



# Vendor Portal User Guide

## Vendor Portal Phase 2A – Password Reset





# Password Reset

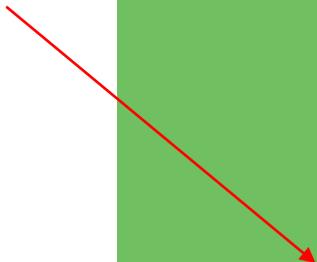
**Step 1** – Select  
**Forgot Password**

The screenshot shows the NCR Power HQ login interface. At the top left is the NCR logo with the text "NCR Power HQ". Below the logo are two input fields: "Username:" and "Password:". A "Sign In" button is positioned below the password field. Underneath the "Sign In" button are two links: "Forgot Password" and "Vendor User Registration". A red arrow originates from the text "Step 1 – Select Forgot Password" and points directly to the "Forgot Password" link. At the bottom of the page, the IP address "11.13.7.47" is displayed.



# Password Reset

**Step 2** – Enter Username or Email Address and select Submit

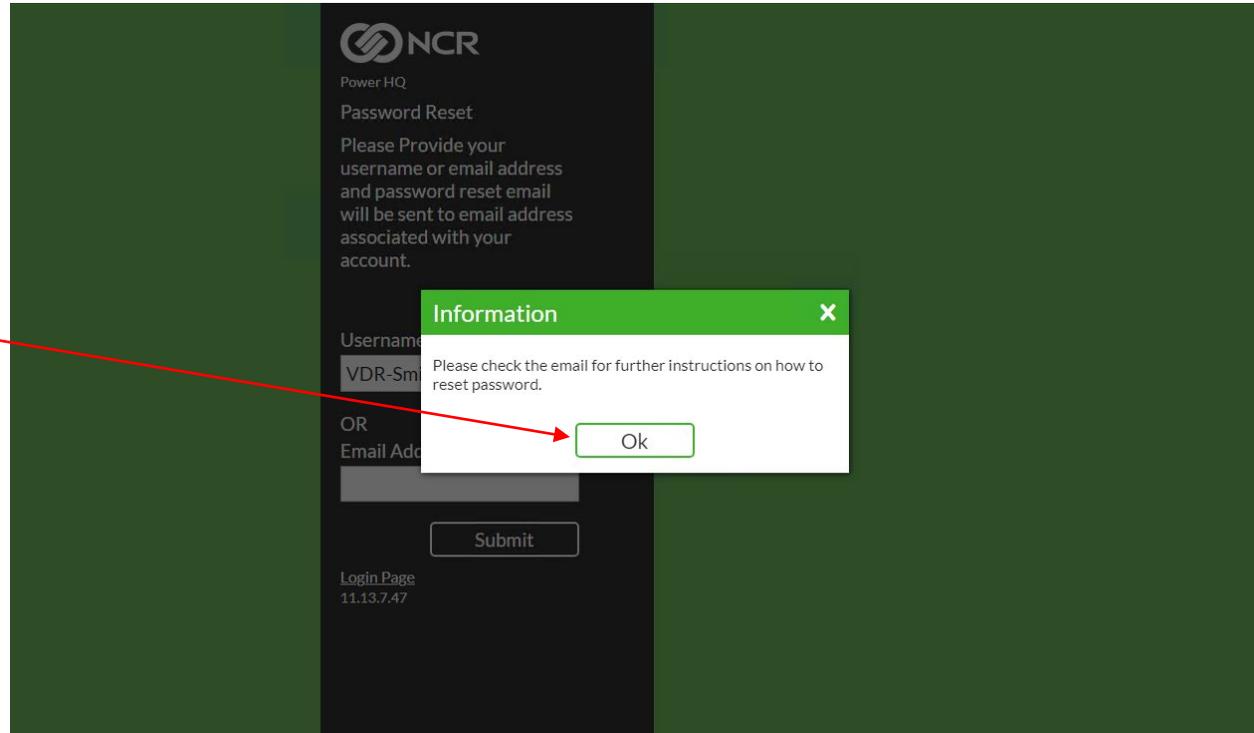


The screenshot shows a web form for password reset. At the top left is the NCR logo with the text "Power HQ". Below the logo is the heading "Password Reset" and a paragraph: "Please Provide your username or email address and password reset email will be sent to email address associated with your account." There are two input fields: "Username:" with the text "VDR-Smith" and "OR Email Address:". A "Submit" button is located below the input fields. At the bottom left of the form, it says "Login Page 11.13.7.47".



