User Account Guide

Your user ID and password will replace your Trading Partner Identification Number (TPIN) as the method of logging into your Central Contractor Registration. Once a user account is created, you may invite a CCR Alternate Point of Contact (POC) as well as Maintenance Users. Maintenance Users have the ability to update and renew registrations associated with their user accounts. The only function Maintenance Users do not have is the ability to edit the CCR Primary or Alternate POC.

Below are step-by-step instructions for:

1. Creating a User Account—for users who currently have a TPIN or Confirmation Number
2. Creating a User Account—for new users
3. Adding a Maintenance User to a registration
4. Removing a Maintenance User from a registration
5. Linking a DUNS number to a user account
6. Updating the CCR Primary or Alternate POC when it is "View Only"

*Please Note: Passwords will now expire every 60 days per security policy.

1. Creating a User Account—for users who currently have a TPIN or Confirmation Number:

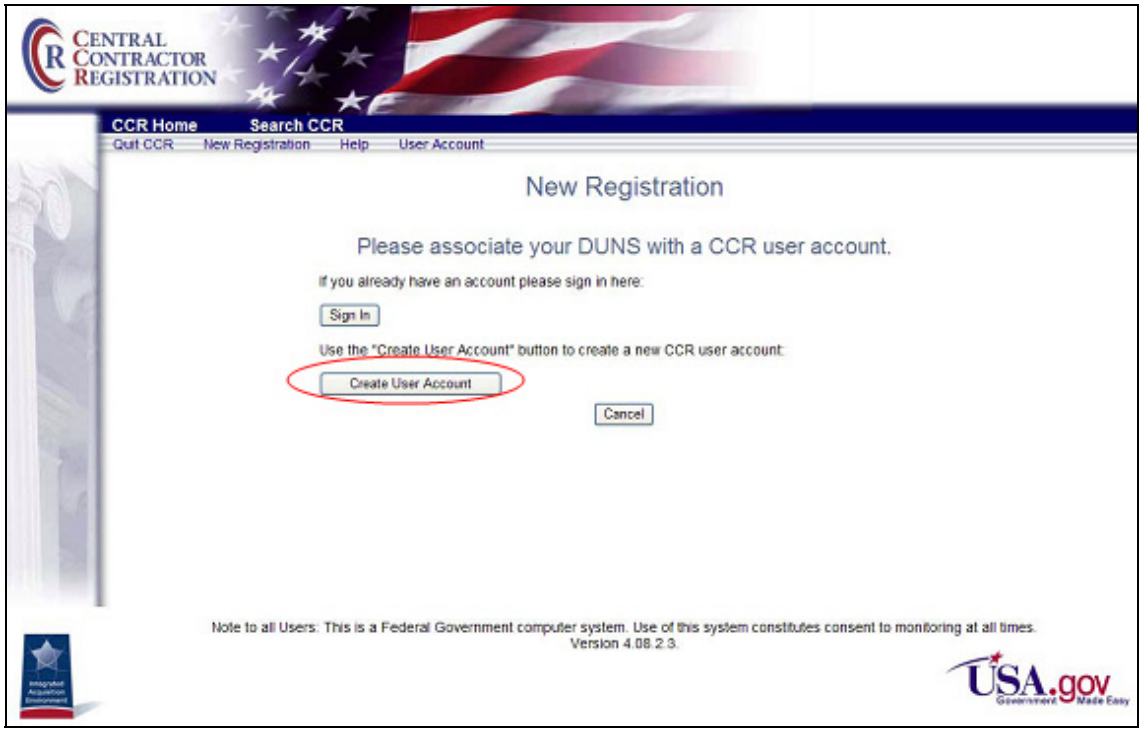
- Start from the homepage http://www.ccr.gov/**.**
- Select "Update or Renew Registration".
- Select the appropriate entity and click "Continue".
- Use TPIN or Confirmation Number log in and enter your DUNS and TPIN or Confirmation Number.
- Select "Log in".
    - A message is displayed confirming that your login is correct, and prompting you to select the appropriate option to link your registration to a user account.
    - An option to create a new user account is also displayed.
- Click on "Create New User Account".

- Type in your email address, then select “next”.
  - ❖ Important: The email address provided must match the existing email on file for the CCR Primary or Alternate POC. The data you provide here will also be used within the registration for your CCR POC information.
  - ❖ The Create your User Account page is displayed. You will be prompted to create a user ID and password. Instructions for both are listed on that page. When satisfied with entries, click “Next”.
  - ❖ Once you create your user ID and password and click “Next”, CCR verifies that the password meets the criteria given and that the user ID has not already been used. If one of the fields fails verification, you will be given a message prompting you to create a different user ID or password.
- If the user ID and password you create meet the criteria, when you click “Next”, the “Account Information” page is displayed.
- Enter your name and contact information. Note that User ID, First & Last Name, Phone number and Email are all mandatory fields.
- Upon completing your account information, select “Next”.
- Now you will be prompted to create security questions.
- Use the drop-down option to select a question; enter the answer in the box to the right; and then click “Add Security Question”.

