NCDOR | NORTH CAROLINA DEPARTMENT OF REVENUE

IFTA/INTRASTATE E-FILE USER MANUAL

EXCISE TAX DIVISION

Revised April 2026

TABLE OF CONTENTS

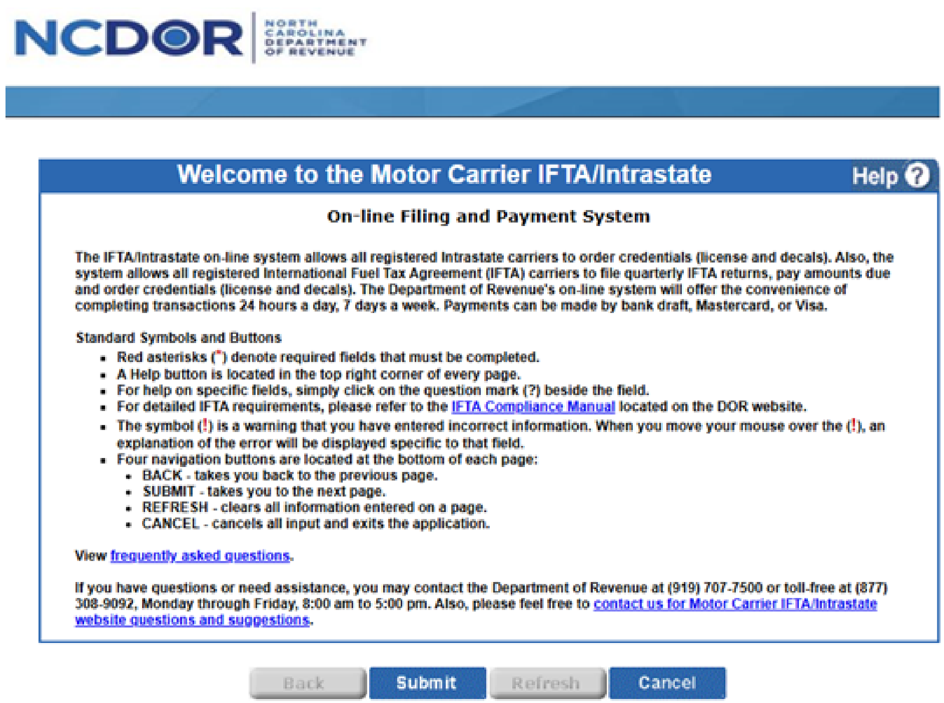
If you have additional questions that are not covered in this user manual, please contact the Excise Tax Division at 1-877-308-9092 or (919) 707-7500 for assistance.

Motor Carrier IFTA/Intrastate

Online Filing and Payment System

Step 1: From the Department's home page, www.ncdor.gov, select E-Services and then click the link Motor Fuels IFTA/Intrastate E-File. When you are ready, click the link "Ready to file IFTA returns or order IFTA/Intrastate credentials online? Click here!" to open the application.

Step 2: Once you have read the welcome information, select "Submit" to continue.



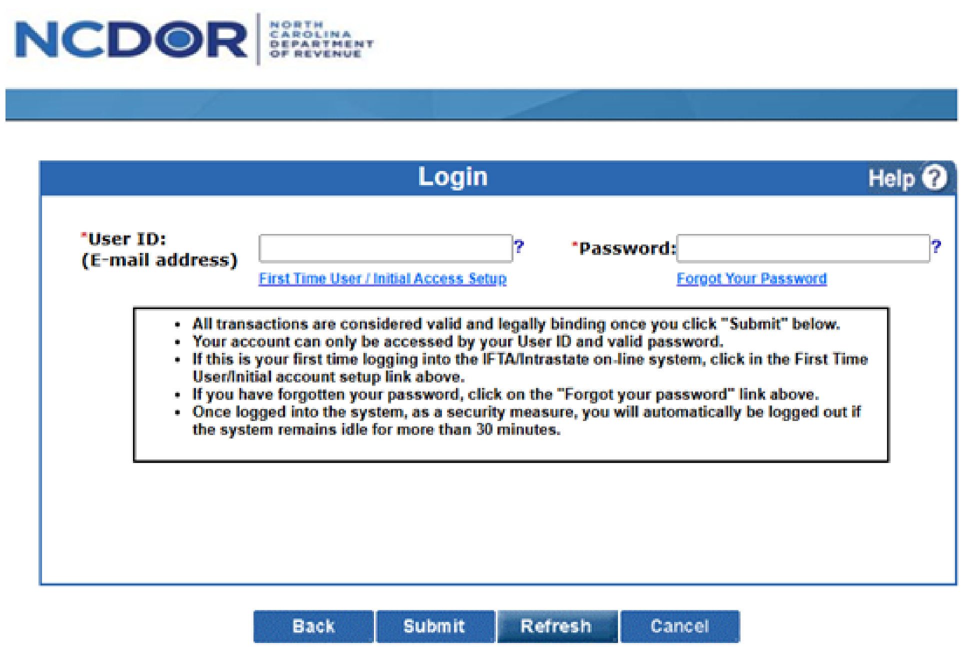
Online Account Setup

First Time User/Initial Access Setup

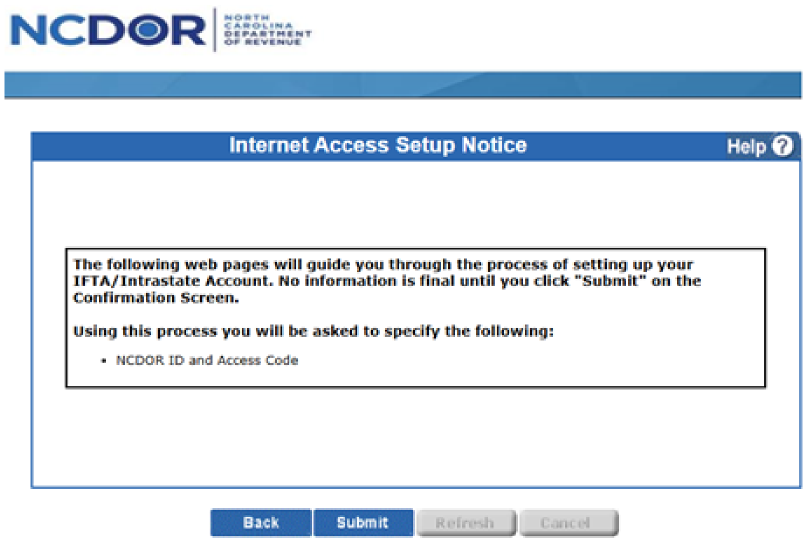
Before you can begin using the IFTA/Intrastate E-File application, you must set up your online account. You will need the access code letter we mailed to you shortly after you registered with the Department.

Important: You must set up your account within 90 days of the date on your access code letter; otherwise, your access code will expire. If you do not have your letter or if your access code has expired, contact us at (919) 707-7500 or 1-877-308-9092 to obtain your access code.

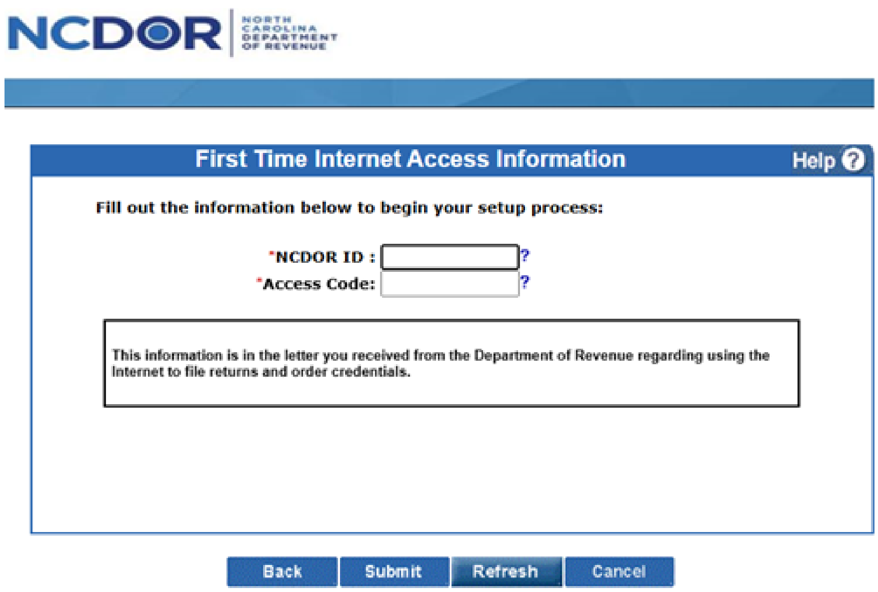
Step 1: On the Login screen, select the link for “First Time User/Initial Access Setup.”



Step 2: Read the internet access setup notice and select “Submit” to continue.



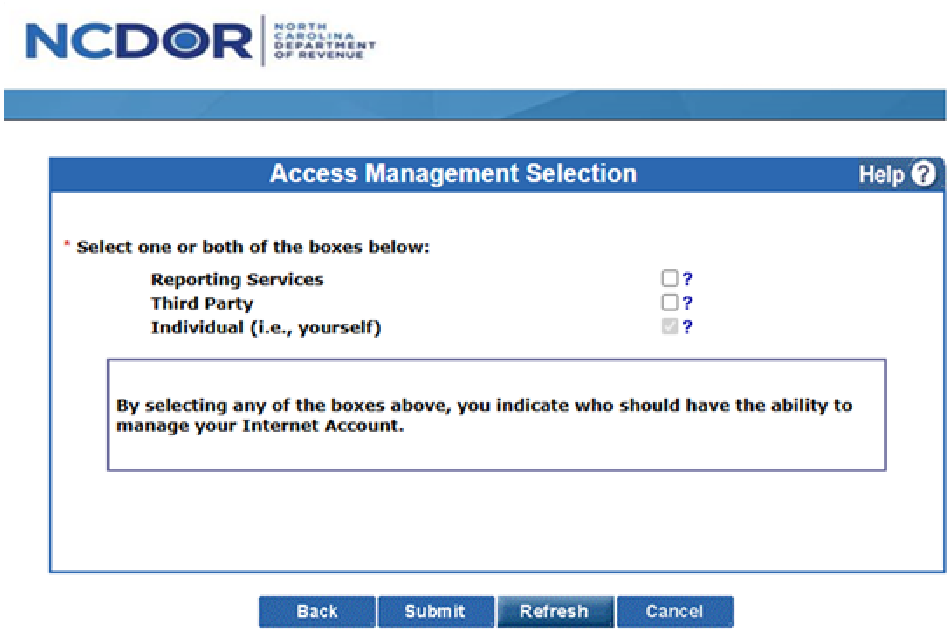
Step 3: Enter the NCDOR ID and access code from the access code letter you received. The access code is case-sensitive so you must use capital letters. Select "Submit" to continue.



<u>Step 4:</u> In addition to yourself, you may grant access to your online account to a reporting service, a third-party representative, or both. By granting access to another user, you are allowing that user to file returns, order credentials, close your IFTA or Intrastate account, etc. on your behalf. If you would like someone other than yourself to have access to your online account, check the appropriate box.

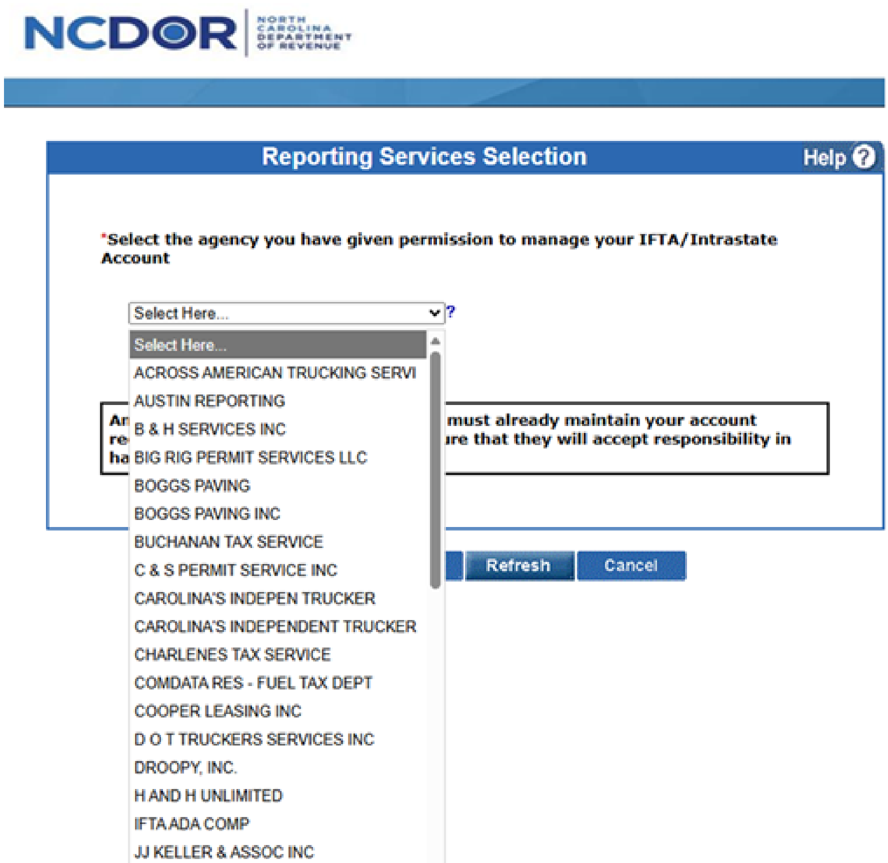
Important: You may grant access or remove a user's access to your online account at a later time. See the User Management section for instructions.

Select "Submit" to continue.



Step 5: If you choose to allow a reporting service access to your online account, the Reporting Services Selection screen will be displayed; otherwise, skip Step 6. From the drop-down list, select the reporting service that may act on your behalf and select "Submit" to continue.

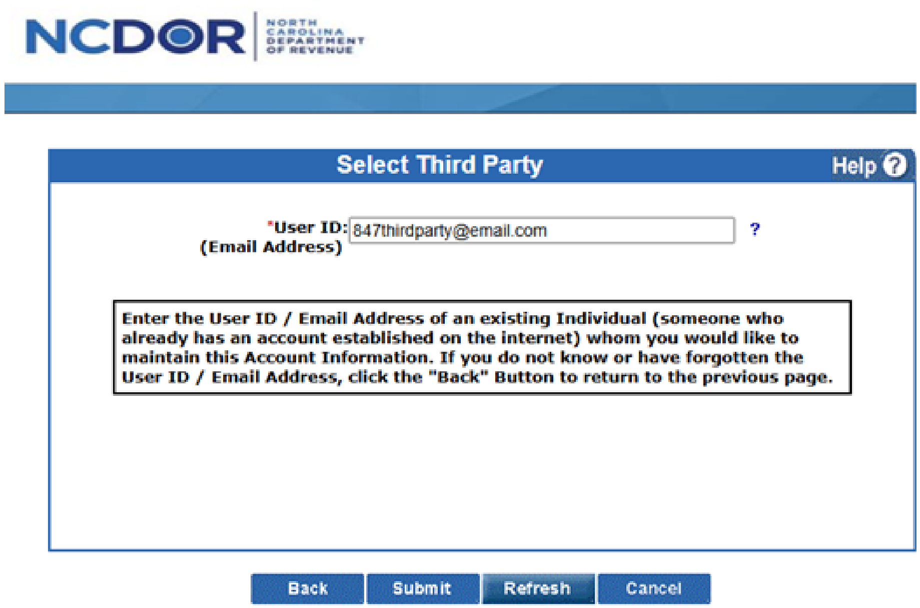
Important: If your designated reporting service is not included in the drop-down list, you must have the reporting service contact our office to be added to the system.



Step 6: If you choose to allow third-party representative access to your online account, the 3rd Party Selection screen will be displayed; otherwise, skip to Step 9. You must indicate if the representative already has an IFTA/Intrastate online account or if the representative is a new user. Then, select "Submit" to continue.

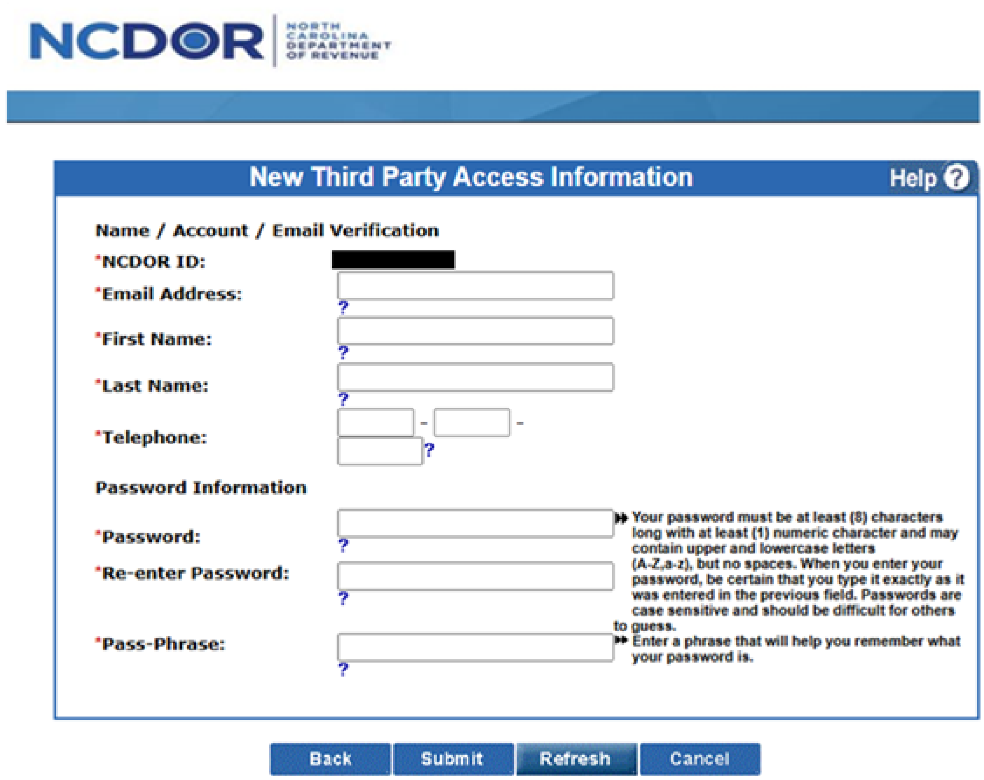
Step 7: If you indicated that the third-party representative has an existing IFTA/Intrastate online account, the Select Third Party screen will be displayed; otherwise, skip to Step 8. Enter the email address of the third-party representative and select “Submit” to continue.

