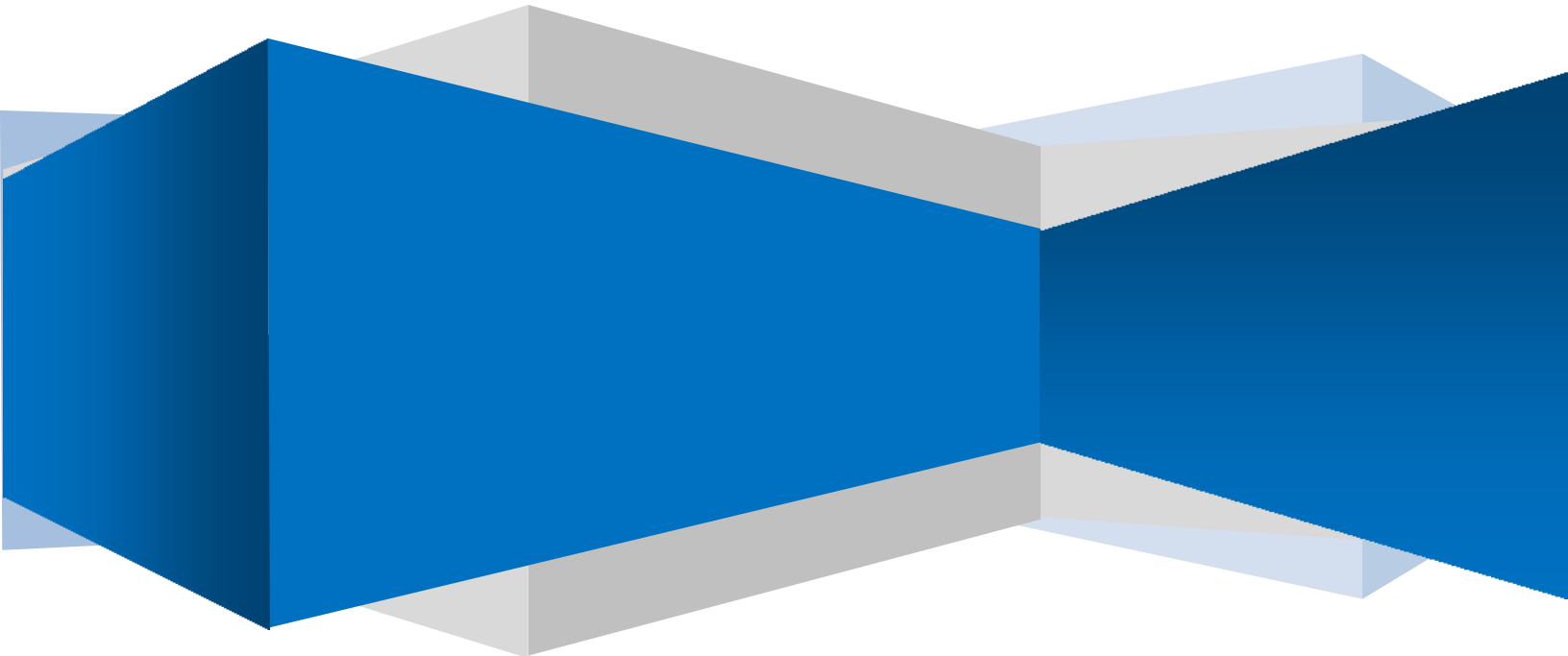




# User Admin Console Manual

**Nationwide Title Clearing, Inc.**

©2015 Nationwide Title Clearing, Inc. All rights reserved.





## USER ADMINISTRATION CONSOLE

### USER MANUAL

## TABLE OF CONTENTS

<b><u>INTRODUCTION TO THE USER ADMINISTRATION CONSOLE.....</u></b>	<b>4</b>
Initial Login.....	4
User Access Rights to this Feature .....	5
<b><u>GETTING STARTED: THE USER ADMINISTRATION CONSOLE.....</u></b>	<b>6</b>
Overview of the User Administration Console .....	6
Selecting a User or Adding a New User .....	7
The Three Main Panels .....	7
<b><u>HOW TO CREATE A NEW USER.....</u></b>	<b>10</b>
Rules for Creating New Users .....	11
New User Error Messages.....	12
View of New User Screen.....	13
<b><u>ABOUT USER PERMISSIONS .....</u></b>	<b>15</b>
Assigning User Permissions .....	16
Changing a User Permission .....	20
Removing User Permissions .....	20
<b><u>EDITING EXISTING USER LOGIN INFORMATION .....</u></b>	<b>21</b>
How to Change an Existing User's Password .....	23
How to Delete a User.....	24
How to Lock a User.....	25
<b><u>NAVIGATING THE USER ADMINISTRATION CONSOLE.....</u></b>	<b>25</b>
Manage Your Profile .....	26
Manage User Credentials Screen:.....	26

# User Admin Console Manual

---

Manage Password Screen:.....	27
Manage My Profile Screen: .....	28
Troubleshooting .....	29

**PLEASE CONTACT NTC FOR MORE INFORMATION.....30**

## Introduction to the User Administration Console

This is an online function that allows you to create, maintain and control the logins of people that access your online accounts and information through ntcLINK, the Secure Client Access portal on the Nationwide Title Clearing (NTC) website.

You use ntcLINK to access your accounts and detailed information for the services that NTC is performing for you. There are several web-based services and features available within ntcLINK, these are TrackingLINK, ReportsLINK and ReleaseLINK.

Depending on the specific services NTC is performing for you there may be several different accounts or contracts available to you. An “account” typically refers to contracts or statement of work that applies to a specific project or on-going workflow that NTC was hired to perform for your company. Some NTC clients may have 1 account while others may have 15 different accounts. This is specific according to your contracts with NTC and is usually separated by the service being performed.

An important new feature with ntcLINK is the ability for you to access multiple accounts and services with one user name and login. You can now also create and manage different users at your shop and control the access rights for each user. You can assign permission for specific users to gain access to certain accounts or to restrict access to accounts or functions at your discretion. This user maintenance feature is helpful to track accountability of specific employees and greatly improve security standards.

### Initial Login

Your Account Manager will give you the user name and password for the User Administration Console. Typically only one user name/login will be created for your company that will have permission to access to this feature for security reasons. We recommend that you keep this user name and password very secure. Only an NTC Administrator can create and edit users with access to your User Administration Console. This administrator login only has access to this feature and has no access to other functions of ntcLINK such as TrackingLINK, ReportsLINK or ReleaseLINK. If you want access to these other functions you may create an additional login for yourself to access those features under that login.

