

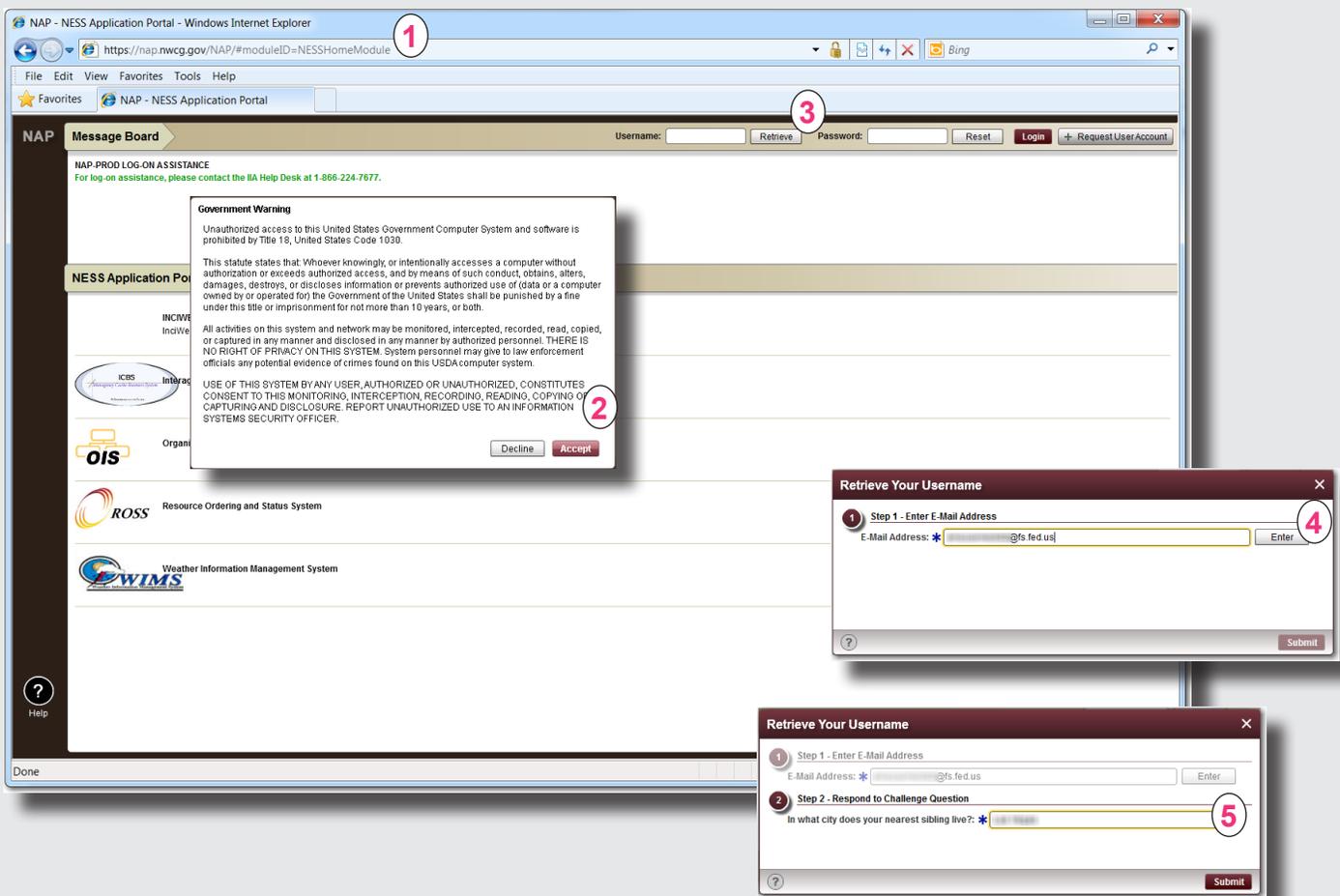
This Quick Reference Card outlines how to retrieve a forgotten NAP User Account and a forgotten NAP Password. You may only retrieve your NAP User Account if you previously set up your Challenge Questions. If you did not set up your Challenge Questions, you must contact the Helpdesk at 866-224-7677.

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 **Accept**
- 3 On the NAP Home screen, click **Retrieve** 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**



Once you successfully answer the Challenge Question, you will receive an e-mail from 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.



ROSS Helpdesk: 866-224-7677
email: helpdesk@dms.nwcg.gov

Resetting a Forgotten NAP Password

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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 reset 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.
- B On the Change Password dialog box, perform the following, and then click
- in the Current Username text box, type your Temporary NAP Password
 - in the New Username text box, type Your New NAP Password
 - in the Confirm Password text box, re-type Your New NAP Password.

1

3 A

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4

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B

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 with the subject line NAP User Account Information that identifies your Temporary NAP Password.

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