DEPARTMENT OF JUSTICE

Office of Justice Programs

DIAMD

Frequently Asked Questions (FAQ's)

Version 1.2

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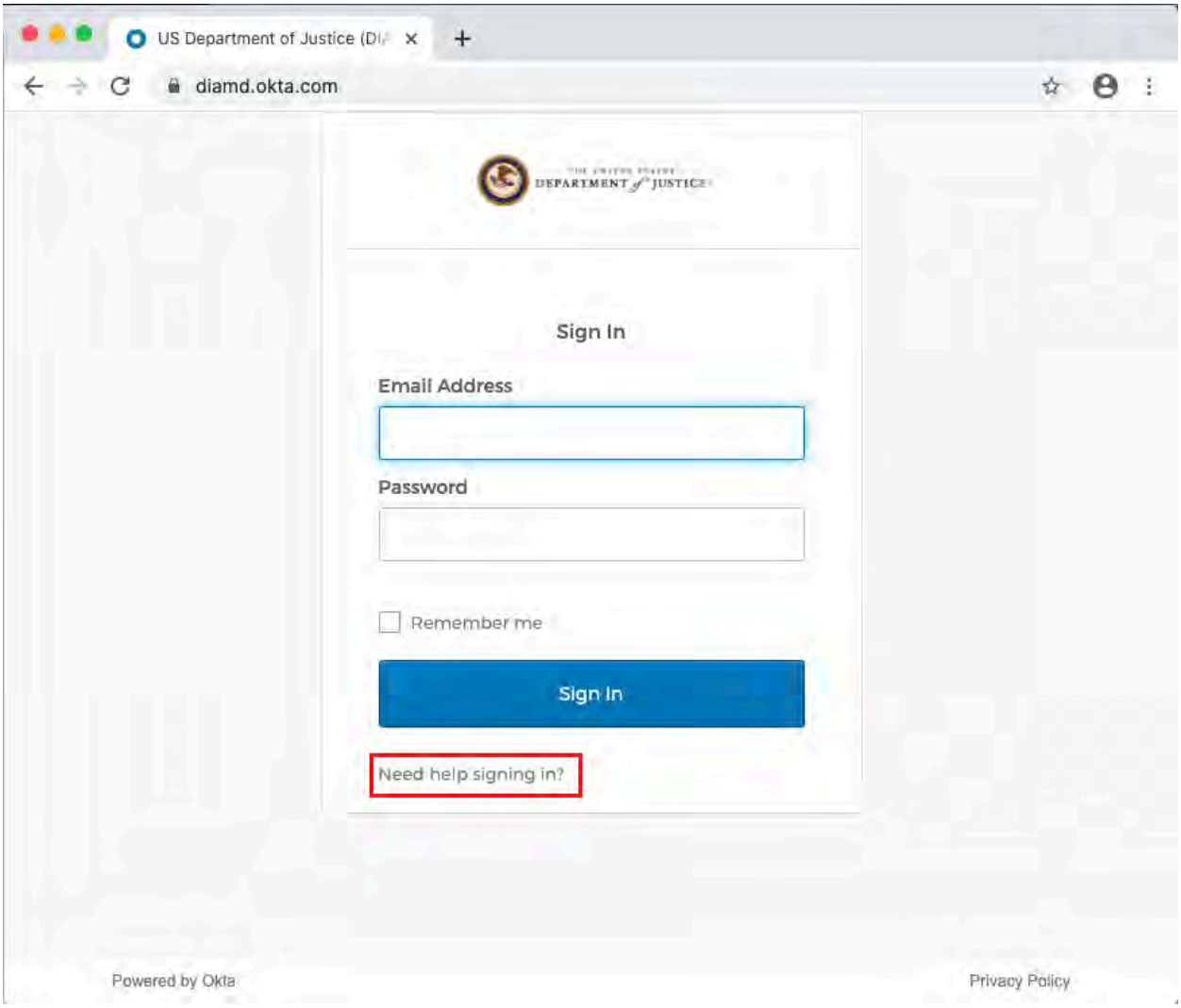
How do I reset my password?

Step 1 - Navigate to DIAMD Login page

Navigate your browser to the DIAMD home page: https://diamd-auth.usdoj.gov

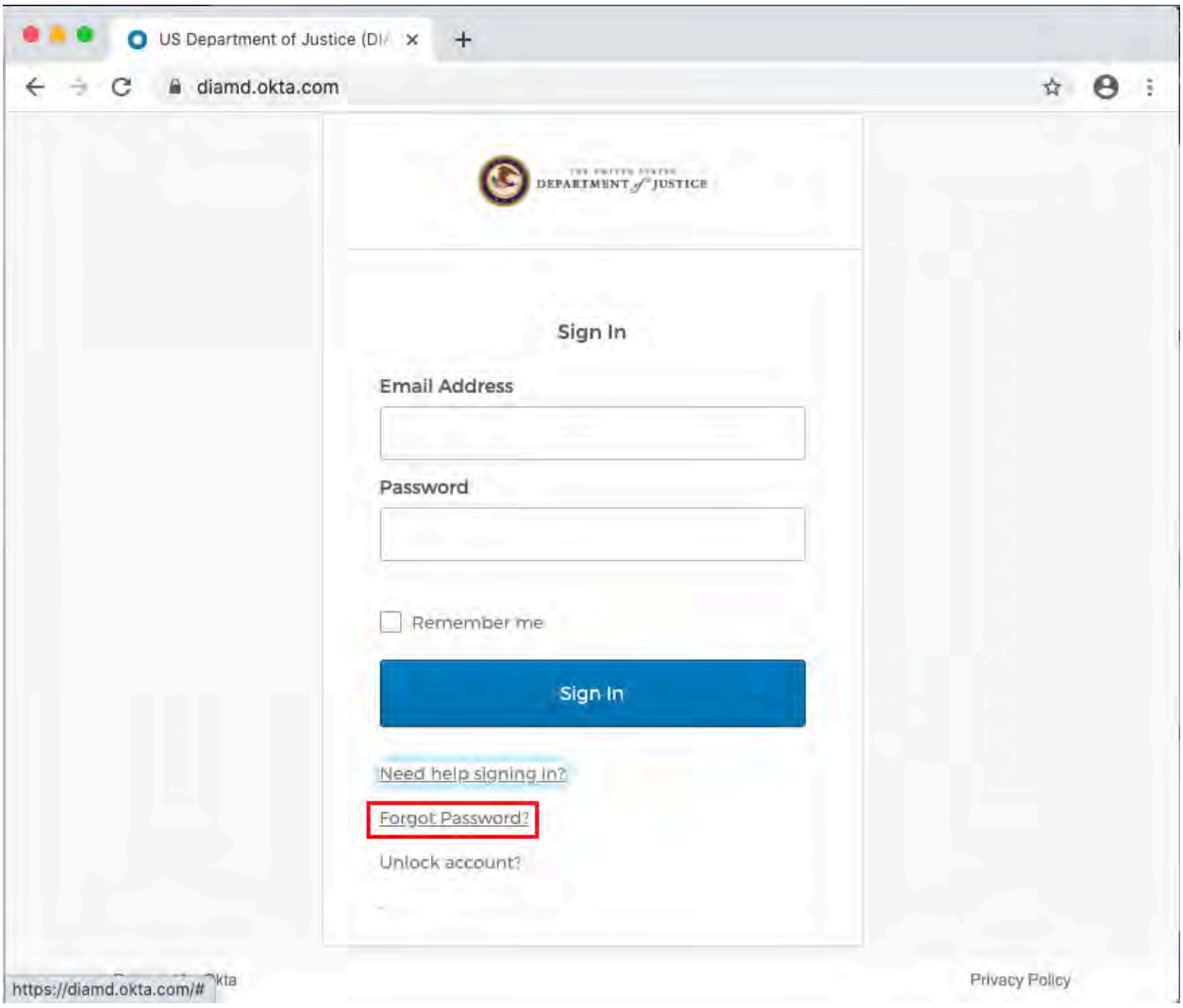
Step 2 – Click on "Need help signing in?"

Click on the "Need help signing in?" highlighted below.



