

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:

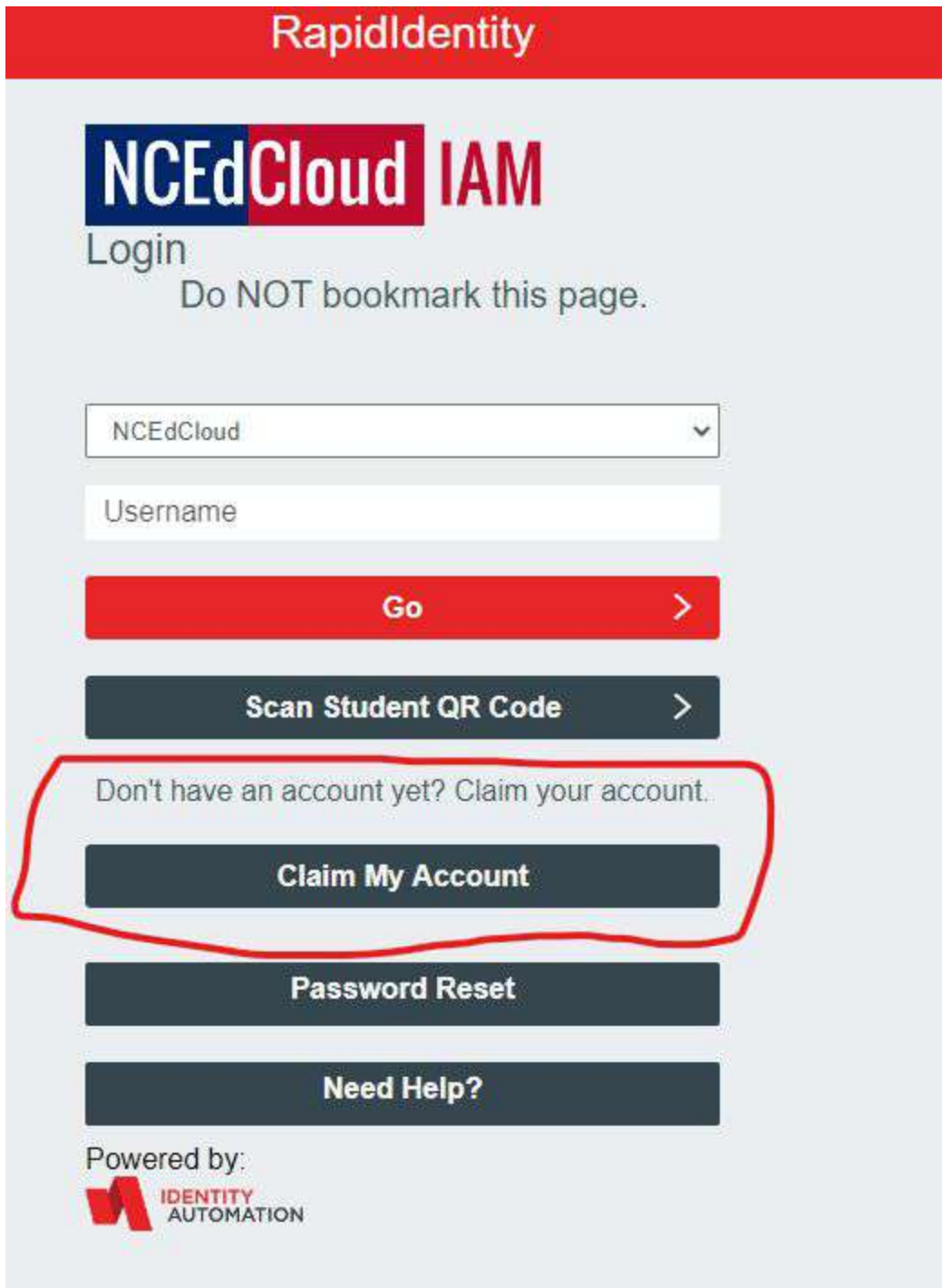
- [I can't claim the NCEdCloud Account](#)
- [I can't log into my NCEdCloud/Google account](#)
- [My NCEdCloud account has my old district information.](#)

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
2. Click on "Claim my account"



The screenshot shows the NCEdCloud IAM login interface. At the top is a red header with the text "RapidIdentity". Below this is the NCEdCloud IAM logo, with "NCEdCloud" in white on a blue background and "IAM" in white on a red background. Under the logo, the word "Login" is displayed, followed by the instruction "Do NOT bookmark this page." Below the instruction is a dropdown menu currently showing "NCEdCloud". Under the dropdown is a text input field labeled "Username". Below the username field is a red button labeled "Go" with a right-pointing chevron. Below the "Go" button is a dark grey button labeled "Scan Student QR Code" with a right-pointing chevron. Below the QR code button is a link that says "Don't have an account yet? Claim your account." This link and the button below it are enclosed in a red hand-drawn rectangle. The button is dark grey and labeled "Claim My Account". Below the "Claim My Account" button is another dark grey button labeled "Password Reset". Below the "Password Reset" button is a final dark grey button labeled "Need Help?". At the bottom left, it says "Powered by:" followed by the logo for "IDENTITY AUTOMATION", which consists of a red stylized 'A' icon and the text "IDENTITY AUTOMATION".