Important: The email address entered must match an existing email address in the system; otherwise, an error message will be displayed. You should contact your representative for their correct email address.

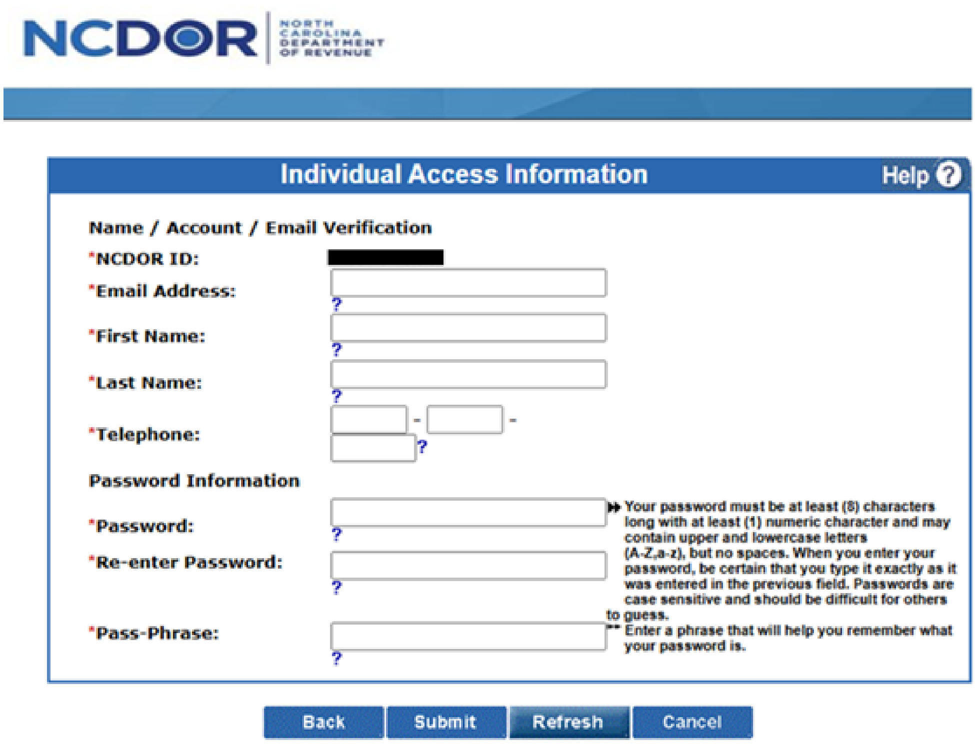


<u>Step 8:</u> If you indicated that the third-party representative is a new user, the New Third Party Access Information screen will be displayed; otherwise, skip to Step 9. Enter your representative's email address, first and last name, telephone number, and a temporary password and passphrase. Then, select "Submit" to continue.

Important: The password and passphrase you enter is temporary for security purposes. The first time your representative logs into the IFTA/Intrastate E-File application, they will be required to establish a new password and passphrase.

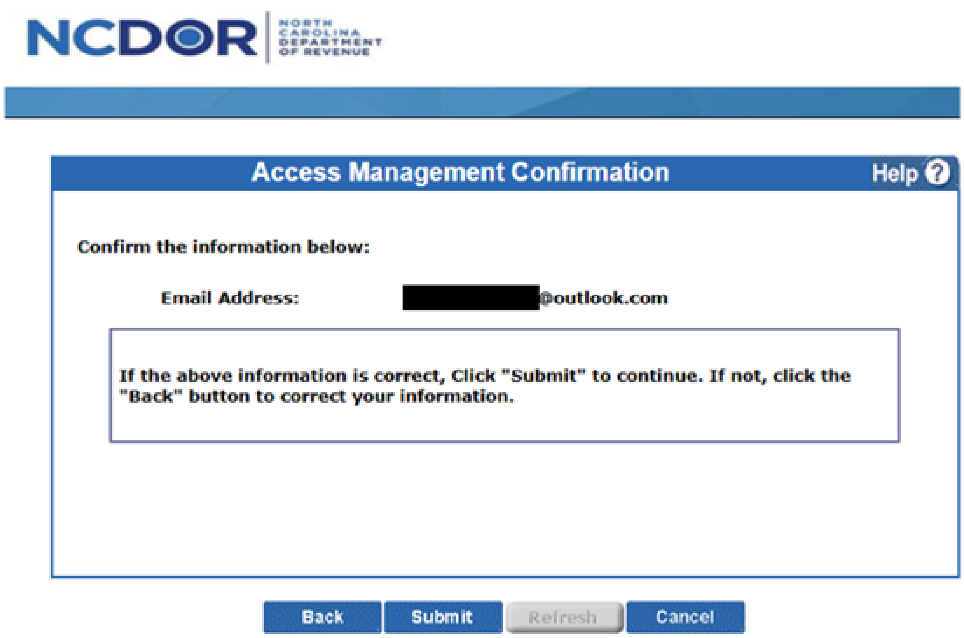


Step 9: To complete the setup of your online account, the Individual Access Information screen is displayed. Enter your email address, first and last name, and telephone number. In addition, you must enter a password and passphrase. Select "Submit" to continue.



__Step 10:__ Once you have successfully entered your access information as well as the access information for your designees (if applicable), the Access Management Confirmation screen will be displayed. Verify the information you have entered.

If any information is incorrect, select "Back" to return to the appropriate screen(s) to make corrections; otherwise, select "Submit" to continue to the Main Menu.

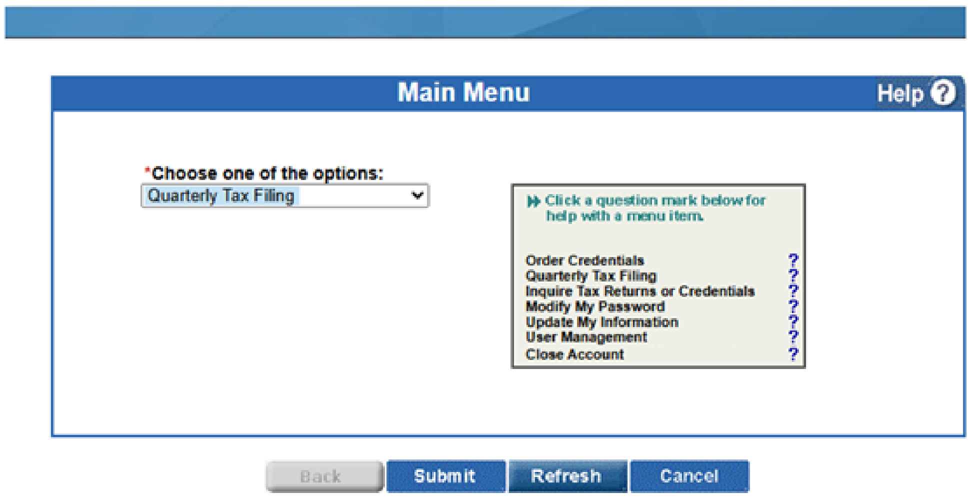


QUARTERLY TAX FILING

The Quarterly Tax Filing menu option should be used for the following:

a. File a quarterly IFTA return – Reporting No Operations
b. File a quarterly IFTA return – Reporting Operations
c. Submit an electronic payment with a return (*Important:* You cannot submit a payment without filing a tax return.)

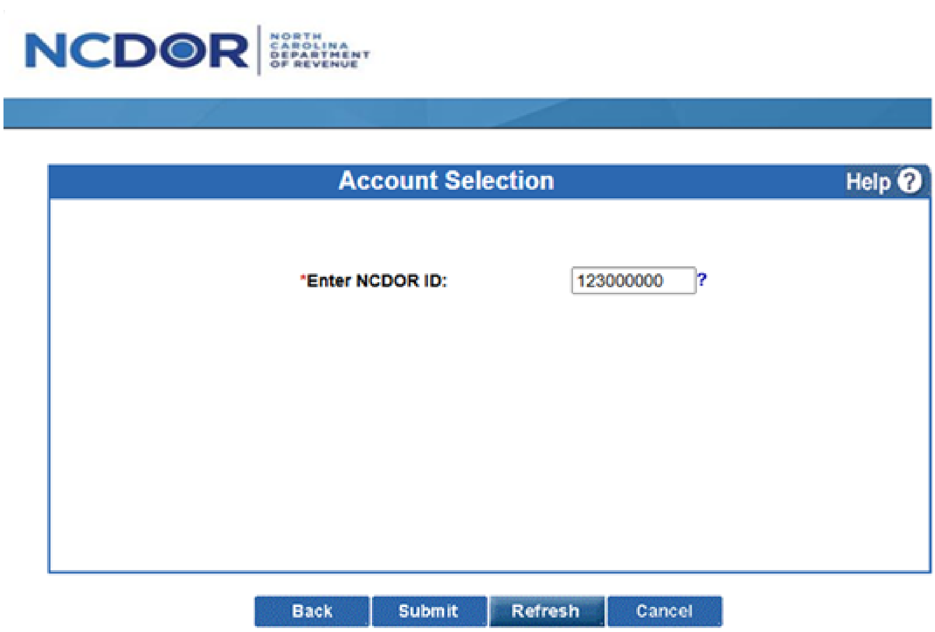
On the Main Menu, select "Quarterly Tax Filing" from the drop-down list and select "Submit" to continue.



Reporting No Operations

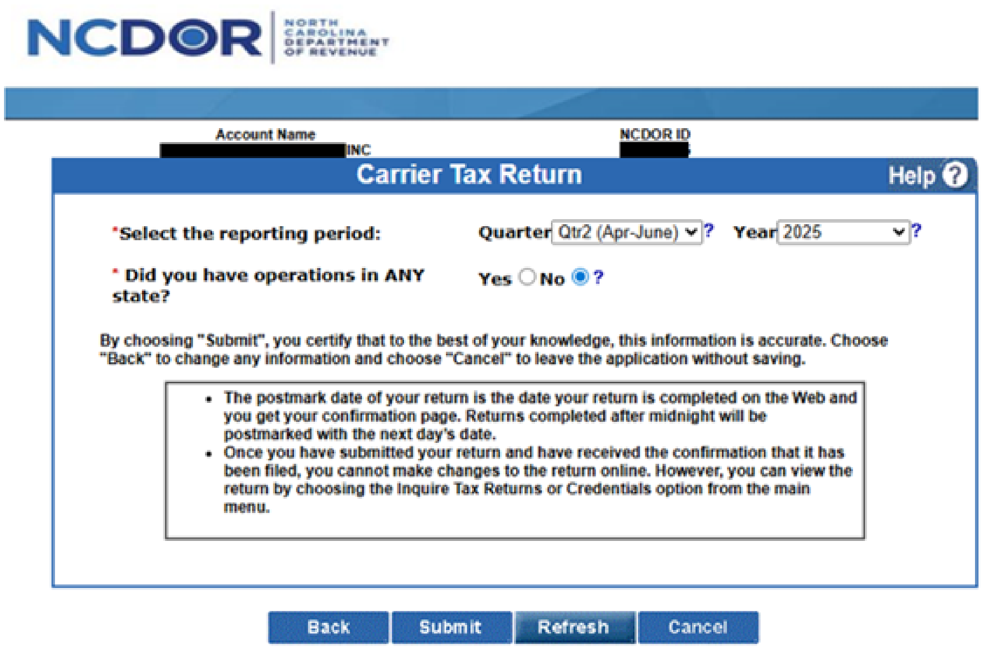
Step 1: If you are a reporting service or third-party representative and you conduct business for more than 20 IFTA accounts, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter your client's NCDOR ID and select "Submit" to continue.

Important: If you are a reporting service or third-party representative and you represent fewer than 20 IFTA accounts, the account selection screen will display a drop-down list for you to select your client's account. Select the appropriate account from the drop-down list and select "Submit" to continue.



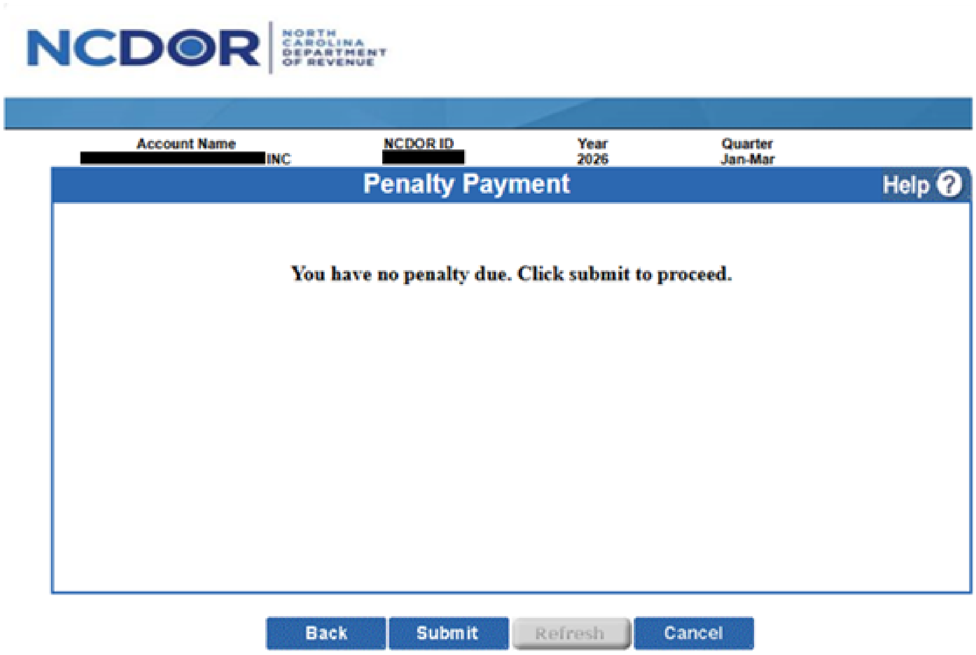
Step 2: On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose “Yes.” If you did not operate in any jurisdiction during the reporting period, choose “No.” Then, select “Submit” to continue.



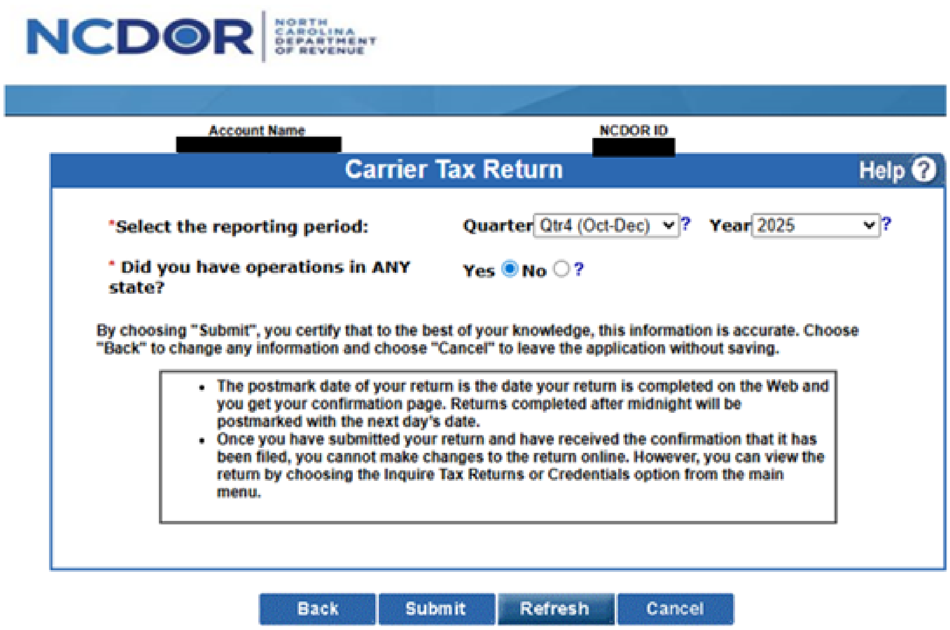
<u>Step 3:</u> Based on the due date of the return you are filing, the system will calculate any applicable penalty due, which will be displayed on the Penalty Payment screen. Select "Submit" to continue.

Important: If you are filing the tax return after the due date, you will have the option of submitting an electronic payment for the amount owed before receiving a return confirmation. Go to the <u>Submit a Tax Payment</u> section for instructions.



<u>Step 4:</u> If you did not operate in any jurisdiction during the reporting period and the return is not late, the No Operation Tax Return Confirmation screen will be displayed. Make sure to print the return confirmation for your records by choosing “Print Screen.” If you would like to print a copy of your return, select “Print Return.”

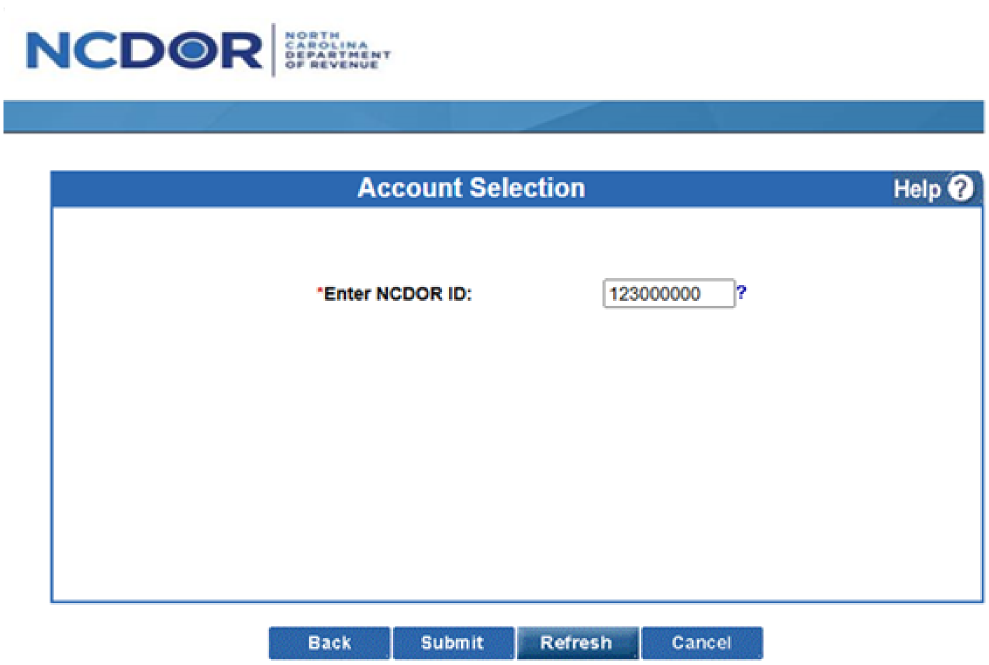
If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.



