

## Requesting a NAP (NESS Application Portal) User Account

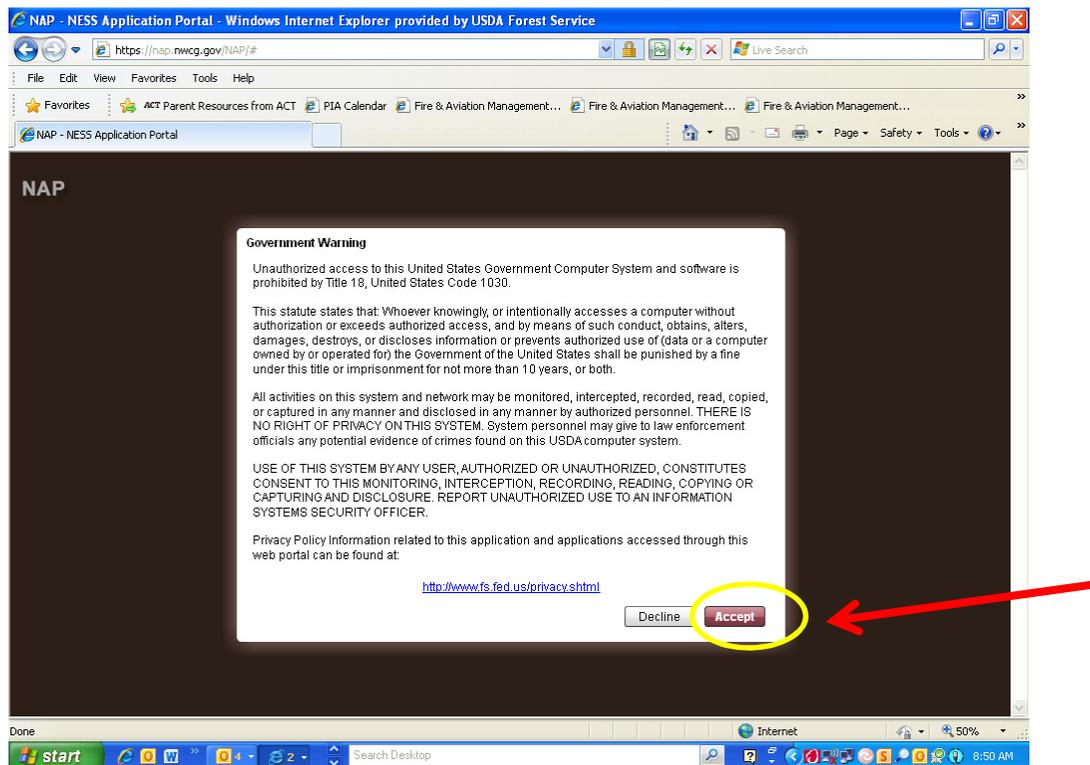
If you have problems requesting a NAP account, contact the Helpdesk Monday through Friday between 0730 and 1700 hours central time at (866) 224-7677 or [helpdesk@dms.nwcg.gov](mailto:helpdesk@dms.nwcg.gov)

**Note:** *If you already have a NAP username and password that you received through applying for access to another application, such as ROSS, please contact the Helpdesk and request access to InciWeb. If you already have a NAP username and password that you received through applying for access to another application and you try to obtain InciWeb access by requesting another account, you will receive an error message.*

**Note:** *Many users have trouble seeing the entire NAP screen. If you have trouble seeing some of the buttons or links mentioned in these instructions, please try adjusting your monitor/browser settings; opening the cover of your laptop if you are working on a docking station; using another browser or computer; or clicking and dragging the NAP screen. If you find another solution that works, please let us know so we can incorporate it in these instructions!*

