NamUs

National Missing and Unidentified Persons System

Account Registration Login User Guide

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.**

4. 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.**

5. 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.

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.**

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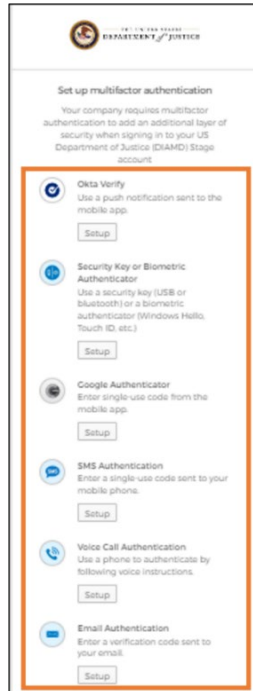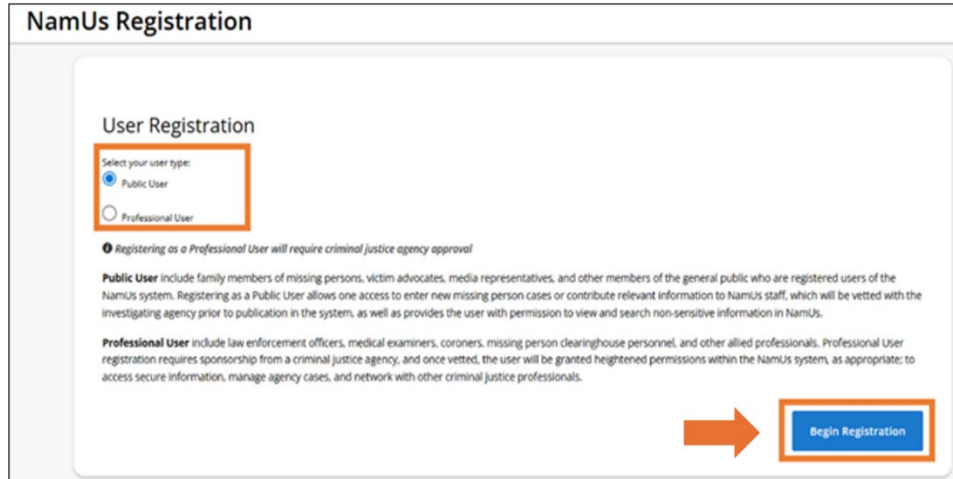
For guidance on setting up MFA, refer to "Setup Multi-Factor Authentication" in Section 2.

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.
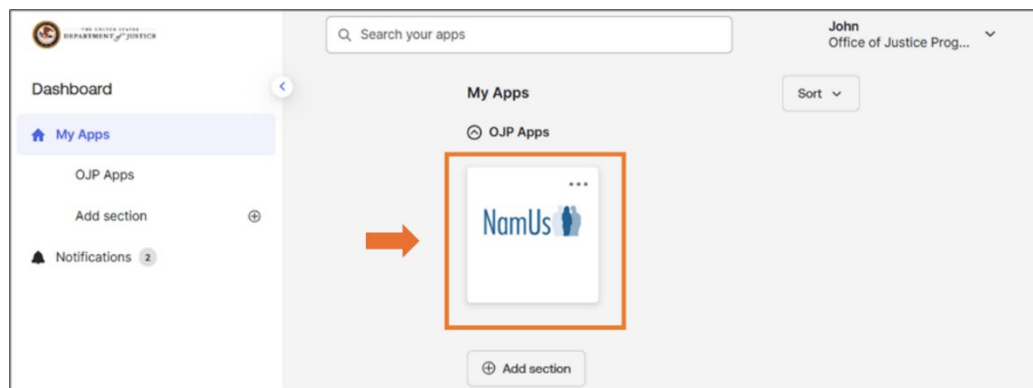
⮑ NamUs Registration

