

Frequently Asked Questions – MyPortal

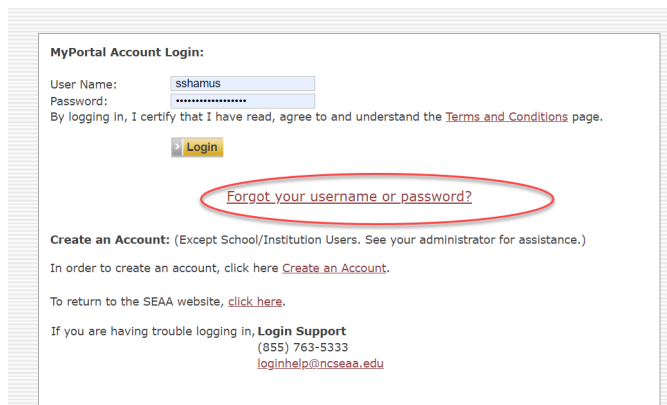
Following, please find a list of questions frequently asked by K12 parents applying for the ESA+ and Opportunity Scholarships. If your question is not answered below, visit the [MyPortal Guide for Parents](#) for more information.

How do I set up a MyPortal account?

Visit <https://myportal.ncseaa.edu> and select “Create an Account.” Select “YES” for K12 Parent.

What if I forgot my MyPortal account or username?

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



MyPortal Account Login:

User Name:

Password:

By logging in, I certify that I have read, agree to and understand the [Terms and Conditions](#) page.

[Forgot your username or password?](#)

Create an Account: (Except School/Institution Users. See your administrator for assistance.)
In order to create an account, click here [Create an Account](#).

To return to the SEAA website, [click here](#).

If you are having trouble logging in, **Login Support**
(855) 763-5333
loginhelp@ncseaa.edu

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.

Login

Forgot Password
Please enter your User Name and click Go. Your password will be emailed to you.

User Name:

Forgot User Name
Please enter your First Name, Last Name and the email address on your SEAA user profile and click Go. Your User Name will be emailed to you. Click the Help icon for more information.

First Name:
Last Name:
Email:

If you are having trouble, contact us.

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.

Step 2: Go to "Applications and Renewals for K-12th Grade" section

Welcome to MyPortal

Use My Portal to manage your college financial aid and K12 grants and scholarships for K12 dependents.

There are new items on your To Do List.

- ✓ To Do List
- Applications and Renewals for K-12th Grade
- Applications and Renewals for College
- School Choice
- Eligibility and Award Information
- Notifications
- My Contact Information
- My Profile

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.”

There are new items on your To Do List.

- ✓ To Do List
- 📁 Applications and Renewals for K-12th Grade
- 📁 Applications and Renewals for College
- 🏠 School Choice
- ★ Eligibility and Award Information
- 📧 Notifications
- 👤 My Contact Information
- 👤 My Profile

If submitted and eligible, you will see a white star icon.

2024-2025
Unknown

Term	Program	Status	Award Amount
Fall	Opportunity Scholarships (Award Tier: 4)	★	\$0.00
Spring	Opportunity Scholarships (Award Tier: 4)	★	\$0.00
Total Award Amount			\$0.00

2024-2025
Unknown

Term	Program	Status	Award Amount
Fall	Opportunity Scholarships (Award Tier: 4)	★	\$0.00
Spring	Opportunity Scholarships (Award Tier: 4)	★	\$0.00
Total Award Amount			\$0.00

Status Details ✕

Opportunity:

- Student appears eligible. This is not an award offer.

Close

If the application was not complete, you will see an exclamation mark icon. Click on the status icons for more information.

2024-2025
Unknown

Term	Program	Status	Award Amount
Fall	Opportunity Scholarships (Award Tier: 4)	!	\$0.00
Spring	Opportunity Scholarships (Award Tier: 4)	!	\$0.00
Total Award Amount			\$0.00

2024-2025
Unknown

Term	Program	Status	Award Amount
Fall	Opportunity Scholarships (Award Tier: 4)	!	\$0.00
Spring	Opportunity Scholarships (Award Tier: 4)	!	\$0.00
Total Award Amount			\$0.00

Status Details [X]

Opportunity:

- Student's application or renewal is incomplete

[Close]