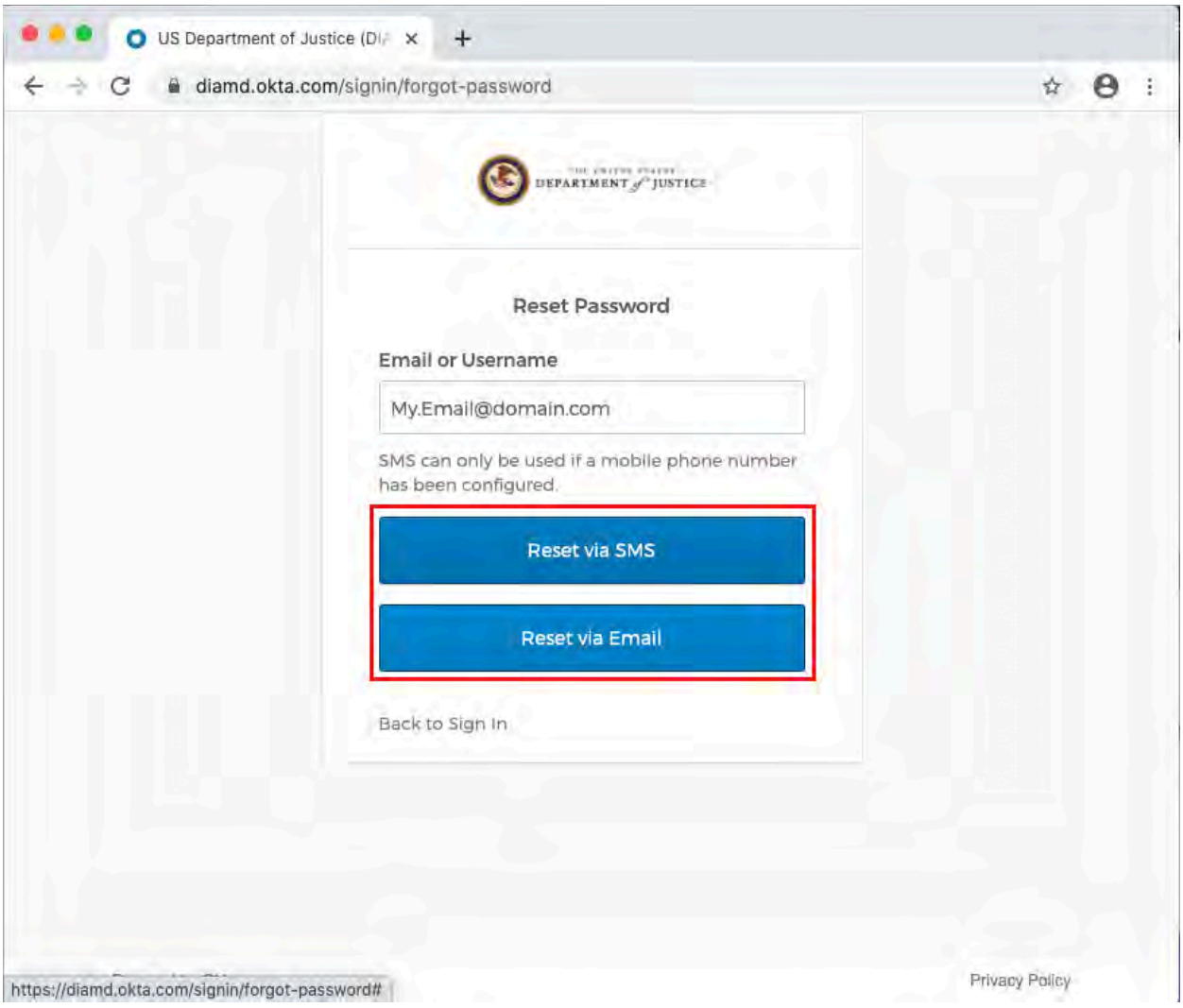
Step 3 – Click on "Forgot Password?"

1. Click "Forgot Password?" highlighted below.



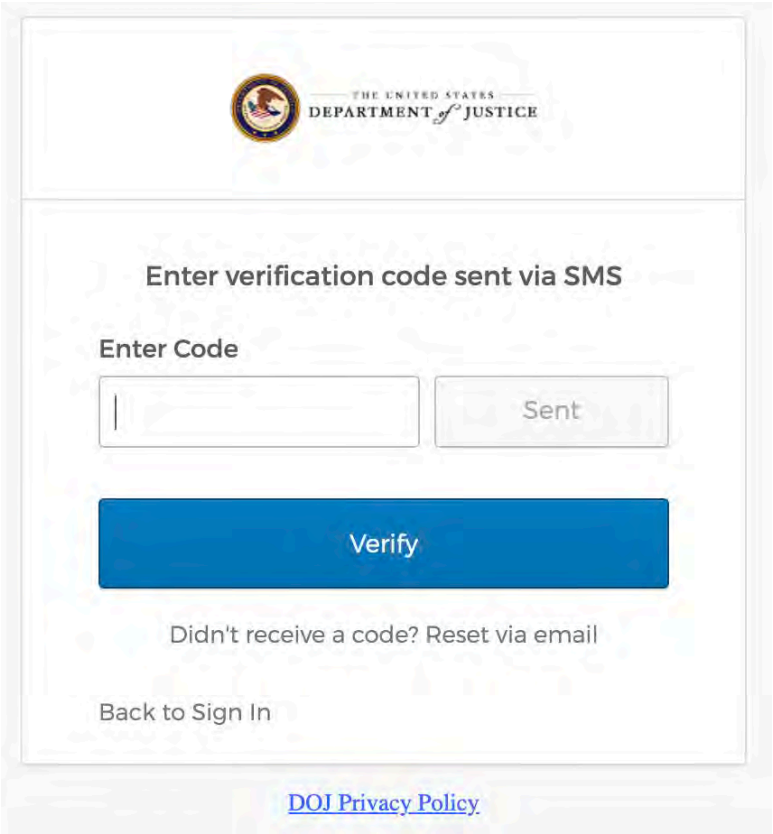
Step 4 – Enter Email Address

1. Enter your email address in the “Email or Username” box, select whether to reset your password via SMS or Email. The DIAMD system will then send you an SMS or Email communication based on your selection. Follow the instructions in the communication.

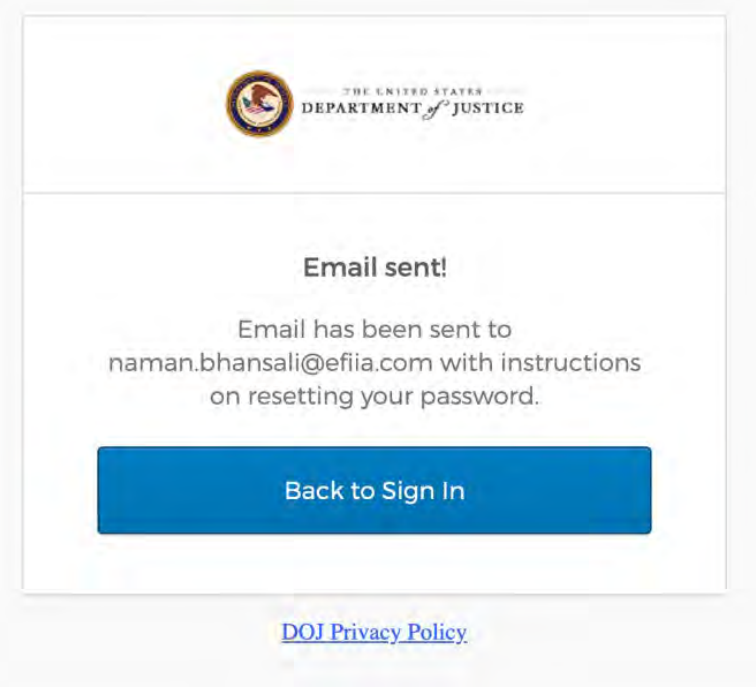

US Department of Justice (DI
diamd.okta.com/signin/forgot-password
DEPARTMENT of JUSTICE
Reset Password
Email or Username
My.Email@domain.com
SMS can only be used if a mobile phone number has been configured.
Reset via SMS
Reset via Email
Back to Sign In
Privacy Policy
https://diamd.okta.com/signin/forgot-password#

