

NamUs



National Missing and Unidentified Persons System

Account Registration Login User Guide



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INSTITUTE OF
JUSTICE
ADVANCING JUSTICE THROUGH SCIENCE

National Missing and Unidentified Persons System (NamUs)

Account Registration and Login User Guide

Version 1.0

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Document Overview

What is DIAMD?

The Digital Identity & Access Management Directory (DIAMD) is the identity and access management platform for users of the Office of Justice Programs (OJP) systems, including NamUs. DIAMD provides a secure environment where users may request access to NamUs and maintain accounts protected with advanced security features such as multi-factor authentication (MFA) and Single Sign-On (SSO).

What is MFA?

Multi-Factor Authentication (MFA) is a security method that requires a user to enter more than one form of verification to confirm their authentic identity. For example, in addition to a correct password, a system that uses MFA could also ask the user to enter a unique passcode that they receive via text or email.

What is SSO?

Single Sign-On (SSO) is an authentication process that allows users to access multiple systems using only one set of login credentials. By offering an SSO solution for the Office of Justice Programs (OJP) systems, DOJ reduces the number of login and password combinations you need to remember.

NEED HELP?

For help with registration, password, and other DIAMD related questions:

Please contact the OJP IT Service Desk at (833) 872-5176 or via email at OJP.ITServiceDesk@usdoj.gov

Hours of Operation: Monday – Friday, 8:30 AM – 5:30 PM ET (Closed on weekends and federal holidays)

For help with other NamUs Inquiries, including sponsorships, permissions or case assistance:

Visit the NamUs Contact Us page at namus.nij.ojp.gov/contact

Section 1. New User Registration

This section provides step-by-step guidance to complete your DIAMD and NamUs registration.

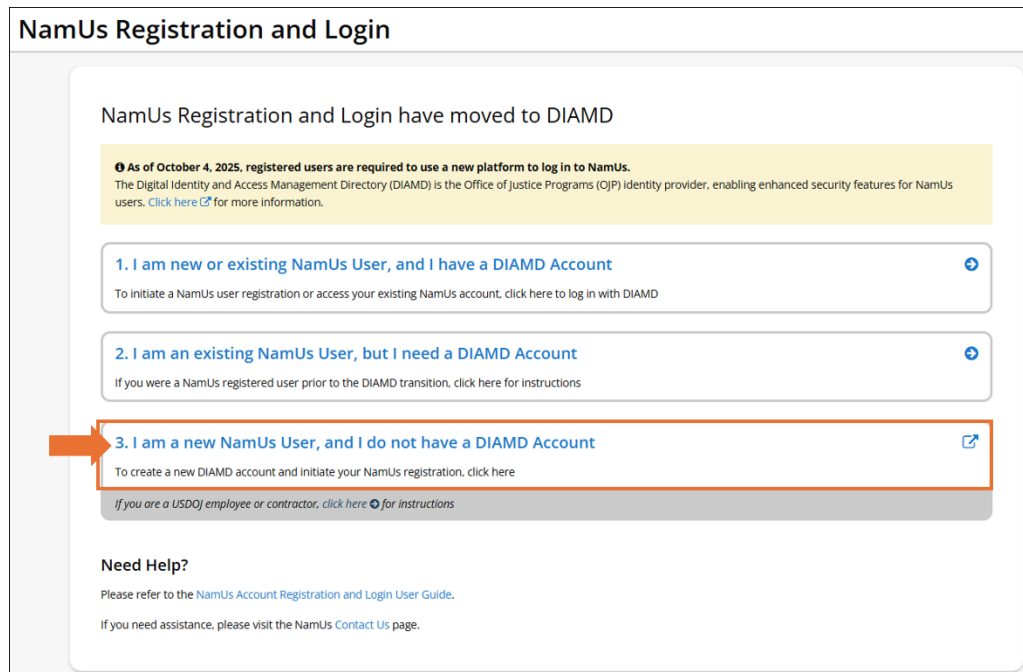
➡ Register in DIAMD

To begin, you'll need a DIAMD account.

1. Navigate to namus.nij.ojp.gov/.
2. Click the **Register** button.



3. On the NamUs Registration and Login page, select **I am a new NamUs user, and I do not have a DIAMD account**.



- Next, you will be redirected to the DIAMD registration page. On this page, complete all required fields and be sure to select the **National Missing and Unidentified Persons System (NamUs)** from the list of application options. Once complete, select **Submit**.

Office of Justice Programs (OJP) Account Registration

Use the "OJP Account Registration" form below to register for an account necessary to gain access to Office of Justice Programs (OJP), U.S. Department of Justice (US DOJ) system(s). After registering, you will receive an email notification providing further instructions. You have 72 hour(s) to activate or you will have to contact the OJP IT Service desk.

If you have previously registered an OJP account in DIAMD, please click [here](#) to return to the login page and use "Need help signing in?" link to reset a forgotten password or to unlock a locked account.

Your Information

Email Address *
xms086+105@gmail.com

Confirm Email Address *
xms086+105@gmail.com

First Name *
John

Last Name *
Doe

Application *
National Missing and Unidentified Persons System (NamUs)

Please select an application

 **Submit**

- After submitting, you'll see a confirmation message that your registration request was received. You'll receive an email confirming your account creation from DIAMD-NoReply@usdoj.gov.

Your request to register an OJP account has been submitted. You will receive an email notification containing a link to complete your registration information. If you don't receive an email, you may already have an OJP account in DIAMD. If you believe you already have an OJP account in DIAMD, please click the login button below to return to the login page and use "Need help signing in?" link to reset a forgotten password or to unlock a locked account. If you need assistance or have trouble signing in, please contact OJP IT Service Desk at OJP.ITServiceDesk@usdoj.gov or 202-307-0627.

Login

6. Open the DIAMD Welcome Email. In the email, select the link labeled '**here**' to create your password.



7. Enter your **new password**, **re-enter it to confirm**, and **select a security question** for password recovery. While optional, we recommend adding a phone number to help with password resets or unlocking your account. Select **Create My Account**.

Welcome to Office of Justice Programs, US Department of Justice (Test), Test2!
Create your Office of Justice Programs, US Department of Justice (Test) account

Enter new password

.....

Password requirements:

- At least 10 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 password(s)
- At least 1 day(s) must have elapsed since you last changed your password

Repeat new password

.....

Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

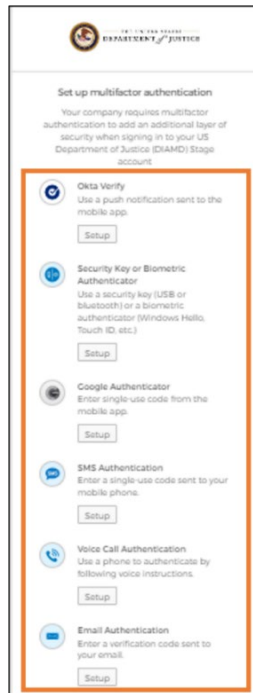
None

Add a phone number for resetting your password or unlocking your account using SMS (optional)

Clicks can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

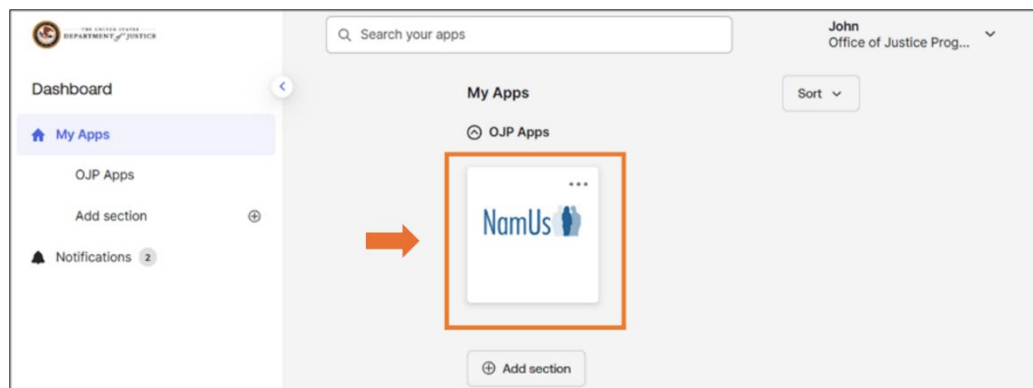
If you choose to add a phone number for password reset, refer to “Setup Forgot Password Text Message” in Section 2.

8. You are now ready to set up MFA. From the list of authentication methods, select the ones you prefer. Each time you select a factor, click **Set Up**.