The client login screen will always appear the same and be in the same location on the NTC website. You can find this at: [www.nwtc.com](http://www.nwtc.com) and select the “**Client Login**” button and this will take you to: [www.nwtc.com/portal](http://www.nwtc.com/portal). You may bookmark that page and it will always remain the same. The only thing that changes is that each user will have custom access to different functions of ntcLINK and what they see after they login will be unique to their user account.

This is the initial login screen:

Monday, June 15, 2015 Register | Login

# NTC

## ntcLINK

**User Name:**

**Password:**

Remember Login

[Register](#)  
[Forgot Password ?](#)

[Password Standards](#)

Copyright 2015 by Nationwide Title Clearing Inc. [Privacy Statement](#) | [Terms Of Use](#)

## User Access Rights to this Feature

As mentioned earlier, only a user with administrator rights can access the User Administration Console feature described in this manual.

All additional users created and managed by you (the User Administrator) will automatically have standard user rights and cannot be given administrator rights. Only NTC personnel have authorization to create additional users with administrator rights. Users with standard rights are individually managed under this console to assign access to specific accounts as well as permission within each account to features such as TrackingLINK, ReportLINK or ReleaseLINK.

## Getting Started: The User Administration Console

This console allows you to create new users, edit or delete existing user profiles as well as grant or deny permission to ntcLINK features.

Each of these functions will be explained in detail in subsequent sections. This section is provided as an overview of all the features within this console.

### Overview of the User Administration Console

This is the primary screen that will be displayed while using this console:

**ntcLINK User Administration Console**

Manage Users  
Select User to Begin: TLExample2 **ADD New User**

TLExample2's User Information

Display Name: TrackingLINK Example  
User Name: TLExample2  
First Name: Tracking  
Last Name: Link

**DELETE User** **EDIT User**

Lock User Account

**Client Administrator Users**

Add User Access Permissions for TLExample2

Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract
TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract

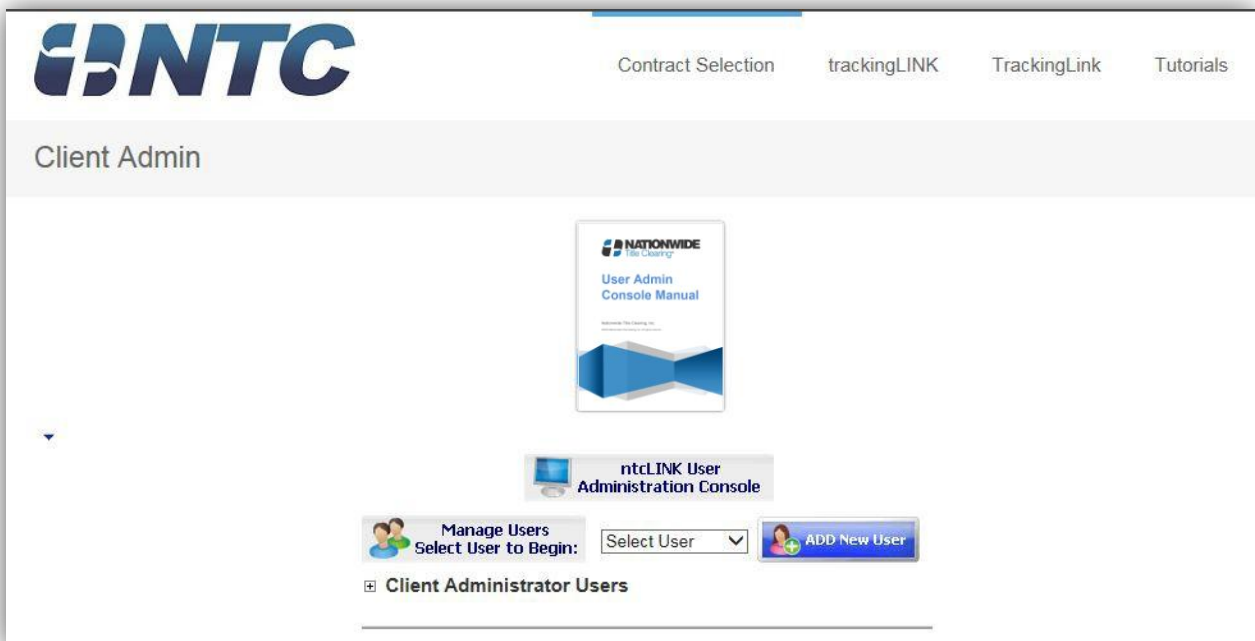
**ADD User Permissions**

TLExample2's Assigned Permissions

	Service Description	Contract Code	Service
<b>DELETE</b>	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Doc Retrieval
<b>DELETE</b>	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Exception Curative
<b>DELETE</b>	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Recon Contract
<b>DELETE</b>	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Doc Retrieval
<b>DELETE</b>	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Exception Curative
<b>DELETE</b>	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract

## Selecting a User or Adding a New User

When you first login with the User Administrator rights login you will see this screen:



You have two choices: 1) **Select User** to edit an existing user under the dropdown list, or 2) **Add a New User**. Each of these options will be covered in detail in the subsequent sections.

These options are visible at all times while on this screen. At any time if you wish to change the user you wish to edit just select the user from the drop down list. Once you select a user the screen will display all current details regarding that user. If you do not have a user selected the screen will remain blank.

## The Three Main Panels

Once you have selected a user the full screen will appear. There are three main panels on your screen for editing users. The field names above each panel change according to the user you selected to edit.

- 1) Add User Access Permissions for (User Name).
- 2) (User Name's) User Information
- 3) (User Name's) Assigned Permissions.

These three panels are indicated below:

The screenshot shows the ntdLINK User Administration Console interface. At the top, there is a logo for Nationwide Title Clearing and the title 'User Admin Console Manual'. Below that is the 'ntdLINK User Administration Console' header. The main content area is divided into three sections:

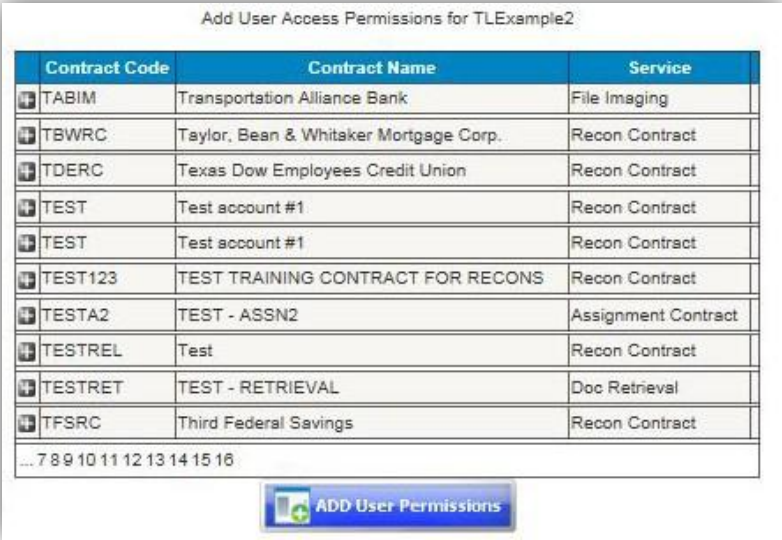
- Panel 1:** 'Add User Access Permissions for TLExample2'. This section contains a table with columns 'Contract Code', 'Contract Name', and 'Service'. The table lists various contracts such as TABIM, TBWRC, TDERC, TEST, TEST123, TESTA2, TESTREL, TESTRET, and TFSRC.
- Panel 2:** 'Manage Users Select User to Begin: TLExample2'. This section shows 'TLExample2's User Information' with fields for Display Name, User Name, First Name, and Last Name. It also includes 'DELETE User' and 'EDIT User' buttons, and a checkbox for 'Lock User Account'.
- Panel 3:** 'Client Administrator Users'. This section shows 'TLExample2's Assigned Permissions' with a table listing permissions for TrackingLINK and ReleaseLINK services, each with a 'DELETE' button.



These panels are shown here with more detail.

### 1) Add User Access Permissions for (User Name).

This is where you can select the permissions for this particular user. This list will be custom according to your specific overall services and contracts.



### 2) (User Name's) User Information

This is where you can view, edit or delete a user.



### 3) (User Name's) Assigned Permissions.

This is where you can view the current assigned permissions and delete permissions.

	Service Description	Contract Code	Service
	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Doc Retrieval
	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Exception Curative
	TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Recon Contract
	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Doc Retrieval
	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Exception Curative
	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract

## How to Create a New User

To create a new user for your account, click the **Add a New User** button.



This will open a new window for you to enter the basic user information for the new user.

The screenshot displays the ntcLINK Secure Client Access user administration console. At the top, there is a navigation bar with the ntcLINK logo and five menu items: HOME, SERVICES, ABOUT, CONTACT, and CLIENT LOGIN. Below the navigation bar, there is a user profile section with a star icon, the name 'Sample', and a 'Logout' link. The main content area features a 'Create New User Account' form with the following fields: \* User Name, \* First Name, \* Last Name, \* Display Name, \* E-mail, \* Password, and \* Confirm Password. Each field has a red eye icon to its right. At the bottom of the form, there are two buttons: 'Create New User' and 'Cancel'.

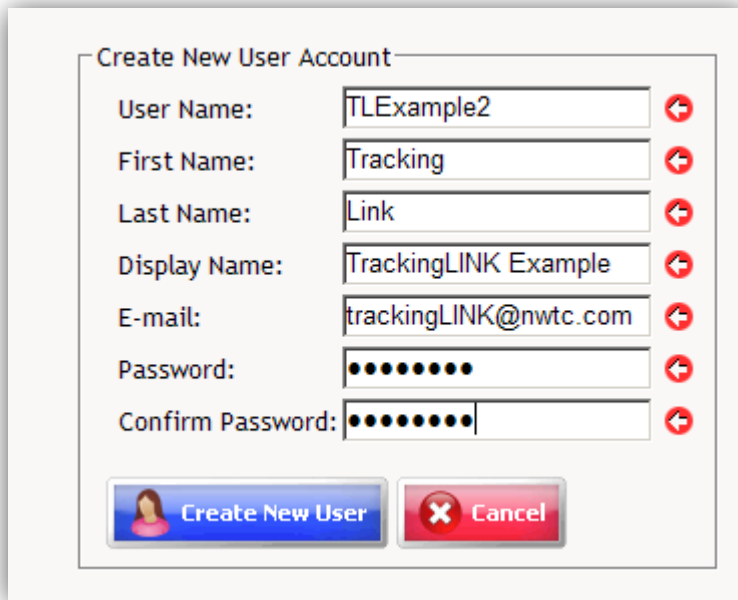
## Rules for Creating New Users

The general rules for creating new users are as follows:

- 1) You must create a unique user name for each individual.
- 2) Passwords must contain a minimum of 7 characters. You may use any combination of letters and/or numbers with no restrictions other than length.
- 3) It is recommended that the email address provided should match the user, however, the system does not prevent you from entering duplicate email addresses for different users.

*Note on User Email Addresses:* The user email address is primarily used in the event that the user forgot their password. In that case they may request it to be sent to them and the system will automatically send it to the email address on record. This email address may also be used in the future for notices or updates to the system. As the system administrator you can opt to set each individual user up with their existing email address or enter your own email address in place of theirs at your own discretion.

When finished entering all the fields click the **Create New User** button.



Create New User Account

User Name: TLExample2

First Name: Tracking

Last Name: Link

Display Name: TrackingLINK Example

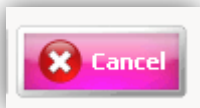
E-mail: trackingLINK@nwtc.com

Password: ●●●●●●

Confirm Password: ●●●●●●

Create New User Cancel

Selecting **Cancel** will allow you exit this screen without saving.



## New User Error Messages

If there was any trouble creating the new user, you will get an error message indicating the error. Some possible errors might be not completing all mandatory fields, incorrect password format, duplicate user name, etc. Follow the prompts to enter the new user correctly.

Create New User Account

User Name:

First Name:

Last Name:

Display Name:

E-mail:

Password:

Confirm Password:

Password length minimum: 7. Non-alphanumeric characters required: 0.

Create New User Account

User Name:

First Name:

Last Name:

Display Name:

E-mail:

Password:

Confirm Password:

Please enter a different user name.

Once you have created the new user correctly you will get a message indicating that the new user was successfully created. Click **Continue**.

Create New User Account

Complete

User account has been successfully created.

### View of New User Screen

You will now return to the main **User Administration Console** screen as shown below. This new user will now be accessible from the drop down list for the future as well as displayed on your screen for editing.

# User Admin Console Manual

When adding a new user the system does not assign any permission rights. If the user does not have any permissions assigned to them, you will see the **(User Name's) Assigned Permissions** panel appear empty. You will need to assign permissions before this user will be able to access any features.

Main **User Administration Console** screen:

The screenshot displays the 'Manage Users' interface. On the left, the 'Selected User Information' for 'TLEExample2' is shown, including fields for Display Name, User Name, First Name, and Last Name, along with 'DELETE User' and 'EDIT User' buttons and a 'Lock User Account' checkbox. On the right, the 'Add User Access Permissions for TLEExample2' panel features a table of permissions.

Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract
TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract

Below the table is an 'ADD User Permissions' button. The bottom of the screen shows 'TLEExample2's Assigned Permissions' which is currently empty.

This new user information is now visible on the right panel on the screen titled **(UserName's) User Information** as shown below.

This close-up view shows the 'Selected User Information' panel for 'TLEExample2'. It contains the following details:

- Display Name: TrackingLINK Example
- User Name: TLEExample2
- First Name: Tracking
- Last Name: Link

Below the information are 'DELETE User' and 'EDIT User' buttons, and a 'Lock User Account' checkbox.

## About User Permissions

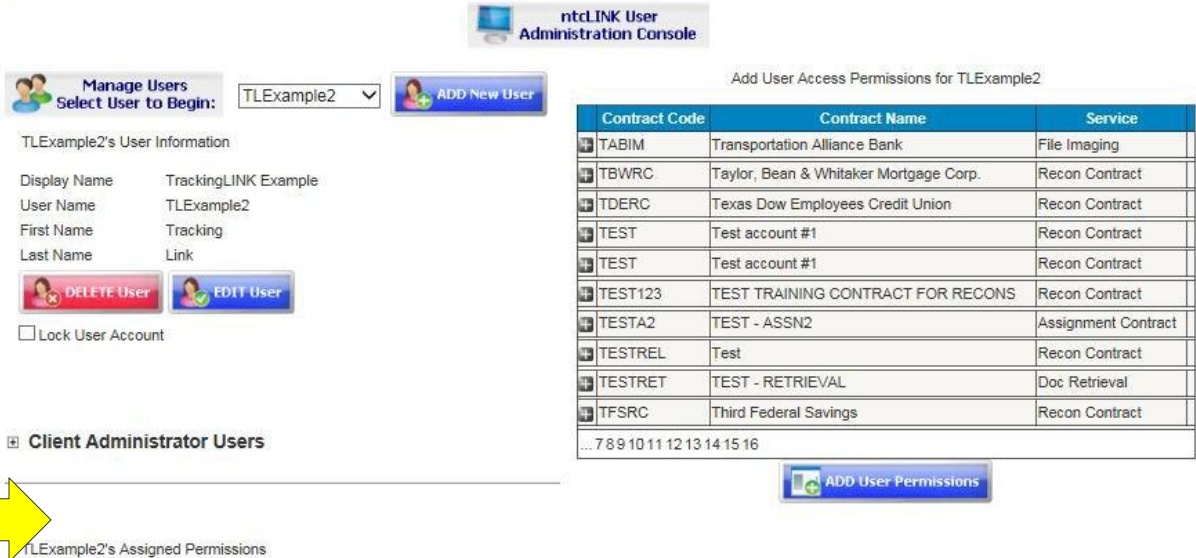
The procedure of adding permissions is the same for existing users as it is for new users. This can be done at any time and immediately updates the system.

Select the user you wish to edit as shown below:



This will open up the full view of the **User Administration Console** which will appear different for users with no permissions than users with existing permissions.

### User with No Permissions:



## User with Existing Permissions

The screenshot shows the 'ntdLINK User Administration Console' interface. At the top, there is a 'Manage Users' section with a dropdown menu set to 'TLEExample2' and an 'ADD New User' button. Below this, 'TLEExample2's User Information' is displayed, including fields for Display Name, User Name, First Name, and Last Name, along with 'DELETE User' and 'EDIT User' buttons. A 'Lock User Account' checkbox is also present. To the right, the 'Add User Access Permissions for TLEExample2' section features a table of contract codes and services, and an 'ADD User Permissions' button. A yellow arrow points to the 'TLEExample2's Assigned Permissions' table at the bottom.

Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract
TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract

Service Description	Contract Code	Service
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Doc Retrieval
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Exception Curative
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Recon Contract
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Doc Retrieval
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Exception Curative
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract

## Assigning User Permissions

To assign new permissions, you perform this function in the panel labeled **Add User Access Permissions for (User Name)**. This list contains all accounts, services and features associated with your company.



Add User Access Permissions for TLExample2

Contract Code	Contract Name	Service
+ TABIM	Transportation Alliance Bank	File Imaging
+ TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
+ TDERC	Texas Dow Employees Credit Union	Recon Contract
+ TEST	Test account #1	Recon Contract
+ TEST	Test account #1	Recon Contract
+ TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
+ TESTA2	TEST - ASSN2	Assignment Contract
+ TESTREL	Test	Recon Contract
+ TESTRET	TEST - RETRIEVAL	Doc Retrieval
+ TFSRC	Third Federal Savings	Recon Contract

... 7 8 9 10 11 12 13 14 15 16




Click the **[+]** symbol next to the account name to open the drop down box and expand a list to see which special features are available to that account. Each service type will have different options that are applicable to that type of service.

Add User Access Permissions for TLExample2

Contract Code	Contract Name	Service
+ TABIM	Transportation Alliance Bank	File Imaging
+ TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
+ TDERC	Texas Dow Employees Credit Union	Recon Contract
+ TEST	Test account #1	Recon Contract
<b>Service Description</b>		
	releaseLINK Service (Choose Options)	
	trackingLINK - Access to Lookup & View Order Data and Images	
	reportLINK - Access to Run or Download Status Reports	<input type="checkbox"/>
+ TEST	Test account #1	Recon Contract
+ TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
+ TESTA2	TEST - ASSN2	Assignment Contract
+ TESTREL	Test	Recon Contract
+ TESTRET	TEST - RETRIEVAL	Doc Retrieval
+ TFSRC	Third Federal Savings	Recon Contract

... 7 8 9 10 11 12 13 14 15 16



Rights are assigned per type of service, feature access and by access levels within each feature. There are helpful descriptions within each feature to help you understand all permission levels. If the user is not given any rights to the service or feature it will simply not appear on their screen when they login. To assign rights for this particular user put a checkmark or select the button next to the features or level of permission you want to give them access to, as shown below.

Add User Access Permissions for TLEExample2

Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract

Service Description

releaseLINK Service (Choose Options)

- ReleaseLINK - Full Access Data Entry & Quality Control  
(Unrestricted access to enter, QC & submit orders to NTC)
- ReleaseLINK - Restricted Data Entry  
(Required to submit entered orders to QC Queue)
- ReleaseLINK - Unrestricted Data Entry  
(Unrestricted access to enter & submit orders to NTC)
- ReleaseLINK - Quality Control Only  
(Review & submit orders to NTC from QC Queue)

Project Code:

trackingLINK - Access to Lookup & View Order Data and Images

- TrackingLINK - Access to Lookup & View Order Data and Images
- TrackingLINK - Full Access  
(Access to Rush, Hold or Cancel orders and view order data and images)
- TrackingLINK - Project Code Access to Look-up files only in project codes

Project Code:

reportLINK - Access to Run or Download Status Reports

TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract

... 7 8 9 10 11 12 13 14 15 16

# User Admin Console Manual

After you have selected all the permissions for this user, to finish and add the permissions click the **ADD User Permissions** button at the bottom of the panel. Your changes will not be reflected until you click this button.