Step 5 – Check phone or email for instructions on resetting password

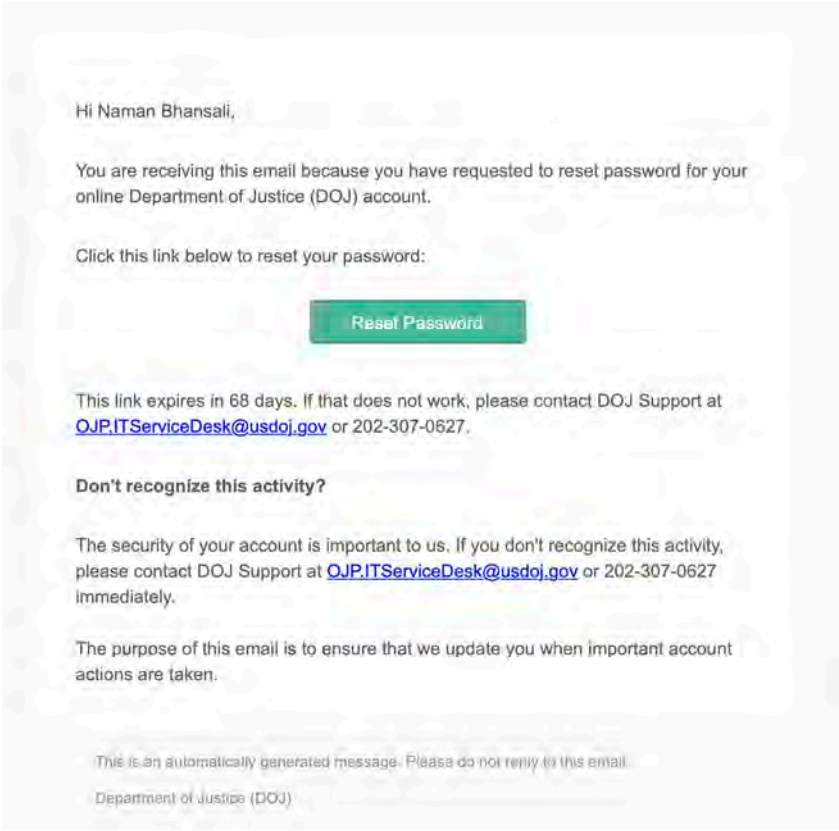
1. Follow the instructions provided to you via the SMS or Email you receive.
2. If you selected “Reset via SMS” you will see the below screen and receive a text message on your phone.



3. If you selected “Reset via Email” you will see the below screen.



4. Here is a sample email that you will receive:



I lost my welcome email. How do I get another copy sent to me?

Step 1 – Contact DIAMD Service Desk and they will Re-Invite you.

1. In order to receive another welcome email, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at JustGrants.Support@usdoj.gov and ask to be re-invited to your entity.

My legal name has changed, how do I update it in DIAMD?

Step 1 – Contact DIAMD Service Desk and they will initiate a name change.

1. In order to have your name updated, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at JustGrants.Support@usdoj.gov.

My email has changed, how do I update it in DIAMD?

Step 1 – Contact DIAMD Service Desk and they will initiate an email change.

1. In order to have your email updated, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at JustGrants.Support@usdoj.gov

How do I terminate my DIAMD account?

Step 1 – Contact DIAMD Service Desk and they will terminate your account.

1. In order to have your DIAMD account terminated, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at JustGrants.Support@usdoj.gov

How do I reset my password recovery questions?

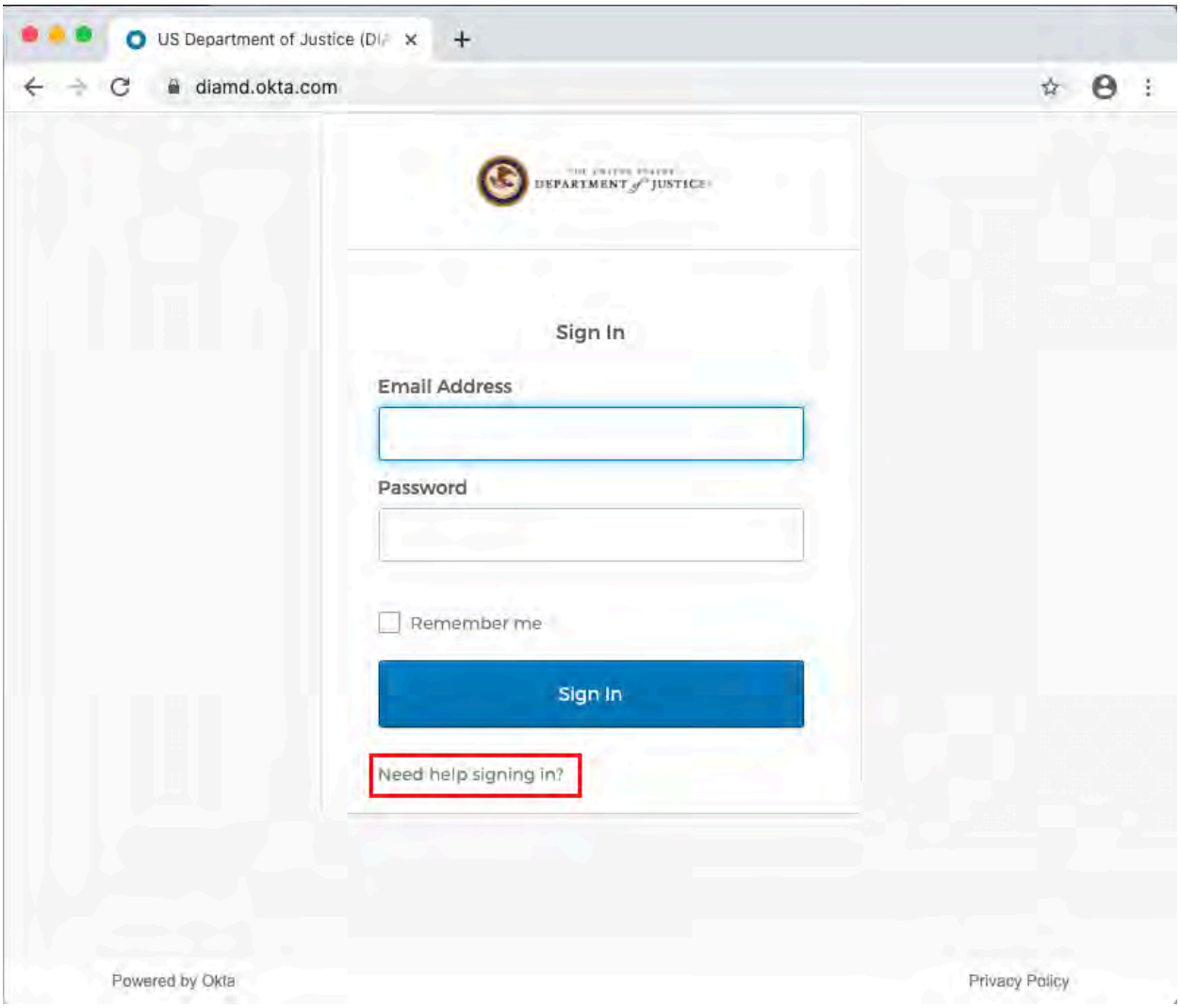
Step 1 – Contact DIAMD Service Desk and they will reset your password recovery questions.

1. In order to have your DIAMD account recovery questions reset, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at JustGrants.Support@usdoj.gov .

