



North Carolina State Board of Certified Public Accountant Examiners

Creating and Accessing Your User Portal Account

The North Carolina State Board of CPA Examiners' User Portal allows applicants and licensees to submit applications and manage their information online.

If you are accessing the portal for the first time, you must create a portal login. The steps you take after creating your login depend on whether you already have a record with the Board.

First, determine which option applies to you. **NOTE:** Your portal status and your Board record status are two different things.

New Portal User: Anyone accessing the portal for the first time must create a portal login.

Existing Board Record: If you have previously applied to the Board, you already have a Board record, **even if this is your first time using the new portal.** You must use Option 1 to connect your portal account to your existing Board record.

No Existing Board Record: If you have never applied to the Board and do not have an existing Board record, you must use Option 2.

Which Option Should I Use?

Your Situation	What to Do
You have previously applied to the Board	Use Option 1 to link your portal account to your existing Board record.
You have never applied and do not have a Board record	Use Option 2 to provide your information and create your Board record.
This is your first time using the new portal, but you previously applied to the Board.	You are a new portal user, but you have an existing Board record. Use Option 1.

Before You Begin

You can access the User Portal in any of the following ways:

- Visit the [Board's homepage](#) and select **Access User Portal** from the **I Want To** menu.
- Select **Access User Portal** from the main menu (three-line "hamburger" icon) on the Board's homepage.
- Go directly to the [User Portal](#).

When accessing the portal for the first time, **DO NOT ENTER ANYTHING IN THE SIGN IN FIELDS.**

Instead, choose one of the following:

- Sign in with Google, Apple, Microsoft, or LinkedIn — the fastest and easiest option; or
- Select Sign Up Now to create a username and password.

If you create a username and password, you will need to complete several verification steps, which may include CAPTCHA, email, and text-message or authenticator-app verification.

A [short video tutorial](#) is also available to walk you through the process of creating a portal login.

If You Have an Existing Board Record — Use Option 1

Use Option 1 if you have previously applied to the Board or otherwise have an existing Board record.

Step 1: Create Your Portal Login

Follow the instructions above to create your portal login.

You may sign in using Google, Apple, Microsoft, or LinkedIn, or select Sign Up Now to create a username and password.

Step 2: Select Option 1

After creating your login, you will be taken to the Options page.

Because you have an existing Board record, select Option 1 to link your portal account to your existing Board record.

Step 3: Enter Your Information

Enter the following information exactly as it appears in the Board's records:

- First name
- Last name
- Last four digits of your Social Security number
- Email address on file with the Board

Do not enter a prefix or suffix. Your name must match the information on file with the Board exactly.

For example, if your Board record lists your first name as J. John, enter J. John rather than John.

If you are unsure which email address is on file with the Board, check your inbox for a previous email from the Board. The email address to which the Board sent the message is the address you should enter.

Step 4: Verify Your Existing Board Record

Select Verify User.

If the information matches your Board record, you will be directed to your portal dashboard.

Step 5: Confirm or Update Your Personal Information

Before proceeding to an Exam or License application, returning users must review and confirm their personal information.

If any information has changed, update it before proceeding.

Step 6: Access Your Application

After you have confirmed or updated your personal information, you can access the appropriate Exam or License application from your portal dashboard.

If You Do NOT Have an Existing Board Record — Use Option 2

Use Option 2 if you have never applied to the Board and do not have an existing Board record.

Step 1: Create Your Portal Login

Follow the instructions above to create your portal login.

You may sign in using Google, Apple, Microsoft, or LinkedIn, or select Sign Up Now to create a username and password.

Step 2: Select Option 2

After creating your login, you will be taken to the Options page.

Because you do not have an existing Board record, select Option 2 and complete the required fields.

Step 3: Enter Your Full Legal Name

The name you provide will be used if you are issued a Notice to Schedule (NTS) or CPA license. Make sure your name is entered accurately and completely.

Step 4: Complete Your Personal Information

Complete the Personal Information section and review your information carefully to make sure it is accurate.

New users without an existing Board record must complete the Personal Information section before they can access the CPA Exam or License applications.

If you are applying for an original or reciprocal CPA license or applying for reinstatement of an original or reciprocal CPA license, you must complete the business address fields as well as the mailing address fields.

Step 5: Access Your Application

Once you have completed the Personal Information section, you can access the appropriate Exam or License application from your portal dashboard.

What If My Existing Board Record Is Not Found?

If you have an existing Board record and selected Option 1, but your record is not found:

1. Double-check your first and last name.
2. Make sure you are using the email address currently on file with the Board.
3. Re-enter your information and try again.

Portal Verification and Security

The portal uses CAPTCHA and multi-factor authentication (MFA) to help protect your information.

CAPTCHA

If the CAPTCHA is difficult to read, select the refresh icon to generate a new code. You can also select the audio option.

Email Verification

If you do not receive your email verification code right away, allow a few minutes for delivery and check your spam or junk folder.

Look for an email from Microsoft with the subject:

"Microsoft on Behalf of North Carolina Board of CPA Examiners."

Authenticator App

Email verification is not the only option. When prompted on the Multi-Factor Authentication page, you may choose to use an authenticator app instead. If you have a non-US phone number or address, you must use the authenticator app.

Using Google, Apple, Microsoft, or LinkedIn

You may use your Google, Apple, Microsoft, or LinkedIn account to create your portal login. These providers use security measures such as encryption and multi-factor authentication. The Board does not see or store your password; authentication is handled securely by the provider.

Your Cell Phone Number

If you use your cell phone for identity verification, your phone number is used for verification purposes only. The Board will not add the number to your profile unless you choose to do so.

Need Help?

If you are an Exam applicant, contact the Examinations Staff at (919) 733-4224 or examinations@nccpaboard.gov for help.

If you are a license applicant (including a reinstatement applicant), contact the Licensing Staff at 919-733-1422 or licensing@nccpaboard.gov for help.