



DEPARTMENT OF JUSTICE

Office of Justice Programs

DIAMD

Frequently Asked Questions (FAQ's)

Version 1.2

Contents

- HOW DO I RESET MY PASSWORD? 3
- I LOST MY WELCOME EMAIL. HOW DO I GET ANOTHER COPY SENT TO ME? 8
- MY LEGAL NAME HAS CHANGED, HOW DO I UPDATE IT IN DIAMD?..... 8
- MY EMAIL HAS CHANGED, HOW DO I UPDATE IT IN DIAMD? 8
- HOW DO I RESET MY PASSWORD RECOVERY QUESTIONS?..... 8
- WHAT DO I DO IF MY ACCOUNT IS LOCKED?..... 8
- HOW DO I REPLACE MYSELF AS AN ENTITY ADMINISTRATOR? 11
- HOW DO I INVITE NEW MEMBERS TO AN ENTITY? 14
- HOW DO I ADD OR REMOVE ROLES FROM A MEMBER? 16
- WHAT DO I DO IF I DON'T SEE THE DIAMD TILE?..... 18
- HOW DO I REMOVE MEMBERS FROM AN ENTITY? 19
- HOW DO I RECEIVE A CODE VIA SMS DURING LOGIN? 21

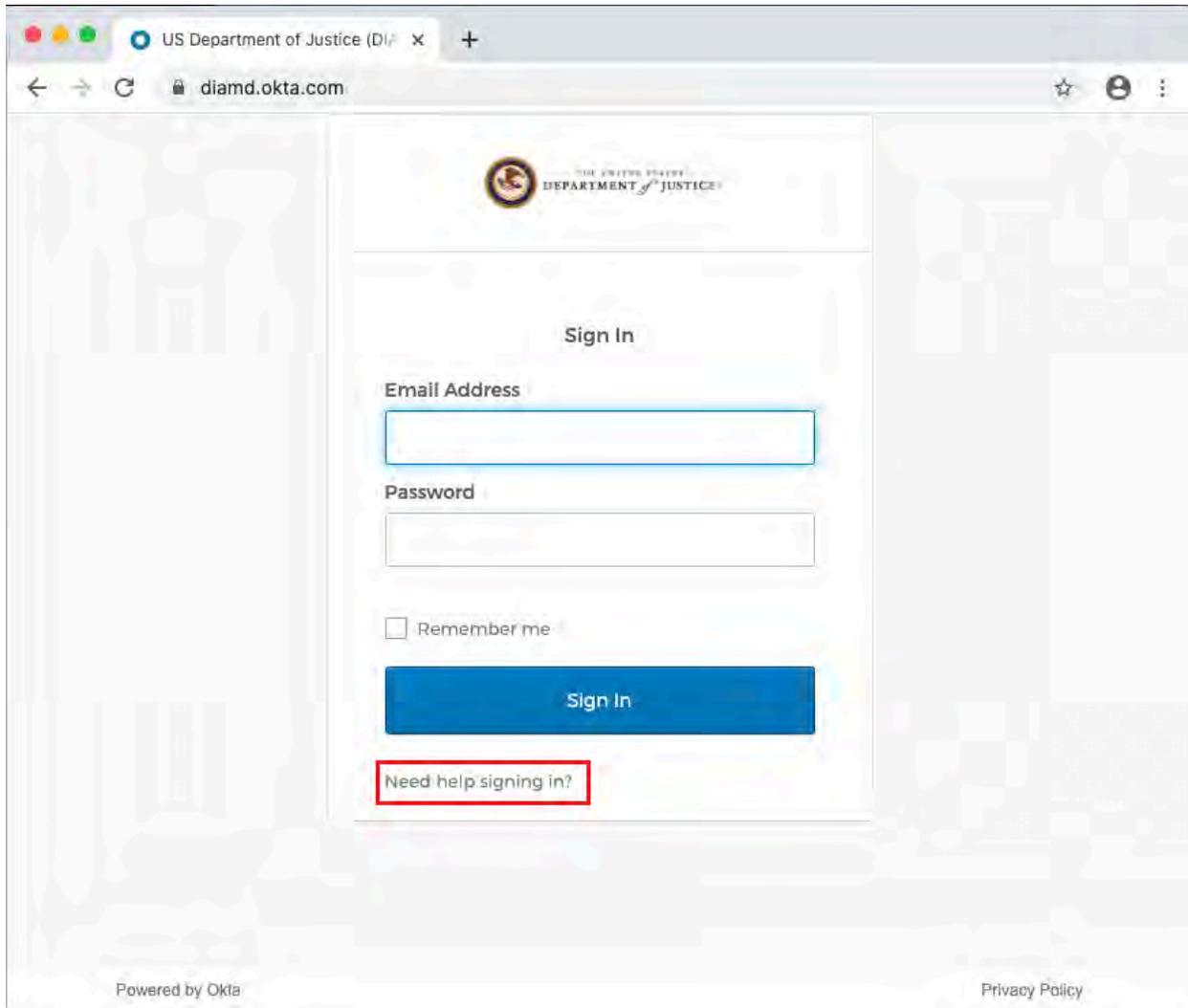
How do I reset my password?

