

**For any password help please contact our AOC Help Desk at 919-890-2407**

## PROCEDURE FOR RESETTING EXTRACT PASSWORDS

To prevent your password from expiring, perform the following process every 12 weeks:

1. Access the NCAOC logon screen at <https://www3.nccourts.org>.



The screenshot shows the login interface for the North Carolina Court Information System. At the top, it displays "NORTH CAROLINA COURT INFORMATION SYSTEM" and the date "1:06 PM on Wednesday, 10th September". Below this is a navigation bar with "Sign On" and "About Exit" links. The main content area features the North Carolina Judicial Department seal on the left and a "Welcome to the North Carolina Court Information System" message. To the right of the seal are input fields for "User ID:" and "Password:", followed by a "Sign On" button. Below the button are three links: "Need Help Logging In?", "Setup Instructions", and "Change your password".

2. Select the "Change your password" link.
3. The following screen appears:

**NORTH CAROLINA COURT INFORMATION SYSTEM** 1:09 PM on Wednesday, 10th September

Sign On [About Exit](#)

**Passwords must be eight characters with letters and numbers.  
The previous 10 passwords may not be reused.**



Welcome to the North Carolina Court Information System

User ID:

Old Password:

New Password:

Confirm Password:

[Need Help Logging In?](#)  
[Setup Instructions](#)  
[To NOT change your password](#)

4. Enter your User ID and old password.
5. Enter your new password in the New Password and Confirm Password fields. Passwords must be eight characters and must contain letters and numbers. Passwords are not case sensitive. The previous 10 passwords may not be reused.
6. Select .
7. The system returns the following screen. Your password has been reset to the new password. You can ignore any other messages on the screen.

**NORTH CAROLINA COURT INFORMATION SYSTEM** 1:16 PM on Wednesday, 10th September

Sign On > Applications Menu [About Exit](#)

- You have successfully changed your password.
- 21 day(s) remain before registration for Self Service Password Reset will be required.
- Select 'Manage My User Account' to register your challenge questions and contact information.



Welcome, [Company Name]

 [MANAGE MY USER ACCOUNT](#)

8. Close the browser window.

9. Open another window and sign on to the application as normal, using the new password.

Note: Password expiration is set to 90 days. When signing on, you will have five attempts to enter the correct password.

