

# North Carolina Immunization Registry (NCIR)

## Managing Users

## User Guide

Last Updated: October 2022



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



NCDHHS COVID-19 Response

# Overview

## Overview

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### **What is the North Carolina Immunization Registry (NCIR)?**

The **North Carolina Immunization Registry (NCIR)** is a secure, web-based clinical tool which is the official source for North Carolina immunization information. Immunization providers may access all recorded immunizations administered in North Carolina, regardless of where the immunizations were given.

The purpose of NCIR is:

- To give patients, parents, health care providers, schools and child care facilities timely access to complete, accurate and relevant immunization data;
- To assist in the evaluation of a child's immunization status and identify children who need (or are past due for) immunizations;
- To assist communities in assessing their immunization coverage and identifying areas of under-immunization.

**Now, let's get started!**

# Adding New Users

## Adding New Users

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### Reminder!

In order to add a user into the system, the user **must** have successfully registered with NCID and given you their user ID (i.e. username).

## Provider Responsibilities

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### **Reminder!**

The NCIR Agreement requires the following:

- Each practice must have at least 2 administrators.
- Administrators are responsible for adding new staff and must inactivate users when they leave the practice.
- A copy of the User Confidentiality agreement must be kept on file for all staff who access the NCIR.
- Every user must have their own user ID (multiple users sharing a single account is now allowed).

# Steps for Adding New Users

## Step 1 of 6: Navigate to Manage Users

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Select **Manage Users** from the left-side menu.



### Audience

Administrator



## Step 2 of 6: Navigate to Add User Section

Click **Add User**.

**Add User** Please enter the username (NCID User name) only and click on the verify button.

Provider Org Name 001 Final test organization  
Organization Code Final

\* Username

\* User First Name

\* User Last Name

User Middle Initial

\* Role

\* Status  Active  Inactive

Street Address

Other Address  P.O. Box

City  \* State  Zip  -

\* Email

*NOTE: Fields marked with an asterisk \* are required.*

### Audience

Administrator

## Step 3 of 6: Enter Username

Type in the Username.

**Add User** Please enter the username (NCID User name) only and click on the verify button.

Provider Org Name 001 Final test organization  
Organization Code Final

\* Username

\* User First Name

\* User Last Name

User Middle Initial

\* Role

\* Status  Active  Inactive

Street Address

Other Address  P.O. Box

City  \* State  Zip  -

\* Email

*NOTE: Fields marked with an asterisk \* are required.*

### Audience

Administrator

**Note:** Usernames can be obtained by clicking “Register” on the NCIR log in page.

## Step 4 of 6: Verify

Click **Verify**.

**Add User** Please enter the username (NCID User name) only and click on the verify button.

Provider Org Name 001 Final test organization  
Organization Code Final

\* Username  Verify

\* User First Name

\* User Last Name

User Middle Initial

\* Role

\* Status  Active  Inactive

Street Address

Other Address  P.O. Box

City  \* State  Zip  -

\* Email

*NOTE: Fields marked with an asterisk \* are required.*

### Audience

Administrator

## Step 5 of 6: Confirm Information

The system will retrieve the user's personal information. Confirm that the information is correct

**Add User**

**Provider Org Name** 001 Final test organization  
**Organization Code** Final

\* Username

\* User First Name

\* User Last Name

User Middle Initial

\* Role

\* Status  Active  Inactive

Street Address

Other Address  P.O. Box

City  \* State  Zip  -

\* Email

*NOTE: Fields marked with an asterisk \* are required.*

### Audience

Administrator

## Step 6 of 6: Assign Role

Choose the appropriate user **Role**. Click **Save**.

**Add User**

Provider Org Name 001 Final test organization  
Organization Code Final

\* Username Athena

\* User First Name Athena

\* User Last Name Roberts

User Middle Initial B

\* Role

\* Status  Active  Inactive

Street Address 1300 Laurel Springs Road

Other Address  P.O. Box

City Durham \* State NC Zip 27713 -

\* Email alyssarobertsbates@gmail.com

*NOTE: Fields marked with an asterisk \* are required.*

### Audience

Administrator

# User Roles

## User Roles

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- **Reports Only**
  - Searches for clients and views/prints client specific records
- **Typical User**
  - Has all functionality that the reports only role has
  - Manages (add & edit) clients
  - Manages immunization information
- **Inventory Control**
  - Has all functionality that the reports only and typical user roles have
  - Manages inventory and ordering
- **Administrator (at least 2 required per organization)**
  - Has all functionality that the other roles have
  - Manages users, sites, and clinicians
  - Runs practice-level reports, including reminder/recall

