



cloudUC

Password Reset Procedure

# NCTC cloudUC Password Reset Procedure

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## Description

NCTC cloudUC provides access to management services via the Customer Administration Portal (CAP) as well as application access via nCommand. Both CAP as well as nCommand require active user credentials in order to access them. When your service was set up, a username/password was established for access.

## CAP Password Reset

If you have forgotten your CAP password, you can request a password reset assuming that you know the email address as well as the answers to the account validation questions/answers used when your account was created.

1. Using Chrome, navigate to <https://clouduc.nctc.com>
2. At the log in screen, select the link Forgot username and/or password
3. When prompted, enter the email that was associated with your account when it was created
4. Click the Send Email button

Within a few minutes, you should receive an email with instructions on how to proceed

1. Once you receive the email, click the Reset Password link within the email body
2. The page displayed will show your current Username, if there are more than one username associated with your email address, a dropdown will allow you to select the username for which you would like to reset the password
3. Below, input the answers to your account validation questions
4. Click the Submit button
5. If any of your answers are incorrect, you will be prompted to correct them
6. If your answers were correct, the Password Reset screen will be displayed
7. Enter your new password and make note of the new password for future reference

## Password Security Guidelines

- Password should be at least 8 to 14 characters
- Password must contain at least 1 number(s)
- Password must contain at least 1 uppercase alpha character(s)
- Password must contain at least 1 lowercase alpha character(s)

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- Password must contain at least 1 non-alphanumeric character(s)
- Allowed non-alphanumeric character(s) - \_ ! \* @ ~ + | . , # ^ & = ?
- Password must not contain any of the last (1) passwords
- Password must not contain the login ID, old password and reverse of the old password

Following a password reset, you should immediately be able to log into the CAP using the username/password combination.

## nCommand Password Reset

If you are an nCommand user, your nCommand account is normally synchronized with your CAP password however the nCommand username is not the same as your CAP username.

Your nCommand username will always be comprised of your 10 digit cloudUC DID followed by “@corpglobal.net”

For example, if the DID associated with your seat was 615-688-9001, your nCommand username would be: 6156889001@corpglobalnet

**If you have reset your CAP password, you will need to synchronize your CAP password to enable the new password to be valid for nCommand logins.**

This is a simple step and requires logging into the CAP

1. Using Chrome, navigate to <https://clouduc.nctc.com>
1. Login using your CAP username/password combination (as determined from previous section of this document)
2. Upon successful login, you should land at Services>>My Extension in the left menu, If not, navigate to this menu
3. In the right hand side, the My Extension pane is displayed where you will see your extension displayed
4. Next to your extension, there is a password synch icon 

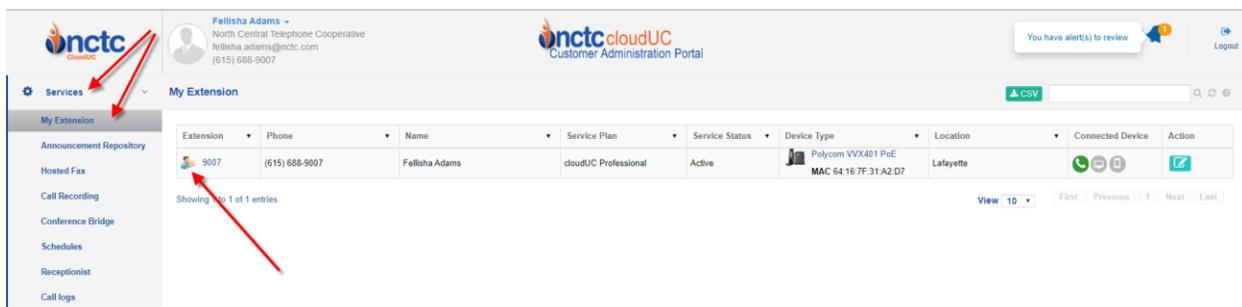


Figure 1 My Extension

5. Click the synch icon

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6. The Password Sync dialog will be displayed where you will be prompted to confirm your CAP password to continue
7. After entering your CAP password, click the Sync button
8. Upon success, you will see a box appear to indicate such
9. Click the Close button to close the Success dialog

You should now be able to login to nCommand using your username/password combination.

**Note** that if your account is an Administrative account for your company's service, the menu shown in step 2 will differ as an administrator has visibility of all users. If you are an Administrative user, navigate instead to Location>>"LocationName". This Administrative menu will provide access to the same synchronize icon as described in previously in this document.

If you have any questions or if you need assistance, please contact support by:

Call 615-666-2151

Or

Email: [support@nctc.com](mailto:support@nctc.com)