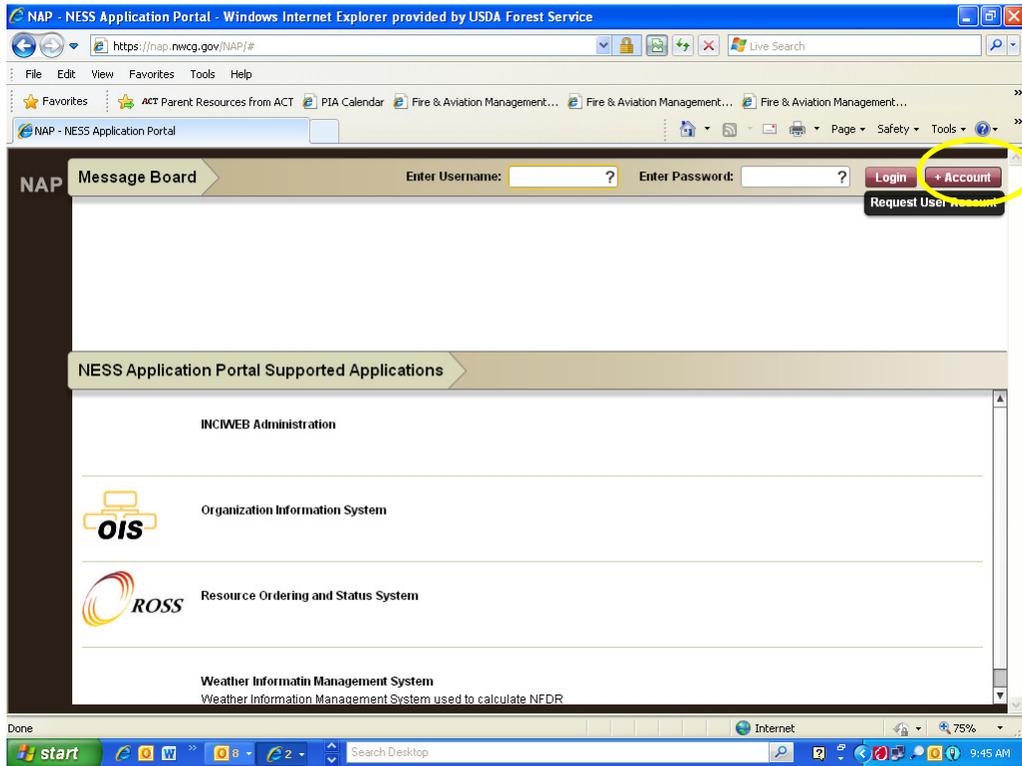
Step 1: Go to the NAP at <https://nap.nwcg.gov/NAP/>

Step 2: Read the Government Warning and click the red “Accept” button in the lower right hand corner of the white box.



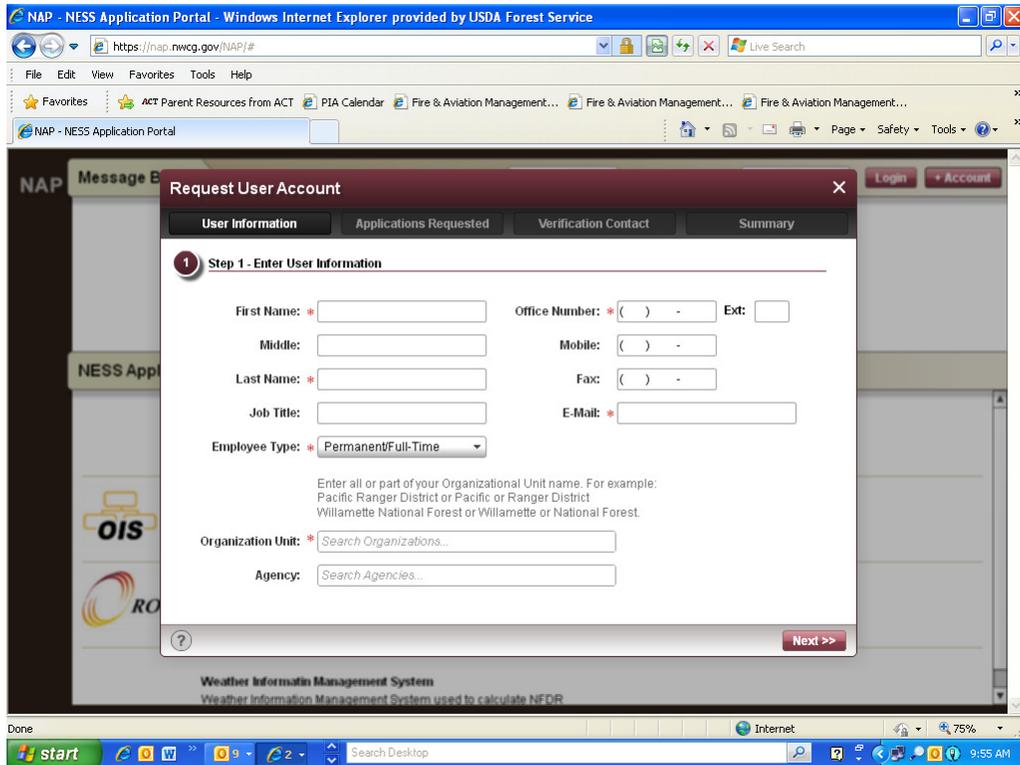
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Step 3: Click the red “+Account” button in the right hand corner of the beige “Message Board” line.



