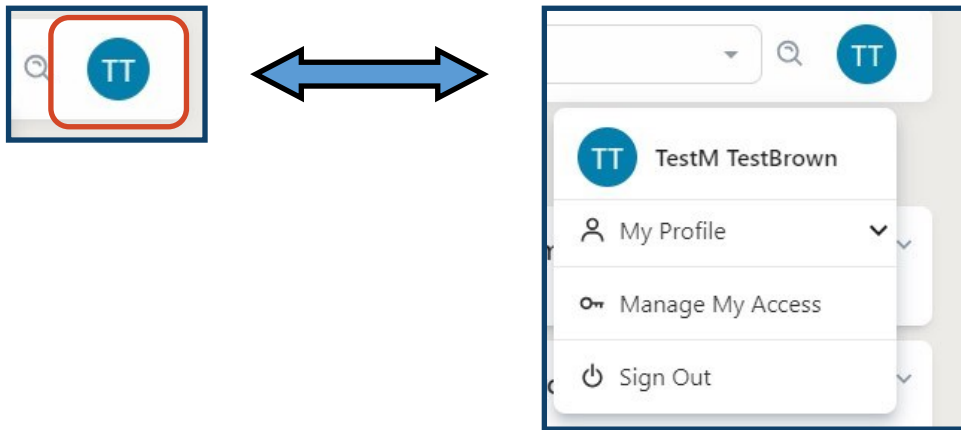


User Self Service Features

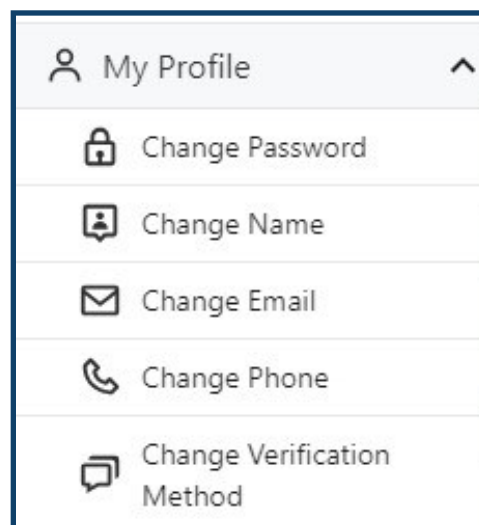
Getting Started

- 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.

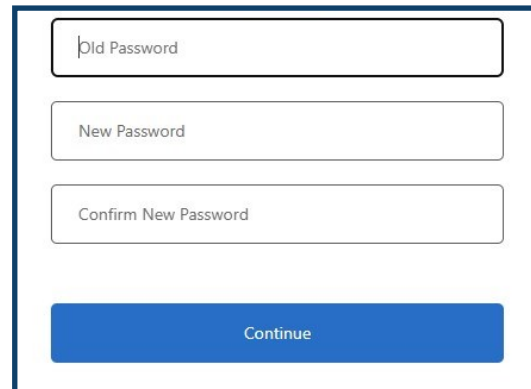


Change Password

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

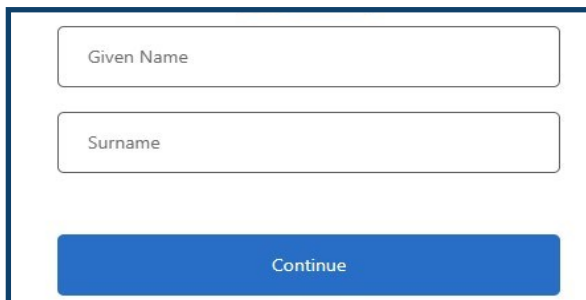
2.) Click **Continue** to save the new password.

A form for changing a password. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below these 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 form for changing a name. It contains two input fields: 'Given Name' and 'Surname'. Below these fields is a blue button labeled 'Continue'.

