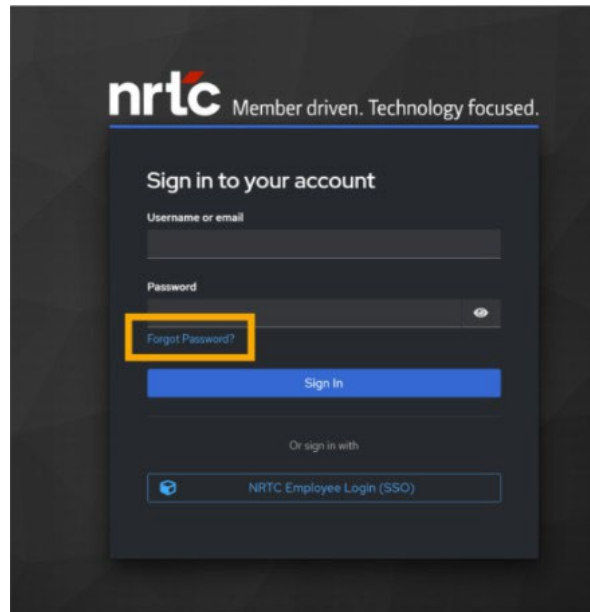
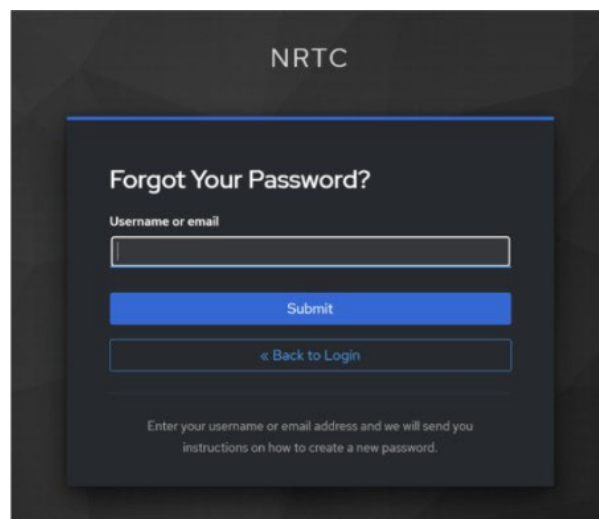


How to Set Up Your Login for the First Time

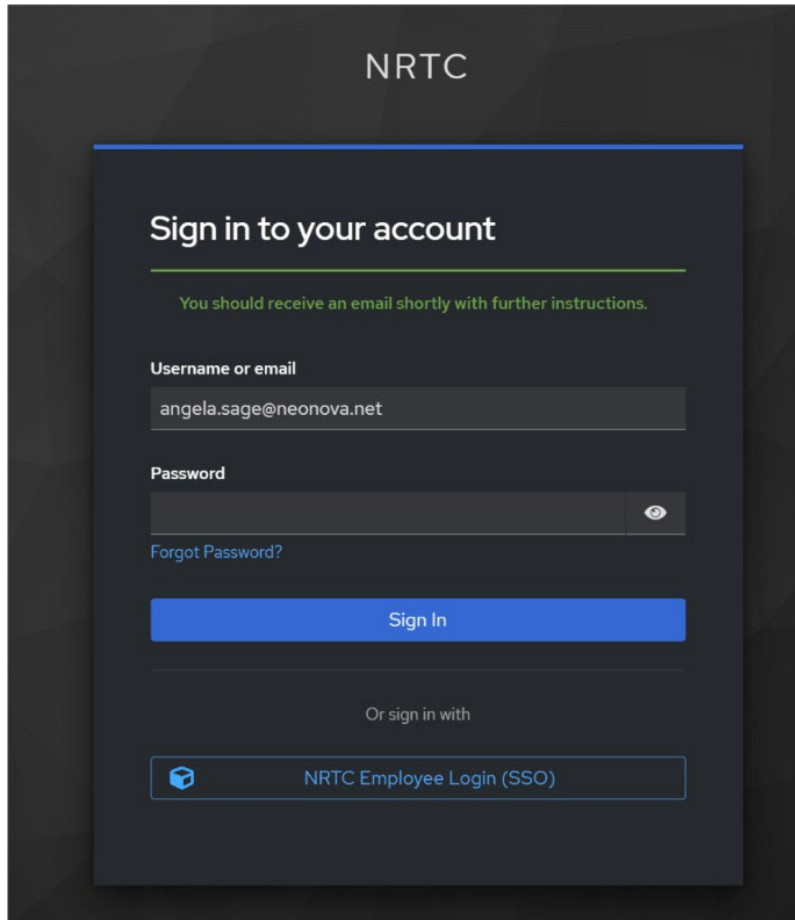
1. Navigate to the OneAccess site at <https://one-access-admin.nrtc.coop/>.
2. Click **Forgot Password**.



