Password Procedures

How do I log into the CDAA?
You can access the CDAA at https://cdaa.npcc.org.
If you are logging into the CDAA for the first time, you will need to obtain your username from your Entity Administrator (EA) and follow the steps under “I forgot my password!”

I forgot my password!
If you have forgotten your password for the CDAA:

1. Go to https://cdaa.npcc.org
2. Click I forgot my password at the bottom of the screen
3. Enter the Username supplied to you by your Entity Administrator (EA) and the email address associated to that username.

If your Username and email address match, you will receive an email notification with a link to create a new password. The email will be sent from compliance-support@npcc.org. You should receive the email within a few minutes. If you do not receive your password within a few minutes, check your Junk Mail folder to make sure that the automated email was not automatically filtered out as spam by your email program.
How do I change my password?
To change your password:

1. Go to https://cdaa.npcc.org
2. Select System Administration and click Change Password (you can also access this through My Contact Information and Change Password at the top of the page)

3. On the “Change Password” screen
   a. Enter your Old Password
   b. Enter your New Password (twice)
c. Click **Change Password**

How does my Entity Administrator reset my password?

1. Select **System Administration**
2. Click **Search Contacts**
3. Click **Select** next to the appropriate contact (or enter filter criteria, click **Search**, and click **Select**).
4. Click **Reset Password** at the top of the page.
5. Click **OK**

You will receive an email with a link that will allow you to reset your password. For password requirements, see “What makes for a secure password?”

**What makes for a secure password?**
NPCC requires that use of a secure password that meets the following requirements:

1. Your password may not contain any part of your name or your username exceeding two consecutive characters.
2. Your password must be at least 8 characters in length.
3. Your username must contain characters from 3 of the following 4 categories:
   a. Uppercase characters (A through Z)
   b. Lowercase characters (a through z)
   c. Numbers (0 through 9)
   d. Non-alphanumeric characters (such as: !, $, @, %)

The Portal will require you to change your password periodically for security purposes.