Job Aid

Register and Log In: DHSR Enterprise

Welcome to the DHSR Enterprise system. You can now process your license renewal application online, using DHSR Enterprise.
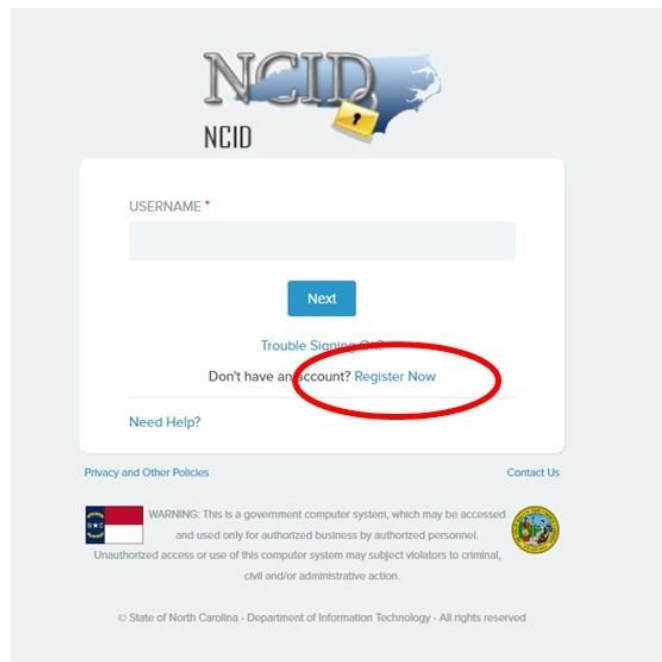
The steps to register and log in to the DHSR Enterprise are listed below, in order. You can also click the link to go directly to that section.

Step 1:   Obtain and set up your NCID

Step 2:   Register for the DHSR Enterprise
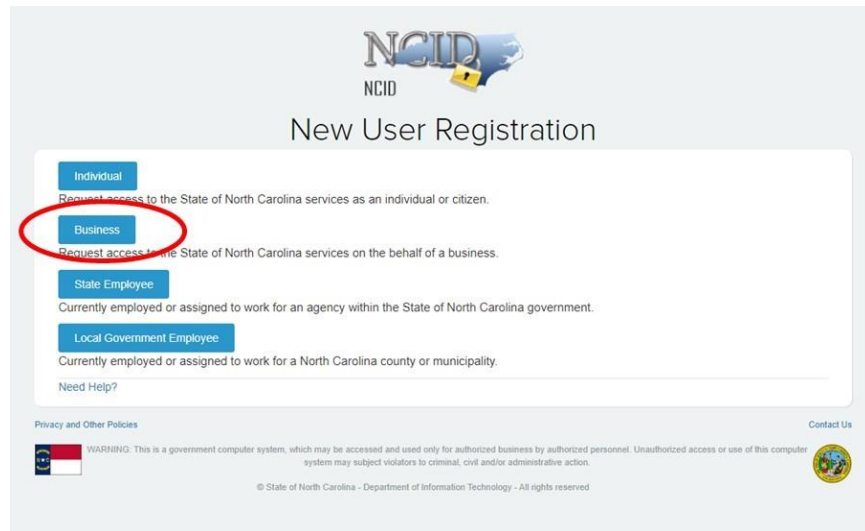
Step 3:   Sign in to DHSR Enterprise

Step 1: Obtain and set up your NCID

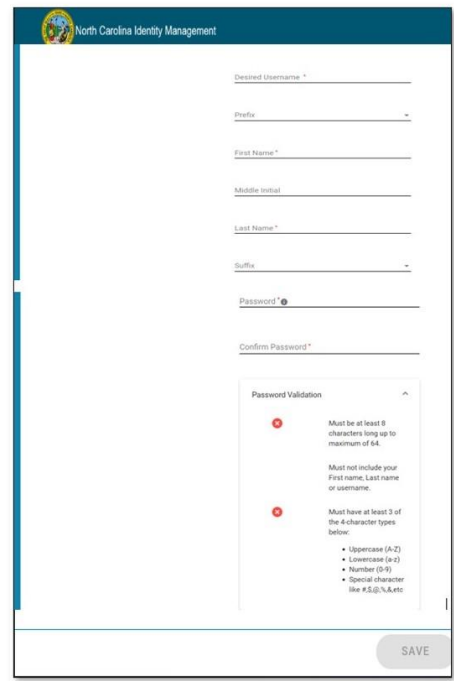You must have an NCID to register for the DHSR Enterprise. To create an NCID account:

1. Go to the North Carolina Identity Management (NCID) website at https://myncid.nc.gov/ (We recommend Microsoft Edge, Google Chrome, or Mozilla Firefox web browsers)
   - See how-to videos for obtaining and managing your NCID account at NCID How-To Videos.
2. Select "Register Now"

3. Complete the New User Registration process by selecting the **Business** user type.

4. Enter your:
   - Desired **Username** (Create a username that is easy to remember and can be a combination of alphanumeric characters. This name will be your NCID username.),
   - contact information, and
   - password.
   - The fields marked with a red asterisk (*) are mandatory.
5. Select **Continue** when complete.
6. Once you confirm the information, you will receive an account activation link at your registered email address.