- Repeat this process until you have at least five question-answer sets. Then click on the "Next" button.
- A message is displayed prompting you to save the user account information and continue creating or editing your Trading Partner Profile or annual validation.
- Click on "Next".
- Your registration is displayed and ready for you to update and renew.

2. Creating a User Account—for new users:

- Start from the homepage http://www.ccr.gov/
- Select "Start New Registration".
- Select the appropriate entity and click "Continue".
- Read the instructions, and then click "Continue with Registration".
- Enter your DUNS Number and click on "Next".
- Enter company information (Legal Business Name & Physical Street Address), and click "Next".
- If the D&B data is correct, click "Accept/Continue".
  - ❖ Log in or create a new user account options are displayed.
- Click "Create User Account".

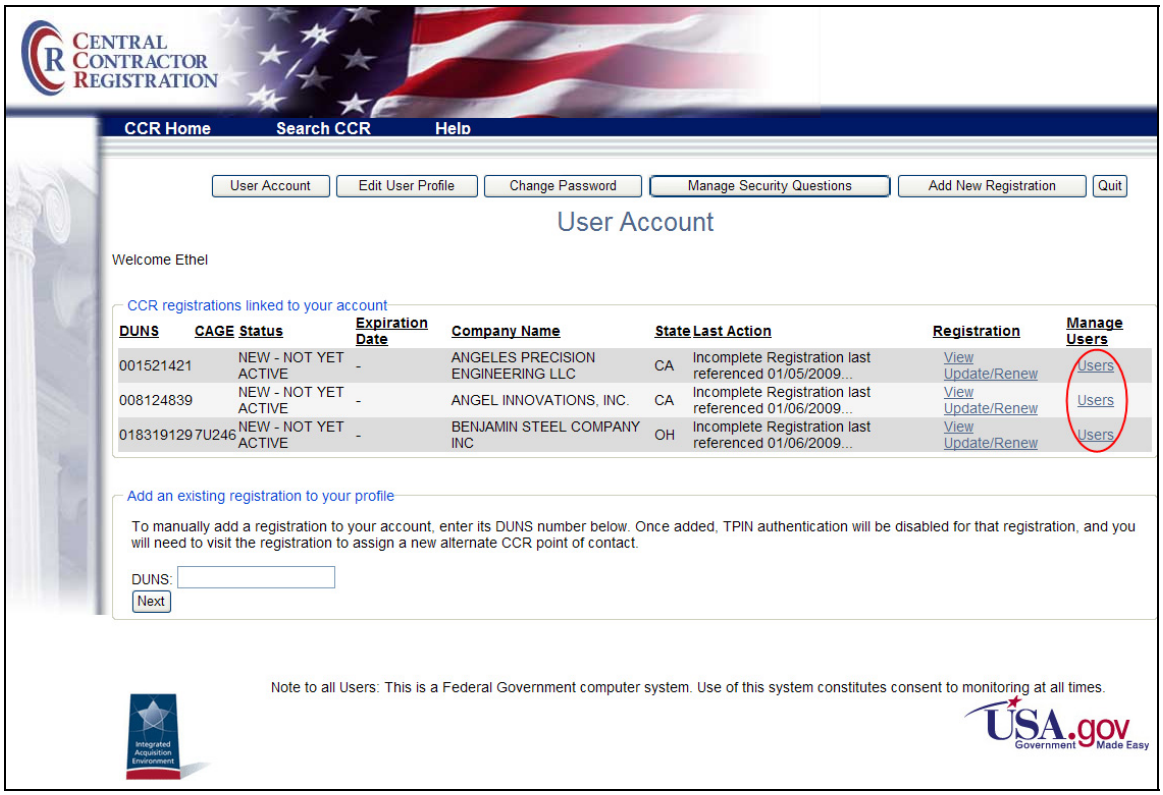


- The Create Your User Account page is displayed. Enter a user ID and password. Instructions for both are listed on the page. Click on "Next".
  - ❖ Once you create your user ID and password and click "Next", CCR verifies that the password follows the required criteria and that the user ID has not already been taken. If one of the fields fails verification, a message is displayed prompting you to create a different user ID or password.

