North Carolina COVID-19 Vaccine Management System (CVMS)

Step 3 – Obtain NCID Credentials

User Guide

Version 3

September14, 2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Need Support?

- Check the NCID support page: https://it.nc.gov/support/ncid

- Or call the NC Department of Information Technology (DIT): 800-722-3946

Note: The DIT support team cannot answer questions about CVMS. For CVMS questions, please go to the COVID-19 Vaccine Provider Help Desk at https://ncgov.servicenowservices.com/csm_vaccine

or call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1.
The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday to Friday: 7 am – 7 pm ET

Saturday: 8 am – 4 pm ET

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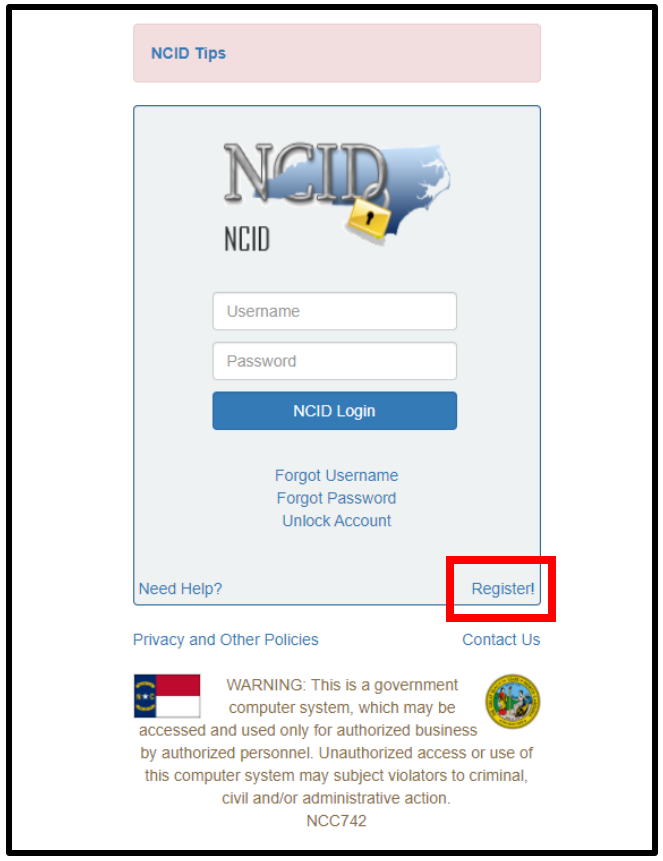
Step 1 of 3: Register for an NCID account

In order to log into the CVMS Provider Portal, you must have an active NCID.

1. To create a new NCID, navigate to https://ncid.nc.gov/
2. Click on **Register!** (in the bottom right corner of the blue box)



Audience

Healthcare Provider

Healthcare Location Manager

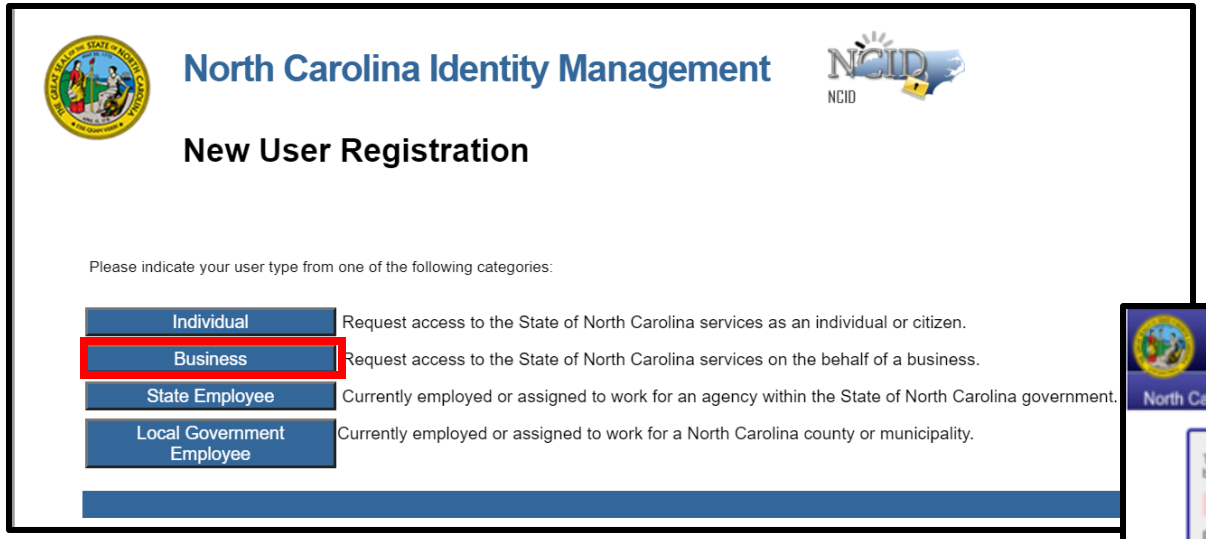
Statewide Location Manager

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.

