

CTEP-IAM and ID.me Integration FAQs

Frequently Asked/Answered Questions

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Integration with ID.me

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1. Why is NCI CTEP implementing Identity Proofing (IP) and Multi Factor Authentication (MFA)? Why is ID.me integrated with CTEP-IAM?

Incorporation of Identity Proofing (IP) and Multi Factor Authentication (MFA) are required by Federal regulation. NCI is required to follow the National Institute of Standards and Technology (NIST) guidelines which is regulated by Congress and required for compliance with the Federal Information Security Management Act (FISMA). Username and password alone are no longer adequate. NCI needs to incorporate Identity Proofing (IP) and Multi Factor Authentication (MFA) into system access procedures. NCI CTEP is integrating with ID.me to establish Identity Proofing (IP) and Multi Factor Authentication (MFA) to comply with NIST Guidelines. Multiple Federal and State agencies already use ID.me including IRS, SSA, and VA.

2. Are there any additional benefits to establishing an ID.me account?

Though you are creating an ID.me account to use the NCI systems, there are some added benefits beyond improved IT security. You can use your same ID.me account to access several other Federal systems (IRS, SSA, or VA). Also, CTEP-IAM passwords must be re-set every 90 days, whereas ID.me passwords will remain active indefinitely if you use them routinely. (They will only expire after 18-months of no activity.)

3. Are users' personal identifiable information (PII) privacy protected?

The users' PII is privacy protected. ID.me will only transfer your Personal Information at your request, and with your consent, for use by third parties to verify your identity or group eligibility, and as required for the prevention of fraud. ID.me is fully committed to the security of users' personal information. ID.me has a robust [privacy policy](#) in place to ensure that users are in control of their data. The company also provides a [Privacy Bill of Rights](#).

4. Who is required to follow updated authentication?

The updated authentication requirement applies to any person with a CTEP-IAM account and any system using CTEP-IAM credentials, including: All NCI/CTEP/CTSU systems, including RCR, CTMB-AIS, the CTSU website, OPEN, Rave, NCORP-SYS, CTEP-AERS, etc. This also includes all other systems, including the LPO websites, which use CTEP-IAM for access.

5. When do I need to link my CTEP-IAM Credentials with ID.me?

The updated authentication flow was available for users on July 8, 2022. **Current users (as of that date) will have one year to complete their Identity Proofing (IP) and Multi Factor Authentication (MFA) and link their ID.me account with their CTEP-IAM account. Once you set up your Identity Proofing (IP) and Multi Factor Authentication (MFA), you must use ID.me to log in. Full implementation will take place in July 2023.** If you have not created an ID.me account and linked with your CTEP-IAM credentials by this time, your CTEP-IAM credentials be no longer valid for you to log in to the application. You will need to contact the Registration Help Desk <ctepreghelp@ctep.nci.nih.gov> to proceed further in this regard.

6. What are the requirements to complete Identity Proofing (IP)?

You will only need to verify your identity **one time** and there are several options for you to do so. ID.me follows Federal regulations for identity proofing, which include using credit profiles and other public sources to verify your identity. Some of the verification methods are 1) answer questions about your credit history 2) upload photos of your license or state ID 3) upload a photo of your passport 4) upload photos of your passport card. For more detailed information on these various options please visit [How do I verify my identify?](#)

7. What if a user does not live in the United States?

Within the Identity Proofing (IP) portion of the new user access procedure, the user will be asked to choose their preferred identity verification method. Non-U.S. residents will select the option "I don't live in the United States." The user will then be able to connect to an [ID.me Trusted Referee](#) to verify their identity with primary and secondary identification documents. A list of approved primary and secondary documentation can be found [here](#). For more information, see the [ID.me help page for U.S. non-residents](#).

8. During the initial Identity Proofing (IP) setup process, will users need to also submit a "selfie" for comparison/confirmation of their ID?

Yes, you must take a "selfie" with a smartphone or a computer with a webcam during the Identity Proofing (IP) process.

9. What if a user does not have a smartphone to take selfie?

A smartphone is not necessary to complete the Identity Proofing (IP) portion of the new user access procedure. A desktop computer or tablet can also be used as long as it has a webcam, access to the internet, and meets all ID.me [system requirements](#). A user's identity can also be verified via a video call with an ID.me Trusted Referee. Steps to set up and complete the ID.me Trusted Referee video call to verify user identity can be found [here](#).

