

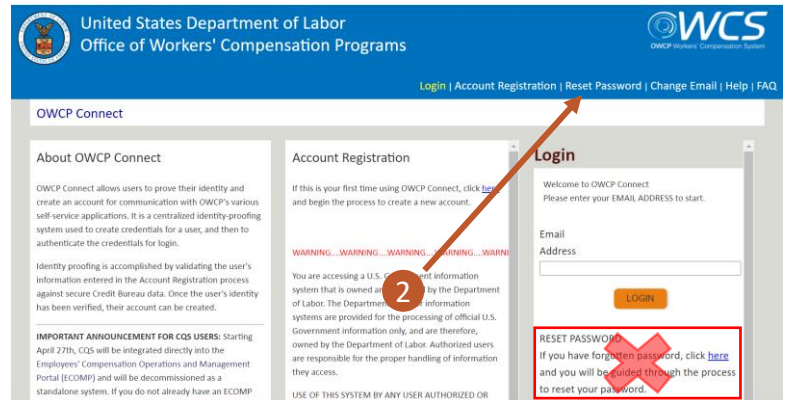


All users are required to register in OWCP Connect prior to logging in to the WCMBP System. This guide explains the steps performed by users in the WCMBP System if the password created during initial registration has been misplaced.

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

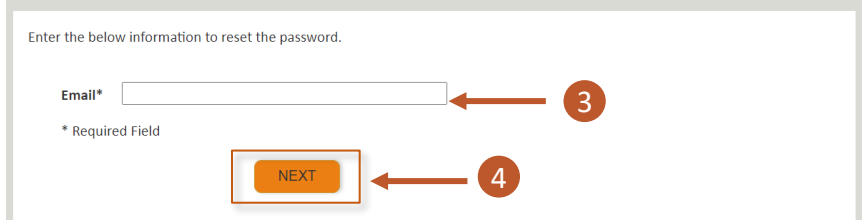
Note: Do **NOT** click on the forgotten password link in the Reset Password section under the Login button



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.

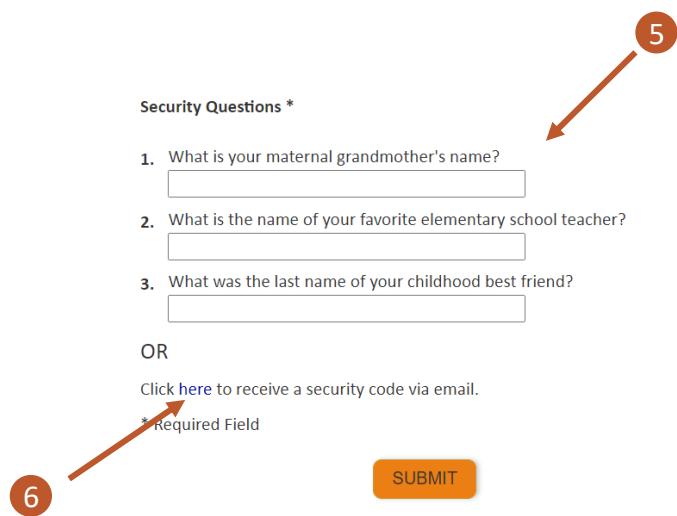
Password Reset



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.

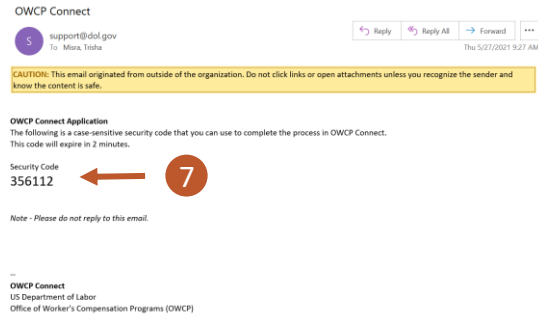
6. Click the **Here** hyperlink to receive a security code via email (*ONLY required if security answers are unknown*)





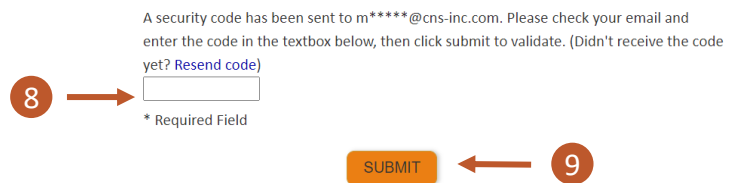
7. Check the associated email inbox for an email from support@dol.gov containing the requested security code

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**

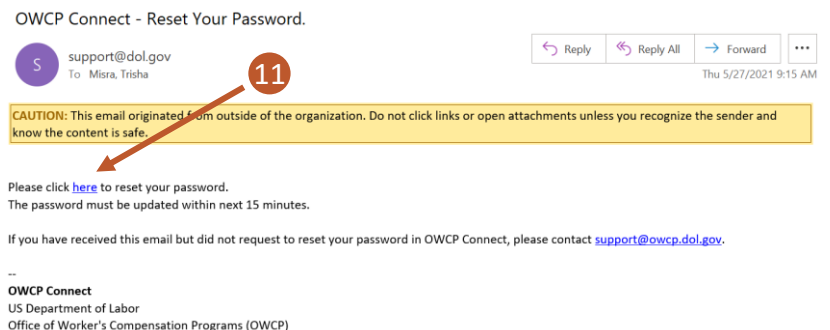
10. If all security questions OR security code are accurate, a successful password reset screen will appear.

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**

Password Reset

Enter a new password to reset. (This cannot be the same password that is currently associated with your account.)

New Password*

Retype New Password*

* Required Field

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

OWCP Connect

Your password has been changed successfully. Please click [here](#) to login.

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

United States Department of Labor
Office of Workers' Compensation Programs

WCS
OWCP Workers' Compensation System

[Login](#) | [Account Registration](#) | [Reset Password](#) | [Change Email](#) | [Help](#) | [FAQ](#)

OWCP Connect

About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communications with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login.

Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created.

IMPORTANT ANNOUNCEMENT FOR CCS USERS: Starting April 27th, CCS will be integrated directly into the Employees' Compensation Operations and Management Portal (ECOMP) and will be decommissioned as a standalone system. If you do not already have an ECOMP

Account Registration

If this is your first time using OWCP Connect, click [here](#) and begin the process to create a new account.

WARNING...WARNING...WARNING...WARNING...WARNING

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USE OF THIS SYSTEM BY ANY USER AUTHORIZED OR

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Email Address

LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.