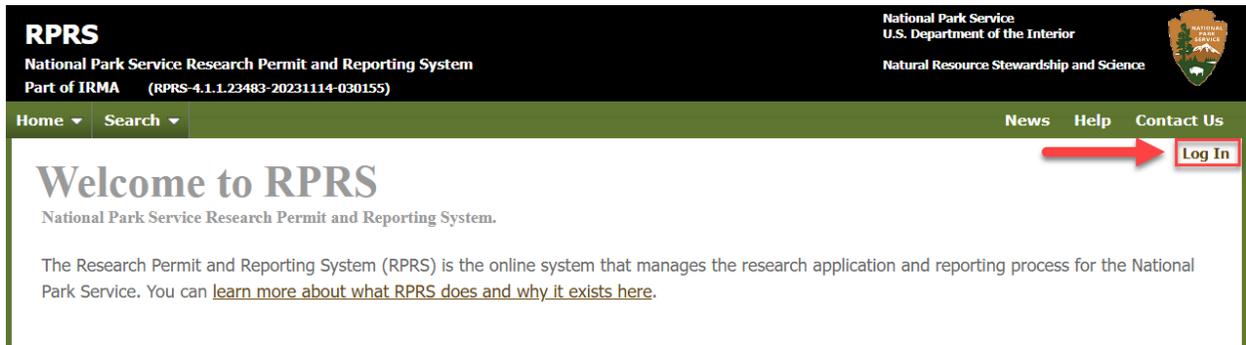


## Recovering a Forgotten Password

How to recover a forgotten password depends on whether you use Login.gov or Partner Account to login. Recovery methods for both are below.

## Recovering a Forgotten Password for a Login.gov Account

1. Navigate to the application being accessed.
2. Click the **Log On/Log In** link in the top right corner of the page.



**RPRS**  
National Park Service Research Permit and Reporting System  
Part of IRMA (RPRS-4.1.1.23483-20231114-030155)

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

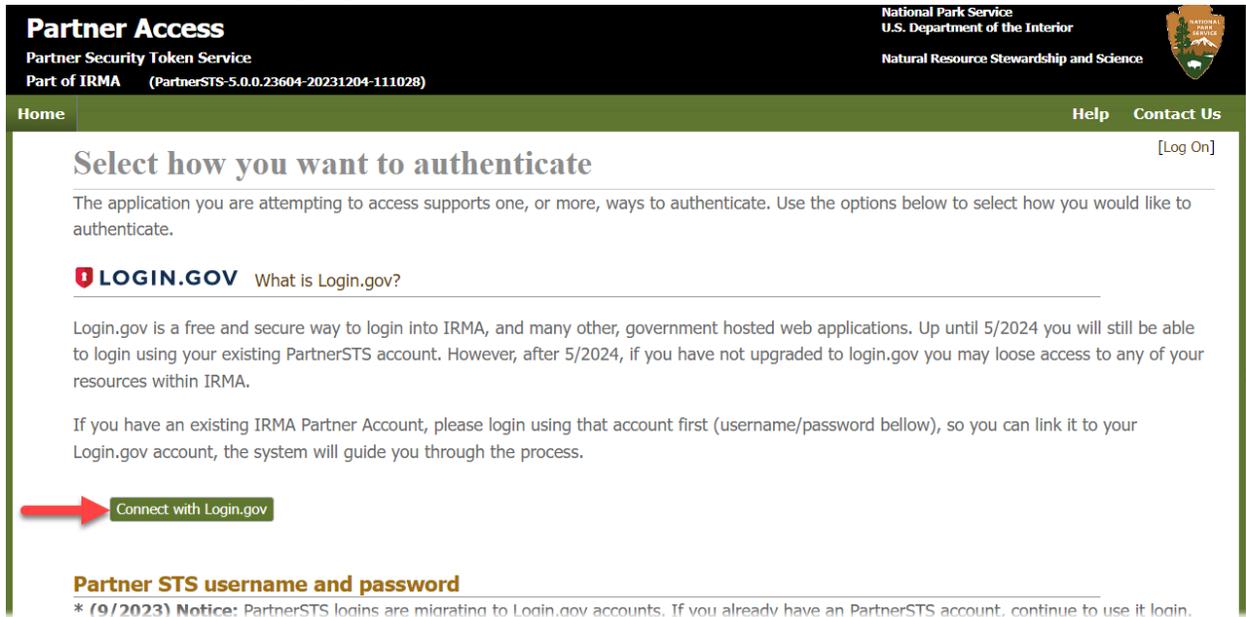
Home Search News Help Contact Us

**Welcome to RPRS**  
National Park Service Research Permit and Reporting System.

The Research Permit and Reporting System (RPRS) is the online system that manages the research application and reporting process for the National Park Service. You can [learn more about what RPRS does and why it exists here.](#)

**Log In**

3. Click **“Connect with Login.gov”**



**Partner Access**  
Partner Security Token Service  
Part of IRMA (PartnerSTS-5.0.0.23604-20231204-111028)

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

Home Help Contact Us

**Select how you want to authenticate** [Log On]

The application you are attempting to access supports one, or more, ways to authenticate. Use the options below to select how you would like to authenticate.