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.

Claim Account

Claim Account Policies

Choose a Policy

LEA Employee Claim Policy

LEA Employee Claim Policy

LEA Student Claim Policy

Next

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".

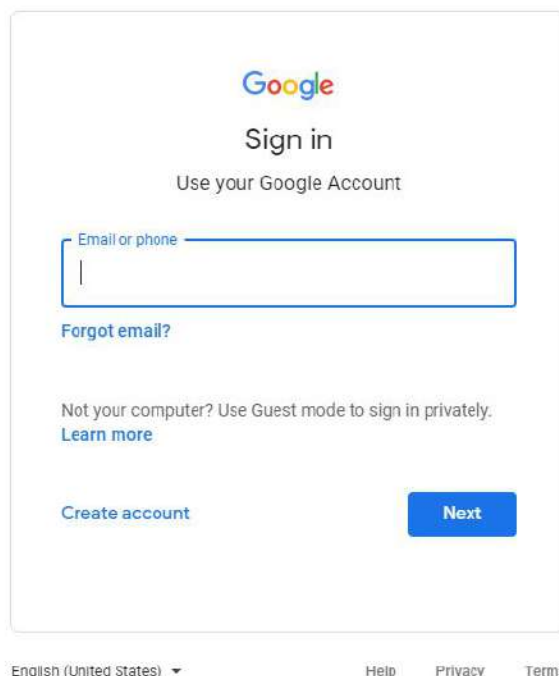
After this step, you will need to fill in some questions that will help you in case of a password reset.

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)

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)

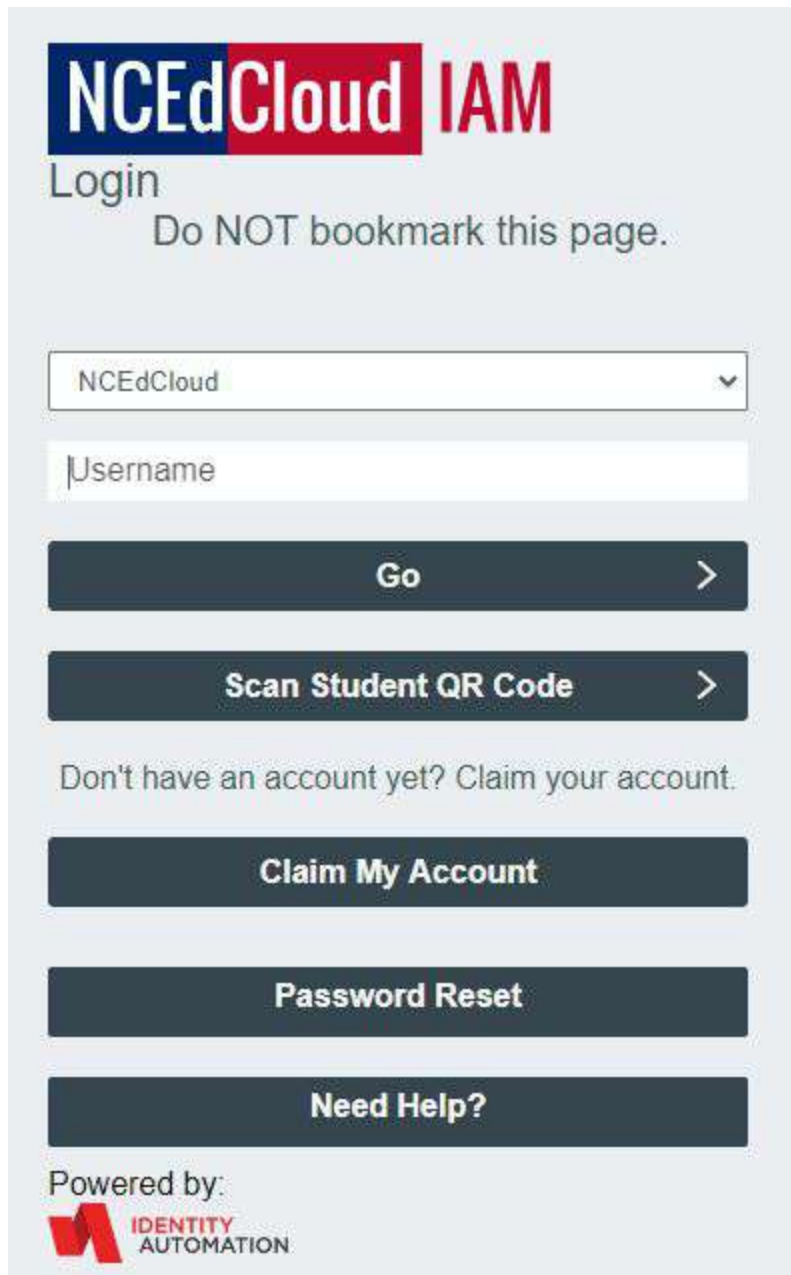


The image shows the Google Sign in page. At the top is the Google logo, followed by the text "Sign in" and "Use your Google Account". Below this is a text input field with the placeholder "Email or phone" and a cursor. Under the input field is a link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next". At the very bottom of the page, there is a language selector "English (United States)" with a dropdown arrow, and links for "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.

