



Signing into NorthState My Account for the First Time

My Account is your online tool providing you 24/7 access to your account.

My Account offers additional options such as:

- Managing payment & bill preferences
- Accessing and printing of bills (invoices)
- Viewing usage details
- Adding authorized users, updating contact information
- Accessing features such as DVR, TV2GO, Remote Voicemail
- Support, FAQs and Quick Guides

You can access My Account two ways:

- Northstate.net/myaccount
- Northstate.net
 - Click on the My Account link at the top of the window

You will be brought to this screen:

A screenshot of the "Account Login" page. The page is split into two columns. The left column is titled "New User?" and contains the text "You must have an existing NorthState account." followed by a blue button labeled "Register an account". Below this is a link: "NorthState Technology Solutions customers [Log In Here](#)". The right column is titled "My Account" and contains two input fields: "Email address*" and "Password*". Below these fields is a "Forgot: [Username](#) | [Password](#)" link and a blue button labeled "Sign in".

- New Users will click on the 'Click Here to Register' button located on the left.
- Returning Users will enter their Username and Password in the fields located on the right.

Registering a New User

To create a login, you will need a copy of the most recent bill and:

- Account Number
- Username, Preferred Email Address
 - This is where email notifications for electronic bills, payment confirmations and account changes will be sent.
- Password - requirements are 7-20 characters, including:
 - At least one upper case character
 - At least one lower case character
 - At least one digit
 - It may not contain the Users email address
 - It cannot contain numeric sequences (123, 234, 345)

After clicking on My Account, you will arrive here. Click Register an account:

The image shows two side-by-side screenshots of a web interface. The left screenshot is titled 'New User?' and contains the text 'You must have an existing NorthState account.' with a 'Register an account' button. The right screenshot is titled 'My Account' and features input fields for 'Email address*' and 'Password*', a 'Sign in' button, and a 'Forgot: Username | Password' link.

At Step 1, you need to enter your account number from your invoice and click next:

The image shows two side-by-side screenshots of a web interface. The left screenshot is titled 'Create My Account Login (Step 1 of 3)' and instructs the user to enter their account number. It includes a text input field with the placeholder 'Account # from latest invoice*' and a 'PLEASE ENTER YOUR ACCOUNT NUMBER.' error message. Navigation buttons for 'Cancel' and 'Next' are visible. The right screenshot is titled 'My Account' and features input fields for 'Email address*' and 'Password*', a 'Sign in' button, and a 'Forgot: Username | Password' link.

Step 2, an Authentication Code will be emailed or texted to you. Click Next:

The image shows two side-by-side screenshots of a web interface. The left screenshot is titled "Create My Account Login (Step 2 of 3)". It contains a message: "To confirm your account, we will send an Authentication Code to one of your contacts on file. Please select your preferred contact method:". Below this are three radio button options: "EMAIL: re*****@no*****.net", "PHONE: (***) ***-8648", and "Don't send me an Authentication Code. I have already received one.". At the bottom are "« Cancel" and "Next »" buttons. The right screenshot is titled "My Account" and shows two input fields: "Email address*" and "Password*". Below these is a "Forgot: Username | Password" link and a "Sign in" button.

Step 3, enter the Authentication Code, then a username and password and click Submit.

The image shows two side-by-side screenshots of a web interface. The left screenshot is titled "Create My Account Login (Step 3 of 3)". It contains a message: "Please enter the Authentication Code you received below:". Below this is an "Authentication Code*" input field. Then, it says "Then, enter a username and password for your account:". Below this are three input fields: "Desired Username (email address)*", "Password*", and "Confirm Password*". At the bottom are "« Resend Code" and "Submit" buttons. The right screenshot is titled "My Account" and shows two input fields: "Email address*" and "Password*". Below these is a "Forgot: Username | Password" link and a "Sign in" button.

If you have questions, please call 336-886-3600.