Login Difficulty/Error Messages
NCEdCloud and PowerSchool

The NCEdCloud was created as a **_secure_** single sign-on platform account. The state's vision for this single-sign on platform is to provide a place to access commonly visited websites used by teachers and students. Students and teachers will not have to remember multiple usernames and passwords and will not have to bookmark sites to locate them.

Secure - The NCEdCloud or PowerSchool should not be bookmarked and passwords should not be saved or remembered. This may cause problems even if it allowed a previous login.
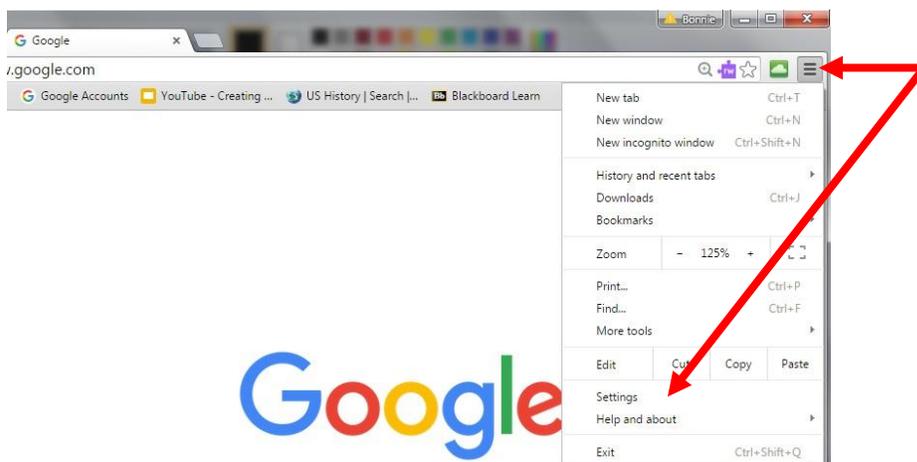
Suggestions:
* Clear all bookmarks and saved passwords related to NCEdCloud and PowerSchool.
  (Directions to clear saved web information can be found below.)

* Use a separate browser for email and other webpage tabs you would like to leave open.

*Try using an Incognito Window.
Incognito should not recognize previous webpage visits or passwords.

Visit Lee County Schools page
http://www.lee.k12.nc.us//Domain/4
and select the Staff tab then link to
NCEdCloud and PowerSchool or
Key the web address https://my.ncedcloud.org

* Chrome – Clear Browser Settings (Passwords and Bookmarks)

1. Open Google Chrome and the settings page.

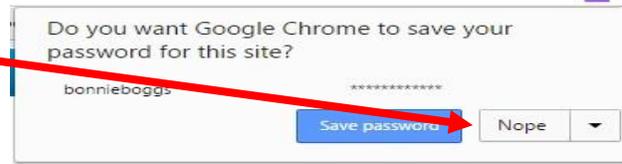2. Scroll down the page and Select Show Advanced Settings

3. Scroll down to Passwords and Forms and Select Manage Passwords

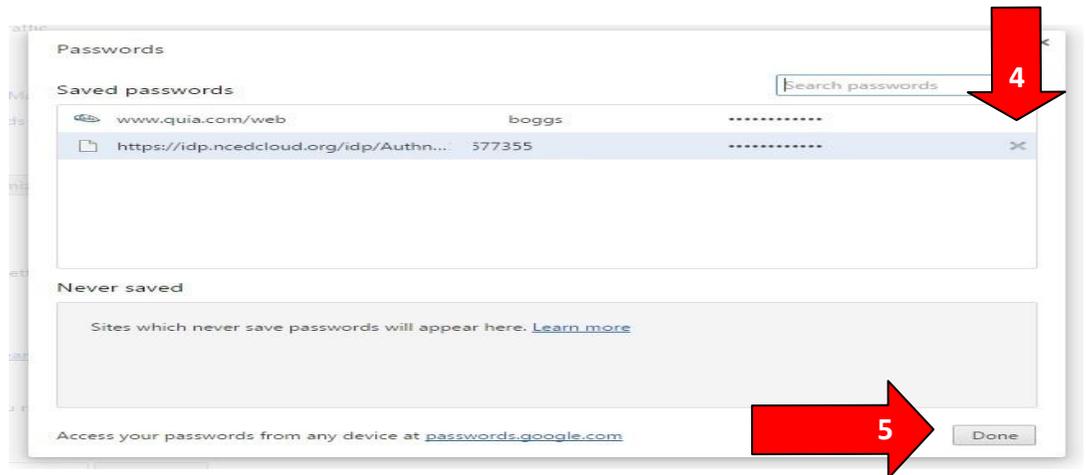   **Removing the Checkmark from the box will turn this feature off or just**

   Click Nope if offers to Save the NCEdCloud Password.

