

# New to CMS?

## Guide to NCEdCloud/Google Accounts

[Step 1: Claim NCEdCloud Account \(skip if you already have claimed an account at another district\)](#)

[Step 2: Log in to Google Account and CHANGE PASSWORD](#)

### Troubleshooting:

- [I can't claim the NCEdCloud Account](#)
- [I can't log into my NCEdCloud/Google account](#)
- [My NCEdCloud account has my old district information.](#)

# Step 1: Claim NCEdCloud Account

You will need your student ID number. Please contact Garinger Student Services or look on your schedule for your ID number.

Do not claim your account if you attended any other NC district. Your account will transfer over to CMS once your old district has released your student records to CMS.

1. Go to [my.ncedcloud.org](https://my.ncedcloud.org)
2. Click on "Claim my account"

**RapidIdentity**

**NCEdCloud IAM**

Login  
Do NOT bookmark this page.

NCEdCloud

Username

**Go**

**Scan Student QR Code**

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

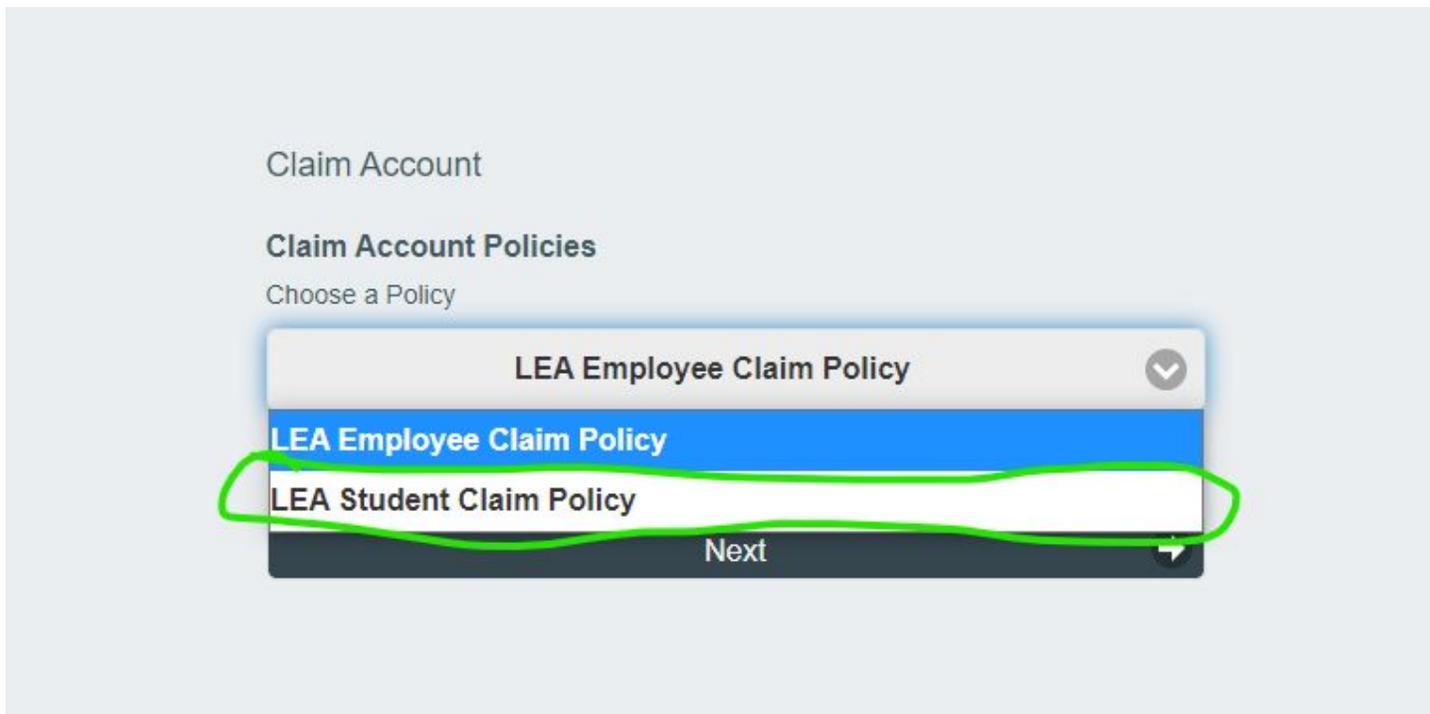
**Claim My Account**

**Password Reset**

**Need Help?**

Powered by:  
**IDENTITY AUTOMATION**

3. Choose "LEA Student Claim Policy" on the next page.