Step 1 - Navigate to DIAMD Login page

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

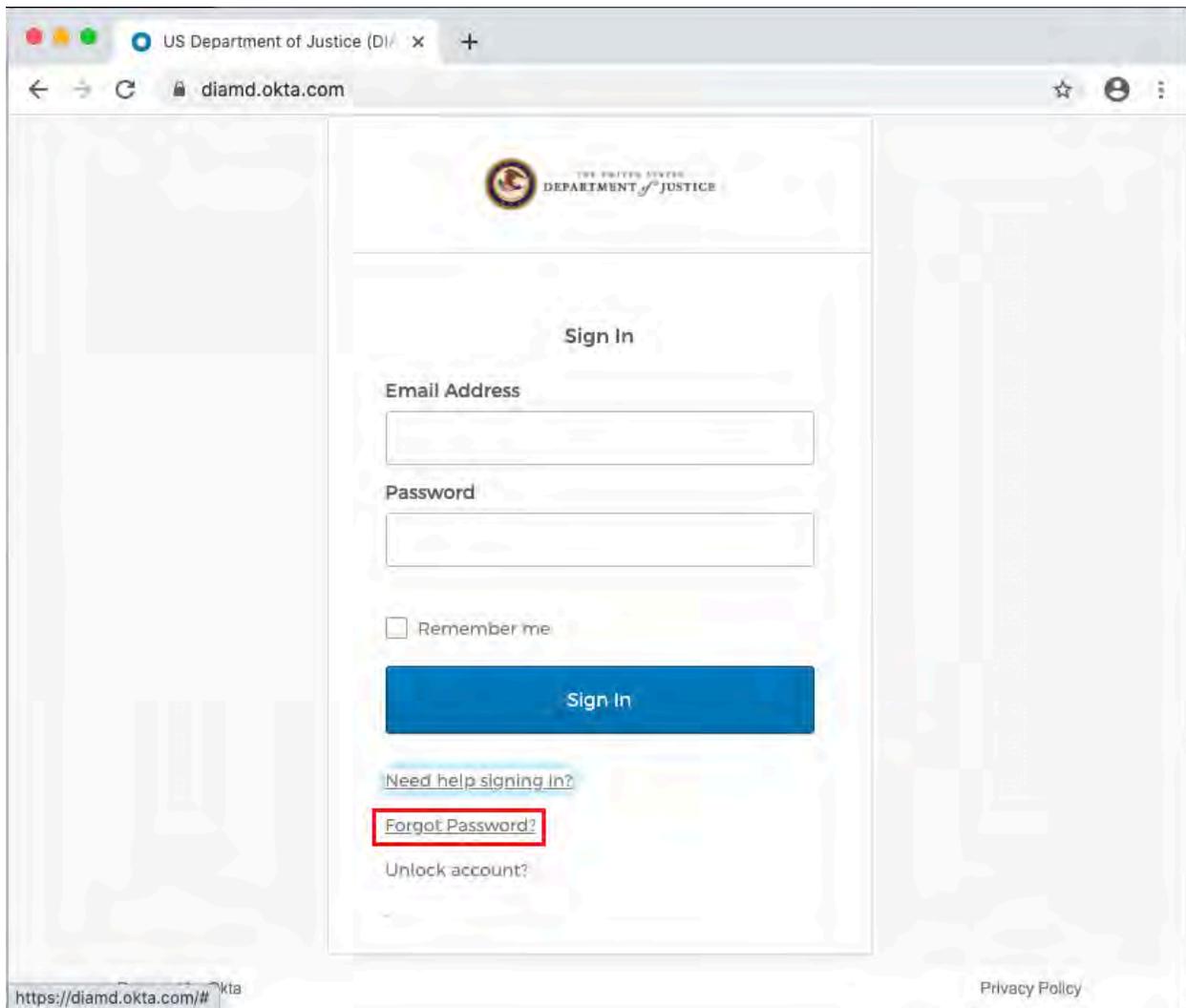
Step 2 – Click on “Need help signing in?”

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 (D... x +

diamd.okta.com/signin/forgot-password



Reset Password

Email or Username

SMS can only be used if a mobile phone number has been configured.

[Reset via SMS](#)

[Reset via Email](#)

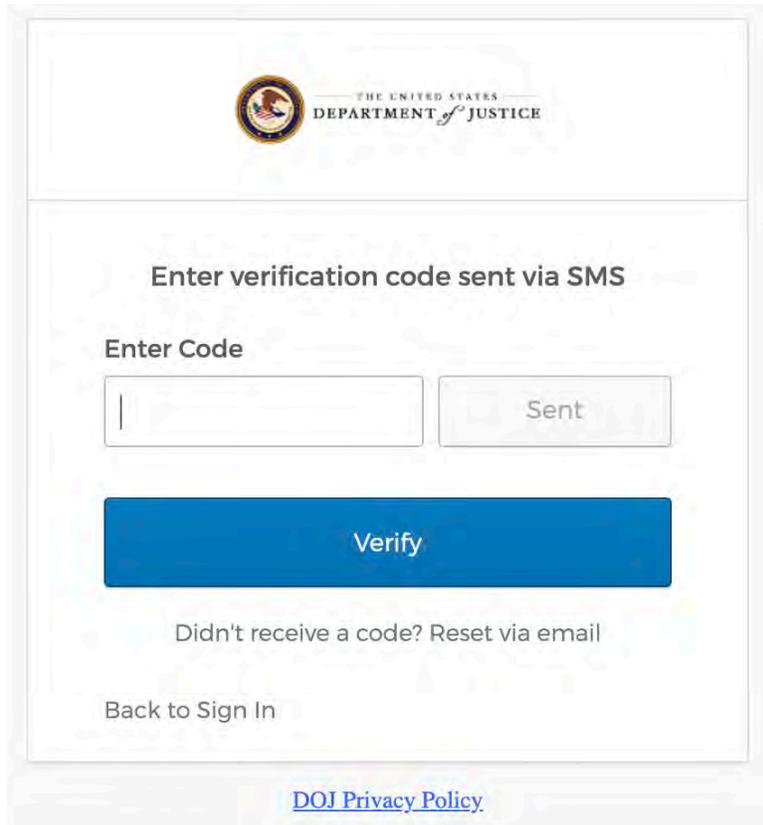
[Back to Sign In](#)

