Retrieving a Forgotten NAP User Account

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 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.

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.

Helpdesk: 866-224-7677
email: IIA-Helpdesk@fs.fed.us
Resetting a Forgotten NAP Password

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 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@nwcg.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