Forgot your password? Here’s how you can reset your password.

Follow these steps to reset your Account Password:

1) Go to: [https://ef.ncsbe.gov/Account/Login](https://ef.ncsbe.gov/Account/Login)
2) Click “Forgot your password?” as highlighted in Red below.

3) You will see the “Forgot Password?” screen shown below.

4) Enter your email address that was used for Online Account Registration.
5) Click the “Email Link” button shown in the screen below.
6) You will see the “Forgot Password Confirmation” screen as shown below.

7) Now check your email. You should have received an email titled “Reset Password” from the system.

8) Click the “here” link in body of email.

9) You will now see the following “Reset password” screen:

10) Key in your email address in the “Email” box.
11) Key in your new password in the “Password” box.
    - **NOTE:** The password should be at least 8 characters long and must include at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character such as !, @, #, $.
12) Key in the new password again in the “Confirm password” box.
13) Click the “Reset” button.
14) You will see the following “Reset password confirmation” screen:

15) Click on “click here to log in” to sign in to SEI e-filing portal with your new password.

16) If you do not receive a password reset email it is possible that the email was placed in your spam folder or your agency or personal Internet provider security settings stopped the email from transmitting. Therefore, please check your spam folder and contact your agency IT contacts to determine next steps for receiving the password reset email.