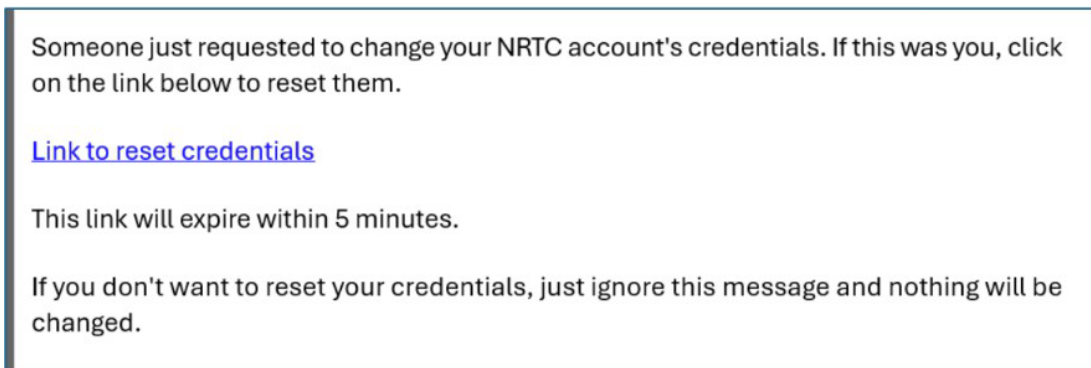
3. Enter the email address associated with your account.



4. If your account is found, you will receive the following message in green text: "You should receive an email shortly with further instructions."
- If your account *is not found*, please contact your admin user to verify the email address on file. Otherwise, go to <https://servicedesk.nrtc.coop> or email servicedesk@nrtc.coop for assistance.

A screenshot of the NRTC OneAccess Admin login page. The page has a dark blue background with the NRTC logo at the top. A central white box contains the login form. The form has a title "Sign in to your account" and a green message: "You should receive an email shortly with further instructions." Below this are fields for "Username or email" (containing "angela.sage@neonova.net") and "Password" (with a toggle icon). A "Forgot Password?" link is below the password field. A blue "Sign In" button is at the bottom of the form. Below the button is a section "Or sign in with" and a button for "NRTC Employee Login (SSO)" with a cube icon.

5. You will receive an email from NRTC OneAccess (no-reply@nrtc.coop) with a link to reset your credentials.
- If you do not receive this email, check your Spam or Junk folder, or contact your mail administrator. If you need further assistance, email servicedesk@nrtc.coop or go to <https://servicedesk.nrtc.coop>.

A screenshot of an email message. The text reads: "Someone just requested to change your NRTC account's credentials. If this was you, click on the link below to reset them." Below this is a blue link: "Link to reset credentials". The next line says: "This link will expire within 5 minutes." The final line says: "If you don't want to reset your credentials, just ignore this message and nothing will be changed."

6. Use the link in the email to reset your password. Once complete, return to the site and sign in using your email address and new password.
7. After signing in, you will be prompted to set up authentication. You may see suggested authenticator apps, but other authenticator apps or password managers with built-in authenticators may also work.
 - If you are unable to scan the code, click the **Unable to Scan** link. You will receive a setup key to enter into your authenticator app, along with configuration information if needed.

The screenshot shows the 'Mobile Authenticator Setup' page for nrtc. It includes a QR code for scanning. Below the QR code is a link 'Unable to scan?'. The page has a dark blue header with the nrtc logo and tagline 'Member driven. Technology focused.'.

nrtc Member driven. Technology focused.

Mobile Authenticator Setup

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:
 - FreeOTP
 - Microsoft Authenticator
 - Google Authenticator
2. Open the application and scan the barcode:



[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Submit to finish the setup.
Provide a Device Name to help you manage your OTP devices.

One-time code *

Device Name

☐ Sign out from other devices

Submit

The screenshot shows the 'Mobile Authenticator Setup' page for nrtc. It includes a setup key and configuration values. Below the setup key is a link 'Scan barcode?'. The page has a dark blue header with the nrtc logo and tagline 'Member driven. Technology focused.'.

nrtc Member driven. Technology focused.

Mobile Authenticator Setup

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:
 - Google Authenticator
 - FreeOTP
 - Microsoft Authenticator
2. Open the application and enter the key:
I43E EMLI MN4D QOKE PA2T OY3W MZVG 4QJQ
[Scan barcode?](#)
3. Use the following configuration values if the application allows setting them:
 - Type: Time-based
 - Algorithm: SHA1
 - Digits: 6
 - Interval: 30
4. Enter the one-time code provided by the application and click Submit to finish the setup.
Provide a Device Name to help you manage your OTP devices.

One-time code *

Device Name

☐ Sign out from other devices

Submit

8. Once completed, you will be able to access OneAccess and manage your companies accounts.

If you have any questions, please contact the Member Support team.

Email: membersupport@nrtc.coop

Submit a ticket: <https://servicedesk.nrtc.coop> or email servicedesk@nrtc.coop