



NATIONAL TRAINING CENTER

Process Guide

Title:	Creating NTC eAccess Accounts
Revision:	0

Point of Contact: EAPTraining@ntc.doe.gov

1.0 Create a New Account

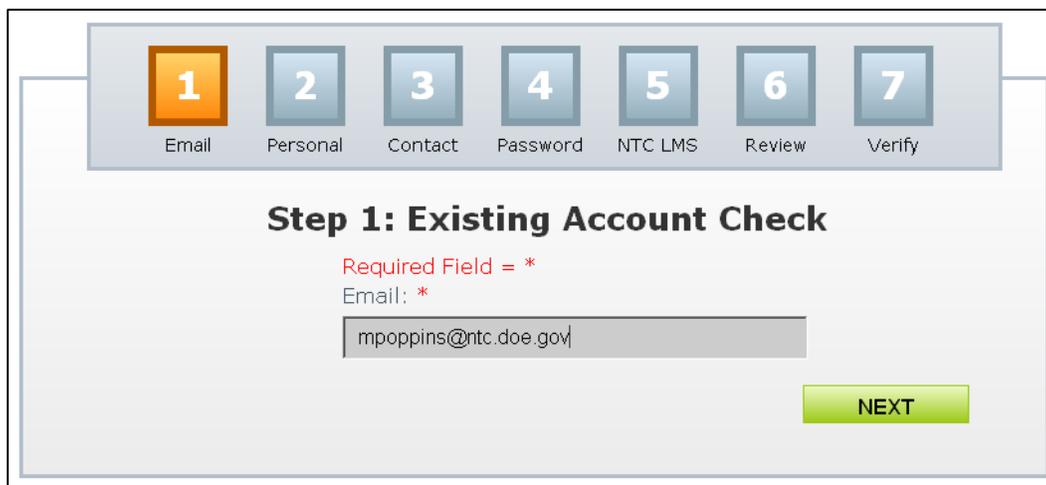
1.1 To create an NTC eAccess account, go to the NTC eAccess website:
<https://eaccess.ntc.doe.gov/>.

1.2 Under the **Create New Account** section, click **Create** button.



1.3 **Step 1:** To verify whether you have an existing account, enter a valid email address, then click **NEXT** button.

NOTE: If you have a government-issued email address, please use it, as it is difficult to verify non-government-issued email addresses. If you do not have a government-issued email address, you must use the email address that is associated with the EAP mailing list, or your request may be delayed or denied. As the NTC is a DOE organization, please be patient with our security processes, if this occurs.



If you have an existing account, you will see the below message, telling you that the email address is already in use. Do not attempt to create an account using a different email address. Go to section 2.0, Retrieve Credentials, for directions on recovering your existing credentials.

1 Email **2** Personal **3** Contact **4** Password **5** NTC LMS **6** Review **7** Verify

Step 1: Existing Account Check

Required Field = *

Email: *

mpoppins@ntc.doe.gov *

This email address is already in use. You can use the "Retrieve Credentials" option on the [home page](#) or contact the [NTC LMS Administrator](#) for assistance.

NEXT

1.4 To continue with creating a new account, proceed to **Step 2**. Enter the required information and click **NEXT** button.

NOTE: If you are not directly affiliated with a specific DOE site/organization, please enter "EAP Training" in the **Site/Organization** box.

1 Email **2** Personal **3** Contact **4** Password **5** NTC LMS **6** Review **7** Verify

Step 2: Personal Information

Required Field = *

First Name: *

Mary

Last Name: *

Poppins

Middle Name: *

A

Site/Organization: *

NTC

BACK **NEXT**

1.5 **Step 3:** Enter the required information and click **NEXT** button.

The screenshot shows a multi-step registration process. At the top, a horizontal bar contains seven numbered steps: 1 (Email), 2 (Personal), 3 (Contact), 4 (Password), 5 (NTC LMS), 6 (Review), and 7 (Verify). Step 3 is highlighted with an orange background. Below this bar, the heading "Step 3: Contact Information" is displayed. A legend indicates "Required Field = *". The form contains the following fields: "Phone Number: *" with the value "505.845.2209"; "Street Address:" (empty); "City:" (empty); "State:" (empty); and "Postal Code: *" with the value "87112". At the bottom right, there are two green buttons labeled "BACK" and "NEXT".

1.6 **Step 4:** Make note of your user name. Enter and confirm a password, then click **NEXT**. This user name is what you will use to log into the 2015 EAP Training website and be registered in the LMS. It will also need to be put on your registration form.

NOTE: If your password does not meeting the complexity requirements, you will not be able to proceed. You will see an indication in red telling you what is incorrect with the password you entered. Correct the password, and click **NEXT** button.

1 Email **2** Personal **3** Contact **4** Password **5** NTC LMS **6** Review **7** Verify

Step 4: User Name & Password

Required Field = *
Passwords must meet each of the following requirements:

- Minimum of 10 characters long
- Contain at least one upper case letter
- Contain at least one lower case letter
- **Contain at least one number**
- Contain at least one of the following special characters: @\$%^&+=

User Name: **MaryP**

Password: *

Confirm New Password: *

Password does not meet complexity requirements.

BACK **NEXT**

Fields in Red indicate unmet password criteria.

Note your User Name

- 1.7 **Step 5:** Ensure **Yes** is selected to be granted access to the NTC LMS, so you can be registered for the training.

Step 5: NTC LMS

Are you creating your eAccess account to access the NTC LMS?

Yes
 No

BACK NEXT

- 1.8 **Step 6:** Verify the information you have entered. If there is incorrect information, click the **BACK** button and correct the information. If everything is correct, click the **NEXT** button to complete the account request.

