

STEP ONE: Go to the User Login screen and select "Forgot Password".

The screenshot shows a web browser window with the URL ncswb.govsolution.net/online/User_login.aspx. The page header features the North Carolina Social Work Certification and Licensure Board logo and name. The main heading is "ONLINE PROFILE LOGIN". The central form is titled "User Login" and includes a radio button for "Individual" (which is selected). Below this are input fields for "User Name" and "Password", followed by a "Login" button. At the bottom of the form are links for "Sign up" and "Forgot password". The footer contains the board's address (1207 S. Cox Street, Suite F, Asheboro, NC 27203), a "Privacy Policy" link, and contact information (Phone: 336-625-1679, Fax: 336-625-4246).

STEP TWO: Enter your License Type, Last Name **and the last FIVE digits of your social security number (XXXXX).**

The screenshot shows a web browser window with the URL <https://ncswb.govsolution.net/online/UserRegistrations/ForgotPassword.aspx>. The page header features the North Carolina Social Work Certification and Licensure Board logo and name. The main content area is titled "ONLINE PROFILE" and contains a "Password Recovery" form, labeled "Step 1 / 1".

The form includes the following fields and options:

- Individual
- * License Type: Licensed Clinical Social Worker (LCSW) (dropdown menu)
- * Last Name: Teague (text input)
- * Last Five of SSN: 12345 (text input)
- * Confirm Last Five of SSN: 12345 (text input)

Buttons for "Back to login" and "Next" are located at the bottom of the form.

The footer of the page contains the following information:

- 1207 S. Cox Street, Suite F
Asheboro, NC 27203
- Privacy Policy
- Phone: 336-625-1679
Fax: 336-625-4246

The Windows taskbar at the bottom shows the search bar with "Type here to search", several application icons, and system tray information including "70°F Mostly sunny" and "6:11 PM 5/12/2022".

STEP THREE: Select Next and you will receive your temporary password. Write the password down and/or copy it in your browser (you will need this temporary password for two future screens). Then click "ok".

The screenshot shows a web browser window with the URL ncswb.igovsolution.net/online/UserRegistrations/ForgotPassword.aspx. The page header features the North Carolina Social Work Certification and Licensure Board logo and name. The main content area is titled "Password" and "Step 1 / 1". An alert message box displays the temporary password: "Your temporary password is 40r5_700b Please use this as your password in the next screen!". Below the alert, there is a radio button for "Individual" which is selected. The form includes the following fields:

- License Type: Licensed Clinical Social Worker (LCSW)
- Last Name: Teague
- Last Five of SSN: 12345
- Confirm Last Five of SSN: 12345

Buttons for "Back to login" and "Next" are located at the bottom of the form. The footer contains contact information: 1207 S. Cox Street, Suite F, Asheboro, NC 27203; Privacy Policy; Phone: 336-625-1679; Fax: 336-625-4246.

STEP FOUR: You will be returned to the login screen. Enter your "User Name" and the temporary password that was provided when you completed the STEP THREE and select login.

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STEP FIVE: You will be immediately directed to a “Change Password” Screen. **In the “Old Password” field, you will enter the temporary password that you have just been assigned in STEP THREE** when selecting Forgot Password. You will then enter the new password that you create in the “New Password” and “Confirm New Password” fields.

ncswb.igovsolution.net/online/UserRegistrations/ChangePassword.aspx?id=492

North Carolina Social Work Certification and Licensure Board

CHANGE PASSWORD

Credentials Step 1 / 1

* Old Password
.....

* New Password
.....

* Confirm New Password
.....

Submit

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STEP SIX: Once you have changed your password, you will receive an “Alert Message” that your password has been successfully updated and you will be re-directed to the user login screen to login with your new password.

The screenshot shows a web browser window with the URL `ncswb.igovsolution.net/online/UserRegistrations/ChangePassword.aspx?id=492`. The page header features the North Carolina Social Work Certification and Licensure Board logo and name. The main content area is titled "Credentials" and "Step 1 / 1". It contains a form with three password fields: "Old Password", "New Password", and "Confirm New Password". A "Submit" button is located at the bottom right of the form. An "Alert Message" box is overlaid on the form, displaying the text: "Password has been changed successfully. Please login to continue." The "Old Password" field has a green checkmark and "OK" next to it, indicating successful validation.

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STEP SEVEN: Once on the user login screen enter your user name and updated password that you have selected in STEP SIX and select login. You will be logged in to your account for listing continuing education and renewing your license.

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