

If you get the message, "Email address has already been taken," it means you already have an account for CFNC.org or NCR residency.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](http://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](http://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.

Sign In to CFNC.org

Sign In To Your Account

Account name

Password

Sign In

Forgot your account name or password?

Choose an option then complete the fields below.

Forgot your password?

Forgot your account name?

Request your password be reset by your counselor or advisor

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

Forgot Your Password?

Account Name

JaneDoe1414

Last Name

Doe

Reset Password

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

What is the name of your first pet?

Monte

New Password

.....

New Password (again)

.....

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.

Password Change Successful

Your password has been successfully changed.

Warning: Notify your administrator/advisor if you did not request that your password be reset.

Return to Sign In