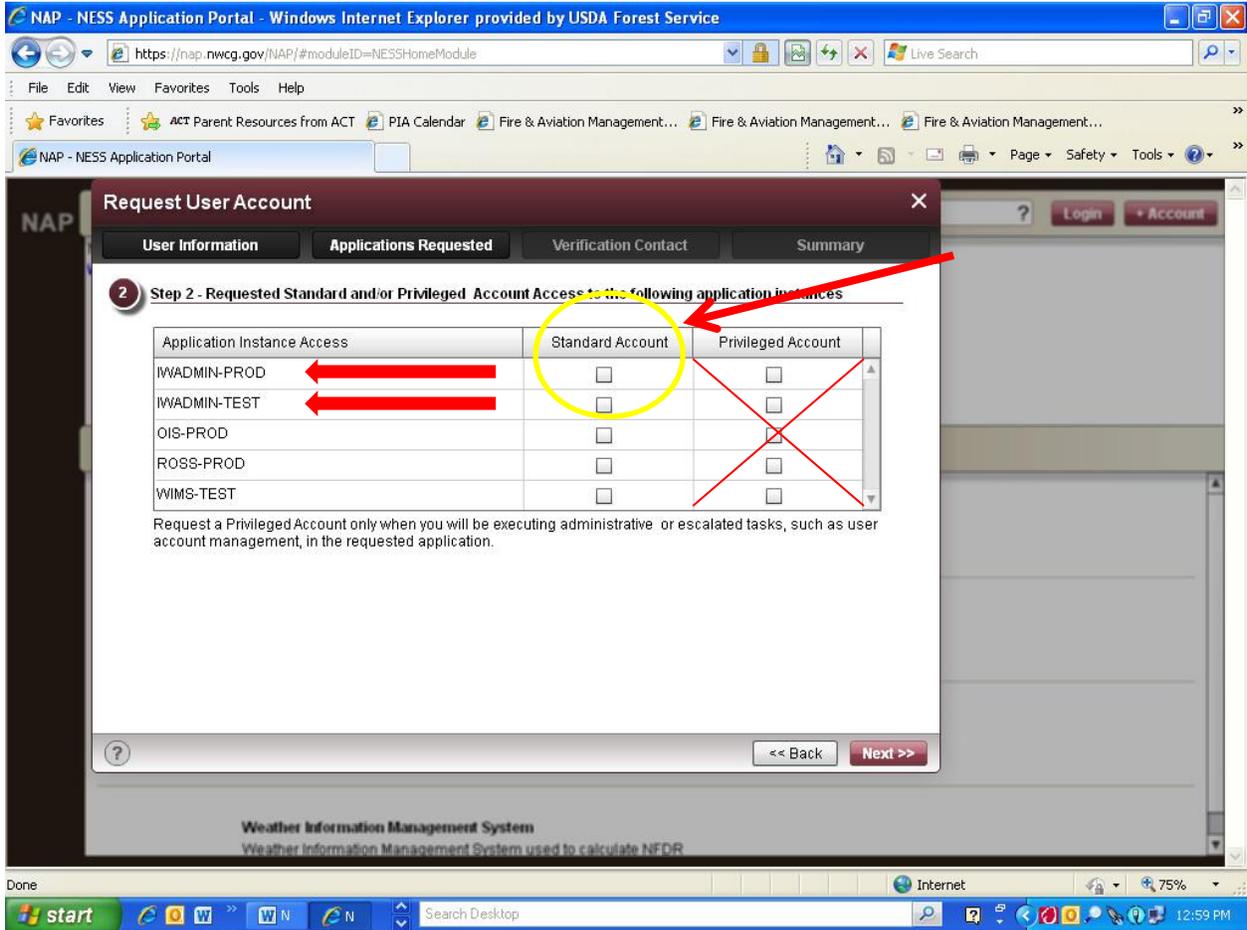
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Step 4: On the User information Tab in the Request User Account dialog box, complete the following information , then click the red “Next >>” button in the lower right hand corner of the dialog box: First Name; Middle; Last Name; Job Title; Employee Type; Organization Unit; Agency; Office Number; mobile; Fax; and Email. **Note: All Federal, state, and local agency employees should choose Permanent/Full-Time or Seasonal to indicate their status in the Employee Type Field. In the Organization Unit/Agency Fields AD Casual and Contractors should enter the organizational unit that they are hired through. NAP will accept whatever you type in the “Organizational Unit” and “Agency” boxes even if your unit/agency does not populate automatically.**