Change Email

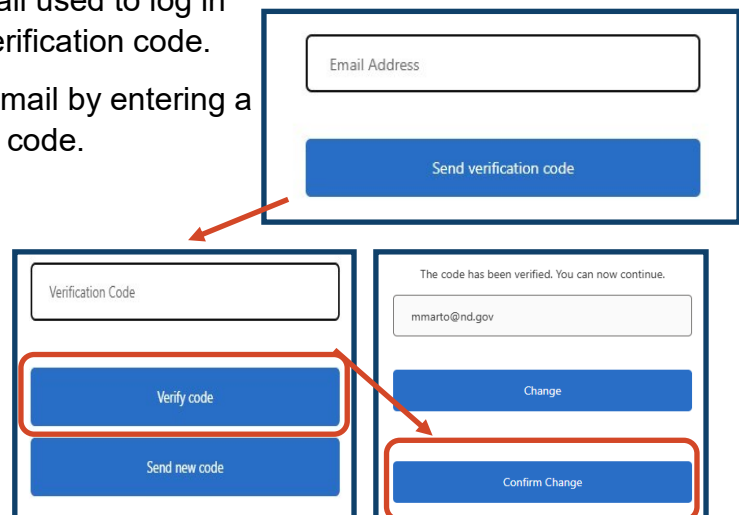
1.) Users are able to change the email used to log in to the NDIIS and receive the login verification code.

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

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

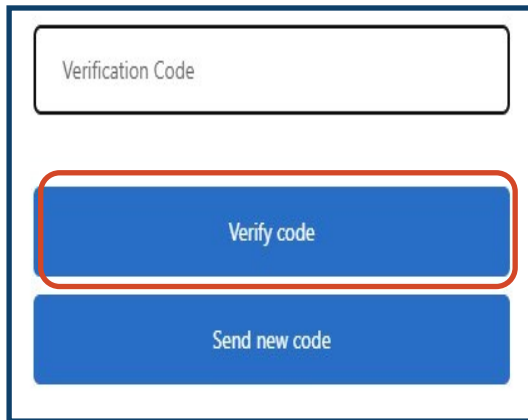
4.) Enter the code and then **Verify Code** to verify.

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

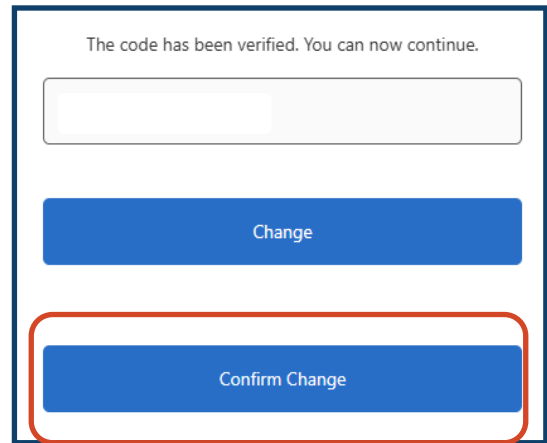
A sequence of three screenshots showing the email change process. The first screenshot shows an 'Email Address' input field and a 'Send verification code' button. The second screenshot shows a 'Verification Code' input field, a 'Verify code' button, and a 'Send new code' button. The third screenshot shows a confirmation 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 indicate the flow from the first to the second, and then to the third screenshot, with red boxes highlighting the 'Verify code' and 'Confirm Change' buttons.

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 email verification. It features a text input field at the top labeled "Verification Code". Below this field are two blue buttons: "Verify code" and "Send new code". The "Verify code" button is highlighted with a red rectangular border.



A screenshot of a web form showing a successful verification. At the top, a message states "The code has been verified. You can now continue." Below this 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 rectangular 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.