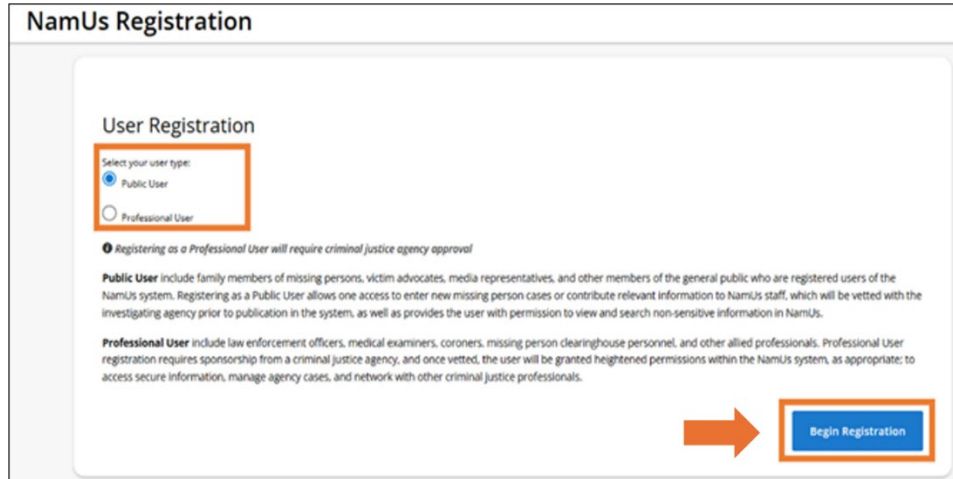
For guidance on setting up MFA, refer to “Setup Multi-Factor Authentication” in Section 2.

9. You will be redirected to the DIAMD Dashboard. On this page, locate the NamUs application tile and **click it to access NamUs**. The NamUs tile is a shortcut that directly leads you to the NamUs registration and access page.



➔ NamUs Registration

10. On the NamUs Registration form, **select public or professional user** then click on **Begin Registration**. Complete the NamUs Registration process.



NamUs Registration

User Registration

Select your user type:

☒ Public User

☐ Professional User

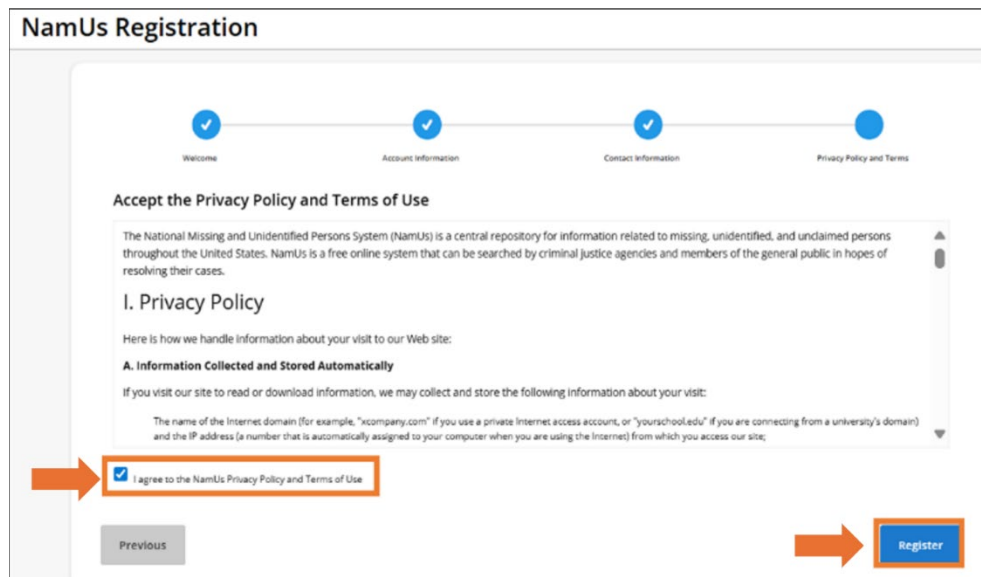
Registering as a Professional User will require criminal justice agency approval

Public User include family members of missing persons, victim advocates, media representatives, and other members of the general public who are registered users of the NamUs system. Registering as a Public User allows one access to enter new missing person cases or contribute relevant information to NamUs staff, which will be vetted with the investigating agency prior to publication in the system, as well as provides the user with permission to view and search non-sensitive information in NamUs.

Professional User include law enforcement officers, medical examiners, coroners, missing person clearinghouse personnel, and other allied professionals. Professional User registration requires sponsorship from a criminal justice agency, and once vetted, the user will be granted heightened permissions within the NamUs system, as appropriate; to access secure information, manage agency cases, and network with other criminal justice professionals.

Begin Registration

11. The Privacy Policy will appear. Check the box labeled **I agree to the NamUs Privacy Policy and Terms of Use**. Select **Register**.



NamUs Registration

Welcome Account Information Contact Information Privacy Policy and Terms

Accept the Privacy Policy and Terms of Use

The National Missing and Unidentified Persons System (NamUs) is a central repository for information related to missing, unidentified, and unclaimed persons throughout the United States. NamUs is a free online system that can be searched by criminal justice agencies and members of the general public in hopes of resolving their cases.

I. Privacy Policy

Here is how we handle information about your visit to our Web site:

A. Information Collected and Stored Automatically

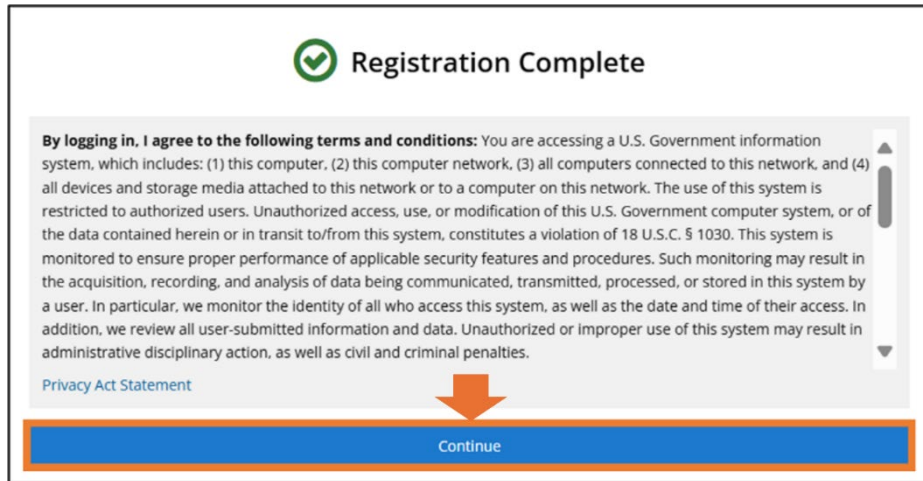
If you visit our site to read or download information, we may collect and store the following information about your visit:

The name of the Internet domain (for example, "xcompany.com" if you use a private Internet access account, or "yourschool.edu" if you are connecting from a university's domain) and the IP address (a number that is automatically assigned to your computer when you are using the Internet) from which you access our site;

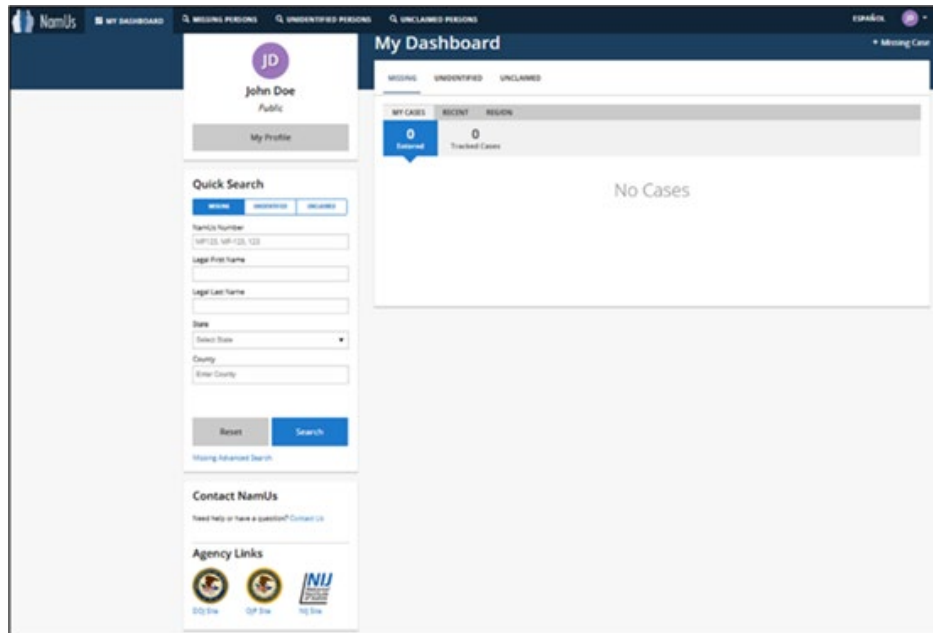
☒ I agree to the NamUs Privacy Policy and Terms of Use

Previous **Register**

12. **Success!** The Registration Complete window will appear. Click **Continue**.