# Things to Remember when Adding Users



# Things to Remember when Adding Users

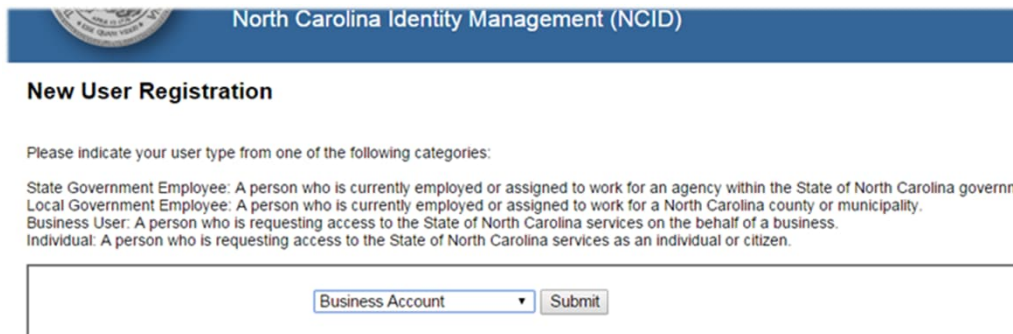
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1. You cannot add a user who registered for an 'individual account' type. You will receive this error message:

### Validation Errors

- *Users who registered for an individual account type cannot be added. Only business, local or state government user types can be added. Please have the user reregister through NCID to create a user id with the appropriate user type.*

- The user must re-register for a new account with NCID and select 'Business Account' type (\*not applicable to LHDs).



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.

Business Account

## Things to Remember when Adding Users

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2. If the user has not registered correctly, has not activated their account through the email link from NCID, or if the user ID you entered was incorrect, you will get an error message.

### *Validation Errors*

- *Cannot add this user. This user is not defined in NCID.*

# Things to Remember when Adding Users

3. Click **Find** with no names in the fields to see your full list of users.

organization **GOTHAM CITY HEALTH CENTER** • user **Brandon Rector** • role **Administrator**

**User Search**

Last Name  First Name

**Find** **Add User** **Cancel**

To get a complete list of users, leave both fields blank and click the **Find** button.

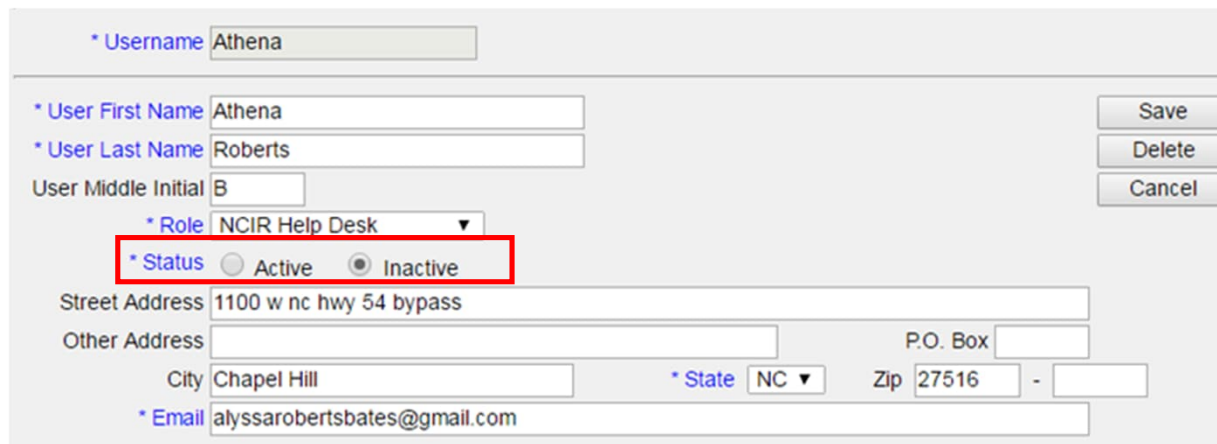
**Search Results**

Last Name	First Name	MI	Role	Status
<a href="#">Anderson</a>	Glenda	K	Typical User	Active
<a href="#">meadows</a>	beth	B	Administrator	Active
<a href="#">Rector</a>	Brandon	C	Administrator	Active
<a href="#">Reynolds</a>	Isabel		Typical User	Active
<a href="#">Stokes</a>	Rebecca		Administrator	Active

## Things to Remember when Adding Users

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4. To inactivate, change the **Status** by clicking the 'Inactive' button.



The screenshot shows a user management form with the following fields and values:

- \* Username: Athena
- \* User First Name: Athena
- \* User Last Name: Roberts
- User Middle Initial: B
- \* Role: NCIR Help Desk
- \* Status:  Active  Inactive (highlighted with a red box)
- Street Address: 1100 w nc hwy 54 bypass
- Other Address: (empty)
- City: Chapel Hill
- \* State: NC
- Zip: 27516
- \* Email: alyssarobertsbates@gmail.com

Buttons: Save, Delete, Cancel

# 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.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)