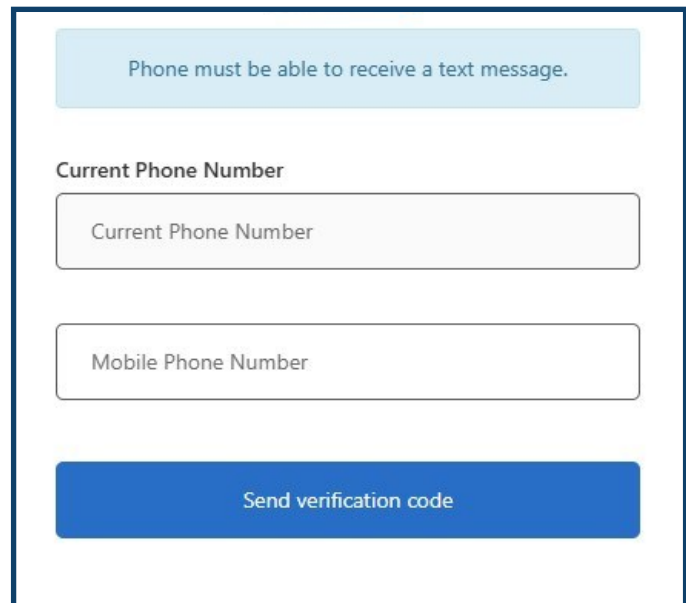
Change Phone Number

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.

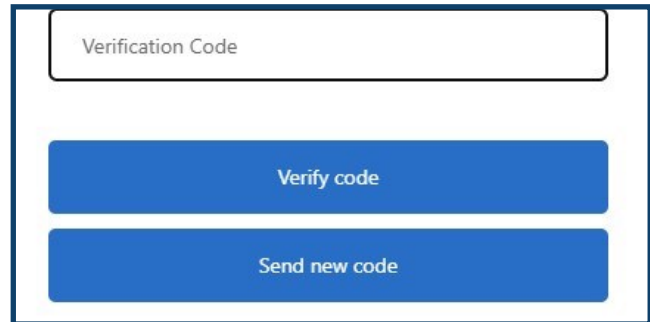
2.) Click **Send verification code**.



A screenshot of a web form titled "Change Phone Number". At the top, a light blue banner contains 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 of the form is a large 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.

A screenshot of a verification interface. At the top is a text input field labeled "Verification Code". Below the field are two blue buttons: "Verify code" and "Send new code".

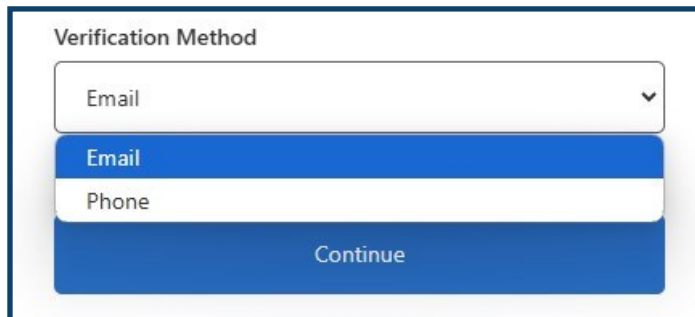
4.) When the new phone number has been verified, click **Continue**.

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.

A screenshot of the "Verification Method" screen. It features a dropdown menu with "Email" selected. Below the dropdown, the options "Email" and "Phone" are listed. At the bottom is a blue button labeled "Continue".

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, which is divided into three main sections:

- Create Access Request:** This section contains a form with a 'Provider*' dropdown menu (including a search icon), a 'Role*' dropdown menu, and a text input field. Below the form are 'SUBMIT' and 'CANCEL' buttons.
- My Current Access:** This section features a table with columns for 'PID', 'PROVIDER', and 'ROLE'.
- Access Request History:** This section includes buttons for 'VIEW DETAIL', 'WITHDRAW', 'FILTERS', and 'EXPORT'. Below these is a table with columns for 'REQUEST ID', 'SUBMITTED', 'PID', and 'PROVIDER'. The table currently shows 'No rows'. At the bottom, there is a pagination bar indicating 'Rows per page: 10' and '0-0 of 0'.

Two callouts provide additional context:

- A callout pointing to the 'Provider*' dropdown states: "Users are able to see all provider sites they currently have access to".
- A callout pointing to the 'Access Request History' section states: "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".