



# **MyNCR**

## **Key Management Training**

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# MyNCR Key Management Training

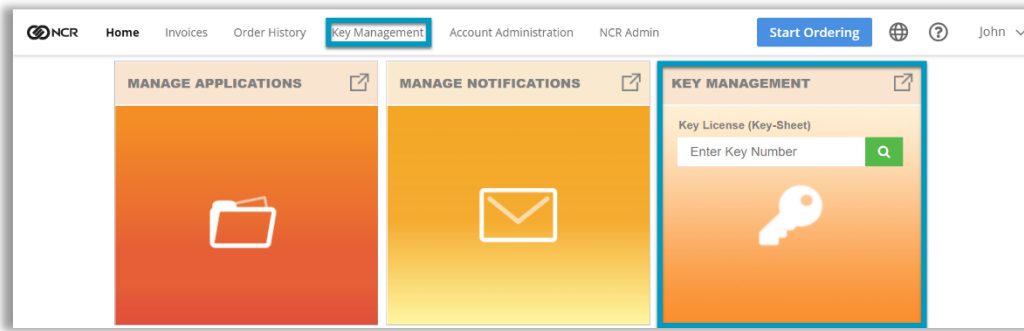
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This user guide for Key Management in MyNCR is designed to provide Partners with basic instructions for managing keys via NCR's key management experience.

The intended audience for this guide is NCR Partner Users who access their keys online from NCR.

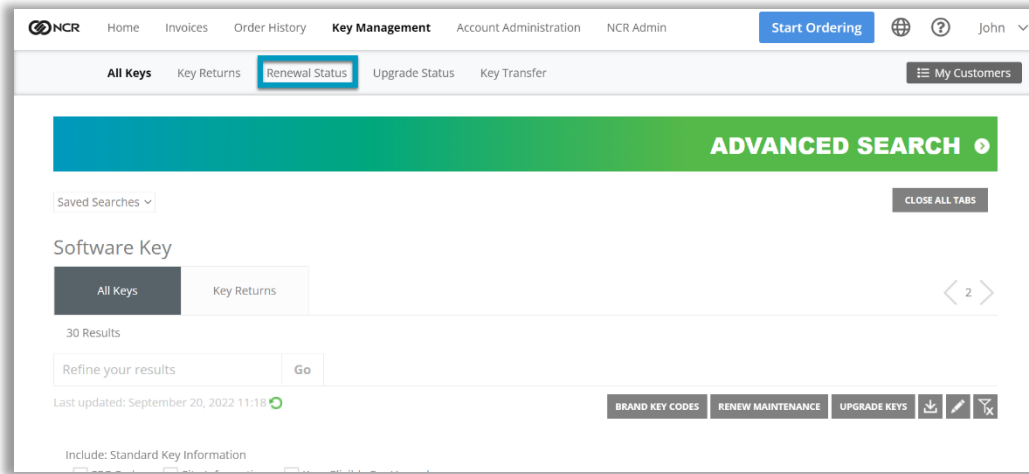
# Accessing Key Management

- Step 1 Log in at <https://myncr.ncr.com/>
- Step 2 From your dashboard, click “Key Management” in the upper left of the screen or click on the “Key Management” portlet.

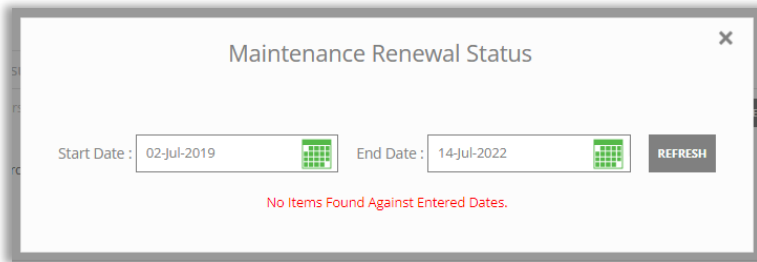


# Checking Renewal Status

Step 1 Click on the “Renewal Status” button in the top left dropdown under “Key Management”



Step 2 You will see a prompt to input a ‘Start Date’ and ‘End Date’ fields to refine your search. Input a date range and select “Refresh”.