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

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

12. **Success!** The Registration Complete window will appear. Click **Continue.**
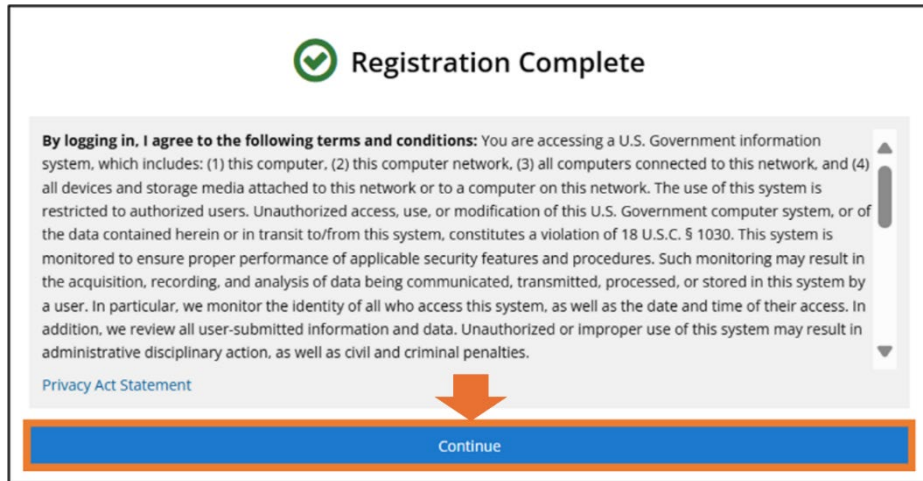
13. Your NamUs "**My Dashboard**" will be displayed.
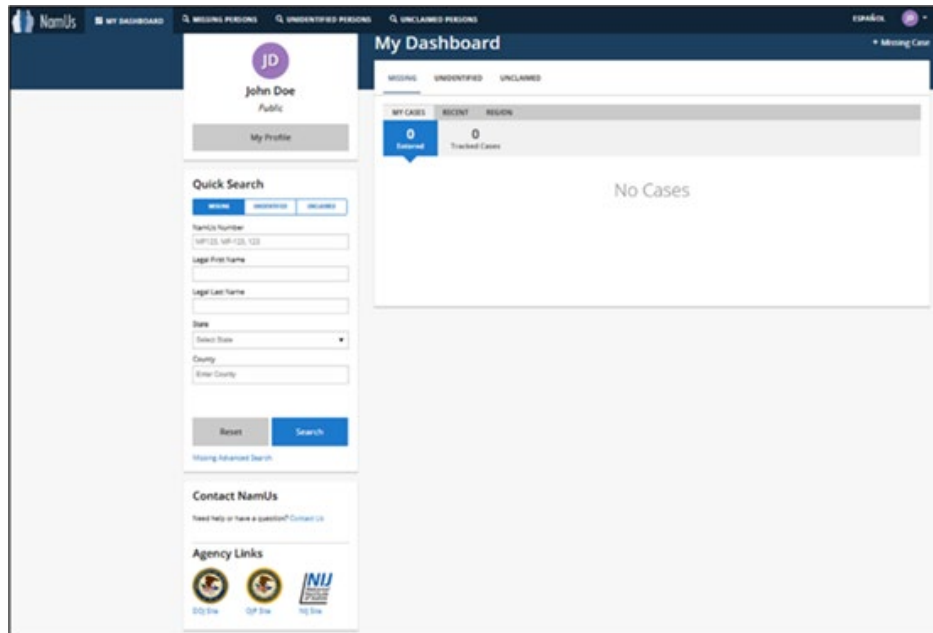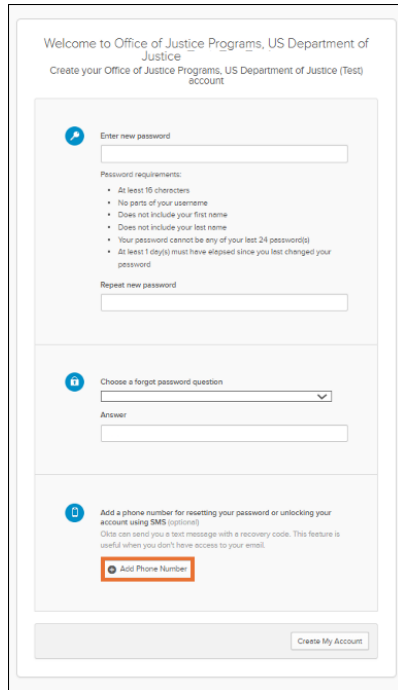
Section 2.   DIAMD Troubleshooting

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.**

2. Choose the **County/Region**, **enter your phone number**, then select **Send Code.**
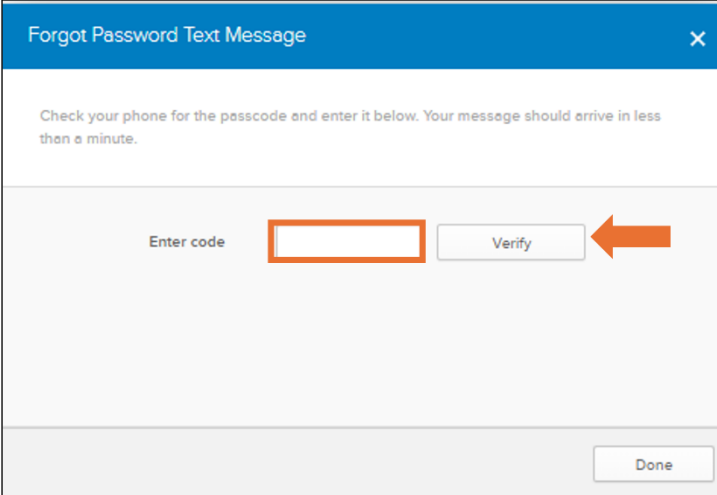
3. You will be redirected to a page where you can enter the code sent to your mobile device. **Enter the code** and select **Verify.**
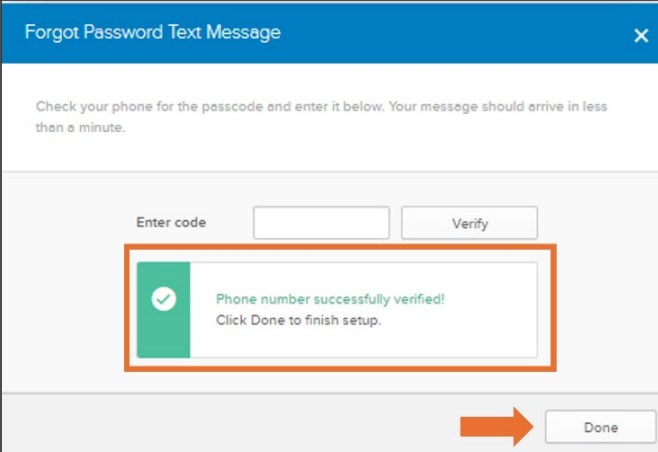
4. A green checkmark will confirm that your phone number was successfully verified. Select **Done.**

