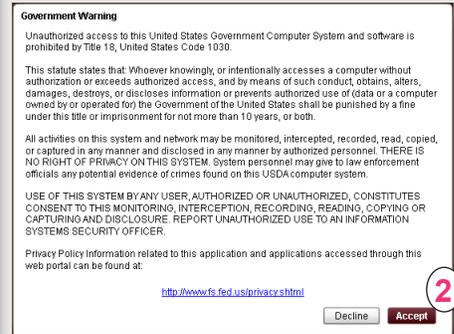
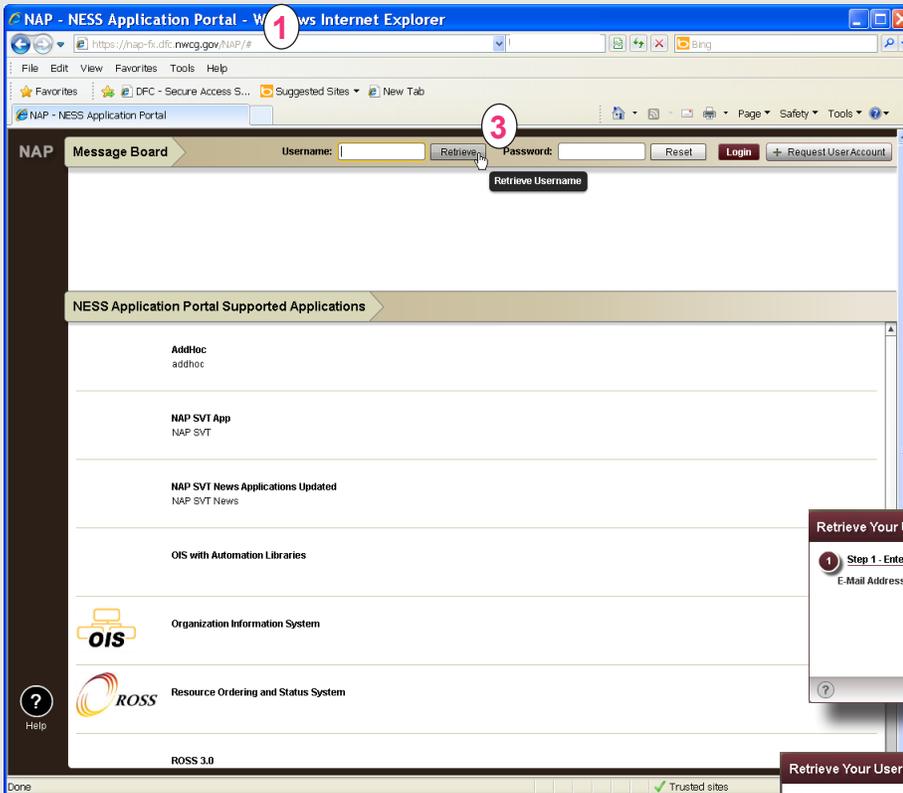


This Quick Reference Card outlines how to retrieve a forgotten NAP User Account and a forgotten NAP Password. If you did not access your NAP User Account within the past 90 days, you must contact the Helpdesk at 866-224-7677 to reactivate your NAP User Account and assign you a Temporary NAP Password.

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**

- 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: one that identifies your Standard NAP User Account and one that identifies your Privileged NAP User Account.*