Reporting Operations

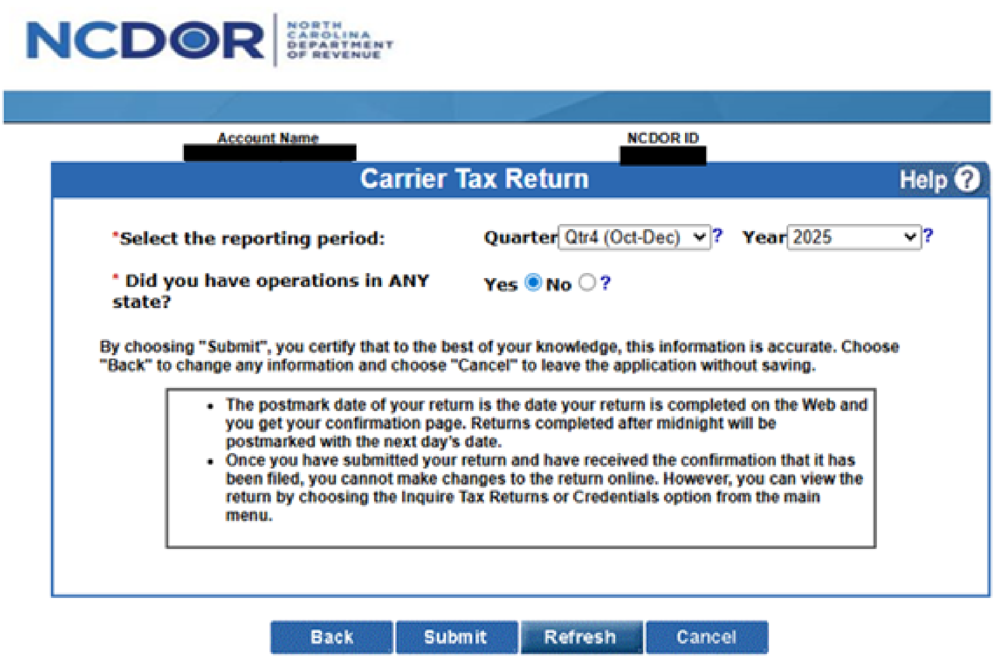
<u>Step 1:</u> If you are a reporting service or third-party representative and you conduct business for more than 20 IFTA accounts, the Account Selection screen will be displayed; otherwise, skip to Step 2. Enter your client's NCDOR ID and select "Submit" to continue.

Important: If you are a reporting service or third-party representative and you represent fewer than 20 IFTA accounts, the account selection screen will display a drop-down list for you to select your client's account. Select the appropriate account from the drop-down list and select "Submit" to continue.



Step 2: On the Carrier Tax Return screen, select the quarter and year of the reporting period. In addition, you must indicate whether you had operations in one or more jurisdictions during the reporting period.

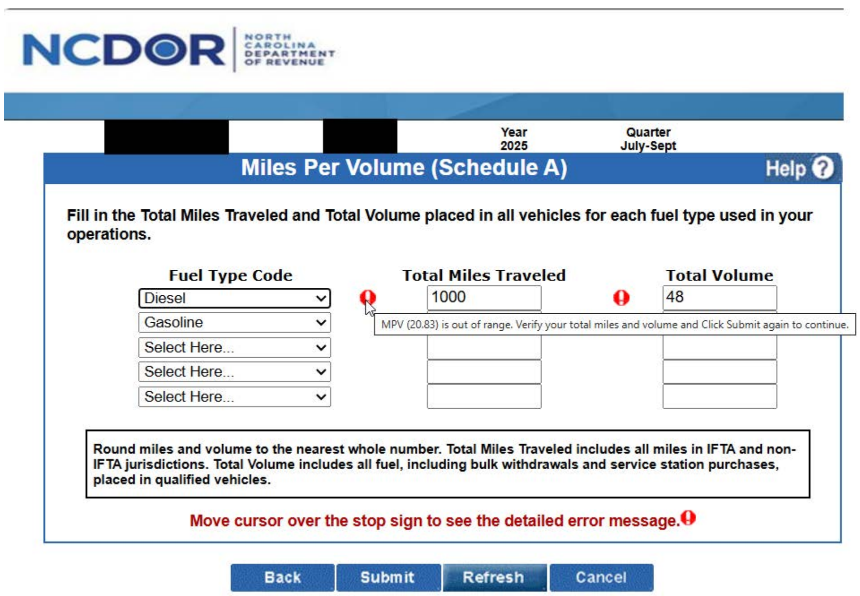
If you operated in at least one jurisdiction (including North Carolina) during the reporting period, choose "Yes." If you did not operate in any jurisdiction during the reporting period, choose "No." Then, select "Submit" to continue.



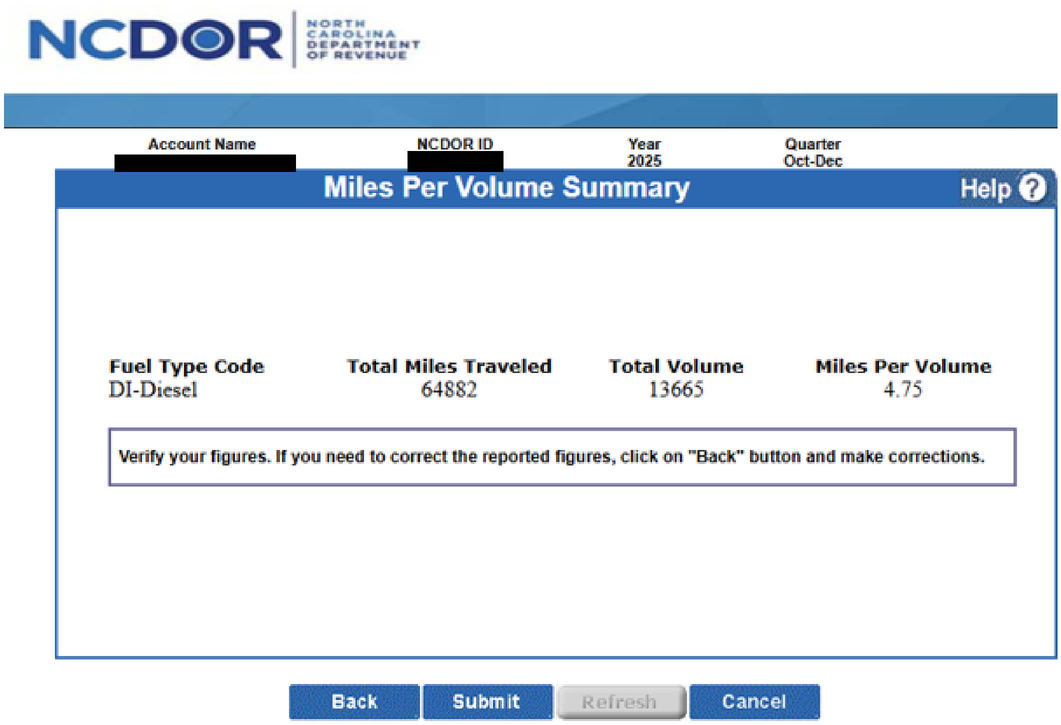
Step 3: On the Miles per Volumes (Schedule A) screen, you must do the following:

- Select each fuel type used in your operations during the reporting period.
- Enter the total miles traveled for each fuel type. Total miles should include miles traveled in IFTA and non-IFTA jurisdictions and should be rounded to the nearest whole number. You must convert Canadian kilometers to miles (1 kilometer = .62137 miles).
- Enter the total volumes used for each fuel type. You must convert Canadian liters to gallons (1 liter = .2642 gallons).

Select “Submit to continue.



<u>Step 4:</u> Using the Miles Per Volume Summary screen, review the fuel type(s), total miles traveled, and total volumes entered previously to ensure it is correct. Select “Submit” to continue.



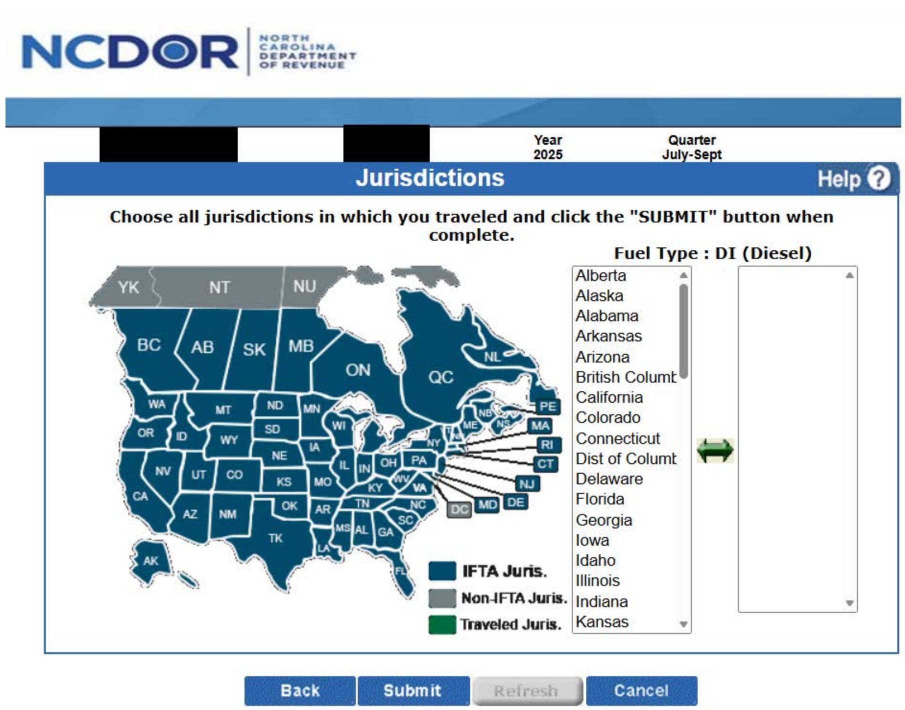
<u>Step 5:</u> For each fuel type selected on Schedule A, a jurisdictions screen will be displayed. You must identify all of the jurisdictions (both IFTA and non-IFTA) in which you traveled for each fuel type reported.

You may select jurisdictions using either of the following methods:

- Map - Using the map, you can simply click the jurisdiction on the map. The jurisdiction will be displayed in green and will also be displayed in the list on the right-hand side of the screen.
- List - Using the list, you may select jurisdictions one at a time or more than one at a time.
    - To select only one jurisdiction, highlight the jurisdiction in the list and then click the green arrow. The jurisdiction will then be displayed in the list on the right-hand side of the screen, but you must repeat this process for each jurisdiction traveled.
    - To select more than one jurisdiction at once, press the [Ctrl] key, highlight all of the jurisdictions traveled, and then click the green arrow. All of the jurisdictions selected will be displayed in the list on the right-hand side of the screen.

Important: If you choose a jurisdiction in error, you may remove it from the return by highlighting the name in the list on the right-hand side of the screen and clicking the green arrow or by clicking the jurisdiction on the map.

Once you have selected all of the jurisdictions traveled, select "Submit" to continue.

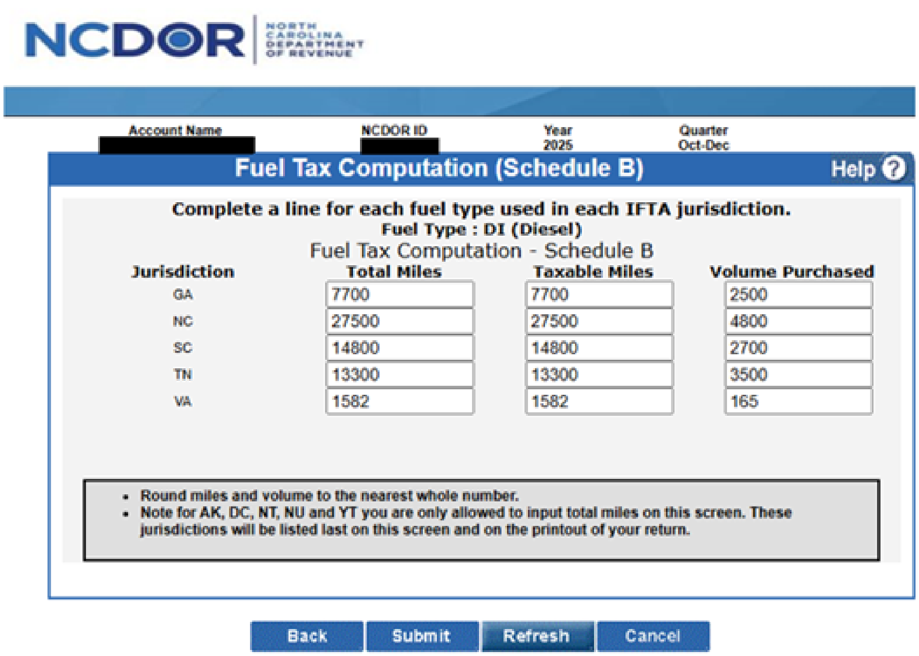


<u>Step 6:</u> For each fuel type selected on Schedule A, a Fuel Tax Computation (Schedule B) screen will be displayed. You must provide the following information for each fuel type reported.

- Enter the total miles traveled in each jurisdiction. Total miles should include both taxable and non-taxable miles and should be rounded to the nearest whole number.
- Once you have entered the total miles for a jurisdiction, the taxable miles field will be automatically populated with the same amount. However, you may change the taxable miles amount if some or all of the miles traveled in a jurisdiction are exempt. Enter the amount of taxable miles (total miles minus exempt miles) traveled in each jurisdiction, if different than the pre-populated amount.
- Enter the fuel volumes purchased in each jurisdiction.
- If you traveled in multiple jurisdictions, select “Next>>” to view additional screens. Continue to select “Next>>” until mileage and fuel information has been entered for all jurisdictions for each fuel type reported.

Important: The system will calculate the surcharge for you.

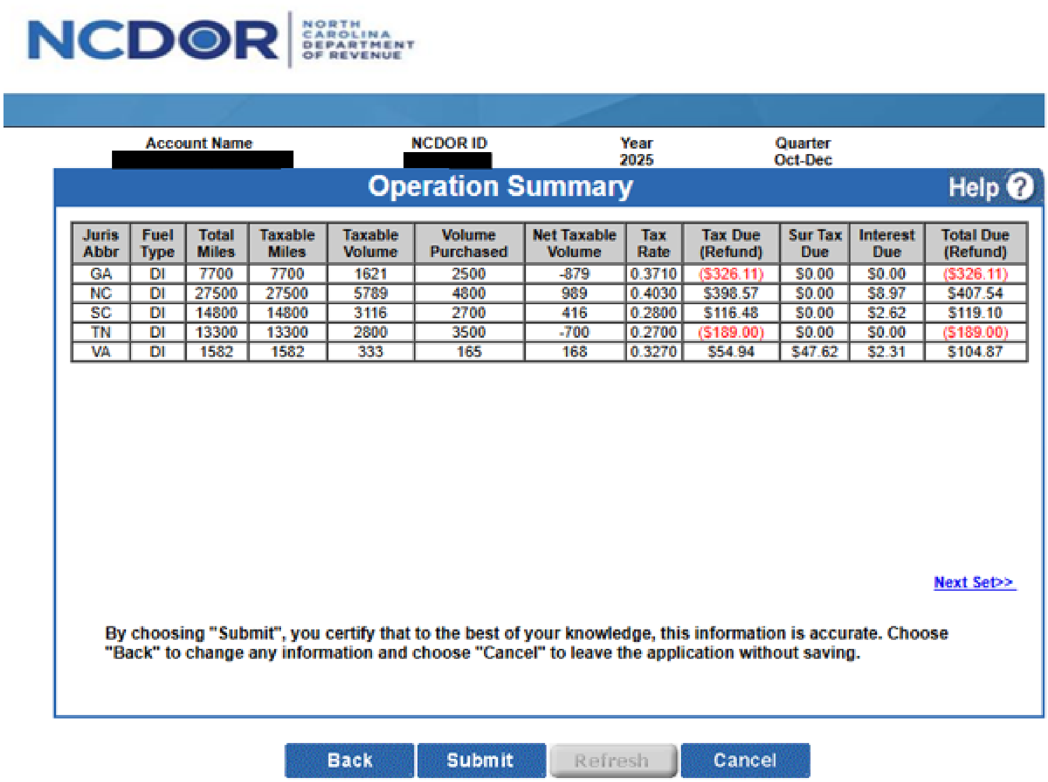
Select “Submit” to continue.



<u>Step 7:</u> Once you have entered all required return information, the system will calculate the tax or refund due, which will be displayed on the Tax Payment screen. Review the information and select "Submit" to continue.

Step 8: The Operation Summary screen is a summary of all the return information entered previously as well as the tax, penalty, and interest due on the return. Review all of the return information to ensure it is correct and select "Submit" to continue.

Important: If you traveled in multiple jurisdictions, select "Next Set>>" to view additional screens.