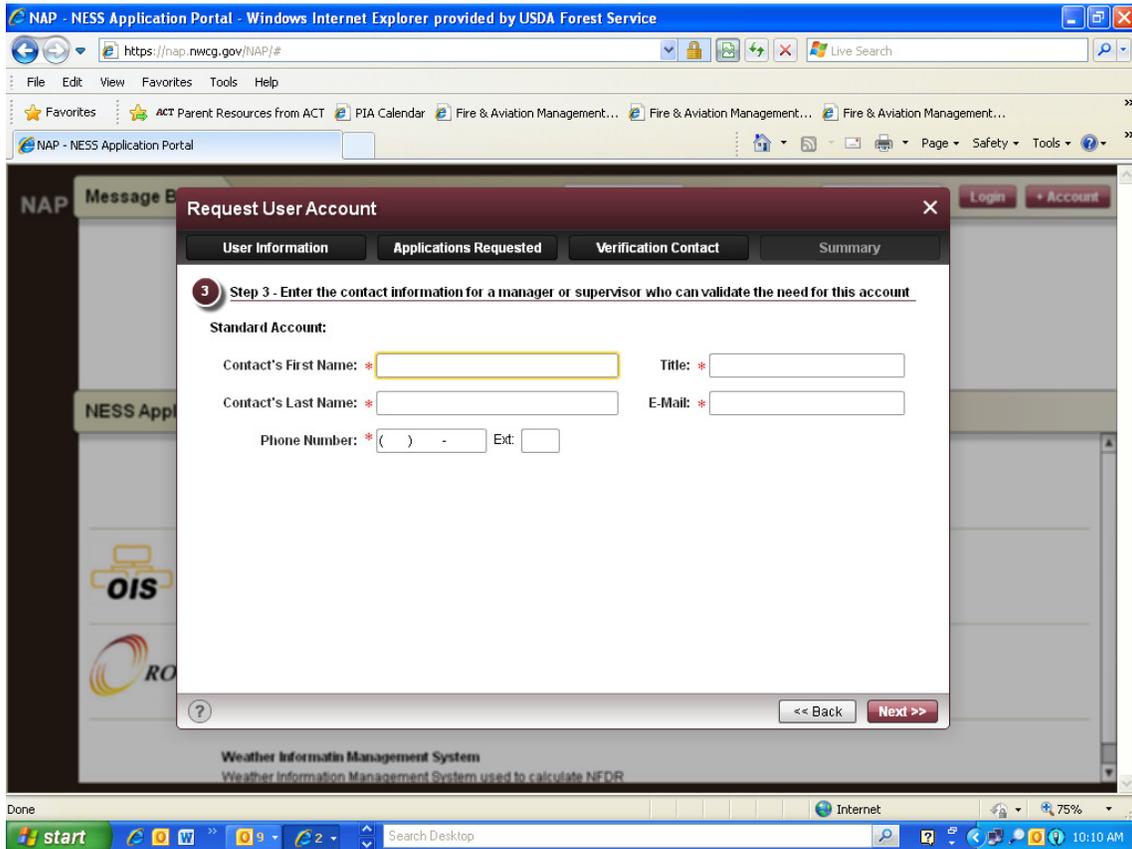
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Step 5: On the Applications Requested tab in the Request User Account dialog box, select **IWADMIN-TEST** and **IWADMIN-PROD** and check the boxes in the **Standard Account** column. **Note: All InciWeb Users and Superusers will need Standard Accounts only; no InciWeb User or Superuser will need a Privileged Account.**  
**NOTE: DO NOT SELECT OTHER APPLICATIONS EVEN IF THEY ARE ONES YOU USE.**