[Privacy Policy](#)

https://diamd.okta.com/signin/forgot-password#

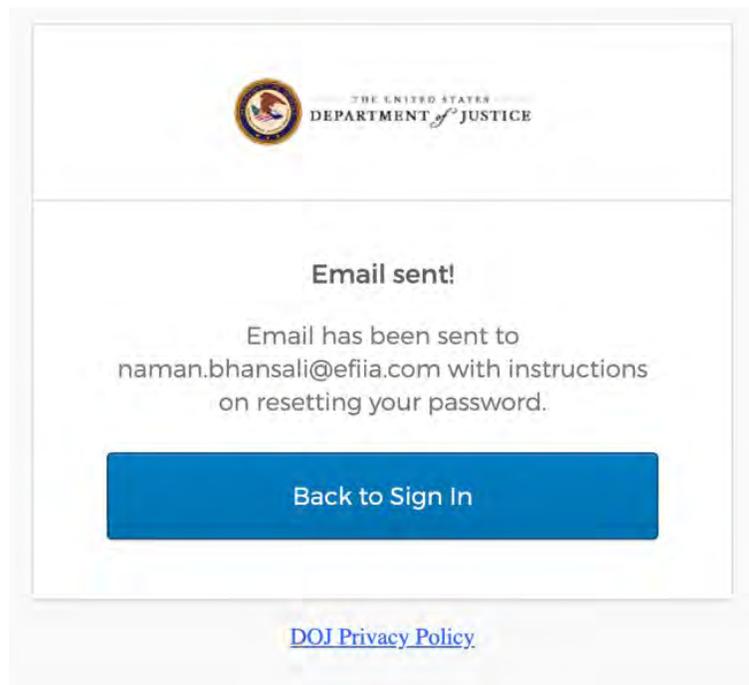
Step 5 – Check phone or email for instructions on resetting password

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.

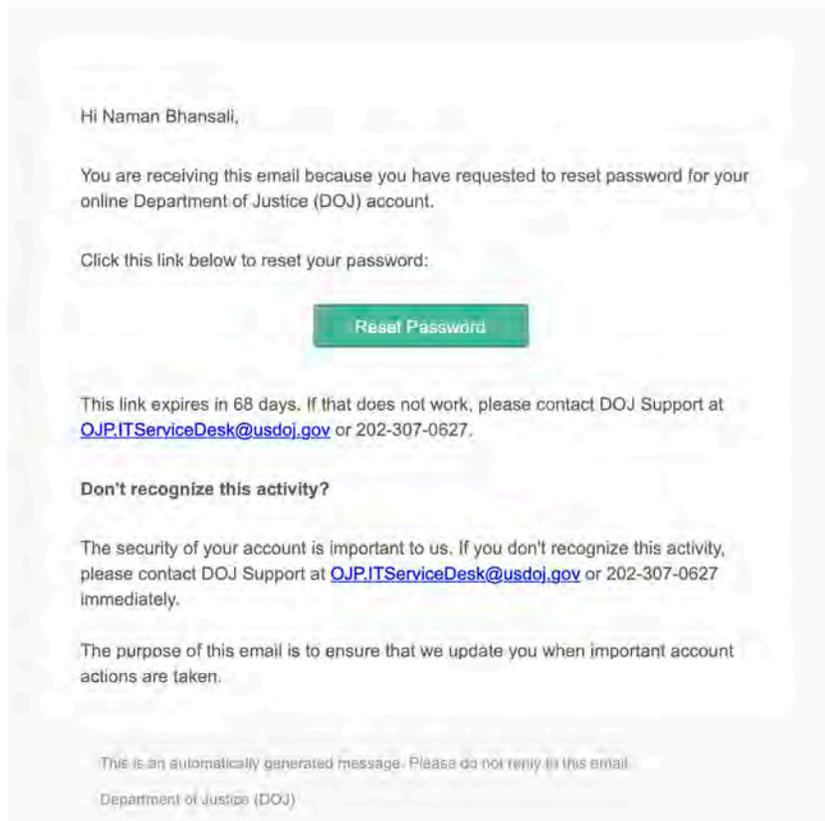


The screenshot shows a web interface for the U.S. Department of Justice. At the top, there is the DOJ seal and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this, the heading reads "Enter verification code sent via SMS". Underneath the heading is the label "Enter Code" followed by a text input field with a vertical cursor and a "Sent" button. A large blue "Verify" button is positioned below the input field. At the bottom of the form area, there is a link that says "Didn't receive a code? Reset via email" and another link that says "Back to Sign In". At the very bottom of the page, there is a link for "DOJ Privacy Policy".

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?