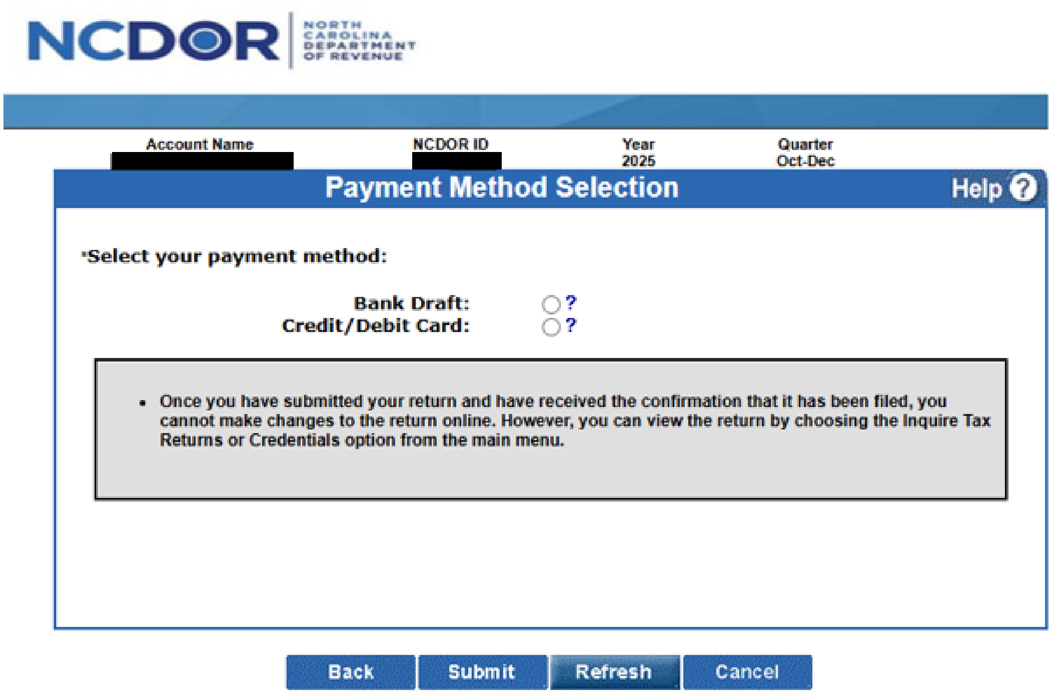
Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7700	7700	1621	2500	-879	0.3710	($326.11)	$0.00	$0.00	($326.11)
NC	DI	27500	27500	5789	4800	989	0.4030	$398.57	$0.00	$8.97	$407.54
SC	DI	14800	14800	3116	2700	416	0.2800	$116.48	$0.00	$2.62	$119.10
TN	DI	13300	13300	2800	3500	-700	0.2700	($189.00)	$0.00	$0.00	($189.00)
VA	DI	1582	1582	333	165	168	0.3270	$54.94	$47.62	$2.31	$104.87

Submit a Payment

If your return shows a balance due, the Payment Method Selection screen will be displayed. You may make a payment using one of the following methods:

a. Bank Draft
b. Credit/Debit Card

You must choose one payment method and select “Submit” to continue.



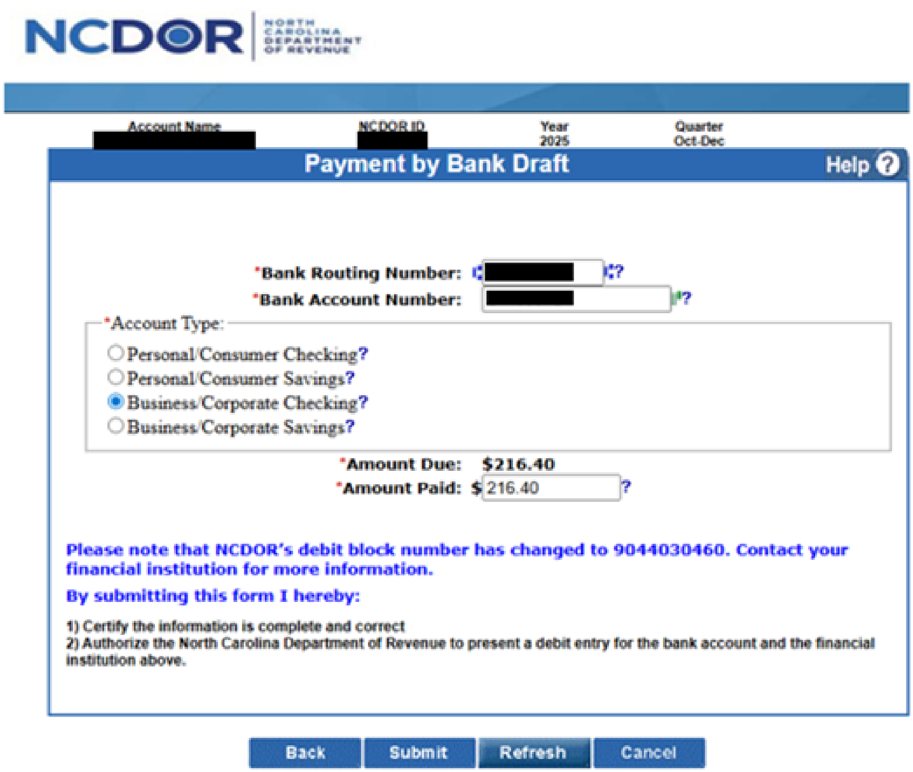
Bank Draft

Step 1: If you chose to make a bank draft payment, the Payment by Bank Draft screen will be displayed; otherwise, skip to Step 3. You must do the following:

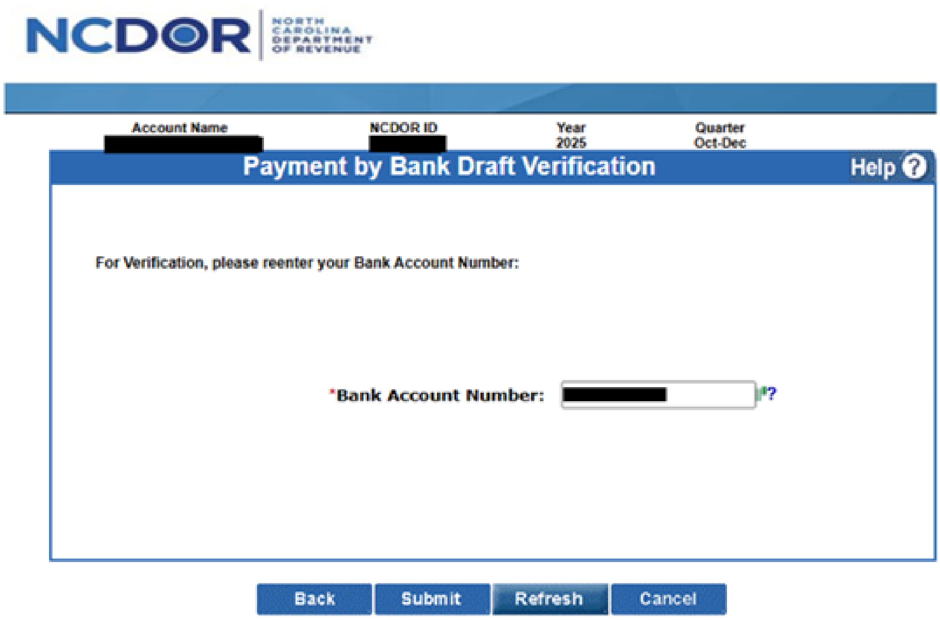
- Enter the 9-digit bank routing number.
- Enter the bank account number.
- Select the type of account associated with the bank account number entered.
- Verify the payment amount. You must pay the full amount due.

Important: Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.



Step 2: Once you have entered the required bank draft payment information, the Payment by Bank Draft Verification screen will be displayed. Enter the bank account number again and select “Submit” to continue.



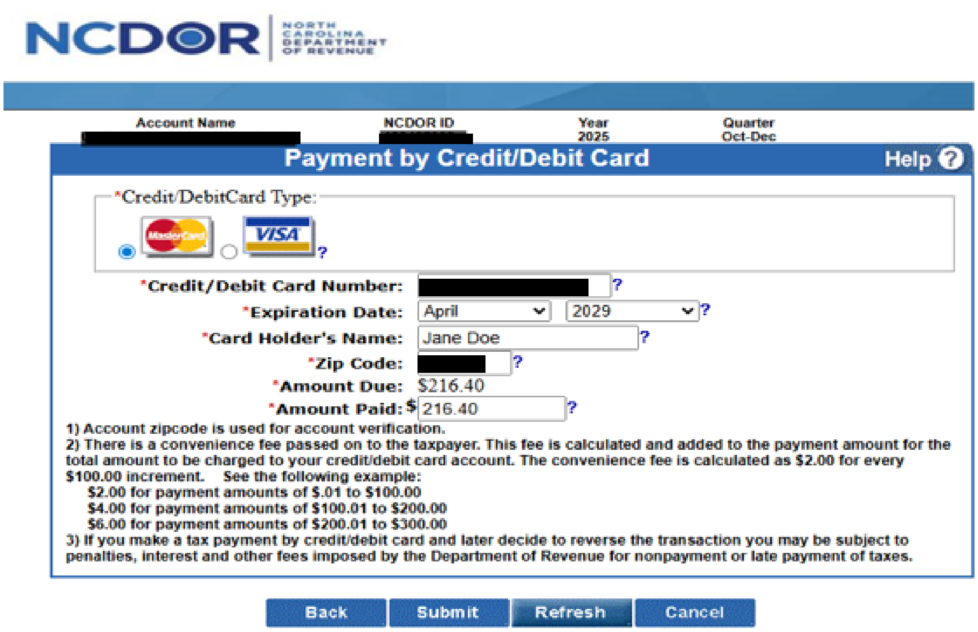
Credit/Debit Card

<u>Step 3:</u> If you chose to make a credit or debit card payment, the Payment by Credit/Debit Card screen will be displayed. You must do the following:

- Select Visa or MasterCard.
- Enter the 16-digit credit or debit card number.
- Select the month and year of the expiration date as shown on the card.
- Enter the name of the cardholder exactly as it appears on the credit or debit card.
- Enter the zip code as shown on the cardholder's billing statement.
- Verify the payment amount. You must pay the full amount due.

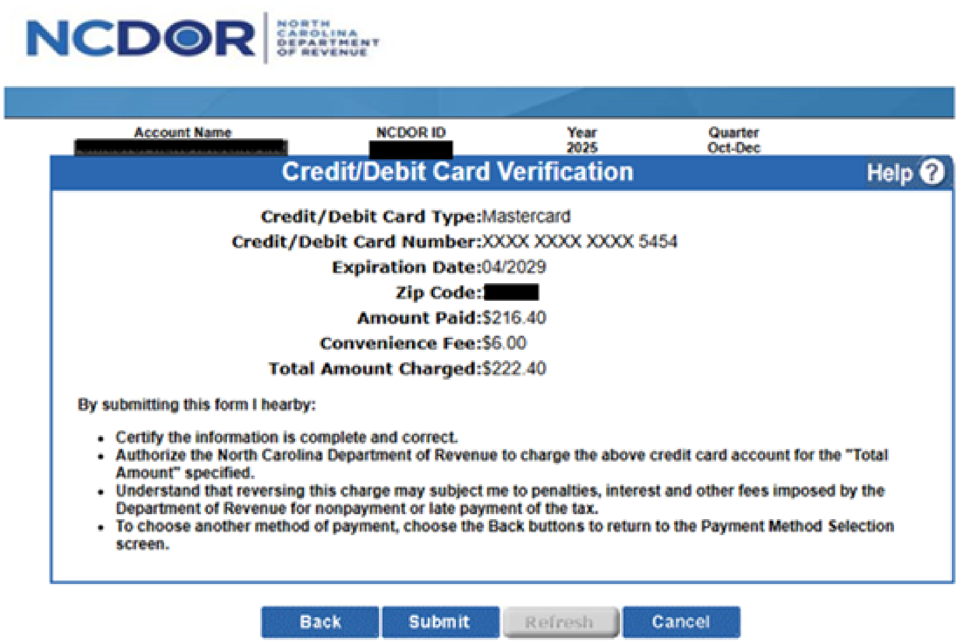
Important: A convenience fee is charged when paying by credit or debit card. The convenience fee is calculated as $2.00 for every $100.00 increment of your payment. In addition, make sure you read the additional credit/debit card payment information located at the bottom of the screen before proceeding with your payment.

Select "Submit" to continue.



Step 4: Once you have entered the required credit/debit card payment information, the Credit/Debit Card Verification screen will be displayed. Verify all of the credit/debit card information entered previously and select "Submit" to continue.

Important: Make sure you read the payment authorization statement located at the bottom of the screen before proceeding with your payment.

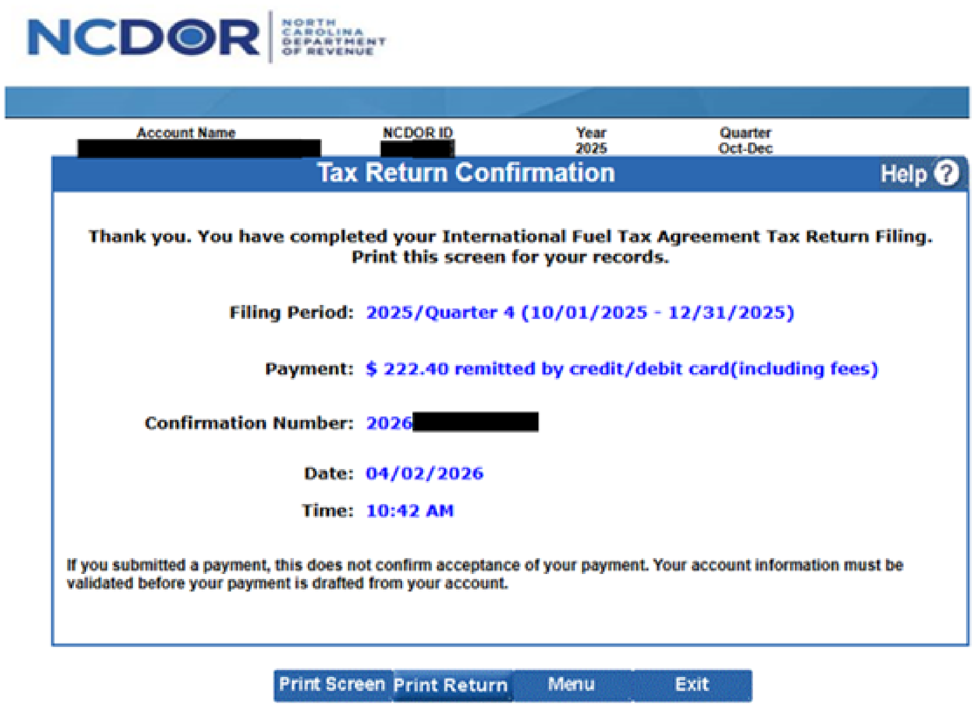


Confirmation

Step 5: Once all of your return and payment information has been entered, the Tax Return Confirmation screen will be displayed. If the tax return shows a balance due, the amount and type of payment is displayed along with the confirmation number for the transaction.

Make sure to print the return confirmation for your records by choosing “Print Screen.” If you would like to print a copy of your return, select “Print Return.”

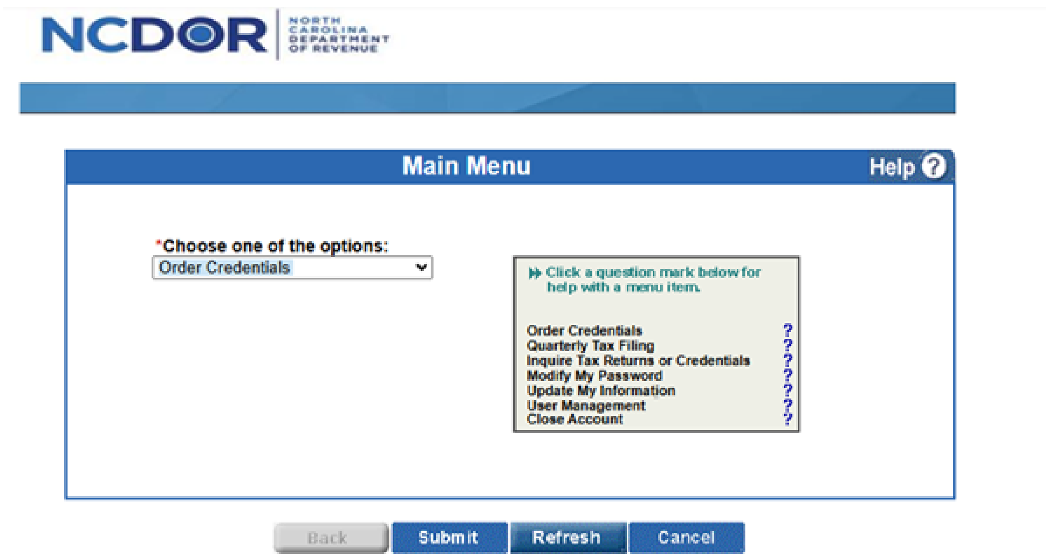
If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.



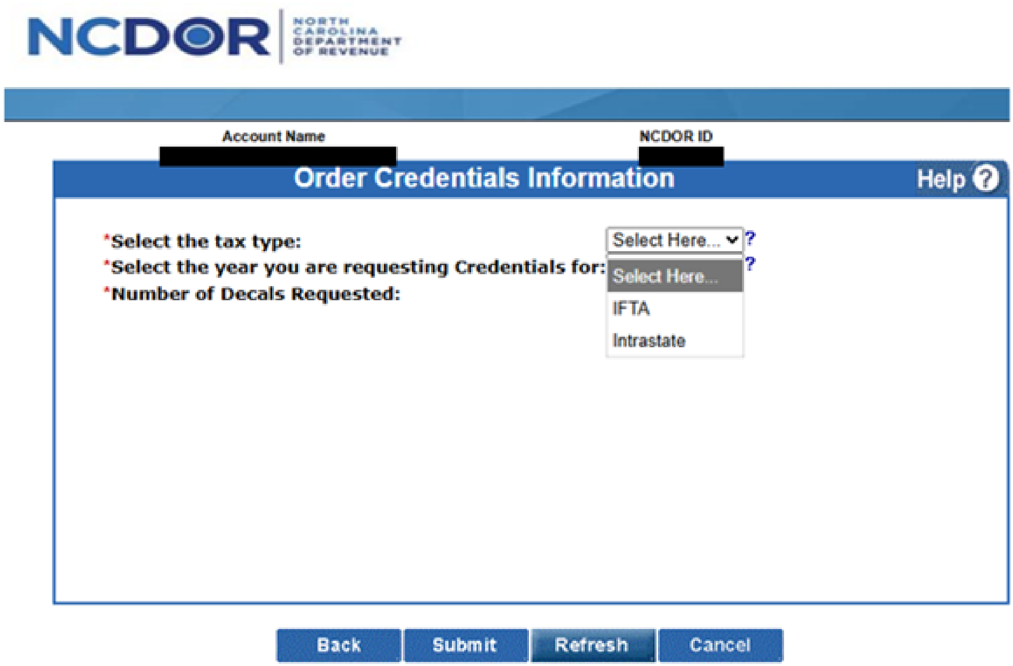
IFTA/INTRASTATE CREDENTIALS
Order Credentials

The Order Credentials menu option should be used to order decals only for IFTA and Intrastate accounts.

Step 1: On the Main Menu, use the drop-down list to select “Order Credentials” and select “Submit” to continue.



