

Notices:

Account Creation:

For users experiencing issues generating a Temporary Password with ISFD Username Email, please contact the DSS Call Center to have account passwords reset within the NCAISS account.

Certificate Registration Issues:

This issue has been resolved as 22 July 2014.

Please have the user attempt to login in again. If the user is still encountering an issue, please have them contact the [DSS Call Center](#).

Page Not Found during Cert registration:

Please have the user contact their local IT help desk, as the issue is related to the security settings on the user's local machine or local network that is not allowing the page to be displayed.

Or

Users can find additional assistance under [NCAISS FAQ's](#)

Correcting a misspelled name in NCAISS account:

1. Login into NCAISS with current name
2. Click on the "Profile" tab
3. Click on the "Identity" tab.

Here the user can edit the value found in the "Name" field. Upon making the edits,

4. Click "save" to save the changes.

NOTE: This change will not change the NCAISS account ID.

Email Notifications:

Users who have not received emails will have to request accounts through NCAISS. To begin the process, please click here: [DSS NCAISS Portal](#).

Internet Explorer 10 Users:

Users have reported OBMS functionality issues when using Internet Explorer 10. Recommend Internet Explorer 10 users place their browsers in Internet Explorer 8 compatibility mode temporarily to access OBMS.