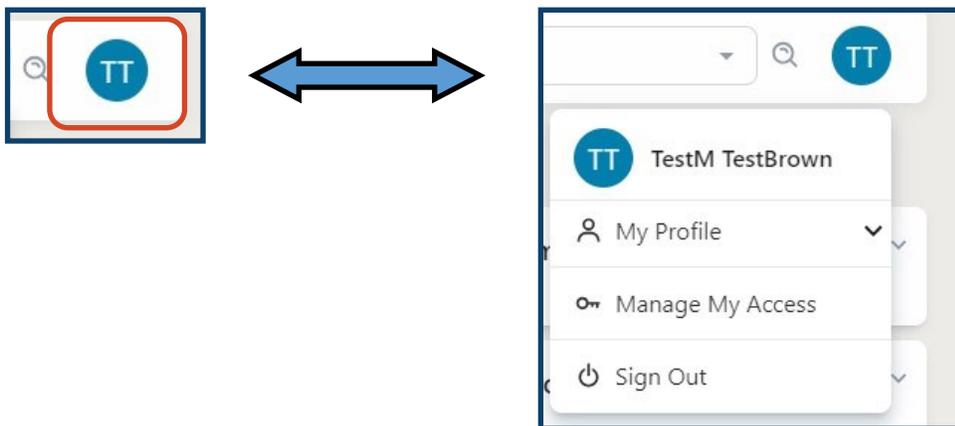


User Self Service Features

Getting Started

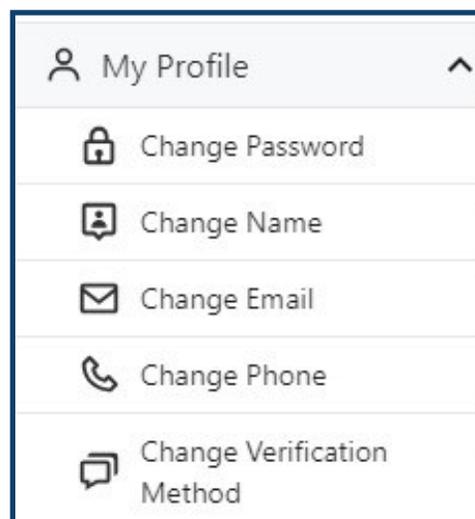
1.) Login to the NDIIS.

2.) On the Home screen, click on the User Menu icon in the top right corner (the icon will display the individual user's initials). This will trigger the drop-down menu of self service features available to users.



User Self Service Functions

Users are able to utilize self service features for making updates or changes to their NDIIS account information. Users can change their password, name, email, phone number, and login verification method.

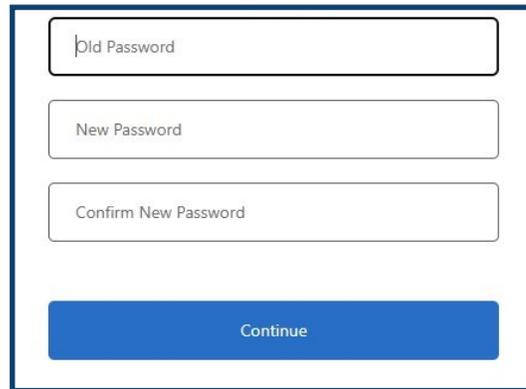


Change Password

1.) New passwords must be between 12 and 256 characters in length. The new password must contain all of the following:

- ⇒ A lowercase letter
- ⇒ An uppercase letter
- ⇒ A number
- ⇒ A symbol

2.) Click **Continue** to save the new password.

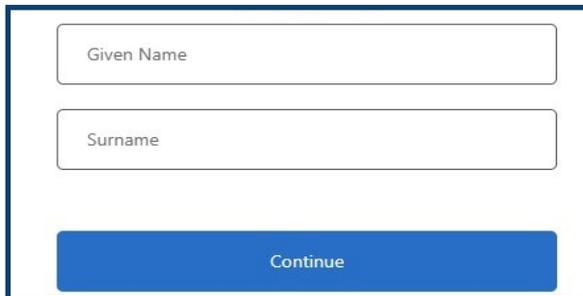


A screenshot of a web form for changing a password. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below the fields is a blue button labeled 'Continue'.

Change Name

1.) Users who have undergone a legal name change are able to update the name registered to their NDIIS account.

2.) When completed, click **Continue** to save name change.



A screenshot of a web form for changing a name. It contains two input fields: 'Given Name' and 'Surname'. Below the fields is a blue button labeled 'Continue'.