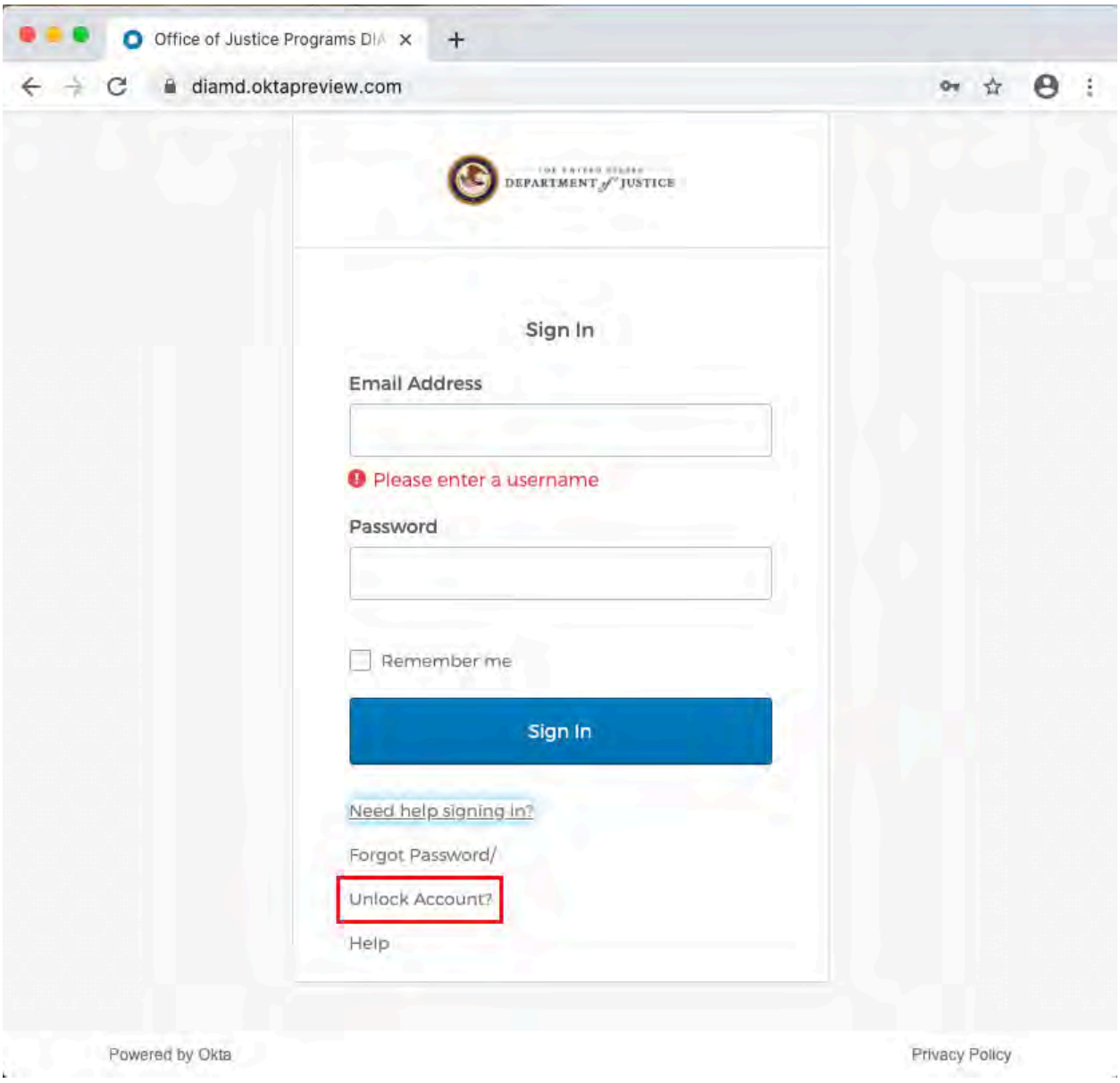
What do I do if my account is locked?

Step 1 – Navigate to DIAMD login page

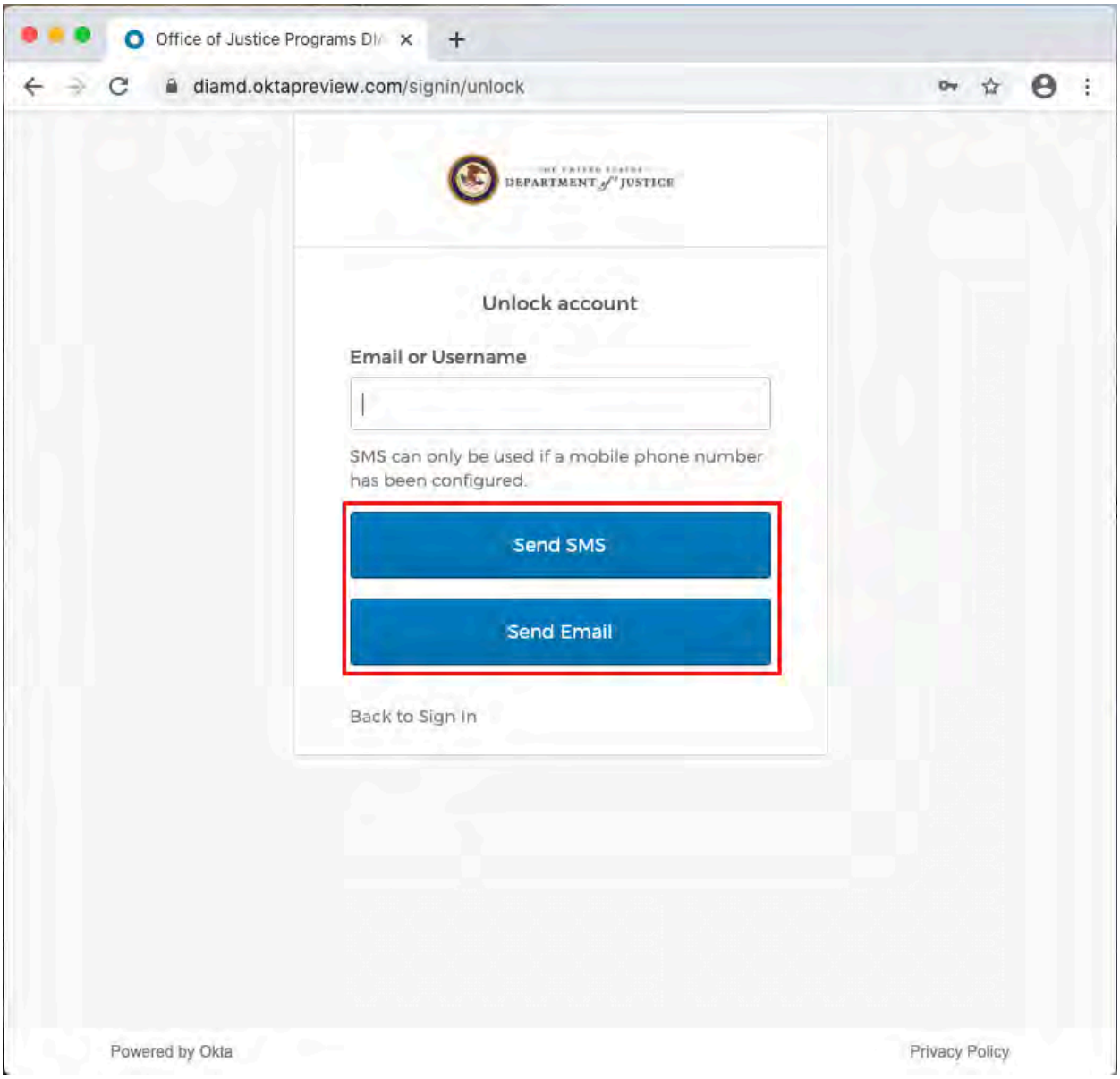
1. Navigate your browser to the DIAMD home page: https://diamd-auth.usdoj.gov
2. Click “Need help signing in?”