13. Your NamUs **“My Dashboard”** will be displayed.

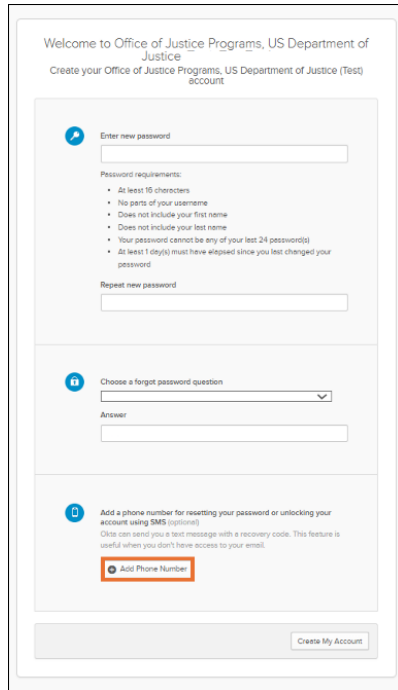


Section 2. DIAMD Troubleshooting

This section provides step-by-step guidance for common troubleshooting related to DIAMD. If you still have questions or need additional assistance, please contact the OJP IT Service Desk at (833) 872-5176 or via email at OJP.ITServiceDesk@usdoj.gov.

➡ Setup Forgot Password Text Message

1. Select **Add Phone Number**.



Welcome to Office of Justice Programs, US Department of Justice
Create your Office of Justice Programs, US Department of Justice (Test) account

Enter new password

Password requirements:

- At least 15 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 digit(s) must have elapsed since you last changed your password

Repeat new password

Choose a forgot password question

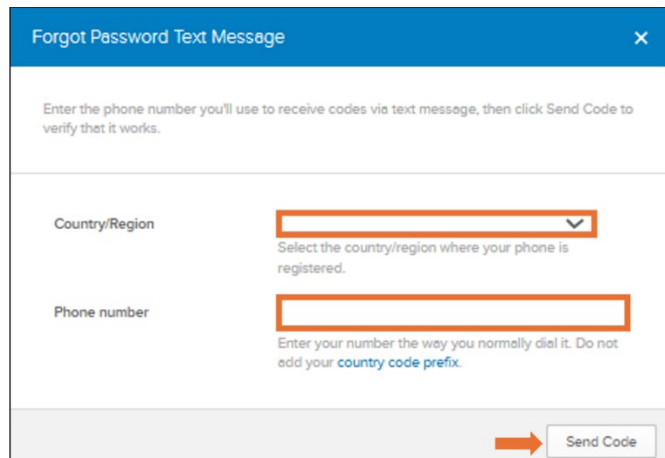
Answer

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Once can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number

Create My Account

2. Choose the **County/Region**, enter your phone number, then select **Send Code**.



Forgot Password Text Message

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country/Region

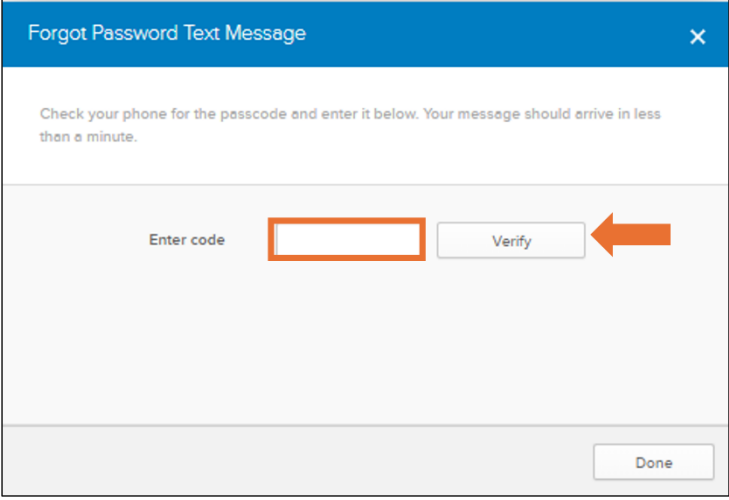
Select the country/region where your phone is registered.

Phone number

Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code

3. You will be redirected to a page where you can enter the code sent to your mobile device. **Enter the code** and select **Verify**.



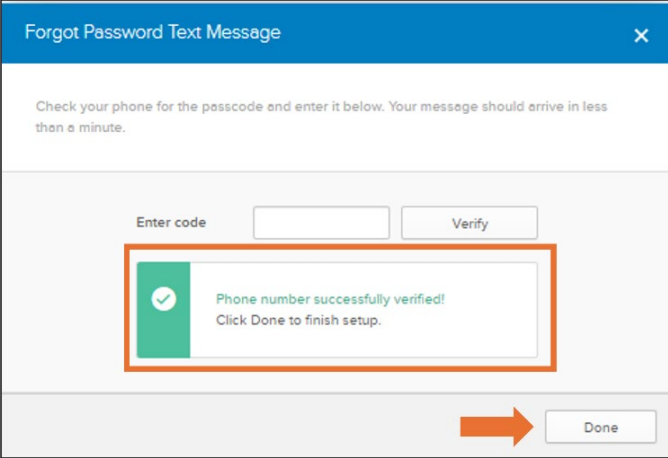
Forgot Password Text Message

Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code Verify

Done

4. A green checkmark will confirm that your phone number was successfully verified. Select **Done**.



Forgot Password Text Message

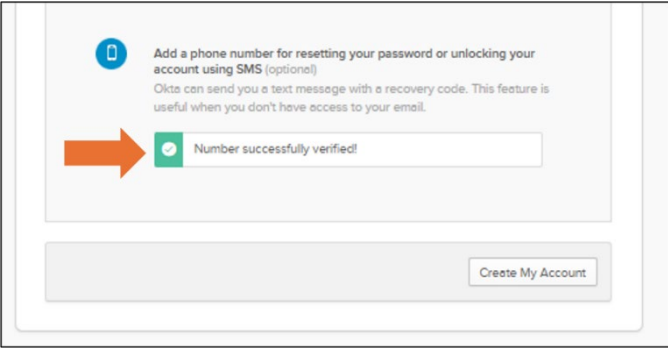
Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code Verify

Phone number successfully verified!
Click Done to finish setup.

Done

5. You will be redirected to the previous page. A green checkmark will confirm completion.



Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

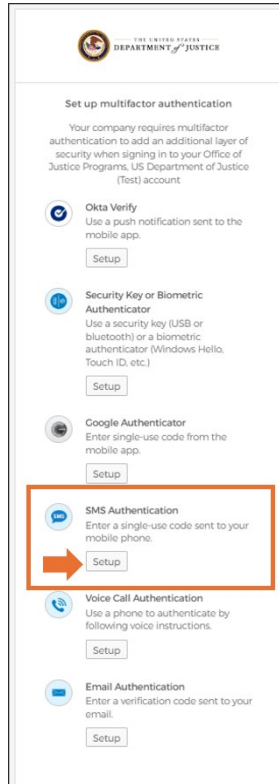
Number successfully verified!

Create My Account

➔ Setup SMS Multi-Factor Authentication

The following instructions will focus on SMS Authentication as a 2nd factor.

1. Under SMS Authentication, select **Setup**.



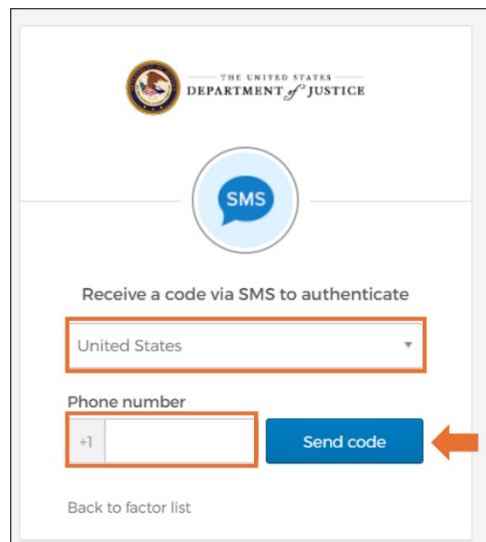
THE UNITED STATES
DEPARTMENT OF JUSTICE

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Office of Justice Programs, US Department of Justice (Test) account.