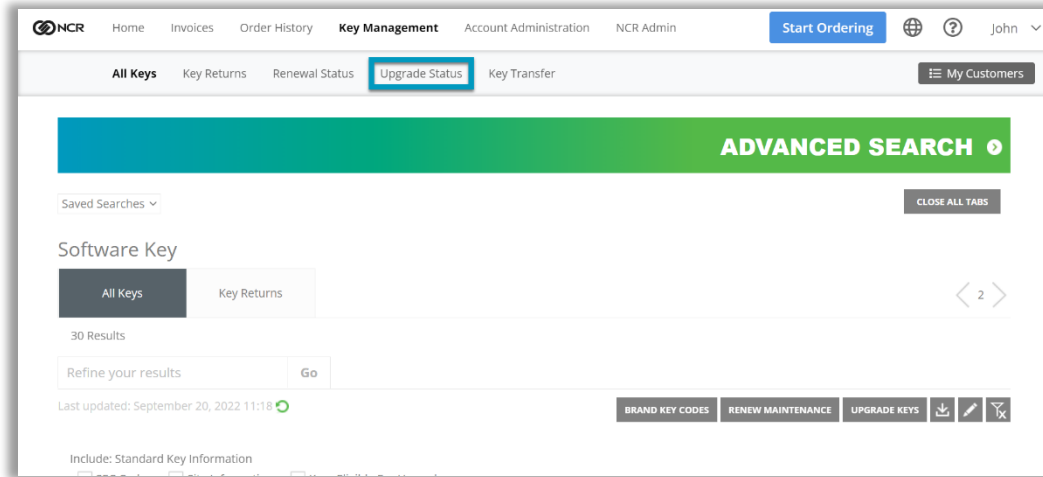
You will then be shown a list of keys, along with their renewal status and related information.

The screenshot shows a table titled 'Maintenance Renewal Status' with the same date filters as the previous image. The table contains the following data:

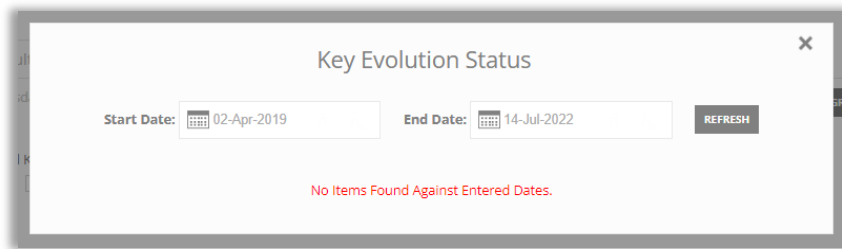
Order Number	Ref Number	Key Number	PO Number	Creation Date	Years	Status	Processed Date	Requested End Date
ALHR18800001		26477	JA-28_Aug-expired	28-Aug-2019 07:12:37 AM	3 years	Successful	28-Aug-2019 07:17:02 AM	
ALHR24300001		128738	sss	23-Oct-2020 04:56:02 AM	1 years	Invalid	23-Oct-2020 04:57:02 AM	
ALHR24300002		283355	PO	23-Oct-2020 05:02:14 AM	3 years	Posted	23-Oct-2020 05:03:23 AM	
ALHR24300003		36662		23-Oct-2020 05:34:31 AM	2 years	Invalid	23-Oct-2020 05:36:02 AM	
ALHR19100004		24474	JA-29-Aug-Ext-2 1st year	29-Aug-2019 07:53:45 AM	1 years	Invalid	25-Mar-2022 04:01:15 AM	

# Checking Upgrade Status

Step 1 Click on the “Upgrade Status” button in the top left dropdown under “Key Management”



Step 2 You will see a prompt to input a ‘Start Date’ and ‘End Date’ fields to refine your search. Input a date range and select “Refresh”.



