

**DSS ADMINISTRATIVE LETTER NO. PERFORMANCE  
MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT 01-2013  
NEW PROCEDURES FOR PASSWORD ASSIGNMENT IN THE ENERGY  
PROGRAMS SYSTEM  
(March 01, 2013)**

**TO:** County Directors of Social Services  
County Security Officers  
Energy Programs (CIP/LIEAP) Users

**DATE:** March 01, 2013

**SUBJECT:** Authenticating NCID Passwords for Energy Programs System Access

**I. BACKGROUND**

During our last audit review, we were requested to modify the password requirement in the Energy Programs System (EP). It was decided that modifications to accommodate the password requirements would be implemented in two phases:

- The first phase involved placing an edit on the password to require it to be a minimum of 8 characters. This phase was completed in August 2011. Please refer to DSS Administrative Letter No. Performance Management/Reporting and Evaluation Management 02-2011 for further information.
- The second phase will be implemented on April 30, 2013. This phase requires a North Carolina Identity Management (NCID) User ID and password to log into the Energy Programs System. The current Energy Programs System User ID will no longer be valid after the April 30<sup>th</sup> implementation.

<p><b>All users of the Energy Programs System must have a valid NCID User ID and password to log on beginning May 1, 2013.</b></p>
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**II. AUTHENTICATING NCID PASSWORDS**

**A. MAPPING EXISTING USER IDs TO NCID**

To map existing User IDs to valid NCID User IDs, the NCID Administrator/Security Officer must take the following actions:

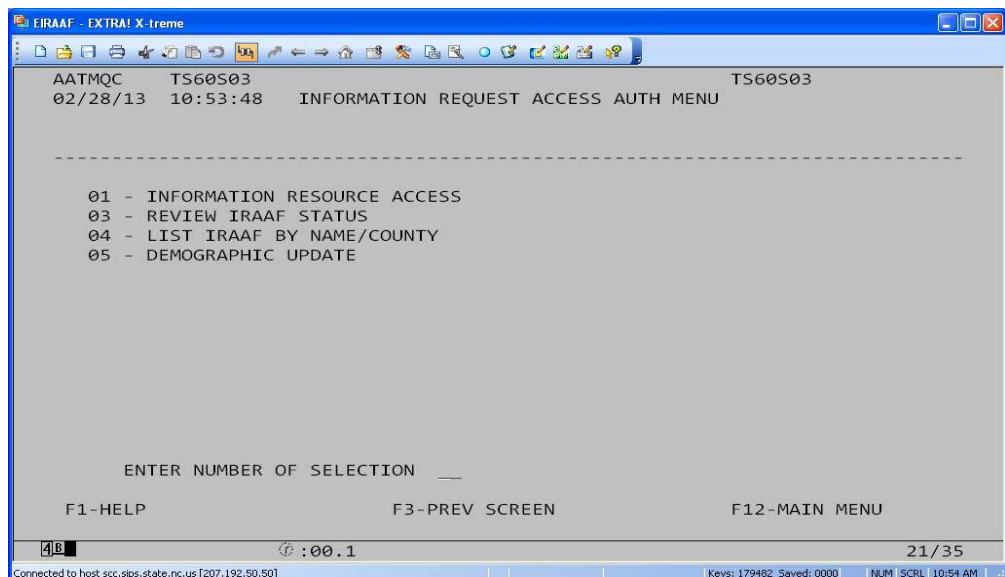
- (1) Identify all individuals accessing the EP system using the County Staff Listing report available in the Energy Programs System (under the Reports tab).
- (2) Once the report has been run for the county, the report must be downloaded into Excel. (See the sample spreadsheet attached for the correct format.)

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- If a user does not have a valid NCID User ID, the NCID Administrator must assign an ID, and the spreadsheet must be updated with the new NCID User ID.
  - Once assigned, the new user must log on to the EP System with the assigned User ID and temporary password so the new NCID User ID will be activated. Otherwise, these individuals will be unable to access the Energy Programs System.
  - Individuals on the County Staff Listing who will not be using the Energy Programs System after April 30, 2013 will not need an NCID User ID (unless required for other purposes.) In the NCID column of the spreadsheet, please note that EP System access is not needed after 4/30/13.
- (3) The updated Excel spreadsheet should be password protected and emailed to DSS Performance Management/Reporting & Evaluation Management Section at [DSS.Automation@dhhs.nc.gov](mailto:DSS.Automation@dhhs.nc.gov) no later than April 5, 2013.
- (4) An e-IRAAF must be completed to register existing NCID User IDs for individuals who already have them and for those newly assigned. To expedite this process, a new menu option, 05, has been added to the e-IRAAF menu.

