North Dakota | Health & Human Services

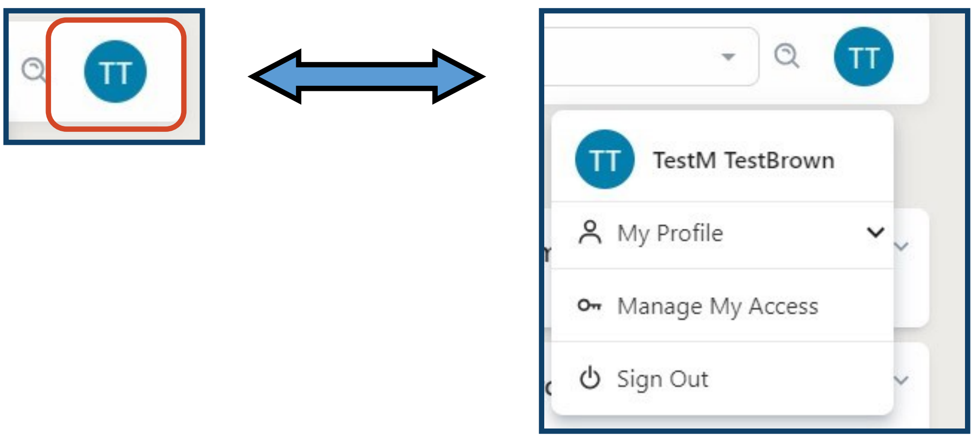
NDIIS North Dakota Immunization Information System

User Self Service Features

Getting Started

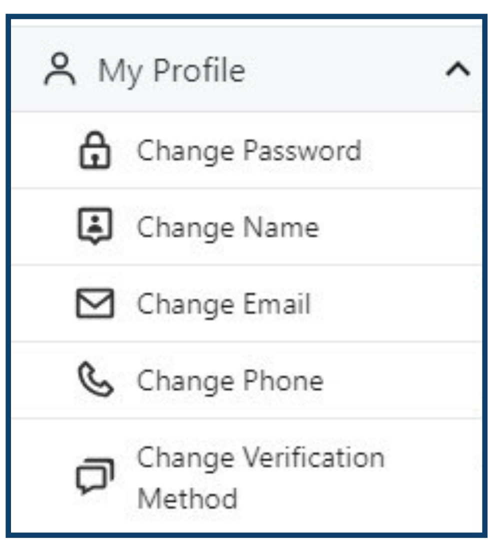
1.) Login to the NDIIS.

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.

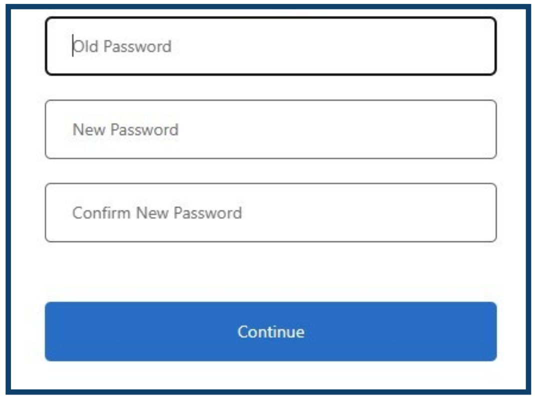


Change Password

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

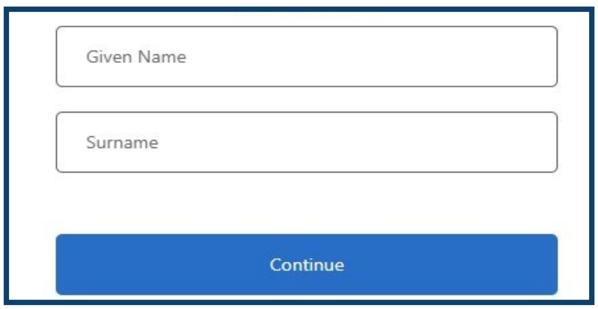
2.) Click **Continue** to save the new password.



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.



Change Email

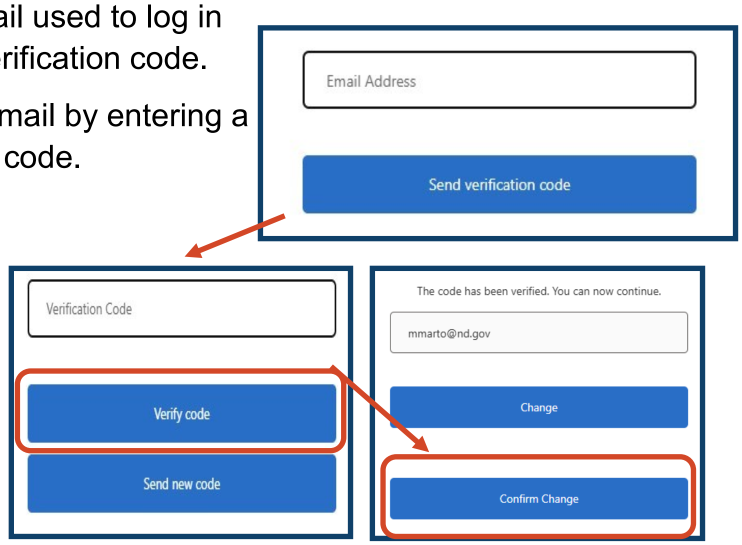
1.) Users are able to change the email used to log in to the NDIIS and receive the login verification code.

