

# Instructions on How to Request Password Resets

1. Procedure, if you have forgotten your User Account, Password, or both, click on the “Reset Password” button.

**CONTACTS SYSTEM**  
Office of Weights and Measures

**NIST**  
National Institute of Standards and Technology

**Login, Register, or Reset Password**

Already have a User Account then use this login button to access the system.

**LOGIN**

Need a User Account use this register button to request one.

**REGISTER**

If you have forgotten your User Account Password or both, use this Reset Password button to contact us.

**RESET PASSWORD**

Welcome to the **National Institute of Standards and Technology (NIST) Office of Weights and Measures (OWM) Contacts System Web Site**. The NIST OWM program promotes uniformity in U.S. weights and measures laws, regulations, and standards to achieve equity between buyers and sellers in the marketplace to enhance consumer confidence in the marketplace, enable U.S. businesses to compete fairly at home and abroad, and strengthen the U.S. economy.

This **Contacts System Web Site** is a Department of Commerce (DOC) system managed and operated by the National Institute of Standards and Technology (NIST) for the purpose of providing Weights and Measures Official, Industry Participants, and National Work Group (NWG) Members with a system for registering for NIST OWM Sponsored courses, reviewing relevant Weights and Measures materials, and commenting on proposed Weights and Measures laws, regulations and standards. Any unauthorized use is prohibited.

Weights and Measures Official, Industry Participants, and National Work Group (NWG) Members who want access to this system can use the **Registration** button to register for system access. If you already have a User Account and Password please use the **Login** button to access the system.

[OWM Program](#) | [Privacy Statement / Security Notice / Accessibility Statement](#) | [Disclaimer](#) | [FOIA](#) | [Contact Us](#)  
NIST is an agency of the [U.S. Department of Commerce](#)

2. Clicking on “Reset Password” will provide three options to reset your password.
  - a. **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.
  - b. **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.

## Instructions on How to Request Password Resets

- ii. The Office of Weights and Measures (OWM) will contact you, typically within one business day, with a Temporary Password for resetting your Password.
- c. **FORGOT USER NAME AND PASSWORD:** this option is used when you have forgotten your User Name and Password.
  - i. Please send an e-mail to [owm@nist.gov](mailto:owm@nist.gov) with your first name, last name, e-mail address, and phone number. The Office of Weights and Measures (OWM) will then contact you to assist you in accessing the OWM Contacts System. This support is typically provided within one business day.

**Reset Password**

**Self Service Password**

Please enter your User Name and select the Submit button. Then answer the Identity Confirmation question and select the Submit button to receive an email with a new password.

**Enter User Name**

User Name

**Forgot Password**

If you have forgotten your Password but remembered your User Name, please enter your User Name, and select the **CONTINUE** button.

Typically within 1 business day the Office of Weights and Measures (OWM) will contact you with a temporary password for resetting your password.

User Name

**Forgot User Name and Password**

If you have forgotten your Password and User Name send an email to [owm@nist.gov](mailto:owm@nist.gov) with the your first name, last name, email address, and phone number. An Office of Weights and Measures (OWM) will then contact you.

For additional assistance use this  button.

Use this  button to exit.

[OWM Program](#) | [Privacy Statement / Security Notice / Accessibility Statement](#) | [Disclaimer](#) | [FOIA](#) | [Contact Us](#)  
NIST is an agency of the [U.S. Department of Commerce](#)