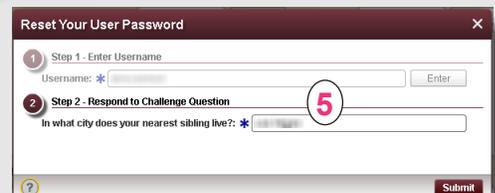
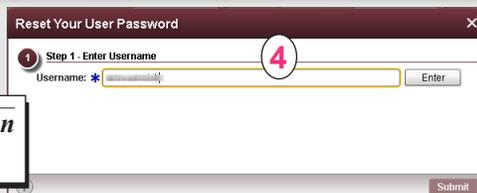
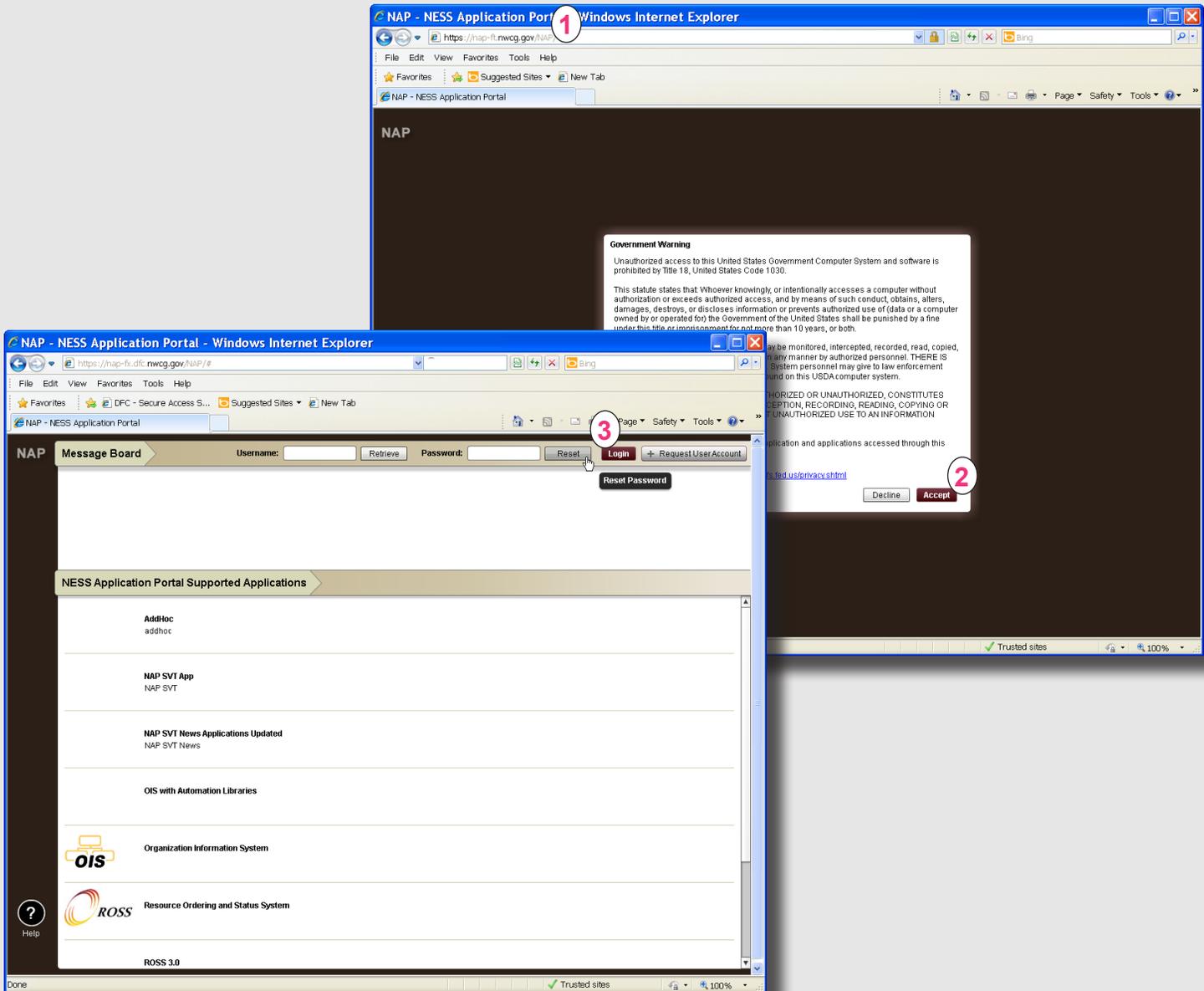
Helpdesk: 866-224-7677
email: helpdesk@dms.nwcg.gov

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

- 4 On the **Reset Your User Password** dialog box under **Step 1 - Enter Username**, type your **NAP User Account name**, and then click **Enter**
- 5 Under **Step 2 - Respond to Challenge Question**, type the **answer to your Challenge Question**, and then click **Submit**

For more information about changing your NAP Temporary Password please refer to the Quick Reference Card, "Getting started with NAP."



Be sure to use lower case when you enter your Username!