

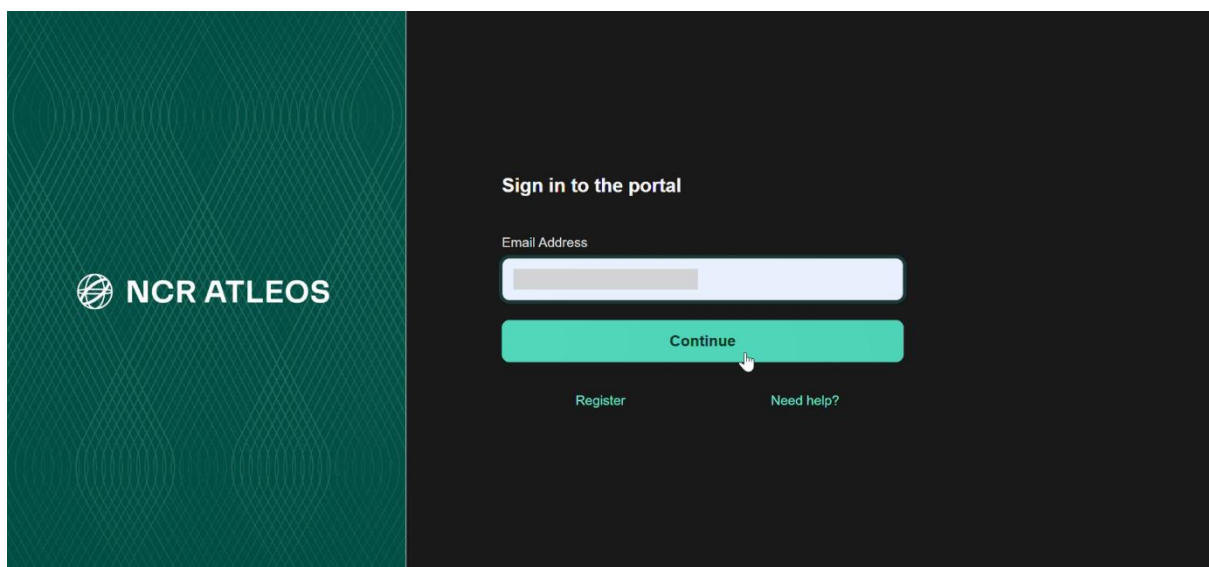
New MyNCR Login Process

Multi-Factor Authentication (MFA)

Initial Account Setup (First-Time Login)

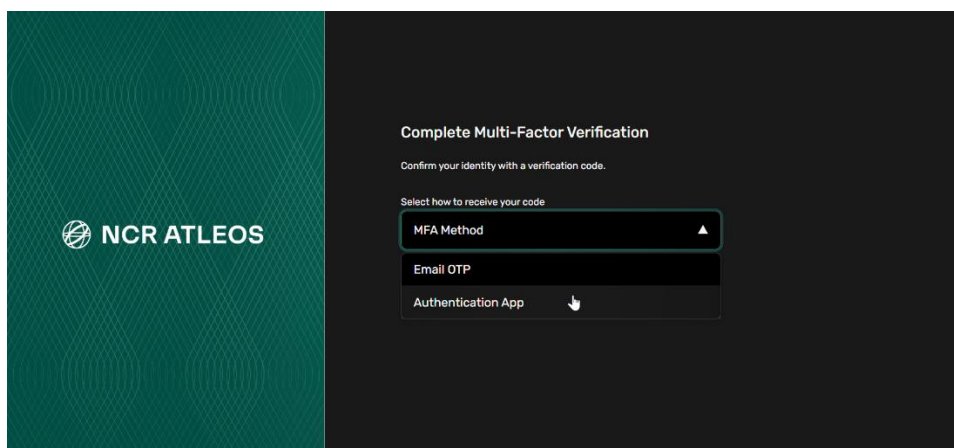
This section applies to users who have been recently registered in MyNCR but are signing in for the first time and have not yet set a password or MFA method.

Step 1 – Enter your email address: Go to the [MyNCR Login Page](#) and enter the email address associated with your account. At this stage, no password is required yet.