Passwords and forms

☑ Enable Autofill to fill out web forms in a single click. Manage Autofill settings

☑ Offer to save your web passwords. Manage passwords

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Do you want Google Chrome to save your password for this site?

bonnieboggs   ************
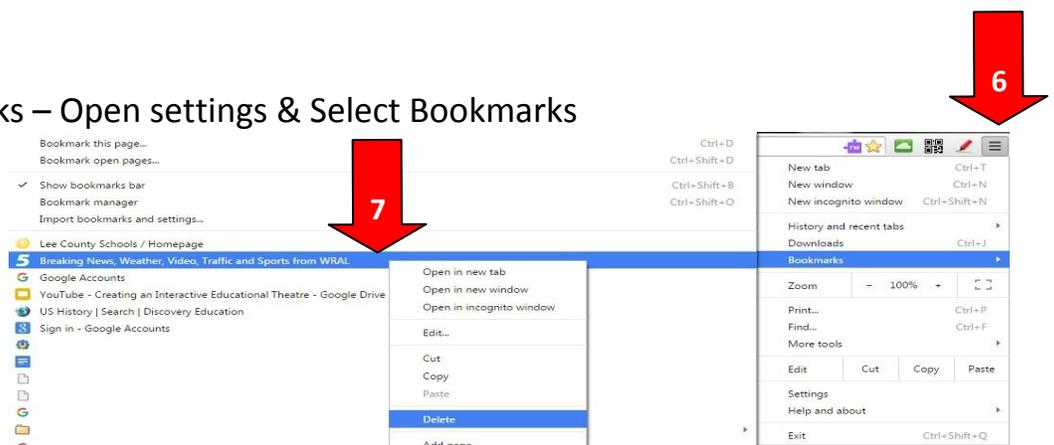
Save password   Nope   ▼

4. Review the list of saved passwords, mouse over and delete (click the x) those that contain any url address related to NCEdCloud or PowerSchool.   If there are no urls in the list, then none have been saved.

Passwords

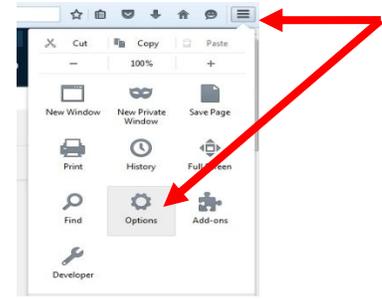Saved passwords   Search passwords

4

www.quia.com/web   boggs   ....

https://idp.ncedcloud.org/idp/Authn...   577355   ....   ✕

Never saved

Sites which never save passwords will appear here. Learn more

5. Click Done

Access your passwords from any device at passwords.google.com

5   Done

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6. Clearing Bookmarks – Open settings & Select Bookmarks

7. Right Click the bookmark to be removed and then select Delete

Bookmark this page...   Ctrl+D
Bookmark open pages...   Ctrl+Shift+D

✓ Show bookmarks bar   Ctrl+Shift+B
  Bookmark manager   Ctrl+Shift+O
  Import bookmarks and settings...

Lee County Schools / Homepage
5 Breaking News, Weather, Video, Traffic and Sports from WRAL
G Google Accounts
   YouTube - Creating an Interactive Educational Theatre - Google Drive
   US History | Search | Discovery Education
   Sign in - Google Accounts

7

Open in new tab
Open in new window
Open in incognito window

Edit...

Cut
Copy
Paste

Delete

Add page...

New tab   Ctrl+T
New window   Ctrl+N
New incognito window   Ctrl+Shift+N

History and recent tabs   ▶
Downloads   Ctrl+J
Bookmarks   ▶

Zoom   – 100% +   ⛶

Print...   Ctrl+P
Find...   Ctrl+F
More tools   ▶

Edit   Cut   Copy   Paste

Settings
Help and about   ▶

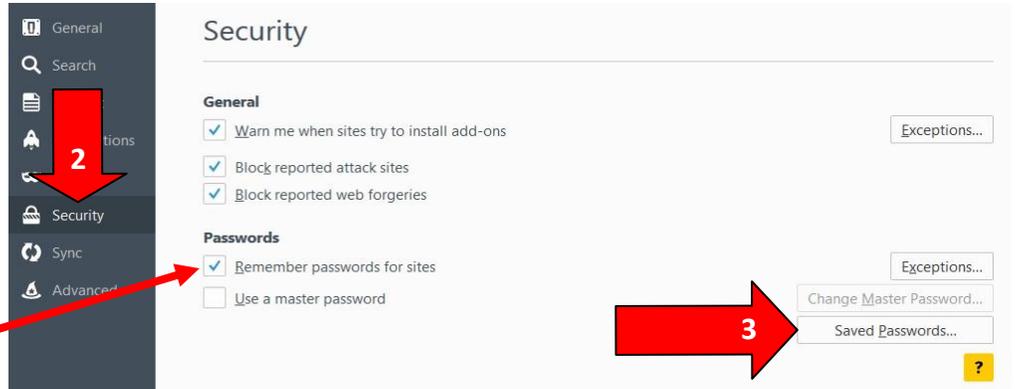Exit   Ctrl+Shift+Q

* Mozilla Firefox – Clear Browser Settings (Passwords and Bookmarks)

