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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 your licensing 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 Management account. This account is known as an 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. If you continue to receive the message, then contact the DHSR licensure section that regulates the services you provide.
**NCID ACCOUNT**

**Question 1:** Who should I contact if I need assistance with my NCID account?

**Answer:** Refer to the resources below.

- NCID Support
- NCID User Guides
- North Carolina Department of Information Technology Customer Support Service Desk at 919-754-6000 or 1-800-722-3946

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

**Answer:** Yes.

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

**Answer:** No.

**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 (_). Upon creating your account, the system checks if the username is available. If it is unavailable, the system will tell you.

**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 (‘) and plus (+). Additionally, do not include extra spaces.

**Question 6:** Is the NCID password case sensitive?

**Answer:** Yes.
Question 7: How do I retrieve my NCID username or password?

Answer:

1. Click [here](#) to go to the NCID website
2. Select “Forgot Username” or “Forgot Password”

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**PROVIDER ADMINISTRATOR**

Question 1: Can I designate more than one individual as a 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: 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 staff 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:

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 be automatically 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: Annually, the Provider Administrator will receive a registration number to renew a facility’s license. The registration number ensures that the Provider Administrator only has access to their facility’s specific licensure renewal information.

Question 2: 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). If you have not received a registration number, then please check your spam/junk email folders. If you continue to experience problems, then contact the DHSR section that regulates the services you provide.

Question 3: 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:** I do not know my license number. What should I do?

Answer: Refer to your license certificate or contact the DHSR 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. If you continue to experience problems, then contact the DHSR section that regulates the services you provide.

**ANNUAL RENEWAL LICENSE FEE**

**Question 1:** Should I enter a dollar amount for taxes while paying my annual renewal license fees?

Answer: No.

You are not required to pay taxes on your annual renewal license fees.

**Question 2:** What facility types must pay their annual renewal license fee online?

Answer: Abortion, Adult Care, Cardiac Rehabilitation, Home Care, Mental Health, Nursing Home.

**Question 3:** What facility types must pay their annual renewal license fee by paper check?

Answer: Ambulatory Surgical Centers and Hospitals.

**Question 4:** Who should the paper check be made payable to?

Answer: NC Division of Health Service Regulation.

This only applies to Ambulatory Surgical Centers and Hospitals.

**Question 5:** Do I need to submit a separate paper check for each license number?

Answer: Yes.

This only applies Ambulatory Surgical Centers and Hospitals.
Question 6: Do I need to include my license number on the paper check?

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.

This only applies to Ambulatory Surgical Centers and Hospitals.

Question 7: Where should I send my paper check?

Answer:

Ambulatory Surgical Centers and Hospitals:
- 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 renewal application?

Answer: Please contact the DHSR section that regulates the services you provide. Due to the number of providers that each DHSR section supports, please allow at least 48 hours for your phone call or email to be returned.

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

Answer: Please contact the DHSR section that regulates the services you provide prior to 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 renewal application in the Enterprise system?

Answer: Please contact the DHSR 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:** Please contact the DHSR 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. If you continue to experience problems, please contact the DHSR section that regulates the services you provide.

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

**Answer:** Yes.

You must complete all questions in each tab of the 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 renewal application?

**Answer:** The process could take up to two weeks. Please be aware that your renewal application will not be approved until the renewal fees have been processed by the DHHS Controller’s Office.

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

**Answer:** 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 application has been approved.
- At any time, the Provider Administrator can log into the Enterprise system and see if the license certificate is available to review and print.
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.