

Recovering a Forgotten Partner Account Password

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

ome		Help	Contact Us
		p	contact op
User Name /	Password Sign In		
	0		
	tended for individuals who have an active partnership with the USFWS and need to contribute content to ServCat. ee failed attempts to login will result in a temporary lockout of your account.		
	the link below to register for an account.		
Enter your user name a	nd password.		
User Name*			
Password*			
	Sign In		
Click here to create a n	ew account.		
Click here if you have fo			
Click here if you have to	rgotten your password.		
Click here if you have for	rgotten your username.		

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

Home				Help	Contact Us
R	ecover Pas	sword			
	User Name*	Parrothead			
		Generate new image			
		fal5n			
Er	ter Characters Above*	fal5n			
			Submit		

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

Home		Help	Contact Us
Do	ver Password		
Ke	ver i assword		
	What was your high school mascot?		
	curity Answer*		
	Cubmit		
	Submit		

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

Home			Help	Contact Us
Pa	ssword Recovery			
Your ne	w password has been sent to your email address:	Margaritaville@hotmail.com		

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.

Partner Access Password Recovery ServCat@fws.gov					
Sent By: ServCat@fws.gov On: November 24, 2014 8:49 AM	+ Add to Address Book				
To: Margaritaville@hotmail.com					
Hello Jimmy,					
You are receiving this email because you indicated that you forgot your password. Your password has been r	eset to the following:				
dAnslOUnEmEn					
Please use this password to log on at the following link where you will be prompted to reset your password.					
https://ecos-beta.fws.gov/PartnerSTS/Account/LogOn					
If you have any questions about your account, please contact us at ServCat@fws.gov for assistance.					
Thank you.					

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

Home			Help	Contact Us		
Us	er Name /	Password Sign In				
		anded for individuals who have an active partnership with the USFWS and need to contribute content to ServCat.				
		e failed attempts to login will result in a temporary lockout of your account. he link below to register for an account.				
Ente	r your user name a	nd password.				
	User Name* Parrothead					
	Password*					
		Sign In				
Click	Click here to create a new account.					
Click	Click here if you have forgotten your password.					
Click	Click here if you have forgotten your username.					

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

me			Help Contac			
Change Exp	pired Passw	ord				
	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 req	uired to be 12-25 charac	ers long, contain at least one upper case and one lower case le	tter, at least			
one number, and a	t least one special chara	iter.				
User Name	Parrothead					
Old Password	•••••					
New Password*	•••••	Minimum 12 characters				
		Lowercase Letters				
Strength	79%	Uppercase Letters				
Strength	79%					

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 \bigtriangledown Access Applications	Help	Contact Us			
Access Granted					
Your account grants you access to the following NPS applications:					
ServCat A FWS web site.					