DEPARTMENT OF JUSTICE



Office of Justice Programs

# 

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: <u>https://diamd-auth.usdoj.gov</u>

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

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

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← → C 🖷 diamd.okta.com		<b>☆ 0</b> :
	Gepartment y justice	
	Sign In Email Address	
	Password	
	Remember me	
	Sign In Need help signing in?	
Powered by Okta		Privacy Policy

#### Step 3 – Click on "Forgot Password?"

1. Click "Forgot Password?" highlighted below.

	. 0
Gepartment J° justice	
Sign In	
Bassued	
Need help signing in?	
Forgot Password? Unlock account?	

#### 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.

← → C	C G diamd.okta.com/signin/forgot-password		
	DEPARTMENT J"JUSTICE		
	Reset Password		
	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	

#### 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.

Ĭ	
Enter verific	cation code sent via SMS
Enter Code	
	Sent
	Verify
Didn't recei	ve a code? Reset via email

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



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

Hi Naman Bhan	sali
You are receivin	g this email because you have requested to reset password for your
online Departme	ent of Justice (DOJ) account.
Click this link be	low to reset your password:
	Reset Password
This link expires	in 68 days. If that does not work, please contact DOJ Support at
OJP.ITServiceD	esk@usdoj.gov or 202-307-0627.
Don't recogniz	e this activity?
The security of	your account is important to us. If you don't recognize this activity,
please contact ( Immediately,	DOJ Support at OJP.ITServiceDesk@usdoj.gov or 202-307-0627
in the store of the	
The purpose of	this email is to ensure that we update you when important account
actions are take	n.
This is an autor	natically generated message. Please do not renity to this email

#### 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.

 In order to receive another welcome email, please contact the DIAMD Service Desk by calling (833) 872-5175 or via email at <u>JustGrants.Support@usdoj.gov</u> 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 <u>JustGrants.Support@usdoj.gov.</u>

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

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

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

## 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 <u>JustGrants.Support@usdoj.gov</u>

#### 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 <u>JustGrants.Support@usdoj.gov</u>.

## 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: <u>https://diamd-auth.usdoj.gov</u>
- 2. Click "Need help signing in?"

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	DEPARTMENT y jUSTICE	
	Sign In	
	Email Address	
	Password	
	Remember me	
	Sign In	
	Need netp signing in:	

3. Select "Unlock Account?"

> C 🔒 diamd.ok	tapreview.com	or ☆ 😶
	DEPARTMENT JUSTICE	
	Sign In Email Address	
	Please enter a username Password	
	Remember me	
	Sign In Need help signing in?	
	Forgot Password/ Unlock Account? Help	

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

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← → C a diamd.oktapro	eview.com/signin/unlock	∾ ☆ 🛛 :
	DEPARTMENT J'JUSTICE	
	Unlock account	
	SMS can only be used if a mobile phone number has been configured.	
	Send SMS	
	Send Email	
	Back to Sign In	
Deviated by Olde		Delonal, Patters
Powered by Okla		Privacy Policy

How do I replace myself as an entity administrator?

## Step 1 - From the DIAMD home page, select "Manage Entity"

DIAMD					
≡ Home My Work +					
A Home					
Notifications >					
Entity Management					
Manage Entity 🔉	Invite Member	Manage Member	ž	Re-Invite Member	

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

< Form Ma Ent D Ent T T T T T T T T T T T T T T T T T T T	anage Entity  ntity Profile ntity ID DUNS:00000000 ntity Name * Test Entity ntity DBA Test DBA  urrent Entity Administrator rest Name		
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D Ent To CL Firs To Ent To Ent To To Ent To To To To To To To To To To To To To	DUNS:00000000 ntity Name * Test Entity ntity DBA Test DBA urrent Entity Administrator rst Name		
Ent Tr Ent Tr CL Firs Tr Ent Tr Tr Tr Tr Tr Tr Tr Tr Tr Tr Tr Tr Tr	ntity Name * Test Entity Test DBA Urrent Entity Administrator rst Name		
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CL Firs Te te	urrent Entity Administrator		
Firs Tr Em	rst Name	L. Tradition of	
Te Em		Last Name	
Em	restadmin	TestAdmin	
te	nail Address		
	est@test.com		
En	ntity Administrator Management		
Sel	elect a member to replace the current Entity Administrate	or	
			~
The	ie selected member will be assigned as the new Entity Admi	nistrator	
10	ombor Management		
Sel	ender management		
The	e selected members will be removed from this Entity		

## How do I invite new members to an entity?

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

DIAMD			
📰 Home My Work 🕶			
A Home			
Notifications >			
Entity Management			
Manage Entity	Invite Member 🔉	Manage Member	Re-Invite Member

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

Home My W	Vork 👻		
Form			
	Invite Member		
	Member Profile		
	Email Address *	Confirm Email Address *	
	First Name *	Last Name *	
	Entity Profile		
	Entity ID *		
	DUNS:00000000		
	Entity Name *		
	Test Entity		
	Entity DBA		
	IEST DBA		
	Select Holes to Add *		
	At least one role must be selected		
	Cancel		Subr

#### How do I add or remove roles from a member?

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

DIAMD					
📰 Home My Work 🕶					
A Home					
Notifications >					
Entity Management					
Manage Entity	Invite Member	>	Manage Member	>	Re-Invite Member >

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

Home My W	/ork -			
Form				
	House Marker			
	Manage Member			
	Search by First Name, Last Name or Email Address	*		
	Filtered to Members within your Entity			
	Member Profile			
	First Name *	Last N	ame 🐮	
	Email Address			
	Entity ID			
	Entity Name			
	Entity DBA			
	Current Roles			
	Select Roles to Add	Select	Roles to Remove	
		*		
	Account Status			

#### 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?

Home My Work <del>-</del>				
Home				
Notifications >				
ity Management				
Managa Entity	Invite Member	Manage Member	> Re	-Invite Member

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.

Home My V	Nork -	
Form		
	Manage Entity	
	Entity Profile	
	Entity ID	
	DUNS:000000000	
	Entity Name *	
	Test Entity	
	Entity DBA	
	Test DBA	
	Current Entity Administrator	
	First Name Last Name	
	Testadmin 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	2. I.
		~
	The selected members will be removed from this Entity	

## How do I receive a code via SMS during login?

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

Sign In	
Email Address	
test@gmail.com	
Password	
Remember me	
Signila	

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.

DEPARTMENT of JUSTICE	DEPARTMENT P'JUSTICE
SMS Authentication	SMS Authentication
(+1 XXX-XXX-3354)	(+1 XXX-XXX-3354)
Enter Code	Enter Code
Send code	Send code
Verify	Verify
Sign Out	Sign Out