3. Select “Unlock Account?”

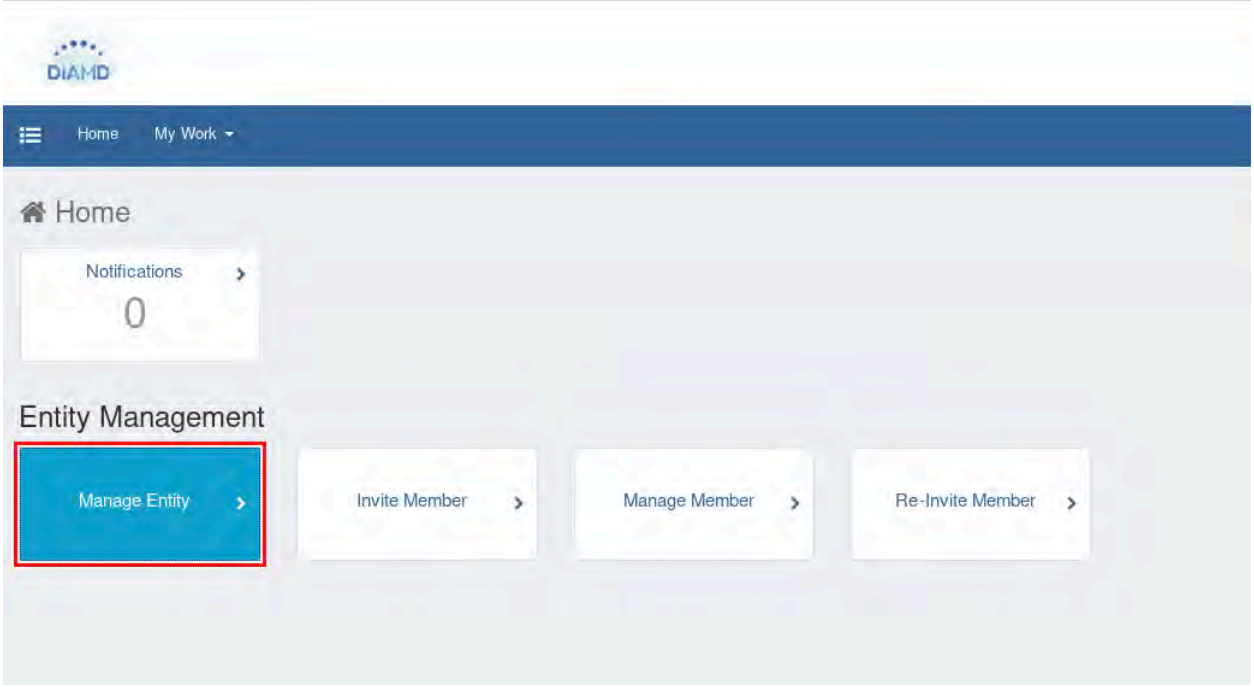


4. Enter your email address and select “Send SMS” or “Send Email.” Follow the instructions provided.

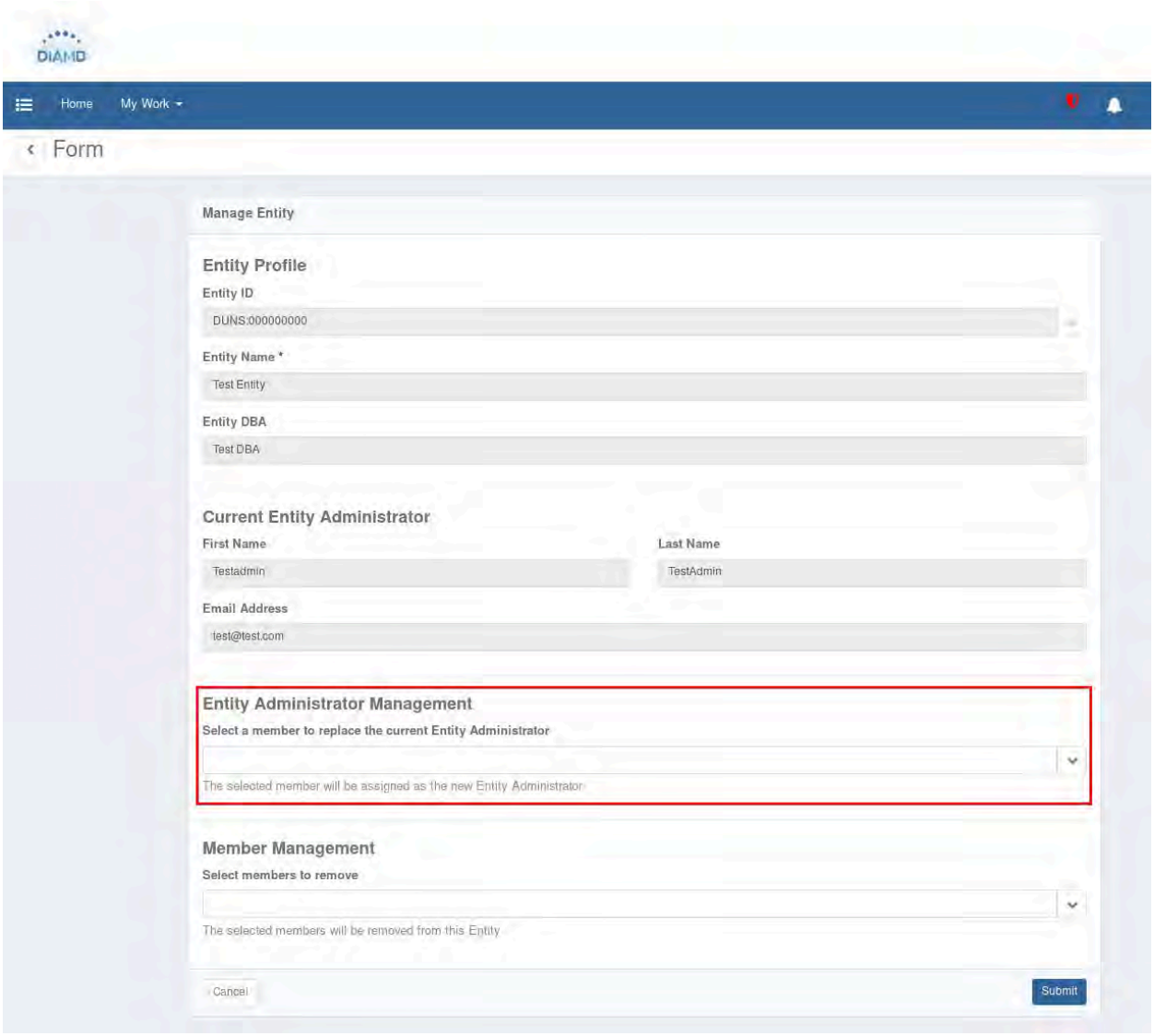


How do I replace myself as an entity administrator?

Step 1 - From the DIAMD home page, select “Manage Entity”

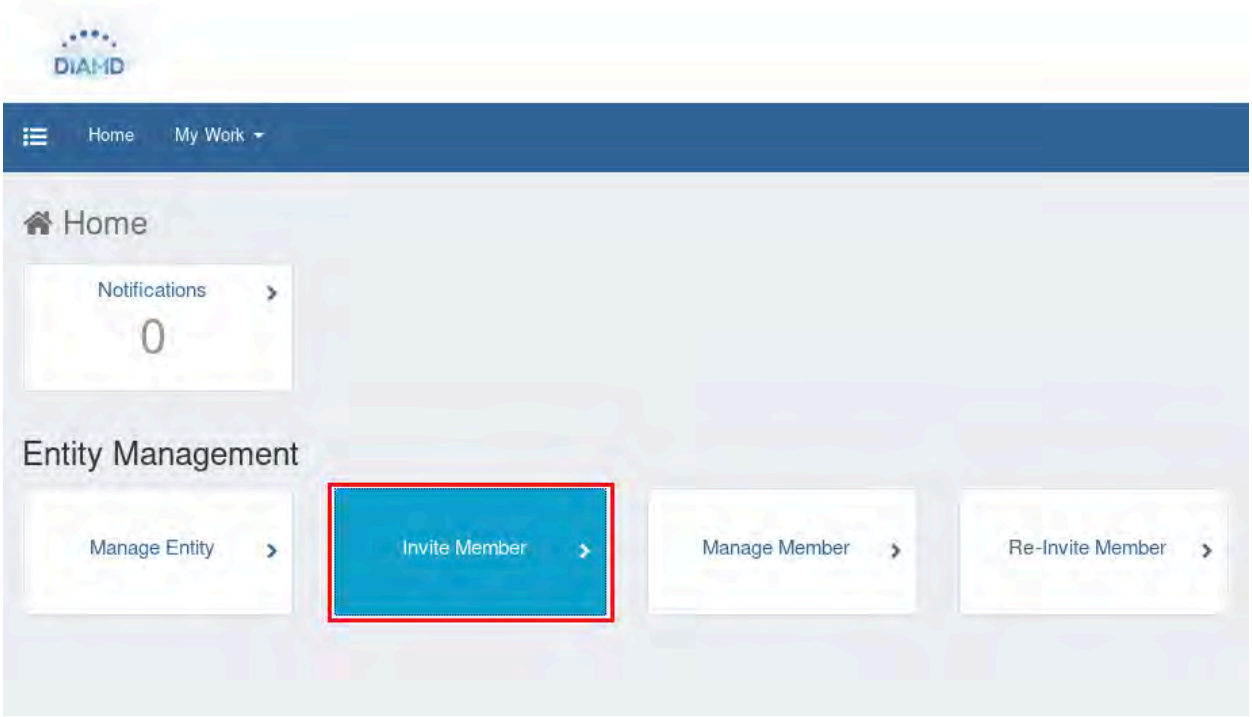


Step 2 - On the Manage Entity screen, select a new entity administrator, click "Save"

