Forgot Your User ID?	
To have your user ID made available to you online, real time within the EPP application, follow the steps below.	To have your user ID sent to your EPP/Agency work email address, follow the steps below.
 Access EPP at <u>https://www.nfc.usda.gov/personal</u>. Click Forgot Your User ID? Located under the log in fields. Click Request User ID Online. Enter your first name, last name, and DOB and click Continue. 	 Access EPP at <u>https://www.nfc.usda.gov/personal</u>. Click Forgot Your User ID? Located under the log in fields. Click Request User ID by E-mail. Enter your first name, last name, and DOB and click E-mail User ID.
 Correctly answer two security questions, and click Continue. Your user ID will be displayed online. 	 Choose an email address from your established email addresses within EPP to have the user ID emailed to that address. Click Submit. You will receive a message stating that your user ID was emailed to you. Follow the instructions provided in the email.
Forgot Your Password	
To have your temporary password sent to your EPP/Agency work email address, follow the steps below.	

- 1. Access EPP at https://www.nfc.usda.gov/personal.
- 2. Click the Forgot Your User ID? Link located under the log in fields.
- 3. Click Request Password by E-mail.
- 4. Enter your EPP user ID and DOB and click Continue.
- 5. Correctly answer two security questions and click **Continue**.
- 6. Select one of the email address you have established in EPP to send the temporary password to or click Add/Change EPP Work E-mail.
- 7. If you cannot answer your security questions correctly, select one of the emails you have established.
- 8. Click **Continue**. You will receive a message that your temporary password was emailed to you.

Did Not Receive Your Temporary Password?

If you have an EPP user ID and completed the security questions to request a temporary password but never received the temporary password, follow the steps below.

- 1. Access EPP at <u>https://www.nfc.usda.gov/personal</u>.
- 2. Click Forgot Your Password link located under the log in fields.
- 3. Click Request Password by E-mail.
- 4. Enter your EPP user ID and DOB and click Continue.

"You requested a password by e-mail within the last 7 days. It normally arrives by the next business day. Are you sure you want to request another password?"

- 5. Click **No** to cancel this request if you do not want to proceed. **OR**
- 6. Click **Yes** to send me another password to proceed.
- 7. Correctly answer two security questions.
- 8. Click Continue.

Select your EPP Work E-mail Address or Add/Change EPP Work E-mail address and click Continue. You will receive a message that your temporary password was emailed to you.

Note: If you still do not receive the temporary password, you should contact your SPO to resolve the issue.