**LOGIN.GOV** What is Login.gov?

Login.gov is a free and secure way to login into IRMA, and many other, government hosted web applications. Up until 5/2024 you will still be able to login using your existing PartnerSTS account. However, after 5/2024, if you have not upgraded to login.gov you may lose access to any of your resources within IRMA.

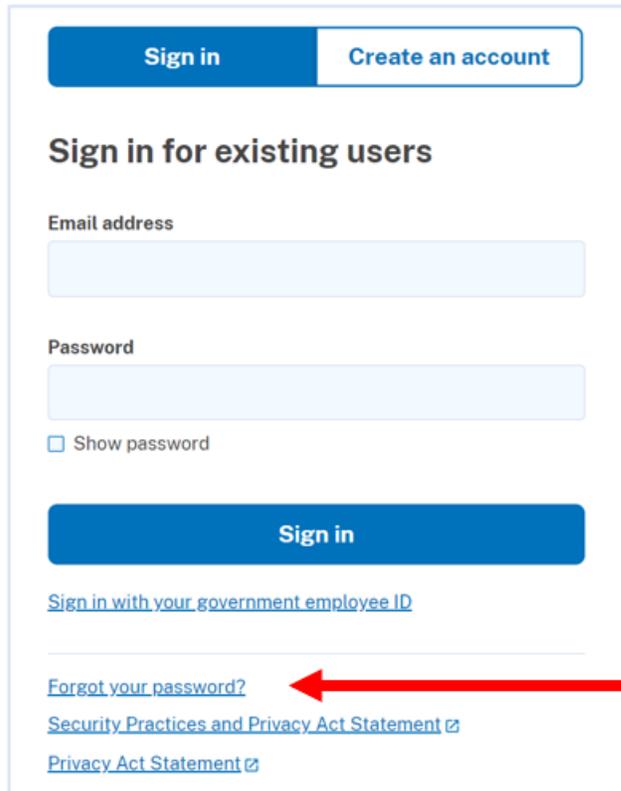
If you have an existing IRMA Partner Account, please login using that account first (username/password below), so you can link it to your Login.gov account, the system will guide you through the process.

**Connect with Login.gov**

**Partner STS username and password**

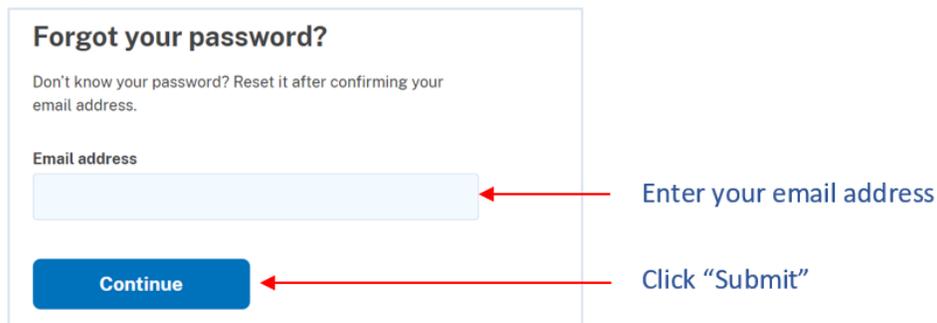
\* (9/2023) Notice: PartnerSTS logins are migrating to Login.gov accounts. If you already have an PartnerSTS account, continue to use it login.

4. Click **“Forgot your password?”** at the bottom of the page.



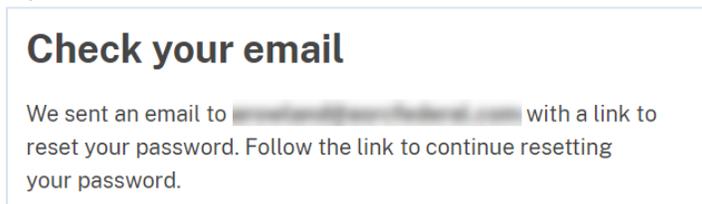
The screenshot shows a sign-in form with two buttons at the top: "Sign in" and "Create an account". Below them is the heading "Sign in for existing users". There are two input fields: "Email address" and "Password". A checkbox labeled "Show password" is below the password field. A large blue "Sign in" button is centered below the inputs. At the bottom, there are three links: "Sign in with your government employee ID", "Forgot your password?", and "Security Practices and Privacy Act Statement". A red arrow points to the "Forgot your password?" link.

