Resetting Your Password

Sorry to hear you need to reset your password! Below is a helpful visual guide to take you through the steps and screens you'll see.

**Step 1 - Navigate to the webpage:** [https://www.ncnonprofits.org/user/password](https://www.ncnonprofits.org/user/password)

![Image of the webpage](image1.png)

**Step 2 - Complete the form:** Enter your account's email, successfully complete the CAPTCHA challenge, and click “E-mail new password”

![Image of the form](image2.png)
Step 3 - After submitting, you will be redirected to the login page with a green bar confirming that an email has been sent to the inbox of the email you entered. Please navigate to your inbox to check for the email sent by the website. Do not attempt to login again until viewing that email.

Step 4 - Below is an example email of what you will receive. Please click the link in the email to open it in your browser.
Step 5 - The link in the email will take you back to the Center's website to show a green bar of confirmation that you've validated your email. Click the login button ONCE to proceed.

You will then be able to reset your password. Passwords must be at least six characters long. To make your password stronger: Add both uppercase and lowercase letters, numbers, and punctuation.