



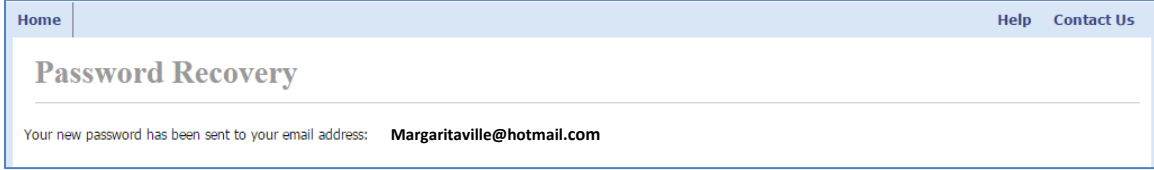
# Recovering a Forgotten Partner Account Password

Forgotten passwords can be reset on the **Username / Password Sign In** page. Navigate to **ServCat** (<https://ecos.fws.gov/ServCat/>) and click the forgotten password link in the lower left corner of the page.

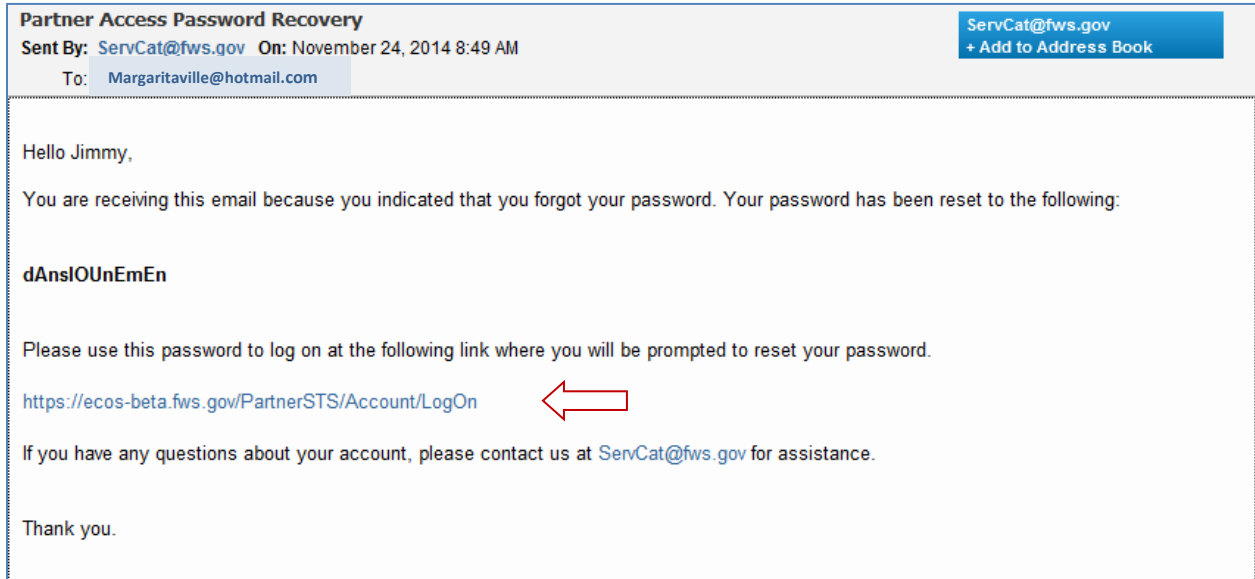
Enter the **User Name** associated with the ServCat Partner Access account and the characters displayed in the image. Click **Submit**.

Next, the system will prompt for the answer to the security question associated with the account. Enter the answer and click **Submit**.

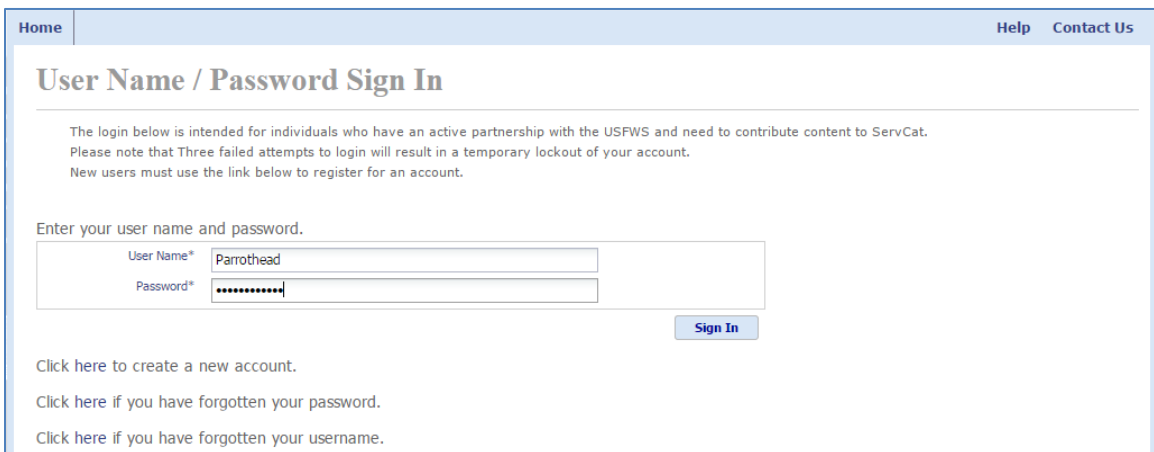
A password reset email will be sent to the email address associated with the account.



Use the email account from above and locate the **Partner Access Password Recovery** email. Click the link contained in the email or copy the link and paste it into your web browser's address bar.



On the **Username / Password Sign In** page, enter your username and the password contained in the email.



Next, the system will prompt you to change the temporary password. Enter the temporary password in the **Old Password** field. Select a new password that has not been recently used on this account. The password must meet the five criteria listed to the right of the **New Password** field. A green checkmark will display next to each criteria as it is met. Click **Update** when finished

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## Change Expired Password

Use this form to create a new user account for ServCat partner access. After completing this form, you will receive an email with instructions to complete the registration process.  
Passwords are required to be 12-25 characters long, contain at least one upper case and one lower case letter, at least one number, and at least one special character.

User Name Parrothead

Old Password

New Password\*

Strength  79%

New Password Confirm\*

- ✔ Minimum 12 characters
- ✔ Lowercase Letters
- ✔ Uppercase Letters
- ✔ Numbers
- ✔ Symbols [!@#\$%^&\*(){}]

Once the account password has been updated, the Access Granted page will display. An email notification will also be sent indicating the account has been updated.

Home Account ▾ Access Applications Help Contact Us

## Access Granted

Your account grants you access to the following NPS applications:

**ServCat**  
A FWS web site.