

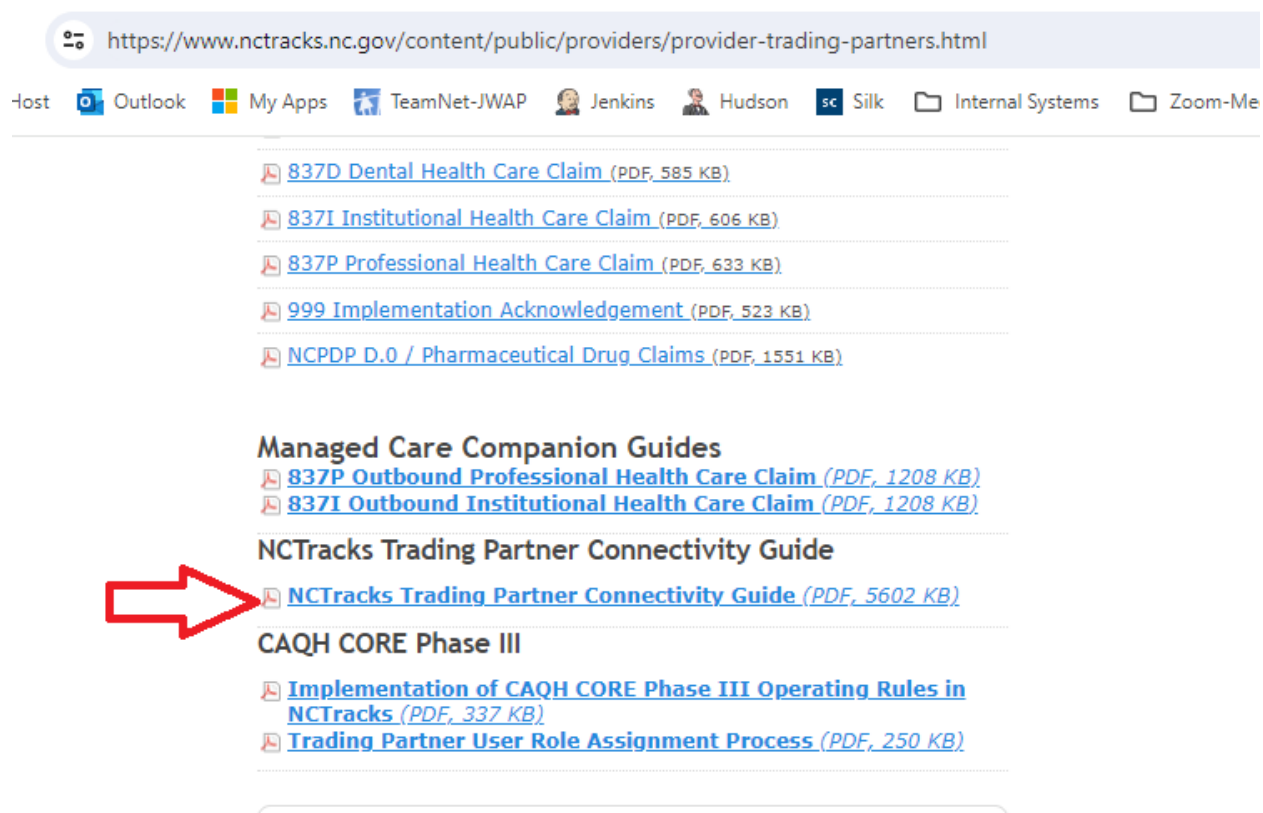
## Additional Step for NCTracks SFTP Users

### Summary

This document talks about an additional Step NCTracks SFTP users will have to follow if they are newly provisioned or they change their password.

### Trading Partner details

NCTracks Trading Partner [page](#) provide complete details of Trading partner information and the Trading partner connectivity guide provides the details of the possible ways to connect to NCTracks MFT system to upload and/or download files.



The screenshot shows a web browser window with the URL <https://www.nctracks.nc.gov/content/public/providers/provider-trading-partners.html>. The browser's taskbar includes icons for Outlook, My Apps, TeamNet-JWAP, Jenkins, Hudson, Silk, Internal Systems, and Zoom-Me. The main content area displays a list of PDF documents:

- [837D Dental Health Care Claim \(PDF, 585 KB\)](#)
- [837I Institutional Health Care Claim \(PDF, 606 KB\)](#)
- [837P Professional Health Care Claim \(PDF, 633 KB\)](#)
- [999 Implementation Acknowledgement \(PDF, 523 KB\)](#)
- [NCPDP D.0 / Pharmaceutical Drug Claims \(PDF, 1551 KB\)](#)

Below these are sections for Managed Care Companion Guides:

- [837P Outbound Professional Health Care Claim \(PDF, 1208 KB\)](#)
- [837I Outbound Institutional Health Care Claim \(PDF, 1208 KB\)](#)

The section for NCTracks Trading Partner Connectivity Guide is highlighted with a red arrow:

- [NCTracks Trading Partner Connectivity Guide \(PDF, 5602 KB\)](#)

Finally, the CAQH CORE Phase III section includes:

- [Implementation of CAQH CORE Phase III Operating Rules in NCTracks \(PDF, 337 KB\)](#)
- [Trading Partner User Role Assignment Process \(PDF, 250 KB\)](#)

### New Additional Step

NCTracks SFTP Users will have to follow an additional step in following two scenarios.

- If a new User/NCID got provisioned in NCTracks to upload and/or download file in NCTracks MFT product via SFTP/SSH.
- If an existing user who is already provisioned to NCTracks MFT Product and uses SFTP/SSH or want to use SFTP/SSH process, changes the password on State NCID system.

