

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](http://www.NCresidency.org)

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

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Sign In to RDS

Username

Password

FORGOT USERNAME / PASSWORD?

LOGIN

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

Forgot Your Username ?

First\* Middle Initial Last\*

First Name Middle Initial Last Name

Email Address\*

Enter Your Email Address

RECOVER USERNAME

Forgot your Password ?

Username\*

Enter your Username

Email Address \*

Enter your Email

RESET PASSWORD

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

Forgot Your Username ?

First\* Middle Initial Last\*

Jenny Middle Initial Test

Email Address\*

jennytest@cfl.org

RECOVER USERNAME

What is the name of your first pet?

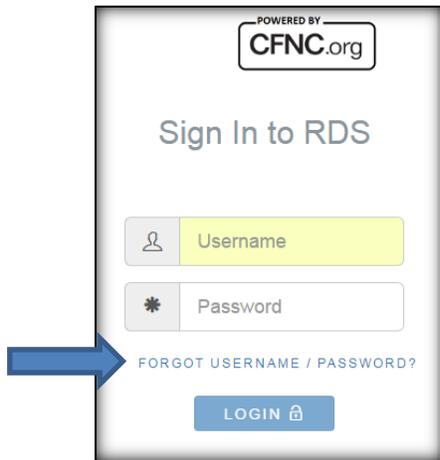
Spot

GET USERNAME

Your username is jennytest

## **Resetting Password:**

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



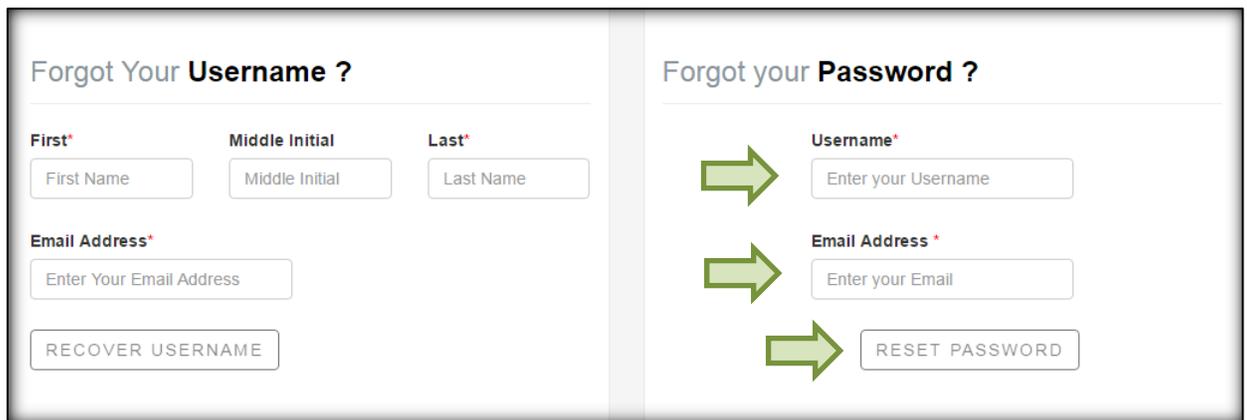
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### Sign In to RDS

[FORGOT USERNAME / PASSWORD?](#)

LOGIN

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



### Forgot Your Username ?

First\* Middle Initial Last\*

Email Address\*

RECOVER USERNAME

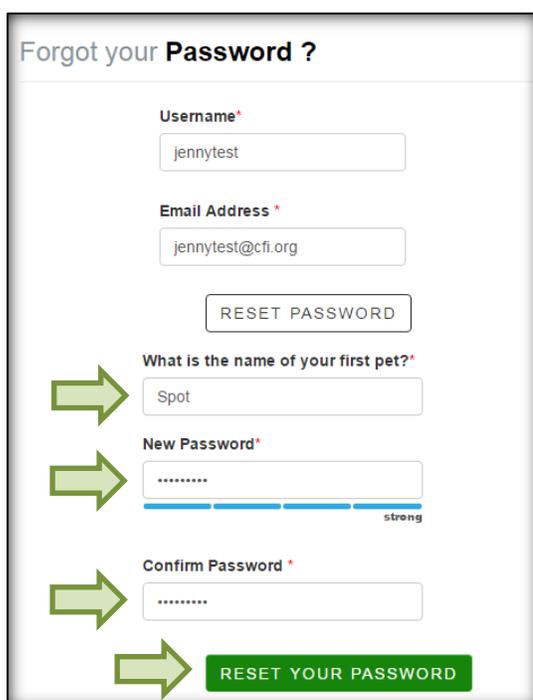
### Forgot your Password ?

Username\*

Email Address \*

RESET PASSWORD

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



### Forgot your Password ?

Username\*

Email Address \*

RESET PASSWORD

What is the name of your first pet?\*

New Password\*

strong

Confirm Password \*

RESET YOUR PASSWORD