5. Enter your **email address** then click **“Continue”**.



The screenshot shows the "Forgot your password?" page. It has the heading "Forgot your password?" and a sub-heading "Don't know your password? Reset it after confirming your email address." Below this is an "Email address" input field. A red arrow points to this field with the text "Enter your email address". Below the input field is a blue "Continue" button. A red arrow points to this button with the text "Click 'Submit'".

6. A password reset email will be sent to the email address entered in Step 5.



The screenshot shows the "Check your email" page. It has the heading "Check your email" and a message: "We sent an email to [redacted] with a link to reset your password. Follow the link to continue resetting your password."

7. Access the email account used above and locate the Password Recovery email. Click the link contained in the email or copy the link and paste it into your web browser's address bar.

**Reset your password**

To finish resetting your password, please click the link below or copy and paste the entire link into your browser.

[Reset your password](#)

8. Enter your new password into the **New Password** and **Confirm Password** fields and then click **“Change Password”**.

**Change your password**

You need your 16-character personal key to reset your password if you verified your identity with this account. If you don't have it, you can still reset your password and then reverify your identity.

**New password**

.....

**Confirm password**

.....

Show password

Password strength: **Good**

[Change password](#)

Enter new password

Confirm new password

Click “Change Password”

9. Once your password is updated, you will be able to login using your Login.gov account.

## Recovering a Forgotten Password for a Partner Account

1. Forgotten passwords can be reset by the partner on the Username / Password Sign In page. Navigate to the IRMA application to be accessed and click the Log On link in the top right corner of the page.

**RPRS**  
National Park Service Research Permit and Reporting System  
Part of IRMA (RPRS-4.1.1.23483-20231114-030155)

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

Home Search News Help Contact Us

Welcome to RPRS  
National Park Service Research Permit and Reporting System.

[Log In](#)

2. Click the link, located below the PartnerSTS Username and Password section, for forgotten password.

**Partner Access**  
Partner Security Token Service  
Part of IRMA (PartnerSTS-5.0.0.23604-20231204-111028)

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

Home Help Contact Us [Log On]

## Select how you want to authenticate

The application you are attempting to access supports one, or more, ways to authenticate. Use the options below to select how you would like to authenticate.

**LOGIN.GOV** What is Login.gov?

Login.gov is a free and secure way to login into IRMA, and many other, government hosted web applications. Up until 5/2024 you will still be able

**Partner STS username and password**

\* (9/2023) Notice: PartnerSTS logins are migrating to Login.gov accounts. If you already have an PartnerSTS account, continue to use it login. You will be presented further information/guidance about how to upgrade after you login.

Enter your user name and password.

User Name\*

Password\*

Sign In

Click [here](#) if you have forgotten your password. 

Click [here](#) if you have forgotten your username.

3. Enter the User Name associated with IRMA Partner Access account and the characters displayed in the image. Click Submit.

**Partner Access**  
Part of IRMA

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

Home Help Contact Us [Log On]

## Recover Password

User Name\*

Generate new image



Enter Characters Above\*

Submit

4. Next, the system will prompt for the answer to the security question associated with the account. Enter the answer and click Submit.

**Partner Access**  
Part of IRMA

National Park Service  
U.S. Department of the Interior  
Natural Resource Stewardship and Science

Home Help Contact Us [Log On]

## Recover Password

What was your high school mascot?