5. You will be redirected to the previous page. A green checkmark will confirm completion.
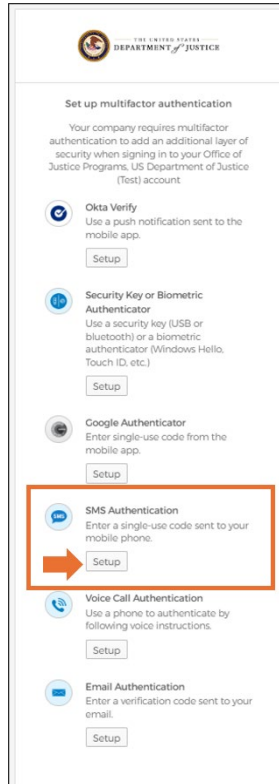
⮂ Setup SMS Multi-Factor Authentication

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

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

2. Choose the **country**, **enter your phone number**, then select **Send code.**
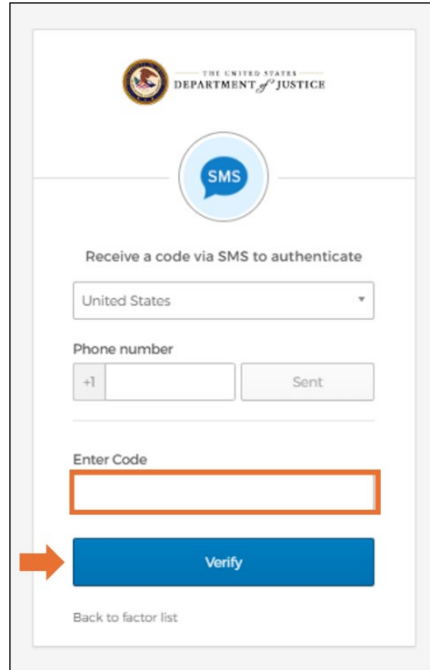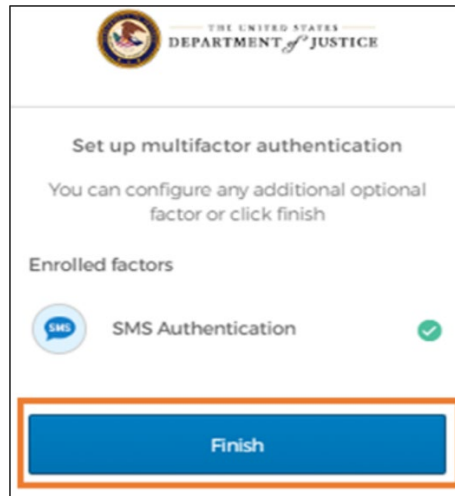
3. A code will be sent to your mobile device. **Enter your code,** then select **Verify.**
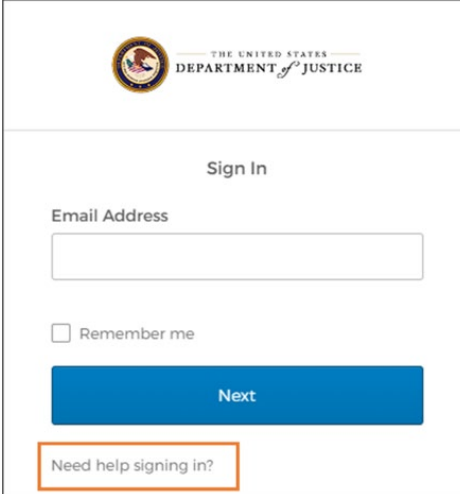
4. You have successfully enrolled in SMS Authentication. A green checkmark will confirm enrollment. Select **Finish.**
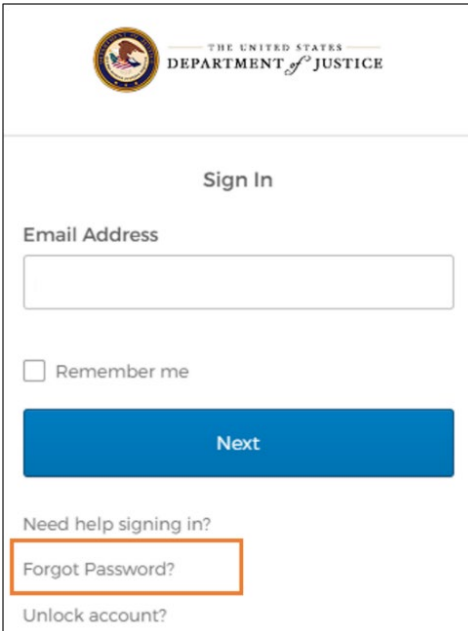
⊃ Password Reset

