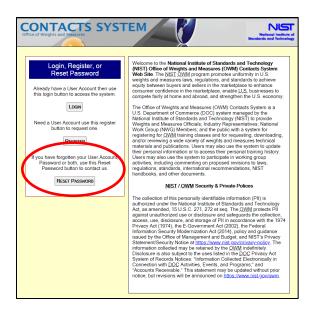
Resetting a Password or Recovering a User Account in the OWM Contacts System

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



- **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.

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

- 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