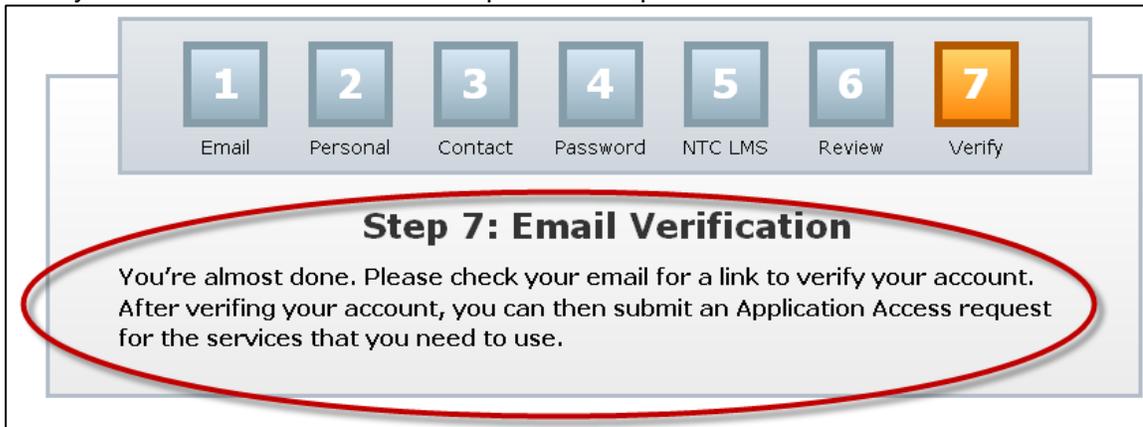
Step 6: Verify Your Information

Please verify your information. If all of you information looks correct, click on "Next". If you need to change any of the information listed, click "Back".

User Name:	MaryP
Email Address:	mpoppins@ntc.doe.gov
First Name:	Mary
Last Name:	Poppins
Middle Name:	A
Organization:	NTC
Phone:	505.845.2209
Street Address:	
City:	
State:	
Postal Code:	87112

BACK NEXT

- 1.9 **Step 7:** An email from the NTC Webmaster will be sent to the email you used to register for your account. You **MUST** click on the link in that email to verify your account and have your account be created. A sample email is provided below.



Step 7: Email Verification

You're almost done. Please check your email for a link to verify your account. After verifying your account, you can then submit an Application Access request for the services that you need to use.

From: NTC Webmaster [mailto:webmaster@ntc.doe.gov]
Sent: Wednesday, September 26, 2012 8:29 AM
To: Poppins, Mary
Subject: NTC New eAccess Account Verification

This e-mail is to notify you that your new NTC eAccess account has been created, but needs to be verified. You can verify this account by going to <https://eaccess.ntc.doe.gov/recover/verifvemail.aspx?new=true&mode=lms&key=15ukvo0mc5j0ubajnzq4xe564llw0eraouq0pkgu3jvbaje0nxz>. This account will remain in our system for one week until verified. After that time, if it's not verified, the account will be deleted and you will need to create a new eAccess account.

NTC eAccess Account Info Summary

User Name: MaryP
 Email: mpoppins@ntc.doe.gov
 First Name: **Mary**
 Middle Name: **L**
 Last Name: Poppins
 Organization: **NTC**
 Phone: **505.845.2209**
 Postal Code: **87112**

Once your account has been verified, you will receive a second email from the NTC Webmaster confirming that your account was successfully verified.

This e-mail is to confirm that your NTC eAccess account has been verified successfully.

You may now request access to any of the portal's applications by going to the "[Application Access](#)" page.

NTC eAccess Account Info Summary

User Name: **MaryP**
Email: mpoppins@ntc.doe.gov
First Name: **Mary**
Middle Name: **A**
Last Name: **Poppins**
Organization: **NTC**
Phone: **505.845.2209**
Postal Code: **87112**

- 1.10 After selecting the link from the email, you will be returned to the eAccess site to complete the LMS access request. Select the proper **Employee Type**, then click **SUBMIT**.

Manage Your Account

Application Access Personal Profile Email Password Logout

Application Access

Application Request: NTC LMS

Your email address has been verified successfully and you now can request access to the NTC LMS.

Please review your information below, and select your appropriate Employee Type. When finished, click the "Submit" button below.

First Name	Mary
Middle Name	A
Last Name	Poppins
Email	mpoppins@ntc.doe.gov
User Name	MaryP
Organization	NTC
Employee Type*	<input type="radio"/> DOE Federal
	<input checked="" type="radio"/> DOE Contractor
	<input type="radio"/> Other

2.0 Retrieve Credentials

2.1 To create an NTC eAccess account, go to the NTC eAccess website:
<https://eaccess.ntc.doe.gov/>.

2.2 Under **Retrieve Credentials** section, enter your email address in the box provided and click **Recover** button.

The screenshot shows three panels: 'Create New Account', 'Manage Account', and 'Retrieve Credentials'. The 'Retrieve Credentials' panel contains an 'Email' input field and a green 'Recover' button. A red arrow points from the left towards the 'Recover' button. Below the input field is a note: 'NOTE: If you are an NTC LMS user without a registered email address, click [here](#) for an alternate way of recovering your account.'

NOTE: If you no longer have access to the email account you used to set up your account, please click on the link below the email box.

This screenshot is identical to the one above, but with a red circle drawn around the note below the 'Recover' button in the 'Retrieve Credentials' panel. The note text is: 'NOTE: If you are an NTC LMS user without a registered email address, click [here](#) for an alternate way of recovering your account.'