

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**:

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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@cfi.org

RECOVER USERNAME

What is the name of your first pet?

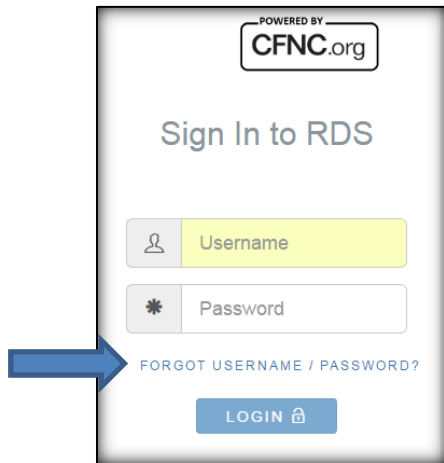
Spot

GET USERNAME

Your username is jennytest

Resetting Password:

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

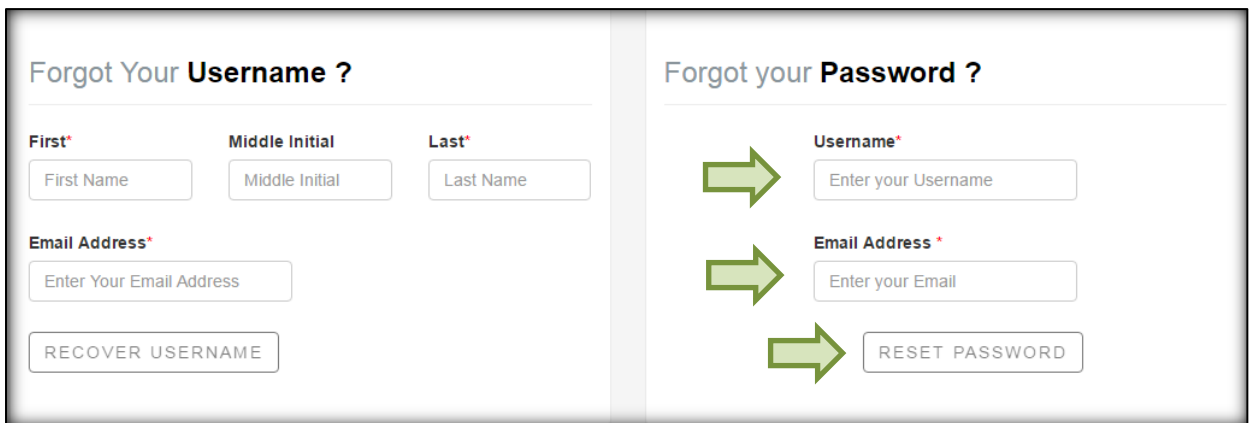


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Sign In to RDS

[FORGOT USERNAME / PASSWORD?](#)

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



Forgot Your Username ?

First* Middle Initial Last*

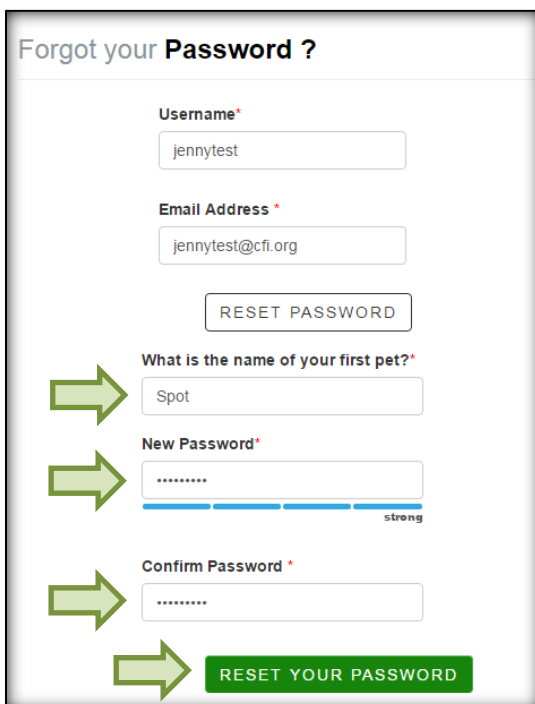
Email Address*

Forgot your Password ?

Username*

Email Address*

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



Forgot your Password ?

Username*

Email Address*

What is the name of your first pet?*

New Password*

Confirm Password*