Change Email

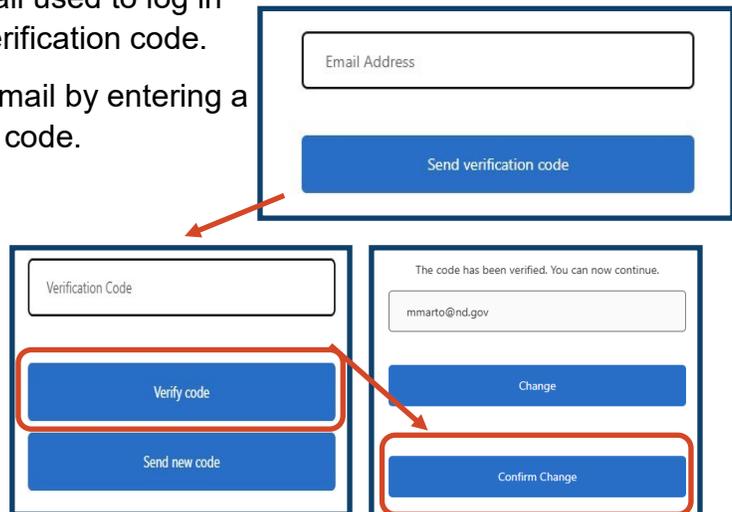
1.) Users are able to change the email used to log in to the NDIIS and receive the login verification code.

2.) Begin changing your registered email by entering a valid email to receive the verification code.

3.) Click **Send verification code**.

4.) Enter the code and then **Verify Code** to verify.

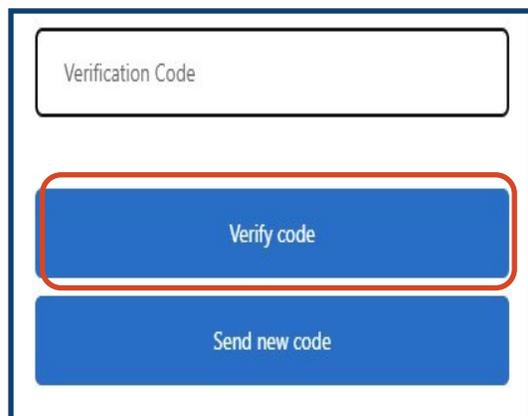
5.) Click **Confirm Change** to save.



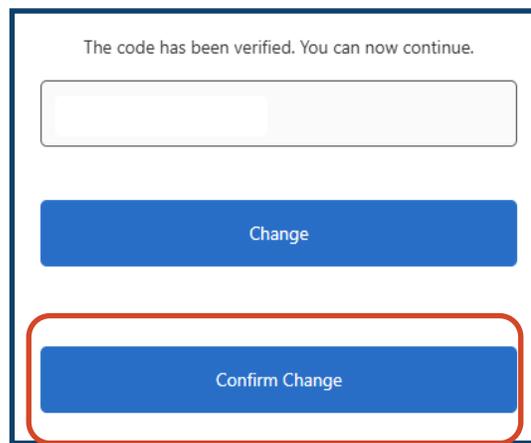
Three screenshots illustrating the 'Change Email' process. The first screenshot shows an 'Email Address' input field and a 'Send verification code' button. The second screenshot shows a 'Verification Code' input field, a 'Verify code' button, and a 'Send new code' button. The third screenshot shows a message 'The code has been verified. You can now continue.' with the email 'mmarto@nd.gov' displayed, and 'Change' and 'Confirm Change' buttons. Red arrows and boxes highlight the flow from the 'Send verification code' button to the 'Verify code' button, and then to the 'Confirm Change' button.

6.) Once the code arrives in the new email inbox, enter the code in the **Verification Code** field. Click **Verify Code**.

⇒ If you do not receive a code or the system times out, click **Send new code** to refresh the process.



A screenshot of a web form for verification. It features a text input field at the top labeled "Verification Code". Below the field are two blue buttons: "Verify code" and "Send new code". The "Verify code" button is highlighted with a red border.



A screenshot of a web form showing a success message: "The code has been verified. You can now continue." Below the message is a greyed-out text input field. There are two blue buttons: "Change" and "Confirm Change". The "Confirm Change" button is highlighted with a red border.

7.) Once the new email has been verified, click **Confirm Change**.

8.) This will refresh the NDIIS and update the email by logging you in again. When completed, you will be brought back to the NDIIS home screen.

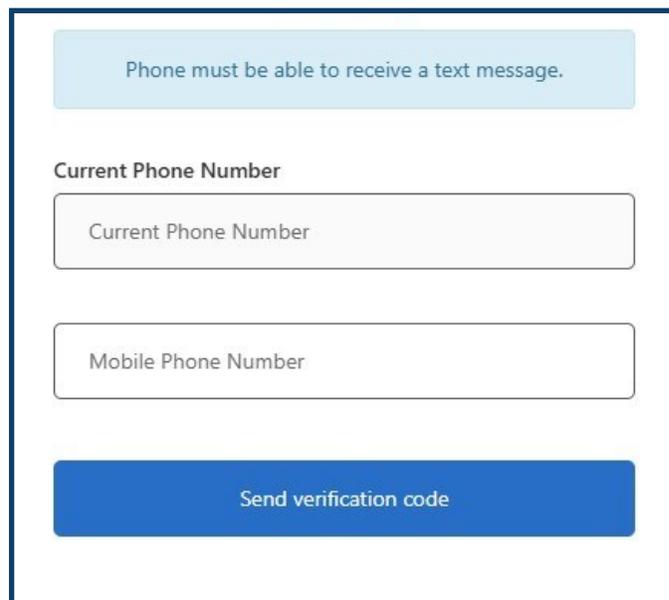
Change Phone Number

Users are able to add or change the phone number associated with their NDIIS account. The number must be for a mobile device capable of receiving SMS text messages.

