NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEVDUTTA SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

February 11, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: NCID Minimum Password Length Change

REQUIRED ACTION:	(X) Information Only	( ) Action Needed
	( ) Time Sensitive Action Needed	( ) Immediate Action Needed

Password lengths for North Carolina Identity (NCID) Management accounts must be modified in accordance with state policies and federal requirements. Effective February 23, 2025, all NCID passwords must be a minimum of 14 characters. This change applies to all NCID users with State and County accounts. Users will only be required to update their password when their current password expires after February 23, 2025.

Please contact your local security officer with any questions.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

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