1. Navigate your browser to the DIAMD home page: https://diamd-auth.usdoj.gov

2. Click on '**Need help signing in?**'.
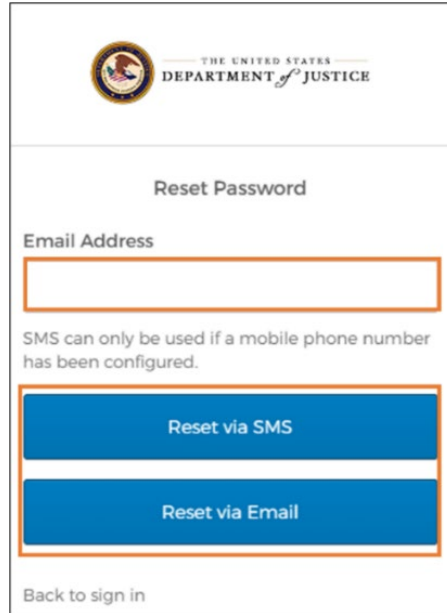
3. Click on '**Forgot Password?**'.

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

Reset Password via SMS

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

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

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

d) A code will be sent to your mobile device. **Enter code**, then select **Verify.**
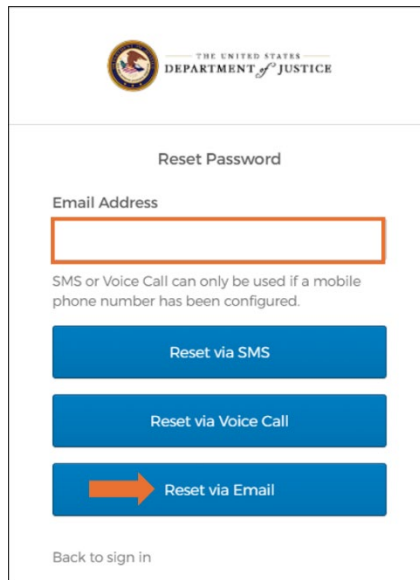
e) **Success!** Your DIAMD Dashboard is displayed.
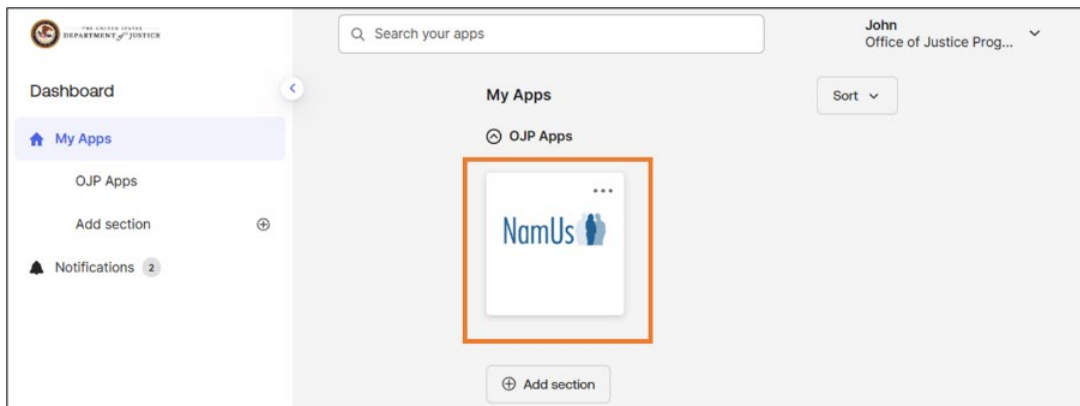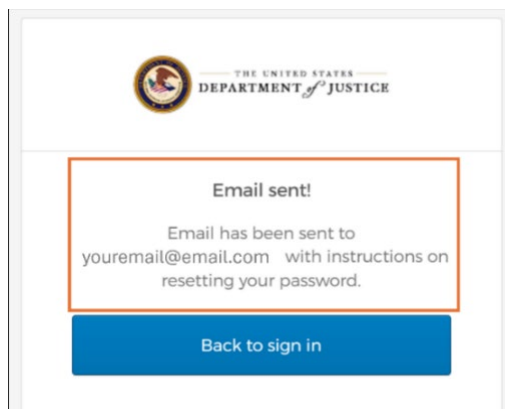
Reset Password via Email