1.) If you have not previously entered a mobile phone number, leave the current phone number field blank and enter the desired number into the mobile phone number field.

If you have previously registered a phone number, enter that number in the current phone number field followed by the new phone number in the mobile field.

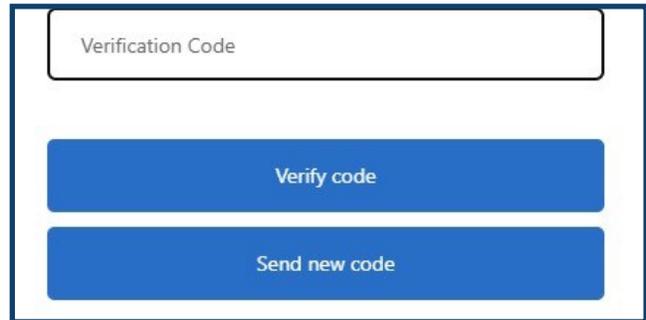
2.) Click **Send verification code**.



A screenshot of a web form for changing a phone number. At the top is a light blue banner with the text "Phone must be able to receive a text message." Below this are two text input fields: "Current Phone Number" and "Mobile Phone Number". At the bottom is a blue button labeled "Send verification code".

3.) Once the verification code is received via text message, enter it into the **Verification Code** field for validation of the phone number. Click **Verify code**.

⇒ If you do not receive a code or the system times out, click **Send new code** to refresh the process.



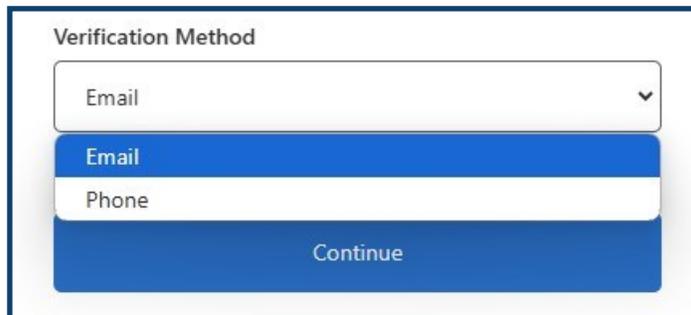
4.) When the new phone number has been verified, click **Continue**.

This will refresh the NDIIS and update your account to the new phone number by logging you in again. When completed, you will be brought back to the NDIIS home page.

[Change Verification Method](#)

Users are able to change the method used to verify their login. The verification code can be sent to either an email or texted to a mobile phone number.

Before changing the multi-factor authentication (MFA) from the default of the registered email, users must first register a valid mobile phone number.



To change the MFA,

1.) Users can select either the **Email** or **Phone** option from the drop-down menu.

2.) Once selected, click **Continue** for the system to refresh and update your NDIIS MFA to this setting by logging you in again. When completed, you will be brought back to the NDIIS home page.

Manage My Access

Manage My Access allows users to create new **Access Requests**, view Provider Sites they currently have access under, and view their complete **Access Request History**.

The screenshot displays the 'Manage My Access' interface. It is divided into three main sections:

- Create Access Request:** A form with three input fields: 'Provider*' (a dropdown menu with a search icon), 'Role*' (a dropdown menu), and 'Comments' (a text area). Below the form are two buttons: 'SUBMIT' and 'CANCEL'.
- My Current Access:** A table showing the user's current access. The table has columns for 'PID' and 'PROVIDER'. The data shown is:

PID	PROVIDER
10	Bismarck-Burleigh Health
10	Bismarck-Burleigh Health
8402	SUNRISE ELEMENTARY
- Access Request History:** A table showing a list of submitted access requests. The table has columns for 'Request ID', 'Submitted', 'PID', 'Provider', and 'Role'. The data shown is:

Request ID	Submitted	PID	Provider	Role
1006	01/02/2025	9492	YMCA ELC - SCHLOSSMAN	Provider A
1005	11/15/2024	10	Bismarck-Burleigh Health	Standard

Users are able to see all provider sites they currently have access to

Users are able to view all access requests that have been submitted. This includes requests that have been approved, denied, or are still waiting for administrative review