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

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

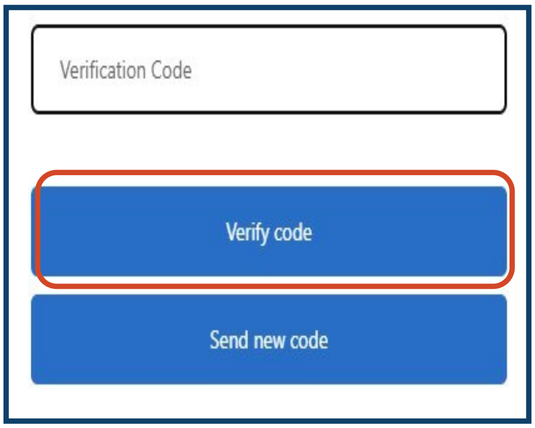
4.) Enter the code and then **Verify Code** to verify.

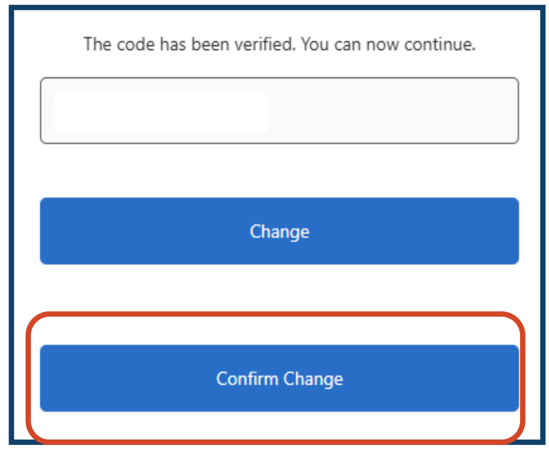
5.) Click **Confirm Change** to save.



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.





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.

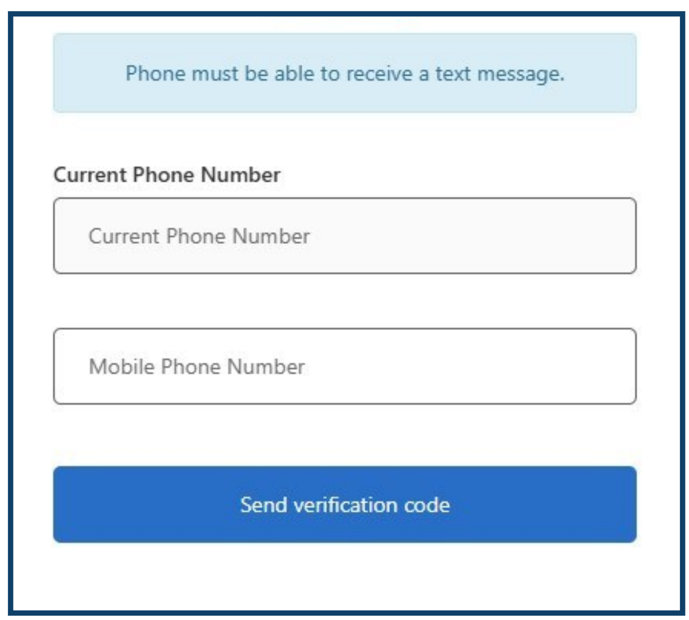
Change Phone Number

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.

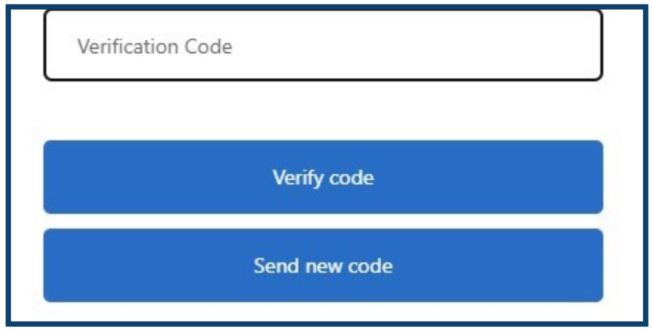
1.) If you have not previously entered a mobile phone number, leave the current phone number field blank and enter the desired number into the mobile phone number field.

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**.



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.**