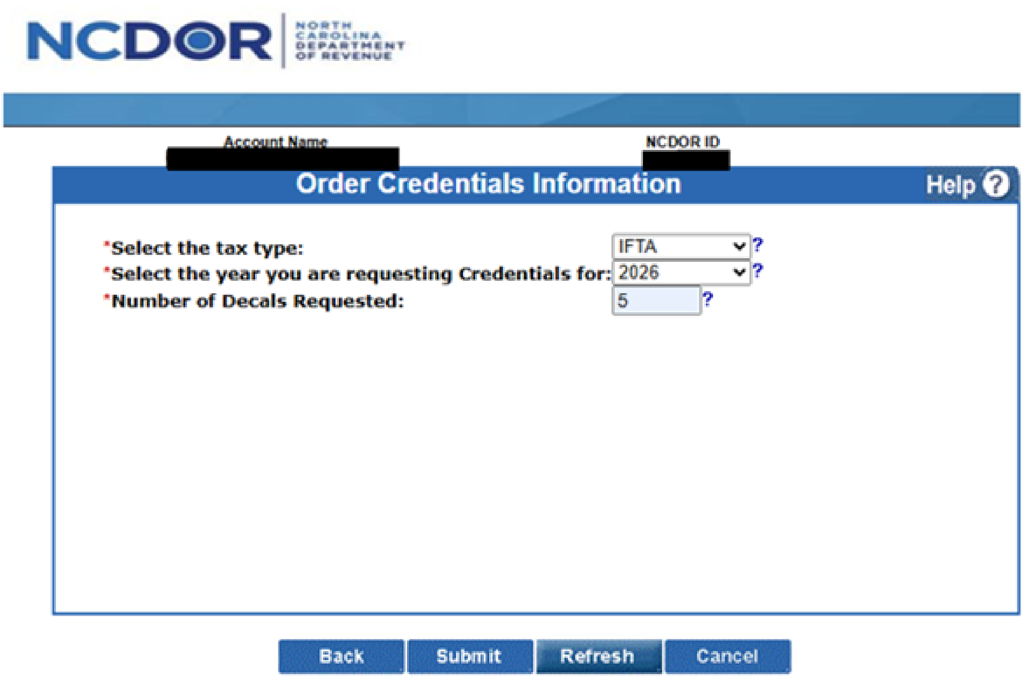
Step 2: On the Credentials Menu screen, use the drop-down list to choose either "Decals and IFTA" or "Intrastate" and select "Submit" to continue.



Step 3: On the Order Credentials Information screen, you must do the following:

- Select the Tax Type (IFTA or Intrastate) for which credentials are needed.
- Select the year for which credentials are needed.
- If you are requesting decals, enter the number of sets of decals requested. One decal set contains two decals, one for each side of the vehicle.

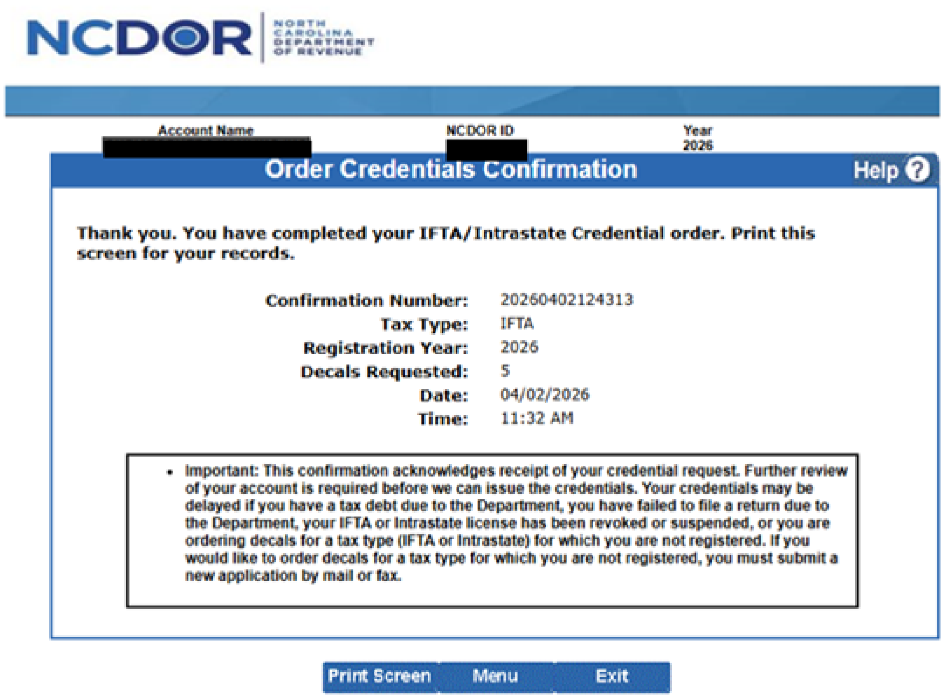
Select "Submit" to continue.



Step 4: Once all of the required credential order information has been entered, the Order Credentials Confirmation screen will be displayed. Make sure to print the order confirmation for your records by choosing "Print Screen."

If you need to perform additional functions, select "Menu" to return to the main menu; otherwise, select "Exit" to log out.

Important: The address displayed is the address to which the credentials will be mailed. If you need to update your address, contact us at (919) 707-7500 or 1-877-308-9092.

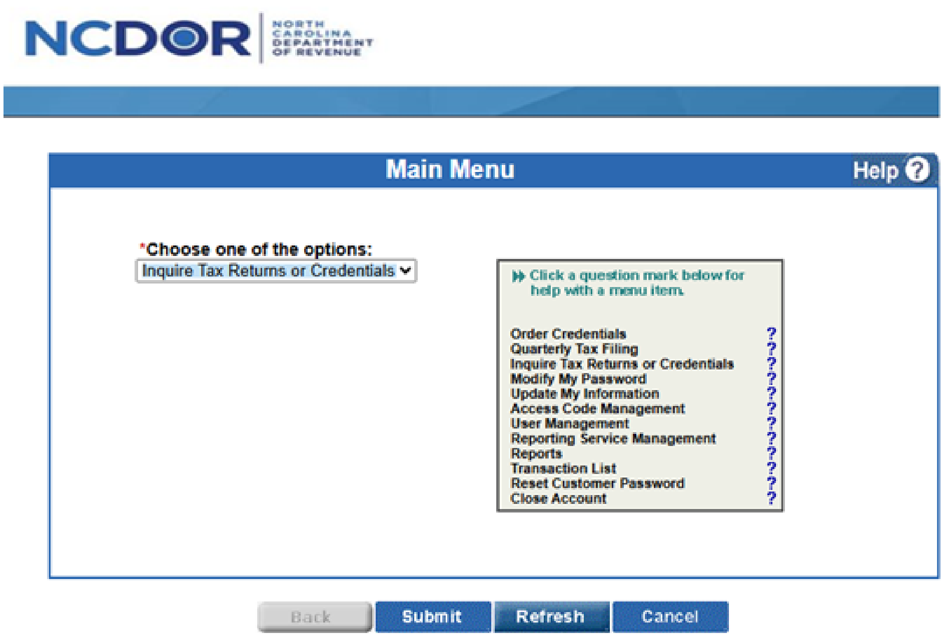


INQUIRE TAX RETURNS OR CREDENTIALS

The Inquire Tax Returns or Credentials menu option should be used for the following:

a. Inquire Tax Returns – View and/or print tax returns previously submitted electronically.
b. Inquire Credentials – View details of credential orders previously submitted electronically.

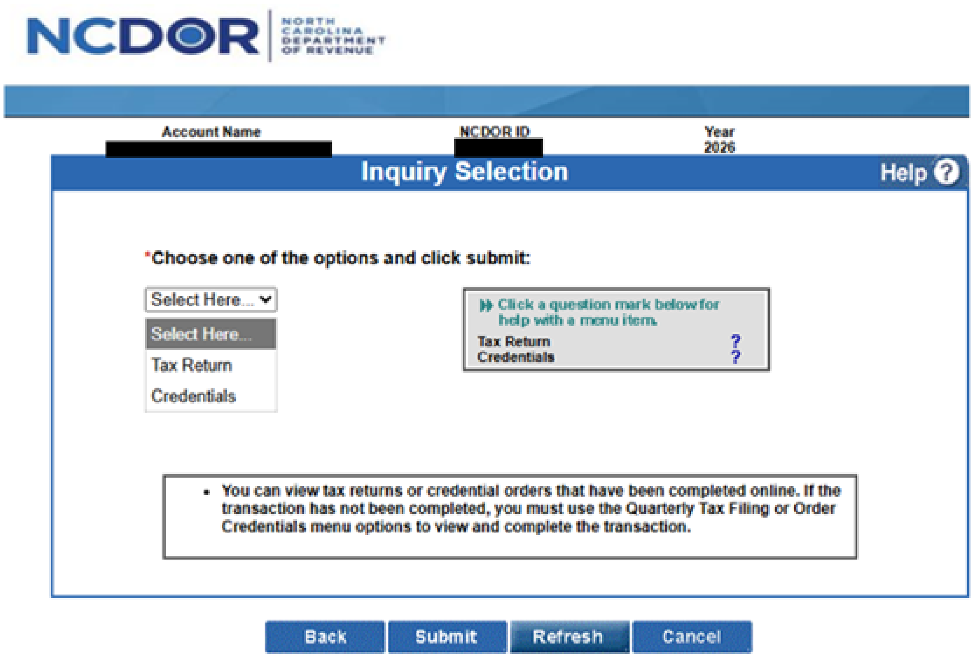
On the Main Menu, use the drop-down list to select "Inquire Tax Returns or Credentials" and select "Submit" to continue.



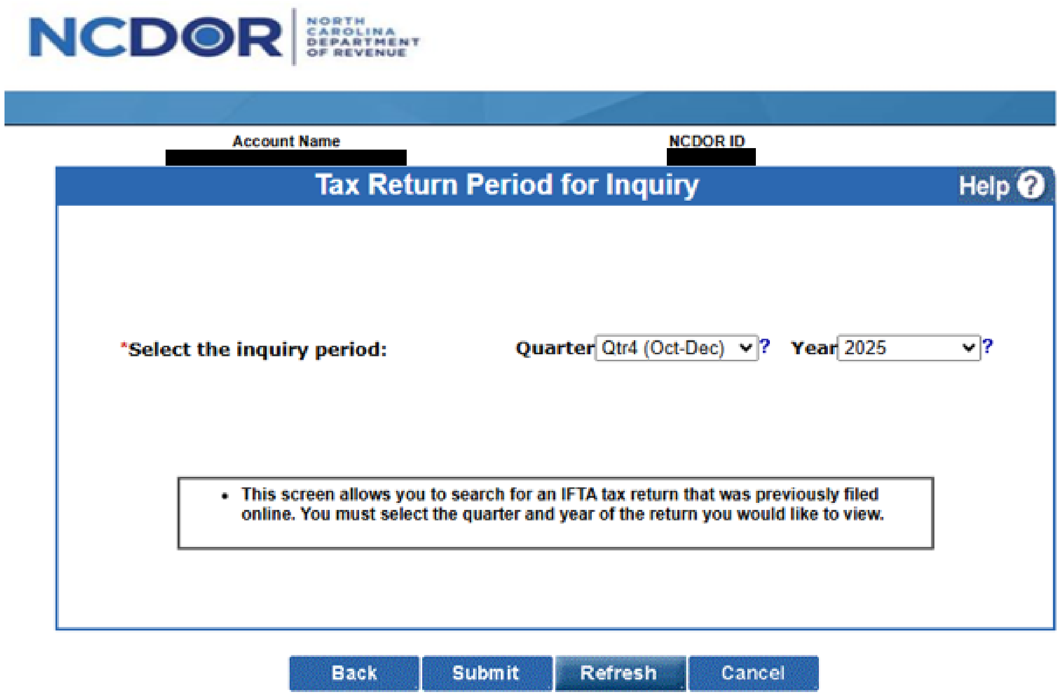
Tax Return

Step 1: On the Inquiry Selection screen, select "Tax Return".

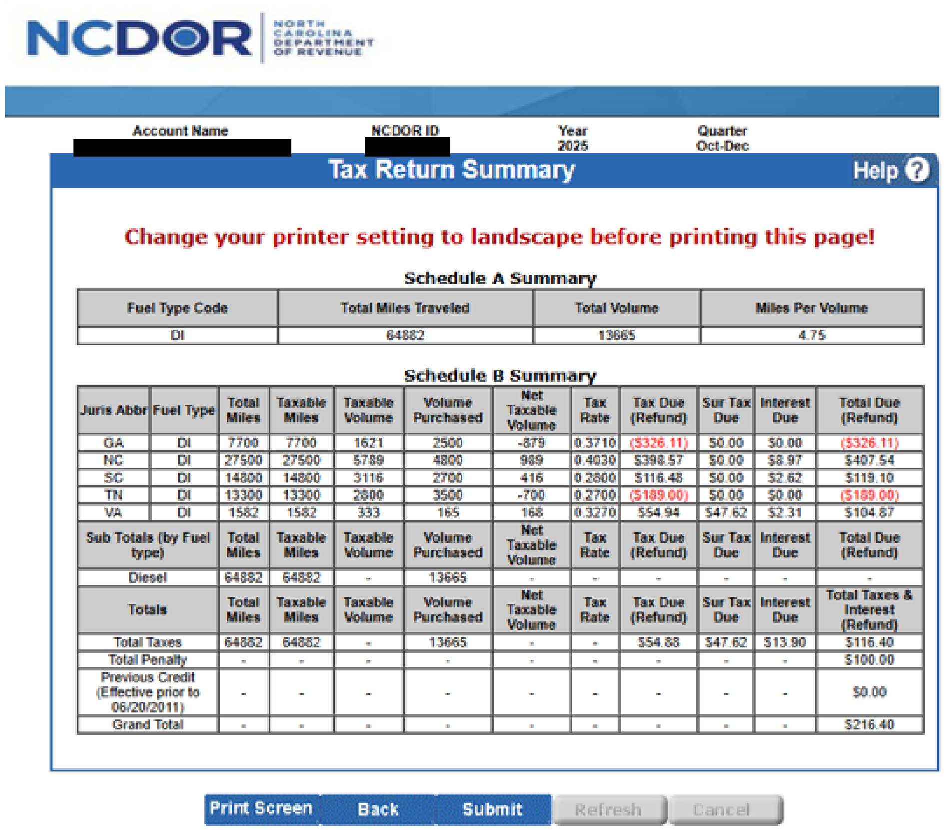
Important: You may only view tax return transactions that have been completed online. If the transaction has not been completed, you must use the Quarterly Tax Filing menu option to view and complete the transaction.



Step 2: The Tax Return Period for Inquiry screen will be displayed. Use the drop-down lists to select the quarter and year of the return you would like to view. Select "Submit" to continue.



Step 3: Once you have selected the applicable return, the Tax Return Summary screen will be displayed showing the tax return information filed for the designated reporting period. If you would like to print the return information, select "Print Screen"; otherwise, select "Submit" to return to the main menu.



Account Name	NCDOR ID	Year	Quarter
[redacted]	[redacted]	2025	Oct-Dec

Tax Return Summary

Help

Change your printer setting to landscape before printing this page!

Schedule A Summary

Fuel Type Code	Total Miles Traveled	Total Volume	Miles Per Volume
DI	64882	13665	4.75

Schedule B Summary

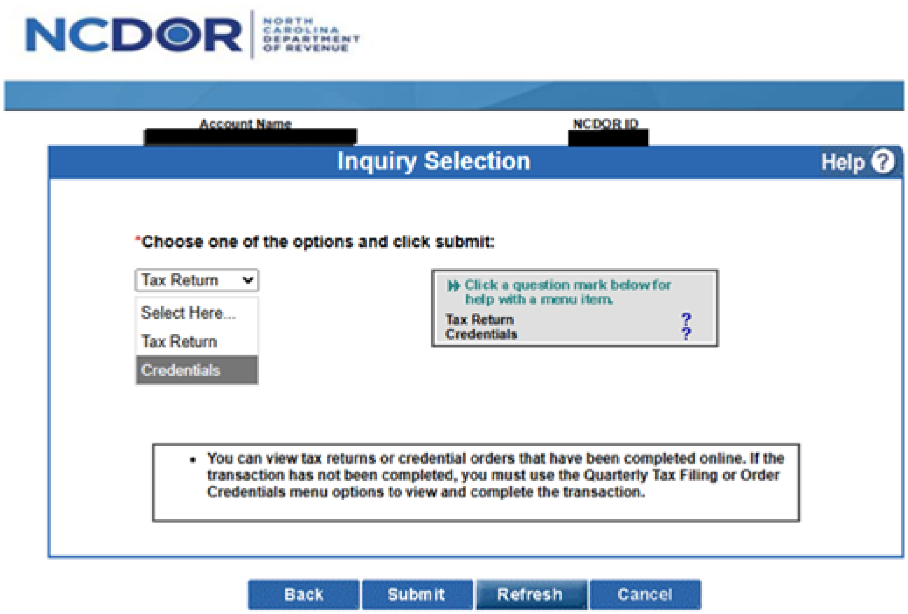
Juris Abbr	Fuel Type	Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
GA	DI	7700	7700	1621	2500	-879	0.3710	($326.11)	$0.00	$0.00	($326.11)
NC	DI	27500	27500	5789	4800	989	0.4030	$398.57	$0.00	$8.97	$407.54
SC	DI	14800	14800	3116	2700	416	0.2800	$116.48	$0.00	$2.62	$119.10
TN	DI	13300	13300	2800	3500	-700	0.2700	($189.00)	$0.00	$0.00	($189.00)
VA	DI	1582	1582	333	165	168	0.3270	$54.94	$47.62	$2.31	$104.87
Sub Totals (by Fuel type)		Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Due (Refund)
Diesel		64882	64882	-	13665	-	-	-	-	-	-
Totals		Total Miles	Taxable Miles	Taxable Volume	Volume Purchased	Net Taxable Volume	Tax Rate	Tax Due (Refund)	Sur Tax Due	Interest Due	Total Taxes & Interest (Refund)
Total Taxes		64882	64882	-	13665	-	-	$54.88	$47.62	$13.90	$116.40
Total Penalty		-	-	-	-	-	-	-	-	-	$100.00
Previous Credit (Effective prior to 06/20/2011)		-	-	-	-	-	-	-	-	-	$0.00
Grand Total		-	-	-	-	-	-	-	-	-	$216.40

Print Screen | Back | Submit | Refresh | Cancel

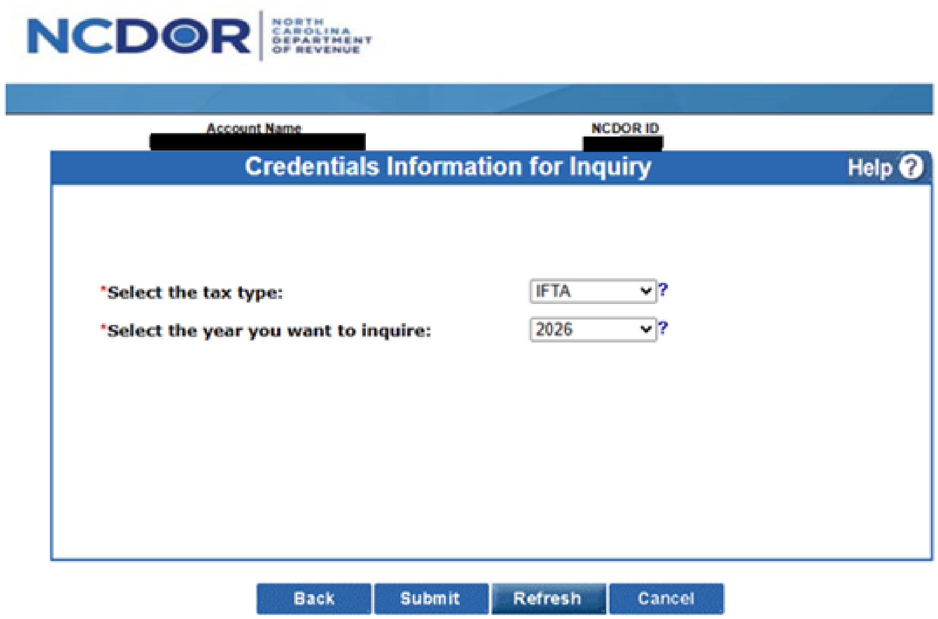
Credentials

Step 1: On the Inquiry Selection screen, select "Credentials".