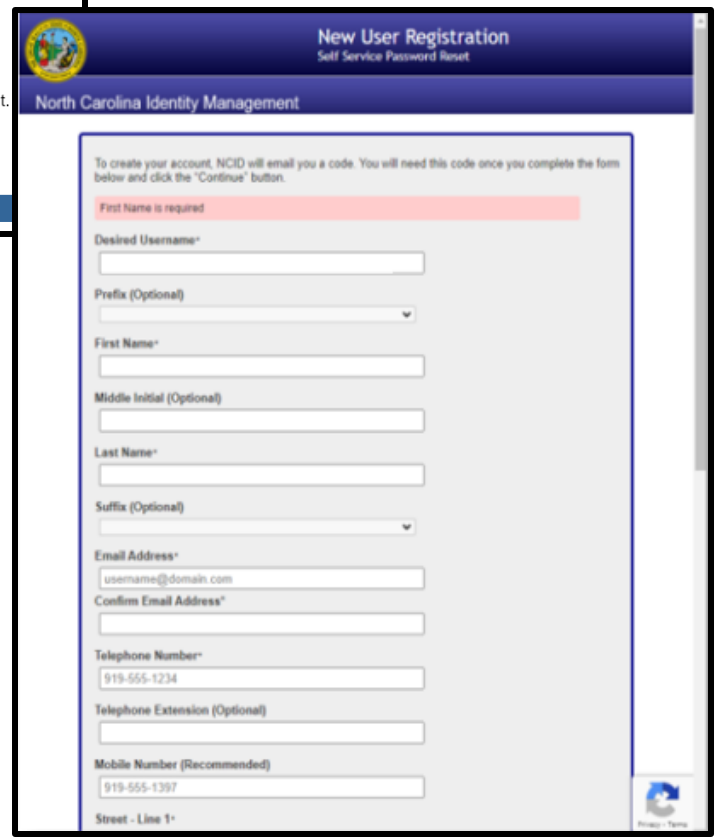
Step 2 of 3: Complete the Registration Form

1. Click **BUSINESS** for the user type option



2. Complete the required fields to create an NCID account

3. Once you complete the registration form, you will be sent an automated email asking you to authenticate your account and complete your security questions



Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

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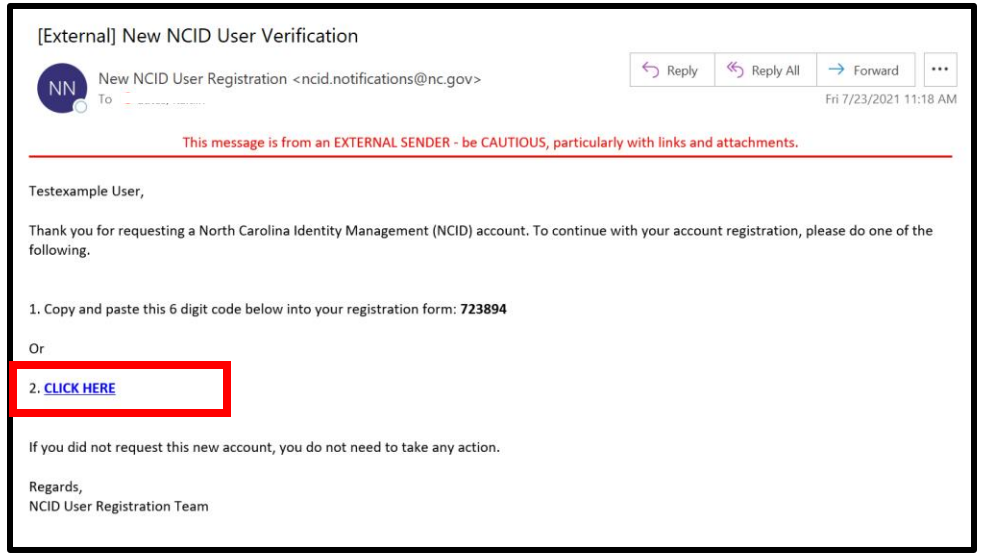
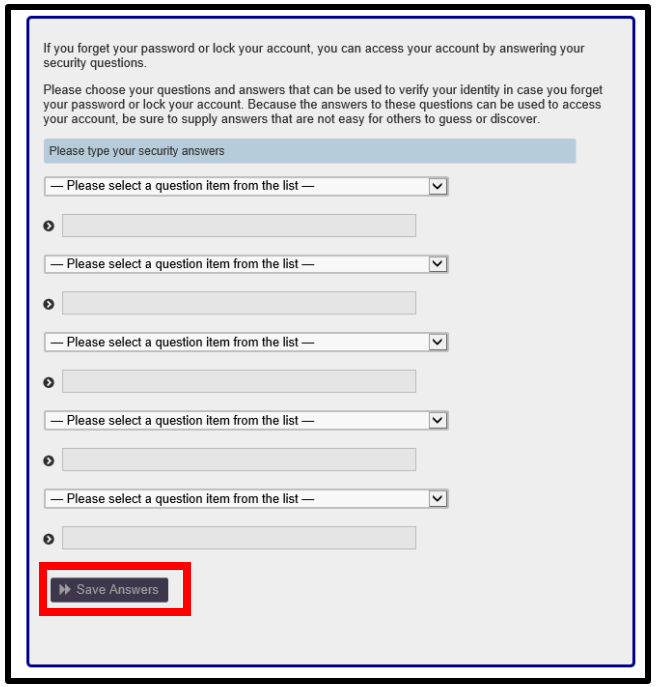
Step 3 of 3: Complete the Security Questions

1. Click on the link included in the **NEW NCID USER VERIFICATION** email you receive
2. Complete your security questions by using the drop down and typing your answers in the boxes
3. After completing all five of the security questions, click the **SAVE ANSWERS** button





4. Once the NCID account has been created, you will need to provide the exact first name, last name, email address, and NCID username used to create your NCID to your designated Healthcare Location Manager so they can create access to the CVMS Provider Portal for you

Audience

Healthcare Provider

Healthcare Location Manager

Statewide Location Manager

Tips

Your NCID account will only be activated once you answered the five security questions. So please take the time to complete that process.

Appendix

User Guide Change Log

Version	Date of Change	Changes Made	Author
1	7/23/2021	• Initial version	Kaitlin Gates
2	08/26/2021	• Help Desk References Updated	Kaitlin Gates
3	09/14/2021	• Help Desk hours updated	Kaitlin Gates