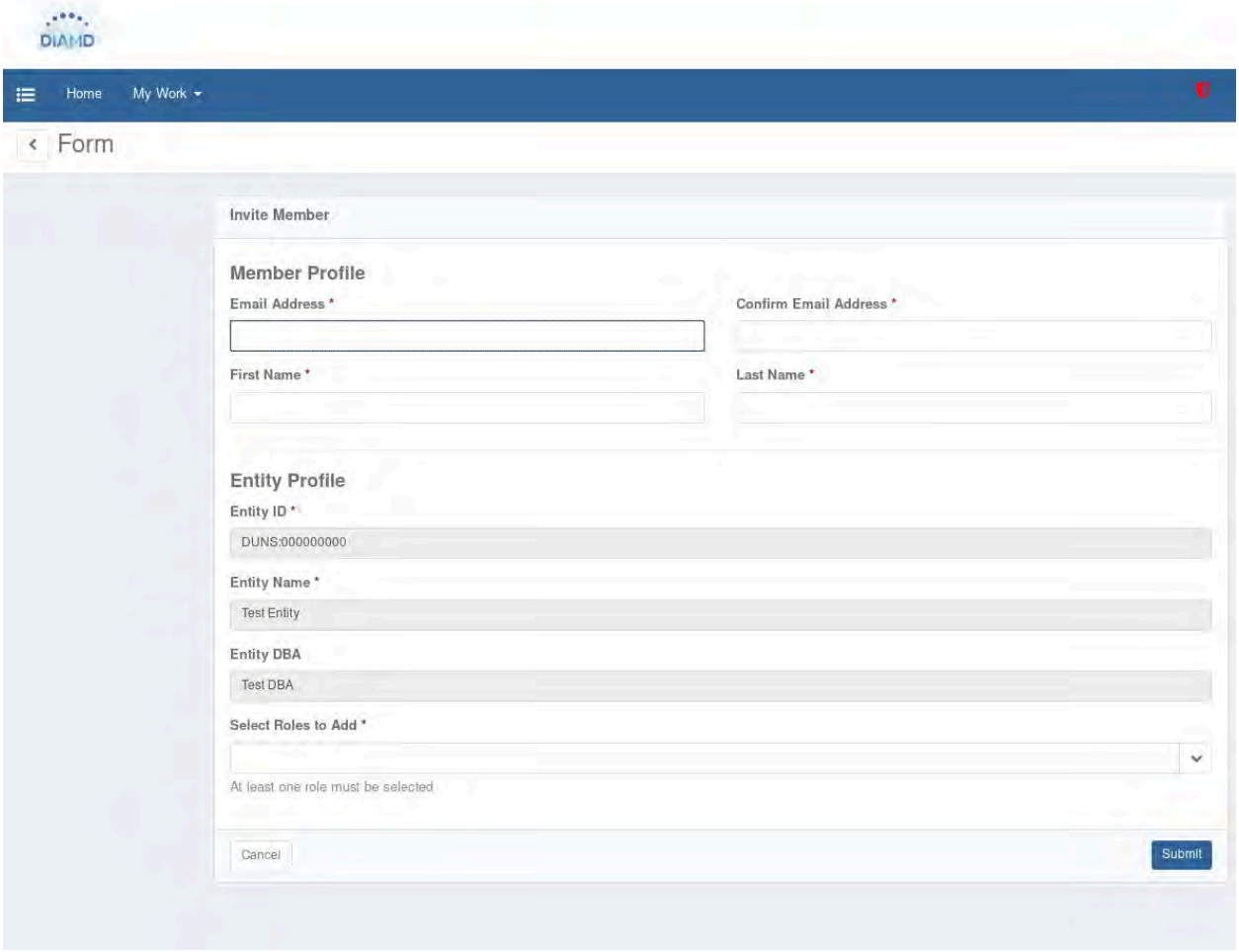

DIAMD
Home
My Work
Form
Manage Entity
Entity Profile
Entity ID
DUNS:000000000
Entity Name *
Test Entity
Entity DBA
Test DBA
Current Entity Administrator
First Name
Testadmin
Last Name
TestAdmin
Email Address
test@test.com
Entity Administrator Management
Select a member to replace the current Entity Administrator
The selected member will be assigned as the new Entity Administrator
Member Management
Select members to remove
The selected members will be removed from this Entity
Cancel
Submit

How do I invite new members to an entity?

Step 1 - From the DIAMD home page, select “Invite Member”

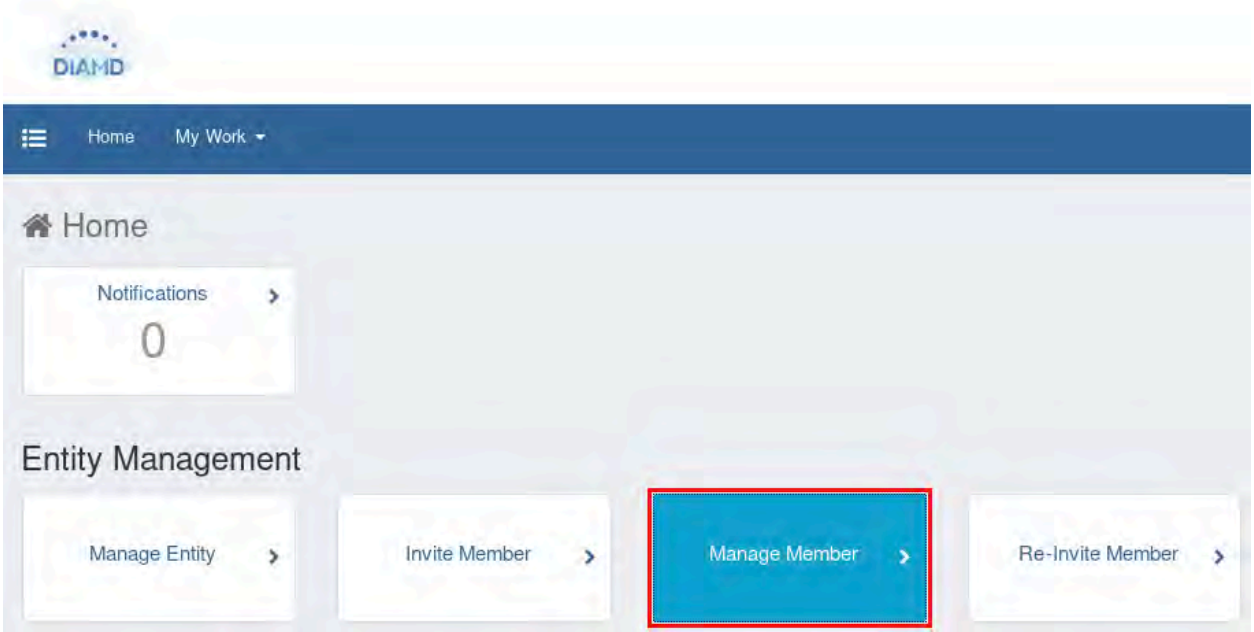


Step 2 - Fill in the member's data, select one or more roles to grant them, click submit

