Claiming/Troubleshooting Your NCEdCloud Account

Click this live link for initial login instructions: [Instructions for Claiming Your NCEdCloud Account](#)

If you are unable to claim your My NCEdCloud account and received a *Claim my Account Operation Failed* error message:

- **Is your birthdate entered in the correct format?** The correct format is **YYYYMMDD** with no slashes or dashes (e.g., enter February 03, 1982 as 19820203).
- **Is your UID entered correctly?** The UID number is the 10-digit number used by teachers and staff to gain access to NCEES. This is the same UID previously used to access the NCEES Alternate Login page; however, you will have to set a different password when you claim your NCEdCloud account. The UID number is your **Username** for the new login. If you are not sure of your UID number and all other information seems correct, contact the Early Educator Support Office at: eesoffice@charlotte.edu

If you cannot set a password:
This can be caused by not filling in the verify password box or not matching the original password entered. In addition, some special characters may not work or cannot be entered as the first character of a password (e.g. "!"). Review the password policy and make sure you are entering at least 14 characters, one uppercase, one lowercase and one number.

If you cannot set challenge questions:
There is a three-character minimum for an answer, so make sure all questions you are answering are at least that long.

If you were able to claim your My NCEdCloud account and received an *Unauthorized* error message:

Try to reset your password using the instructions: *([link to Resetting NCEdCloud Password)](#)*

If you received a *Bad Request* or *Error Processing Your Request* message:

1. It is likely that you have attempted to "bookmark" the login screen and returned to login via that bookmarked URL. If you try to go to the login screen directly by bookmarking it, the server will not know which specific application (Truenorthlogic, IAM service, etc.) you want to go to and defaults to an error message. You may only bookmark once logged in and on the application selection screen rather than the login screen.
2. Use of the back-button may cause specific errors that signal an error message within the system. Should you receive an error message, please close the program and login again.
3. The service requires the use of cookies. Please enable cookies and try to login again.

After attempting all troubleshooting suggestions, if you continue to have an issue claiming/accessing your account, please contact the Early Educator Support Office at eesoffice@charlotte.edu for assistance.