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.

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

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.