

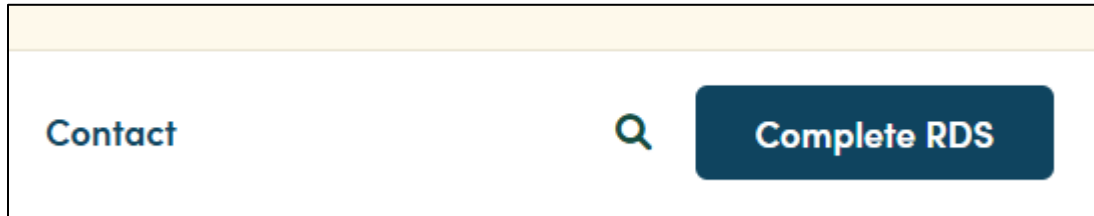


Recover Account Name and/or Reset Password in RDS

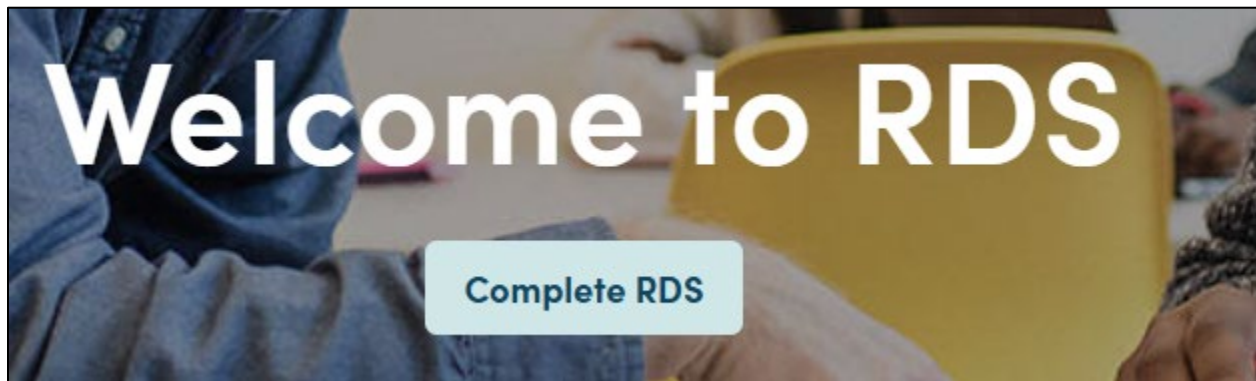
Recover Username:

1. From the RDS homepage, click the **Complete RDS** button.

From the top right of the page:



From the middle of the page:



2. On the next page, click **Login with RDS/CFNC Account**.





Recover Account Name and/or Reset Password in RDS

3. Click **Forgot your username.**

CFNC | College Foundation of North Carolina

Sign In to Your Account

Username

Password

Sign In

Two-Factor Authorization [info](#) - required for NC 529 and Loan Accounts
[Forgot your username?](#) [Forgot your password?](#)
Don't have an account? [Create one today!](#)

4. On the next page, under **Sign In Help** enter your First Name, Last Name, and Email Address, then click **Recover Username**. If you have forgotten your email address, please contact the Student Help line at 844-319-3640 during business hours.

CFNC COLLEGE for NORTH CAROLINA

Sign In Help

First Name

Last Name

Email

Recover Username

HAVING TROUBLE SIGNING IN?
Make sure that the "CAPS LOCK" on your keyboard is turned off.
If you used numbers in your password and you're using the number pad to enter them, make sure "NUM LOCK" is turned on.
If you still can't sign in after trying these suggestions or retrieving your password, contact school personnel or Technical Support at 1-866-866-CFNC and select option 5 during business hours.