# Password Reset

**Step 3** – Select **OK** when the notification appears on the screen





## Password Reset

**Step 4** – A Reset Password email will be sent to the email address associated to the Username entered.

Use the link to Verify the Email and Password.

Make Note of the **Validation Code** from the Email. You will need this code for the next step.

<Vendor.Portal@ncr.com>

12/5/2024, 9:38:34 AM

VP Password Reset

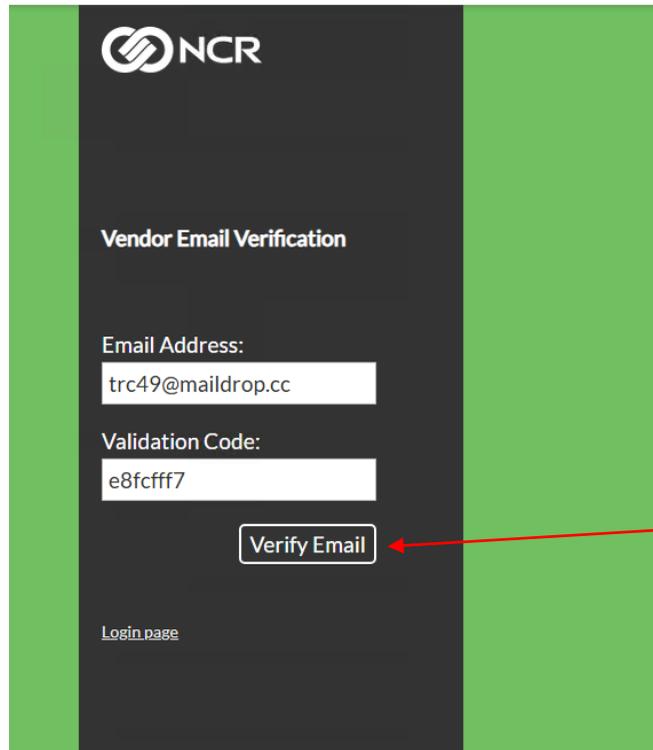
To reset your Vendor Portal Password, please click on the link below:

Verify Link: <http://Main/Login/VerifyPassword.aspx>

Validation Code: d749b6ab



## Password Reset



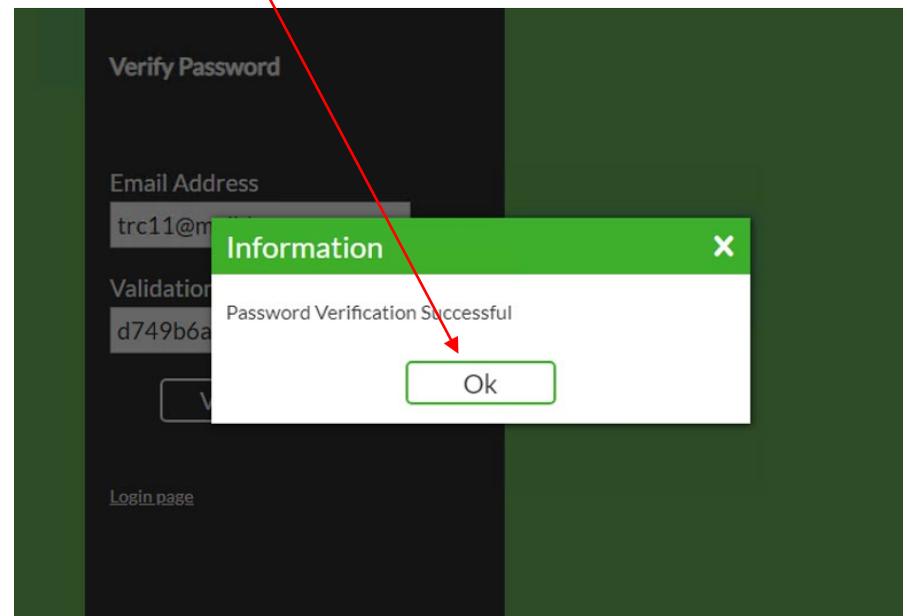
**Step 5** – Click on the link provided in the email.