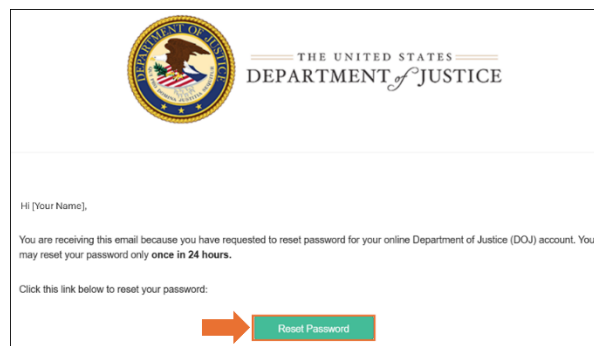a) **Enter your email address** and choose a **Reset via Email.**

b) **Email Sent!** An **email** will be sent to the email address you entered in the previous step.
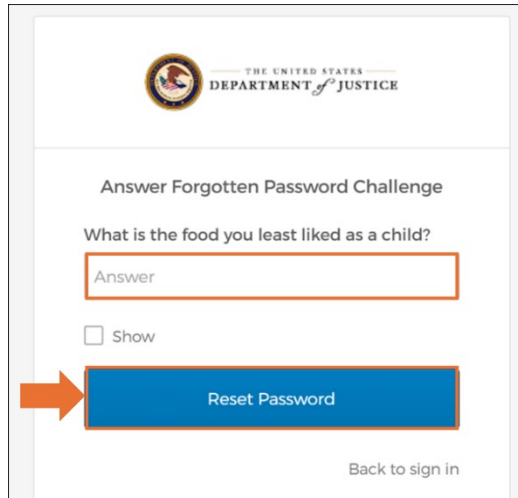
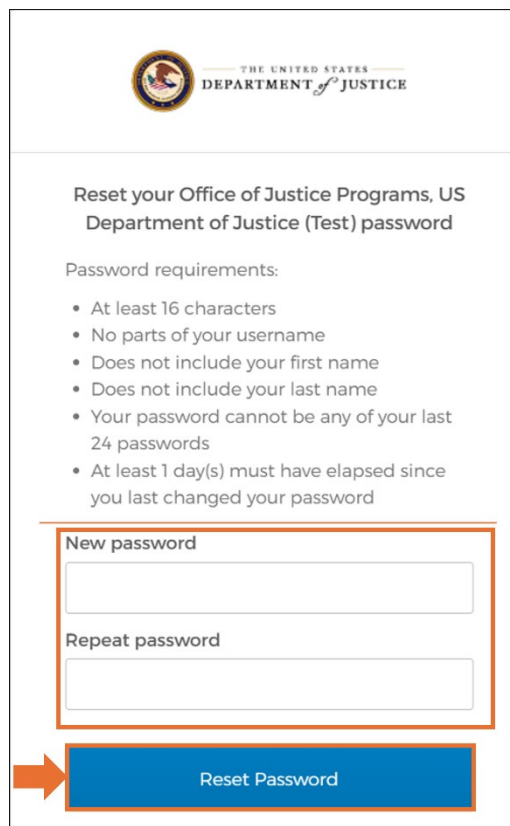c) Check your email inbox for a message from DIAMD (DIAMD-NoReply@usdoj.gov). In that email, click **Reset Password.**
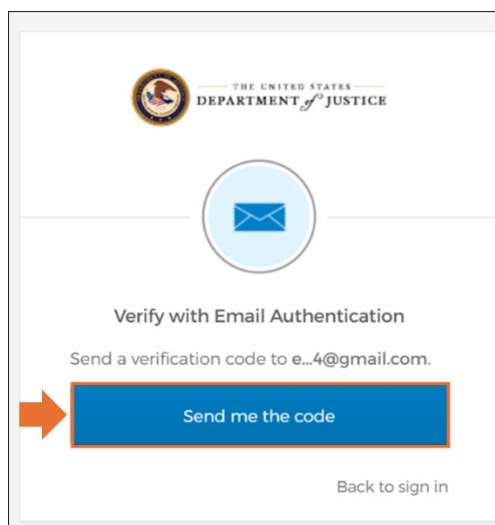
d) Complete the password challenge question, then select **Reset Password.**
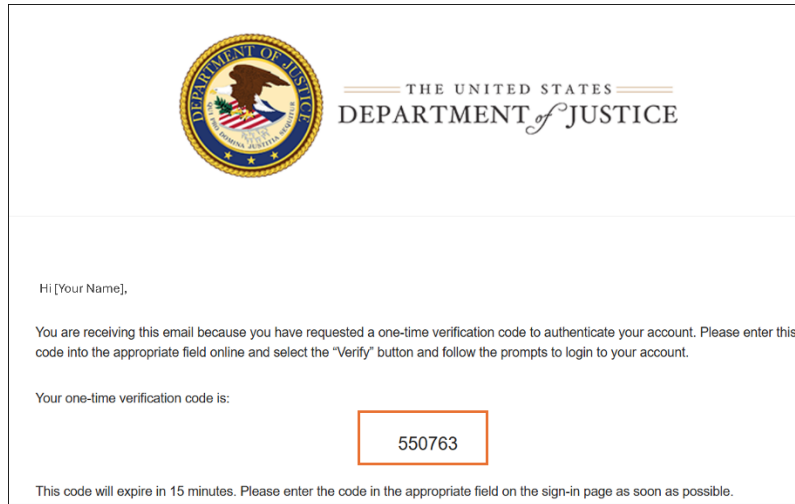