10. Could you please help me understand whether I will be able to maintain my access to the CTEP and CTSU systems after the implementation of ID.me?

Yes, users with a CTEP-IAM account can continue to access CTEP and CTSU systems using their current CTEP-IAM credentials (username/password) up until July 2023. The NCI recommends that you transition to use ID.me credentials prior to this date to facilitate improved security for research data. After July 2023 you will no longer be able to access NCI applications without ID.me credentials.

11. I do not have a smartphone. If a photo id is required, how do you suggest I provide that without a smartphone?

Setting up an ID.me account is first step towards completing Identity Proofing (IP) and Multi Factor Authentication (MFA) configuration. Users without a smartphone can utilize a process called "trusted referee" where you will be interacting with an ID.me team member via a video call to complete the verification process. Further, the user can configure voice call as an option to receive second factor information.

12. Is a mobile phone app the only format for the Multi Factor Authentication (MFA) method? Can a phone call or email also work?

Email One time passcode (OTP) is not an acceptable authentication method under NIST 800-63B and therefore Email is not supported as an Authenticator Assurance Level 2 (AAL2) option in ID.me. NCI CTEP has chosen the following ID.me Multi Factor Authentication (MFA) options:

- Phone call to landline with One-Time Passcode (OTP)
- Mobile alert using the ID.me Authenticator app
- Mobile alert with one Time-Based-One-Time-Passcode (TOTP)

13. Do I need to complete my Identity Proofing (IP) with ID.me even if I have CTEP-IAM account already?

Yes, you must complete your Identity Proofing (IP) even if you are an existing user in CTEP-IAM. Incorporation of Identity Proofing (IP) and Multi Factor Authentication (MFA) are required by Federal regulation. This is not a CTEP policy. As per NIST guidelines, NCI must incorporate Identity Proofing (IP) and Multi factor Authentication (MFA) as username and password are no longer adequate.

14. How often do I update my ID.me account password? Does an ID.me account password expire?

- Once a user creates an ID.me account and verifies their identity, their credential will remain active as long as the individual uses that credential at least once within 18 months. After 18 months of **inactivity** the user will have to re-verify their identity.
- Email notifications are sent to users reminding them to sign in to their ID.me account 60, 30, 14, and 1 day(s) prior to credential expiration.

Existing Users (CTEP-IAM related questions)

1. [Will CTEP-IAM username/password cease to work from the day ID.me integration is activated?](#)
2. [Can I use my existing CTEP-IAM account?](#)
3. [There are three different login methods in the new login screen. Which login method should I use?](#)
4. [When my current CTEP-IAM password expires, will I able to reset my password and continue to use my CTEP-IAM account?](#)
5. [Whom should I approach for help related to CTEP-IAM username and password?](#)
6. [How does an existing CTEP-IAM account holder create an ID.me account and link it to their CTEP-IAM profile?](#)
7. [Will my existing CTEP-IAM account continue to work if I encounter issues while completing the ID.me requirements for Identity Proofing \(IP\) and Multi Factor Authorization \(MFA\) configuration and had to abort the setup?](#)
8. [I have an existing ID.me account. Can I use this to access CTEP applications?](#)
9. [Where can I find my ID.me information once I have linked my ID.me account to CTEP-IAM?](#)
10. [What happens to my existing CTEP-IAM credentials after I link my ID.me account to my CTEP-IAM account?](#)

1. Will CTEP-IAM username/password cease to work from the day ID.me integration is activated?

No, existing CTEP-IAM username/password will continue to be supported for duration of 1 year, through July 2023. Once you have transitioned to ID.me, your CTEP-IAM username/password will be deactivated. The NCI recommends that you transition to use ID.me credentials prior to July 2023 to facilitate improved security for research data. After July 2023 you will no longer be able to access NCI applications without ID.me credentials

2. Can I use my existing CTEP-IAM account?

CTEP-IAM integration with ID.me activated on July 8, 2022, but users with an existing CTEP-IAM username/password can continue to use them to gain access to applications that they access regularly. The Identity Proofing (IP) and Multi Factor Authentication (MFA) updates will not prevent the use of CTEP-IAM username/password until the user transitions to an ID.me account. The NCI recommends that you transition to use ID.me credentials prior to July 2023 to facilitate improved security for research data. After July 2023 you will no longer be able to access NCI applications without ID.me credentials

3. There are three different login methods in the new login screen. Which login method should I use?

Existing CTEP-IAM account holders must use “CTEP-IAM” method for authenticating and gaining access to applications until they create and link an ID.me account with their CTEP-IAM account. Users who have linked their CTEP-IAM account with ID.me must use “ID.me” method of authentication. The “NIH” method is available to a limited group of CTEP applications, and this can be used by NIH PIV card holders who have already linked their NIH account to CTEP-IAM.

