Instructions on How to Request Password Resets

1. Procedure, if you have forgotten your User Account, Password, or both, click on the “Reset Password” button.

2. Clicking on “Reset Password” will provide three options to reset your password.
   a. **SELF SERVICE PASSWORD**: this option is used when you have forgotten your Password but remember your Identity Confirmation Question.
      i. Enter your **User Name** and select the “Submit” button.
      ii. Answer the **Identity Confirmation Question** and select the “Submit” button to receive an e-mail with a new password.
   b. **FORGOT PASSWORD**: this option is used when you have forgotten your Password but remembered your User Name.
      i. Enter your **User Name**, and select the “Continue” button.
Instructions on How to Request Password Resets

ii. The Office of Weights and Measures (OWM) will contact you, typically within one business day, with a Temporary Password for resetting your Password.

c. **FORGOT USER NAME AND PASSWORD:** this option is used when you have forgotten your User Name and Password.

i. Please send an e-mail to owm@nist.gov with your first name, last name, e-mail address, and phone number. The Office of Weights and Measures (OWM) will then contact you to assist you in accessing the OWM Contacts System. This support is typically provided within one business day.