e) You can now reset your password. **Enter your new password**, **repeat new password**, and click on **Reset Password.**
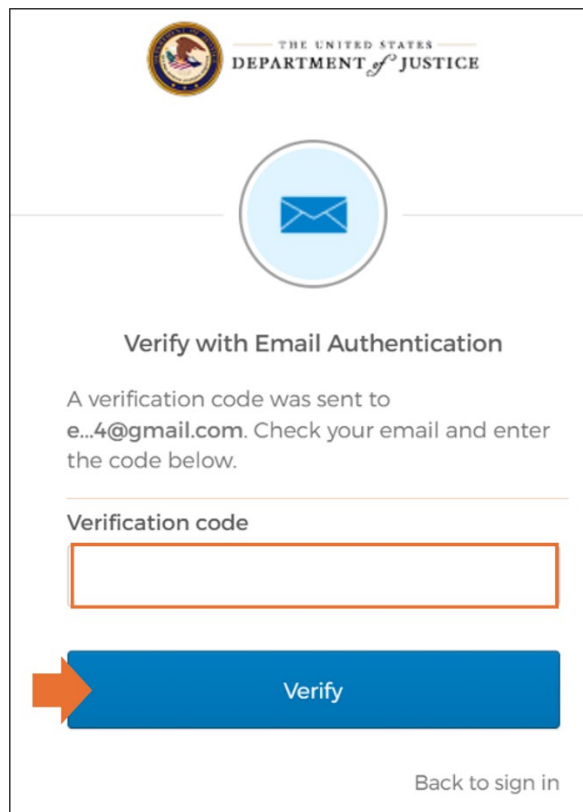
f)   Click on **Send me the code** to have a code sent to your email.

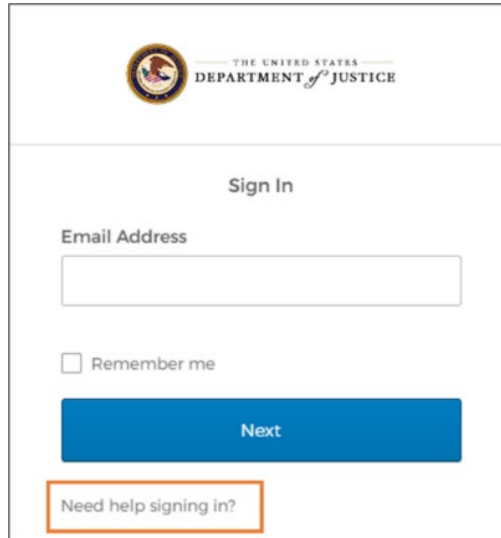g) A **one-time verification code** will be sent to your email.

h) Return to the DIAMD screen, **enter the code**, and select **Verify.**
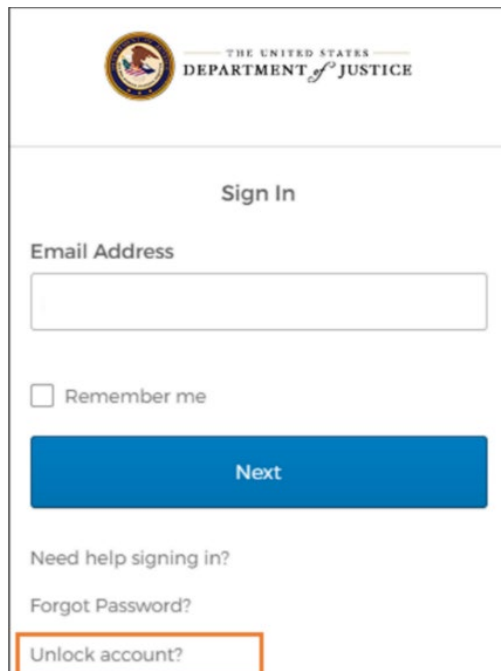
⮂ Unlock DIAMD Account

a) Navigate your browser to the DIAMD home page: https://diamd-auth.usdoj.gov

b) Click **'Need help signing in'**.

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

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

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.**

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

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

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

e) **Success**! Account Successfully unlocked, select **Back to sign in.**
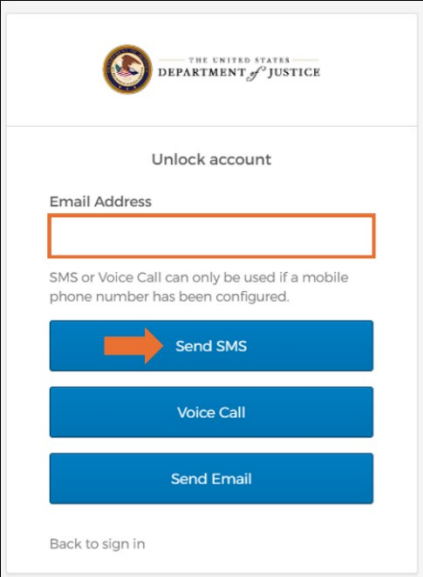
Unlock DIAMD Account via Email