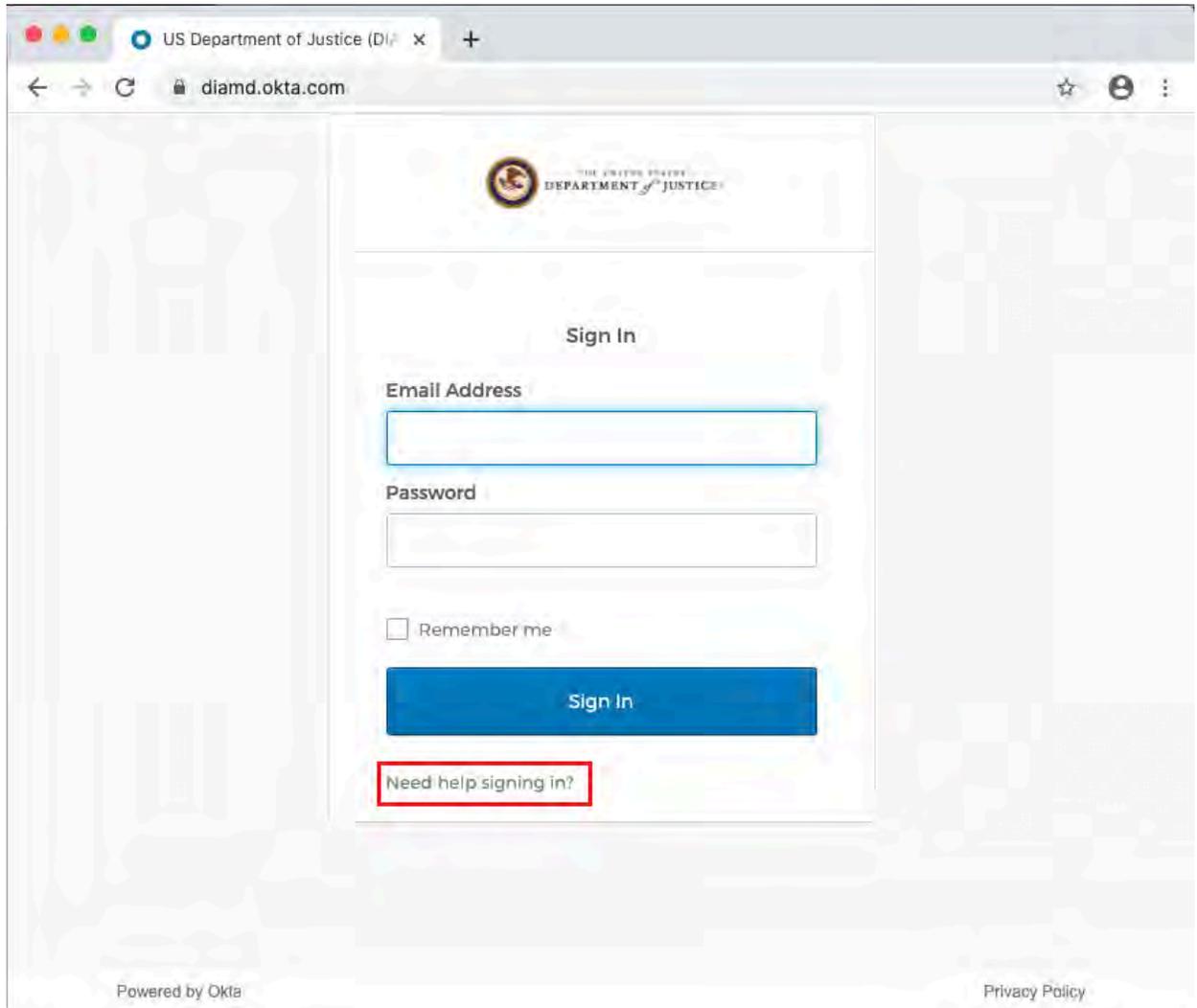
Step 1 – Contact DIAMD Service Desk and they will reset your password recovery questions.

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 .