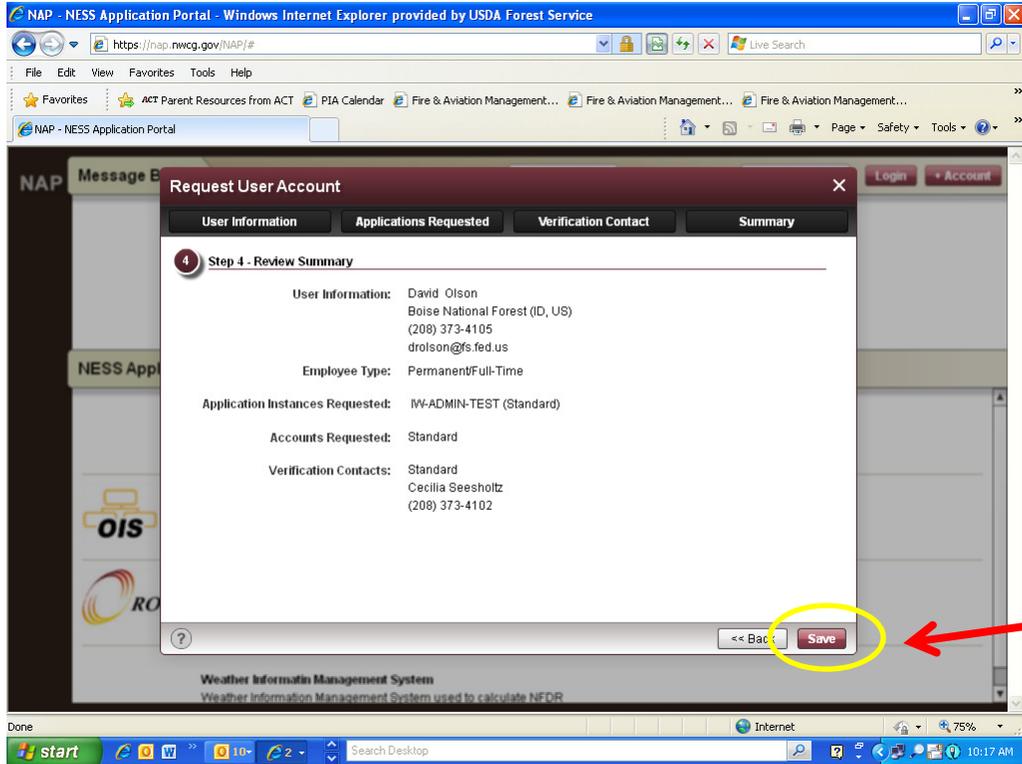
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Step 6: On the Verification Contact tab in the Request User Account dialog box, complete the following contact information for the manager or supervisor who will verify and approve your request, and then click the red “Next>>” button in the lower right corner of the dialog box. **Note: Permanent/Full-Time and Seasonal employees should enter contact information for the manager or supervisor they directly report to. AD Casual and Contractor employees should enter contact information for the manager of the Dispatch Office they are hired through.**

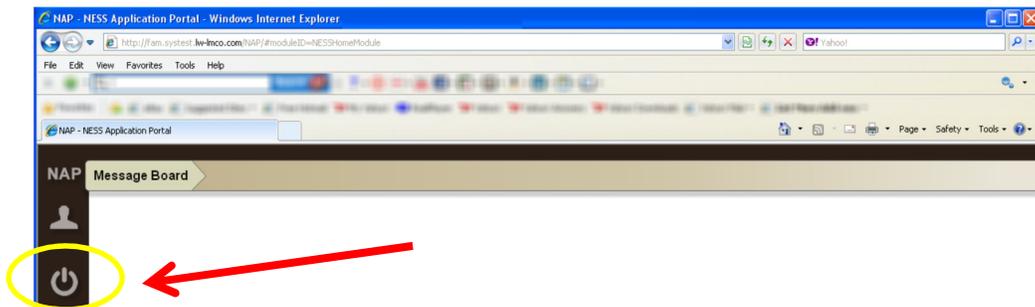


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Step 7: On the Summary tab in the Request User Account dialog box, review your request information. If it is incorrect, click the “<<Back” button in the lower right corner to go back to previous tabs and correct inaccurate information. If it is correct, click the red “Save” button in the lower right corner of the dialog box.



Step 8: To log off, click on the icon that looks like a semi-circle with a line going through the top of it on the NAP Navigation panel on the left side of the screen, then click the red “Accept” button on the Government Warning dialog box, and then click the red box with the white “x” in it. **NOTE: If you cannot see this icon simply close the browser window to exit.**



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Step 9: Once approved, you will receive two e-mail messages from [donotreply@nwcg.gov](mailto:donotreply@nwcg.gov) One e-mail provides your new NAP username and the other email identifies your temporary NAP password. Log in to the NAP and change your temporary password as soon as possible. Log in by entering your NAP username and password in the white boxes and clicking on the red “Login” button in the beige “Message Board” line at the top of the page.

**Note: You will be required to change your NAP password every 60 days. If you don't do this, you will need to call the Helpdesk to have your password reset (866) 224-7677.**