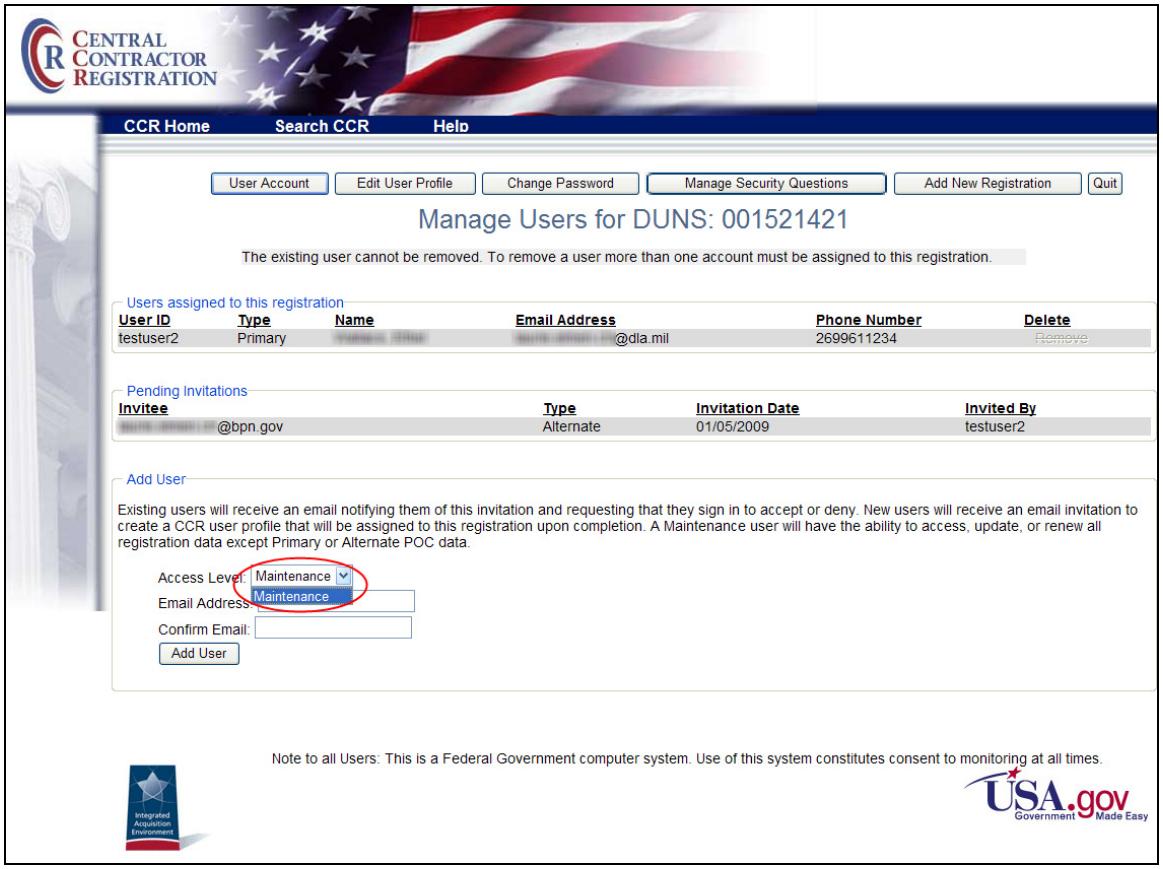
- If the user ID and password you create meet the criteria, the Account Information page is displayed.
- Enter your name and contact information. Note that User ID, First Name, Last Name, Phone number, and Email are all mandatory fields.
- Upon completing your account information, select “Next”.
- Now you will be prompted to create security questions.
- Use the drop-down option to select a question; enter the answer in the box to the right; and then click “Add Security Question”.
- Repeat this process until you have at least five question-answer sets. Then click on the “Next” button.
- A message is displayed prompting you to save the user account information and continue creating or editing your Trading Partner Profile or annual validation.
- Click on “Next”.
- A “New Registration” screen is displayed. Click “Continue”.
- Next, the CCR registration instructions page is displayed. Read the information, and then click “Continue”. The first page of your registration, General Information, is displayed.

3. Adding a Maintenance User to a Registration:

- Start at your User Account page.
- Under the “CCR Registrations linked to your account” section, click on the "Users" link for the registration you wish to add a maintenance user to.



- Under the “Add User” section, select the “Access Level” drop-down menu list and select “Maintenance”.