- Okta Verify**
Use a push notification sent to the mobile app.
[Setup](#)
- Security Key or Biometric Authenticator**
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.).
[Setup](#)
- Google Authenticator**
Enter single-use code from the mobile app.
[Setup](#)
- SMS Authentication**
Enter a single-use code sent to your mobile phone.
[Setup](#)
- Voice Call Authentication**
Use a phone to authenticate by following voice instructions.
[Setup](#)
- Email Authentication**
Enter a verification code sent to your email.
[Setup](#)

2. Choose the **country**, **enter your phone number**, then select **Send code**.



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SMS

Receive a code via SMS to authenticate

United States

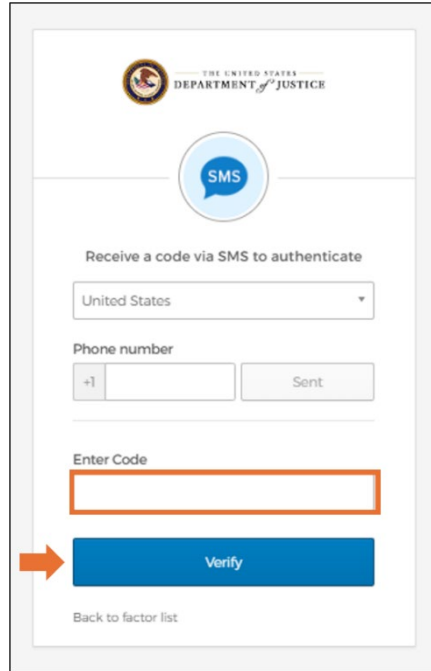
Phone number

+1

[Send code](#)

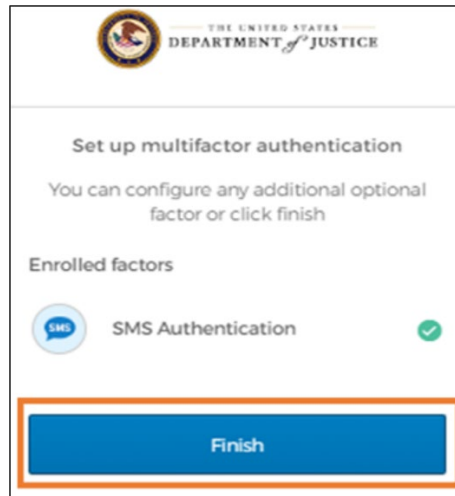
[Back to factor list](#)

3. A code will be sent to your mobile device. **Enter your code**, then select **Verify**.



The screenshot shows the 'SMS Authentication' screen. At the top is the Department of Justice logo. Below it is a blue circle with 'SMS' inside. The text 'Receive a code via SMS to authenticate' is displayed. There is a dropdown menu for 'United States'. Below that is a 'Phone number' section with a '+1' prefix and a 'Send' button. A red box highlights the 'Enter Code' input field. Below the input field is a blue 'Verify' button, which is also highlighted with a red arrow. At the bottom is a link that says 'Back to factor list'.

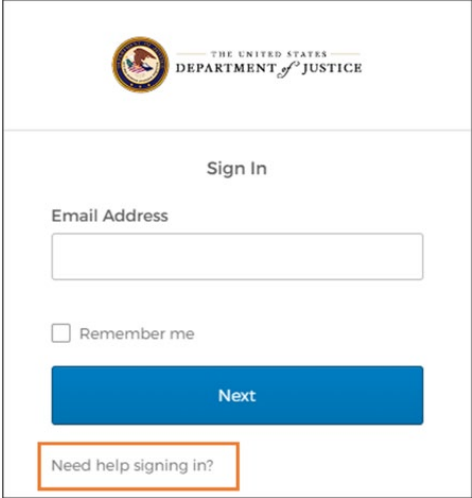
4. You have successfully enrolled in SMS Authentication. A green checkmark will confirm enrollment. Select **Finish**.



The screenshot shows the 'Set up multifactor authentication' screen. At the top is the Department of Justice logo. Below it is the text 'Set up multifactor authentication' and 'You can configure any additional optional factor or click finish'. Under the heading 'Enrolled factors', there is a list item for 'SMS Authentication' with a green checkmark next to it. At the bottom, a blue 'Finish' button is highlighted with a red box.

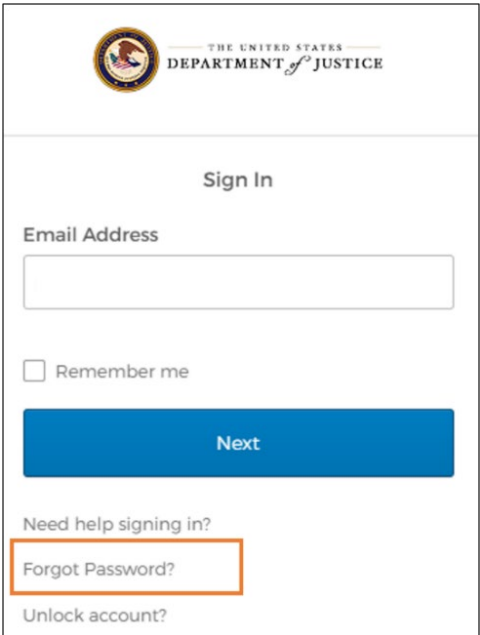
➡ Password Reset

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



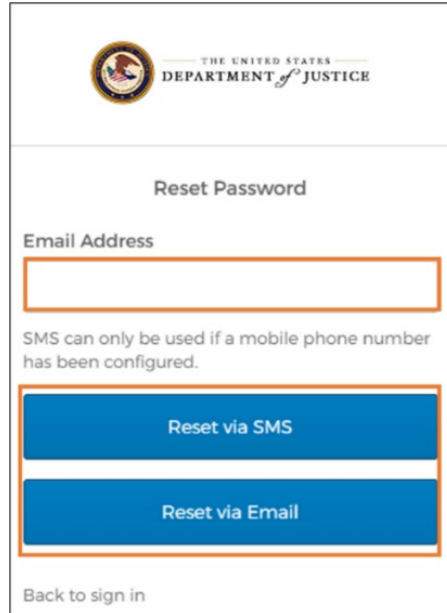
The screenshot shows the top of the DIAMD Sign In page. At the top is the Department of Justice seal and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is the heading "Sign In". There is an "Email Address" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. At the bottom of the form, the link "Need help signing in?" is highlighted with an orange rectangular border.

3. Click on **'Forgot Password?'**.



This screenshot shows the same DIAMD Sign In page as the previous one, but with additional links at the bottom. Below the "Next" button, the link "Need help signing in?" is present. Below that, the link "Forgot Password?" is highlighted with an orange rectangular border. At the very bottom of the form, the link "Unlock account?" is visible.

4. **Enter your email address** and choose a method to reset your password.



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Reset Password

Email Address

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

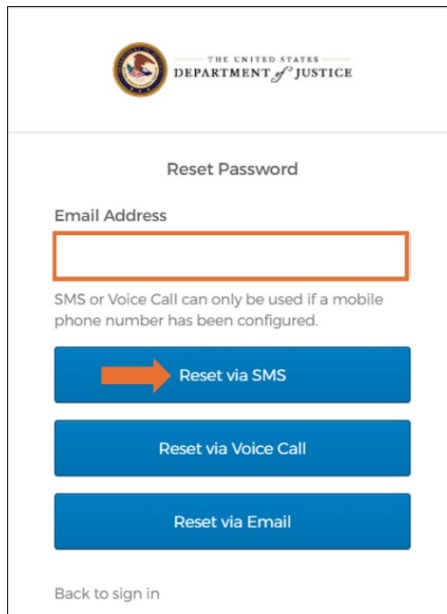
Reset via SMS

Reset via Email

[Back to sign in](#)

Reset Password via SMS

- a) **Enter your email address** and choose a **Reset via SMS**.



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Reset Password

Email Address

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

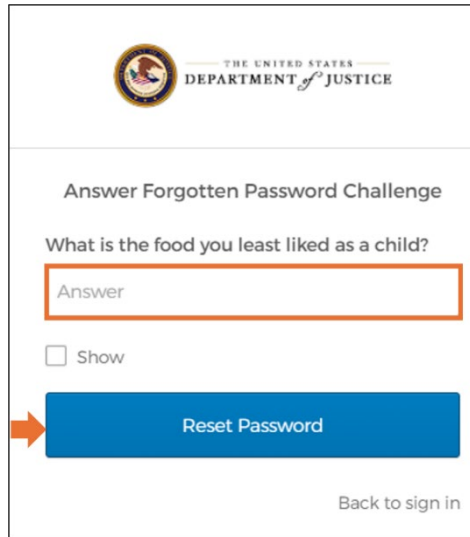
Reset via SMS

Reset via Voice Call

Reset via Email

[Back to sign in](#)

- b) Answer Forgotten Password Challenge question, then select **Reset Password**.



