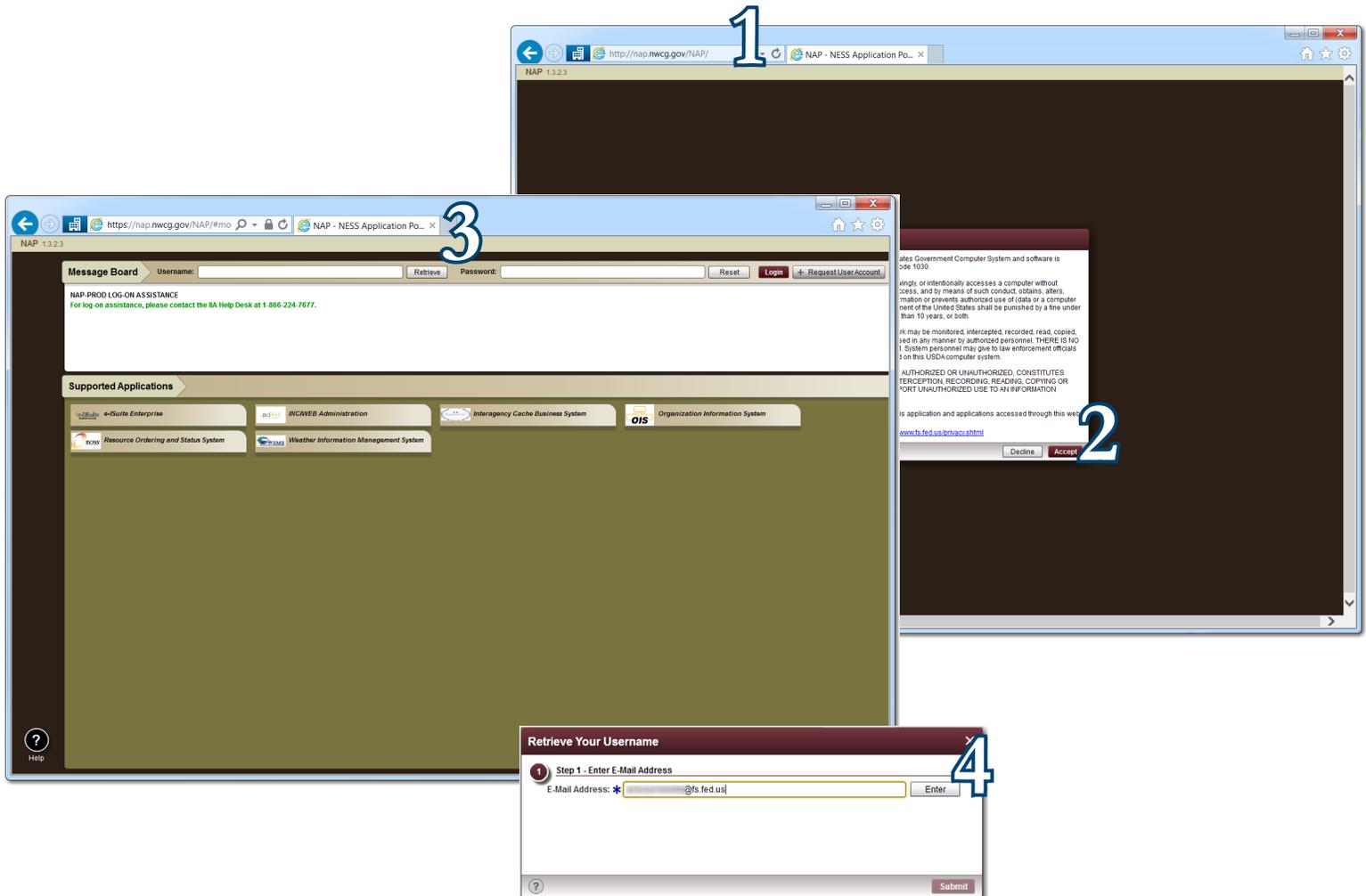


To retrieve a forgotten NAP User Account

- 1 Start your Internet browser, type <https://nap.nwccg.gov/NAP/> in the **Address** bar, and then press [Enter].
- 2 On the **Government Warning** dialog box, click the **Accept** button.
- 3 On the **NAP Home** screen, click the **Retrieve** button.
- 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 the **Enter** button.
- 5 Under **Step 2 - Respond to Challenge Question**, type the **answer to your Challenge Question**, and then click the **Submit** button.

Screen captures



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

Helpdesk: 866-224-7677
email: IIA-Helpdesk@fs.fed.us



To reset a forgotten NAP Password

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

Once you successfully answer the Challenge Question, you will receive your Temporary NAP Password in an e-mail from donotreply@nwccg.gov with the subject line **NAP User Account Information**.

To change your Temporary NAP Password

- A On the **NAP Home** screen, perform the following, and then click the **Login** button
 - 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 **Reset Your User Password** dialog box, perform the following, and then click the **Save** button
 - 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**.

Screen captures