4. When my current CTEP-IAM password expires, will I be able to reset my password and continue to use my CTEP-IAM account?

Yes, users who are still authenticating and accessing applications using their CTEP-IAM credentials (available up to July 2023) will be able to use “Forgot password” and “Reset Password” functionalities to reset their CTEP-IAM password. The latest updates will not interfere with these features.

5. Whom should I approach for help related to CTEP-IAM username and password?

Users who have not yet created an ID.me account (i.e., CTEP-IAM is not yet linked to ID.me) must contact CTEP-IAM Registration Help Desk at ctepreghelp@ctep.nci.nih.gov for assistance regarding CTEP-IAM username/password and general account related queries. If you have set up an ID.me account and linked it with CTEP-IAM then your CTEP-IAM username/password will no longer be active. You must use your ID.me credentials once you have linked your ID.me account.

6. How does an existing CTEP-IAM account holder create an ID.me account and link it to their CTEP-IAM profile?

Follow the steps listed below:

- Ensure current CTEP-IAM account is “Active”
- Log in to CTEP-IAM < <https://ctepcore.nci.nih.gov/iam> >
- The landing page will present a banner stating < *Your CTEP-IAM credentials are not yet linked to ID.me. “Click Here” and follow the steps to link your CTEP-IAM credentials with ID.me.* >.
- Click the link “Click Here”
- **Or** click on “Personal Information” from the Menu on the left-hand side of the page and click on the **ID.me Information** tab.

- Follow the instructions on “**ID.me Information**” tab to initiate ID.me account creation and linking workflow.
- When on ID.me website, choose “Sign in with ID.me account” if you already have an ID.me account or proceed to create a new account if you do not already have an ID.me account.
- Follow the prompts in ID.me to complete the Identity Proofing and Multi Factor Authentication (MFA) requirements for NCI.
- At the very end of ID.me workflow, you will be prompted to provide consent for ID.me to share five attributes to NCI CTEP. Click “Agree” or “Confirm” to complete the account linking process.

7. Will my existing CTEP-IAM account continue to work if I encounter issues while completing the ID.me requirements for Identity Proofing (IP) and Multi Factor Authorization (MFA) configuration and had to abort the setup?

Your CTEP-IAM username/password will remain active until you successfully linked your ID.me with CTEP-IAM account. If you continue to run into technical difficulties setting up your ID.me account, you can reach the ID.me helpdesk at nih.support@ID.me.

8. I have an existing ID.me account. Can I use this to access CTEP applications?

Yes. You will need to link your account to CTEP-IAM via the steps listed below:

- Ensure current CTEP-IAM account is “Active”
- Log in to CTEP-IAM < <https://ctepcore.nci.nih.gov/iam> >
- The landing page will present a banner stating < *Your CTEP-IAM credentials are not yet linked to ID.me. “Click Here” and follow the steps to link your CTEP-IAM credentials with ID.me.* >.
- Click the link “Click Here”
- **Or** click on “Personal Information” from the Menu on the left-hand side of the page and click on the **ID.me Information** tab.
- Follow the instructions on “**ID.me Information**” tab to initiate ID.me account creation and linking workflow.
- When on ID.me website, choose “Sign in with ID.me account” instead of creating a new account.
- Follow the prompts in ID.me to complete the identity Proofing (IP) and Multi Factor Authentication (MFA) requirements for NCI.
- At the very end of ID.me workflow, you will be prompted to provide consent for ID.me to share five attributes to NCI CTEP. Click “Agree” or “Confirm” to complete the account linking process.

9. Where can I find my ID.me information once I have linked my ID.me account to CTEP-IAM?

You can find your ID.me information on “**ID.me Information**” Tab under the “Personal Information” section in CTEP-IAM.

10. What happens to my existing CTEP-IAM credentials after I link myID.me account to my CTEP-IAM account?

Once a link is established between a user's CTEP-IAM account and ID.me account, the user will not be able to use their CTEP-IAM username / password to gain access to applications. The user will instead use their ID.me account to gain access to applications.

New User Workflows

- [1. Are there any major changes to the information provided during new account requests?](#)
- [2. Why do I have to submit a request for CTEP-IAM and create an account with ID.me?](#)
- [3. Will I have both CTEP-IAM username/password as well as ID.me username/password?](#)
- [4. How can I track the progress of my request submitted to CTEP-IAM?](#)
- [5. Who do I contact for help during the account request and activation process?](#)
- [6. I lost the initial account approval email from CTEP-IAM. What do I do?](#)
- [7. Do NIH account holders have to establish and link ID.me credentials to their CTEP-IAM accounts?](#)
- [8. Are there any changes in the NCI registration types?](#)
- [9. I was successful in establishing ID.me account and linking into CTEP-IAM and my registration status is 'Active'. However, I am not able to gain access to CTEP Systems, CTSU applications, or Site applications.](#)
- [10. I did not select a username at the time of submitting a CTEP-IAM account request. However, I see a "Username" displayed in the "Personal Information" section of my CTEP-IAM profile.](#)
- [11. I have linked my ID.me account to IAM. There are three different login methods in login screen. Which login method should I use?](#)

1. Are there any major changes to the information provided during new account requests?

CTEP-IAM is utilized to verify title credentials and to establish user access to NCI systems. The information provided directly to CTEP-IAM has remain unchanged. Users will continue to provide name, degree, certification and training information, primary organization, address, email, phone number, and responses to a select a set of three questions. The information collected, however, to authorize user access to NCI systems, has changed. CTEP-IAM will now authenticate and authorize users' access through ID.me. This Federally approved identity verification system requires users to submit photo identification, social security number (SSN) or tax identity number (TIN), and a "selfie" upon the **one-time** registration process.

2. Why do I have to submit a request for CTEP-IAM and create an account with ID.me?

Professional information such as name, degree, certification and training information, primary organization, address, email, etc. is required as part of CTEP registration. This information is collected via CTEP-IAM and will be reviewed and processed by CTEP Registration help desk. On receiving an approval from CTEP Registration Help Desk users will then create an ID.me account by providing their Personally Identifiable Information (PII) to complete Identity verification and

second-factor configuration. The new account activation workflow ends when the user's ID.me credential is linked to their approved CTEP-IAM profile. The ONLY PII that is shared between ID.me and CTEP is your name and Date of Birth (Month and Year).

3. Will I have both CTEP-IAM username/password as well as ID.me username/password?

New accounts created after July 8, 2022, will only have ID.me username/password and Multi Factor Authentication (MFA) configuration to gain access to CTEP-ESYS and other applications where CTEP-IAM is used as the authentication source.

4. How can I track the progress of my request submitted to CTEP-IAM?

On successful submission of a new account request, CTEP-IAM will send an email with the link that users can use to check status of the account request. To view the updates, users will need the account request reference number, First Name/Last Name, and must provide a correct response to one of the security questions selected at the time of submitting the account request.

5. Who do I contact for help during the account request and activation process?

- For questions related to submitting a CTEP-IAM account request, please contact CTEP-IAM Registration Help desk at < ctepreghelp@ctep.nci.nih.gov >
- For questions related to creating an ID.me account, please contact ID.me help desk by submitting a request at < [ID.me Help Site](#) >
- For queries regarding inability to link CTEP-IAM and ID.me accounts, please contact CTEP Help Desk at < ctephelpdesk@nih.gov >

6. I lost the initial account approval email from CTEP-IAM. What do I do?

Please contact the CTEP Registration Help Desk at < ctepreghelp@ctep.nci.nih.gov > to request they resend the account approval email.

7. Do NIH account holders have to establish and link ID.me credentials to their CTEP-IAM accounts?

NIH accounts already meet the IP/MFA requirement to access federal systems. Users with NIH accounts are not required to complete the ID.me account process and can continue using their CTEP-IAM or NIH credentials/ PIV cards (where available) to login to NCI systems.

8. Are there are any changes in the NCI registration types?

No, there are no changes to NCI registration types and the process of assigning a registration type to a user. The NCI registration status of user accounts with registration type 'Associate' or 'Associate Basic' will be set to 'Active' at the end of new account activation process. Users accounts with registration type *Associate Plus*, *Non-Physician Investigator (NPiVR)* and *Investigator (iVR)* must continue to the NCI Registration and Credentialing Repository (RCR) to provide additional credentialing information.