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.**
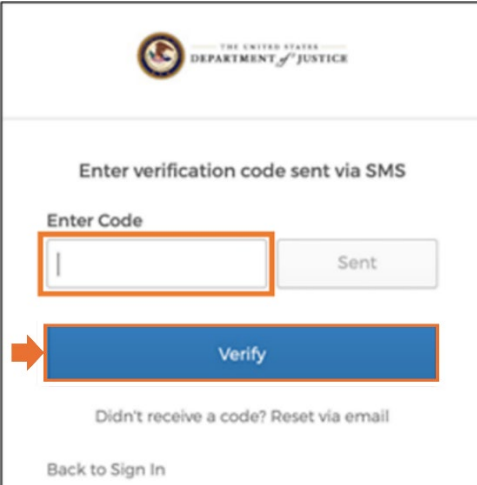

b) **Enter your email address** then select **Send Email.**

c) **Email Sent!** An **email** will be sent your email address.
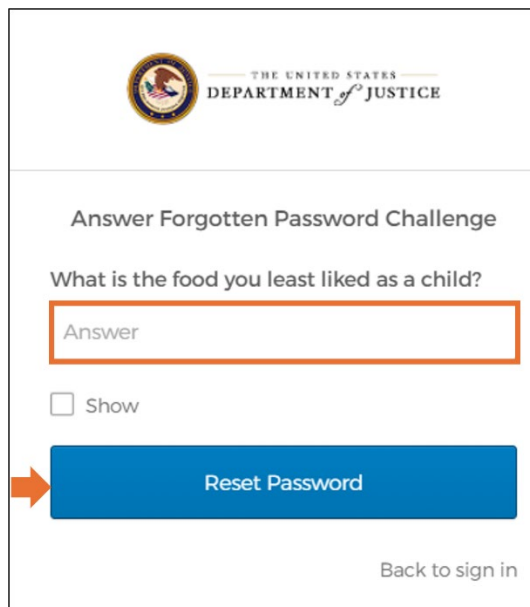
d) You will receive an email with a link to unlock your account. Open the message and click **Unlock Account.**
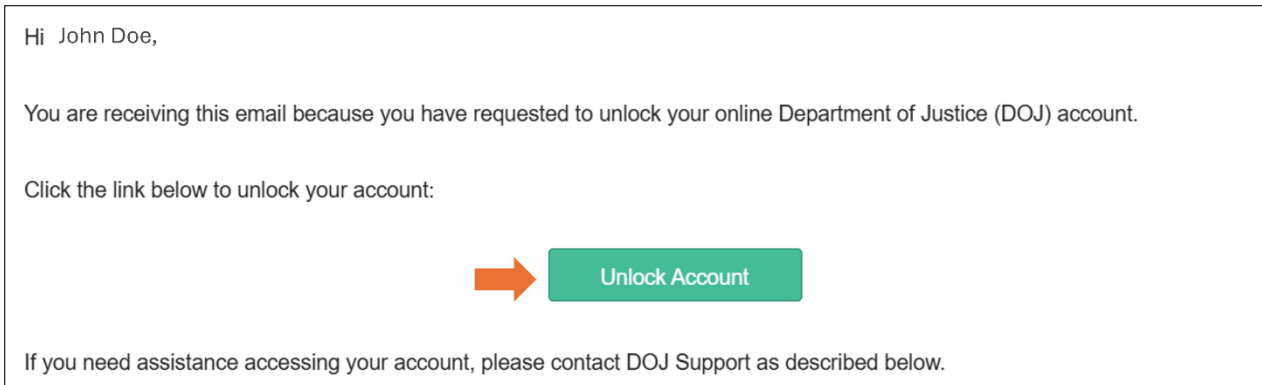
Hi John Doe,

You are receiving this email because you have requested to unlock your online Department of Justice (DOJ) account.

Click the link below to unlock your account:

Unlock Account

If you need assistance accessing your account, please contact DOJ Support as described below.

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

THE UNITED STATES
DEPARTMENT *of* JUSTICE

Answer Forgotten Password Challenge
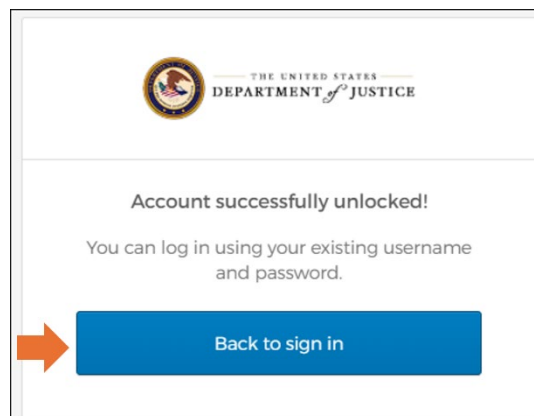
What is the food you least liked as a child?