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Answer Forgotten Password Challenge

What is the food you least liked as a child?

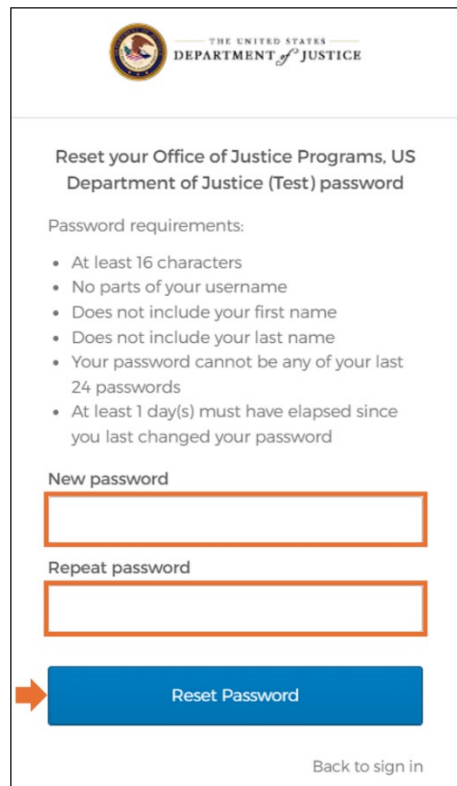
Answer

☐ Show

Reset Password

Back to sign in

- c) Create **new password**, re-enter it to **confirm**, then select **Reset Password**.



THE UNITED STATES
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Reset your Office of Justice Programs, US
Department of Justice (Test) password

Password requirements:

- At least 16 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

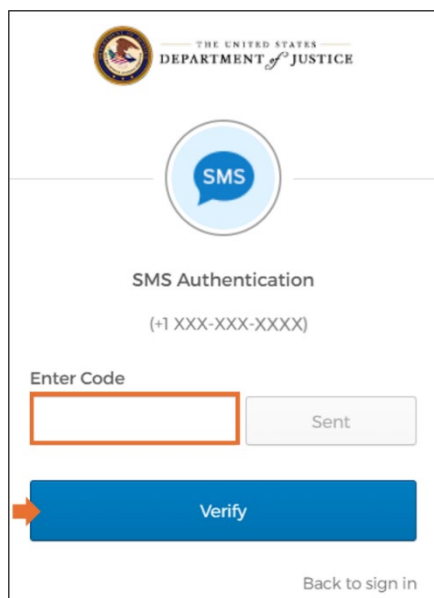
New password

Repeat password

Reset Password

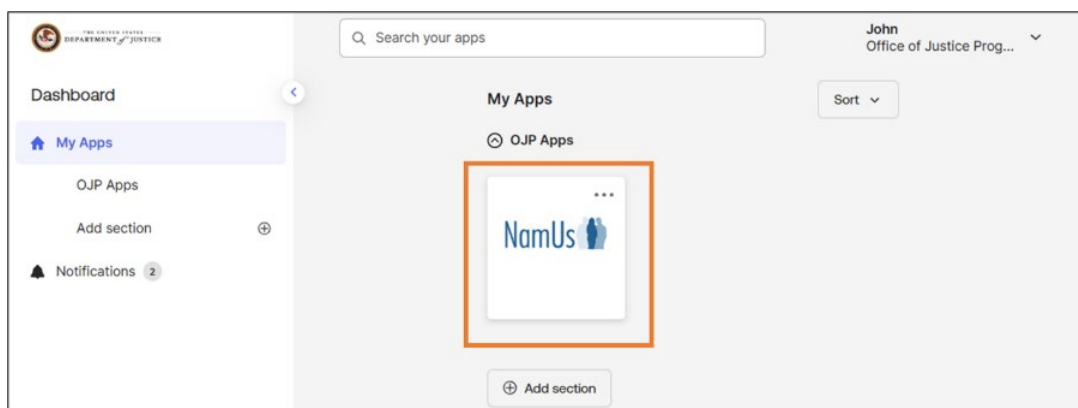
Back to sign in

- d) A code will be sent to your mobile device. **Enter code**, then select **Verify**.



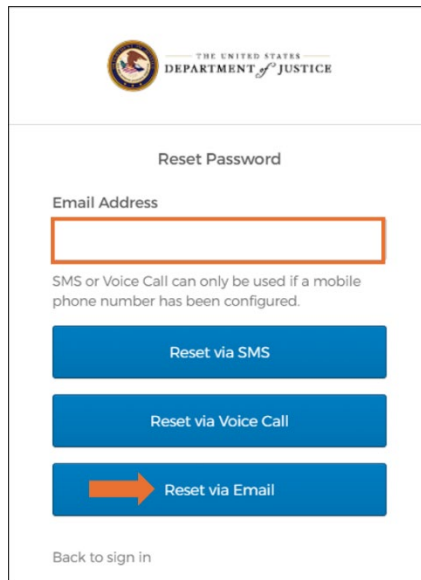
The image shows a mobile application screen for SMS authentication. At the top is the Department of Justice seal and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is a blue circular icon with "SMS" inside. The text "SMS Authentication" and a placeholder "(+1 XXX-XXX-XXXX)" are displayed. There is a text input field labeled "Enter Code" with an orange border, a "Sent" button, and a large blue "Verify" button with an orange arrow pointing to it from the left. At the bottom right is a link "Back to sign in".

- e) **Success!** Your DIAMD Dashboard is displayed.



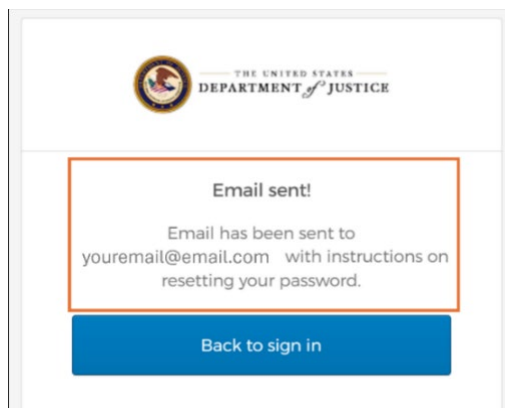
Reset Password via Email

- a) **Enter your email address** and choose a **Reset via Email**.



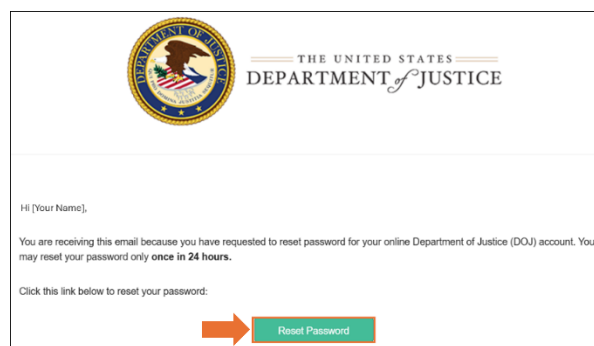
The screenshot shows the 'Reset Password' page. At the top is the Department of Justice logo. Below it, the title 'Reset Password' is centered. Underneath is a label 'Email Address' followed by a text input field. Below the input field is a note: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Reset via SMS', 'Reset via Voice Call', and 'Reset via Email'. The 'Reset via Email' button has an orange arrow pointing to it. At the bottom left is a link 'Back to sign in'.

- b) **Email Sent!** An **email** will be sent to the email address you entered in the previous step.



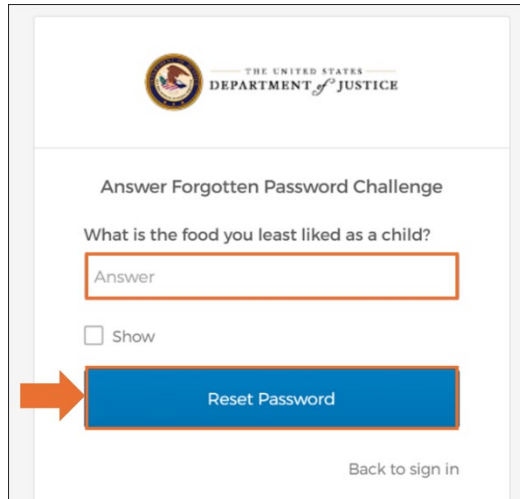
The screenshot shows a confirmation message. At the top is the Department of Justice logo. Below it, the title 'Email sent!' is centered. Underneath is a message: 'Email has been sent to youremail@email.com with instructions on resetting your password.' Below the message is a blue button labeled 'Back to sign in'.

- c) Check your email inbox for a message from DIAMD (DIAMD-NoReply@usdoj.gov). In that email, click **Reset Password**.