4. On the following screen, the following items must be filled in:
  - Student UID:** student ID number
  - Grade level:** the current grade level as of the current school year.
  - Birthdate:** student birthdate in YYYYMMDD format
  - LEA/Charter Code:** For CMS, this is **600**

## Claim Account

### Step 1

Answer the following questions to claim your account:

Student UID: \*

Grade [6-13]: \*

Birthdate [YYYYMMDD]

e.g. 20020427: \*

**LEA / Charter Code**

e.g. 012, 04H, 555: \*

I'm not a robot



reCAPTCHA  
Privacy - Terms

Next

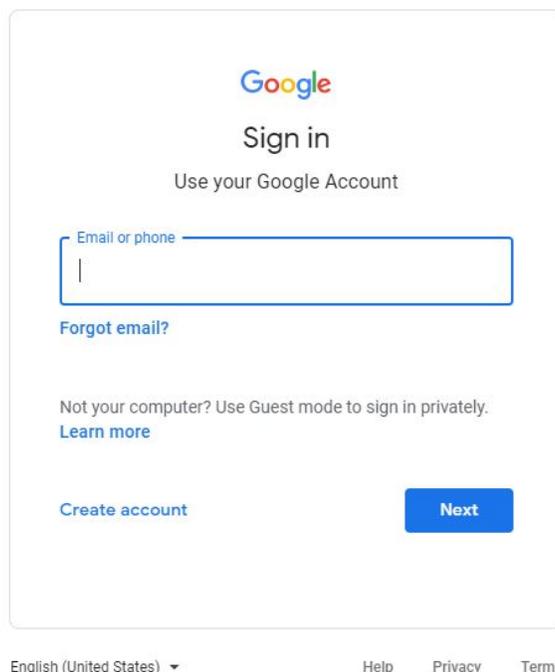


Then click "I'm not a robot".

After this step, you will need to fill in some questions that will help you in case of a password reset.

## Step 2: Logging into Google Account

1. Go to Google.com and then click on Sign In
2. Sign in to Google using the following credentials:  
**Username:** <studentID>@student.cms.k12.nc.us (for example, if your ID was 1234567890, then you would type in [1234567890@student.cms.k12.nc.us](mailto:1234567890@student.cms.k12.nc.us))  
**Password:** for your first login, the password is your birthday in YYYYMMDD format (for example, if your birthday was January 2, 2003 then the birthday is 20030102)

