

Hints when claiming your account:

- Make sure you are entering the birthday in the correct format. (YYYYMMDD). For example, if the birthday is August 16, 2001, enter 20010816
- Only answer five (5) of the security question options.
- Chrome is the preferred browser for NCEdCloud. If denied access to NCEdCloud, take the following steps:

- (a) Close all open browsers.
- (b) Open a new session of Chrome.
- (c) Click CTRL + SHIFT + DELETE (shortcut to clear a browser's history/cache).
- (d) Close Chrome.
- (e) Open a new session of Chrome.
- (f) Enter URL: my.ncedcloud.org
- (g) Log in.

#### **Log In Issues**

1. Close all open browsers.
2. Open a new session of Chrome.
3. Click CTRL + SHIFT + DELETE (shortcut to clear a browser's history/cache).
4. Close Chrome.
5. Open a new session of Chrome.
6. Enter URL: my.ncedcloud.org
7. Log in.