Online Account Help Topics
I want to create an online account............................................... see “Registrations Instructions” on Online Services Login tab
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Forgot password.................................................................................................................................................. 1
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GENERAL HELP

Recommended internet browser
Chrome, Firefox and Microsoft Edge
Use of other internet browsers will result in missing or inaccurate information

Forgot password?
Select Forgot password and follow the prompts to reset it.

Login

If you have not previously registered on the online system, click the “Create Account” link. If you already have an account enter your email address and password below.

If you do not recall your password, select “Forgot password” to reset it.

If you are unable to Login for any other reason and need to re-register; download the Online Account Deletion Request Form and follow the instructions on the form.

Create Account

Forgot password*

Login
Resetting user information:
Unable to log into existing account:
1) Unable to log in because you can’t remember your login information; or,
2) The person who created the account is no longer available.
Select the Online Account Deletion Request Form link.
This will enable us to delete the existing account so a new one can be created. Follow instructions on the form.
--Due to limitations with our database, a link cannot be provided to complete this task.

Where do I find the Online Registration ID?
An online account was created but I cannot see the license number.

Return to the Business Search page and select YES, enter the license number or NV Business ID.

An account will be created for that license.

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**ONLINE NEW LICENSE APPLICATION HELP**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Cannot see uploaded references or resume</td>
<td>Make sure you’re using the recommended browser (see page 1)</td>
</tr>
<tr>
<td></td>
<td>If you’ve followed the steps in the process, the documents have been uploaded even though you may not see them.</td>
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<tr>
<td>When I select documents to upload, nothing happens</td>
<td>Uploads have an 8MB file size limit. Be sure your documents are under 8MB.</td>
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<tr>
<td>Background Upload shows the same person listed twice</td>
<td>A person listed as a proposed qualified individual and a proposed principal will be listed twice. When background disclosure form is uploaded using one of the upload links, the document will be applied to both records.</td>
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**Contact Information**

If you need additional assistance or have questions, please contact a representative of the Board.

Email: customerservice@nscb.state.nv.us
 Southern Nevada (702) 486-1100
 Northern Nevada (775) 688-1141