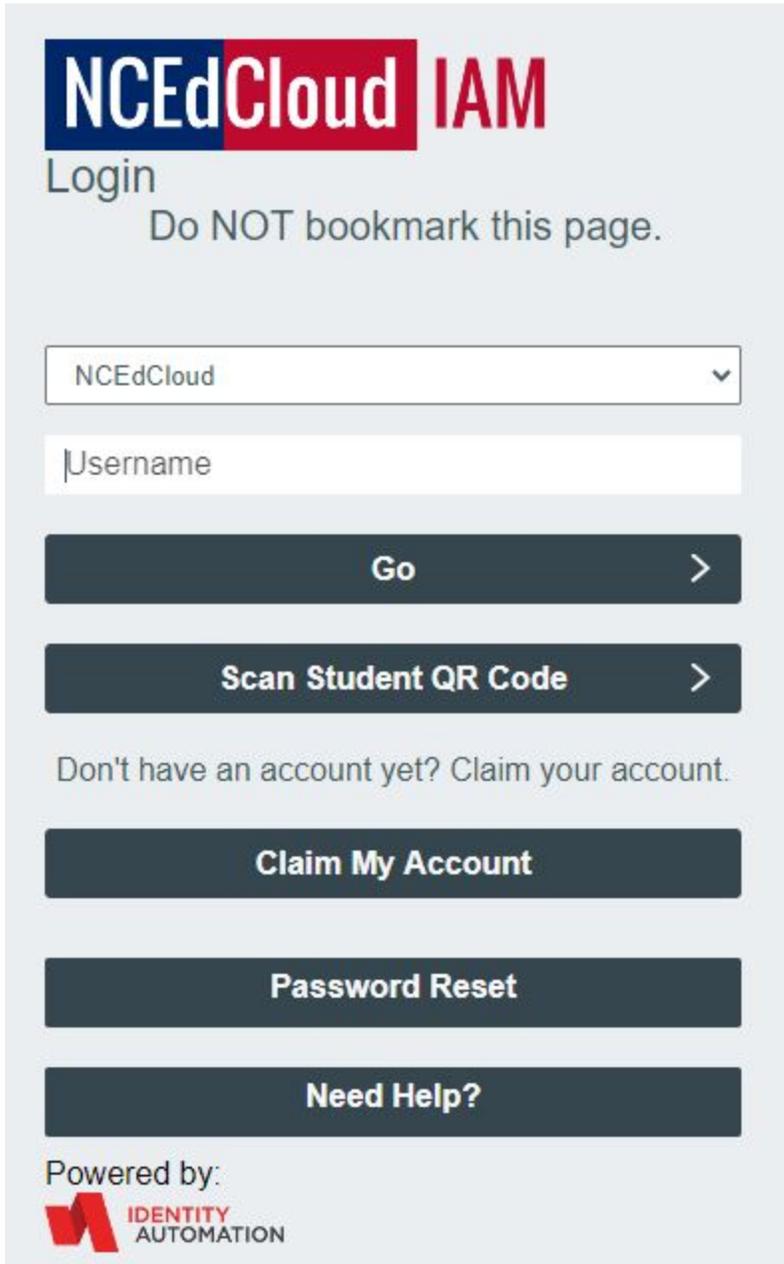


The image shows a screenshot of the Google Sign in page. At the top center is the Google logo. Below it, the text "Sign in" is displayed in a large font, followed by "Use your Google Account" in a smaller font. There is a text input field with the placeholder text "Email or phone" and a vertical cursor. Below the input field is a link that says "Forgot email?". Further down, there is a line of text: "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left, there is a link "Create account". At the bottom right, there is a blue button with the text "Next". At the very bottom of the page, there is a language selector "English (United States)" with a dropdown arrow, and three links: "Help", "Privacy", and "Terms".

# Troubleshooting

## I can't claim the NCEdCloud Account.

- If you already have an NCEdCloud account you cannot claim it again. Please login with your last known ID and password. If your password doesn't work, click on the "Password Reset" button to try a password reset.