Key in your email address and validation code to reset your password.

Select **Verify Email**.

**Step 6** – Once the email address and validation code are confirmed – the screen will display the following message.

Select **Ok**.





## Password Reset

**Step 7** – The Password Reset screen will display.

Enter your **New Password**

Enter your New Password in the **Confirm Password** field.

Select **Reset Password**.

**NCR**  
Reset Password  
Password must meet following criteria:

- Must be 15 characters in length or more.
- Must contain a number.
- Must contain a letter.
- Must contain a special character.

New Password:

Confirm Password:

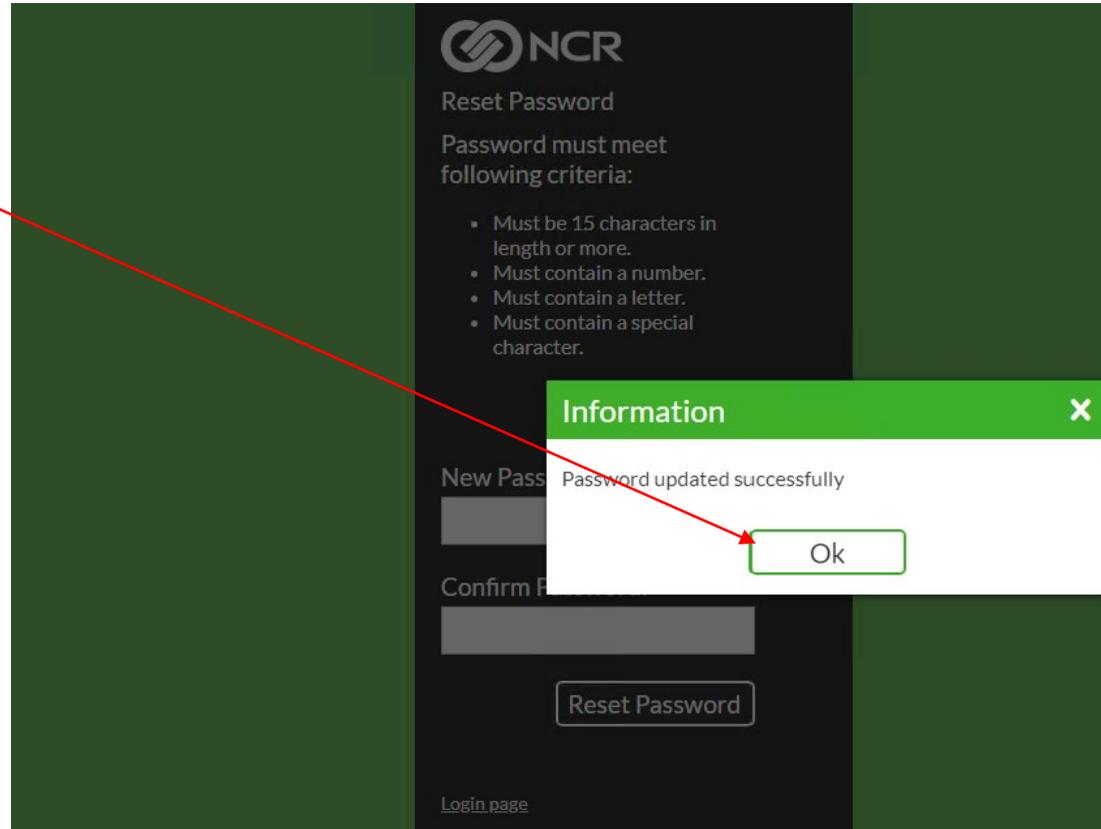
Reset Password

[Login page](#)



## Password Reset

**Step 8** – Once the password has been successfully updated the following message will display on the screen. Select **OK**.

