

Enterprise System

Frequently Asked Questions – September 2023

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WEB BROWSERS

Question 1: What web browser is recommended while using the Enterprise system?

Answer: It is recommended that you use Google Chrome if you are paying licensure fees online within the Enterprise system.

Question 2: Can I use Microsoft Internet Explorer as my web browser?

Answer: No.

It is recommended that you do not use Microsoft Internet Explorer.

AUTHENTICATION OF USERS

Question 1: How does the Enterprise system authenticate users?

Answer: Each user must create a North Carolina Identity (NCID) account.

A NCID account is managed through the Department of Information Technology with the State of North Carolina.

LOG-IN ACCESS

Question 1: I received a “Not Authorized” message when I attempted to access the Enterprise system. What should I do?

Answer: Ensure you have entered the correct NCID username and password.

For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide.

NCID ACCOUNT

Question 1: Why do I need to create a NCID account?

Answer: A NCID account improves security practices and allows government employees and the public access to state resources and services online.

Question 2: Can I use my existing NCID account information if my place of employment has not changed?

Answer: Yes.

Please ensure that your password has not expired and your account remains active.

Question 3: Can I use my existing NCID account information if my place of employment has changed?

Answer: No.

You will need to create a new NCID account.

For new NCID accounts, the same username, password, and email address can be used if they are not being utilized by another active NCID account.

Question 4: Can I include special characters in my NCID username?

Answer: No.

Your NCID username must contain 6 – 20 characters. If the username exceeds the maximum length, it will be truncated to 20 characters.

Usernames are limited to the following characters: letters (A-Z; a-z), digits (0-9), hyphen (-) and underscore (_).

Question 5: Can I include special characters in my NCID password?

Answer: No.

Do not use the following special characters: forward slash (/), backward slash (\), double quotation (“), single quotation (‘), reverse quotation (ˆ) and plus (+).

Additionally, do not include extra spaces.

Question 6: How will I know if the username, password, or email address is available when creating a new NCID account?

Answer: For new NCID accounts, the system checks if the username, password and email address you selected are available. If they are unavailable, the system will tell you.

Question 7: Is the NCID password case sensitive?

Answer: Yes.

Question 8: Will my NCID password expire?

Answer: Yes.

Your password will expire after 90 days.

You must log into a government supported system that utilizes NCID every 90 days. You may log into the DHSR Enterprise system, or another government supported system, such as NCTracks or NC Fast.

If you have multiple NCID accounts associated with different email addresses, then you must log into a government supported system using each NCID account.

If you have multiple NCID accounts associated with the same email address, then you only need to log into a government supported system with one NCID account.

Question 9: Will my NCID account be deleted after 15 months of inactivity?

Answer: Yes.

You will be required to create a new NCID account after 15 months of inactivity (password expires after 90 days and then an additional 12 months of inactivity).

Question 10: Who should I contact if I need assistance with my NCID account, including username or password assistance?

Answer: Refer to the resources below.

- North Carolina Department of Information Technology (NC DIT) Customer Support Service Desk at 919-754-6000 or 1-800-722-3946
- NCID support [website](#)
- NC DIT YouTube [videos](#)
- Enterprise system [website](#)
- DHSR licensure [section](#) that regulates the services you provide

PROVIDER ADMINISTRATOR

Question 1: Can a facility have more than one Provider Administrator?

Answer: Yes.

It is recommended that each facility have at least two (2) Provider Administrators to ensure the facility has access to the Enterprise system and can always complete licensure activities.

Question 2: What should I do if my facility does not have a Provider Administrator?

Answer: Each facility is required to have a Provider Administrator.

For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide with the following information:

- First and last name of your Provider Administrator
- Email address of your Provider Administrator
- NCID account username of your Provider Administrator
- Facility ID# (your FID# is assigned by DHSR. This is not your Tax ID#)
- Facility license number (Your license number is assigned by DHSR and is available on your license certificate)

Question 3: Who should I contact if I need to add or remove employee permissions within the Enterprise system?

Answer: The Provider Administrator can grant system access to employees. Consequently, the Provider Administrator can remove system access of employees. Please refer to the Provider Administrator training available on the Enterprise system [website](#).

Question 4: How can I assign or remove licenses within the Enterprise system?

Answer: Refer to the steps below.

1. [Login](#) as the Provider Administrator.
2. In the main navigation, select Admin > User Admin > Manage Licenses menu options.
3. Click on the NCID search icon. A message will appear asking for a NCID username and email address.
4. Enter the correct NCID username and email address and then select the Lookup option.
5. A table will appear with the NCID user information.
6. Select NCID link. The new user will automatically be added to the Manage Licenses screen.
7. Select the license number which needs to be added or deleted from the NCID user account. Then select either the “Assign” or “Un-Assign” button.

REGISTRATION NUMBER

Question 1: What is a registration number?

Answer: The registration number ensures Provider Administrators have access to their facility’s specific licensure information by linking their NCID account to their facility’s license number.