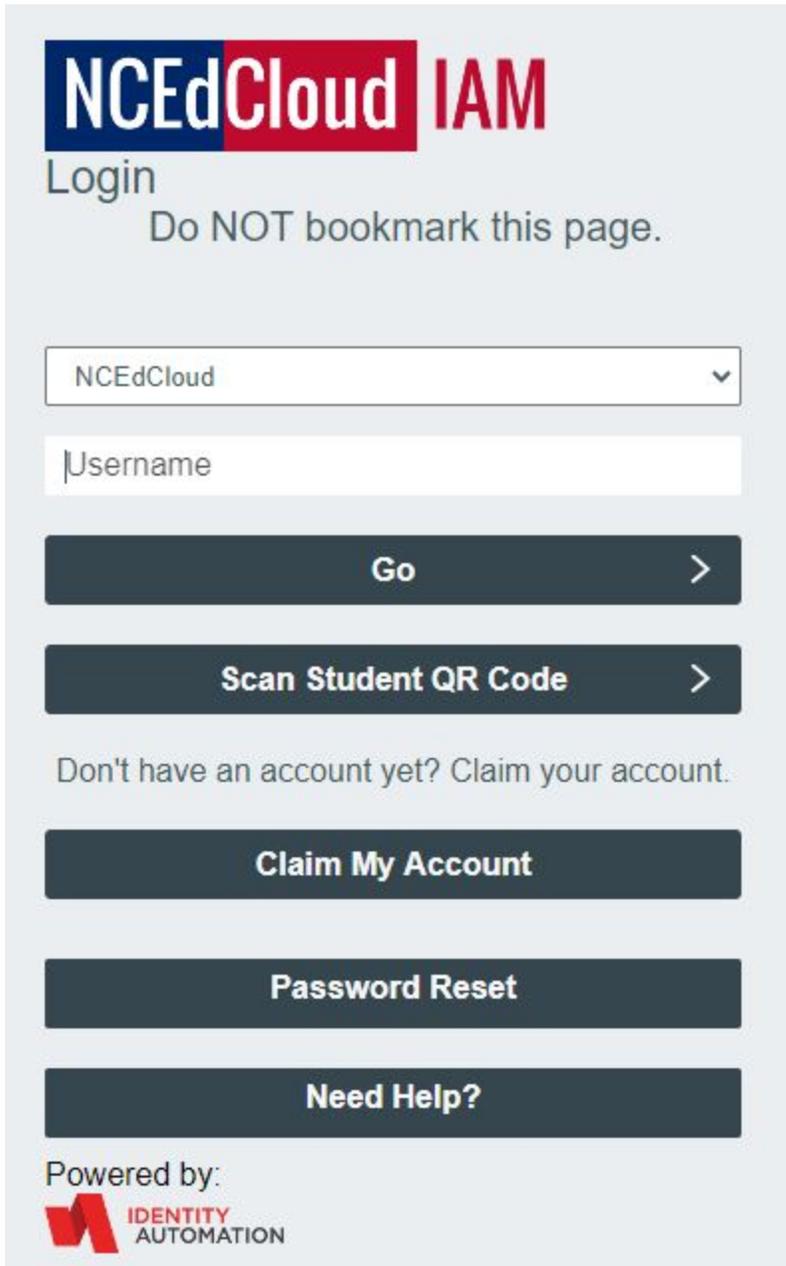


The screenshot shows the NCEdCloud IAM login interface. At the top, the logo reads "NCEdCloud IAM" with "NCEdCloud" in white on a blue background and "IAM" in white on a red background. Below the logo, the word "Login" is displayed, followed by the instruction "Do NOT bookmark this page." There is a dropdown menu currently set to "NCEdCloud". Below this is a text input field labeled "Username". Underneath the input field are three dark blue buttons with white text and right-pointing chevrons: "Go", "Scan Student QR Code", and "Need Help?". Below the buttons, there is a link that says "Don't have an account yet? Claim your account." followed by three more dark blue buttons with white text: "Claim My Account", "Password Reset", and "Need Help?". At the bottom left, it says "Powered by:" followed by the Identity Automation logo, which consists of a red stylized 'A' and the text "IDENTITY AUTOMATION".

- If you were just recently enrolled from out-of-state to CMS, it takes a bit for the systems to update. Try again the next day and claim the account again.

## I can't log into my account

- Please login with your last known ID and password. If your password doesn't work, click on the "Password Reset" button to try a password reset.



The screenshot shows the NCEdCloud IAM login interface. At the top, the logo "NCEdCloud IAM" is displayed in blue and red. Below the logo, the word "Login" is written in a large font, followed by the instruction "Do NOT bookmark this page." in a smaller font. A dropdown menu is set to "NCEdCloud". Below this is a text input field labeled "Username". There are three dark blue buttons with white text and right-pointing chevrons: "Go", "Scan Student QR Code", and "Need Help?". Below the "Go" button, there is a link that says "Don't have an account yet? Claim your account." followed by a "Claim My Account" button. Below that is a "Password Reset" button. At the bottom left, it says "Powered by:" followed by the "IDENTITY AUTOMATION" logo, which consists of a red stylized 'A' icon.

- Teachers can reset NCEdCloud accounts and Google Accounts. Please contact them for a password reset.

## My NCEdCloud account has the wrong district information (for students that have transferred districts)

Please contact Garinger Student Services for instructions on how to transfer the account to Charlotte-Mecklenburg Schools. The previous district must release you from their records for your NCEdCloud account to transfer over.