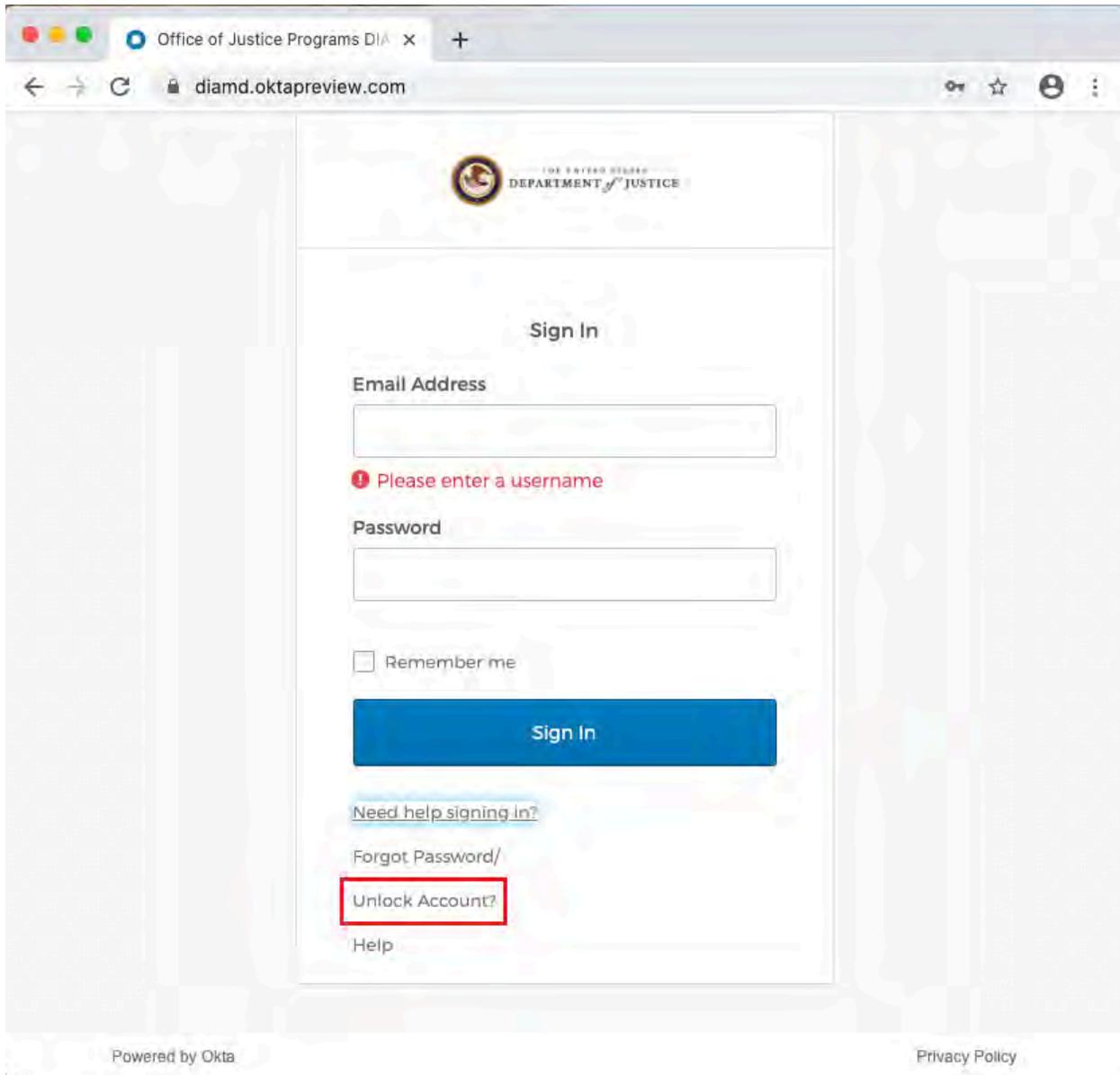
What do I do if my account is locked?

Step 1 – Navigate to DIAMD login page

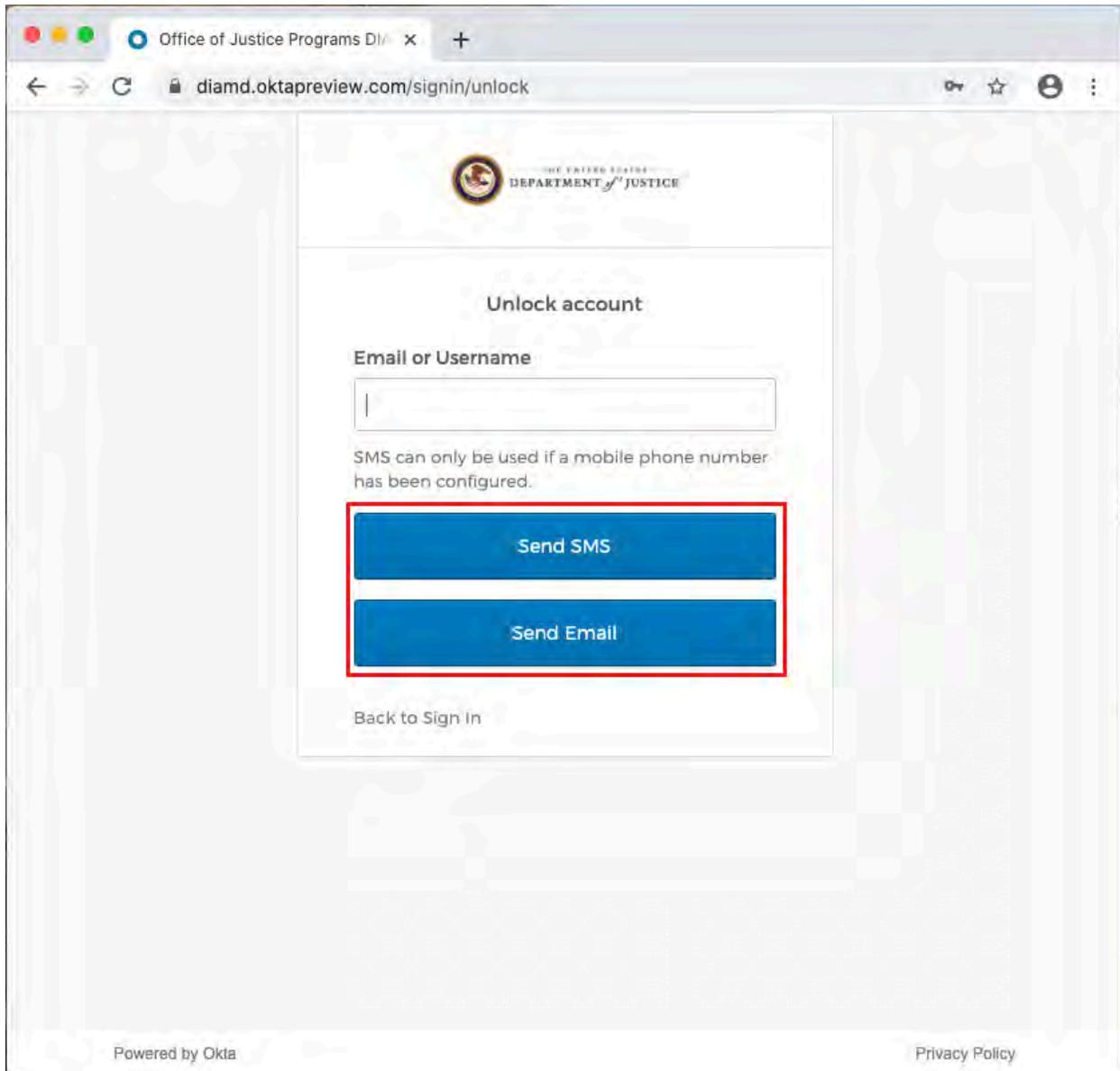
1. Navigate your browser to the DIAMD home page: <https://diamd-auth.usdoj.gov>
2. Click “Need help signing in?”