Question 2: How often does the Provider Administrator receive a registration number?

Answer: Only new Provider Administrators will receive a registration number.

Existing Provider Administrators will not receive registration numbers once their NCID account is linked to their facility's license number.

Question 3: How will the Provider Administrator receive the registration number?

Answer: The registration number will be available in an email from the DHSR Enterprise system notifying the Provider Administrator that they can renew their facility's license number.

Question 4: How many registration numbers should the Provider Administrator receive?

Answer: The Provider Administrator should receive one (1) registration number for each license number (i.e., license certificate).

Question 5: Who should the Provider Administrator contact if they do not receive a registration number?

Answer: Please check your spam/junk email folders.

For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide.

Question 6: Can I copy and paste the registration number from the email notification I received into the Enterprise system?

Answer: Yes.

FACILITY LICENSE NUMBER

Question 1: Who should I contact if I do not know my facility's license number?

Answer: Refer to the license certificate posted within the facility or contact the DHSR licensure [section](#) that regulates the services you provide.

Question 2: The Enterprise system does not recognize my license number. What should I do?

Answer: Ensure you are not adding extra spaces when entering the license number into the Enterprise system. Also, if your current license certificate includes a hyphen in the license number, then input the hyphen into the Enterprise system. Otherwise, do not include a hyphen.

For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide.

LICENSE RENEWAL FEE

Question 1: Should I enter a dollar amount for taxes while paying the license renewal fee?

Answer: No.

You are not required to pay taxes on the annual license renewal fee.

Question 2: How should I pay the license renewal fee?

Answer: Refer to the information below.

- The following facility types must pay the renewal fee using the online payment option within the Enterprise system while completing the license renewal application:
 - Abortion
 - Adult Care
 - Cardiac Rehabilitation
 - Home Care
 - Home Health
 - Hospice
 - Nursing Home
 - Nursing Pool
 - Mental Health

- The following facility types can pay the renewal fee using the online payment option or by paper check while completing the license renewal application:
 - Ambulatory Surgical Center
 - Hospital

Question 3: Who should the paper check be made payable to (Ambulatory Surgical Center and Hospital Only)?

Answer: NC Division of Health Service Regulation.

Question 4: Do I need to submit a separate paper check for each license number (Ambulatory Surgical Center and Hospital Only)?

Answer: Yes.

Question 5: Do I need to include my license number on the paper check (Ambulatory Surgical Center and Hospital Only)?

Answer: Yes.

This will ensure the payment is applied to the correct provider. For convenience, you may submit a copy of the email you received from the Enterprise system confirming your license renewal application submission to DHSR. The email confirmation should include your license number.

Question 6: Where should I send my paper check (Ambulatory Surgical Center and Hospital Only)?

Answer: Refer to the information below.

- Mailing Address: 2712 Mail Service Center, Raleigh, NC 27699-2712
- Physical Address (FedEx Delivery Only): 1205 Umstead Drive, Raleigh, NC 27603

RENEWAL APPLICATION & GENERAL QUESTIONS

Question 1: Will I receive my license renewal application in the mail?

Answer: No.

Question 2: Who should I contact if I have a question regarding the license renewal application?

Answer: For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide.

Due to the number of providers that each DHSR licensure section supports, please allow at least 48 hours for your phone call or email to be returned.

Question 3: Should I complete the license renewal application in the Enterprise system if information is incorrect and I am unable to make corrections?

Answer: For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide prior to paying the fee and completing the renewal application.

Question 4: I have sold my business, or I am in the process of selling my business. Should I complete the license renewal application in the Enterprise system?

Answer: For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide prior to opening and starting the renewal application.

Question 5: I have submitted a Change of Ownership application to DHSR. Should I complete the renewal application in the Enterprise system?

Answer: For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide prior to opening and starting the renewal application.

Question 6: The upload feature in the Enterprise system does not work. What should I do?

Answer: It may take a few minutes for the Enterprise system to upload large file sizes.

For assistance, please contact the DHSR licensure [section](#) that regulates the services you provide.

Question 7: Do I need to complete all tabs in the license renewal application?

Answer: Yes.

You must complete the questions in each tab of the license renewal application. This includes uploading all required documents, paying licensure fees, signing the application, and submitting the application to DHSR for review and approval.

Question 8: How long will it take to process the license renewal application?

Answer: The process could take up to 10 business days.

Your renewal application will not be approved until the renewal fee has been processed by the NC DHHS Controller's Office.

Question 9: How will I know my renewal application has been approved?

Answer: Refer to the information below.

There are two communication methods built into the Enterprise system.

- The Provider Administrator will receive an email notification from the Enterprise system informing them that the renewal application has been approved by DHSR.
- At any time, the Provider Administrator can log into the Enterprise system and see if the license certificate is available for review and to print.

TRAINING

Question 1: Where can I find training regarding the Enterprise system?

Answer: Go to the Enterprise system [website](#) and scroll down to the training section.