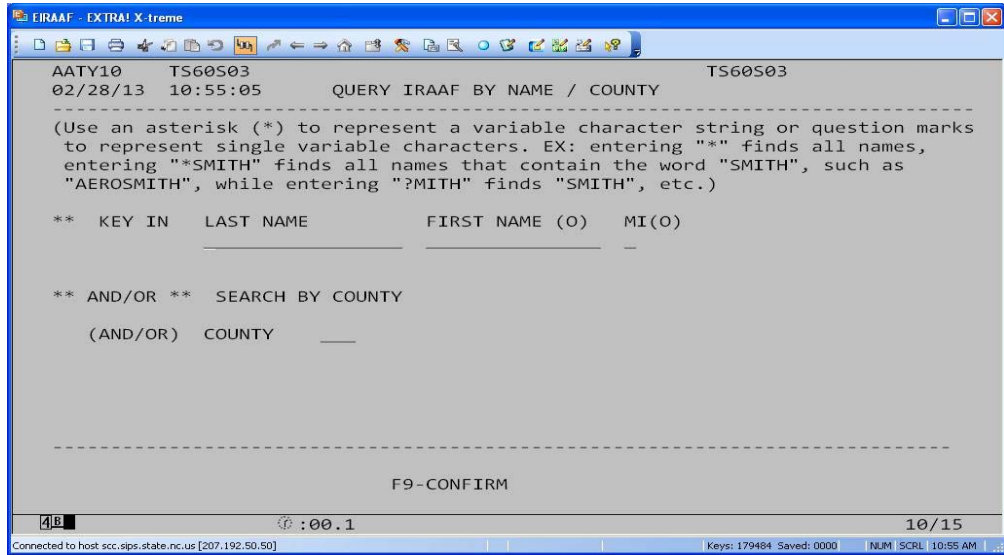
Select Option 05 from the Information Request Access Auth Menu.  
Press enter to display the next screen.



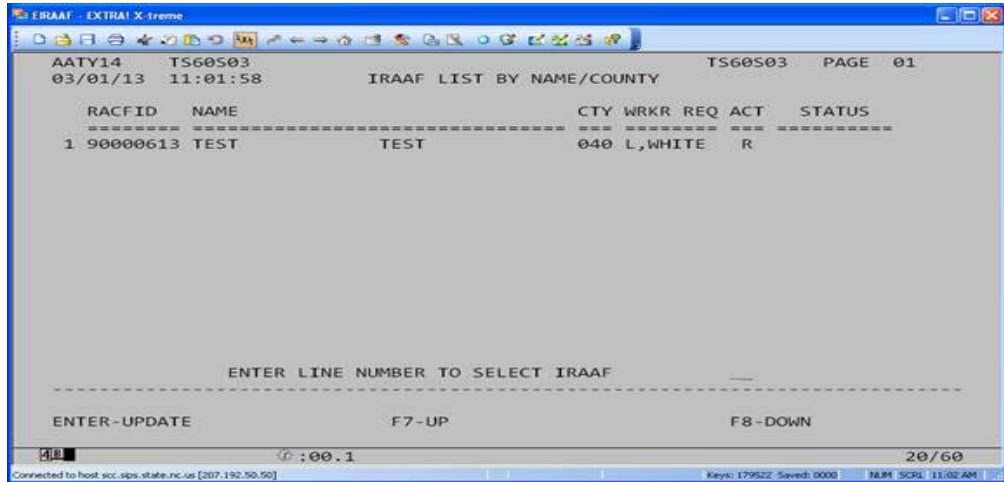
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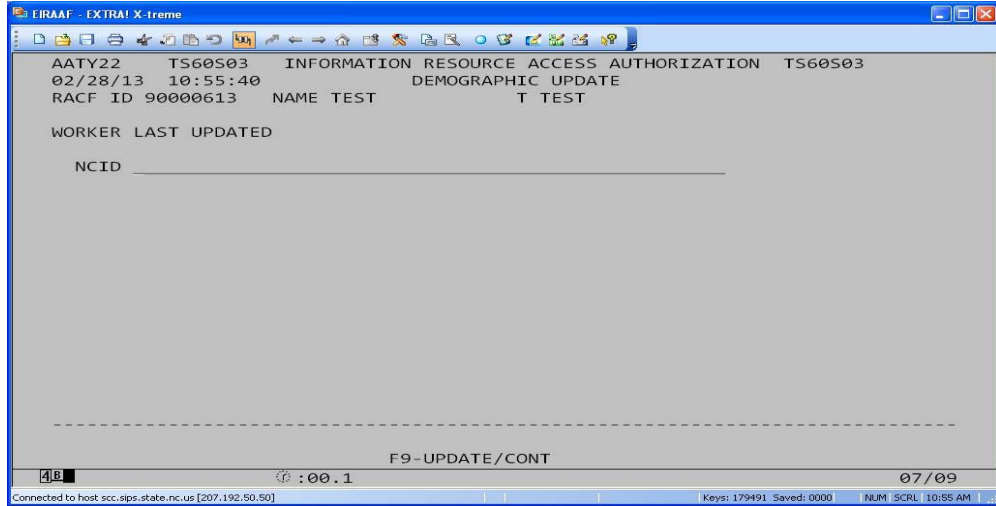
Enter either the name or county number in the appropriate fields and press F9 to confirm and display the next screen.



