



Recovering a Forgotten Partner Account Username

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

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User Name / Password Sign In

The login below is intended for individuals who have an active partnership with the USFWS and need to contribute content to ServCat. Please note that Three failed attempts to login will result in a temporary lockout of your account. New users must use the link below to register for an account.

Enter your user name and password.

User Name*

Password*

[Sign In](#)

[Click here to create a new account.](#)

[Click here if you have forgotten your password.](#)

[Click here if you have forgotten your username.](#)

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

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Recover User Name

Email*

Generate new image

Enter Characters Above*

[Submit](#)

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

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Recover Password

Security Answer*	<input type="text" value="What was your high school mascot?"/>
<input type="text"/>	

The system will display a confirmation message that the username has been sent to the email address associated with the account.

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User Name Recovery

Your username has been sent to your email address: **mercato** **Margaritaville@hotmail.com**

Use the email account from above and locate the **Access User Name Recovery** email. Use the username provided in the email to log into the system.

Partner Access User Name Recovery		ServCat@fws.gov + Add to Address Book
Sent By: ServCat@fws.gov On: November 24, 2014 12:54 PM		
To: merc: Margaritaville@hotmail.com		
<p>Hello Jimmy,</p> <p>You are receiving this email because you indicated that you forgot your user name. Your user name is:</p> <p>Parrothead</p> <p>If you have any questions about your account, please contact us at ServCat@fws.gov for assistance.</p> <p>Thank you.</p>		