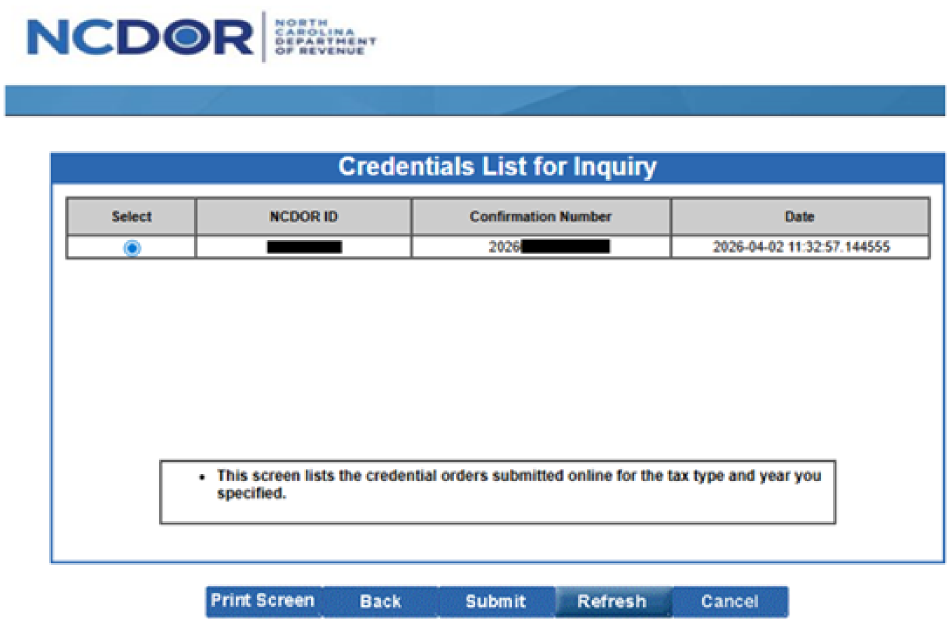
Important: You may only view credential transactions that have been completed online. If the transaction has not been completed, you must use the Order Credentials menu option to view and complete the transaction.



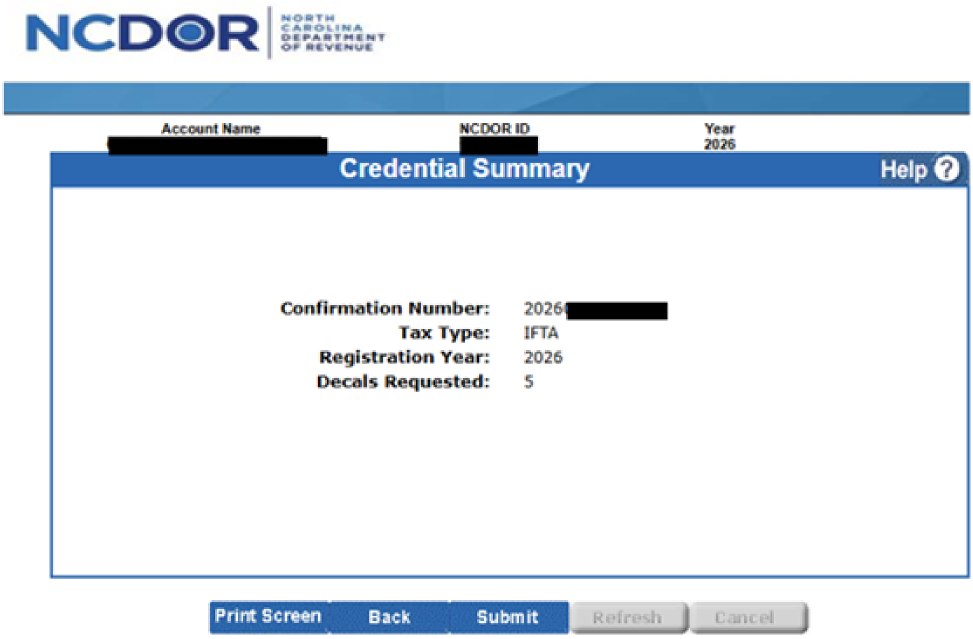
<u>Step 2:</u> The Credentials Information for Inquiry screen will be displayed. Select the tax type (IFTA or Intrastate) and the year for which credentials were requested. Select "Submit" to continue.



Step 3: The Credentials List for Inquiry screen displays all of the credential orders submitted electronically for the tax type and year identified previously. Choose the specific credential order you would like to view and select "Submit" to continue.



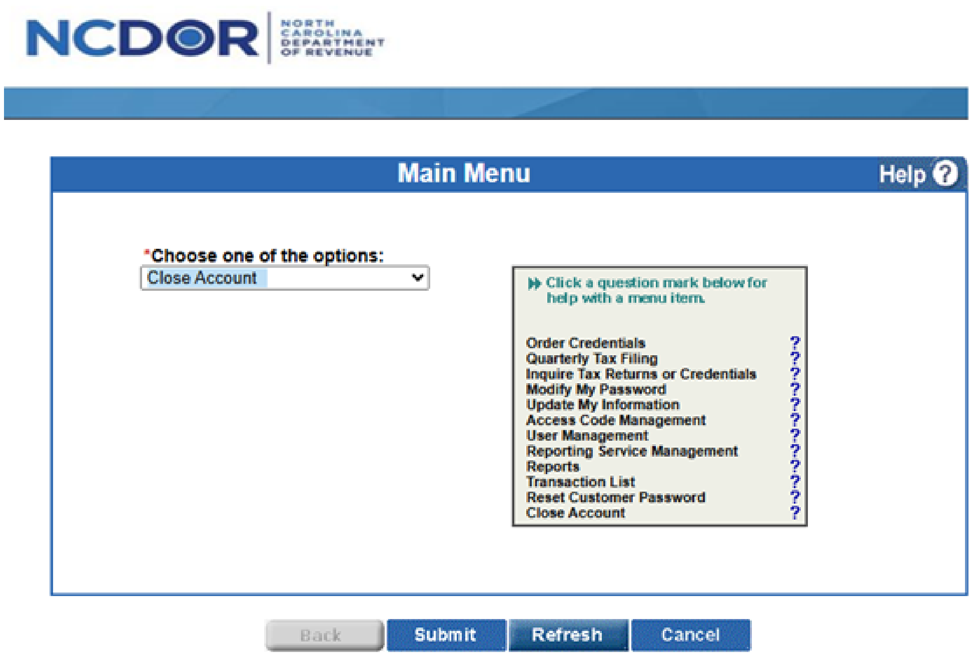
Step 4: Once you have selected a specific credential order to view, the Credential Summary screen will be displayed showing the details of the credential order. If you would like to print the credential order information, select "Print Screen"; otherwise, select "Submit" to return to the main menu.



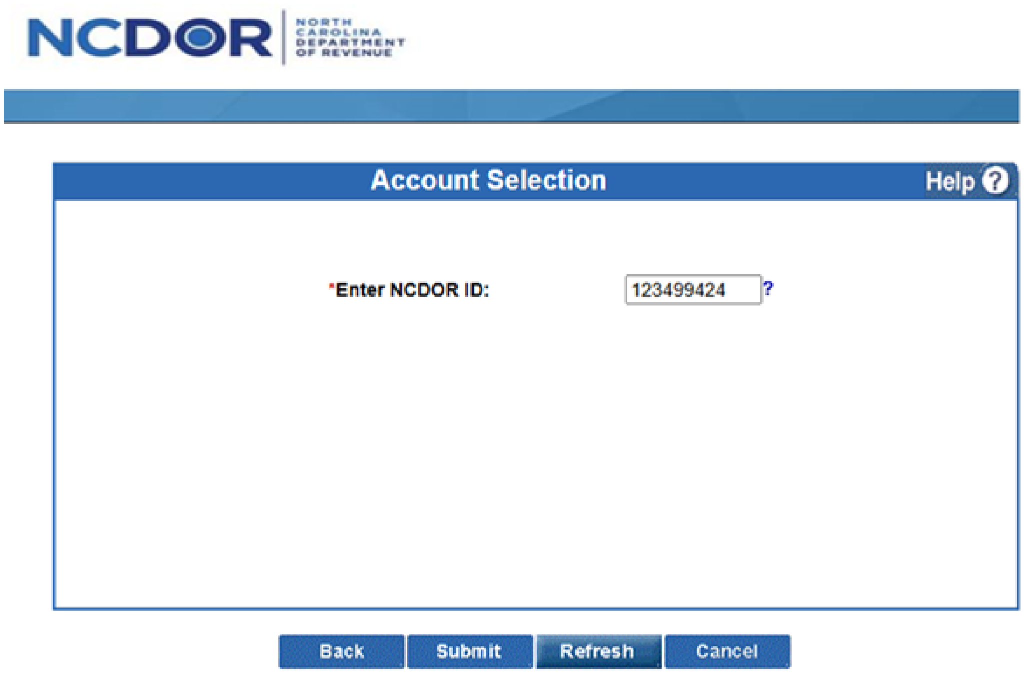
CLOSE ACCOUNT

The Close Account menu option should be used to request your IFTA or Intrastate account be closed. This option should not be used for cancelling your online account, but rather to notify the Department you are no longer operating.

Step 1: On the Main Menu, use the drop-down list to select "Close Account" and select "Submit" to continue.



Step 2: If you are a reporting service or third-party representative and you conduct business for more than one IFTA or Intrastate account, the Account Selection screen will be displayed; otherwise, skip to Step 3. Enter the appropriate NCDOR ID and select "Submit" to continue.

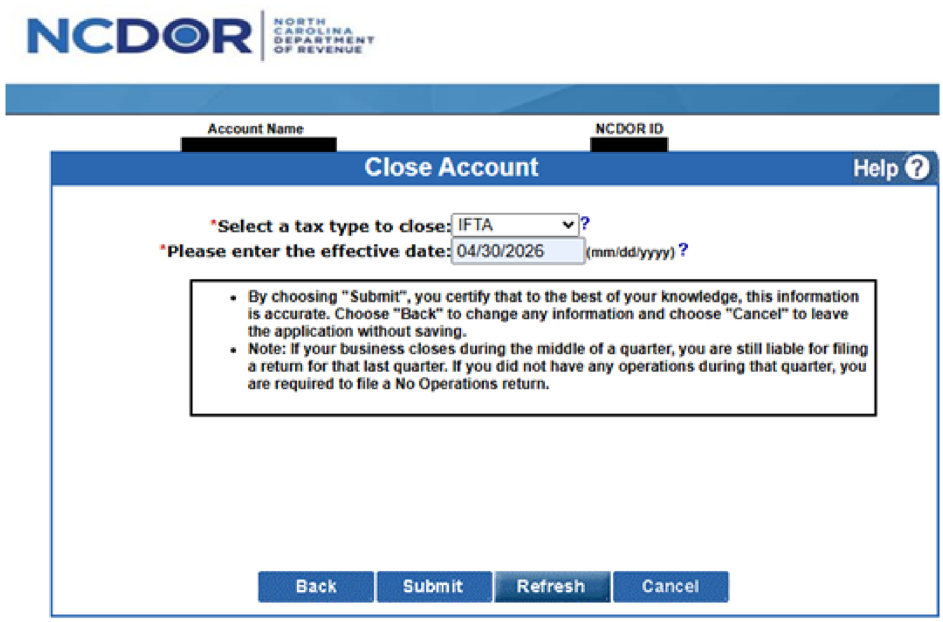


Step 3: On the Close Account screen, you must do the following:

- Select the tax type (IFTA or Intrastate) of the account you want to close.
- Enter the date the account should be closed.

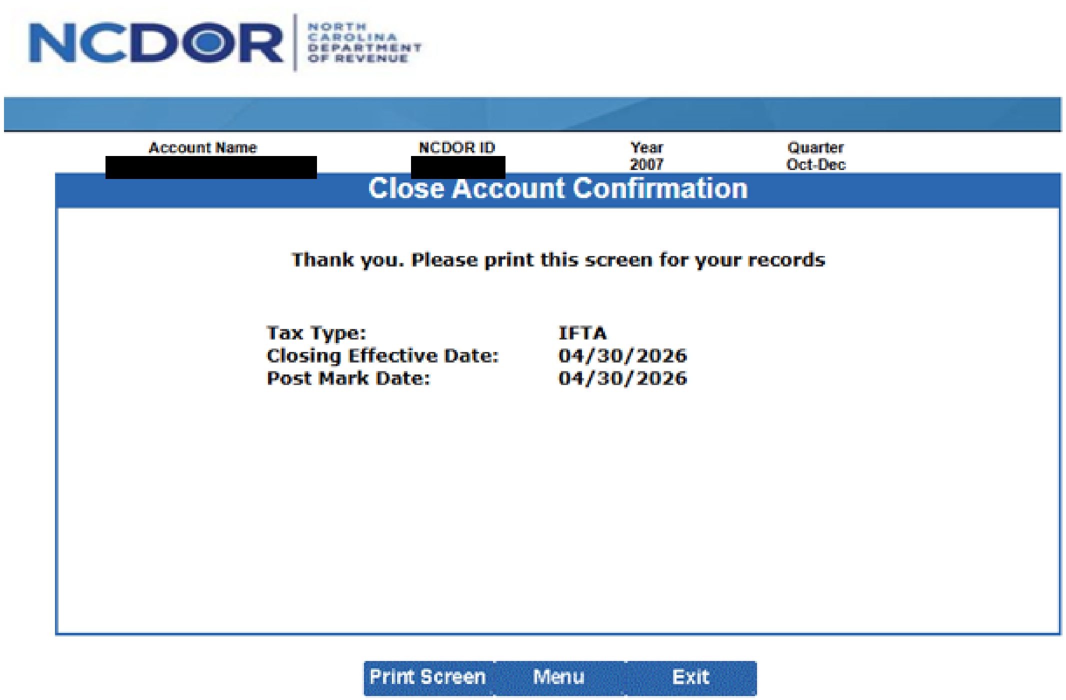
Important: If you cease operations in the middle of a quarter, you are still liable for filing a tax return, if applicable, for the last quarter in business.

Select “Submit” to continue.



<u>Step 4</u>: Once you have provided the required information, the Close Account Confirmation screen will be displayed confirming receipt of your request to close the account. Make sure to print the confirmation for your records by choosing “Print Screen.”

If you need to perform additional functions, select “Menu” to return to the main menu; otherwise, select “Exit” to log out.