3. Select “Unlock Account?”

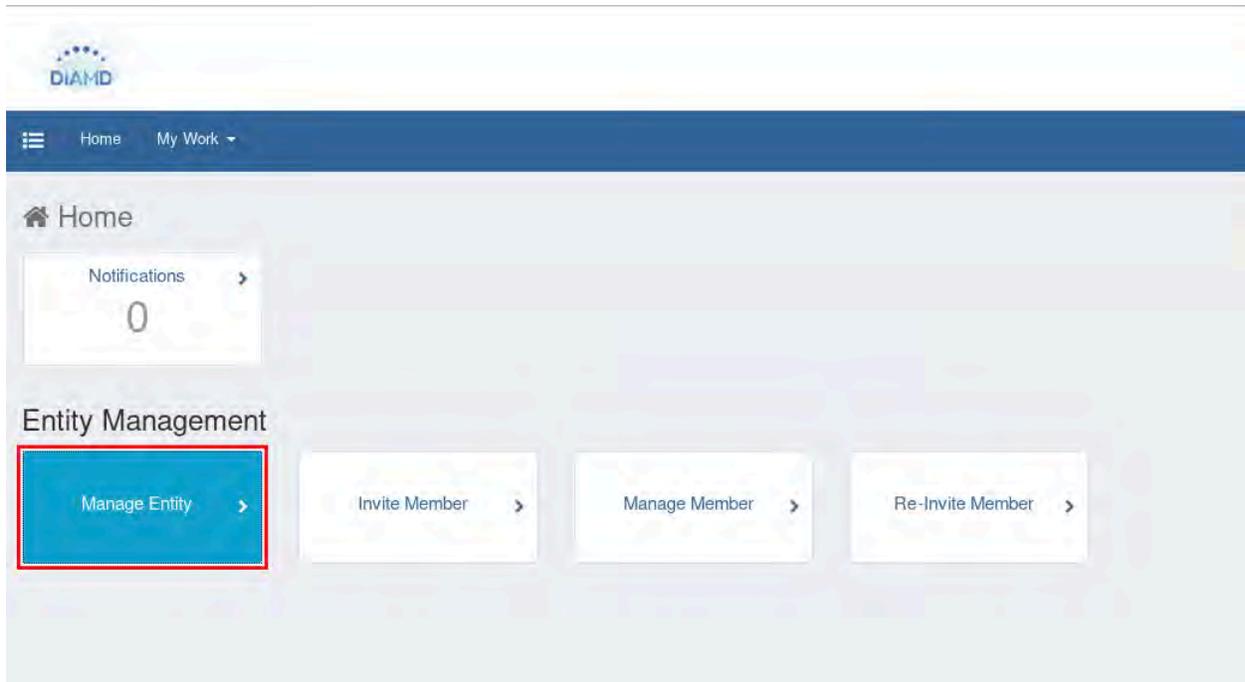


4. Enter your email address and select "Send SMS" or "Send Email." Follow the instructions provided.



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”