1. Open Mozilla Firefox and the settings/options page.
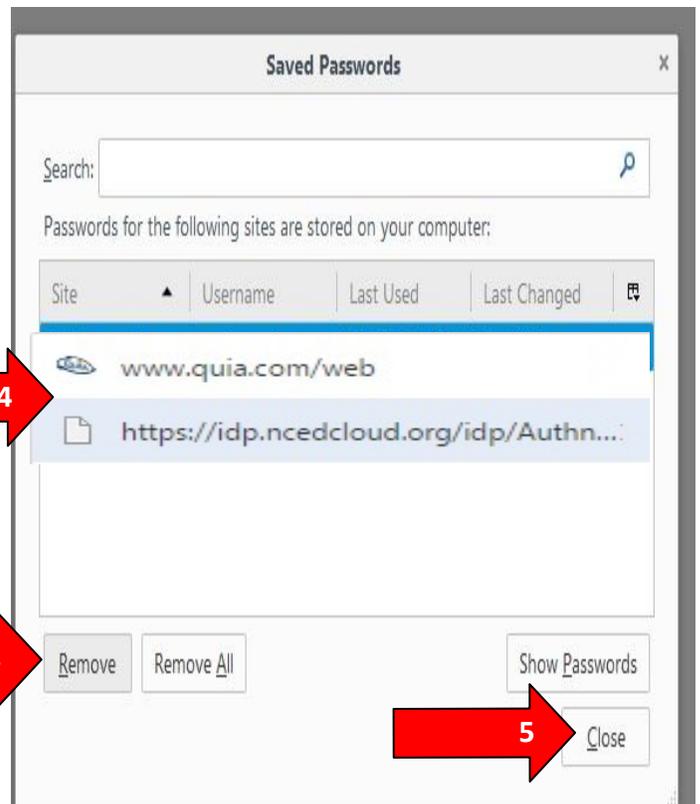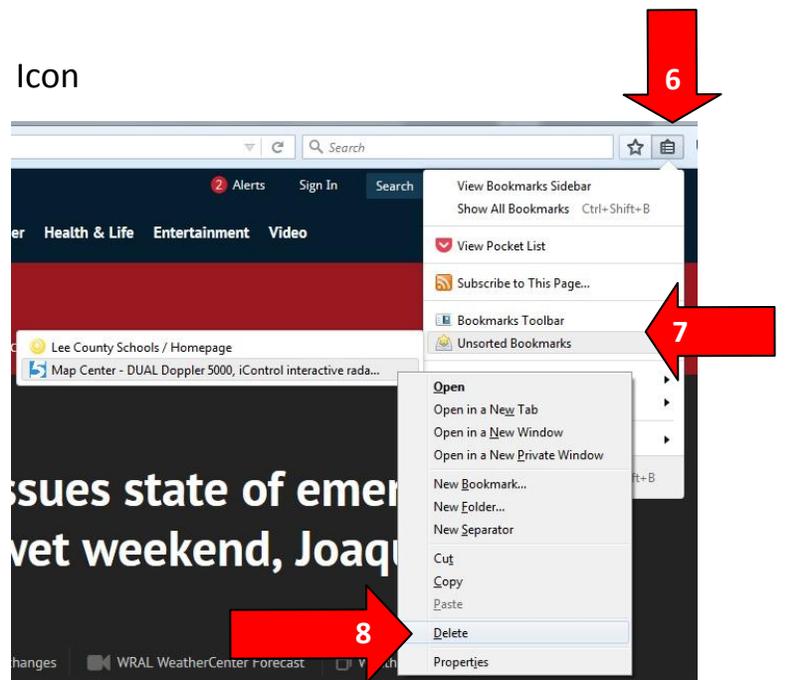
2. Select Security

3. Click Saved Passwords

Removing the Checkmark from the box will turn this feature off or just click Never Remember Password for This Site if offers to Save the NCEdCloud Password.

4. Review the list of saved passwords, select and remove those that contain any url address related to NCEdCloud or PowerSchool. If there are no urls in the list, then none have been saved.