Select the appropriate line number and press F9 to display the next screen.

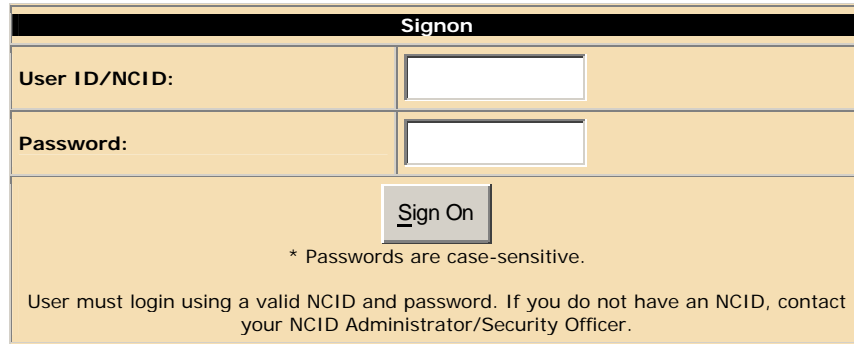


Enter the NCID User ID and press F9, to update



**B. EP SIGNON SCREEN**

A new message has been added to the EP signon screen. This message advises users that they must use their NCID User ID and password to sign on to the system. Users may continue to log on with their existing EP user ID and password until the Excel spreadsheet has been processed or 5/1/2013, whichever occurs first. The new signon screen is shown below:



**C EXPIRATION OF PASSWORDS**

When the user is notified that their password is expiring, the user must use the NCID portal (<https://ncid.nc.gov/>) to change their password. A password used in the NCID system at any time in the past can not be reused.

The message "Your password will expire within 15 days" will appear on the signon screen 15 days prior to the password expiring.

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NCID access may be disabled if the account has been inactive for at least 12 consecutive months.

### III. IMPLEMENTATION

Effective March 15, 2013 The Energy Programs System will allow EP access for individuals with an existing authenticated NCID User ID and password. EP users will still be allowed to access the system using their old user id and password through April 30, 2013.

Effective May 1, 2013, all EP users must access the Energy Programs System using their NCID User ID and password.

If you have questions concerning the new NCID requirements for the Energy Programs System, please contact DSS Information Support at 919-527-6270.

Sincerely,



Hank Bowers, Chief  
Performance Management/  
Reporting & Evaluation Management

**PM-REM-AL-01-2013**

[Attachment](#)

HB:RR:th

cc: Ajay Maddi, DIRM  
Dale Suggs, PSO  
Gurmanjit Kaur, DIRM  
Russell Lanning, DIRM  
Jo Ann Frazier  
Erica Jennings  
Betsy E. Moore