The **Forgot my User ID** feature is a self-service tool that will allow you to retrieve your user ID via email using your name and email that matches your account information.

**How do I retrieve my user ID?**

Click **Forgot your user ID?** on the HCS sign in page

**STEP 1**

1. Enter your **First Name**
2. Enter your **Last Name**
5. Enter your **Email**
6. Check the **I'm not a robot** reCAPTCHA checkbox

   * reCAPTCHA is a CAPTCHA like system designed to establish that a computer user is human to protect websites from bots. CAPTCHA (acronym for Completely Automated Public Turing test to tell Computers and Humans Apart) is a type of challenge-response test used in computing to determine whether or not the user is human.

**STEP 2**

7. Select all the images that the reCAPTCHA requires (may require you to select multiple images)

   Additional options:
   - Get a new challenge
   - Get an audio challenge
   - Get information

8. Click **Verify**
9. Click **Email me my User ID**. You will see either:

   **Successful:** Your User ID has been sent to your registered email. Return to the HCS Login.

   **Unsuccessful:** No Matching record found. Please contact the Commerce Accounts Management Unit (CAMU) for assistance at 866-529-1890.
   or:

   Multiple records found. Please contact the Commerce Accounts Management Unit (CAMU) for assistance at 866-529-1890.

**STEP 3**

10. Check your email for your HCS User ID.