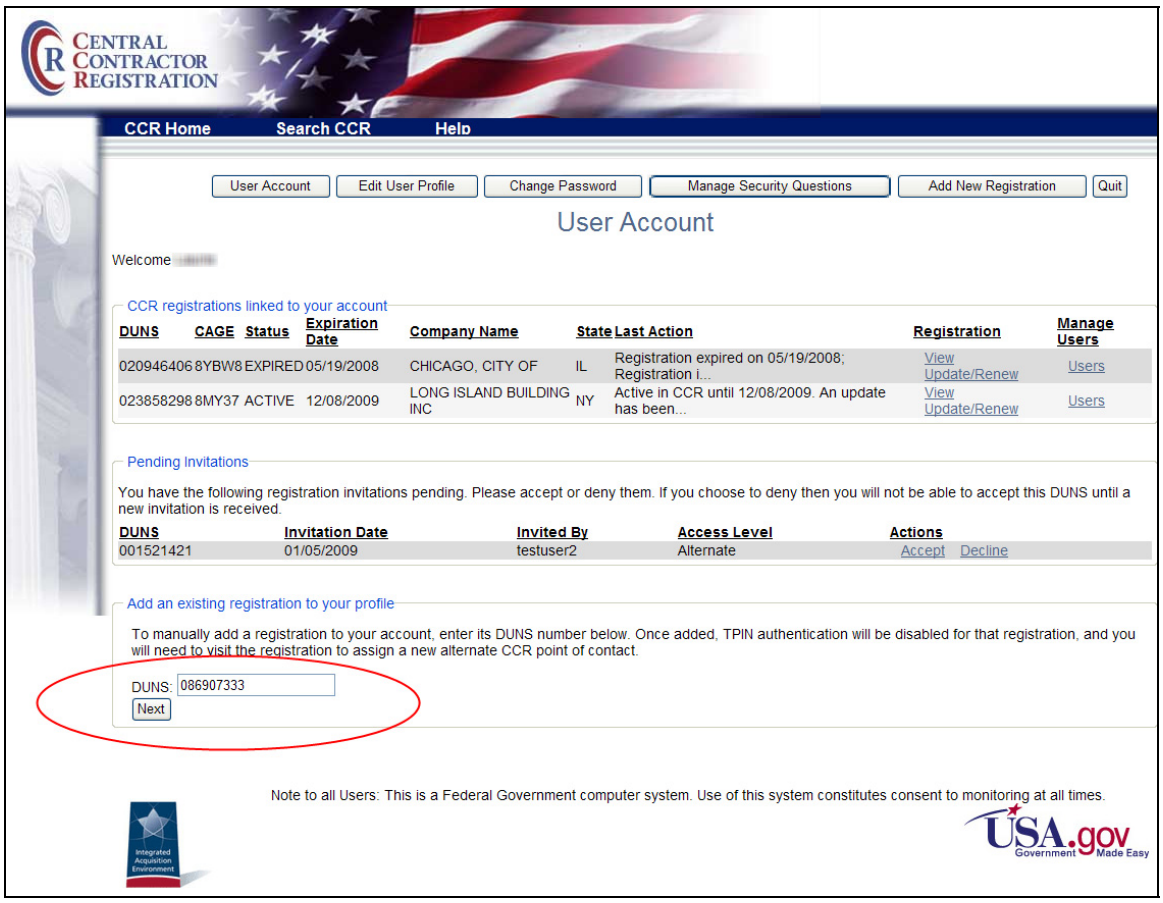


- Enter the email address for the person you wish to invite as a maintenance user. Enter the email address again in the Confirm Email field. Click on “Add User”.
- The individual to whom the invitation has been sent is now listed in the “Pending Invitations” section.
- Once the maintenance user has accepted the invitation and created a user account, his or her name is shown under the “Users assigned to this registration” section with the user type listed as Maintenance.
- Multiple maintenance users may be assigned to a registration.

4. Removing a Maintenance User from a Registration:

- A Primary or Alternate CCR POC may remove a maintenance user from a registration. Start at your User Account page and click the “Users” link for the appropriate registration.
- Next, select the “Remove” link next to that user's name in the Users assigned to this registration section. The registration is instantly removed from the user account of the removed maintenance user.

