

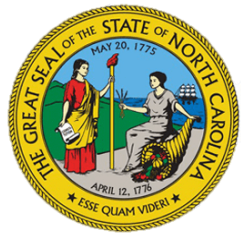
North Carolina COVID-19 Vaccine Management System (CVMS)

Obtain NCID Credentials

User Guide

Version 4

December 8, 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](tel:800-722-3946)

Note: The DIT support team cannot answer questions about CVMS. For CVMS questions, please go to the NC Vaccines Help Desk at https://ncgov.servicenowservices.com/csm_vaccine

or call the NC Vaccines Help Desk at [\(877\) 873-6247](tel:877-873-6247) and select option 1.

The NC Vaccines Help Desk is available during the following hours:

Monday to Friday: 7 am – 7 pm ET

Saturday: 8 am – 4 pm ET



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)

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

Healthcare
Provider

Healthcare
Location
Manager

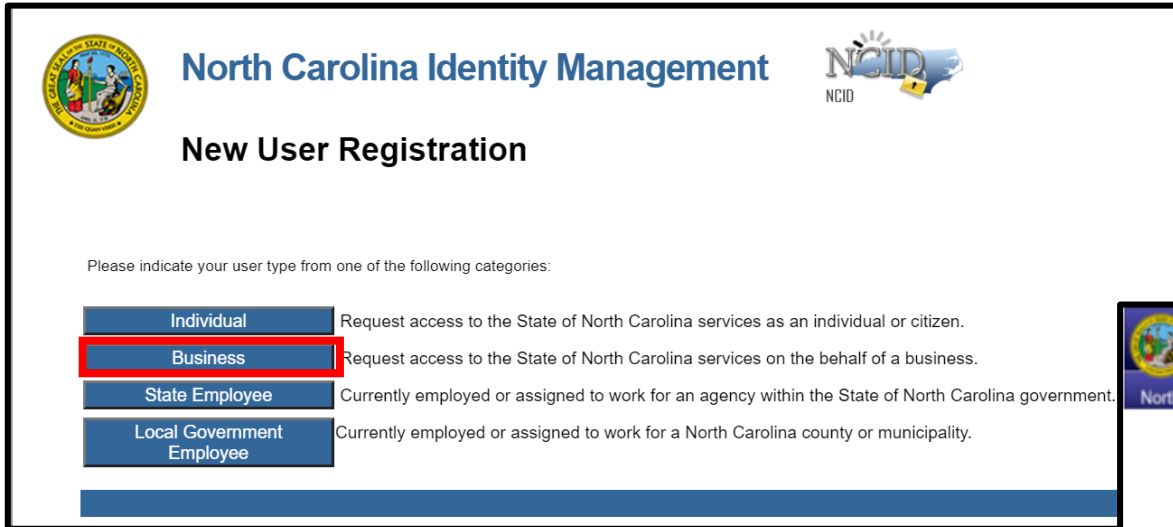
Statewide
Location
Manager

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



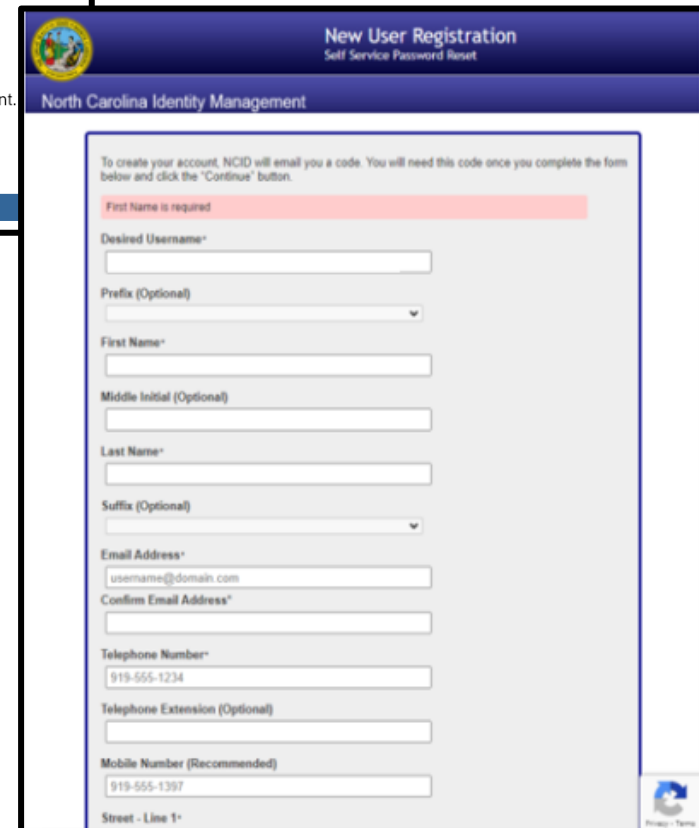
North Carolina Identity Management

New User Registration

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

Individual	Request access to the State of North Carolina services as an individual or citizen.
Business	Request access to the State of North Carolina services on the behalf of a business.
State Employee	Currently employed or assigned to work for an agency within the State of North Carolina government.
Local Government Employee	Currently employed or assigned to work for a North Carolina county or municipality.

