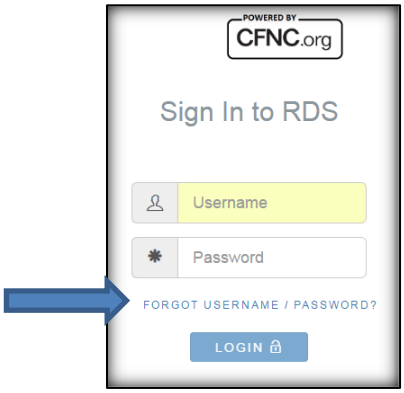
Recover Username & Reset Password in RDS

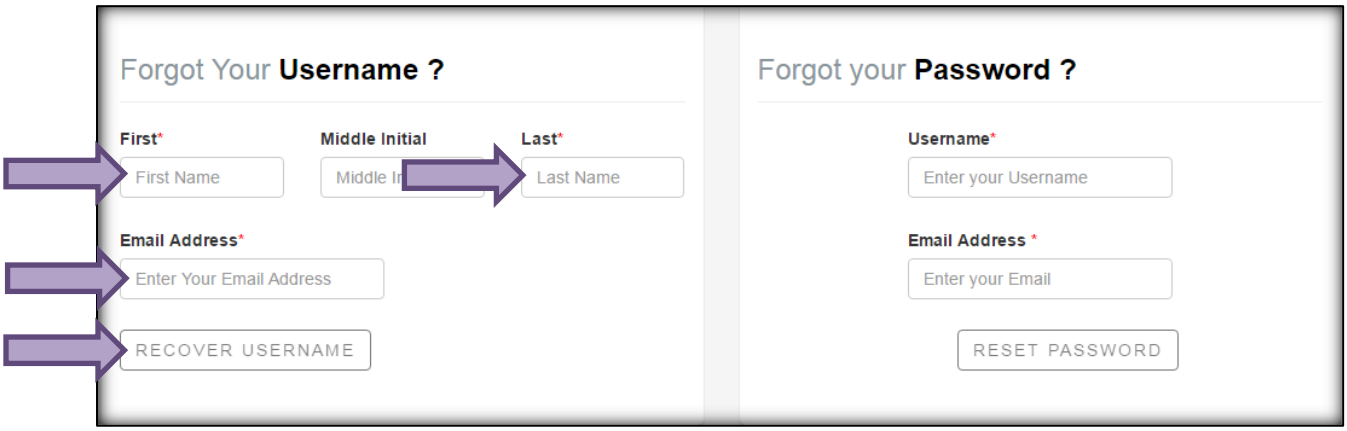
When creating an RDS account, if you get a message saying your email address is already in use, it means you already have an account for CFNC/RDS using that email.
DO NOT CREATE A NEW ACCOUNT; use the tips below to recover your old/existing account:

Recover Username: www.NCresidency.org

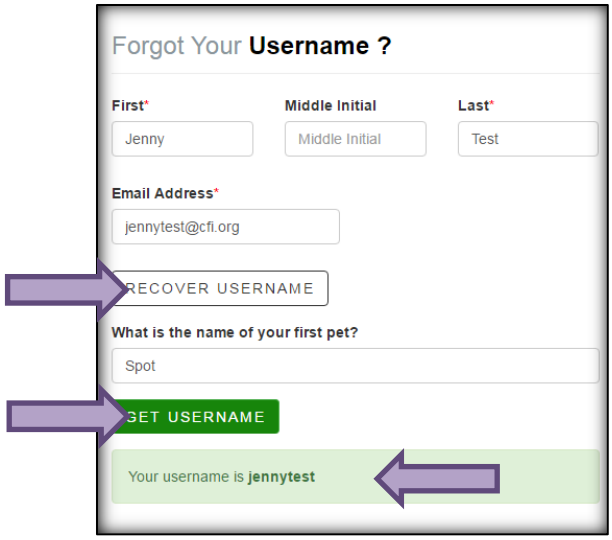
1. In **Sign In** area, click **FORGOT USERNAME / PASSWORD:**



