Frequently Asked Questions – MyPortal

Following, please find a list of questions frequently asked by K12 parents applying for the ESA+ and Opportunity Scholarships. If your question is not answered below, visit the MyPortal Guide for Parents for more information.

How do I set up a MyPortal account?


What if I forgot my MyPortal account or username?

1. Click on the “forgot username or password” link on the MyPortal home screen.

2. Two options will appear on screen: Forgot Password and Forgot Username.
   - **Forgot Password**: Enter your username and click “Go.” Your password will be emailed to you.
   - **Forgot Username**: Enter your first name, last name, and the email address on your SEAA user profile and click “Go.” Your username will be emailed to you.
Why am I locked out of MyPortal?

You have three tries to enter the correct username and password in MyPortal. After your third attempt you will be locked out of the system. Contact Login Help during business hours for assistance: 855-763-5333.

Why didn’t I receive a MyPortal activation link?

Activation links may take an hour or more to arrive. Please also check your email spam folder if you have not received the link.

What is Error Code 5?

If you are trying to add a student and receive an Error Code 5 message, this means your student has already been added to your account.

- Log back into MyPortal and go to “Applications & Renewals for K12” to find your student.
What is Error Code 10?

This appears when the student already has a record in our system. MyPortal allows one parent of record on the account, so you must use the existing account or request a change.

To use the existing record:

- If you no longer have the username or password, see the instructions for “Forgot Username or Password” provided above.
- Log into the account and start the application process.

To change the parent on record:

The person who created the original record must email OpportunityScholarships@ncseaa.edu before March 1st and request that the information be changed.

How to find out if the application you submitted is complete:

Log into MyPortal and select “Eligibility & Award Information.”

If submitted and eligible, you will see a white star icon.
If the application was not complete, you will see an exclamation mark icon. Click on the status icons for more information.

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<tr>
<th>Term</th>
<th>Program</th>
<th>Status</th>
<th>Award Amount</th>
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<tr>
<td>Total Award Amount</td>
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**Status Details**

- **Opportunity:**
  - Student's application or renewal is incomplete

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![Image of status details with exclamation mark]