CFNC Professional Center Account
Frequently Asked Questions

1. What is the CFNC.org Professional Center?
The Professional Center gives counselors all the necessary tools to track the progress of students' college and career activities on CFNC.org. Counselors can build groups, run reports, assist in resetting student passwords, view student information, send emails and much more.

2. How do I request an account if my school does not already have one?
First you will need a PAAK (Professional Account Access Key). If you do not have one, click here. If you already have a PAAK, launch the *Professional Center* (https://procenter.cfnc.org) and select *Create a Professional Center Account* located below the login and follow the onscreen prompts.

If your school or organization is not listed on the site selector, please send an email to cfnc@northcarolina.edu with "Add My School" in the subject line. Please include the following information in the email:

Your first and last name
Name of your school
Address of your school (including county)
Grades served
Contact phone number
Contact email

Please note this process can take two to three weeks. The CFNC.org site, http://www.cfnc.org/home/sc/professional_center.jsp, has more information on getting started with the Professional Center. You can call CFNC; toll free at 866-866-CFNC (Select option "1" for assistance) or contact the C2C Coordinator at C2C@northcarolina.edu.

3. **How do I get a PAAK (Professional Account Access Key)?**
   To set up your Professional Center account, you will need a PAAK (Professional Account Access Key). To receive one, please email cfnc@northcarolina.edu with "PAAK Request" in the subject line. Please include the following information in the email:

   Your first and last name
   Contact email
   Contact phone number
   Name of your school
   Address of your school (including the county)

   Please note that this process can take two to three weeks.

4. **Why should I have a Professional Center account?**
   A CFNC.org *Professional Center* account connects you to your students on CFNC.org. For the purposes of NC Countdown to College, the *Professional Center* allows you to monitor which of your students have started filling out applications, which ones have submitted applications, and view the status of electronic transcript requests. You also have the ability to run application activity reports and reset passwords for your students' CFNC.org accounts. Make sure all of your students are connected to your school and then you can run your school-based participation reports as soon as College Application Month ends, instead of waiting until the reports are released in February.

5. **Not all of my students are showing up in my Professional Center account, why?**
   It's important to make sure your students have selected your school in their *This is Me* section of their CFNC.org account profile. If they have not, they will not show up for you to view. Leading up to C2C, it is best to have every student update their account with the correct school from the provided list in their *This is Me* section of their profile. The school name shown in your *Professional Center-My Account* under *School Program* is the same name your students should select in their *This is Me* section of their CFNC account. If they do not select the accurate name or hand key in the school name, they will not be connected to your *Professional Center* account. If you have further questions on your school listing, contact the NC Countdown to College Coordinator at C2C@northcarolina.edu

6. **I work at more than one high school. Can I have multiple schools tied to my Professional Center account?**
   Yes. You will need PAAKs for all your school. Set up your Professional Center account using one school. Next in your *My Account- School or Program*, click on the *Add Another Connection*.

7. **Can I reset a student's password using my Professional Center account?**
   You can view a student's CFNC username and email address (in the Professional Center), and then trigger a password reset email to that student. The student can then use the link in their email to choose a new password. Search for the student and while viewing their Student Portfolio click *View Account Name or Reset Password*.

8. **How can I run reports about my students and their applications during and after NC Countdown to College?**

   The **Resources** tab provides step by step documentation for a number of features on the **Professional Center.** To learn how to run report on applications, select the option **CFNC Online Application and Electronic Transcripts Reports** to access the document or click here. A few things to keep in mind:

   • Many reports will ask you to enter a timeframe. To type in a custom timeframe, you **must** select **Other Timeframe** (last radio option), then type in your start and end date.
   • The **College Application by Student** report is the most similar to the traditional report previously received after the event.
   • On any report, the graph at the top only shows the "Top 15" of any measurement. To see the whole data set, scroll down to the list.
   • In the "Who" box (to the left of the graph) the number of students who applied to at least one college includes both submitted applications and in progress applications.
   Only submitted applications are counted towards the overall College Application Week numbers.
   • Under the heading **View and Sort Report** (left of the graph) select **Applications Submitted** to see only completed applications.

9. **Can I track individual students' transcript requests made through CFNC.org's Application Hub?**

   Yes. Under the **Reports** tab, select "CFNC Transcript Tracking Report" (just under "Report Builder").N ext, search for and select the student whose transcript request you would like to monitor. Click on the "View Details" at the bottom of the screen. Each college a student submits a transcript to using the **Application Hub** will be listed twice—once for the current transcript and once for the final transcript. A status of "Complete" means the requested transcript is available for download by the college. A status of "Pending" means the requested transcript is not yet available for download by the college. A few things to keep in mind:

   • The final transcript status will read "Pending" until after graduation.
   • If you have a questions or concern about a specific transcript request, please have the "Transcript ID" number on hand when contacting the CFNC call center.
   • There are downloadable **Electronic Transcript FAQs** documents (one for counselors and one for students & families) on each of the respective (NC Countdown to College).

10. **How can I learn more about the CFNC.org Professional Center?**

    There are free webinars offered about the **Professional Center**, click here to see a complete list. The CFNC website, http://www.cfnc.org/home/sc/professional_center.jsp, offers more Information on getting started with the **Professional Center**. If you require further assistance, contact CFNC toll free, at 866-866-CFNC (select option "1" for assistance) or contact the NC Countdown to College Coordinator, C2C@northcarolina.edu.