

**This KM explains how to reset your ICBS password.**

### **End User Solution**

ICBS uses the NESS Application Portal (NAP) to authenticate user login. To request a new account and for more information on ICBS user accounts, refer to KM 35591 ICBS: ID Administration.

If you have forgotten your password, you can reset it with your Security Question by following these steps:

1. Go to the NESS Application Portal at <https://nap.nwcg.gov/NAP/>.
2. Click **Reset** next to the password field. This is the Forgot Password link.
3. In the Reset Your User Password window, type in your NAP Username in ALL LOWERCASE and click **Enter**.
4. Answer the 3 Security Questions you set up.
5. Once the Security Questions are answered correctly, an automatic email will be sent to you with a Temporary Password. You will need to change the Temporary Password in NAP before you will be able to login.

If you are unable to reset your password using your security questions, contact the Interagency Helpdesk at 866.224.7677 for further assistance.

### **Helpdesk Solution**

ICBS requires users to have a NAP account. If a user needs to request a new account, follow the steps in KM 35591 ICBS: ID Administration.

Follow KM 35445 NAP: Password Reset for steps on how to reset a user's password.

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