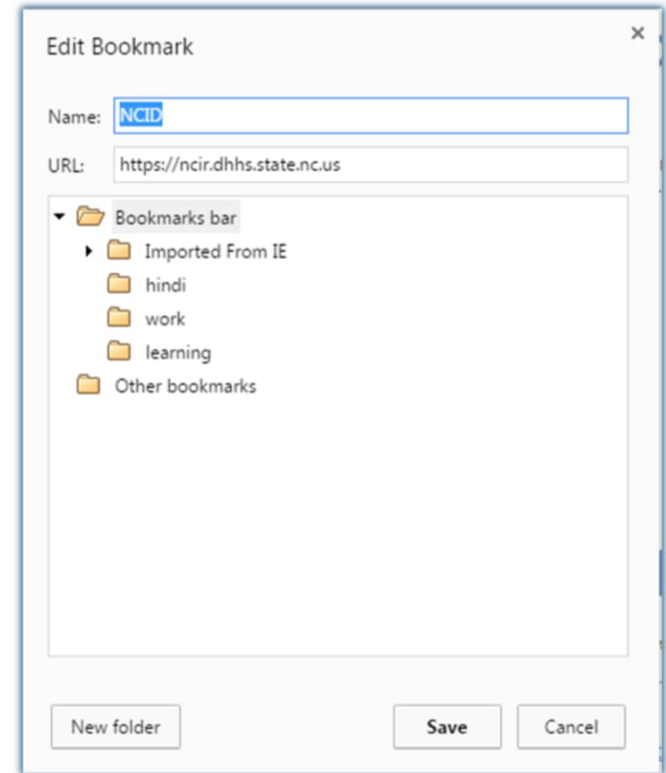
Adding the NCIR website as a bookmark or favorite may lead to error messages.

To avoid problems, follow these steps:

1. Bookmark (or favorite) the NCIR website.
2. Right-click on the bookmark you created and then left-click on Properties or Edit (depending on your browser).
3. Re-type the NCIR web address in the URL or location blank: <https://ncir.ncdhhs.gov/>
4. Click **Save** or **Ok**.

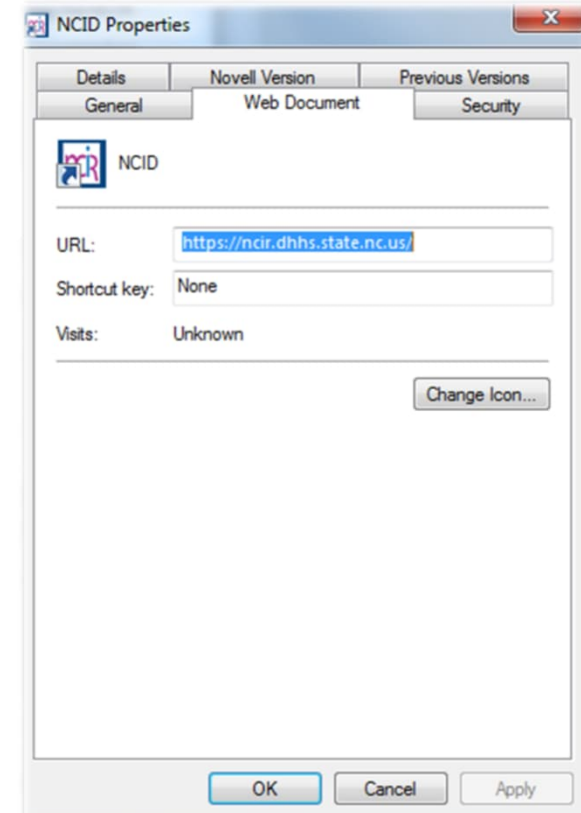
Correctly Bookmarking the NCIR – Google Chrome

1. From the NCIR website, click the star on your address bar and then click **Done**.
2. Find the bookmark you just created.
3. Right-click on the bookmark and then left-click on **Edit**.
4. Retype the NCIR web address in the URL blank:
<https://ncir.ncdhhs.gov/>
5. Click **Save**.



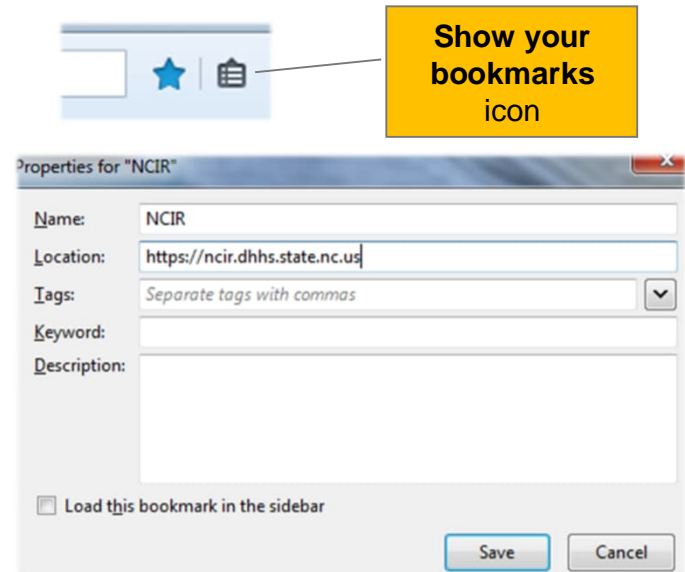
Correctly Bookmarking the NCIR – Internet Explorer

1. From the NCIR website, click the star on your address bar.
Then click **Add to Favorites** and **Add**.
2. Find the favorite you just created (you may need to click on the star on your address bar to open the list of saved favorites).
3. Right-click on the NCIR favorite and then left-click on **Properties**.
4. Retype the NCIR web address in the URL blank:
<https://ncir.ncdhhs.gov/>
5. Click **OK**.



Correctly Bookmarking the NCIR – Mozilla Firefox

1. From the NCIR website, click the star on your address bar.
2. Find the bookmark you just created (you may need to click the **Show your bookmarks** icon next to the star).
3. Right-click on the bookmark and then left-click on **Properties**.
4. Retype the NCIR web address in the **Location** blank:
<https://ncir.ncdhhs.gov/>
5. Click **Save**.



Where to Go for More Help?



Questions?

Contact your Regional Immunization Program Consultant (RIC)

The RIC Coverage Map with contact information is located on the Immunization Branch website:

<https://www.immunize.nc.gov/contacts.htm>

NC Vaccines Help Desk

1-877-873-6247

For help desk hours or to submit a ticket, please click the link below:

https://ncgov.servicenow.com/csm_vaccine

Appendix

NCIR Roles

NCIR Role	Role Definition	Corollary Role in CVMS
Reports Only	This person in NCIR is only able to search for clients and view/print client specific records.	N/A
Typical User	Person who can manage, including add and edit, clients in NCIR, as well as manage inventory and ordering. This role also has all of the functionality of the Reports Only role.	Healthcare Provider
Inventory Control	Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.	N/A
Administrator	Person who can manage organization users, sites, and clinicians in NCIR. They run practice-level reports, including reminder/recall. This role also has all of the functionality of the Reports Only, Typical User, and Inventory Control roles.	Location Manager