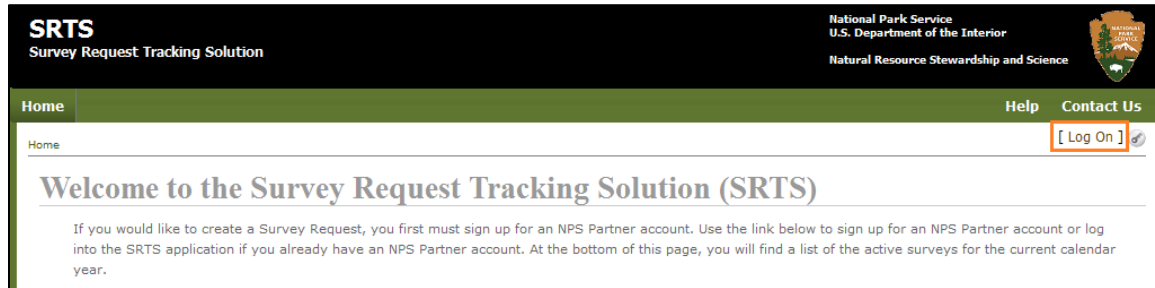
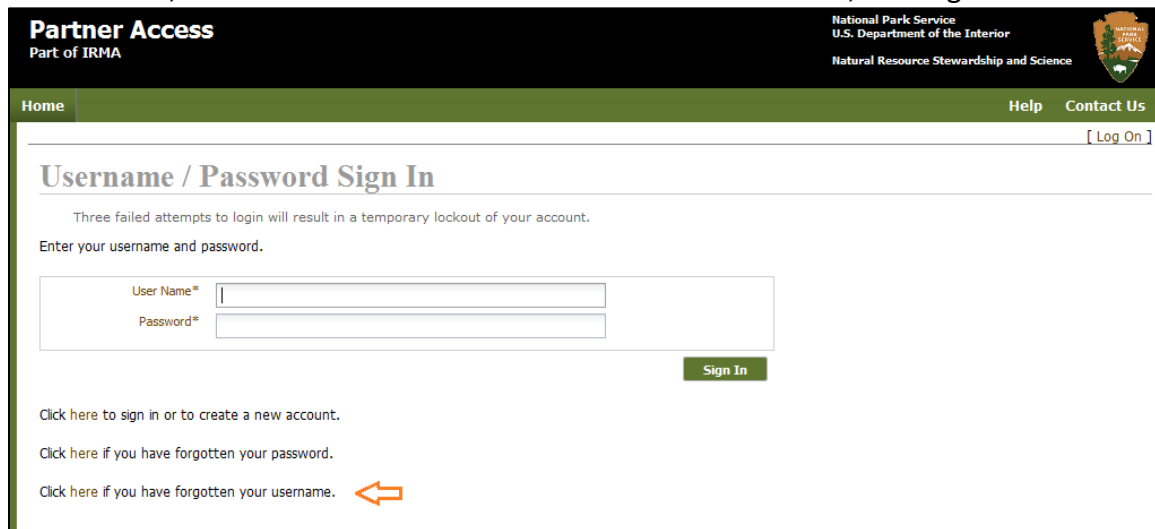


Recovering a Forgotten Partner Account Username

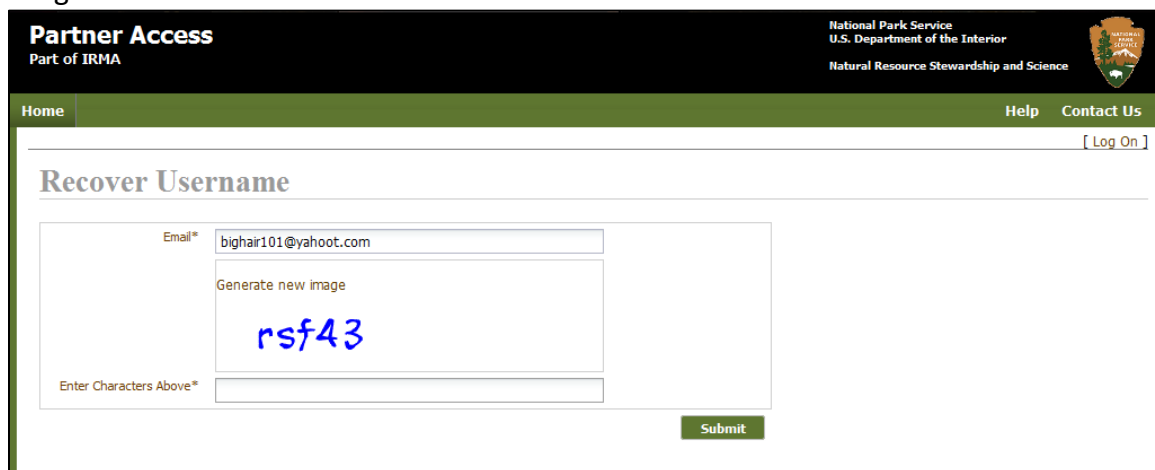
Forgotten usernames can be recovered by the partner on the Username / Password Sign In page. Navigate to the IRMA application to be accessed and click the Log On link in the top right corner of the page.



Click the link, located below the Username and Password section, for forgotten username.



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



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

The screenshot shows the 'Partner Access' interface. The header includes 'Partner Access Part of IRMA' on the left and 'National Park Service U.S. Department of the Interior Natural Resource Stewardship and Science' with a logo on the right. A navigation bar contains 'Home', 'Help', and 'Contact Us', with a '[Log On]' link on the right. The main content area is titled 'Recover Username' and contains a form with two input fields: 'What was your high school mascot?' and 'Security Answer*'. A green 'Submit' button is located at the bottom right of the form.

The system will display a confirmation message that the username has been sent to the email address associated with the account.

The screenshot shows the 'Partner Access' interface after a successful username recovery. The header and navigation bar are identical to the previous screenshot. The main content area is titled 'Username Recovery' and displays a confirmation message: 'Your username has been sent to your email address: **bighair101@yahoo.com**'. A '[Log On]' link is visible in the top right corner.

Access the email account used above and locate the User Name Recovery email. Use the username provided in the email to log into the system.

The screenshot shows an email interface. The subject line is 'NPS IRMA Partner Access User Name Recovery'. The email body contains the following text: a link to 'bighair101@yahoo.com', the title 'NPS IRMA Partner Access User Name Recovery', a greeting 'Hello bighair,', a message 'You are receiving this email because you indicated that you forgot your username. Your username is:', the username 'bighair', and contact information 'If you have any question about your account, please contact us at irma@nps.gov for assistance.' The email concludes with 'Thank you'.