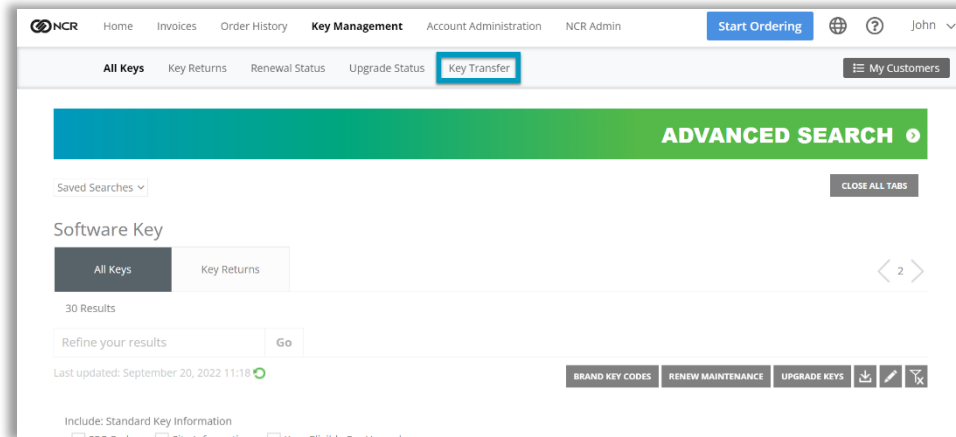
You will see a list of keys, along with their upgrade status and related information.

The screenshot shows the 'Key Evolution Status' dialog box with the 'REFRESH' button clicked. Below the date fields, a table displays the results of the search. The table has the following columns: Date Submitted, Customer ID, Key Number, Old Version, New Version, Processed Date, and Status.

Date Submitted	Customer ID	Key Number	Old Version	New Version	Processed Date	Status
08-Nov-2019 08:42:52 AM	7435671	9672	12.3	15.1	08-Nov-2019 09:35:07 AM	SUBMITTED
08-Nov-2019 08:42:52 AM	7435671	9675	6.7	15.1	08-Nov-2019 09:35:07 AM	SUBMITTED
08-Nov-2019 08:42:52 AM	7435671	9674	6.7	15.1	08-Nov-2019 09:35:07 AM	SUBMITTED

# Transferring a Key

Step 1 Click on the “Key Transfer” button in the top left dropdown under “Key Management”



Step 2 Complete all fields on the Key Transfer form and click the “Submit Transfer” button in the bottom right.

 A screenshot of the 'Key Transfer' form. The form is titled 'Key Transfer' and has a close button (X) in the top right corner. It is divided into two main sections: 'Reseller to be transferred to' and 'Site Information'.
   
 The 'Reseller to be transferred to' section contains the following fields:
 

- Key Number (text input)
- Company Name (text input)
- Contact Person (text input)
- Contact Phone (text input)
- Contact Email (text input)

 The 'Site Information' section contains the following fields:
 

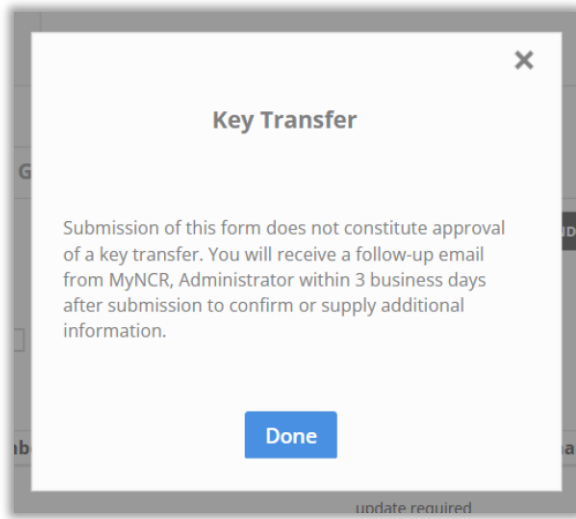
- Name (text input)
- Address 1 (text input)
- Address 2 (text input)
- City (text input), State (text input), Zip (text input)

 Below the address fields are three radio button questions:
 

- Has Ownership changed at this site? Yes  No
- Does this site operate any NCR Hardware? Yes  No
- Does this site utilize NCR Hosted Solutions? Yes  No

 At the bottom of the form is a 'Reason for transfer?' text area. At the bottom right, there are two buttons: 'Cancel' and 'Submit Transfer'.