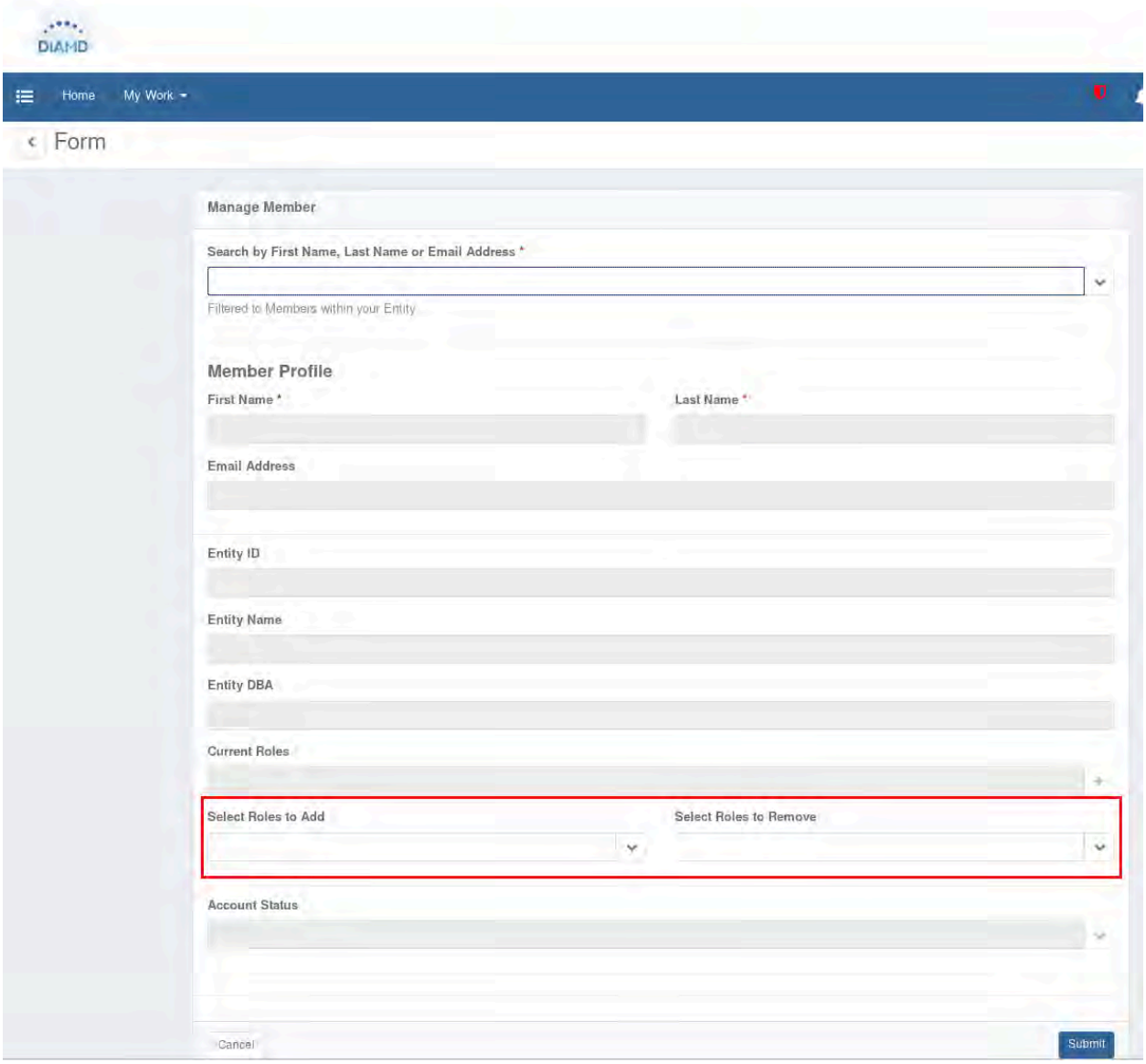


How do I add or remove roles from a member?

Step 1 - From the DIAMD home page, select “Manage Member”

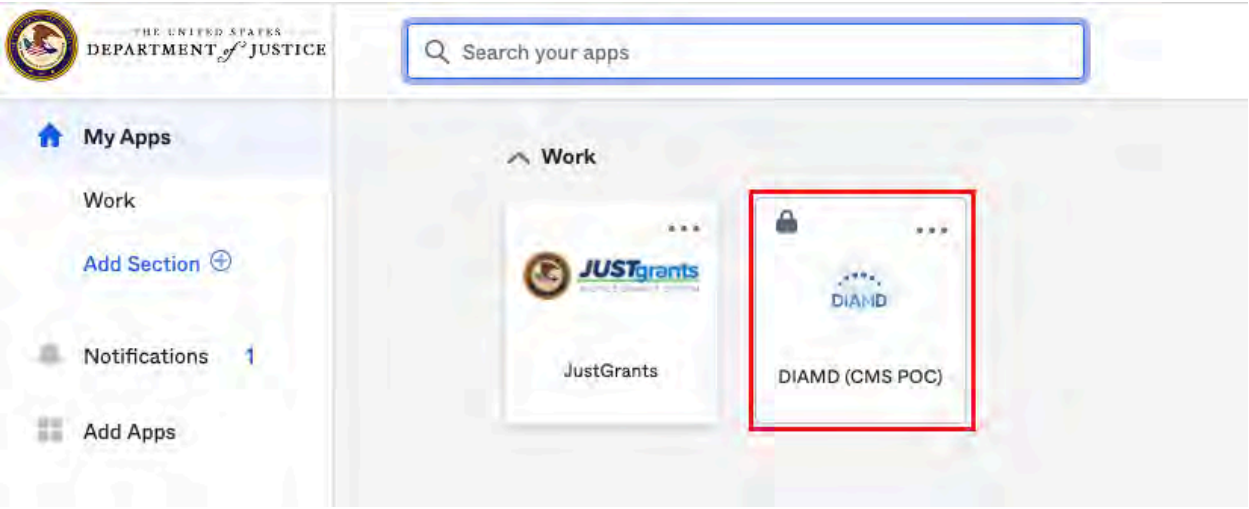


Step 2 - From the “Manage Member” screen, select the roles you wish to add or remove from the member. Click Submit.


DIAMD
Home
My Work
Form
Manage Member
Search by First Name, Last Name or Email Address *
Filtered to Members within your Entity
Member Profile
First Name *
Last Name *
Email Address
Entity ID
Entity Name
Entity DBA
Current Roles
Select Roles to Add
Select Roles to Remove
Account Status
Cancel
Submit

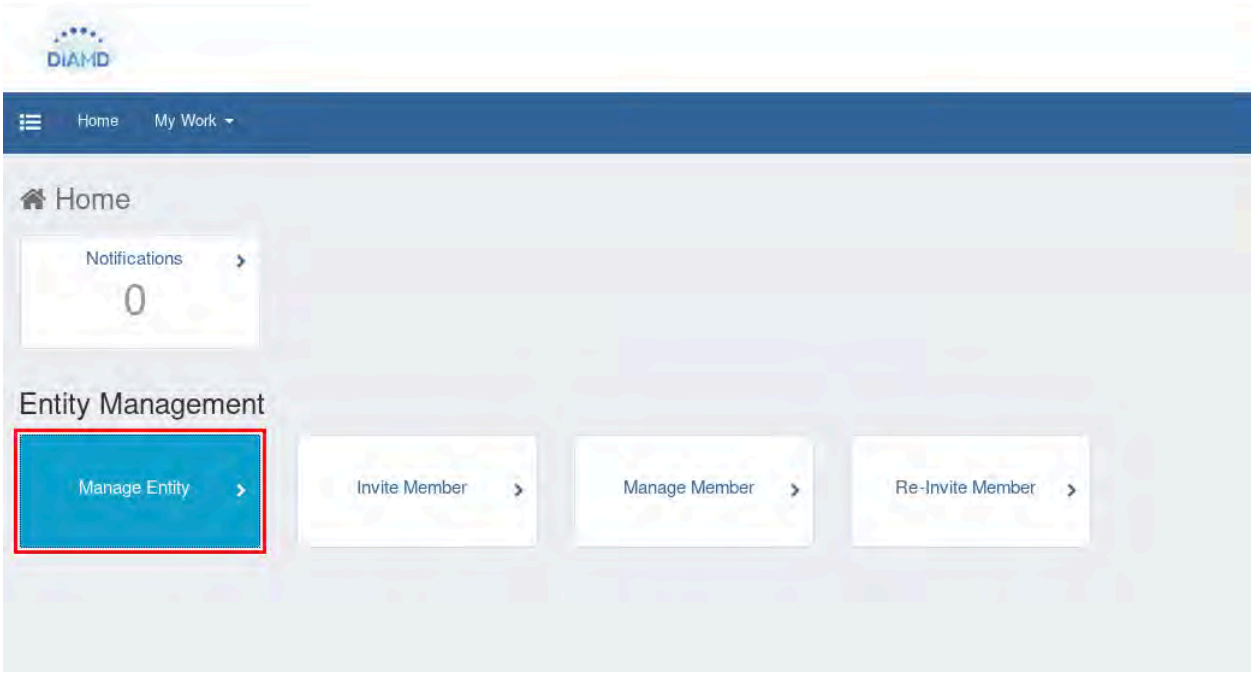
What do I do if I don't see the DIAMD tile?

Step 1 – If the DIAMD tile is missing, please contact the service desk.