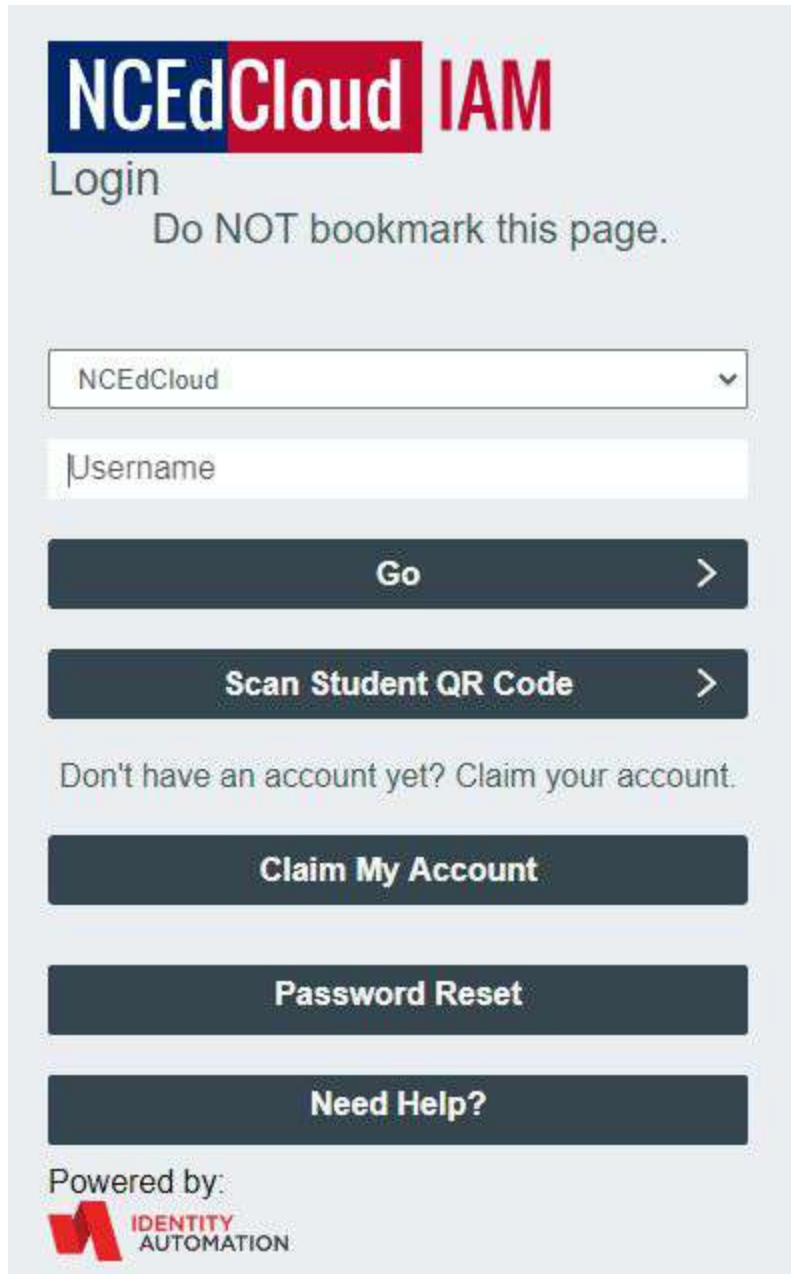


The screenshot shows the NCEdCloud IAM Login interface. At the top, the logo "NCEdCloud IAM" is displayed in blue and red. Below the logo, the word "Login" is followed by the instruction "Do NOT bookmark this page." A dropdown menu is set to "NCEdCloud". Below this is a text input field labeled "Username". There are three dark blue buttons with white text: "Go" with a right arrow, "Scan Student QR Code" with a right arrow, and "Claim My Account". Below these buttons are two more dark blue buttons with white text: "Password Reset" and "Need Help?". At the bottom, it says "Powered by:" followed by the "IDENTITY AUTOMATION" logo.

- 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 image 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 followed by the instruction "Do NOT bookmark this page." 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: "Go" with a right arrow, "Scan Student QR Code" with a right arrow, and "Claim My Account". Below these buttons is the text "Don't have an account yet? Claim your account." followed by a "Password Reset" button. At the bottom is a "Need Help?" button. The footer says "Powered by:" followed by the "IDENTITY AUTOMATION" logo.

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

- 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.