



### **What is your customer service number and hours of operation?**

Phone: 844-808-6276

Headquarters hours of operation: Monday – Friday, 8 AM – 4 PM Mountain Time

### **How can I access my NCSN account login page?**

Your account login page can be accessed via this [direct link](#). If you are trying to access the login portal and are receiving an error message, please clear your browsing history. Instructions on how to do this can be found [here](#).

### **My NCSN account username and password are no longer working. Have they changed?**

Yes. NCSN recently completed a systems upgrade. As a result, your username and password have changed. Your username is the primary email address associated with your NCSN account. Your password must be reset the first time you log in.

### **How can I obtain my new username and password?**

Your username is the primary email address associated with your NCSN account. Your password must be reset the first time you log in. Follow the instructions on the login page.

If you do not know your password, you may reset it. To reset your password, visit the [account login page](#) and select the "Forgot your password?" link. Enter the email associated with your NCSN account to receive an email with instructions to reset your password.

If you have tried your work and personal email addresses and do not know which email address you have on file with NCSN, please contact customer service at [certification@nbcsn.org](mailto:certification@nbcsn.org) and we will confirm the primary email address associated with your account.

### **I followed the "Forgot your password?" instructions and did not receive an email. What should I do?**

Please make sure to check your spam folder and firewall settings if you have not received an email with instructions on changing your password. If you do not know your primary email address or are unable to reset your password, please contact customer service at [certification@nbcsn.org](mailto:certification@nbcsn.org) and we will respond with your login information.



**My CE documentation is not showing in my account. Where are the CE records I uploaded prior to December 11?**

As of December 26, all CE records uploaded before December 11 have been restored to your account. You may now proceed with your application.

If you have added CE information and it does not seem to appear or does not calculate, wait about 30-60 seconds. If it still does not appear, please log out and log in again. That should solve the problem. If it does not please contact [certification@nbcsn.org](mailto:certification@nbcsn.org) for help.

**How do I update my total CE if they are not calculating correctly in my account?**

If your account is not calculating your CE or Points totals correctly, please email us at [certification@nbcsn.org](mailto:certification@nbcsn.org) and we will adjust the calculation on your account so you may finish the application process.

**Can I upload new CE documentation into my account?**

Yes. If you previously experienced any issues uploading new CE documentation into your NBCCSN account, that issue has been resolved.

**My recertification application indicates I have met 100% of my recertification requirements. Do I need to upload additional documentation?**

Even if your “NCSN Continuing Education” page in the recertification application indicates you have met 100% of your recertification requirements, we recommend that you include a few extra credits in the event that you are audited, and some hours are considered not eligible. Then verify your nursing license and work experience are up to date, and proceed to payment.

**What should I do if the system will not allow me to make a payment and submit my application?**

If you previously encountered an issue with payment, the issue has been resolved. If you have attempted payment on or after December 23 and are still encountering issues, please email us at [certification@nbcsn.org](mailto:certification@nbcsn.org) and we will assist. Please include specific information about the issue you are experiencing.

**How do I apply for NCSN Emeritus status?**

The NCSN Emeritus application is now online. Please [login to your account](#) to apply. Click on the MY NCSN link, then click on Request Emeritus Status.



**I have called/emailed NBCSN and have not received a response. When will you get back to me?**

NBCSN is currently experiencing high email and call volumes. We remain committed to helping you complete your application and apologize for the longer than normal response times. If you have emailed us or left a voicemail, your case has been noted, and we will follow it through to resolution. We are diligently working to respond to your inquiry as quickly as possible.

**My NCSN certification expired in December, and I have not received a response to my issue. Has my certification lapsed?**

Candidates who have met recertification requirements will not be penalized for difficulty with NBCSN's upgraded systems or longer than normal customer service responses. We remain committed to helping you complete your application and apologize for our delayed response. If you have emailed us or left a voicemail, your case has been noted, and we will follow it through to resolution. We are diligently working to respond to your inquiry as quickly as possible. If you were unable to recertify in December 2017 and wish to do so, please email us immediately at [certification@nbcsn.org](mailto:certification@nbcsn.org).

**I was due to recertify my NCSN credential in December 2017 or January 2018. Am I too late?**

If you have emailed us or left a voicemail, your case has been noted, and we will follow it through to resolution. We are diligently working to respond to your inquiry as quickly as possible. Candidates who have met recertification requirements will not be penalized for difficulty with NBCSN's upgraded systems or longer than normal customer service responses. If you were unable to recertify in December 2017 and wish to do so, please email us immediately at [certification@nbcsn.org](mailto:certification@nbcsn.org).

**NBCSN is currently experiencing high email and call volumes, and we remain committed to helping you complete your NCSN recertification application. If you have emailed us or left a voicemail, your case has been noted, and we will follow it through to resolution. We are diligently working to respond to your inquiry as quickly as possible.**