

Forgot Your User ID?

To have your user ID made available to you online, real time within the EPP application, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click **Forgot Your User ID?** Located under the log in fields.
3. Click **Request User ID Online**.
4. Enter your first name, last name, and DOB and click **Continue**.
5. Correctly answer two security questions, and click **Continue**. Your user ID will be displayed online.

To have your user ID sent to your EPP/Agency work email address, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click **Forgot Your User ID?** Located under the log in fields.
3. Click **Request User ID by E-mail**.
4. Enter your first name, last name, and DOB and click **E-mail User ID**.
5. Choose an email address from your established email addresses within EPP to have the user ID emailed to that address.
6. 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 <https://www.nfc.usda.gov/personal>.
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.