North Carolina COVID-19 Vaccine Management System (CVMS)

Obtain NCID Credentials

User Guide

Version 4
December 8, 2021
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 NC Vaccines Help Desk at https://ncgov.servicenowservices.com/csm_vaccine or call the NC Vaccines Help Desk at (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
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)

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.
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
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.

**Tips**
Your NCID account will only be activated once you answered the five security questions. So please take the time to complete that process.
### User Guide Change Log

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