The panel titled **(User Name's) Assigned Permissions** will now be expanded and display the permissions you just assigned, as shown below:

The screenshot displays the 'ntlLINK User Administration Console' interface. At the top, there is a 'Manage Users' section with a dropdown menu set to 'TLEExample2' and an 'ADD New User' button. Below this, 'TLEExample2's User Information' is shown, including fields for Display Name, User Name, First Name, and Last Name, along with 'DELETE User' and 'EDIT User' buttons. A 'Client Administrator Users' section is also visible. To the right, a table titled 'Add User Access Permissions for TLEExample2' lists various contracts and services. At the bottom, the 'TLEExample2's Assigned Permissions' section is expanded, showing a list of permissions with 'DELETE' buttons next to each. A yellow arrow points to the first row of this list.

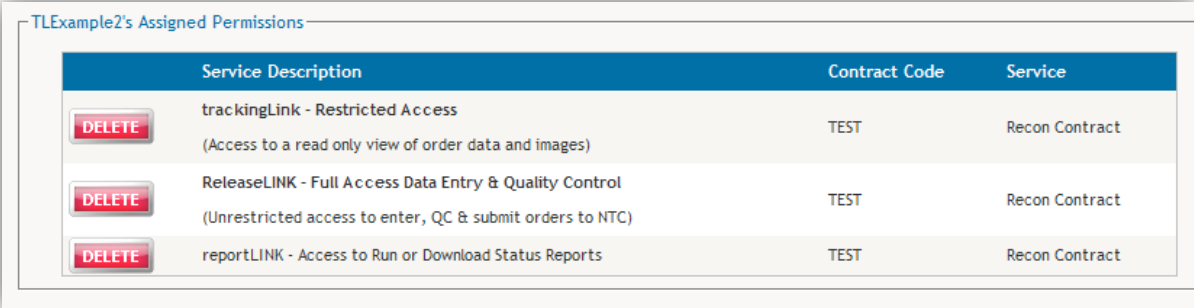
Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract
TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract




  

Service Description	Contract Code	Service
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Doc Retrieval
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Exception Curative
<b>DELETE</b> TrackingLINK - Access to Lookup & View Order Data and Images	TEST	Recon Contract
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Doc Retrieval
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Exception Curative
<b>DELETE</b> ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract

## Changing a User Permission

To change an existing user permission you must first delete any pre-existing permission to that service and feature. Click the **DELETE** button next to the access you wish to change for this individual. This only removes the access from this list for this user. Next return to the add user permissions panel and select the user permission you wish to assign. This applies for example, if you had user with an existing permission to TrackingLINK Full Access for Recon Contracts and you wanted to change this to Restricted Access for Recon Contracts.



	Service Description	Contract Code	Service
	trackingLink - Restricted Access (Access to a read only view of order data and images)	TEST	Recon Contract
	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract
	reportLINK - Access to Run or Download Status Reports	TEST	Recon Contract




If you try to assign a different permission to a particular feature when one is *already* assigned you will get this error message. This is helpful to ensure that you don't inadvertently change existing user permissions.



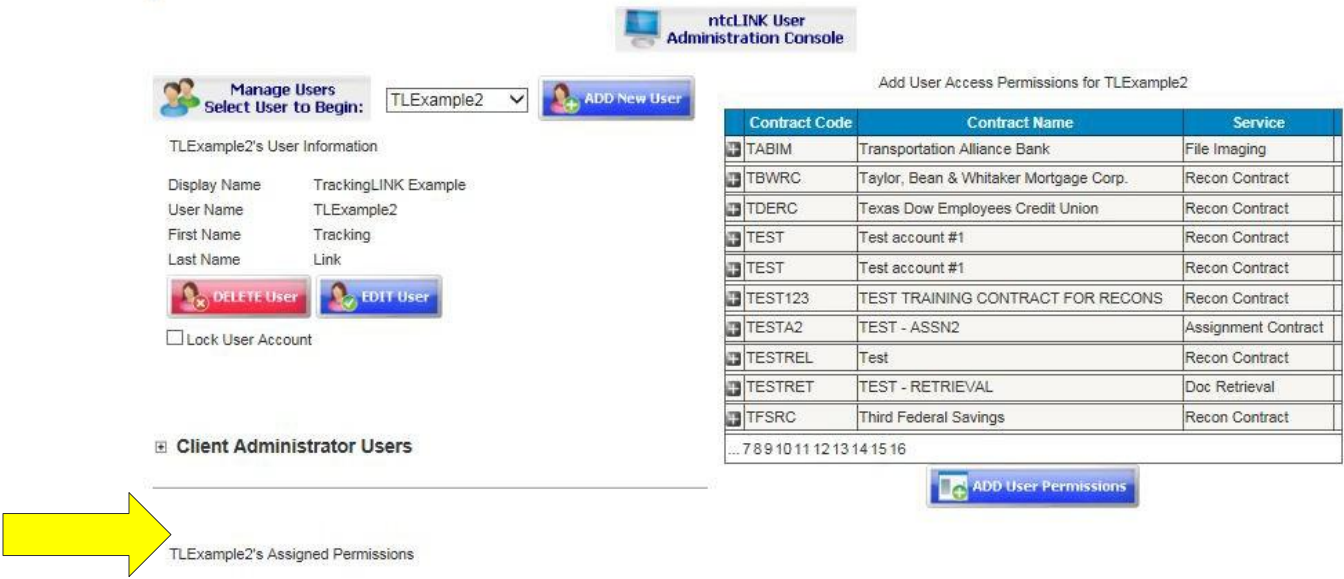
## Removing User Permissions

To remove a user permission click the **DELETE** button next to the access you wish to unselect for this individual. This only removes the access for this user. If you made an error you can easily add it back as described in the above section regarding adding user permissions.