2. Under **Forgot Your Username**, fill out NAME and EMAIL ADDRESS; then click **RECOVER USERNAME**:



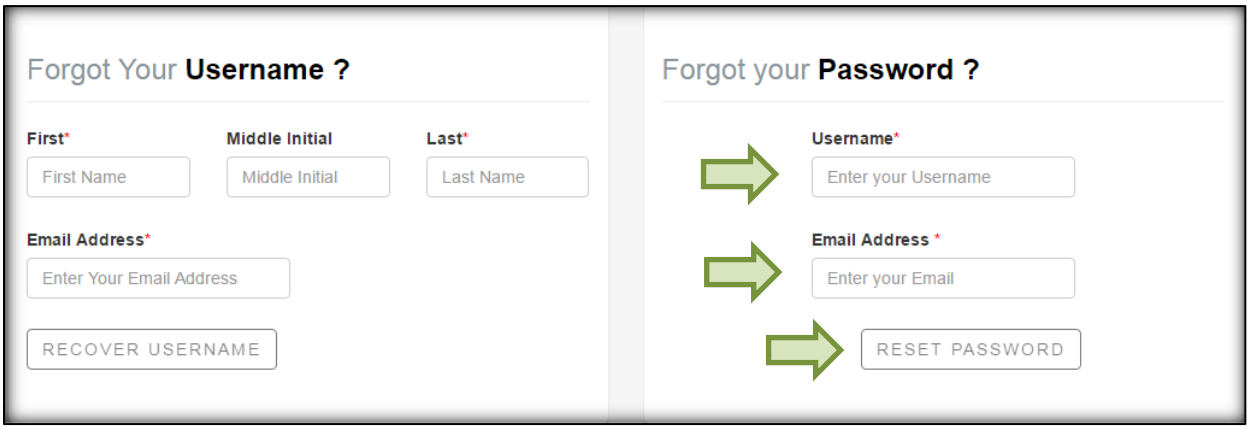
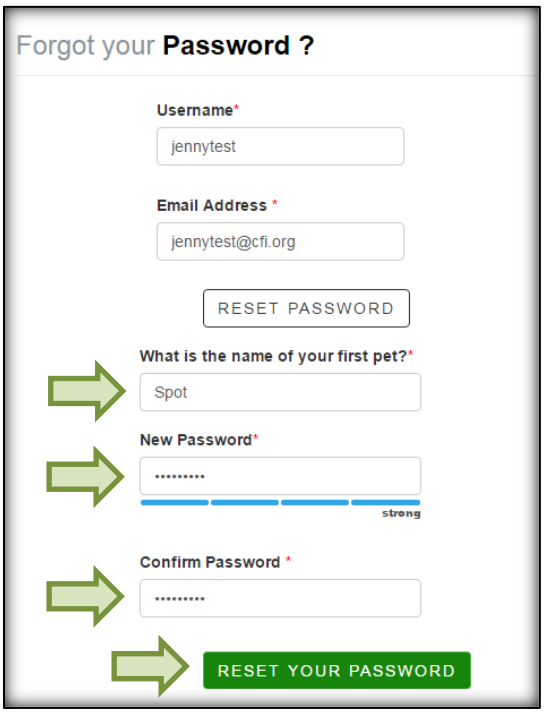
3. Answer security question; click **GET USERNAME**. Your Username appears in box.



Resetting Password:

1. In **Sign In** area, click **FORGOT USERNAME / PASSWORD**:

2. Under ***Forgot Your Password***, fill out **USERNAME** and **EMAIL ADDRESS**; then click **RESET PASSWORD**:



3. Answer security question, type **NEW PASSWORD**, confirm **PASSWORD**, then click **RESET PASSWORD**: