How do I renew a system account?   **KB0036121**

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All system accounts need to be renewed annually. If renewal is not completed on time, the system account will deactivate. All system accounts will default to require initial renewal on 10/30/2021.

To renew a system account, follow the steps below:

1. Log into the site with the account associated with the system account.
2. Navigate to your Workspace from the header menu on any page.
3. Select "System Accounts" from the widgets to go to your tier 2 workspace for system accounts.
4. Use any of the filters to search your system accounts for the account that needs to be renewed. Alternately, you can select the link provided in the email notification you received to view the details of the system account that needs to be renewed.
5. The "Actions" dropdown will display the option "Renew Account" if the account will expire within 60 days. This will allow you to review the account details and submit for approval. If you want to edit the details for any of the sections, select the edit button to make changes and then submit for approval.

Note: Editing or renewing the account will restart the counter and allow for the upload of new documents.

NCORR is a division of the North Carolina Department of Public Safety.

1 | Last Updated: March 7, 2023