### Steps:

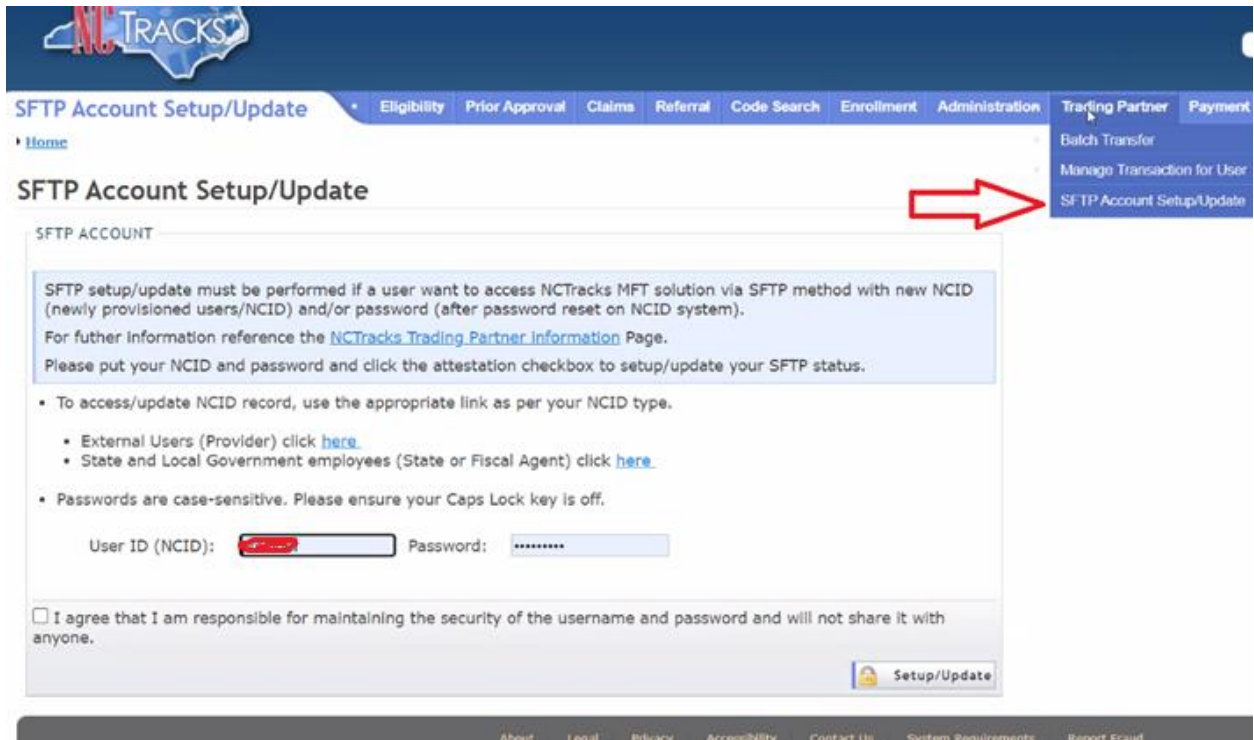
1. Login to NCTracks Secure Portal by clicking appropriate button on NCTracks public portal

## Additional Step for NCTracks SFTP Users

The screenshot shows the NCTracks website interface. The browser address bar displays <https://www.nctracks.nc.gov/content/public/providers.html>. The website has a dark blue header with the NCTracks logo and navigation tabs for Home, Providers, Recipients, and Operations. A sidebar on the left lists various menu items such as 'Getting Started With NCTracks', 'Provider Communication', and 'ICD-10'. The main content area is titled 'Providers' and features a prominent red warning box that reads: 'AVOID SUSPENSION: CHECK YOUR RE-VERIFICATION DUE DATE TODAY'. Below this box, there are two bullet points: one about checking the NCTracks message center inbox for 70-day notifications, and another about checking the 'NC DHB Active Provider Re-verification Due Dates' spreadsheet. To the right of the main content, there are sections for 'NCTracks Secure Portal' (with a lock icon), 'Password Help', and 'Quick Links' which includes links to 'NCTracks Issues List', 'NCTracks Contact Information', and '2024 Checkwrite Schedule DHB'.

2. NCTracks will direct you to DIT system for login with MFA. For more information and training videos, visit the [NCID Citizen Identity Project | NCDIT training page](#).
3. After successful authentication and MFA, DIT system will redirect you to NCTracks secure Portal.
4. If you are provider/trading partner user, you should see the “SFTP Account Setup/Update” tab/menu as shown in the screenshot.
5. Once you click the menu/tab, it should open the following page, where user need to put username/NCID and password, attest the agreement checkbox and click the button setup/update. Once done, a user can start using the SFTP tool to connect to NCTracks MFT product.

# Additional Step for NCTracks SFTP Users



**NCTracks**

SFTP Account Setup/Update

- Eligibility
- Prior Approval
- Claims
- Referral
- Code Search
- Enrollment
- Administration
- Trading Partner**
  - Batch Transfer
  - Manage Transaction for User
  - SFTP Account Setup/Update**
- Payment

Home

## SFTP Account Setup/Update


SFTP ACCOUNT

SFTP setup/update must be performed if a user want to access NCTracks MFT solution via SFTP method with new NCID (newly provisioned users/NCID) and/or password (after password reset on NCID system).  
For further information reference the [NCTracks Trading Partner Information Page](#).  
Please put your NCID and password and click the attestation checkbox to setup/update your SFTP status.

- To access/update NCID record, use the appropriate link as per your NCID type.
  - External Users (Provider) click [here](#).
  - State and Local Government employees (State or Fiscal Agent) click [here](#).
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

User ID (NCID):  Password:

I agree that I am responsible for maintaining the security of the username and password and will not share it with anyone.



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