TLExample2's Assigned Permissions

	Service Description	Contract Code	Service
	trackingLINK - Restricted Access (Access to a read only view of order data and images)	TEST	Recon Contract
	ReleaseLINK - Full Access Data Entry & Quality Control (Unrestricted access to enter, QC & submit orders to NTC)	TEST	Recon Contract
	reportLINK - Access to Run or Download Status Reports	TEST	Recon Contract

If you remove all permission rights for this user then you will see the **(User Name's) Assigned Permissions** panel appear empty (as indicated by the arrow below).



ntlLINK User Administration Console

Manage Users  
Select User to Begin: TLExample2 

TLExample2's User Information

Display Name TrackingLINK Example  
User Name TLExample2  
First Name Tracking  
Last Name Link


Lock User Account

Client Administrator Users

Add User Access Permissions for TLExample2

Contract Code	Contract Name	Service
TABIM	Transportation Alliance Bank	File Imaging
TBWRC	Taylor, Bean & Whitaker Mortgage Corp.	Recon Contract
TDERC	Texas Dow Employees Credit Union	Recon Contract
TEST	Test account #1	Recon Contract
TEST	Test account #1	Recon Contract
TEST123	TEST TRAINING CONTRACT FOR RECONS	Recon Contract
TESTA2	TEST - ASSN2	Assignment Contract
TESTREL	Test	Recon Contract
TESTRET	TEST - RETRIEVAL	Doc Retrieval
TFSRC	Third Federal Savings	Recon Contract

... 7 8 9 10 11 12 13 14 15 16



TLExample2's Assigned Permissions

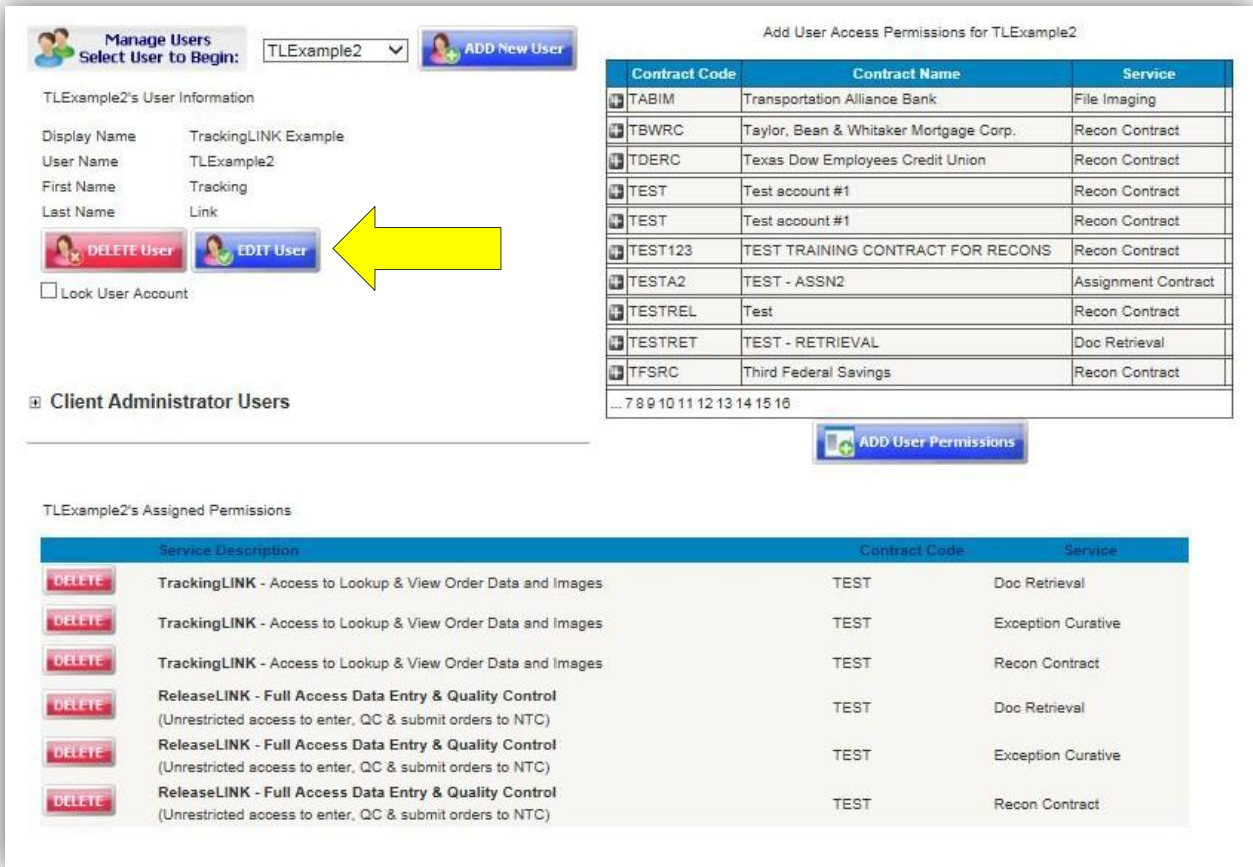
## Editing Existing User Login Information

Select the user you wish to edit from the drop down list.

# User Admin Console Manual



To edit the user information select the **EDIT User** button shown in this panel below:



This will open a new screen that will allow you to edit the first name, last name, display name and email address fields. You cannot edit the user name.

Update User Account

User Name: TExample2

First Name:

Last Name:

Display Name:

E-mail:

Force Password Change

[Change Password](#)

### How to Change an Existing User’s Password

You can change the user’s password directly in the system by clicking the **Change Password** hyperlink in the **Update User Account** window.

Update User Account

User Name: TExample2

First Name:

Last Name:

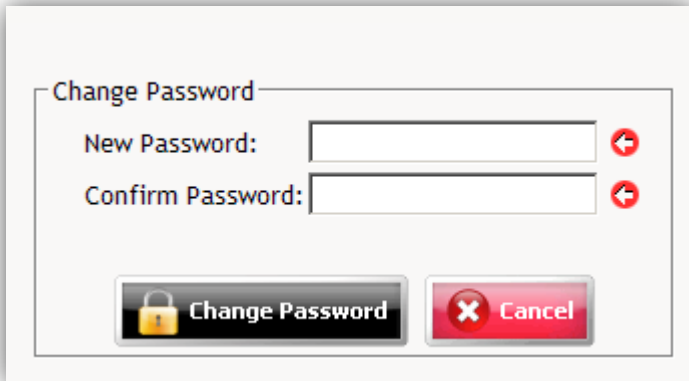
Display Name:

E-mail:

Force Password Change

[Change Password](#)

This will open a new window to enter the new password. Select the **Change Password** button to finish. Press **Cancel** to back out without changing the password.

