North Carolina Immunization Registry (NCIR)

Managing Users

User Guide

Last Updated: March 22, 2022
Overview
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
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

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

Select **Manage Users** from the left-side menu.
Step 2 of 6: Navigate to Add User Section

Click Add User.

Audience
Administrator
Step 3 of 6: Enter Username

Type in the Username.

**Note:** Usernames can be obtained by clicking “Register” on the NCIR log in page.
Step 4 of 6: Verify

Click Verify.

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

* Username: Athena

* User First Name

* User Last Name

User Middle Initial

* Role

* Status: Active

Street Address

Other Address

City

* State

Zip

* Email

NOTE: Fields marked with an asterisk * are required.
Step 5 of 6: Confirm Information

The system will retrieve the user's personal information. Confirm that the information is correct.
Step 6 of 6: Assign Role

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

• **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

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 re-register 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).
Things to Remember when Adding Users

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.
Things to Remember when Adding Users

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