

## WHAT TO DO IF YOU DON'T RECEIVE A CONFIRMATION EMAIL

### Has it been less than two business days since you applied?

Do nothing. Accounts can take up to two business days to be approved.

### Has it been more than two business days since you applied?

1. Check your junk/spam folder. Automated emails often end up there.
2. If it isn't in your junk/spam folder, you may already have an account. If you already have an account, then your application was ignored.
3. To see whether you already have an account, click the Forgot Your Password link on the portal home page.

### Sign in

E-mail address (Username)

Password

[Forgot your password?](#)

4. After clicking Forgot Your Password, enter your current email address on the next screen.

### Forgot Your Password?

In the field below, enter the email address that you use to sign in. After you click Continue, a link to reset your password will be emailed to you.

\* Email Address

5. If you have an account with your current email address, then a password reset email will be sent to that address immediately.
6. If you try your agency email address and the system says that address is not registered, try your personal address (Yahoo, Gmail, etc.). Try every address you can think of until one of them is accepted.
7. If you try an email address that is accepted, but you still don't receive the password reset email, check your junk/spam folder.
8. If none of the above directions helps you, contact [NCJAAcadisHelp@ncdoj.gov](mailto:NCJAAcadisHelp@ncdoj.gov).