9. I was successful in establishing ID.me account and linking into CTEP-IAM and my registration status is 'Active'. However, I am not able to gain access to CTEP Systems, CTSU applications, or Site applications.

Please reach out to respective help desks for further assistance.

- For queries regarding CTEP Systems, please contact CTEP Help Desk at <ctephelpdesk@nih.gov>
- For queries regarding CTSU Systems, please contact CTSU Help Desk at <CTSUSystems@westat.com>
- For queries regarding NCI CIRB Systems, please contact NCI CIRB Help Desk at <ncicirbcontact@emmes.com>
- For queries regarding Site Systems, please contact CTEP Help Desk at <ctephelpdesk@nih.gov>

10. I did not select a username at the time of submitting a CTEP-IAM account request. However, I see a "Username" displayed in the "Personal Information" section of my CTEP-IAM profile.

To maintain the integration between CTEPESYS systems and between CTEPESYS and CTSU, CTEP-IAM will continue to capture a unique system generated username. This is purely for system integration purposes only. Users who have setup an account with ID.me will continue to use their ID.me username/password and Multi Factor Authentication (MFA) to gain access to CTEP systems and applications where CTEP-IAM is provided as an authentication source.

11. I have linked my ID.me account to IAM. There are three different login methods in login screen. Which login method should I use?

Users who activated their CTEP-IAM account by creating an ID.me account must use the "ID.me" method for authenticating and gaining access to applications.

International Users

1. *Are international users / those who live outside of the United States required to establish and link ID.me credentials to their CTEP-IAM accounts?*
2. *Is ID.me conformant with the EU General Data Protection Regulation (GDPR)?*

1. Are international users / those who live outside of the United States required to establish and link ID.me credentials to their CTEP-IAM accounts?

The updated authentication requirement applies to any person with a CTEP-IAM account and any system using CTEP-IAM credentials, including international users. International users or persons outside of the United States can create an ID.me account by uploading specific identification documents and following the [steps](#) to meet with a live video agent or trusted referee.

2. Is ID.me conformant with the EU General Data Protection Regulation (GDPR)?

ID.me is aligned and adheres to the majority of principles behind the EU's General Data Protection Regulation (GDPR) unfortunately they are not currently GDPR conformant. ID.me will be undergoing an independent GDPR gap assessment and will update the NCI on their progress and timeline. EU research staff may wait until the GDPR assessment is complete prior to establishing an ID.me account. Until then they can continue to leverage their existing CTEP IAM credentials through June 2023.

Inactivation/Activation

- [1. Will my CTEP-IAM account expire after I linked my account to ID.me?](#)
- [2. I have not created an account with ID.me, how can I re-activate my CTEP-IAM account that is marked "Inactive"?](#)
- [3. I have created an account with ID.me, how can I re-activate my CTEP-IAM account that is marked "Inactive"?](#)
- [4. What does a status of "Temporarily Disabled" mean for CTEP-IAM account?](#)
- [5. How can I reinstate a CTEP-IAM account in "Temporarily Disabled" status?](#)
- [6. What happens to my existing roles to the applications when my CTEP-IAM account is temporarily disabled?](#)
- [7. What does Reinstate status mean to my account?](#)
- [8. My CTEP-IAM account is currently "Inactive." Do I have to establish ID.me credentials to re-activate my CTEP-IAM account?](#)

1. Will my CTEP-IAM account expire after I linked my account to ID.me?

Yes, the current Inactivation procedures of 120 days (users with access to CTEP-ESYS applications) and 15 months (users without access to CTEPESYS applications) will continue to be enforced. The account inactivity will be judged based on whether the CTEP-IAM username/password is being used or ID.me account is being used to gain access to applications.

Users will receive emails from CTEP-IAM alerting about the upcoming inactivation. If no action is taken by the user, their CTEP-IAM account will be marked "Inactive" as per the 120 day or 15 months procedure, whichever is applicable to the user and user will no longer be able to access CTEP ESYS applications. All application roles assigned to the user will be revoked at the time of setting an account to "Inactive".

2. I have not created an account with ID.me, how can I re-activate my CTEP-IAM account that is marked "Inactive"?

Users with inactive CTEP-IAM account who have not yet linked their ID.me account with CTEP-IAM will continue to activate their account using the current process.