The screenshot shows an email from the Department of Justice. At the top is the Department of Justice logo. Below it, the text 'Hi [Your Name],'. Underneath is a message: 'You are receiving this email because you have requested to reset password for your online Department of Justice (DOJ) account. You may reset your password only once in 24 hours.' Below the message is a link: 'Click this link below to reset your password:'. Below the link is a green button labeled 'Reset Password' with an orange arrow pointing to it.

- d) Complete the password challenge question, then select **Reset Password**.



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Answer Forgotten Password Challenge

What is the food you least liked as a child?

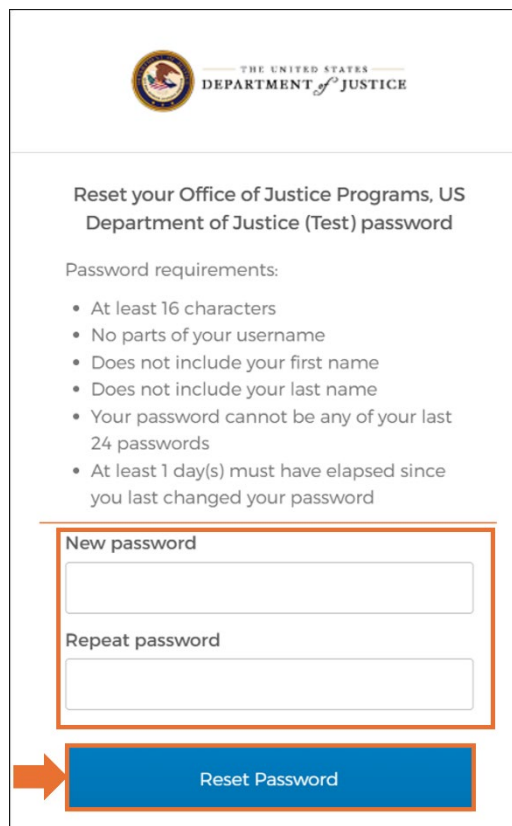
Answer

☐ Show

Reset Password

[Back to sign in](#)

- e) You can now reset your password. **Enter your new password, repeat new password**, and click on **Reset Password**.



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Reset your Office of Justice Programs, US
Department of Justice (Test) password

Password requirements:

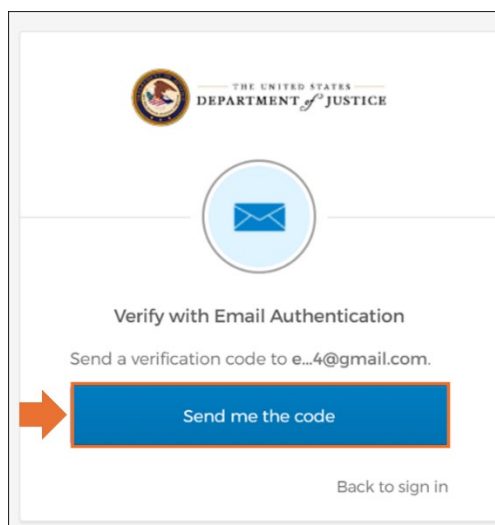
- At least 16 characters
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

Repeat password

Reset Password

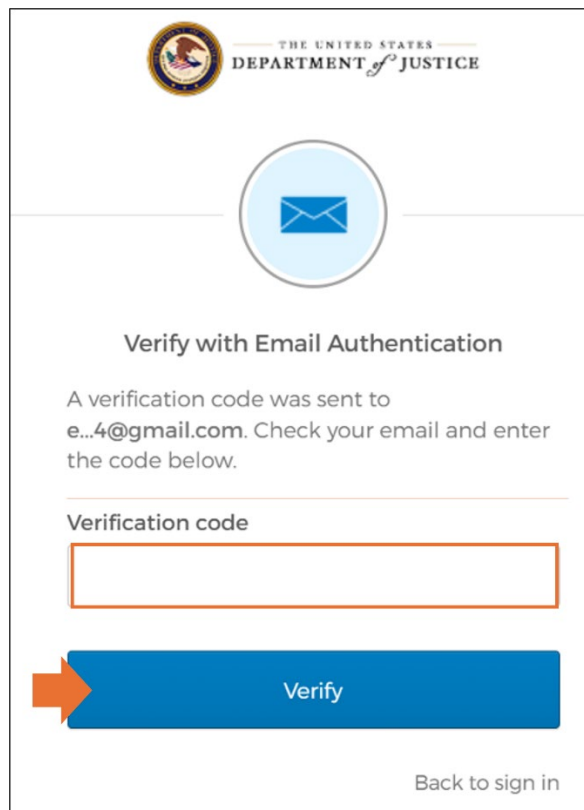
- f) Click on **Send me the code** to have a code sent to your email.



- g) A **one-time verification code** will be sent to your email.

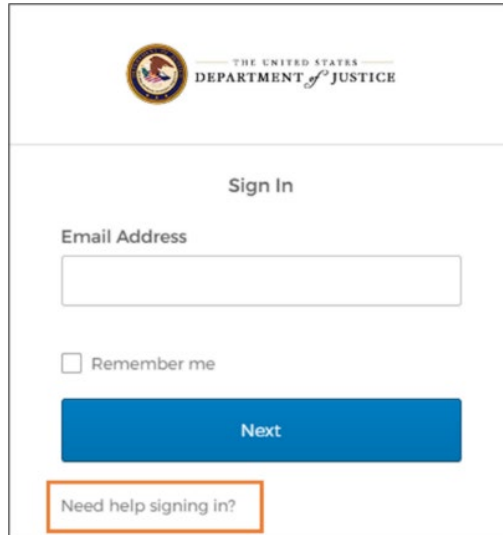


- h) Return to the DIAMD screen, **enter the code**, and select **Verify**.

A screenshot of the "Verify with Email Authentication" screen. At the top is the Department of Justice seal and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is a large blue circular icon containing a white envelope. The title "Verify with Email Authentication" is centered. Below the title, it says "A verification code was sent to e...4@gmail.com. Check your email and enter the code below." There is a text input field labeled "Verification code". Below the input field is a large blue button with a white arrow pointing right and the text "Verify". At the bottom right, there is a link that says "Back to sign in".

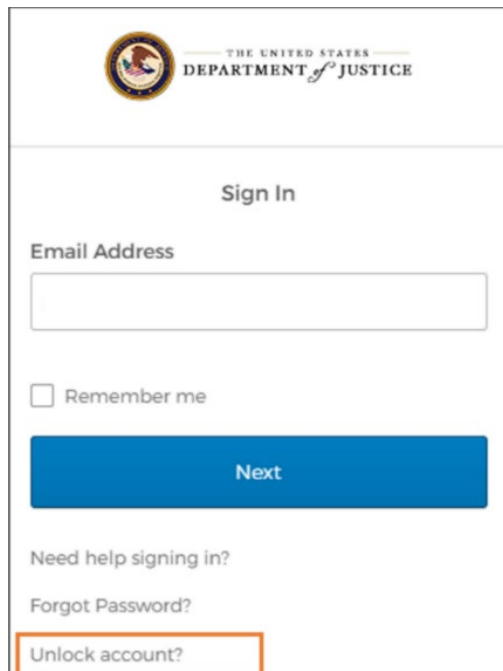
➔ Unlock DIAMD Account

- a) Navigate your browser to the DIAMD home page: <https://diamd-auth.usdoj.gov>
- b) Click **'Need help signing in'**.



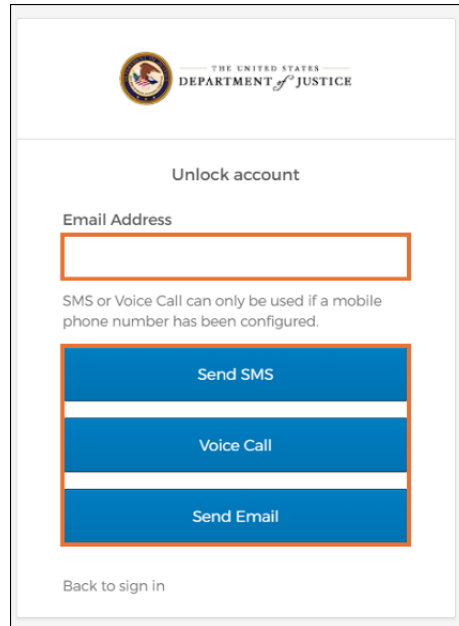
The screenshot shows the DIAMD Sign In page. At the top is the Department of Justice seal and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is the "Sign In" heading. There is an "Email Address" input field, a "Remember me" checkbox, and a blue "Next" button. At the bottom, the link "Need help signing in?" is highlighted with an orange border.