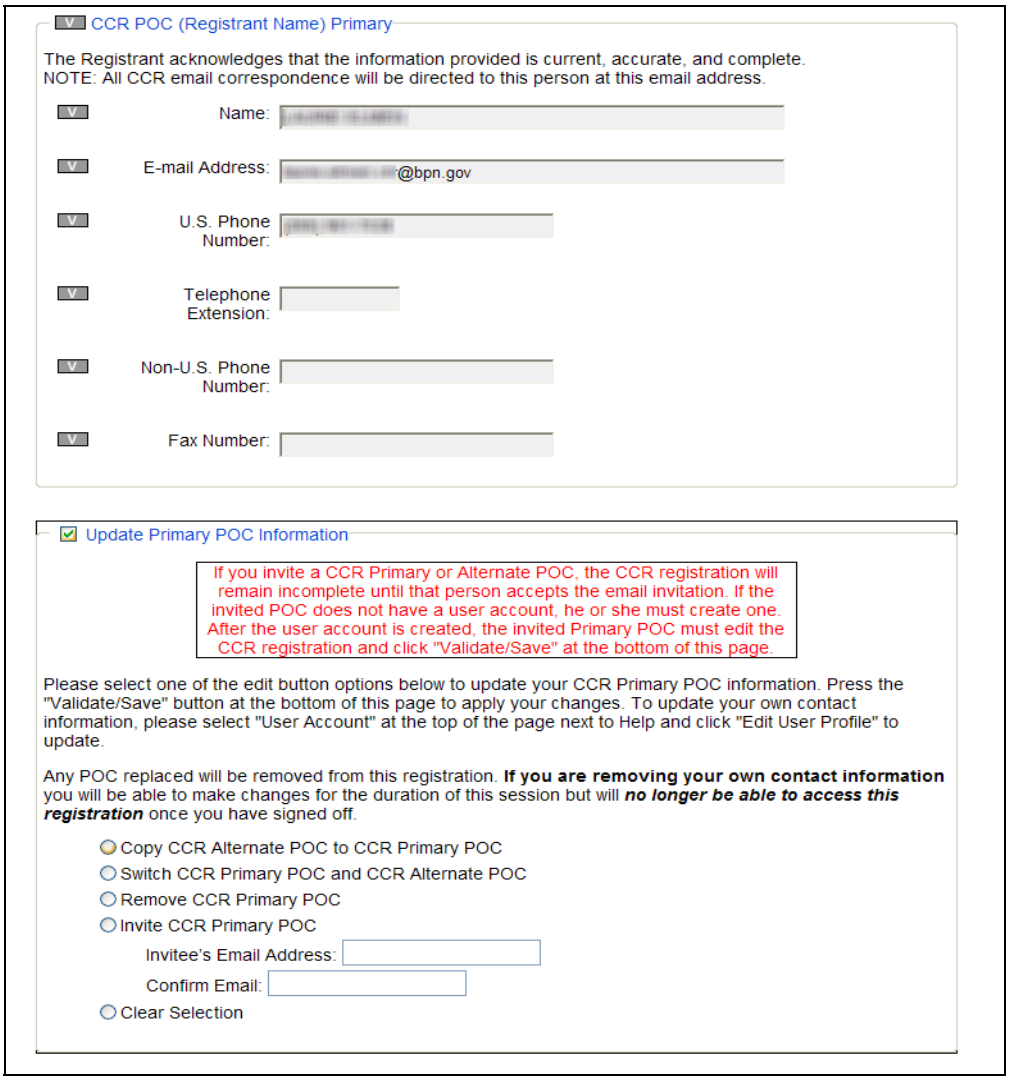
5. **Linking a DUNS Number to a User Account:**
   - One or multiple registrations can be added to a user account if that user is the current CCR primary or alternate POC for that registration.
   - Start at the User Account page.
   - Under "Add an existing registration to your profile" section, enter the DUNS number and click "Next".



- Enter the TPIN for that registration and click “Next”. The DUNS number will now be listed on your User Account page.

6. Updating the CCR Primary or Alternate POC when it is "View Only":

- There are Update boxes located below the CCR Primary and Alternate POC sections that allow you to make changes to those POCs.
- To update the CCR Primary POC, navigate to the Points of Contact registration page and the box “Update Primary POC Information” located below the CCR POC Primary box.



- Mark your selection of Copy CCR Alternate POC to CCR Primary POC, Switch CCR Primary and Alternate POCs, Remove POC, Invite POC, or clear selection. Then click “Validate/Save”.
- To update the CCR Alternate POC Information, navigate to “Update Alternate POC Information” located below the “CCR POC Alternate, then mark your selection of Copy CCR Alternate POC to CCR Primary POC, Switch CCR Primary and Alternate POCs, Remove POC, Invite POC, or clear selection. Then click “Validate/Save”.

*Note- if you choose to send an invitation, the registration will remain incomplete until the invited party accepts the invitation, creates a user account, and selects “Update/Renew” for that registration. Then, they will need to navigate to the POC page to validate/save at the bottom of the page.

STILL HAVING PROBLEMS? WANT TO AVOID CALLING THE HELP DESK? CLICK HERE TO SEE THE MOST COMMON USER ID & PASSWORD QUESTIONS AND ANSWERS.