

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

★ Are you having trouble claiming your MyNCEdCloud account?

★ Did you receive a “*Claim My Account Operation Failed*” error message?

If so, review the troubleshooting tips below.

- **Check the format of your birthdate.**

Your birthdate must be entered as **YYYYMMDD**, with **no slashes or dashes**.

*Example: February 3, 1982 should be entered as **19820203**.*

- **Make sure your UID is entered correctly.**

Your UID is the **10-digit number** used by teachers and staff to access NCEES. This is the same UID you previously used on the NCEES login page. Your UID will serve as your **Username** for your new NCEdCloud login; however, you will create a **new password** when you claim your account.

If you are unsure of your UID and all other information appears to be correct, contact 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).

- **Having trouble setting your password?**

Make sure you complete both the **Password** and **Verify Password** fields and that the passwords match exactly. Also, some special characters may not be accepted or may not be allowed as the first character of your password (for example, !).

Review the password requirements and make sure your password contains **at least 14 characters**, including:

- One uppercase letter
- One lowercase letter
- One number

- **Having trouble setting your challenge questions?**

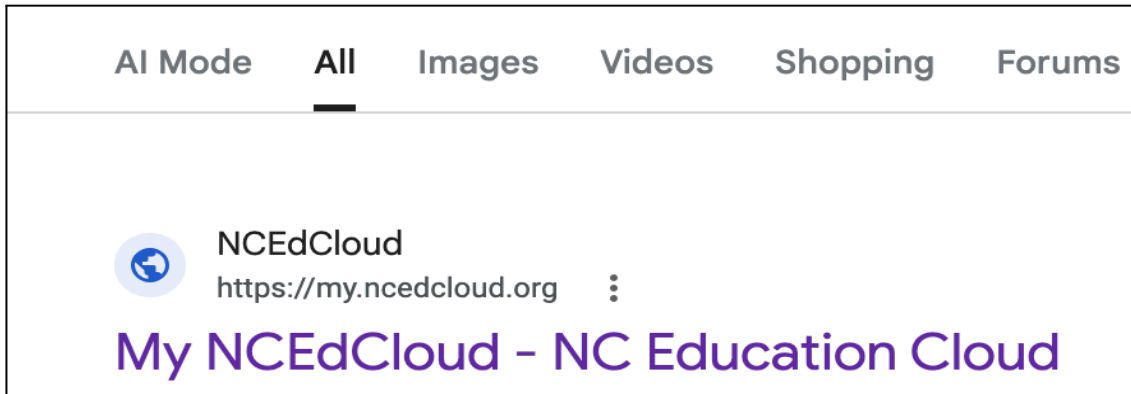
Answers to challenge questions must contain **at least three characters**. Make sure each answer you enter meets this minimum requirement.

# Claiming/Troubleshooting: Resetting Your NCedCloud Account and Resetting Your Account Password

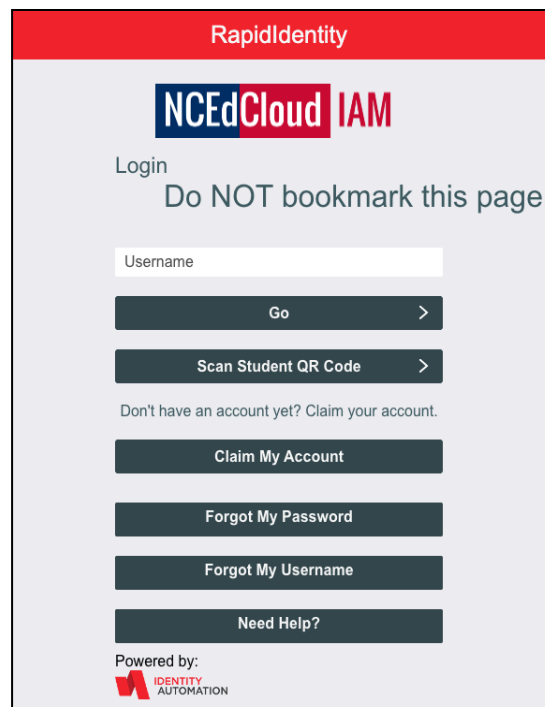
★ Were you able to claim your My NCedCloud account,  
but received an *Unauthorized* error message?

Try to reset your password using the instructions below:

✓ **Step #1:** Go to [my.ncedcloud.org](https://my.ncedcloud.org)



✓ **Step #2:** Click the "Forgot My Password" link



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

✓ **Step #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 is changing its terms of service.  
Take action.

reCAPTCHA

Next

Powered by Identity Automation

✓ **Step #4:** Answer challenge questions

**Forgotten Password Reset**

**RAPIDIDENTITY**

**Step 2 of 4**

Answer your challenge questions

What is the name of the city/town where your grandparents live? \*

Enter your answer

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

Enter your answer

Next

Powered by Identity Automation

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

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

Review the password requirements and make sure your password contains **at least 14 characters**, including:

- One uppercase letter
- One lowercase letter
- One number

The screenshot displays a 'Forgotten Password Reset' interface for 'RAPIDIDENTITY'. The screen is titled 'Step 3 of 4' and instructs the user to '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.' Below this, a box lists password requirements: '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.' There are two input fields: 'New Password' and 'Verify Password', each with a toggle icon. A 'Next' button with a right arrow is at the bottom. The footer reads 'Powered by Identity Automation'.

✓ **Step #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.