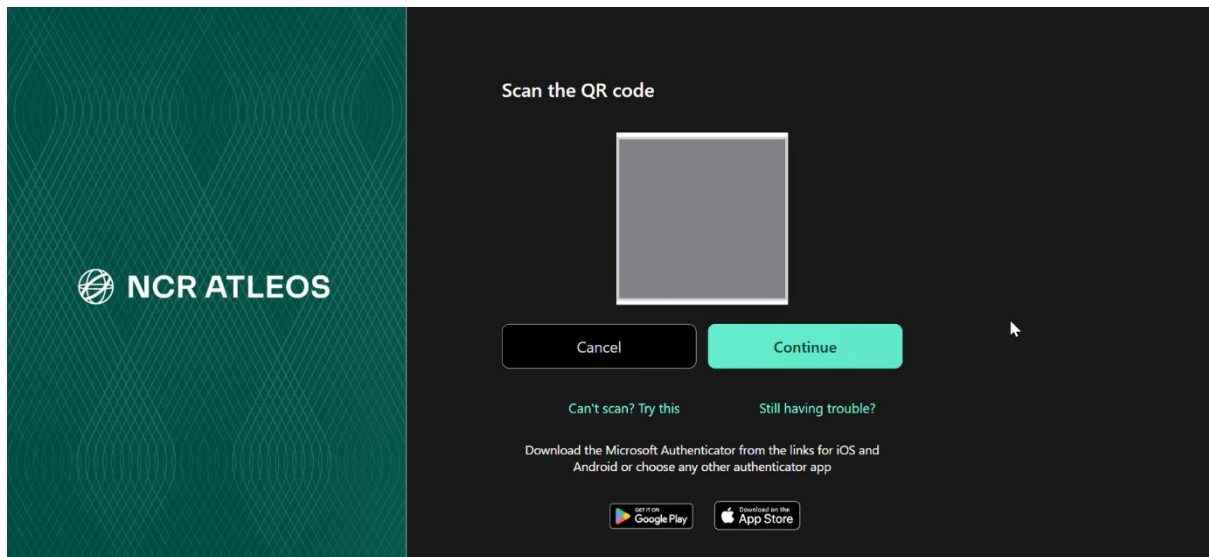


Step 2 – Choose how you want to verify your identity: After entering your email address, you will be prompted to complete Multi-Factor Verification. From the dropdown, choose one of the following options:

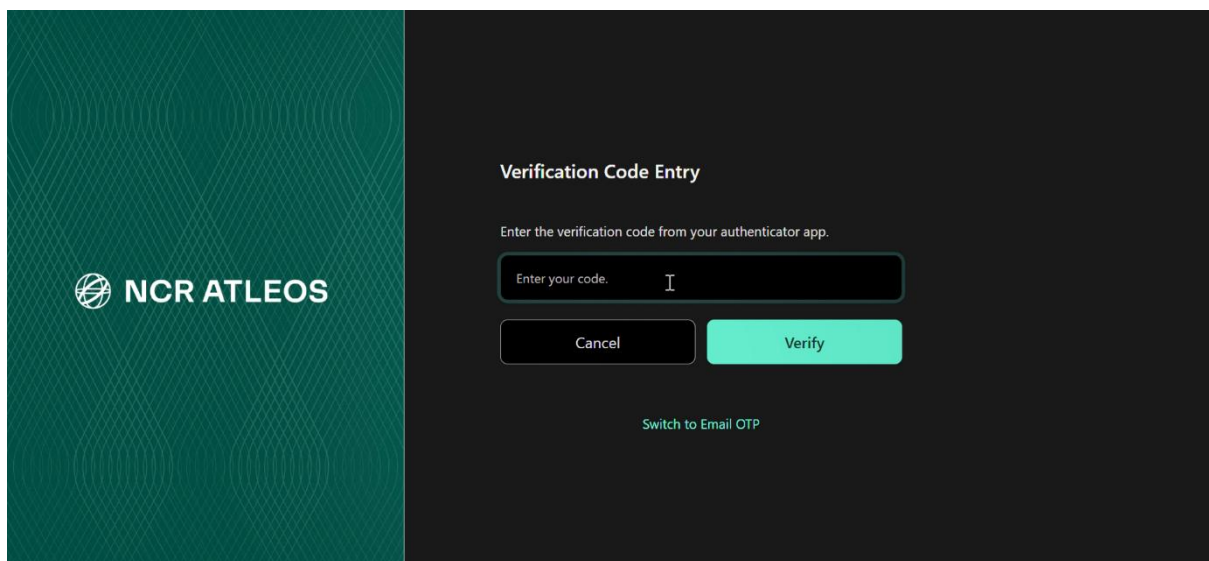
- Authentication App – Verify using an authenticator app.
- Email OTP – Receive a one-time code by email.



Step 3 – Set up MFA using an authenticator app: If you select Authentication App, a QR code will be displayed. Scan this QR code using an authenticator app on your mobile device (e.g., Microsoft Authenticator).