You will receive a confirmation message that your key transfer request has been submitted. This request will be reviewed and you will receive additional information within 3 business days.



# Viewing Brand Key Codes

- Step 1 Select the applicable keys using the checkboxes on the left side of the table. Then click on the “Brand Key Codes” button at the top right of the table.

Software Key

All Keys Key Returns

2,506 Results

Refine your results Go

Last updated: July 14, 2022 10:59

BRAND KEY CODES RENEW MAINTENANCE UPGRADE KEYS

Include: Standard Key Information

SEC Codes  Site Information  Keys Eligible For Upgrade

Select All

Key ID	Master Customer Number	Master Customer Name	Site Name	Maintenance Date	Invoice Number	Invoice Date	Description
<input checked="" type="checkbox"/> 6702	7435671	Foremost Business		13-Dec-2019 12:00:00 AM	RETURNED	01-Sep-2000	software license update required - please email to Ibertech, Inc.
<input checked="" type="checkbox"/> 11792	7435671	Foremost Business		13-Dec-2019 12:00:00 AM	CN-IN14624R	03-Feb-2001	software license update required - please email to Ibertech, Inc.

- Step 2 A .txt document will automatically be available to save to your computer. You can view the brand Key Codes within this document.

```

KeyCodeList_GT185085_1657819397353 - Notepad
File Edit Format View Help
; KEY 12010
; software license update required - please email to Ibertech, Inc.
; 55416

SEC1 = C4E5A027BAAF194
SEC2 = 581ACBB480D9DB
SEC3 = FB477440E928223F
SEC4 = D83A66864605CE904
SEC5 = 0AAEDEB8372C6
SEC6 = 3A173BA04

; KEY 11792
; software license update required - please email to Ibertech, Inc.
; 55416

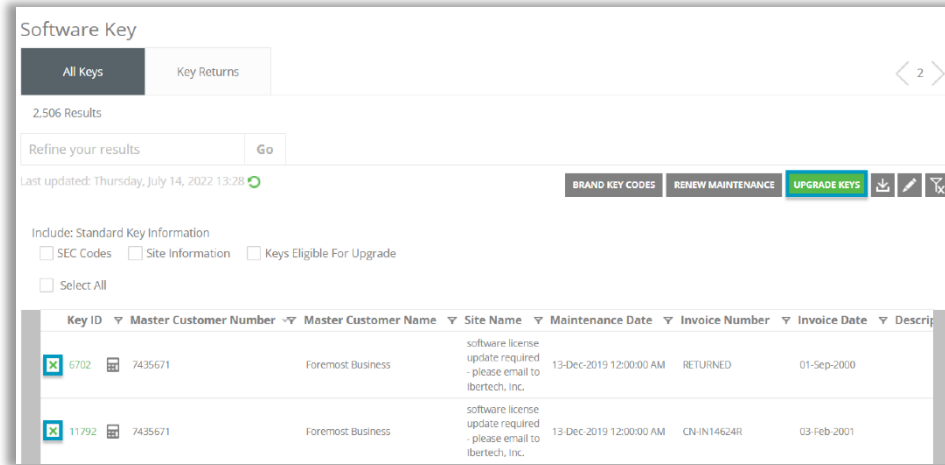
SEC1 = CFEE93F223574
SEC2 = CFFC02970A2F
SEC3 = B0E9F0AE69A9F3
SEC4 = 023CC73

; KEY 6702
; software license update required - please email to Ibertech, Inc.
; 55416

SEC1 = 09FA42928A604
SEC2 = B3FBF25D2A4E
SEC3 = 90E266D45E29
SEC4 = F2E23CC73
  