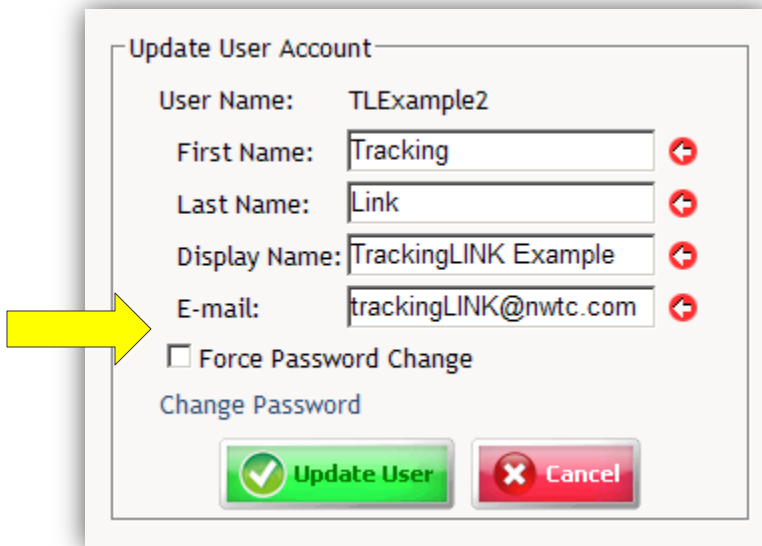


Change Password

New Password:

Confirm Password:

You can also force the password to be changed by the user the next time they log in by checking the **Force Password Change** box.



Update User Account

User Name: TExample2

First Name:

Last Name:

Display Name:

E-mail:

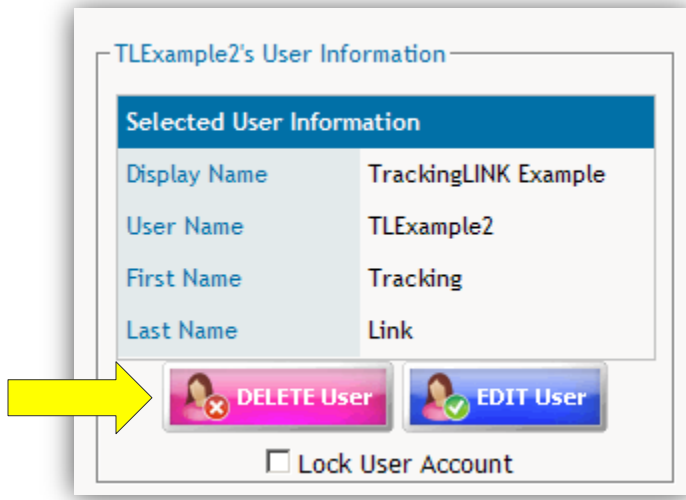
Force Password Change

Change Password

## How to Delete a User

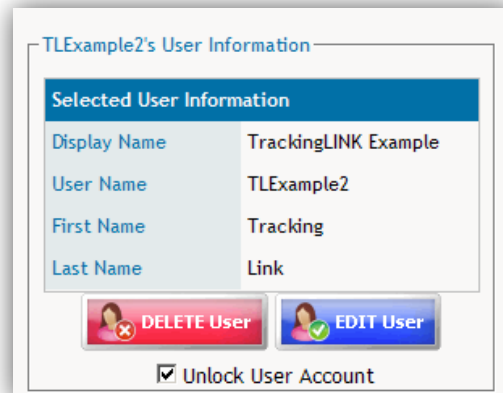
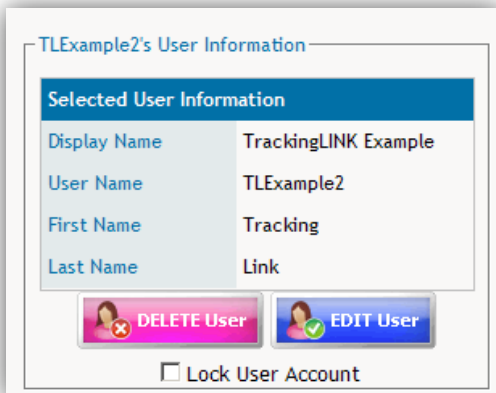
If you need to remove a user entirely, simply click the **DELETE User** button. *Caution:* Clicking this button immediately deletes the user without confirmation.





## How to Lock a User

If you don't want to delete the user, but need to restrict the account from logging in you can lock the account by checking the box **Lock User Account**. To remove this lock, unselect the checkbox.



## Navigating the User Administration Console

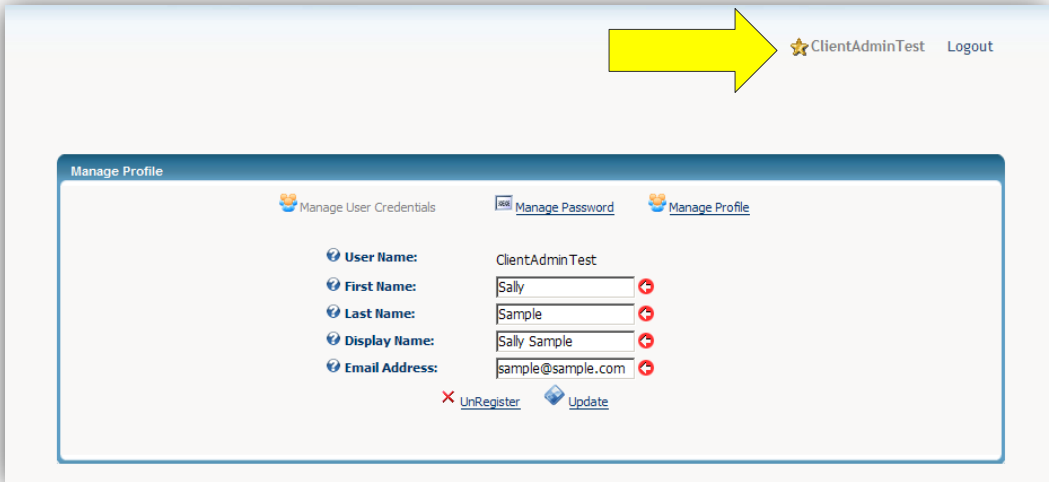
Under this feature you can only edit users or edit your own profile. Navigation is therefore very simple. The top right corner displays your current user name (shown here as "**Sample**") and a button to **Logout**.



