

WIRM Account Management (New Procedures as of 5/18/17)

Each of you are receiving this notification as Application Owners or Managers of an application that utilize WIRM for authentication.

Tomorrow is the last day that DHHSIT.Web.Service.Request will be managing WIRM accounts. Beginning this Thursday, May 18th, ALL password reset requests for WIRM applications (including SurveyMax) must be sent to the DHHS Customer Service Center (CSC) at DHHS.Customer.Support.Center@dhhs.nc.gov . Other WIRM changes such as application account creations, inactivations, and add/delete are to be done at <https://www.ncdhhs.gov/itd/aid-county-atc-request-form>

With Mary Cohn and Linda Howard Morse now retired, the best way to serve our customers is to transition this service to a group better equipped to handle the requests. The CSC currently supports OLV, and was trained last week on extending that support to each of your applications. A copy of the WIRM Account Management guide for your application is available upon request, and not only contains the DHHS IT Application Support staff, but each of you as an Authorized Individual for your corresponding application. The CSC will follow the same guidelines and procedures that we have followed, and will only accept requests from individual account holders or from the Authorized Individuals listed for each of your applications.

Please remind your users that it is a violation of State Security Policy to share accounts, and that they must go through you to request a password reset if they do not do so themselves.

Thank you for your patience and understanding during this transition, and please don't hesitate to let me know if you have any questions.