Note: You will need to reset your password every 90 days. Below are websites to learn more about an NCID account.

- NCID User Guide: https://it.nc.gov/documents/files/ncid-user-guide/download
- NCID Frequently Asked Questions: https://it.nc.gov/ncid-frequently-asked-questions
- NCID Self-Service Password Reset: https://it.nc.gov/documents/files/self-service-password-reset-sspr-quick-start-guide/download

Step 2: Register for the DHSR Enterprise

You should have received an email with a registration number for the DHSR Enterprise from the Division of Health Service Regulation.

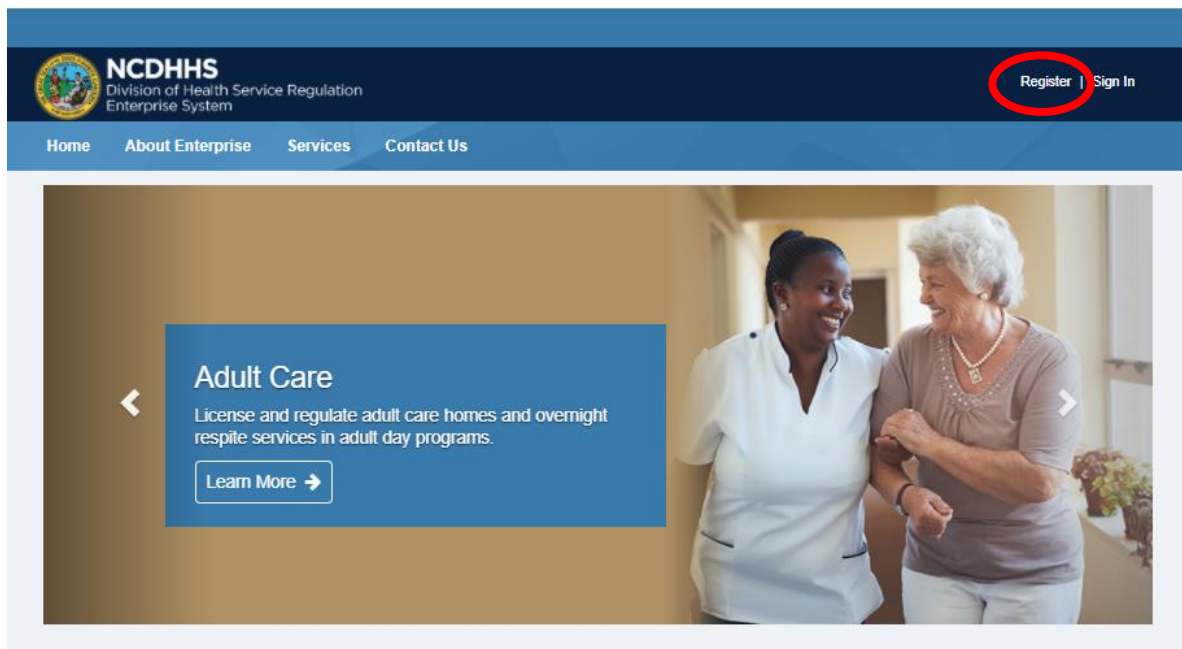If you did not receive an email, follow these steps:

1. Check the spam folder for your email provider.
2. Contact your Provider Admin, as designated by your organization.
3. Contact the DHSR licensure section that regulates the services you provide. The DHSR licensure section will need your NCID username, license number, and the email address used to create your NCID.

Once you have your registration number, go to the Enterprise web portal by entering this URL in your browser: https://dhsrenterprise.nc.gov/#/

(We recommend Microsoft Edge, Google Chrome, or Mozilla Firefox web browsers).

Note: You must have an NCID before you can register for DHSR Enterprise.

Select the Register link in the top right corner of the page.