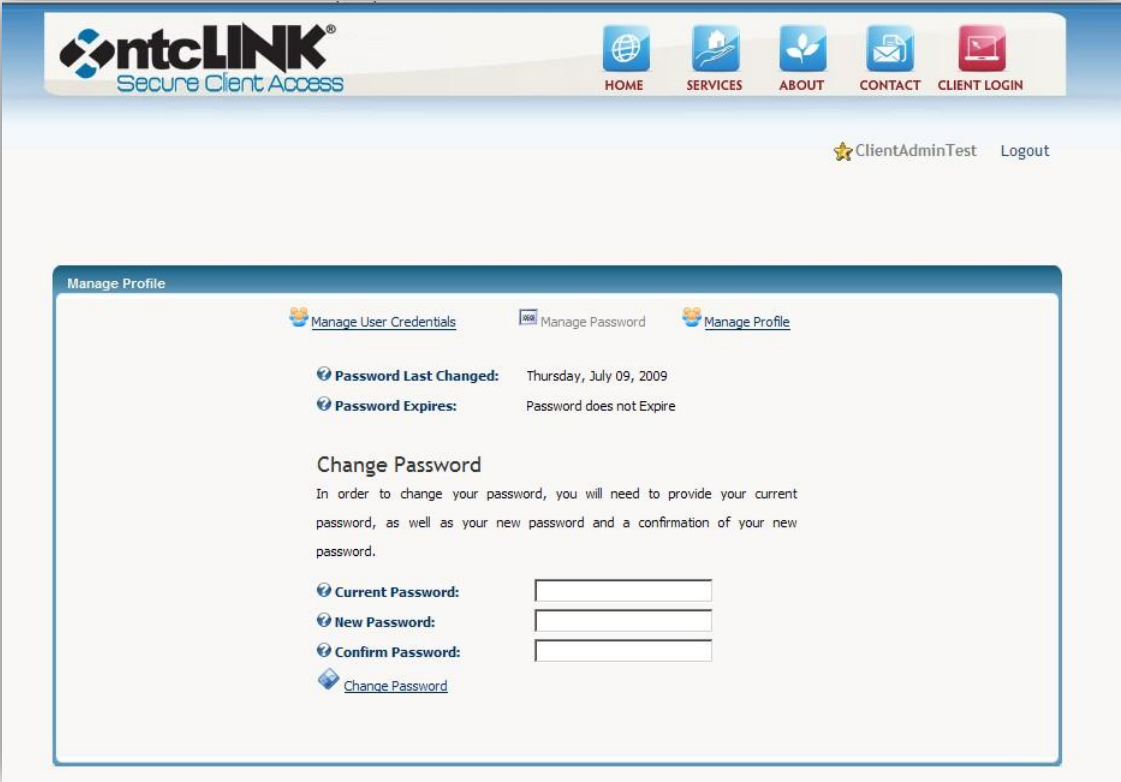
## Manage Your Profile

If you click your user name at the top right, you can edit your own profile including password, email address, etc. All users you create for your company will have this same feature. There are three options across the top: **Manage User Credentials**, **Manage Password** and **Manage My Profile**.

## Manage User Credentials Screen:



## Manage Password Screen:



## Manage My Profile Screen:

Manage Profile

[Manage User Credentials](#) [Manage Password](#) [Manage Profile](#)

Account Info

Contract Code:

Name

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Address

Unit:

Street:

City:

Region:

Country:

Postal Code:

Contact Info

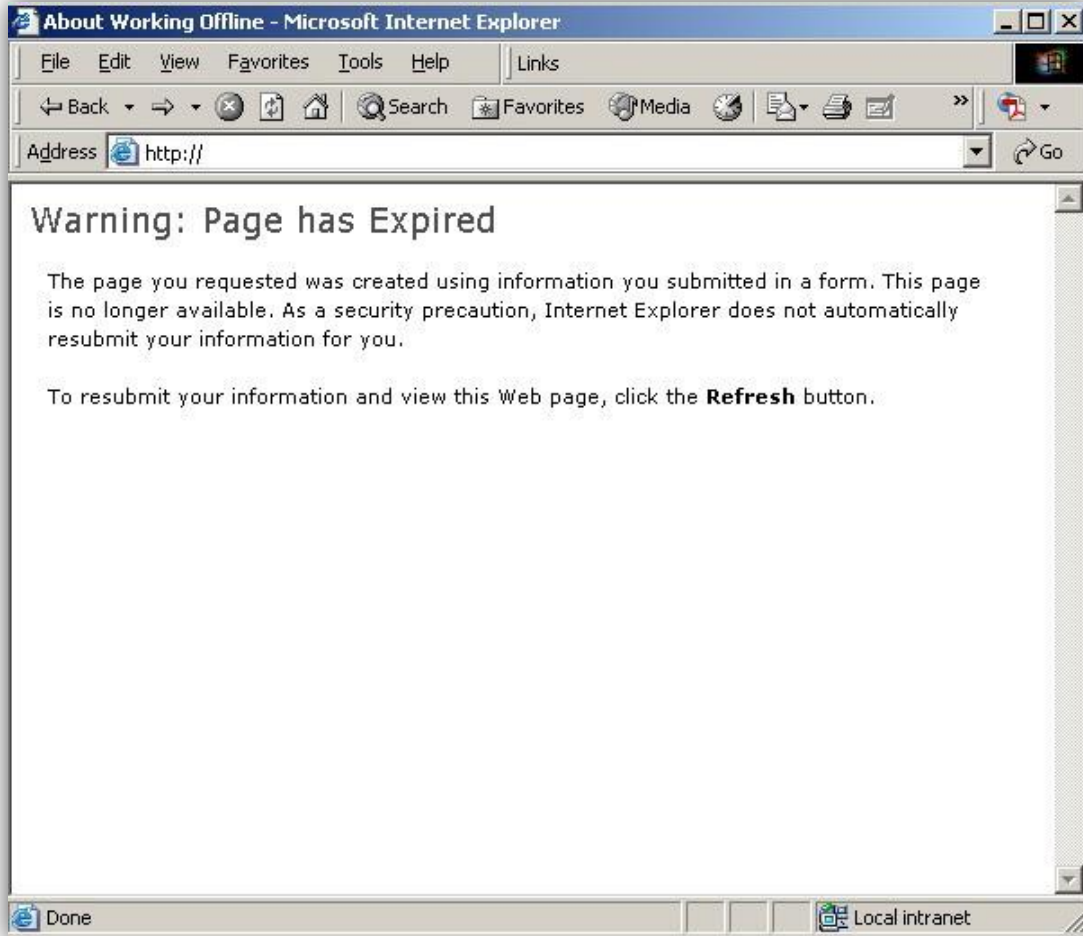
Telephone:

Cell/Mobile:

Fax:

## Troubleshooting

If for any reason throughout ntcLINK you encounter the error page below, hit the **BACK** button on your browser two times to return to the previous screen you were on.



**Please contact NTC for more information.**

This ntcLINK User Administration Console Manual is provided by



800-346-9152 ext 225

2100 ALT 19 North, Palm Harbor FL, 34683

Questions or Comments?

Please email us: [nwtc.info@nwtc.com](mailto:nwtc.info@nwtc.com)

[Visit our website: www.nwtc.com](http://www.nwtc.com)