```

# Upgrading Keys

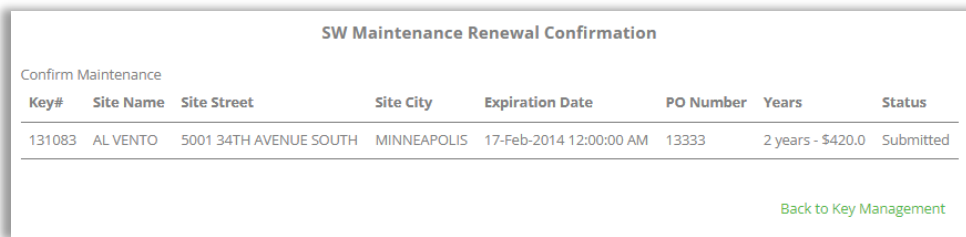
Step 1 Select the applicable keys using the checkboxes on the left side of the table. Then click on the "Upgrade Status" button at the top right of the table.



Step 2 Complete the 'PO Number' field with your desired PO number, select the number of years for renewal using the 'Years' dropdown, and then click the 'Submit Renewal' button.

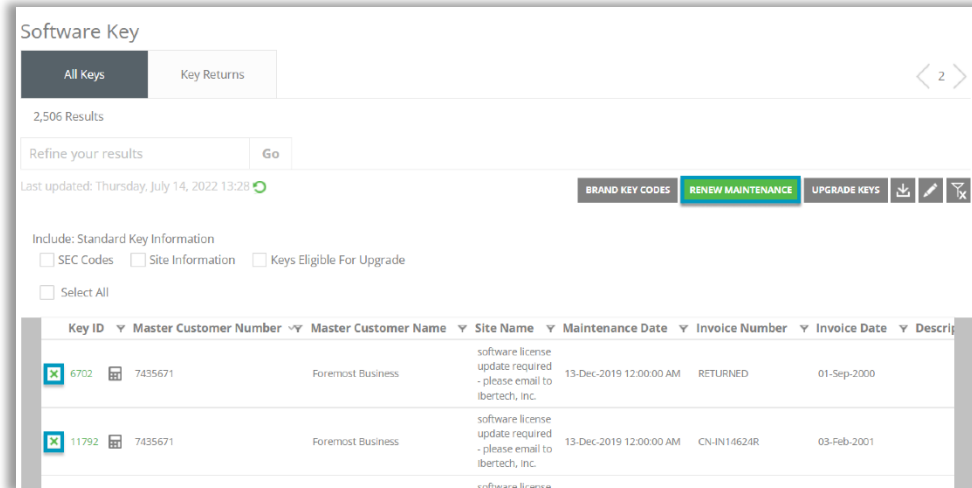


You will receive a confirmation message that your maintenance renewal has been submitted.

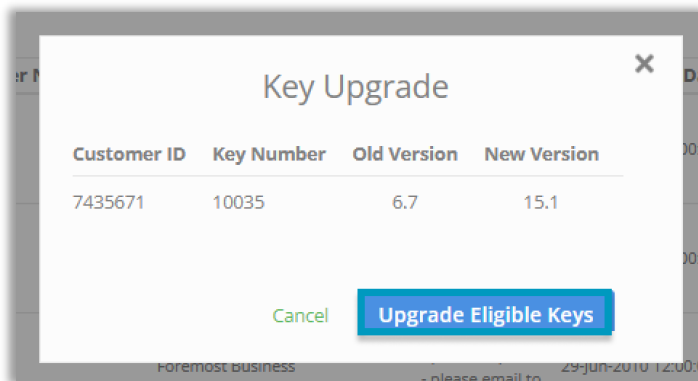


# Renewing Maintenance

Step 1 Select the applicable keys using the checkboxes on the left side of the table. Then click on the “Brand Key Codes” button at the top right of the table.



Step 2 Complete all fields on the Key Transfer form and click the “Submit Transfer” button in the bottom right



You will receive a confirmation message that your maintenance renewal has been submitted.

