<u>For any password help please contact our AOC Help Desk at 919-890-2407</u>

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.

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

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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 Sign On.

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.

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.