All users are required to register in OWCP Connect prior to logging in to the WCMBP System. This guide explains the steps performed by users in the WCMBP System if the password created during initial registration has been misplaced.

### How to Reset Password in the WCMBP System

1. **Navigate to WCMBP Provider Login screen**

2. **Click on the Reset Password link on the blue header in the top right corner**

   **Note:** Do **NOT** click on the forgotten password link in the Reset Password section under the Login button

3. **On the Password Reset page, enter the email used to register the account**

4. **Click Next**

   **Note:** If the email entered does not match the email provided during initial account registration, the following error will appear on the screen: **“This email address is not associated with an existing account in OWCP Connect”**. In this scenario, ensure the email is accurate OR register for a new account.

5. **Enter the answers to the security questions chosen during initial account registration and proceed to step 9**

   **Note:** Security questions will vary based on preferences provided during initial registration. Security answers must match those provided during initial account registration to successfully reset passwords. If security answers are unavailable, proceed to step 6.

6. **Click the Here hyperlink to receive a security code via email (ONLY required if security answers are unknown)**
7. Check the associated email inbox for an email from support@dol.gov containing the requested security code

Note: If email was not received, check spam/junk folder or click on Resend Code

8. Enter the security code from the email on the Password Reset screen

Note: Security codes are only valid for 2 minutes. If the time limit expires, click on Resend Code in the Password Reset window

9. Click Submit

10. If all security questions OR security code are accurate, a successful password reset screen will appear.

Note: If any of the security answers are incorrect, the following error will appear: The answer to at least one of the security questions does not match what we have on record, or the entered security code (received via email or SMS) was incorrect. Please try again. Ensure all entries are correct and click Submit again.

11. Check the associated email inbox for an email from support@dol.gov. Click on the Here hyperlink to reset your password

Note: There is a 15-minute time limit to reset the password from the delivery of the email. If the time limit expires, repeat steps 5-11.
12. The Password Reset window will appear. Enter the new preferred password in the New Password field.

**Note:** The required criteria for passwords will be listed on the left side of the screen. New passwords can **NOT** be the same as last 12 passwords.

13. Retype the New Password in the respective field.

14. Click **Submit**.

15. A successful password reset screen will appear. Click on the **Here** hyperlink to return to the login page.

16. Log in using initial email and **new password**.