

Resetting a Password or Recovering a User Account in the OWM Contacts System

1. URL: <https://tsapps.nist.gov/WMD/>
2. If you have forgotten your User Account, Password, or both, click on the **Reset Password** button.

The screenshot shows the 'CONTACTS SYSTEM' login page. On the left, there are three buttons: 'Login, Register, or Reset Password', 'LOGIN', and 'RESET PASSWORD'. The 'RESET PASSWORD' button is circled in red. The right side of the page contains a welcome message and a privacy policy section titled 'NIST / OWM Security & Private Policies'.

The **Reset Password** page will provide you with three options to reset your password.

The screenshot shows the 'Reset Password' page. It features three main sections: 'Self Service Password', 'Forgot Password', and 'If you have forgotten your USER NAME send an email to owm@nist.gov'. The 'Self Service Password' section has a 'Submit' button. The 'Forgot Password' section has a 'Continue' button. The bottom section has a 'Contact Us' button.

1. **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.

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2. **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.
 - ii. The Office of Weights and Measures (OWM) will contact you, typically within one business day, with a temporary Password and instructions for resetting your Password.
3. **Forgot User Name** – This option is used when you have forgotten your User Account.
 - i. Please send an e-mail to **owm@nist.gov** with your first and last name, e-mail address, and phone number. OWM will contact you to assist you in accessing the OWM Contacts System. This support is typically provided within two business days.

For immediate assistance or questions:

Phone: 301-975-4004

Email: OWM@nist.gov