



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**JOYCE MASSEY-SMITH** • Director  
Division of Aging and Adult Services

31 August 2022

Ms Susan Ferriola  
Piedmont Triad Regional Council  
1398 Carrollton Crossing Drive  
Kernersville, NC 27284

RE: ARMS Users Email Policy

Dear Ms. Ferriola:

A few months ago, the Division of Aging and Adult Services IT applications were audited. As a result of security concerns and findings, we were instructed to follow strict protocol regarding granting access to our ARMS application. At that time ARMS SAML was set up for NCID access.

We can't grant an ARMS user access by reusing a previous email address. The email address must be unique to the NCID user. The NCID user sets up their own NCID name and email address. The Region sends the needed information in to me for me to set up the approved user in ARMS.

ARMS application will not allow the recycled email address and terminates the request should we try to recycle an email.

Please let your providers know that recycling emails are not allowed.

Thank you working with all Region G users and let me know if I can be of further assistance.

Sincerely,

Annette Bagwell  
ARMS Business Systems Analyst

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES**

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