

# SBS CONNECT ACCOUNT REGISTRATION INSTRUCTIONS

## STEP 1

Access SBS Connect through the following website link: [https://sbs-nc-int.naic.org/Lion-Web/jsp/login/login\\_lsx.jsp](https://sbs-nc-int.naic.org/Lion-Web/jsp/login/login_lsx.jsp)

## STEP 2

The first time that you use SBS Connect, you must first create your own personal SBS Connect account and link it to your license by entering your National Producer Number (NPN) for individual licenses or to your License Number for business entities.

## STEP 3

Click on Sign Up for an SBS Account (*RED ARROW indicates on below screen print*)

Welcome to National Association of Insurance Commissioners - Windows Internet Explorer

https://sbs-nc-int.naic.org/Lion-Web/jsp/login/login\_lsx.jsp

SBS Web Site | SBS Online Services | NAIC Services | NPI Services | Help

SBS Connect

NC DEPARTMENT OF INSURANCE

Click here to sign up for SBS Connect.

What is SBS Connect?

Account Required to Log In

User Name  (case-sensitive)

Password  (case-sensitive)

[Forgot User Name or Password?](#)

Submit Reset

An SBS Connect Account is required in order to use this service. [Click here](#) to sign-up for SBS Connect and register an account.

**IMPORTANT!!!** Please verify your email address is valid and has not changed. In the event your password is lost or forgotten, a new password will be sent to your email on record.

The system may be inaccessible during routine maintenance between 12:00 midnight and 12:30am CST.

[Having a Problem?](#)

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## STEP 4

Enter your First and Last name, address, and phone number. Please note that this address information is for the SBS Account setup only and DOES NOT update the address on your license record.

The screenshot shows the 'User Demographics' section of the SBS Connect registration form. At the top, there are logos for SBS Connect, NACI (National Association of Insurance Commissioners), and the North Carolina Department of Insurance. Below the logos, a small text block explains that SBS Connect is a service for agents to print licenses and receive notifications. A link is provided for already registered users to log in. The form fields include: 'Your First Name \*' (John), 'Last Name \*' (Agar), 'Firm Name', 'Address Line 1 \*' (1234 Main Street), 'Address Line 2', 'Address Line 3', 'City \*' (Raleigh), 'State \*' (NORTH CAROLINA, USA), 'ZIP \*' (27618), and 'Phone \*' (919) 887-4800. A 'Phone \*' label is also present next to the phone number field.

## STEP 5

Enter your user login account information:

- **Choose your login ID** - The User Name must be 8-15 characters long and can only contain letters and numbers. It is case sensitive.
- **Choose your Password** – The Password selected must be a combination of 7-15 letters and numbers, beginning with a letter.
- **Enter your city of birth** - The Birth City will be used for verification purposes if you forget your password.

The screenshot shows the 'User Login Account Information' section of the registration form. It includes the following fields and instructions: 'Enter a User Name: \*' (Johnsmith) with the instruction 'The User Name must be 8-15 characters long and can only contain letters and numbers. It is case sensitive.'; 'Re-Enter Your User Name: \*' (Johnsmith); 'Select a Password: \*' (represented by 7 dots) with the instruction 'A combination of 7-15 letters and numbers, beginning with a letter.'; 'Enter Password Again: \*' (represented by 7 dots); and 'Your City of Birth: \*' (New York) with the instruction 'The Birth City will be used for verification purposes if you forget your password.'

## STEP 6

Provide your e-mail address and choose the electronic license status notifications that you wish to receive:

- **Enter primary e-mail address twice** – *All SBS Connect notifications will be sent to this e-mail address.*
- **Enter secondary e-mail address twice** – *Optional*
- **Select “YES” to sign up for e-mail notifications of license events** - *Optional*

**E-mail Notifications**

Your E-mail Address: \*  *All SBS Connect notifications will be sent to this e-mail address.*

Enter E-mail Again: \*

Additional E-mail Address:  *Secondary e-mail address where notifications will be sent.*

Enter 2nd E-mail Again:

**Would you like to be notified by e-mail when the following changes occur?**  Yes To All

Address Change:  Yes  No

Name Change:  Yes  No

License Status Change:  Yes  No

Residency Status Change:  Yes  No

Line of Authority Additions:  Yes  No

Line of Authority Deletions :  Yes  No

Original License Approval:  Yes  No

License Renewal Notification:  Yes  No

License Renewal Approval:  Yes  No

Doing Business As Name Addition:  Yes  No

Doing Business As Name Deletion:  Yes  No

## STEP 7

- **Check attestation box** – *Indicates that you are authorized by the licensee whose information is requested through the SBS Connect application to make necessary updates to the licensing information.*
- **Click SUBMIT**

**Attestation**

As the authorized Requestor, I declare that each Licensee whose information is requested through the SBS Connect application has authorized the Requestor to access and make necessary updates to the licensing information.

## STEP 8

- **Review and Verify your registration information is correct**
- **Print this page for your records and future access to SBS Account** - *It contains your login ID and city of birth, but does not show you password. You might wish to note your password on this document for your records.*

- After verifying information is correct, Click Submit

**User Information**  
 Name: John Agent  
 Firm Name:  
 Address: 1234 Main Street  
 Raleigh, NORTH CAROLINA,USA 27518  
 Phone: (919)807-6800

**User Login Account Information**  
 User Name: Johnsmith  
 City of Birth: New York

**E-mail Notifications**  
 E-mail Address: johnsmith@yahoo.com  
 Additional E-mail Address: jsmith@yahoo.com

You will be notified by e-mail when the following changes occur:  
 Address Change: Yes  
 Name Change: Yes  
 License Status Change: Yes  
 Residency Status Change: Yes  
 Line of Authority Additions: Yes  
 Line of Authority Deletions: Yes  
 Original License Approval: Yes  
 License Renewal Notification: Yes  
 License Renewal Approval: Yes  
 Doing Business As Name Addition: Yes  
 Doing Business As Name Deletion: Yes

**Attestation**  
 As the authorized Requestor, I declare that each Licensee whose information is requested through the SBS Connect application has authorized the Requestor to access and make necessary updates to the licensing information.

