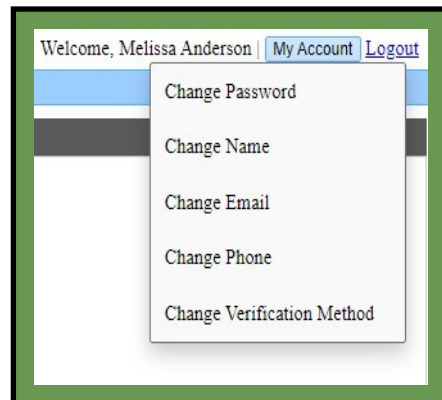# User Self Service Features

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.

Updating Account Information—User Self Service:

All account information is found under the "My Account" menu located in the top right corner of the NDIIS homepage after logging in to the NDIIS.

1.) **Changing User Password.** 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 digit

- A symbol

Please note this feature cannot be used to recover or reset a forgotten password. In the event you have forgotten or are unable to login into your account please use the "Forgot your password?" link on the NDIIS login page

2) **Changing User Name:** Users who have undergone a legal name change are able to update the name registered to their NDIIS accounts.
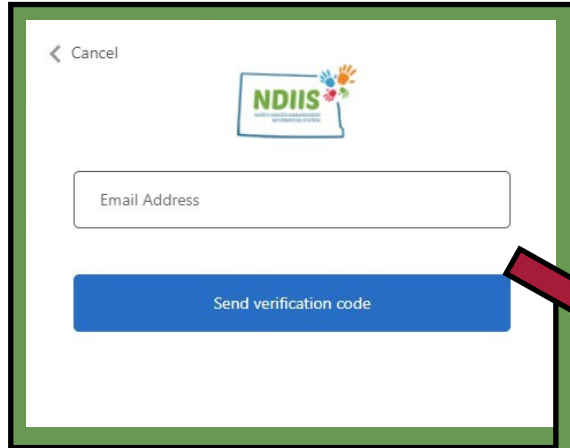

3) **Changing Verification Method:** Users are able to change the method used to verify their login. The verification code can be sent to either an email or a mobile phone number. Before changing the multi-factor authentication (MFA) from the default of the registered email, users must register a valid mobile phone number.

To change the MFA, users can select either the Email or Phone option from the drop down menu. Once selected, click continue for the system to refresh and update your NDIIS MFA to this setting by relogging you in. When completed, you will be brought back to the NDIIS home page.

4) **Changing User Email:** Users are able to change the email used to log in to the NDIIS and to receive the login verification code.
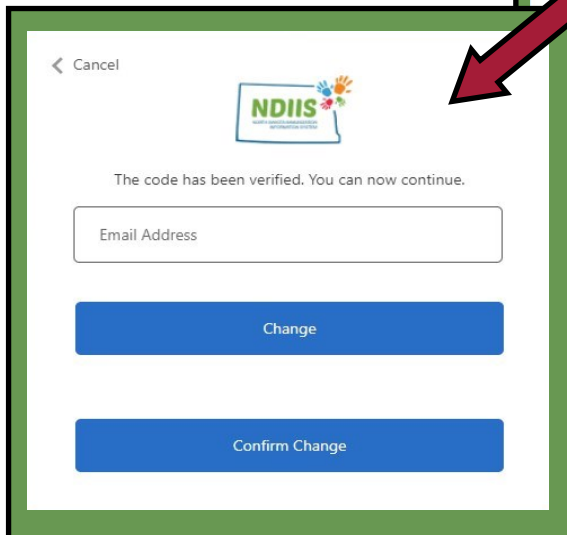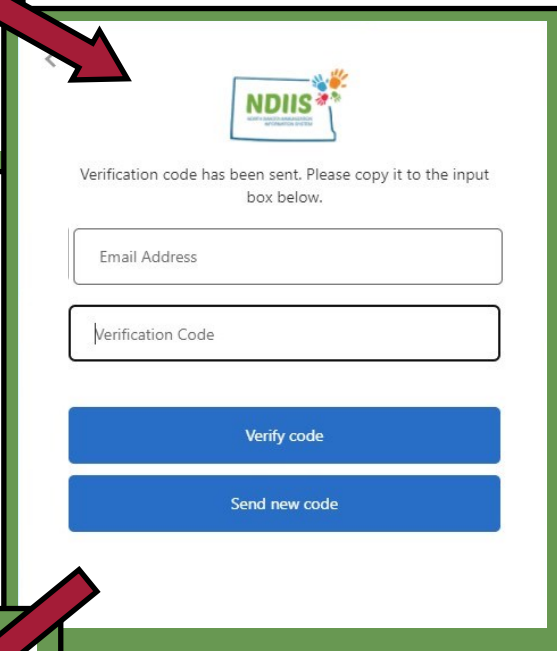
Begin changing your registered email by entering a valid email to receive the verification code.

Click Send verification code.

Once the code arrives in your inbox, enter the code in the verification code field and click verify code.

If you do not receive a code or the system times out. Click send a new code to refresh the process.

Now that the email has been verified, click confirm change.

This cause the NDIIS to refresh and update email preference by logging you in again. When completed, you will be brought back to the NDIIS home page.

6) **Changing User Phone:** 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.

If you have not previously entered a mobile number, please 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 receiving number in the mobile field.

Click the send verification code.

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 a new code to refresh the process.

When the new phone number has been verified, click continue.

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