Recover Account Name and/or Reset Password in RDS

5. Answer the security question and click **Get Username**.

The screenshot shows the CFNC (College for North Carolina) logo at the top. Below it is a box titled "Sign In Help". Inside this box, the text "What is your mother's maiden name?" is displayed above a text input field. Below the input field, a red error message reads "The Security Answer field is required:". At the bottom of the box, there is a button labeled "Get Username". A red arrow points to this button from the left.

6. Your username will be displayed if you successfully answered your security question. If you do not know the answer to your security question, please contact our student help line at 844-319-3640.

The screenshot shows the CFNC (College for North Carolina) logo at the top. Below it is a box titled "Sign In Help". Inside this box, a green message box displays the text "Your username is" followed by a small upward-pointing arrow. Below this message, there is a blue hyperlink that reads "Click here to return to the CFNC login."



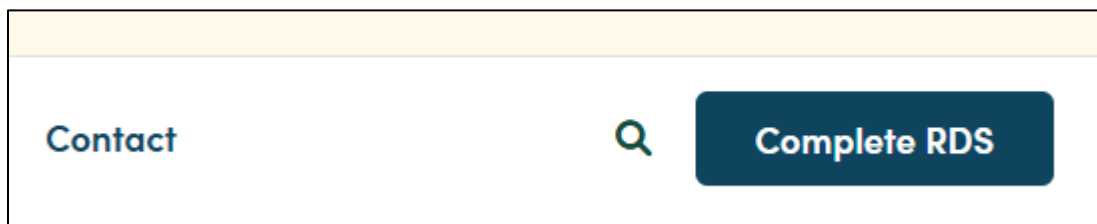
Recover Account Name and/or Reset Password in RDS

Reset Password:

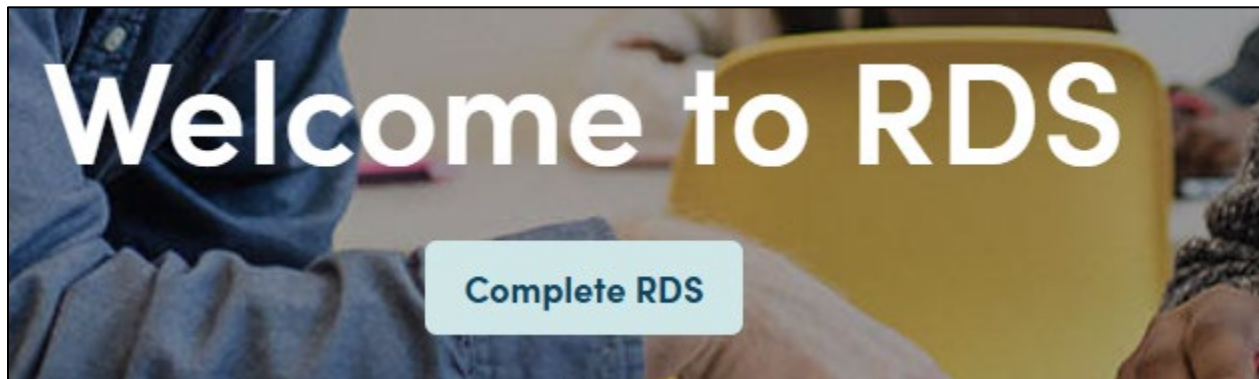
Recover Username:

1. From the RDS homepage, click the **Complete RDS** button.

From the top right of the page:



From the middle of the page:

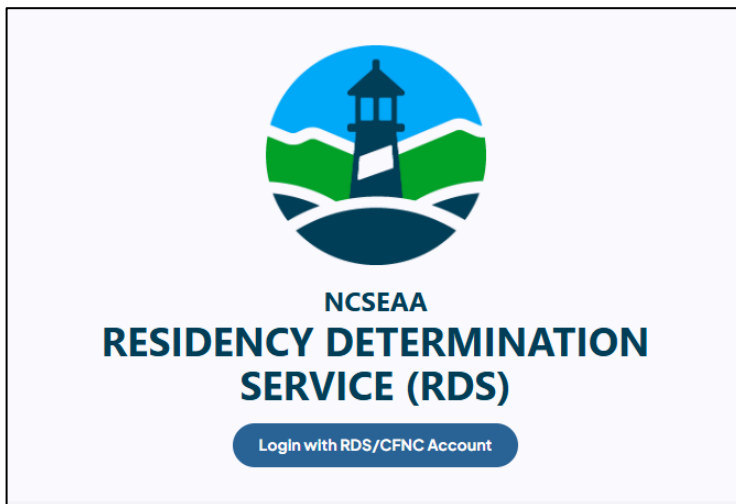




NCSEAA
**RESIDENCY DETERMINATION
SERVICE (RDS)**

Recover Account Name and/or Reset Password in RDS

2. On the next page, click **Login with RDS/CFNC Account**.



3. Click Forgot your **password**.

Sign In to Your Account

Username

Password

Sign In

Two-Factor Authorization [info](#) - required for NC 529 and Loan Accounts

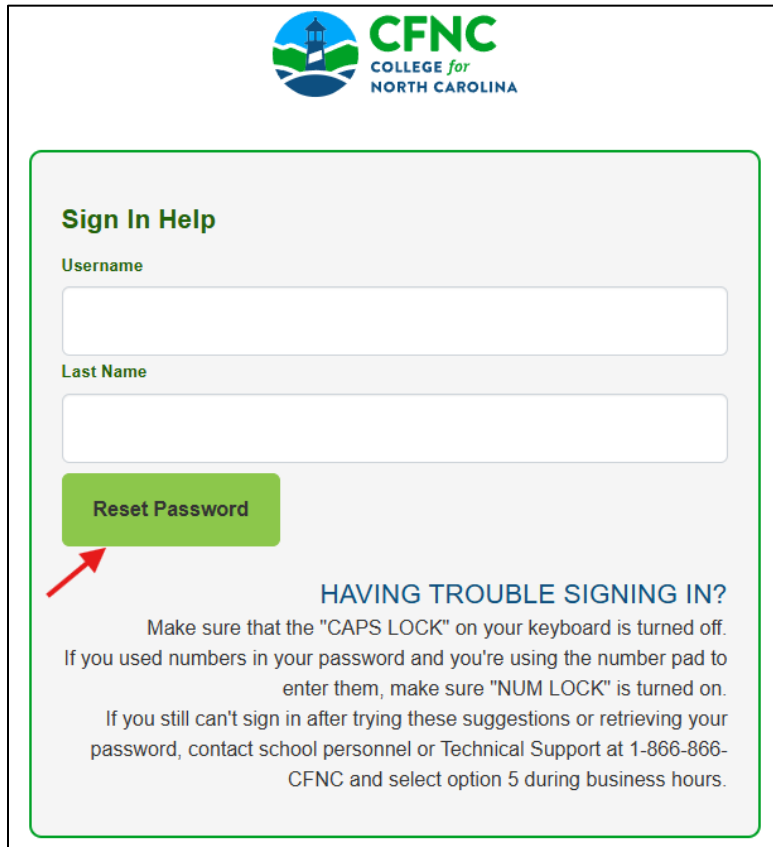
Forgot your [username](#)? Forgot your [password](#)?

Don't have an account? [Create one today!](#)



Recover Account Name and/or Reset Password in RDS

- Under Sign in Help, enter your username and your last name. **Click Reset Password.**



 **CFNC**
COLLEGE for
NORTH CAROLINA

Sign In Help

Username

Last Name

Reset Password

HAVING TROUBLE SIGNING IN?

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If you used numbers in your password and you're using the number pad to enter them, make sure "NUM LOCK" is turned on.
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- Answer your security question and create a new password. **Click Reset Password.** If you do not know the answer to your security question, please contact our student help line at 844-319-3640.

If successful, you will return back to the login page for you to login with your updated information. For any questions regarding this process please contact our Student Help line at 844-319-3640.