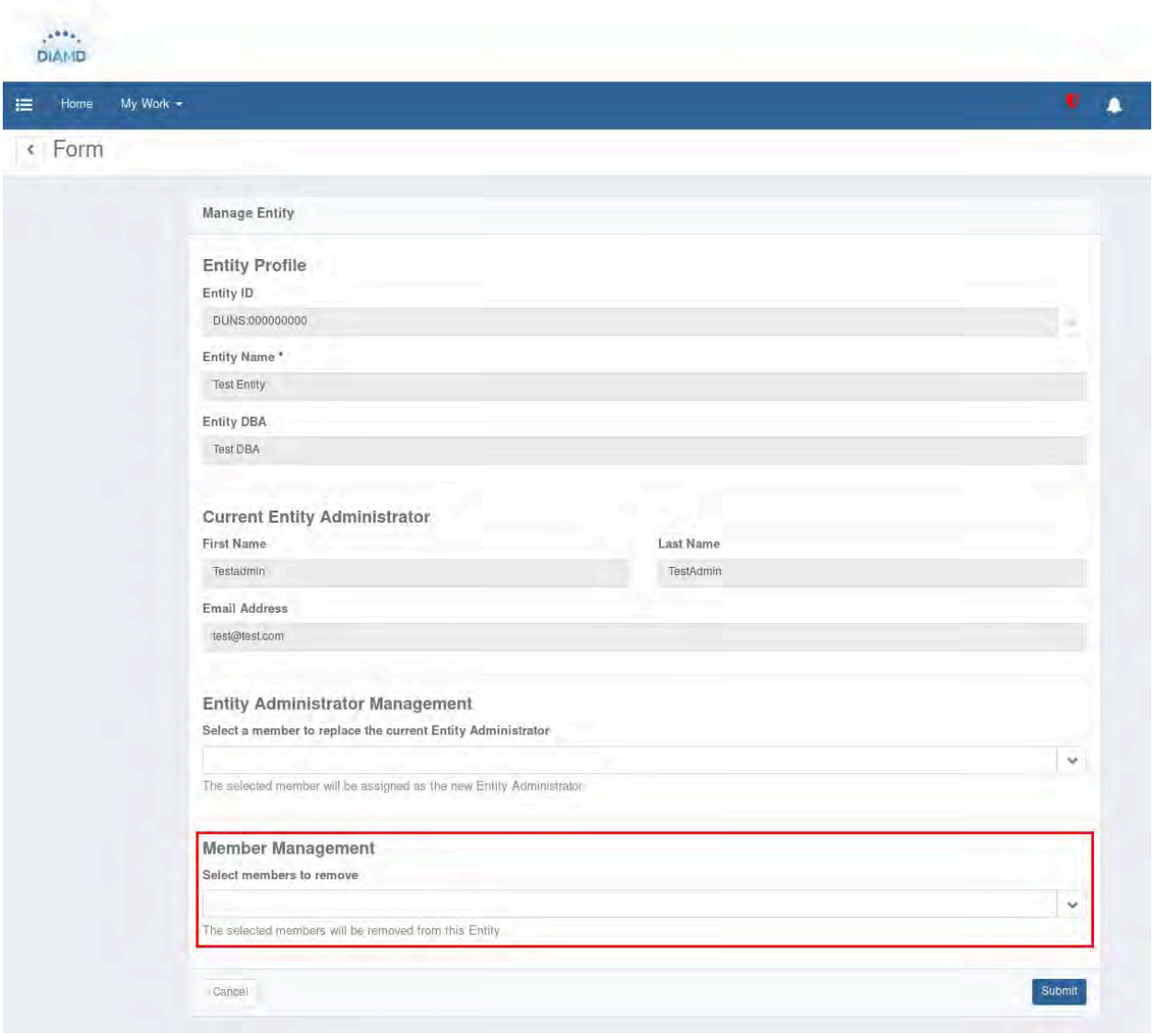


How do I remove members from an entity?

Step 1 - From the DIAMD home page, select “Manage Entity”

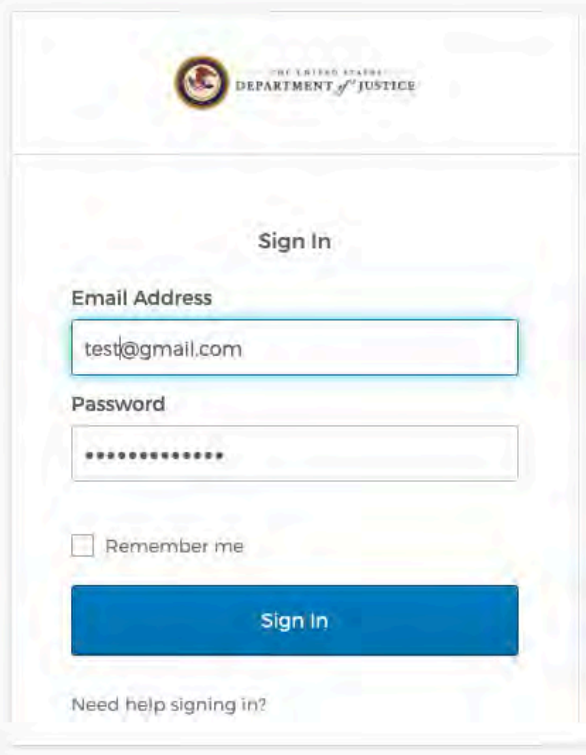


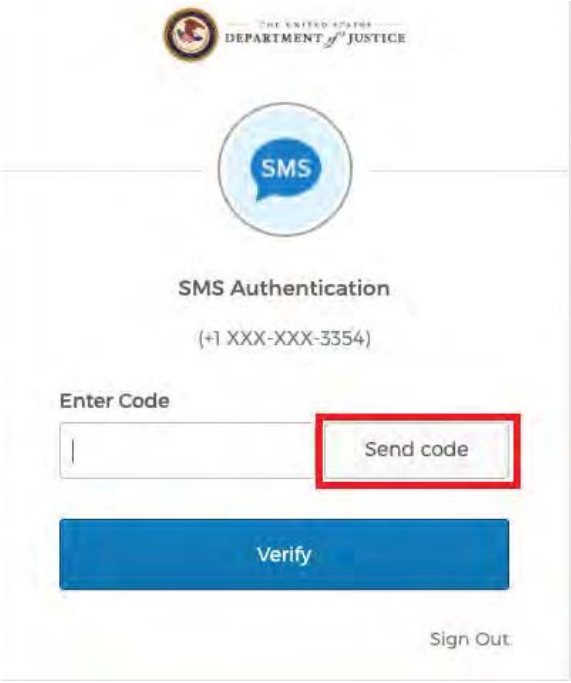
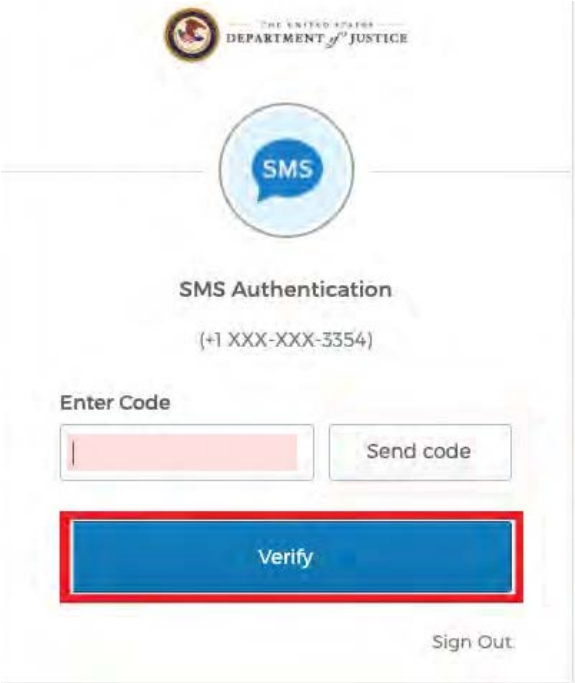
Step 2 – Locate the “Member Management” section of the page and select the members to be removed from the entity.


DIAMD
Home
My Work
Form
Manage Entity
Entity Profile
Entity ID
DUNS:000000000
Entity Name *
Test Entity
Entity DBA
Test DBA
Current Entity Administrator
First Name
Testadmin
Last Name
TestAdmin
Email Address
test@test.com
Entity Administrator Management
Select a member to replace the current Entity Administrator
The selected member will be assigned as the new Entity Administrator
Member Management
Select members to remove
The selected members will be removed from this Entity
Cancel
Submit

How do I receive a code via SMS during login?

Step 1 – On the DIAMD login screen, enter your username and password



Step 2 – On the SMS Authentication screen, click the "Send Code" button.

Step 3 – Enter the code you receive via SMS and click "Verify" button.