Submit Back

## STEP 9

- Register Your License – Select Register Entity (RED Arrow in below screen print)

**SBS Connect**  
 National Association of Insurance Commissioners | North Carolina Department of Insurance

**Welcome**

- [John Agent](#)
- [Update Profile](#)
- [Change Password](#)
- [Register Entity](#)
- [License Administrator](#)
- [Log Out](#)

**Connect Help**

**For Individual Licensee Requests**

1. Click the Register Entity link then complete the requested information.
2. Once you have registered a license, the Producer tab will display.
3. Click on the Producer tab above to view SBS Connect services available and perform a request.

**For License Administrators of Multiple Licenses**

1. To Add or View your registered licensee(s), click the License Administrator link. This will display the View Multiple Licensees page.
2. In the View Multiple Licensees page, click the Register License link then complete the requested information. Additional licenses can be added by following this same step.
3. To perform a transaction on an already registered license, click the License Administrator link, if you are not already in the View Multiple Licensees page. Then click the preferred license from the drop-down list. Once the licensee has been chosen continue by clicking the activity that you wish to perform.

## STEP 10

- **Select entity type:** *Select Individual license or Business Entity license*
  - **For Individual Licenses:** *Enter your NPN and the last four digits of your Social Security Number*
    - **If you do not know your NPN number** – go to the following website link provided by NIPR to lookup your NPN: <https://pdb.nipr.com/html/PacNpnSearch.html>
  - **For Business Entity Licenses:** *Enter your License Number and the full Federal Tax ID Number (FEIN) of the business entity*
    - **If you do not know the Business Entity license number** – please the following website link provided by SBS to lookup your business entity by searching the business entity name. The license number is the first column once you locate the business entity license: <https://sbs-nc.naic.org/Lion-Web/jsp/sbsreports/AgentLookup.jsp>
- **Then Click ADD**

The screenshot shows the SBS Connect registration interface. At the top, there are navigation links: SBS Web Site, SBS Online Services, NAIC Services, NIPR Services, and Help. Below this is the SBS Connect logo and the text 'National Association of Insurance Commissioners' and 'North Carolina Department of Insurance'. A 'Home' button is visible. The main form area asks 'What type of Entity would you like to Register?' with a dropdown menu set to 'Individual License'. Below this, it says 'Input the License Number or National Producer Number. Then input the last four digits of the Social Security Number (SSN)'. There are three input fields: 'License Number' (empty), 'NPN' (containing '15825456'), and 'SSN (last 4 digits)\*' (containing '8516'). An 'Add' button is positioned below these fields. At the bottom of the form, there is a footer with the text 'Required items are marked with an \*', 'SBS Release 3.2, Build 3.2.1 Dated 07.20.2010', 'Copyright © 2010 National Association of Insurance Commissioners. All rights reserved.', 'Vensign: VST', 'Powered By', and logos for NAIC and AUTHENT.

- **Verify the information appears correctly**
- **Then Submit**

The screenshot shows the SBS Connect registration interface after the information has been entered. The dropdown menu for 'What type of Entity would you like to Register?' is now empty. Below this, the text 'INDIVIDUAL LICENSE' is displayed. A table with three columns is shown: 'License Number', 'NPN', and 'SSN (last 4 digits)\*'. The 'NPN' column contains '15825456' and the 'SSN (last 4 digits)\*' column contains '8516'. A 'Delete' button is located to the right of the table. Below the table is a 'Submit' button. The footer at the bottom of the form is identical to the previous screenshot, including the text 'Required items are marked with an \*', 'SBS Release 3.2, Build 3.2.1 Dated 07.20.2010', 'Copyright © 2010 National Association of Insurance Commissioners. All rights reserved.', 'Vensign: VST', 'Powered By', and logos for NAIC and AUTHENT.

## STEP 11

- Verify the license name and NPN or License Number appears correctly
- Then Submit

SBS Web Site | SBS Online Services | NAIC Services | NIPR Services | Help

**SBS Connect**  
National Association of Insurance Commissioners | North Carolina Department of Insurance

Home

Entities Successfully Registered for SBS Connect

Name:	John Q. Agent	License Number:	15825456	Npn:	15825456
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[+ Register an Entity](#)

Click the Home button to go to your SBS Connect Home Page

Home

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## STEP 12

- Click on HOME\_ – RED arrow on screen print below

SBS Web Site | SBS Online Services | NAIC Services | NIPR Services | Help

**SBS Connect**  
National Association of Insurance Commissioners | North Carolina Department of Insurance

Home

Entities Successfully Registered for SBS Connect

Name:	MATTHEW KOONTZ	License Number:	15825456	Npn:	15825456
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[+ Register an Entity](#)

Click the Home button to go to your SBS Connect Home Page

Home

You can then logout of SBS Connect and you will receive a confirmation e-mail from SBS Connect of a successful SBS Connect account registration.

Log back into SBS Connect with your User Name and Password if you want to change any of your SBS Connect account registration information or change the electronic notification options.