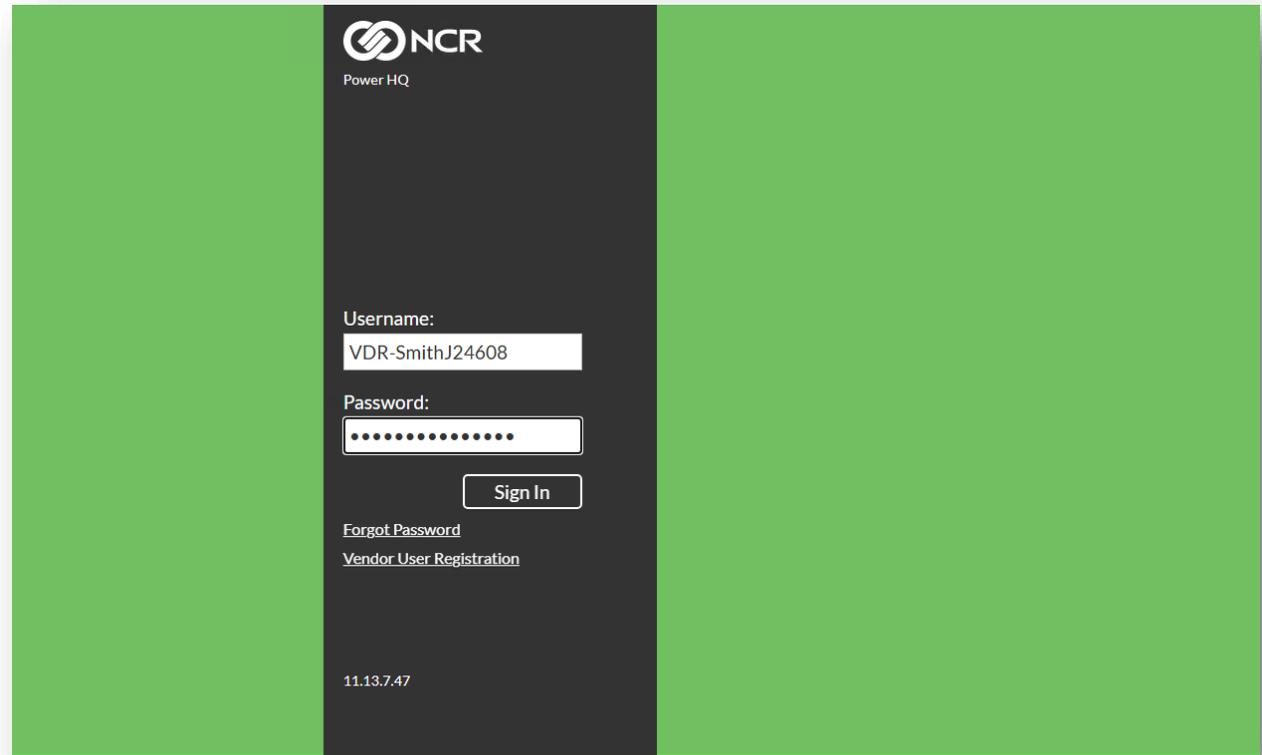


## Password Reset

**Step 8** – Navigate to Vendor Portal and log in with new password.

Once you have successfully logged into Vendor Portal with your new password, the Password Reset function is complete .

**Passwords expire every 60 days.**



The screenshot displays the NCR Power HQ login interface. At the top left, the NCR logo and "Power HQ" text are visible. Below this, the "Username:" field contains the text "VDR-SmithJ24608". The "Password:" field is filled with ten dots. A "Sign In" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot Password" and "Vendor User Registration". The version number "11.13.7.47" is located at the bottom left of the page.