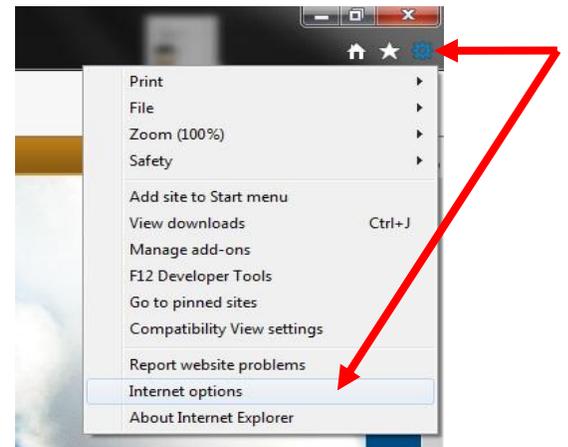5. Click Close

6. Clearing Bookmarks – Select Bookmarks Icon

7. Locate the bookmark to be removed.

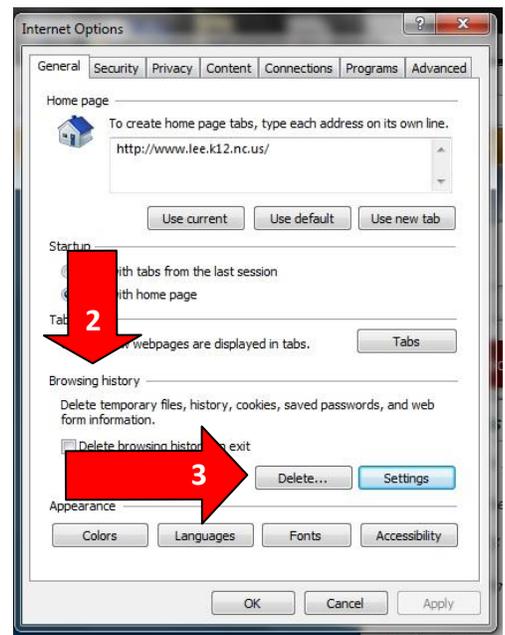8. Right Click the bookmark to be removed and then select Delete

* Internet Explorer – Clear Browser Settings (Passwords and Bookmarks)

1. Open Internet Explorer and the settings/options page.

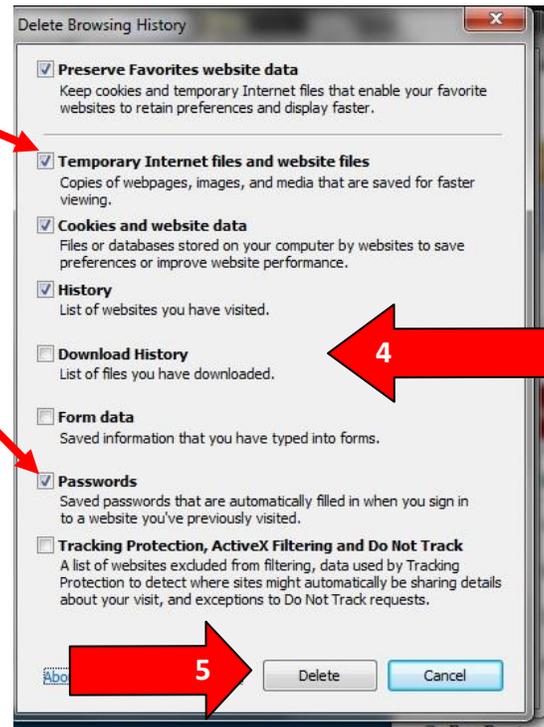2. Locate Browsing History section
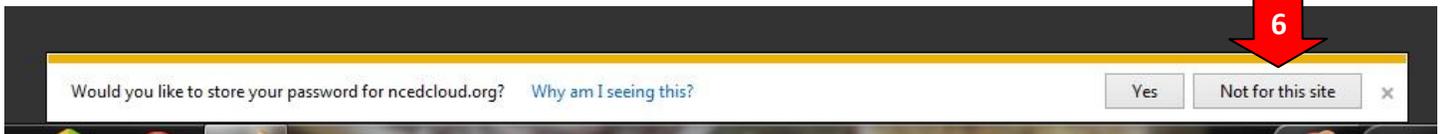
3. Click the Delete Button

4. Review the list of Browsing History deletion options, verify that the boxes for **Temporary Internet files** and **Passwords** have checkmarks.

* The other selections are your choice.

5. Click Delete

6. **The NCEdCloud and PowerSchool logins SHOULD NOT BE SAVED. If Explorer offers to store the password, Click Not for this site. This message usually appears at the bottom of the website's window.**

7. Clearing Bookmarks – Select Bookmarks Icon

8. Click the Favorites Tab

9. Locate and Right Click the Bookmark to be removed

10. Select Delete