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

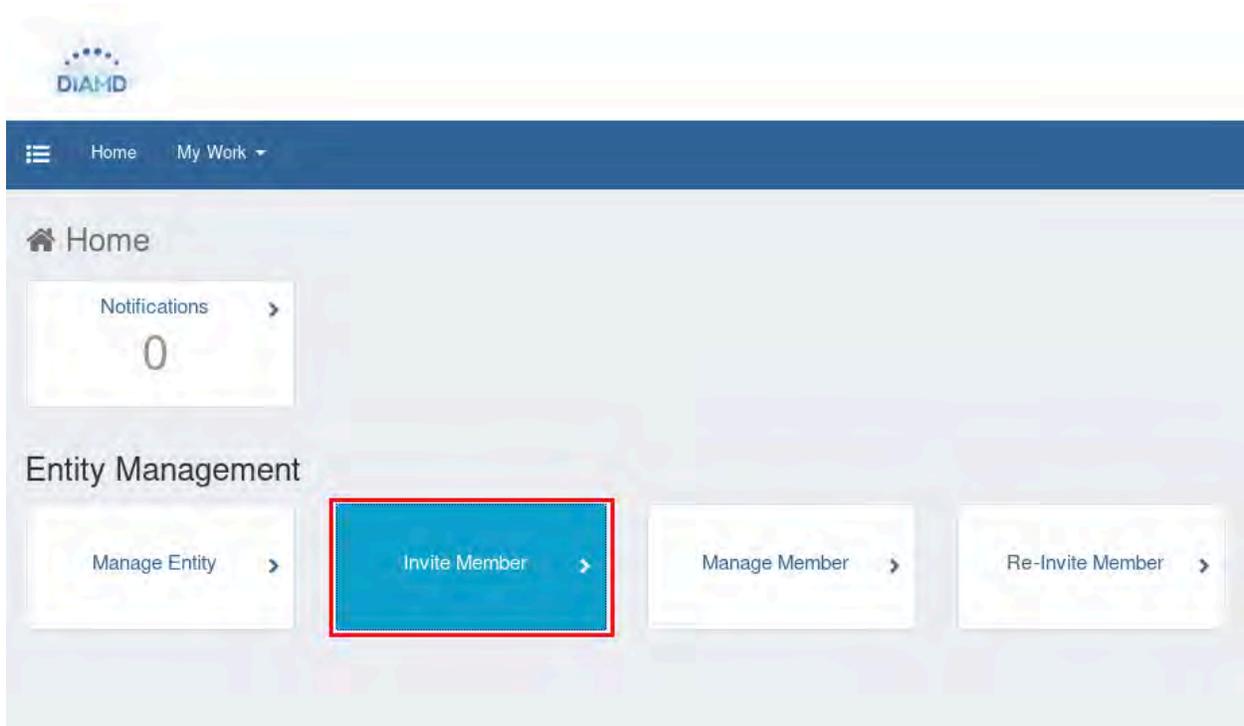
The selected members will be removed from this Entity.

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

DIAMD

Home My Work

< Form

Invite Member

Member Profile

Email Address *

Confirm Email Address *

First Name *

Last Name *

Entity Profile

Entity ID *

Entity Name *

Entity DBA

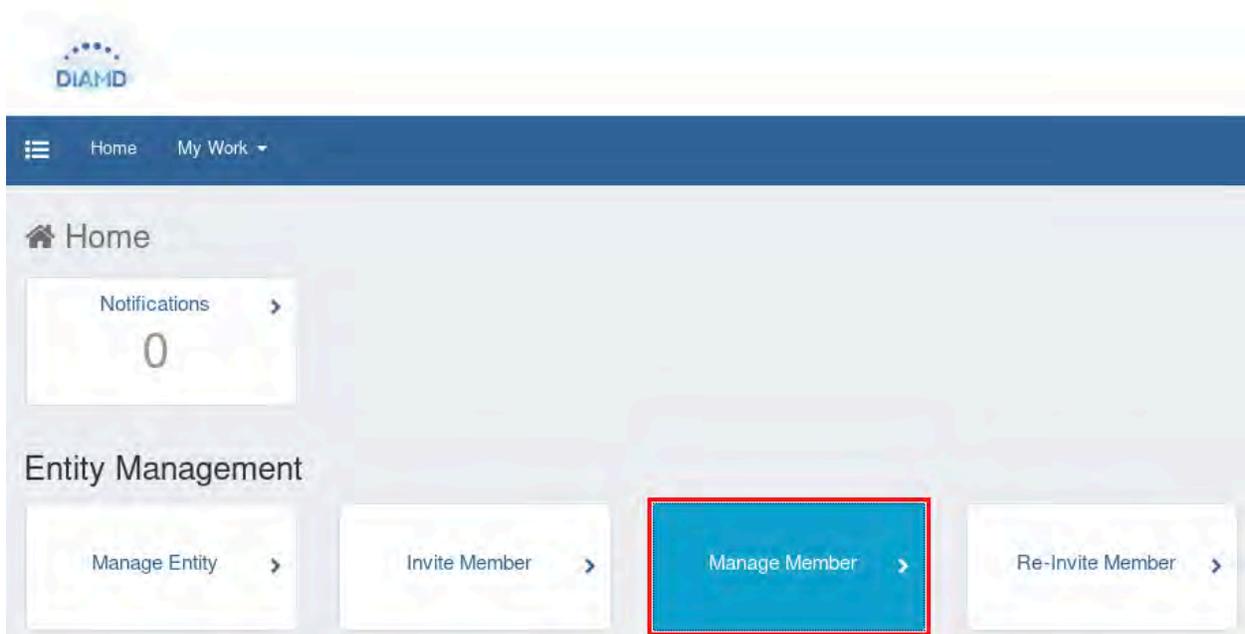
Select Roles to Add *

At least one role must be selected

Cancel

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.

