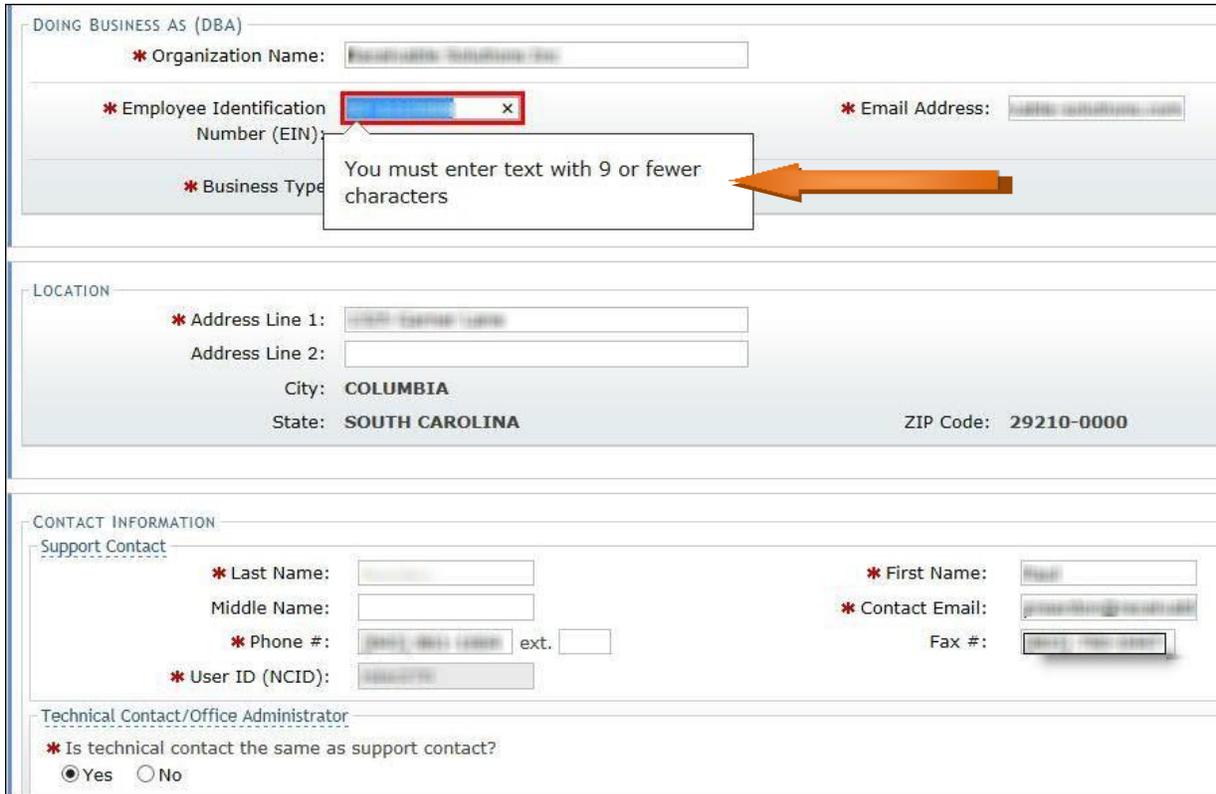


Unable to Enter EIN - Receive the Error Message "Enter 9 or Fewer Characters"

Overview

If you receive the following error message when entering in the EIN number, you are likely using a browser that is not supported by NCTracks. Please reference the system requirements page on NCTracks for list of supported browsers.

<https://www.nctracks.nc.gov/content/public/system-requirements.html>



The screenshot displays a registration form with three main sections: "DOING BUSINESS AS (DBA)", "LOCATION", and "CONTACT INFORMATION".

- DOING BUSINESS AS (DBA):** Includes fields for Organization Name, Employee Identification Number (EIN), Business Type, and Email Address. The EIN field contains "1234567890" and is highlighted with a red box. A tooltip error message reads: "You must enter text with 9 or fewer characters". An orange arrow points from the tooltip to the EIN field.
- LOCATION:** Includes fields for Address Line 1, Address Line 2, City (COLUMBIA), State (SOUTH CAROLINA), and ZIP Code (29210-0000).
- CONTACT INFORMATION:** Divided into "Support Contact" and "Technical Contact/Office Administrator".
 - Support Contact:** Fields for Last Name, Middle Name, First Name, Contact Email, Phone # (with ext. field), and User ID (NCID). The First Name field contains "John".
 - Technical Contact/Office Administrator:** A question: "Is technical contact the same as support contact?" with radio buttons for "Yes" (selected) and "No".