If you get the message, “Email address has already been taken,” it means you already have an account for CFNC.org or NCResidency.org (RDS). If so, DO NOT CREATE A NEW ACCOUNT. Instead, recover your existing account, using the steps below, and use the same login info for both sites:

**Recover Account Name: www.CFNC.org**

1. On the Sign In to CFNC.org page, click the **Forgot your account name or password?** link. Then, on the Sign In Help page, click the **Forgot your account name?** link.

2. On the next page, under **Forgot Your Account Name?**, enter your first name, last name, and email address, then click **Recover Account Name**. If you have forgotten your email address, please contact Technical Support at 866-866-CFNC (2362) during business hours.

3. Answer your security question in the text box provided; then click **Get Account Name**. If you didn't provide a password security question or can't remember the answer, please contact your administrator or Technical Support at 866-866-CFNC(2362) during business hours.

4. Your account name is displayed. Click the **Return to Sign In** link to return to the Sign In to CFNC.org page.
Reset Password:  www.CFNC.org

1. On the Sign In to CFNC.org page, click the Forgot your account name or password? link. Then, on the Sign In Help page, click the Forgot your password? link.

2. On the next page, Under Forgot Your Password?, enter your account name and last name, then click Reset Password.

3. Answer your security question, enter your new password twice, then click Reset Your Password.

4. A success message is printed at the bottom of the page. Click the Return to Sign In link to return to the Sign In to CFNC.org page.