



PowerCommand Cloud™ and Connect Cloud™ integration with Cummins Online Login

Why: Provide users the opportunity to have one username and password across multiple Cummins systems and enhance cybersecurity.

When: August 20th, 2024

Impacted Users:

- Dealers and External Distributors (distributors that do not have a Cummins WWID) that use PowerCommand Cloud
- PowerCommand Cloud Customers
- Connect Cloud Customers

What does this mean for me?

- If you're an impacted user, you'll need to follow a few simple steps from a web browser to login successfully on or after August 20th.
 - The steps that need to be followed were e-mailed from noreply@powercommandcloud.com.
 - These steps are one-time only and you'll be able to use the application immediately afterward.
 - These steps must be completed to login successfully to the mobile application.
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Frequently Asked Questions

Question: *I or my customer didn't receive an instruction e-mail.*

Answer: Please use your e-mail search to search for messages from noreply@powercommandcloud.com. Please also check your junk/spam folder. Ensure you don't have mail rules that might be routing the e-mail to different folders.

Question: *I or my customer can't login to the mobile app after August 20th. It states "Your login attempt has failed. Make sure the username and password are correct".*

Answer: One-time steps were e-mailed to impacted users from noreply@powercommandcloud.com. These steps will need to first be completed in a web browser (can be a mobile web browser or computer web browser), then you should be able to login to the mobile app.

Question: *I am a dealer and the username that was given PowerCommand Cloud access is not the one I use for other Cummins websites. Can I change it?*

Answer: Yes, this can be changed, please reach out to [Cummins Care](#).

Question: *When I try to sign in on at <https://portal.powercommandcloud.com>, it states "Your login attempt has failed. Make sure the username and password are correct".*

Reference the e-mail from noreply@powercommandcloud.com to complete the one-time steps. If complete, try using the 'Forgot your password' link on the sign-in page to reset your password.

If you still need support, please contact [Cummins Support](#).