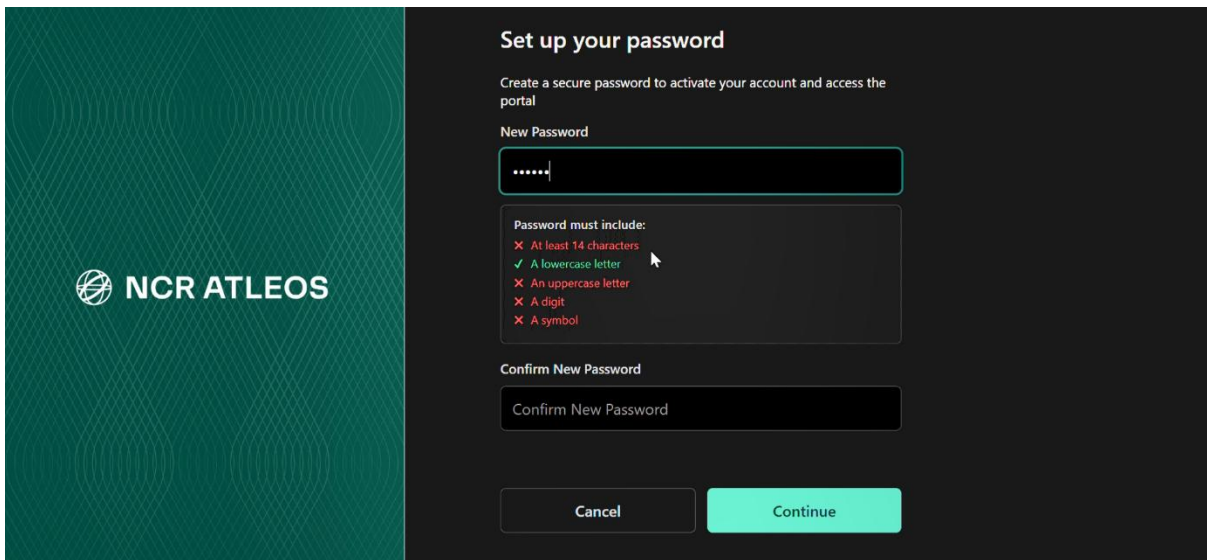


Step 4 – Enter the verification code: After scanning the QR code, enter the time-based verification code generated by your app into the field and click Verify.



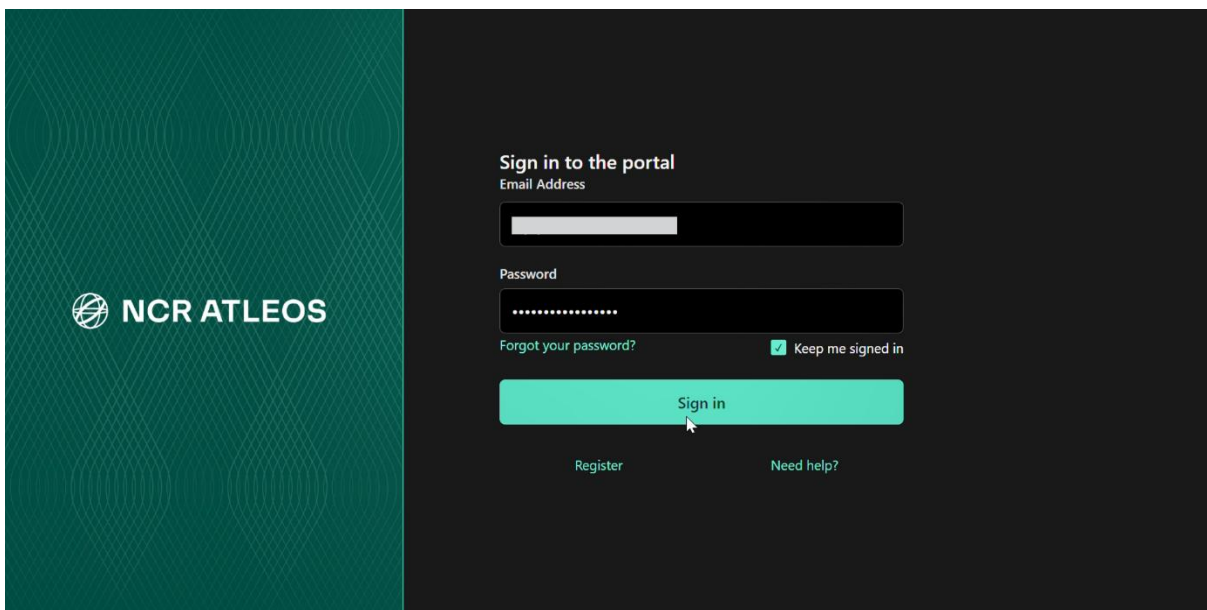
Step 5 – Create your password: Once verification is successful, create a new password that meets these requirements:

- At least 14 characters.
- At least one lowercase letter, one uppercase letter, one digit, and one symbol.