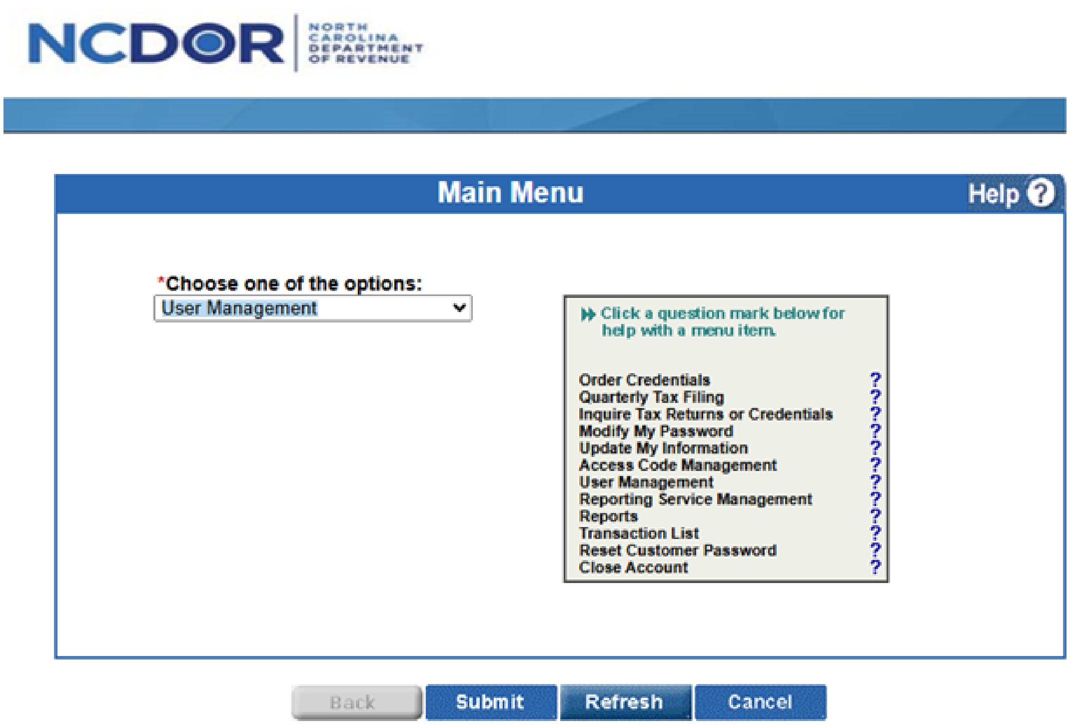
USER MANAGEMENT

The User Management menu option should be used for the following:

a. Add a user
b. Remove a user
c. Reinstate a user

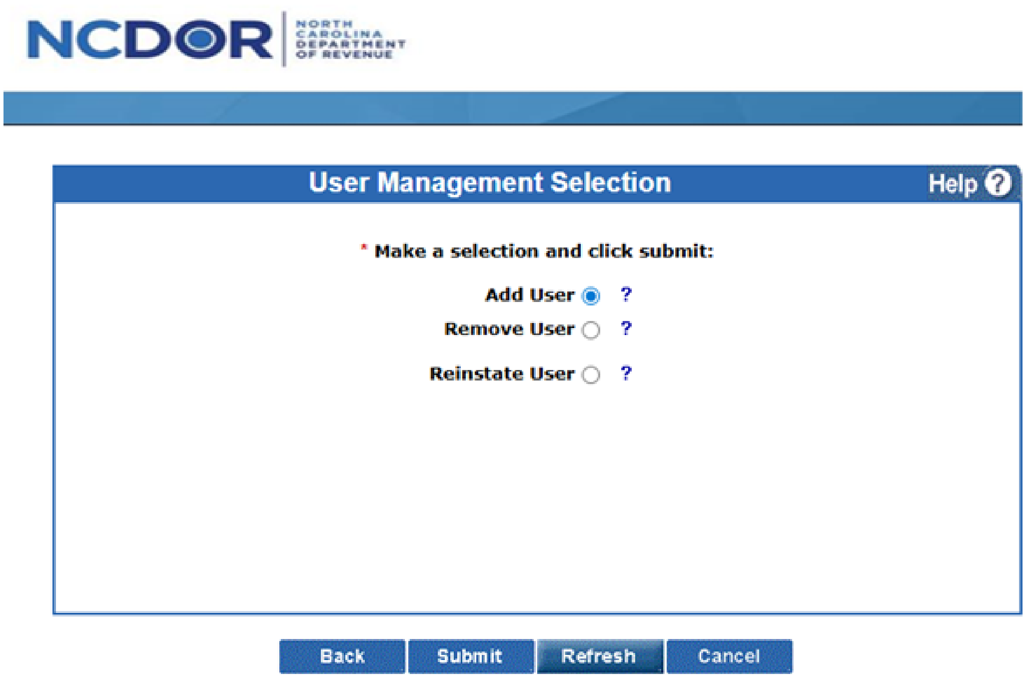
Adding, reinstating, or removing users (e.g. a reporting service or State User representative) allows you to control the users who have access to your online account and who may conduct business on your behalf. You may only assign access to one reporting service and/or one third party representative at a time.

On the Main Menu, use the drop-down list to select “User Management” and select “Submit” to continue.

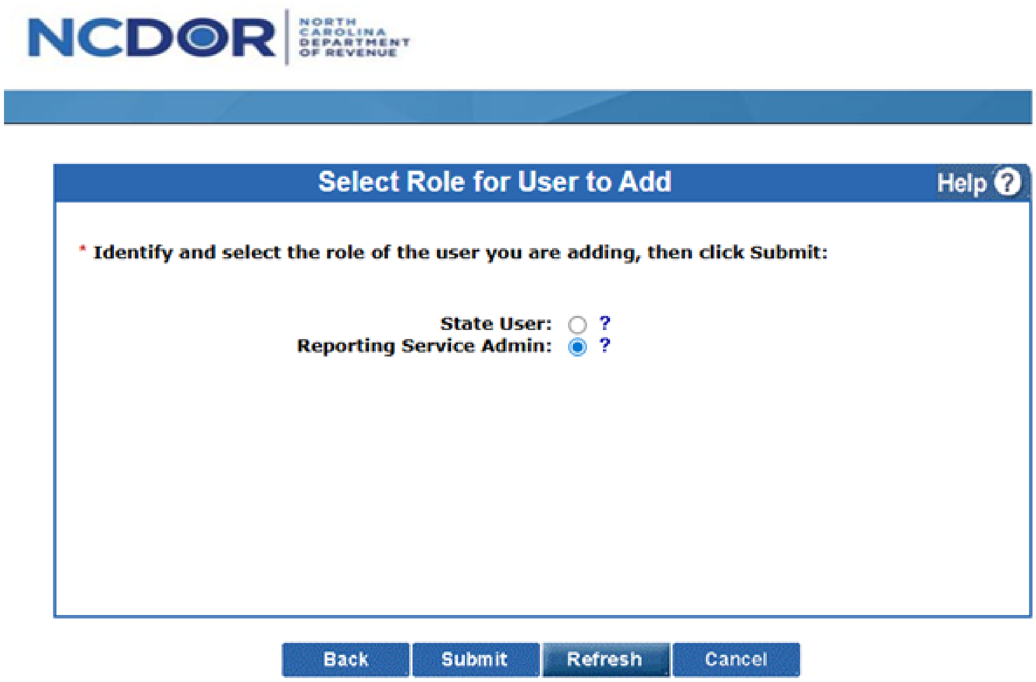


Add a User

<u>Step 1:</u> On the User Management Selection screen, select Add User and select “Submit” to continue.



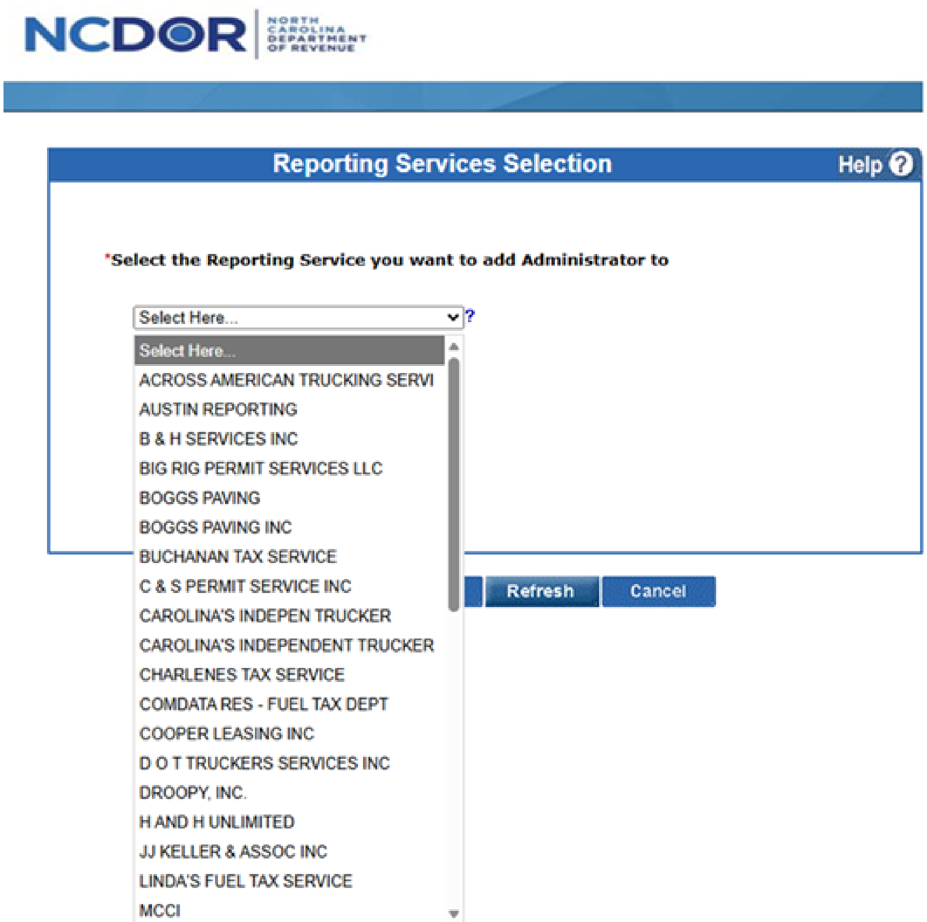
Step 2: The Select Role for User to Add screen will be displayed. You must indicate whether the user to whom you are granting access to your online account is a reporting service or State User. Select "Submit" to continue.



Reporting Services

Step 3: If you choose to add a reporting service to your account, the Reporting Services Selection screen will be displayed; otherwise, skip to Step 5. From the drop-down list, select the reporting service that may act on your behalf and select "Submit" to continue.

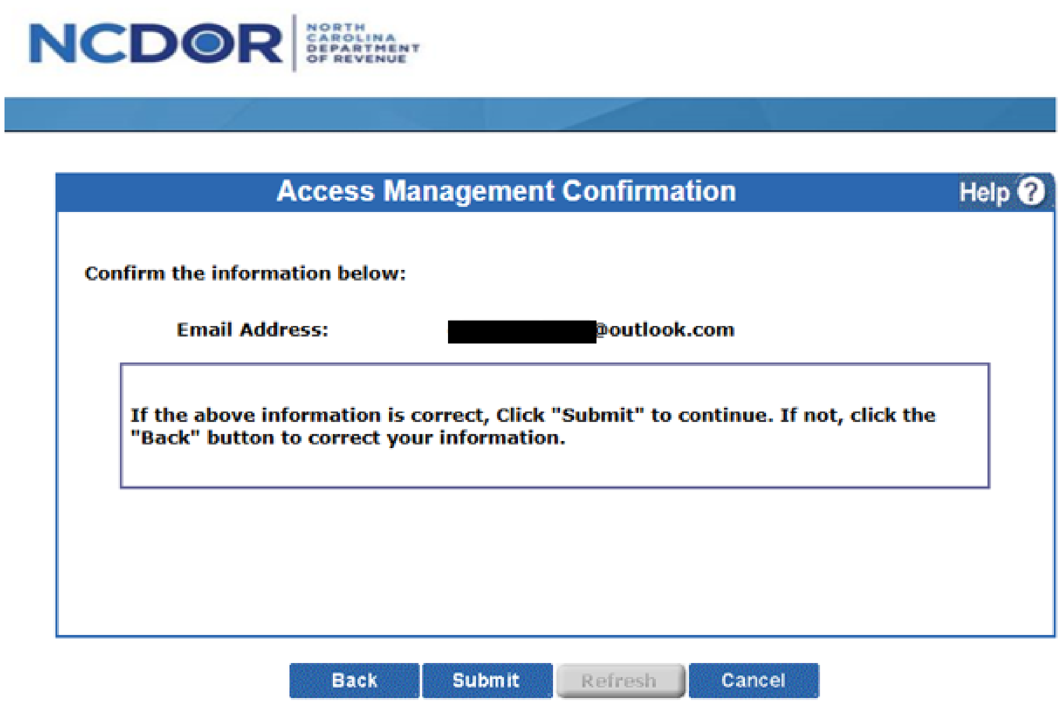
Important: If your designated reporting service is not included in the drop-down list, you must have the reporting service contact our office to be added to the system.



Remove a User

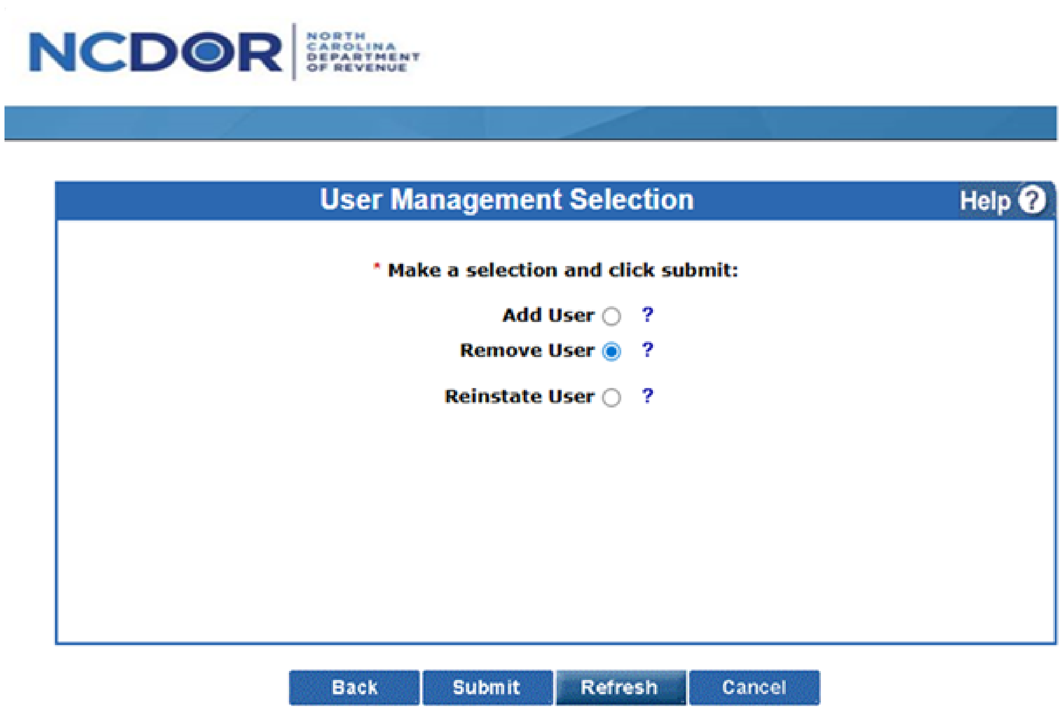
<u>**Step 4:**</u> Once you have made a selection, the Access Management Confirmation screen will be displayed. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make a different selection; otherwise, select "Submit" to continue to the Main Menu.

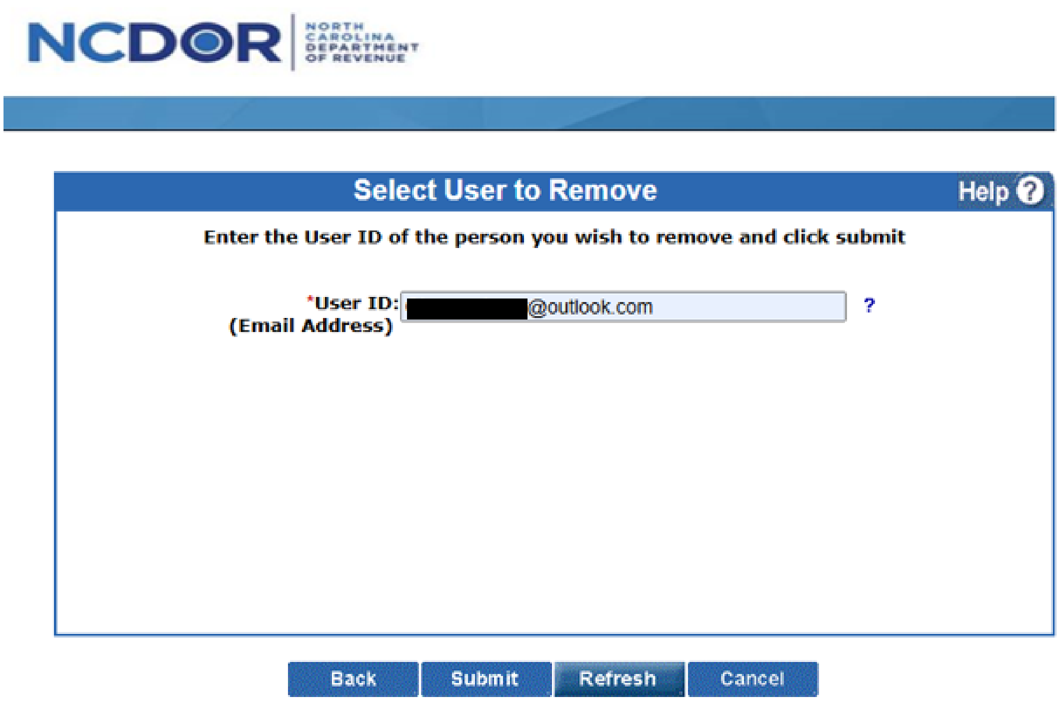


User Management
Remove a User

<u>Step 1:</u> On the User Management Selection screen, select Remove User6 and select “Submit” to continue.



Step 2: The Select Role for User to Remove screen will be displayed. You must indicate the user for whom you are removing access is a reporting service email. Select “Submit” to continue.



