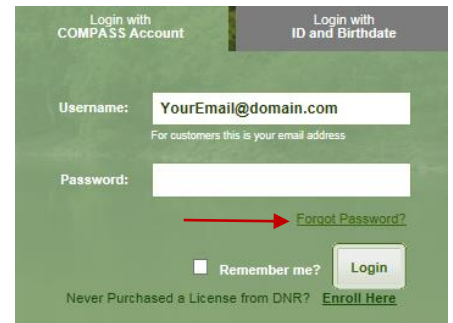


## Retrieving a Forgotten Password

Your username is the email address you provided during registration in the format of [username@domain.com](#). If you have forgotten this information, please contact your local [Licensing & Registration Service Center](#), where a representative will assist you with accessing your account. You can also email [customerservice.dnr@maryland.gov](mailto:customerservice.dnr@maryland.gov), please be sure to provide your full name and date of birth.

1. Click the Forgot Password link from the COMPASS home page.
2. Enter the email address of which you receive COMPASS confirmations.
3. An email will be sent to you prompting you to change your password.

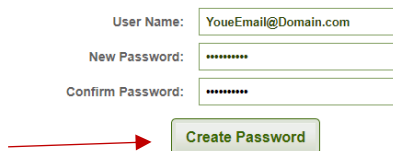


An email has been sent to [YourEmail@domain.com](mailto:YourEmail@domain.com). Please click on the change password Link to setup a new password.

If you do not receive the confirmation message within a few minutes, please check your Junk E-mail / Spam folder. If this message was in fact flagged as spam please be certain to mark as "Not Spam" so that future messages from COMPASS will get through.

4. Navigate to your inbox and select the Compass email. (Be sure to check your junk mail if you do not see it)
5. Enter your username, And create new login password.

- Passwords are required to be a minimum of 8 characters in length
- Passwords are required to contain at least one number
- Passwords are required to contain at least 1 special character (such as !, @, #, &, \*)
- Passwords cannot be the same as any of the previous 10 passwords



DNR COMPASS: Forgot Password Inbox x



customerservice.dnr@maryland.gov via sendgrid.net  
to me ▾

To complete resetting your password please click [change password](#)

Reply

Forward

**Note:** Be sure your new passwords meets the minimum security criteria.