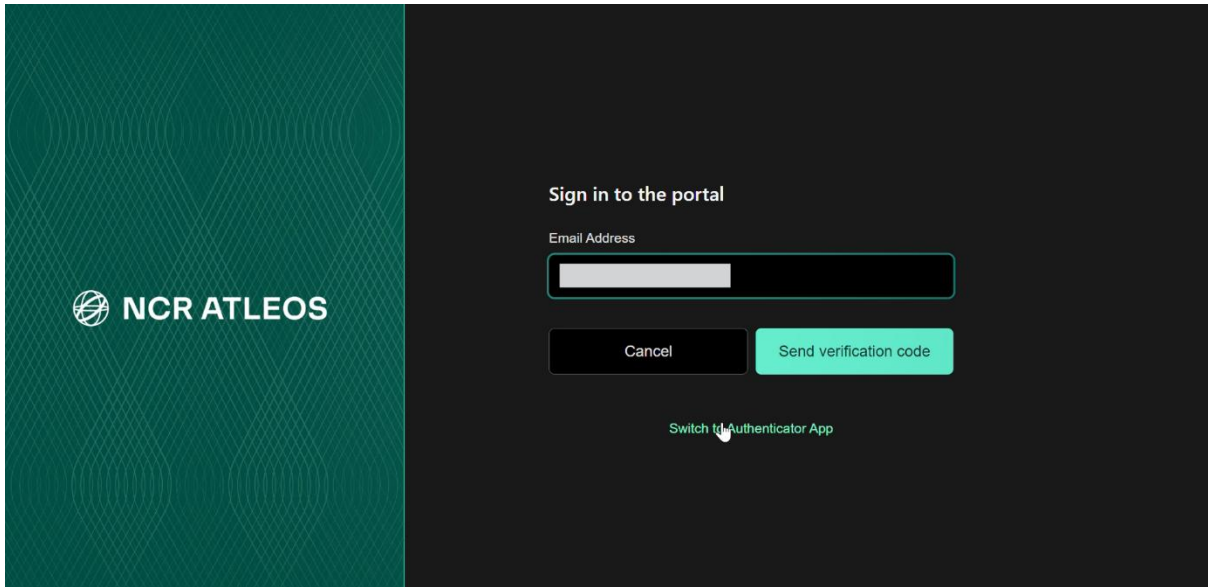
Step-by-Step MFA Login Instructions

Step 1 – Login using your email address: Go to the MyNCR Login Page and enter your email address. Usernames are no longer supported.



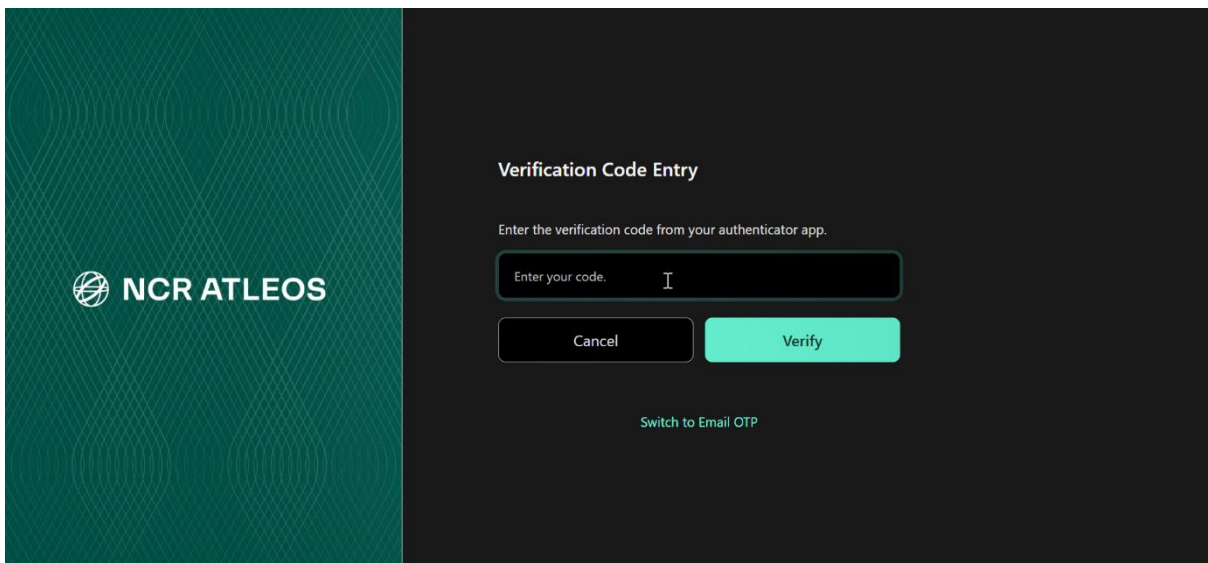
Step 2 – Enter your password. You may be prompted to reset your password depending on system requirements.