- Email the CTEP Registration Help Desk < ctepreghelp@ctep.nci.nih.gov > with the request to activate.
- CTEP Registration Help Desk will send a temporary password to the user.

- User activates the account by resetting their password and selecting a new set of security questions.

3. I have created an account with ID.me, how can I re-activate my CTEP-IAM account that is marked “Inactive”?

Users with inactive CTEP-IAM account and who have linked their ID.me account with CTEP-IAM must follow the steps listed below:

- Access CTEP-IAM at < <https://ctepcore.nci.nih.gov/iam> >
- Log in using ID.me credentials. The system will present a validation error and a link to re-activate the account.
- Verify your credentials by authenticating using your ID.me account.
- On successful verification, CTEP-IAM will display the current information of the user.
- User must verify the information presented and choose 1) to reactivate without any updates or 2) reactivate and update their information in CTEP-IAM.

4. What does a status of “Temporarily Disabled” mean for CTEP-IAM account?

A CTEP-IAM account is moved to “Temporarily Disabled” to deny account usage to gain access to applications. This status is assigned to accounts associated to a site/organization impacted by a security incident (e.g., ransomware attack). The user is not allowed to use ID.me credentials to access any federated application including CTEP-IAM until the site mitigates the risk of attack and is cleared to bring systems online.

5. How can I reinstate a CTEP-IAM account in “Temporarily Disabled” status?

As a standard operating procedure, CTEP-IAM technical team will reinstate the accounts marked “Temporarily Disabled” after the site/organization impacted by the security incident is deemed clear to bring their systems online.

6. What happens to my existing roles to the applications when my CTEP-IAM account is temporarily disabled?

When a CTEP-IAM account is in “Temporarily Disabled” status, the existing application roles associated with the account will not be revoked. Once the account is reinstated, the user will be able to access the applications that they accessed before.

7. What does Reinstated status mean to my account?

This status indicates that you are allowed to re-activate your CTEP-IAM account which was temporarily disabled. This status will only be assigned when the site is cleared to resume business which was impacted by security incident.

8. My CTEP-IAM account is currently “Inactive.” Do I have to establish ID.me credentials to re-activate my CTEP-IAM account?

Inactive users will continue to activate their account using the current process.

- Email the CTEP Registration Help Desk ctepreghelp@ctep.nci.nih.gov with the request to activate.
- CTEP Registration Help Desk will send a temporary password to the user.
- User activates the account by resetting their password and selecting a new set of security questions.

Re-registration

1. [*Do I need to establish an ID.me account when I re-register with IAM?*](#)
2. [*Are there any changes in NCI CTEP registration expiration timeline after ID.me integration with CTEP-IAM?*](#)
3. [*How to complete NCI Re-registration?*](#)
4. [*What happens if I do not re-register?*](#)

1. Do I need to establish an ID.me account when I re-register with IAM?

All users are required to establish and link their ID.me account for CTEP-IAM access. While the timeline for this requirement extends until July 2023, this enhancement is a federal law, and users should comply with this regulation as soon as possible.

2. Are there any changes in NCI CTEP registration expiration timeline after ID.me integration with CTEP-IAM?

There is no change to current NCI CTEP annual registration requirements. The registration status of users who fail to re-register annually with NCI CTEP will be set to 'Suspended'.

3. How to complete NCI Re-registration?

- Users of registration type 'Associate' and 'Associate Basic' must use CTEP-IAM to complete re-registration.
- Users of registration type 'Investigator', 'Non-physician Investigator' and 'Associate Plus' must use RCR to complete re-registration.
- Please note that an active CTEP-IAM account is necessary to access both CTEP-IAM and RCR.

4. What happens if I do not re-register?

If you do not complete your re-registration your access to applications will be denied.

System Account Registration type

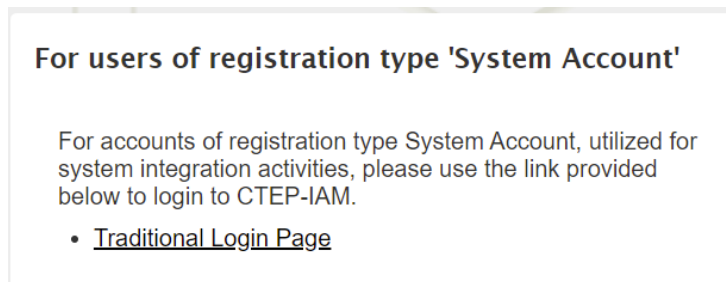
Note: These are CTEP accounts specifically created for system integration activities. IAM team must wait for CTEP help to confirm the approval of such an account.