- c) Select **'Unlock Account?'**.



The screenshot shows the DIAMD Sign In page, identical to the previous one. However, the link "Unlock account?" at the bottom is highlighted with an orange border. The other elements, including the "Need help signing in?" link, are visible but not highlighted.

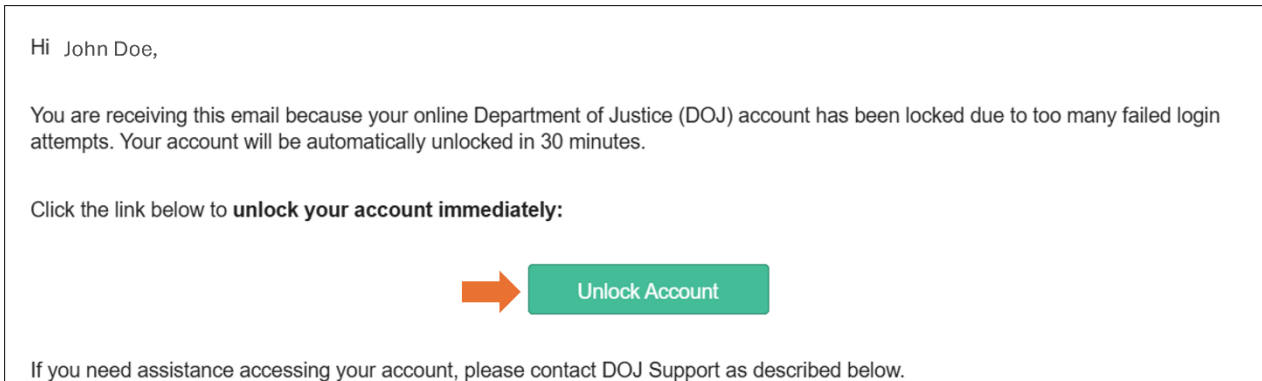
- d) **Enter your email address** and choose a method to reset your password.



The screenshot shows a web form titled "Unlock account" with the U.S. Department of Justice logo at the top. Below the title is a label "Email Address" followed by a text input field. A note states: "SMS or Voice Call can only be used if a mobile phone number has been configured." Below this are three blue buttons: "Send SMS", "Voice Call", and "Send Email". At the bottom left is a link that says "Back to sign in".

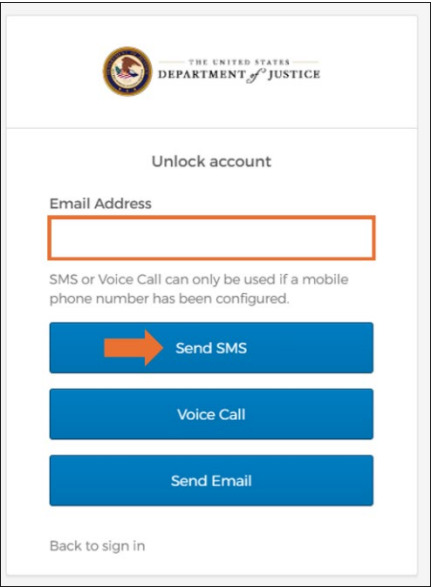
Unlock DIAMD Account via SMS

- a) If your account is locked after multiple failed login attempts, DIAMD will send an email (DIAMD-NoReply@usdoj.gov) with instructions to unlock your account. Open the message and click **Unlock Account**.



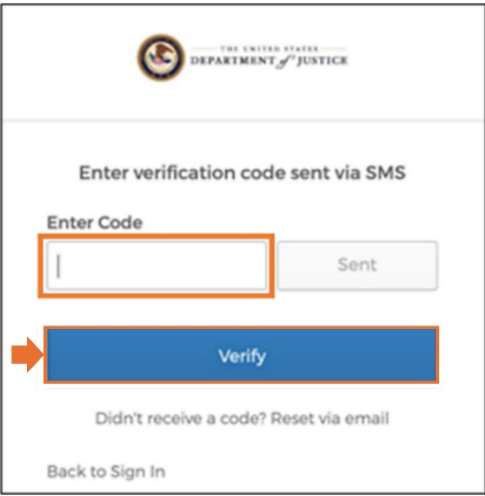
The screenshot shows an email interface. The header says "Hi John Doe,". The body text reads: "You are receiving this email because your online Department of Justice (DOJ) account has been locked due to too many failed login attempts. Your account will be automatically unlocked in 30 minutes." Below this, it says "Click the link below to **unlock your account immediately**:" followed by a green button with a right-pointing arrow and the text "Unlock Account". The footer text says: "If you need assistance accessing your account, please contact DOJ Support as described below."

b) **Enter your email address** then select **Send SMS**.



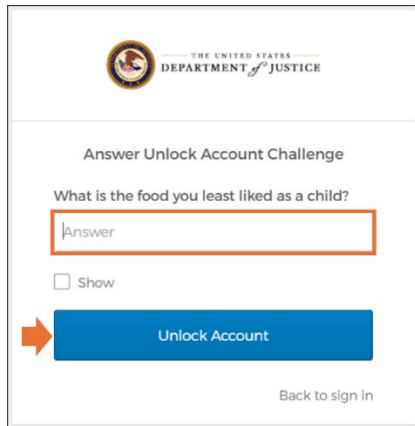
The screenshot shows the 'Unlock account' page. At the top is the Department of Justice logo. Below it, the title 'Unlock account' is centered. There is a text input field labeled 'Email Address' with an orange border. Below the field, a note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Send SMS' (with an orange arrow icon), 'Voice Call', and 'Send Email'. At the bottom, there is a link 'Back to sign in'.

c) A code will be sent to your mobile device. **Enter the code** then select **Verify**.



The screenshot shows the 'Enter verification code sent via SMS' page. At the top is the Department of Justice logo. Below it, the title 'Enter verification code sent via SMS' is centered. There is a text input field labeled 'Enter Code' with an orange border. To the right of the field is a 'Sent' button. Below the field, there is a large blue button labeled 'Verify' with an orange arrow icon pointing to it. Below the 'Verify' button, there is a link 'Didn't receive a code? Reset via email'. At the bottom, there is a link 'Back to Sign In'.

d) Answer **your security question** then select **Unlock Account**.



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Answer Unlock Account Challenge

What is the food you least liked as a child?

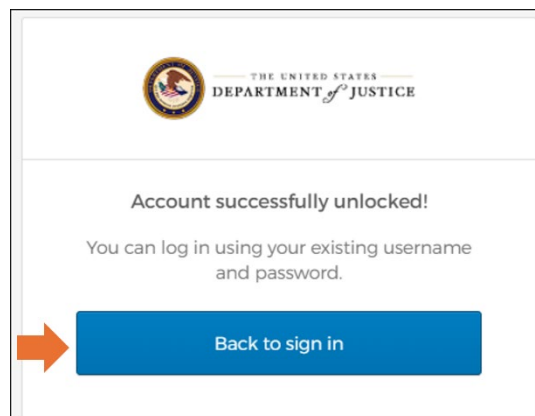
Answer

☐ Show

Unlock Account

Back to sign in

e) **Success!** Account Successfully unlocked, select **Back to sign in**.



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DEPARTMENT OF JUSTICE

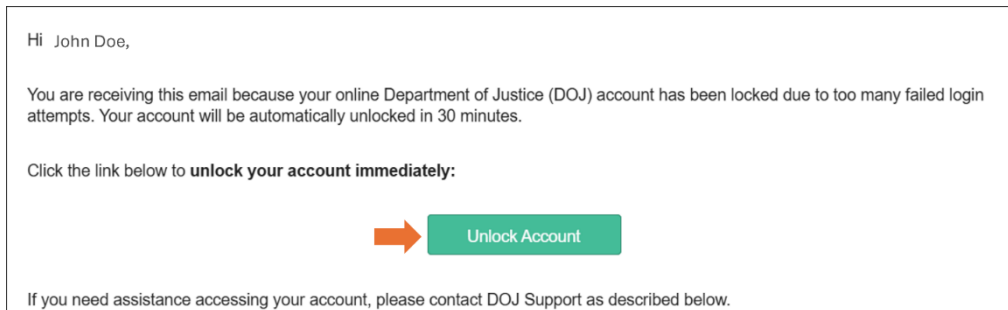
Account successfully unlocked!

You can log in using your existing username
and password.

Back to sign in

Unlock DIAMD Account via Email

- a) If your account is locked after multiple failed login attempts, DIAMD will send an email (DIAMD-NoReply@usdoj.gov) with instructions to unlock your account. Open the message and click **Unlock Account**.



- b) **Enter your email address** then select **Send Email**.