Answer

☐ Show

Reset Password

Back to sign in

f) **Success**! Account Successfully unlocked, select **Back to sign in.**
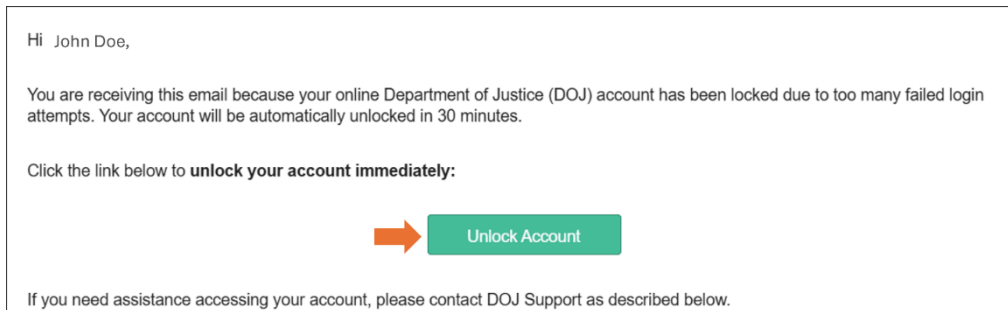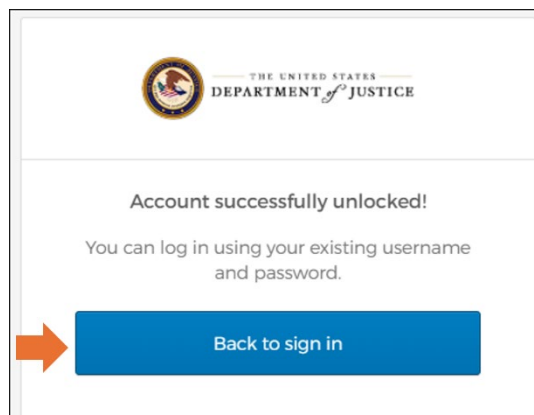
THE UNITED STATES
DEPARTMENT *of* JUSTICE

Account successfully unlocked!

You can log in using your existing username
and password.

Back to sign in

➲ 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.**
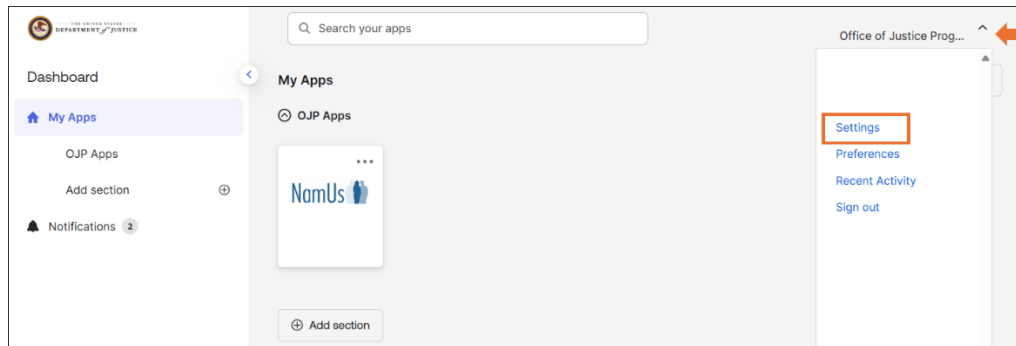
4. Under Personal Information, select **Edit.**
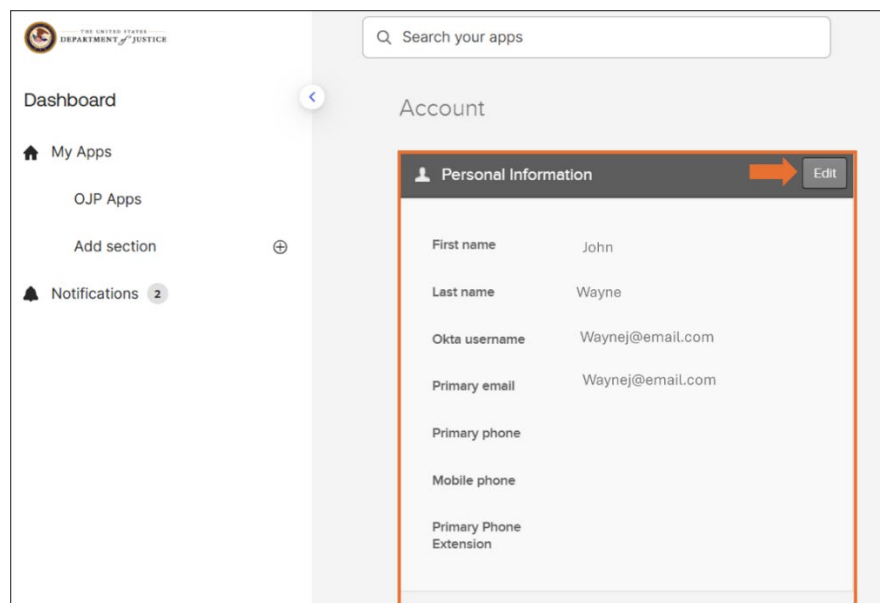
5. Change your First and/or Last Name, then click **Save.**