Frequently Asked Questions
CIS Documentation in the NCLOR

Note: This Frequently Asked Questions document is a work-in-progress. Information will be added as necessary. If you have additional questions, please contact the CIS Help Desk at cishelpdesk@nccommunitycolleges.edu and request the Help Desk Ticket be tagged as “Documentation” so someone may further assist you, and ask to have your question added to this document if you think it may benefit other users.

Q1: I already have an NCLOR account. Do I need to create a new account?
A1: Even though you may already have an NCLOR account, you must follow the steps in the document titled Request Account Access to CIS Documentation in the NCLOR to request an account to access CIS Documentation. Your CIS Documentation username and password is unique for the CIS Documentation collection.

Q2: My college wants to share credentials by using one generic email address and password for all users. Is this practice acceptable?
A2: No, this practice is not acceptable. NCLOR accounts are issued to individual users only. A generic group name/email address may not be registered. If a generic group name/email address is registered, an NCLOR account will not be created.

Q3: What do I do if I forget my username and password for NCLOR?
A3: Please make a note of your username and password. If you forget your password, you must access http://explorelor.org/ and click the Lost password? link. Follow the steps to have your password reset by the NCLOR Administrator. Your password may not be reset immediately. The CIS Help Desk will not be able to reset your password as your password is unique to you.
Q4: I registered for an NCLOR account, but I have not received an email from the NCLOR Administrator. What do I do?
A4: If you register for an NCLOR account and do not receive an email from the NCLOR Administrator containing your Username and a temporary Password, along with further instructions about how to access CIS Documentation in the NCLOR, check your email Spam/Junk folder. If the email is not in this folder, do NOT request a new NCLOR account. Access the NCLOR website, then click Forms > Issue Reporting Form. Fill in the required fields of the form. In the Issue Description field, state that you have not received an email confirming your registration with a user name and temporary password.

Q5: I registered for an NCLOR account. I logged in to change my password. I’m ready to check out CIS Documentation, but I do not see anything related to CIS Documentation. Why not? What do I do?
A5: If you log in to NCLOR and do not see the Browse by CIS Documentation link on the left side of the screen, this means you did not click CIS Project under Job Role when you registered, per the document titled Request Account Access to CIS Documentation in the NCLOR. To solve, do NOT request a new NCLOR account. Instead, on the NCLOR website, click Forms > Issue Reporting Form. Fill in the required fields of the form. In the Issue Description field, ask for the Job Role to be switched to CIS Project.

Q6: I’m browsing CIS Documentation, but suddenly, I’m seeing documentation that is not related to CIS. What did I do?
A6: The CIS Documentation collection is one of many collections in the NCLOR. Make sure you click the Browse by CIS Documentation link to search for CIS Documentation. If you click any of the other Browse by... links on the left side of the screen, documentation unrelated to CIS Documentation may be displayed.

Q7: Are there any known browser issues when accessing NCLOR?
A7: No. There are no known browser issues when accessing NCLOR.