THE UNITED STATES
DEPARTMENT OF JUSTICE

Unlock account

Email Address

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

[Send SMS](#)

[Voice Call](#)

 [Send Email](#)

[Back to sign in](#)

- c) **Email Sent!** An email will be sent your email address.

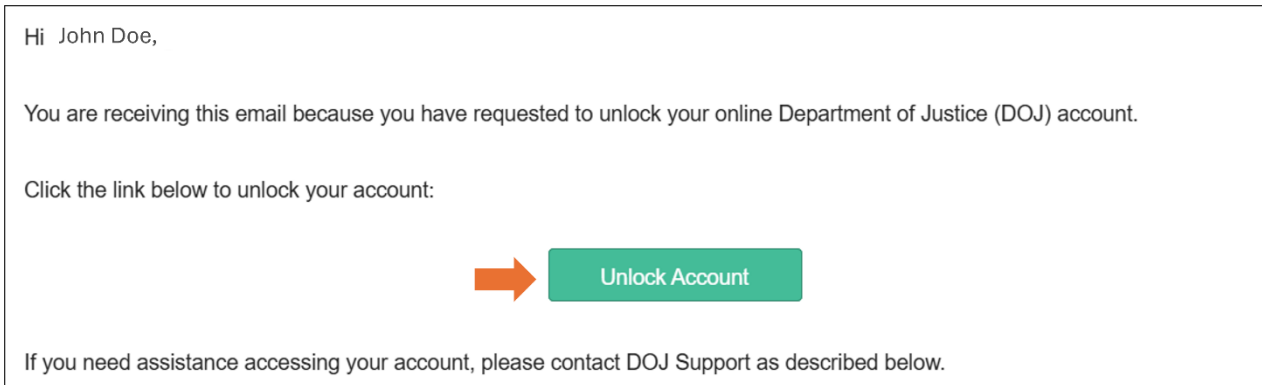
THE UNITED STATES
DEPARTMENT OF JUSTICE

Email sent!

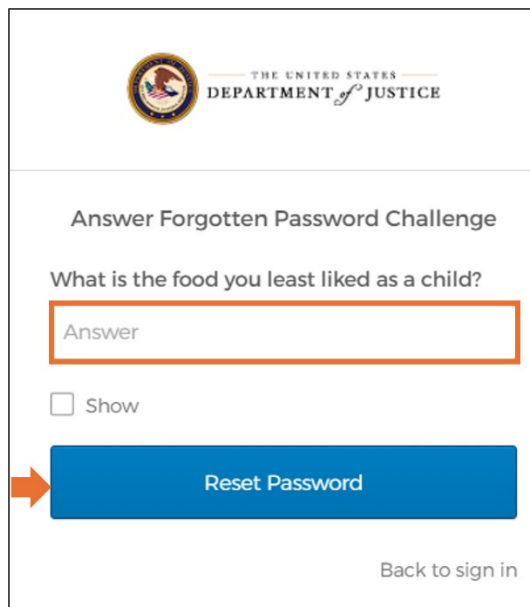
Email has been sent to
youremail@email.com with instructions on
resetting your password.

[Back to sign in](#)

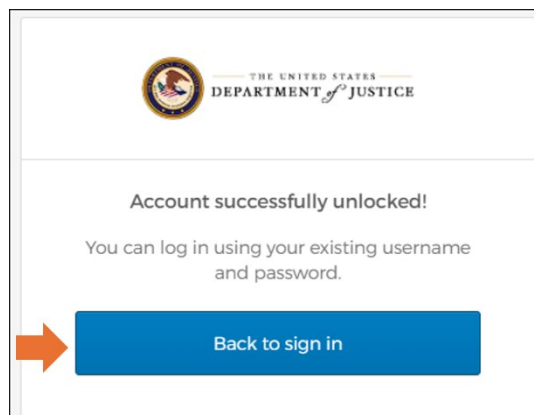
- d) You will receive an email with a link to unlock your account. Open the message and click **Unlock Account**.



- e) Answer Forgotten Password Challenge question, then select **Reset Password**.

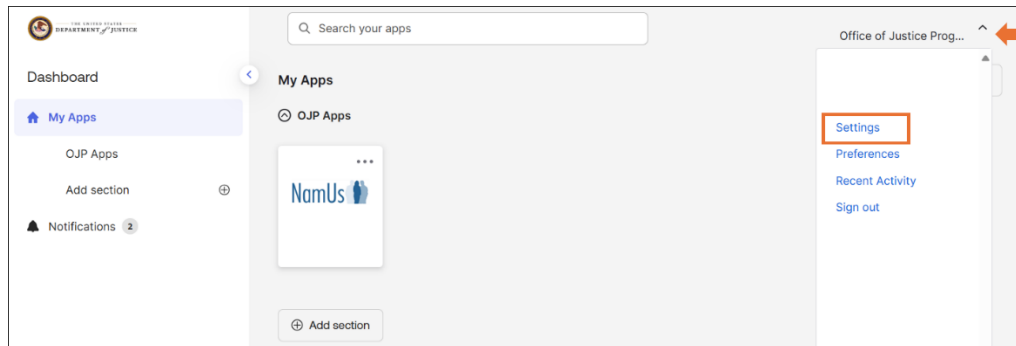
A screenshot of a web form titled "Answer Forgotten Password Challenge" under the "THE UNITED STATES DEPARTMENT OF JUSTICE" logo. The question is "What is the food you least liked as a child?". Below the question is a text input field with the placeholder "Answer". Under the input field is a checkbox labeled "Show". At the bottom, there is a blue button labeled "Reset Password" with an orange arrow pointing to it from the left. Below the button is a link that says "Back to sign in".

- f) **Success!** Account Successfully unlocked, select **Back to sign in**.

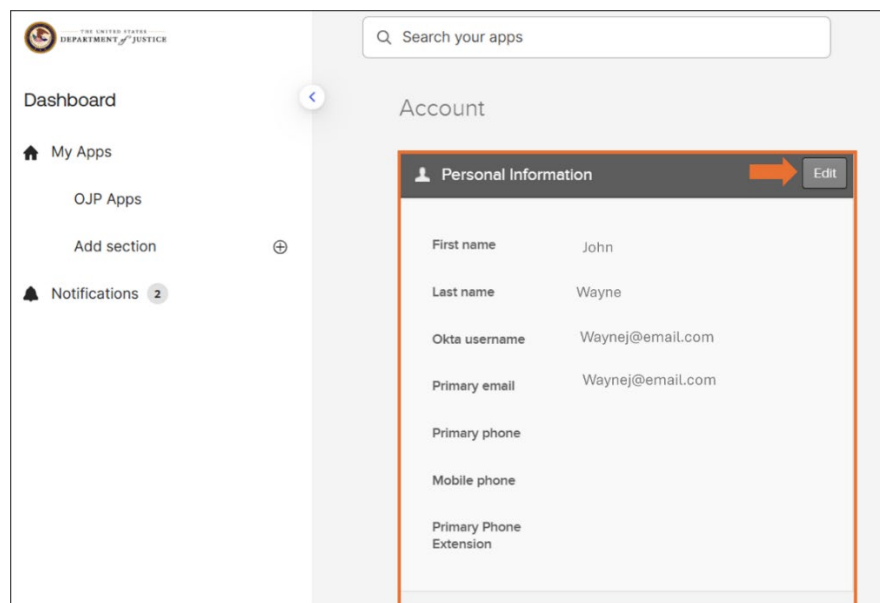
A screenshot of a web page showing a success message. At the top is the "THE UNITED STATES DEPARTMENT OF JUSTICE" logo. Below it, the text says "Account successfully unlocked!" followed by "You can log in using your existing username and password." At the bottom, there is a blue button labeled "Back to sign in" with an orange arrow pointing to it from the left.

➔ Change Name in DIAMD

1. Navigate your browser to the DIAMD home page: <https://diamd-auth.usdoj.gov>.
2. Authenticate via DIAMD Login.
3. Your DIAMD Dashboard will be displayed. In the top-right corner, click your name to open a dropdown menu. Select **Settings**.



4. Under Personal Information, select **Edit**.



5. Change your First and/or Last Name, then click **Save**.

The screenshot displays the NamUs user interface. On the left is a sidebar with navigation links: Dashboard, My Apps, OJP Apps, Add section, and Notifications (with a badge showing 2). The main content area is titled 'Account' and contains a 'Personal Information' form. The form has a 'Cancel' button in the top right corner. The fields are: First name (highlighted with an orange box), Last name (highlighted with an orange box), Okta username (Waynej@email.com), Primary email (Waynej@email.com), Primary phone, Mobile phone, and Primary Phone Extension. At the bottom right of the form is a 'Save' button, which is pointed to by an orange arrow.