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



New User Registration
Self Service Password Reset

North Carolina Identity Management

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the "Continue" button.

First Name is required

Desired Username*

Prefix (Optional)

First Name*

Middle Initial (Optional)

Last Name*

Suffix (Optional)

Email Address*

Confirm Email Address*

Telephone Number*

Telephone Extension (Optional)

Mobile Number (Recommended)

Street - Line 1*

Audience

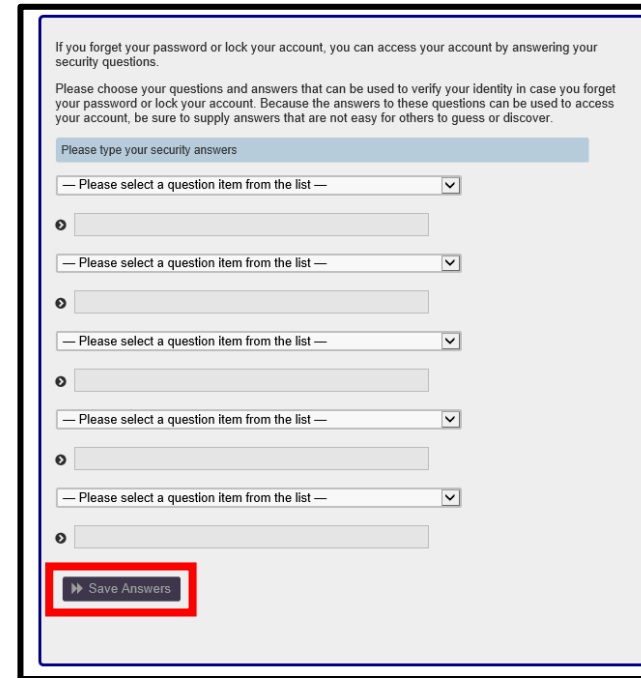
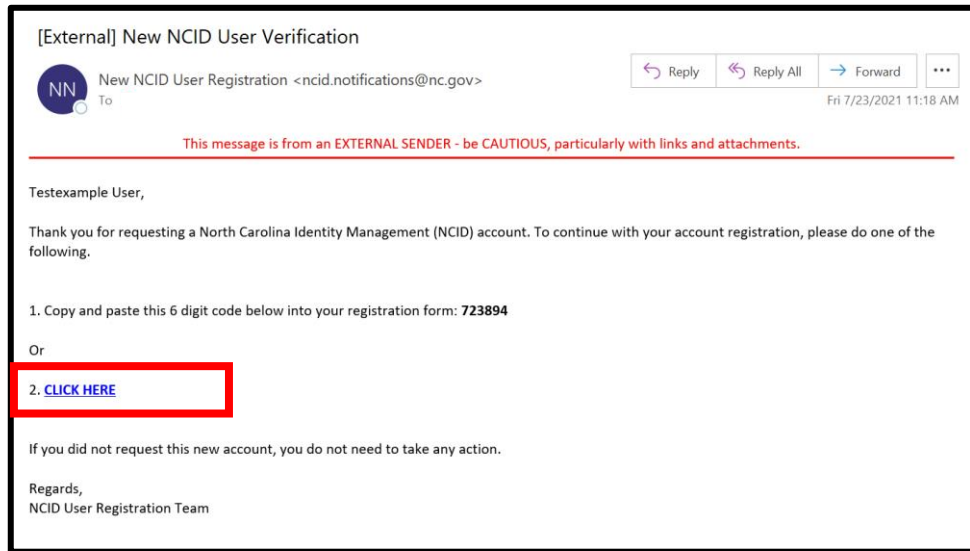
Healthcare
Provider

Healthcare
Location
Manager

Statewide
Location
Manager

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	<ul style="list-style-type: none">Initial version	Kaitlin Gates
2	08/26/2021	<ul style="list-style-type: none">Help Desk References Updated	Kaitlin Gates
3	09/14/2021	<ul style="list-style-type: none">Help Desk hours updated	Kaitlin Gates
4	12/08/2021	<ul style="list-style-type: none">Help desk reference updated	