



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health, Developmental
Disabilities and Substance Abuse Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

KODY H. KINSLEY • Deputy Secretary for Behavioral Health & IDD

VICTOR ARMSTRONG • Director

Common FEI Assistance Requests and What to Do

- **FEI WITS will automatically 'lock' accounts that have no activity for 4 weeks.**
 - To avoid this auto lock, you can sign into FEI WITS every 3 weeks even you don't have a GPRA to enter.
 - If your account is locked and you request for it to be unlocked, you will have until 9pm the day it is unlocked to sign in, or it will auto lock again.
- **FEI WITS will disable an account if the login information is entered incorrectly 3 times.**
 - Entering the incorrect username is the number 1 cause of the account being disabled.
 - Your username will be sent via email from FEI WITS when the account is created.
 - The SOR team will **not** use your email address as your username.
 - When your account is created, you will receive an email from FEI WITS with a link to create a password and pin.
 - Your password and pin are case sensitive.
 - The SOR team does not have access to your password and pin.
 - If you use a web browser to save your login information, check that the browser has saved the correct information.
 - Many web browsers will save an email address as the username, which is incorrect.
 - Many web browsers do not save the correct password and/or pin when updated.
 - If you cannot recall your password or pin, you can select "Forgot Password?" on the login screen (this must be selected before the 3rd failed login attempt).
 - You will need to know your username and the answers to security questions you selected when creating your initial password and pin.
- **How to request assistance unlocking your account or enabling your account if it's been disabled.**
 - Email the SOR team: sor.gpras@dhhs.nc.gov
 - Explain that your account is lock, disabled or both and ask for assistance.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES

LOCATION: 306 N. Wilmington Street, Bath Building, Raleigh, NC 27601

MAILING ADDRESS: 3001 Mail Service Center, Raleigh, NC 27699-3001

www.ncdhhs.gov • TEL: 984-236-5000 • FAX: 919-508-0951

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Common FEI Assistance Requests and What to Do Continued

- **How to request assistance with a general GPRA or FEI WITS issue or question.**
 - Email the SOR team: sor.gpras@dhhs.nc.gov
 - Explain what question/s you have or the difficulty you're experiencing. Because of the need to log-in the same day most requests are answered in the morning Monday – Friday.
- **How to request an account for a new employee.**
 - Email the SOR team: sor.gpras@dhhs.nc.gov
 - For a new account: the organization's GPRA lead needs to send an email explaining the need for a new account and provide the name, email address and specific office (if your agency has more than 1 location and the corporate name).
- **How to request an account account locked because an employee has left.**
 - Email the SOR team: sor.gpras@dhhs.nc.gov
 - For an employee that's no longer with your agency: explain the need for an account to be locked provide the name, email address and specific office (if your agency has more than one location and the corporate name).The SOR team will lock this account and place a note explaining the reason.

Resource videos and other materials to assist with completing the GPRA document and how to use the FEI WITS platform are posted on our website under the North Carolina State Opioid Response section for you reference.

<https://www.ncdhhs.gov/divisions/mhddsas/grants>