The Registration page opens.
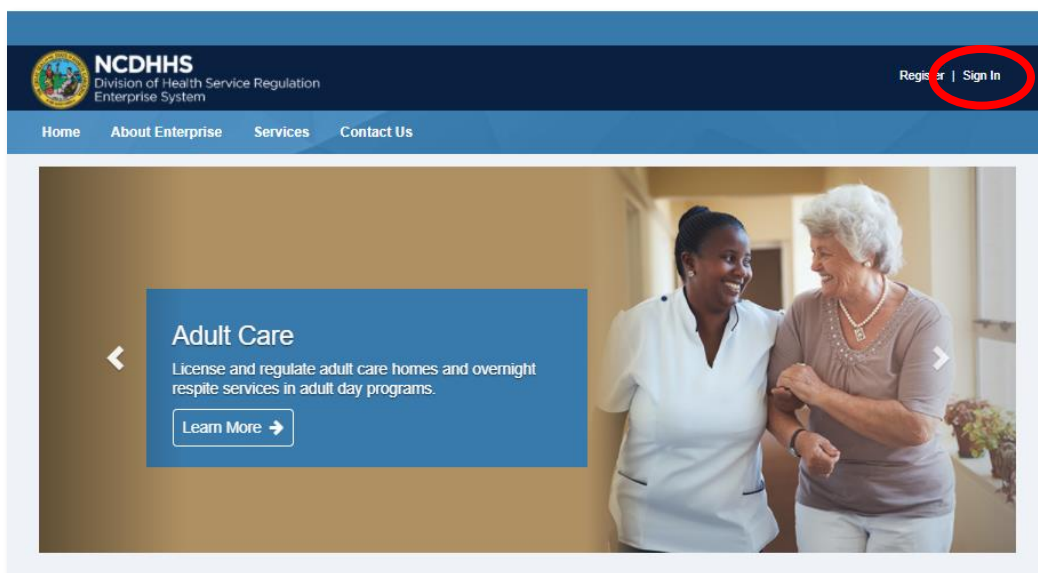
1. Enter your **NCID User Name**.
2. Enter your **Registration Number** as provided by DHHS.
3. Enter your Provider **License Number**.
4. Select the **Register** button.

Registering for the Enterprise System only needs to be done one time, upon your first visit.
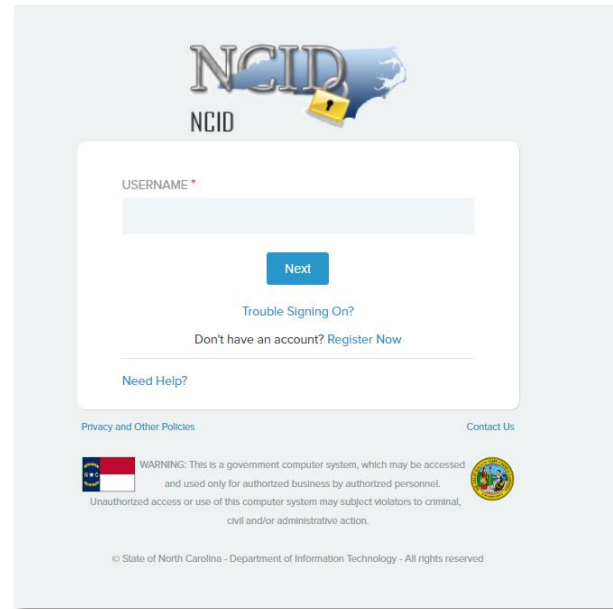
Step 3: Sign In to DHSR Enterprise

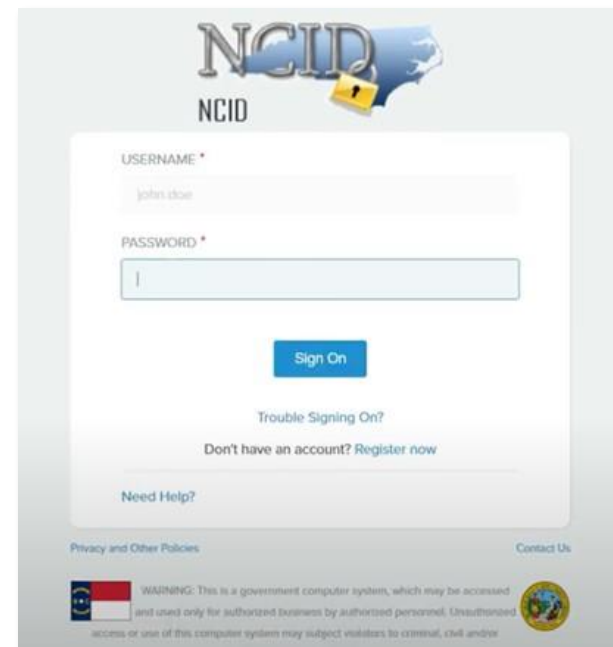Now that you are registered, click the **Sign In** link to log in to DHSR Enterprise.

The NCID Login page opens.

1. Enter your **NCID Username**.
2. Select Next.

3. Enter the **Password** you created for NCID.
4. Select the **Sign On** button.

If you have additional questions about your NCID, click the Need Help? Link on the NCID login page, or go directly to the NCID resource page: https://it.nc.gov/ncid/