1. [I am a user with System Account Registration type, how should I re-register?](#)
2. [As a System Account registration type user, what happens if I lose track of the re-registration timeline?](#)
3. [Should a System Account registration type account go through Identity Proofing \(IP\) and with ID.me?](#)

1. I am a user with System Account Registration type, how should I re-register?

Steps to log in to CTEP-IAM to complete re-registration of *System Account* registration type accounts.

- Access <https://ctepcore.nci.nih.gov/iam>
- Scroll down to bottom of the screen to section titled “**For users of registration type System Account**” (shown below)

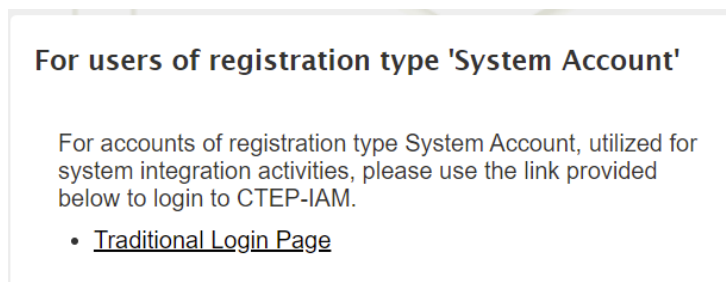


- Click “Traditional Login Page” to go to an alternate login screen that supports authentication for *System Account* users.

2. As a System Account registration type user, what happens if I lose track of the re-registration timeline?

CTEP-IAM will send registration expiry notification starting 15 days prior to registration expiration date. In the event the registration expires, please follow the steps listed below:

- Access <https://ctepcore.nci.nih.gov/iam>
- Scroll down to bottom of the screen to section titled “**For users of registration type System Account**” (shown below)



- Click “Traditional Login Page” to go to an alternate login screen that supports authentication for ‘System Account’ users.
- After log in, navigate to Personal Information section and click on “Re-Register.”
- This action will submit a request for review by CTEP-IAM registration helpdesk.
- On review and approval of the re-registration request, the registration status will change from ‘Suspended’ to ‘Active’.

3. Should a *System Account* registration type account go through Identity Proofing (IP) and with ID.me?

No. *System Account* registration type accounts do not have to go through Identity Proofing.

Timeline Information

1. How long is the transition period for an existing user to complete their Identity Proofing (IP) and Multi Factor Authentication (MFA) with ID.me?

1. How long is the transition period for an existing user to complete their Identity Proofing (IP) and Multi Factor Authentication (MFA) with ID.me?

The updated authentication flow was available for all users on July 8, 2022.

New users who request/create their new CTEP-IAM account after that date will use the updated integrated workflow to create ID.me account as part of the new account activation process.

Users who already had a CTEP-IAM account on July 8, 2022 can continue to use their CTEP-IAM username/password to gain access to applications where CTEP-IAM is supported as an authentication source. However, **support for CTEP-IAM username/password will end by July 2023**. Existing CTEP-IAM account holders are expected to log in to their CTEP-IAM profile, follow the steps detailed in **ID.me Information** tab under the “Personal Information” section to create an ID.me account and establish a link to CTEP-IAM profile. Once accounts have been linked, only ID.me credentials will grant access.

General Information regarding ID.me

1. [Help \(support\) links](#)
2. [How to escalate a user issuer to ID.me?](#)

1. Help (support) links

- [Help Site](#)
- [How do I verify my identity?](#)
- [What is multi-factor authentication \(MFA\)?](#)

2. How do I escalate a user issue to ID.me?

ID.me has established a dedicated email address to intake escalations from NIH NCI personnel and prioritize the resolution. To submit an escalation, follow the steps below:

1. Open a new email
2. In the 'Options' tab, select 'Encrypt Only' to protect the User's PII
3. Enter < nih.support@ID.me > in the 'To' section of the email
4. In the subject line, enter "NIH NCI Escalation" and the date escalated
5. In the message, include the following information:
 - a) Users Name
 - b) Email address (Note: This is the email address provided to ID.me at the time of account creation, if it has already been attempted. If not, an email address where the user can be reached.)
 - c) Phone Number (if possible)
 - d) Reason for escalation