

# Retrieving a Forgotten User ID in NAP

*This Quick Reference Card outlines how to retrieve a forgotten NAP User Account and a forgotten NAP Password. You may only retrieve your NAP User Account if you previously set up your Challenge Questions. If you did not set up your Challenge Questions, you must contact the Helpdesk at 866-224-7677 .*

## To retrieve a forgotten NAP User Account

- 1 Start your Internet browser, type <https://nap.nwcg.gov/NAP/> in the Address bar and then press [Enter].
- 2 On the Government Warning dialog box, click
- 3 On the NAP Home screen, click **?** to the right of the Enter Username text box.

- 4 On the Retrieve Your Username dialog box under Step 1 - Enter e-mail address, type your E-Mail Address as identified in your contact information, and then click **Enter**
- 5 Under Step 2 - Respond to Challenge Question, type the answer to your Challenge Question, and then click **Submit**

The screenshot shows the NAP - NESS Application Portal in Internet Explorer. The browser address bar shows <https://nap-ft.nwcg.gov/NAP/>. The page has a 'Message Board' section with 'Enter Username:' and 'Enter Password:' fields, a 'Login' button, and an 'Account' button. A 'Forgot Username?' link is below the password field. A 'Government Warning' dialog box is overlaid on the right side of the page. Below the main content, there are several application links: INCMEB Administration Test, Organization Information System (OIS), Resource Ordering and Status System (ROSS), ROSS 3.0, and Weather Information Management System Test. A 'Retrieve Your Username' dialog box is shown in the foreground, with two steps: Step 1 - Enter e-mail address and Step 2 - Respond to Challenge Question. The dialog box shows the user's email address and the challenge question: 'In what city does your nearest sibling live?'.

*Once you successfully answer the Challenge Question, you will receive an e-mail from [donotreply@nwcg.gov](mailto:donotreply@nwcg.gov) with the subject line **NAP User Account Information**. If you have a Standard NAP User Account AND a Privileged NAP User Account, you will receive two emails.*

Retrieve Username Success  
An e-mail has been sent to [redacted]@fs.fed.us containing your username.



Helpdesk: 866-224-7677  
email: [helpdesk@dms.nwcg.gov](mailto:helpdesk@dms.nwcg.gov)

# Retrieving a Forgotten NAP Password

## To retrieve a forgotten NAP Password

- 1 Start your Internet browser, type <https://nap.nwcg.gov/NAP/> in the Address bar and then press [Enter].
- 2 On the **Government Warning** dialog box, click
- 3 On the **NAP Home** screen, click **?** to the right of the **Enter Password** text box.
- 4 On the **Reset Your User Password** dialog box under **Step 1 - Enter username**, type your **NAP User Account name**, and then click
- 5 Under **Step 2 - Respond to Challenge Question**, type the **answer to your Challenge Question**, and then click

*Stay logged on to NAP! You can save time by changing your Temporary NAP Password now!*

## To change your Temporary NAP Password

- A On the **NAP Home** screen, perform the following, and then click
- in the **Enter Username** text box, type your **NAP User Account name**
  - in the **Enter Password** text box, type the **Temporary NAP Password e-mailed to you from donotreply@nwcg.gov**.
- B On the **Change Password** dialog box, complete the following, and then click
- in the **Current Password** text box, type **Your Current Password**
  - in the **New Password** text box, type **Your New NAP Password**
  - in the **Current Password** text box, re-type **Your New NAP Password**.

*NAP Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#%\$%^\*)  
Do not use <, >, or &.*

*Once you successfully answer the Challenge Question, you will receive an e-mail from [donotreply@nwcg.gov](mailto:donotreply@nwcg.gov) with the subject line **NAP User Account Information** that identifies your Temporary NAP Password.*

Retrieve Password Success  
An e-mail has been sent to [redacted]@fs.fed.us containing a temporary password.