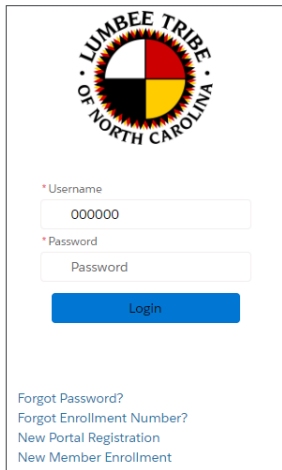# *Frequently Asked Questions*

1) Why is my username not working?

A: Your Lumbee Portal username is your six (6) tribal enrollment number. This can be found on the front of your tribal enrollment card.
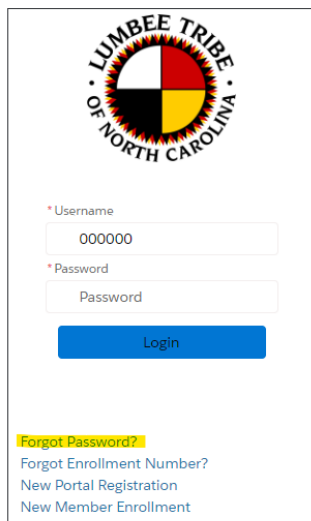

2) My login password is not working, how do I reset it?

A: You may request a password reset by clicking the "forgot password' link on the homepage of the Lumbee Portal login screen

3) I know I am enrolled with the Lumbee Tribe of North Carolina, but when I created a new Lumbee Portal account, I received a message that states my Enrollment number does not match any record.

A) This could be for several reasons. First please check the front of your tribal enrollment card to make sure your card has not expired and you are entering your enrollment number correctly. If you are an updated member and your enrollment number has been entered correctly, please contact the Lumbee Tribe with this issue by submitting a help desk ticket at https://lumbeetribe.on.spiceworks.com/portal Please make sure your ticket includes your enrollment number, full name, and date of birth.

4) I know I am enrolled with the Lumbee Tribe of North Carolina, but when I created a new Lumbee Portal account, I received a message that states my last four (4) numbers of my social security number does not match any record.

A) This could be for several reasons. First please check the front of your social security card to make sure you are entering the last four (4) numbers of your social security number correctly. If the last four (4) numbers of your social security number have been entered correctly, please contact the Lumbee Tribe with this issue by submitting a help desk ticket at https://lumbeetribe.on.spiceworks.com/portal Please make sure your ticket includes your enrollment number, full name, and date of birth.

5) I started an application but did not finish it. How can I reopen my application?

A: From the "my cases" tab of your Lumbee Tribe member portal account click the "view detail" button to reopen an unsubmitted existing case.

Case Type	⌄	Status	⌄	Submitted Date	⌄	Link To Detail	⌄
Heating Assistance		Draft				View Detail	