

## **Claiming/Troubleshooting Your NCEdCloud Account and Resetting Your Account Password**

### **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, Reach out to your assigned mentor or evaluator, if they are unable to assist, contact the Early Educator Support Office at: [eesoffice@charlotte.edu](mailto: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

### **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.

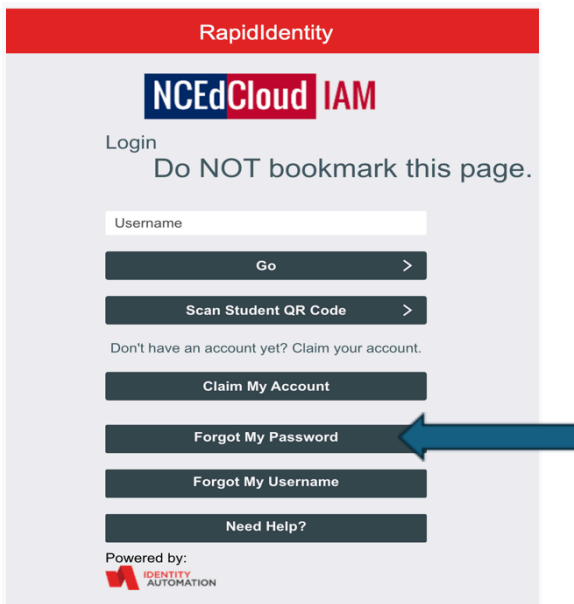
**If you were able to claim your My NCEdCloud account and received an *Unauthorized* error message:**

Try to reset your password using the instructions below:

### Resetting Your NCEdCloud Account Password

Instructions for resetting NCEdCloud password using the “Forgot My Password” function:

1. Go to my.ncedcloud.org
2. Click the "Forgot My Password" link



RapidIdentity

**NCEdCloud IAM**

Login

Do NOT bookmark this page.

Username

Go >

Scan Student QR Code >

Don't have an account yet? Claim your account.

Claim My Account

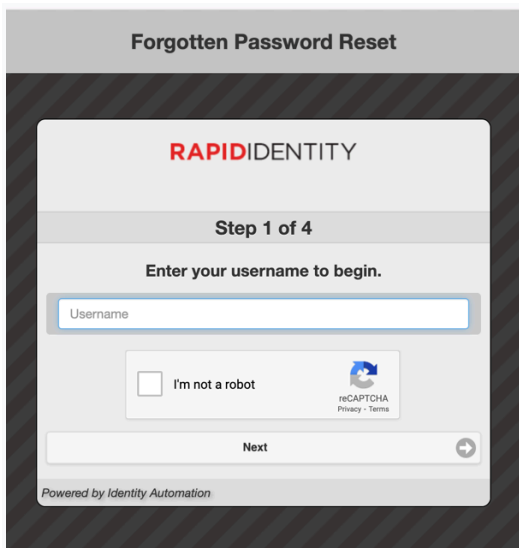
**Forgot My Password**

Forgot My Username

Need Help?

Powered by:  
IDENTITY  
AUTOMATION

3. Enter your username and check the "I'm not a robot" box. The Username is your assigned 10-digit UID#.



Forgotten Password Reset

**RAPIDIDENTITY**

Step 1 of 4

Enter your username to begin.

Username

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Next

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#### 4. Answer security questions

**Forgotten Password Reset**

**RAPIDIDENTITY**

**Step 2 of 4**

**Answer your challenge questions**

**In what city or town did your mother and father meet? \***

Enter your answer

**What street did you live on in the third grade? \***

Enter your answer

**Next**

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5. Next set a new password, adhering to the parameters described below. NCEdCloud/ (NCEES) will prompt you to reset your password every 90 days.

**Forgotten Password Reset**

**RAPIDIDENTITY**

**Step 3 of 4**

**Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.**

Passwords must contain at least 14 total characters with at least 1 uppercase letter, 1 lowercase letter, and 1 number. Passwords must NOT contain your username, first name, last name, or spaces. Additionally, it must be different from the last 24 passwords used.

**New Password**

**Verify Password**

**Next**

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6. Return to [my.ncedcloud.org](https://my.ncedcloud.org) and proceed with your usual NCEdCloud (NCEES) activities. If the above steps are unsuccessful, please reach out to your assigned Mentor or Evaluator for assistance.