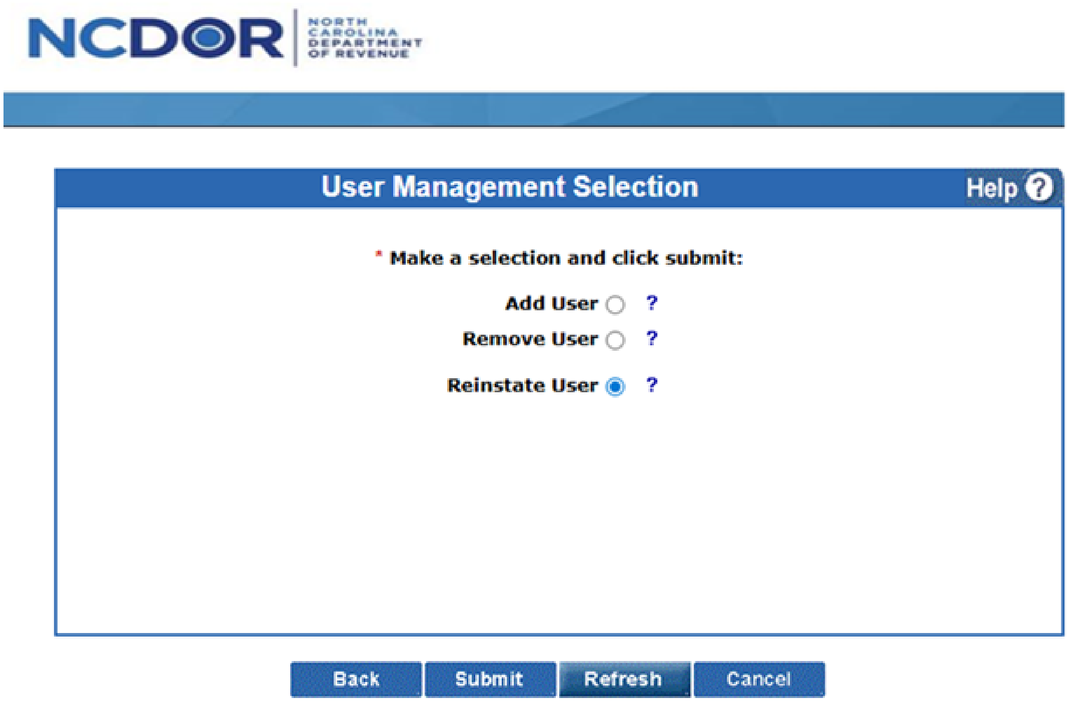
Reporting Services

Step 3: If you choose to remove a reporting service's access to your online account, the Remove Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

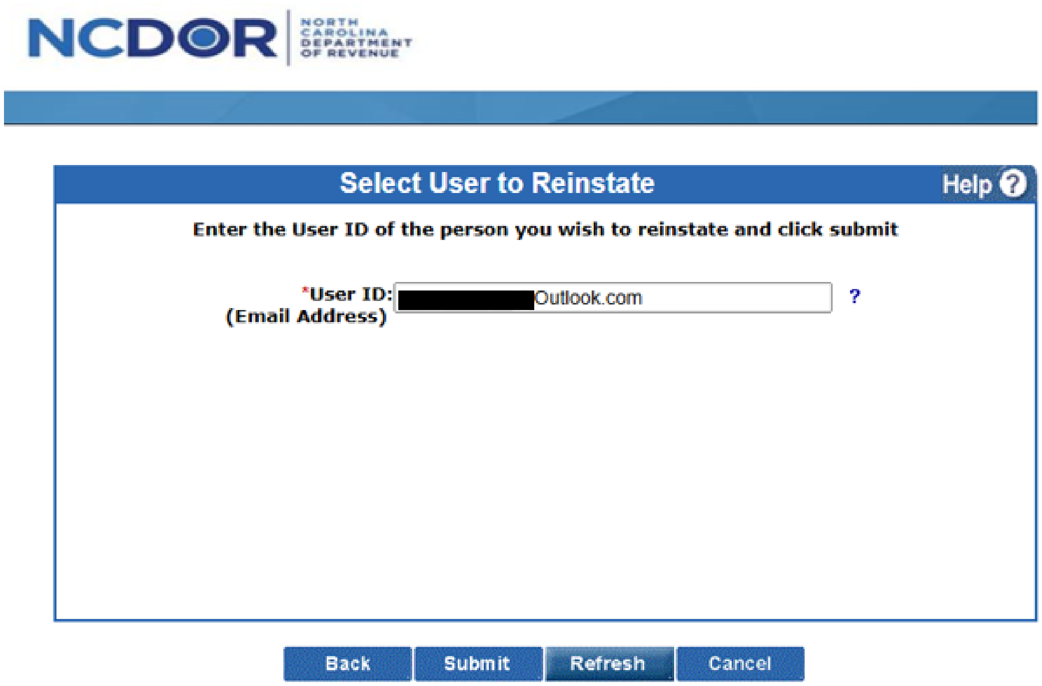
If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

Reinstate a User

Step 1: On the User Management Selection screen, select Reinstate User and select “Submit” to continue.



<u>Step 2:</u> If The Select Role for User to Reinstate screen will be displayed. You must indicate the user for whom you are reinstating access to with a reporting service email.
Select “Submit” to continue.



Reporting Services

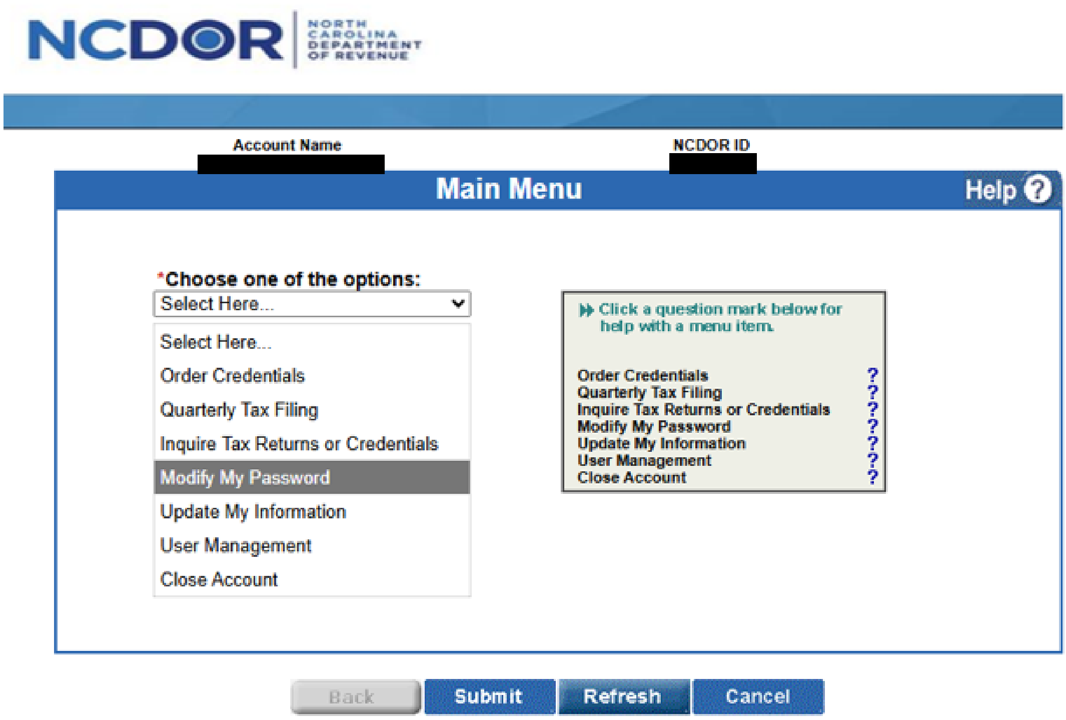
Step 3: If you choose to reinstate a reporting service's access to your online account, the Reinstate Reporting Service Confirmation screen will be displayed; otherwise, skip to Step 4. Verify the information is correct.

If any information is incorrect, select "Back" to return to the previous screen to make corrections; otherwise, select "Submit" to continue to the Main Menu.

MODIFY MY PASSWORD

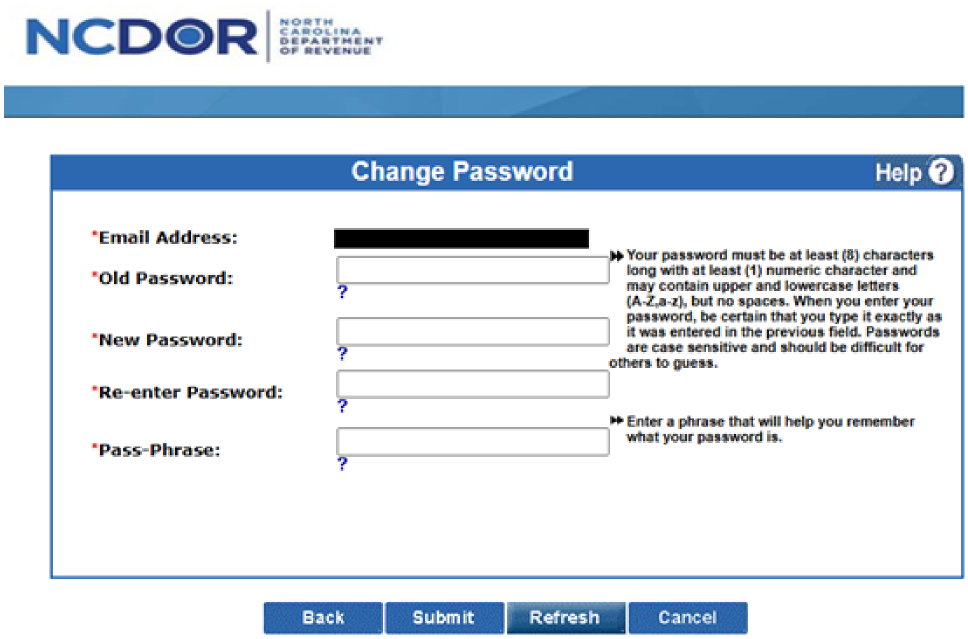
The Modify My Password menu option should be used to change your password. Your password must be active to use this option.

<u>**Step 1**</u>: On the Main Menu, use the drop-down list to select "Modify My Password" and select "Submit" to continue.



<u>Step 2</u>: On the Change Password screen, enter your current password in the "Old Password" field and then enter your new password in the "New Password" field. Complete the remaining fields and select "Submit" to continue.

Important: Your new password cannot be the same as any of the last six passwords you have used for your online account.

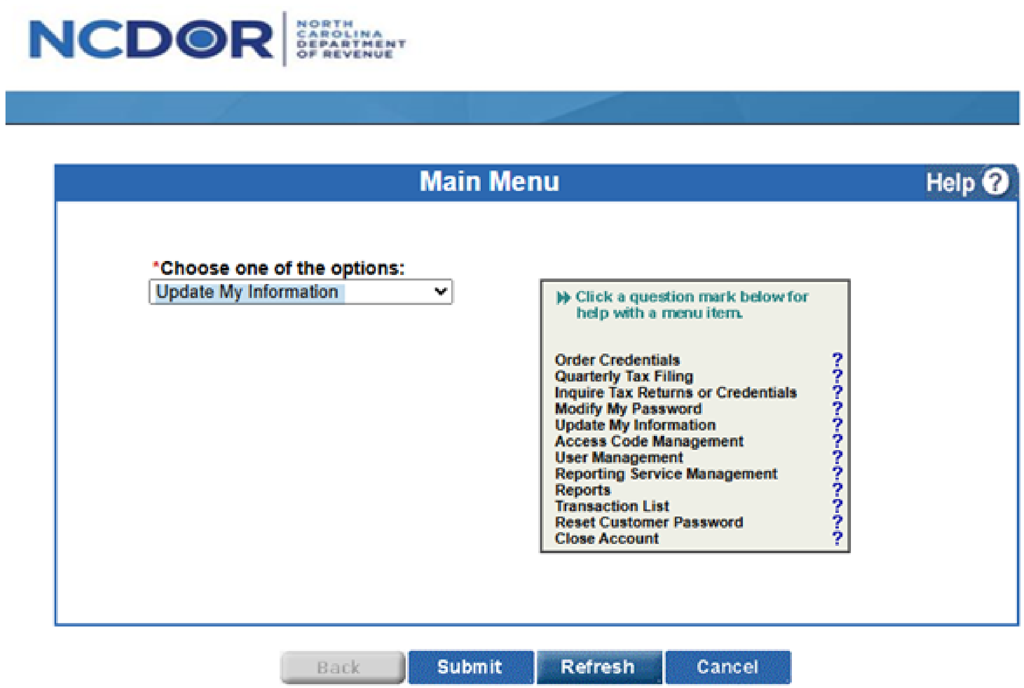


<u>Step 3</u>: Once the Change Password Confirmation screen is displayed, select "Submit" to return to the main menu.

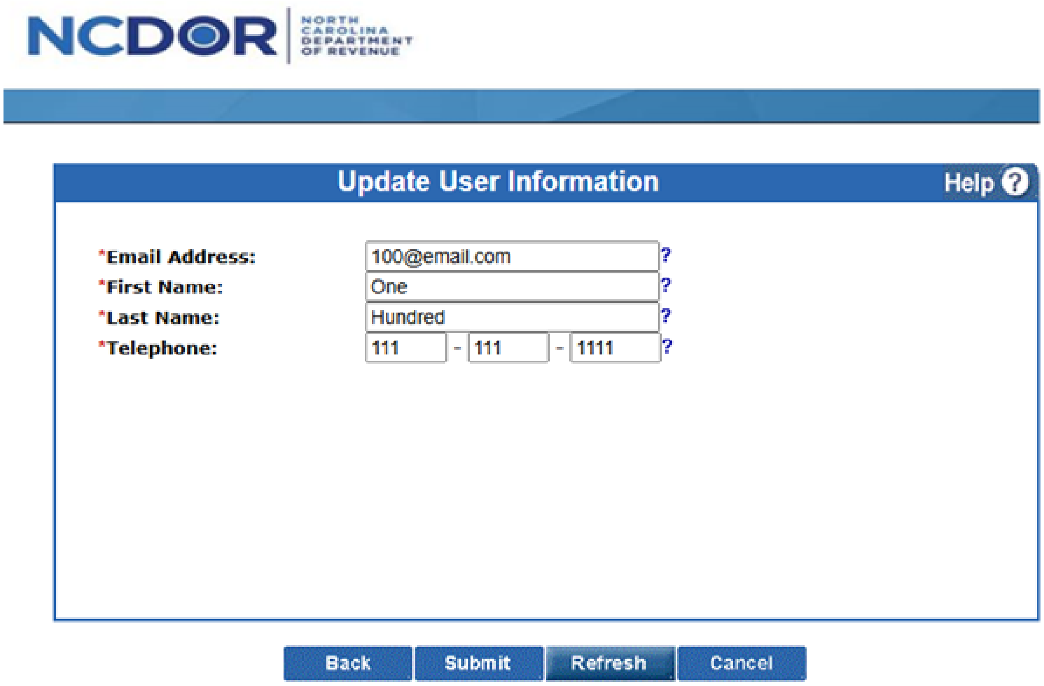
UPDATE MY INFORMATION

The Update My Information menu option should be used to make changes to your online account information. You may update your email address, name, and telephone number as needed.

Step 1: On the Main Menu, use the drop-down list to select "Update My Information" and select "Submit" to continue.



Step 2: Once the Update User Information screen is displayed, make the necessary changes to your information and select "Submit" to continue.

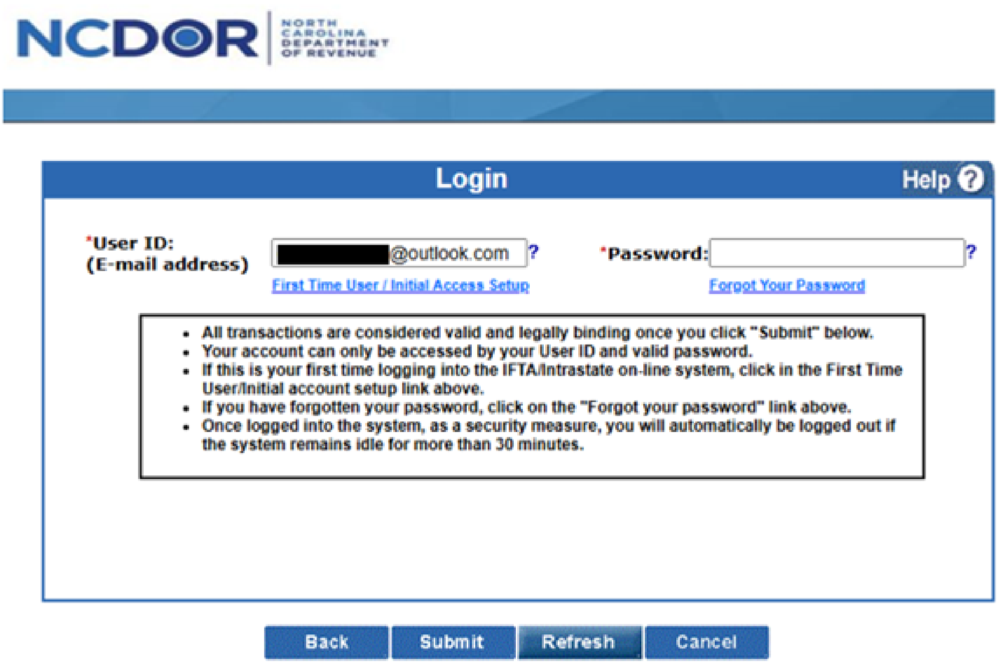


Step 3: Once the Update User Confirmation screen is displayed, verify that you have entered your updated information correctly. If you would also like to change your password, select "Yes" to modify your password. (See the Modify My Password section for instructions.) If you do not need to modify your password, choose "No." Select "Submit" to continue.

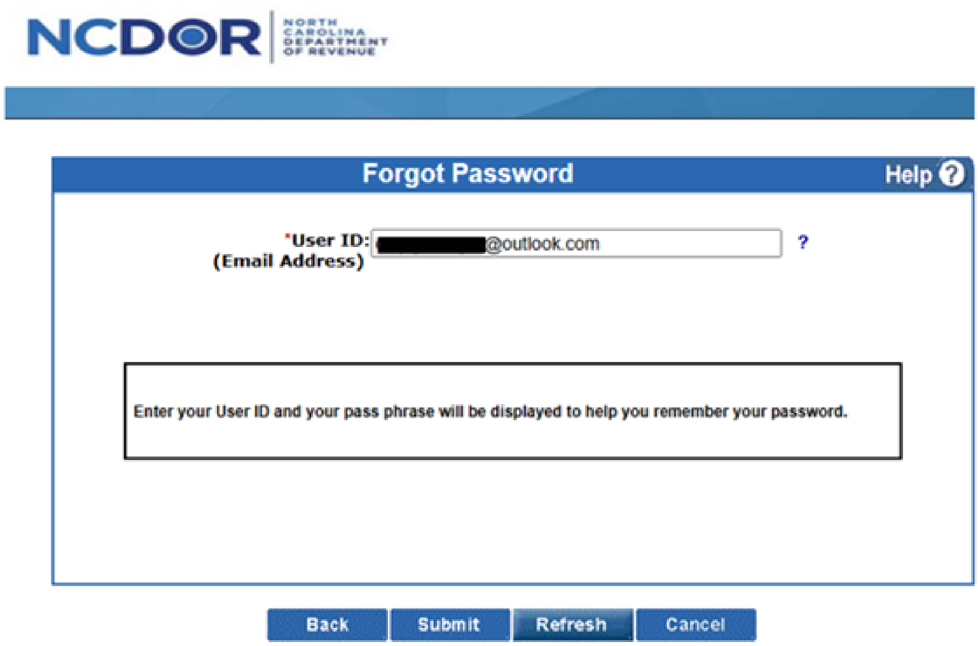
FORGOT YOUR PASSWORD

If you cannot remember your password, you can view your passphrase (i.e. password hint) that you established upon initial access setup or during your last password change.

<u>Step 1</u>: On the Login screen, enter your User ID and select the "Forgot Your Password" link.



Step 2: Once the Forgot Password screen is displayed, verify the User ID is correct or enter your User ID if it is not already displayed.



<u>Step 3</u>: Your passphrase will be displayed on the Password Hint screen. Select “Submit” to return to the login screen.

Important: If the passphrase does not help you remember your password, your password will need to be reset. Contact us at (919) 707-7500 or 1-877-308-9092 for a temporary password.