Step 3 – Send the verification code: Click on “Send Verification Code”. A code will be sent to your registered email inbox.



Note: You can click “Switch to Authenticator App” on this screen if preferred.

Step 4 – Enter the verification code: Once you receive the code, enter it in the field provided to complete the login process.



Upcoming MFA Enhancements

These features are rolling out progressively. Watch for notification banners in the portal.

Week 2 – February 2026: New Authenticator App Option

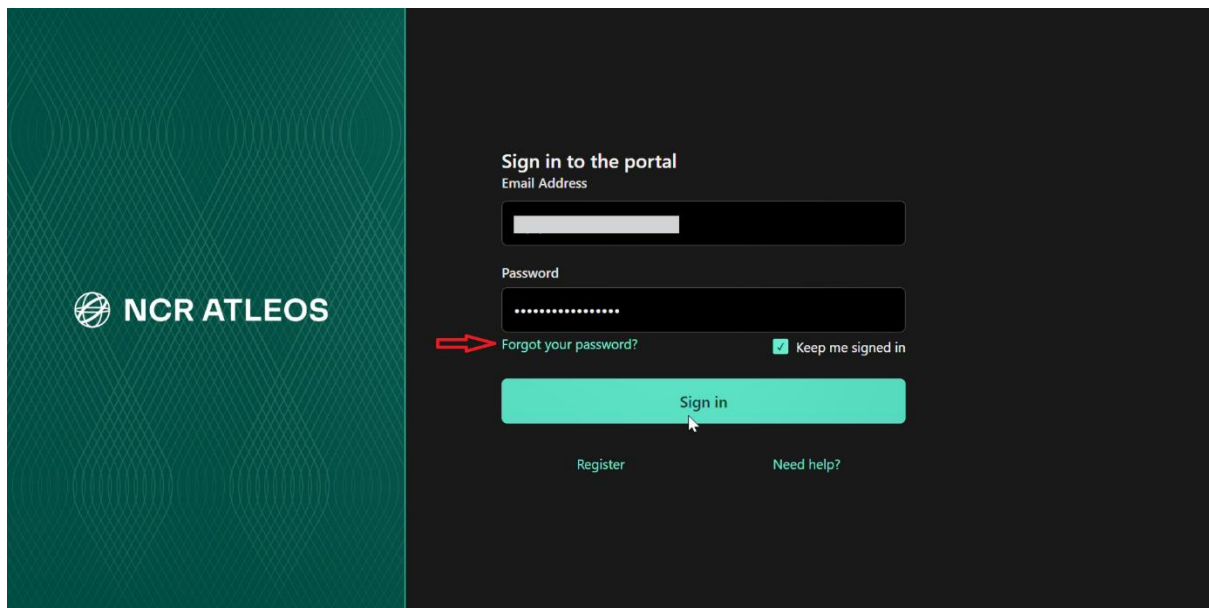
- After entering credentials, receive a code directly in your app instead of email, reducing login time.
- Users can switch between Email or Authenticator App preferences at any time.

Week 2 – March 2026: “Keep Me Signed In”

- On trusted devices only, select this option to skip MFA and credential prompts for seven (7) days.
- Security Note: Do NOT use this on shared or public devices.

Resetting Your Password

If you cannot access your account, click the “Forgot your password?” link beneath the password field. You will receive an email with a reset link valid for 30 minutes.



Troubleshooting FAQ

- Didn't receive a code? Check Spam/Junk folders or click “Send Verification Code” again.
- Invalid Code? Codes are time-sensitive. Request a new one and enter it promptly.
- Need to reset your Authenticator App (e.g., new phone)? Self-service is not available. Contact the Global Help Desk at 1-832-308-4998 or GlobalHelpdesk.Feedback@ncratleos.com to request an MFA reset.
- Change Email? Accounts cannot be reassigned. A new account must be created by your Customer Administrator or via NCRATleos.Central@ncratleos.com.