



CCTO Tool Help Guide

COVID-19 Community Team Outreach

How to reset your NCID password:

If you need to reset your password, please follow these steps:

- 1 Click the URL to access the NCID system: <https://ncid.nc.gov/>
- 2 Click 'Forgot Password', then type in your Username and click 'Search'.
Note: Do not enter your full email address, just your username
- 3 Now select one of the methods to verify your identity:
Secret Questions and Answers
SMS Text/Email
If you selected secret questions, you have to enter the answers exactly the way you did when you created the account. Once you have entered all questions, click 'Check Answers'
Note: Be mindful of capital letters, spaces, and special characters
If you selected SMS Text/Email, first verify the information that pops up. Then, you will have need to navigate to your mobile device (SMS Text) or email to enter the corresponding code, click 'Check Code'
- 5 If successful, a pop up will say "your security code has been verified, click 'Continue'".
- 6 Now, please enter a new password. Then, enter that new password again and click 'Change Password'.
- 7 Your password has been successfully changed if you get the pop up "The password has been changed successfully."

Remember, if you have not completed the NCID setup, you will not be able to utilize the 'Forgot Password' function.