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

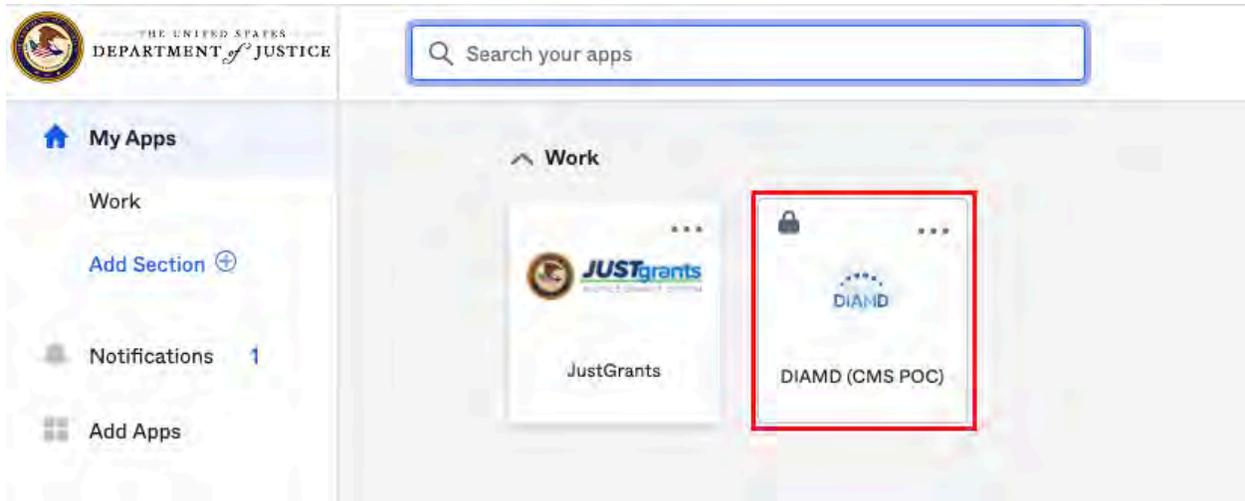
Account Status

Cancel

Submit

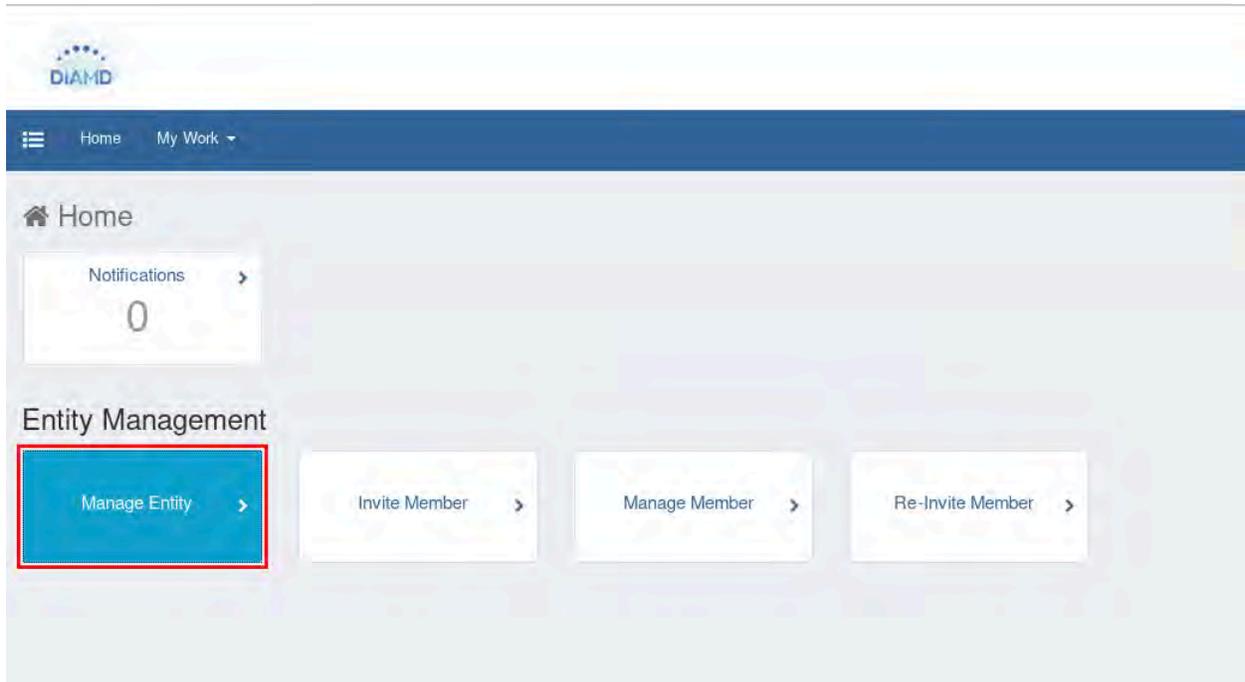
What do I do if I don't see the DIAMD tile?

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.



< 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

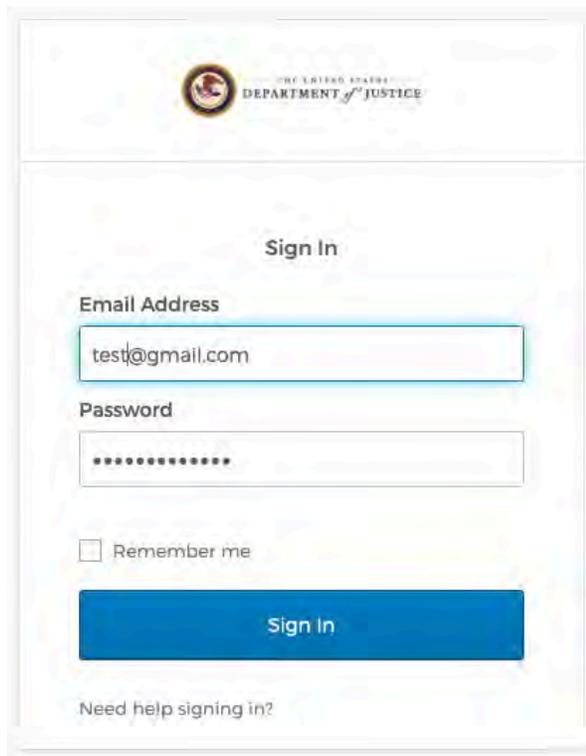
The selected members will be removed from this Entity

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.

