North Carolina Immunization Registry (NCIR)

Logging into NCIR and Common Issues

User Guide

Last Updated: June 3, 2022
Logging into NCIR
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.

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)
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.
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/](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
(Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET)

https://ncgov.servicenowservices.com/csm_vaccine
Appendix
### NCIR Roles

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<thead>
<tr>
<th>NCIR Role</th>
<th>Role Definition</th>
<th>Corollary Role in CVMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports Only</td>
<td>This person in NCIR is only able to search for clients and view/print client specific records.</td>
<td>N/A</td>
</tr>
<tr>
<td>Typical User</td>
<td>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.</td>
<td>Healthcare Provider</td>
</tr>
<tr>
<td>Inventory Control</td>
<td>Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.</td>
<td>N/A</td>
</tr>
<tr>
<td>Administrator</td>
<td>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.</td>
<td>Location Manager</td>
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