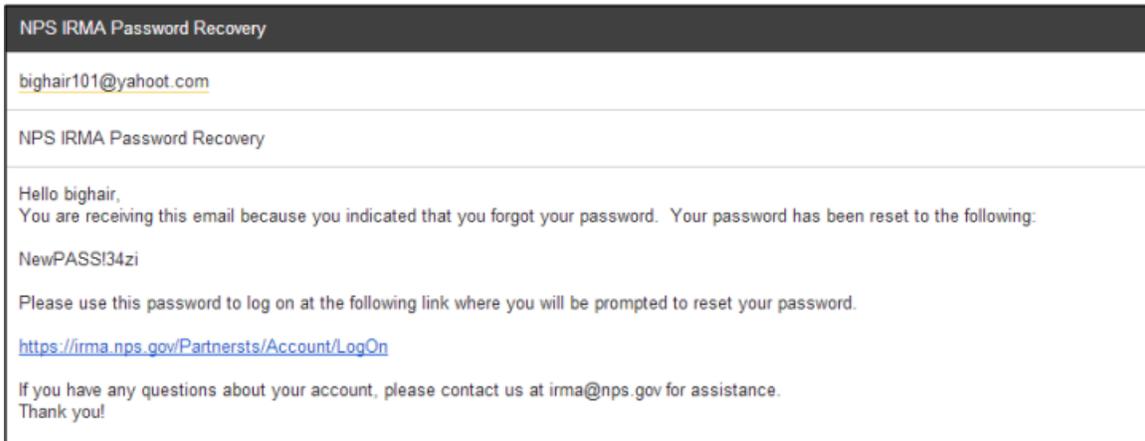
Security Answer\*

Submit

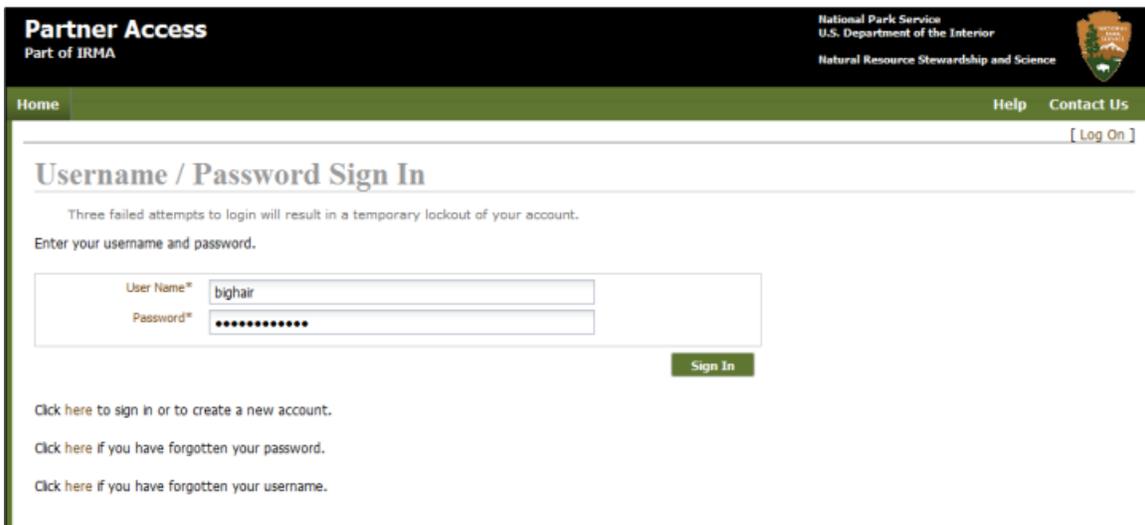
5. A password reset email will be sent to the email address associated with the account.



6. Access the email account used above and locate the Password Recovery email. Click the link contained in the email or copy the link and paste it into your web browser's address bar.



7. On the Username / Password Sign In page, enter your username and the password contained in the email.



8. Next, the system will prompt you to change the temporary password. Enter the temporary password in the Old Password field. Select a new password that has not been recently used on this account. The password must meet the five criteria listed to the right of the New Password field. A green checkmark will display next to each criteria as it is met. Click Update when finished.

The screenshot shows the 'Partner Access' interface. The header includes 'Partner Access Part of IRMA' and 'National Park Service U.S. Department of the Interior Natural Resource Stewardship and Science'. The navigation bar has 'Home', 'Help', and 'Contact Us', with a '[ Log On ]' link on the right. The main heading is 'Change Expired Password'. Below it, a message states: 'User password has expired. Use the form below to change.' A note specifies password requirements: 'Passwords are required to be 12-25 characters long, contain at least one upper case and one lower case letter, at least one number, and at least one special character.'

The form contains the following fields and elements:

- User Name: bighair
- Old Password:
- New Password\*:
- Strength: 0% (indicated by a red progress bar)
- New Password Confirm\*:
- Criteria list (all marked with a red 'X'):
  - Minimum 12 characters
  - Lowercase Letters
  - Uppercase Letters
  - Numbers
  - Symbols ([!@#\$%^&\*()])
- Update button

9. Once the account password has been updated, the Access Granted page will display. An email notification will also be sent indicating the account has been updated.

The screenshot shows the 'Partner Access' interface after a successful password update. The header and navigation bar are identical to the previous screenshot. The main heading is 'Access Granted'. Below it, a message states: 'Your account grants you access to the following NPS applications:'. Three applications are listed:

- IPSpecies - NPS Species Park Management**  
An NPS web site for viewing data about species in parks.
- RPRS - Research Permit and Reporting System**  
Allows researchers to apply for and report on scientific research conducted in parks.
- SRTS - Survey Request Tracking Solution**  
An NPS web site where one can apply for permission to conduct surveys within a national park.

The navigation bar on the right now shows 'bighair [ Log Off ]'.