



DEPARTMENT OF JUSTICE

Office of Justice Programs

DIAMD

Frequently Asked Questions (FAQ's)

Version 1.3

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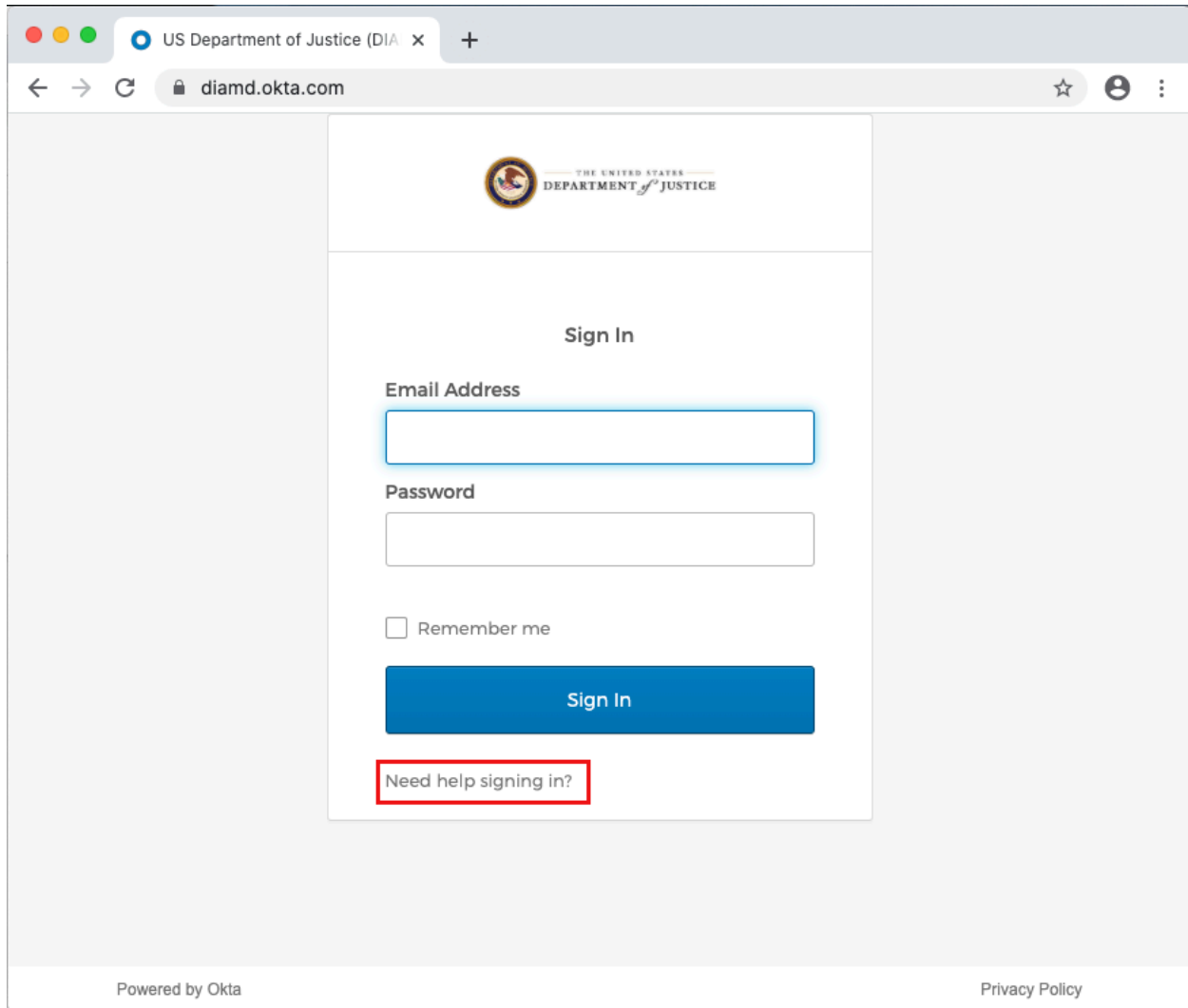
How do I reset my password?

Step 1 - Navigate to DIAMD Login page

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

Step 2 – Click on “Need help signing in?”

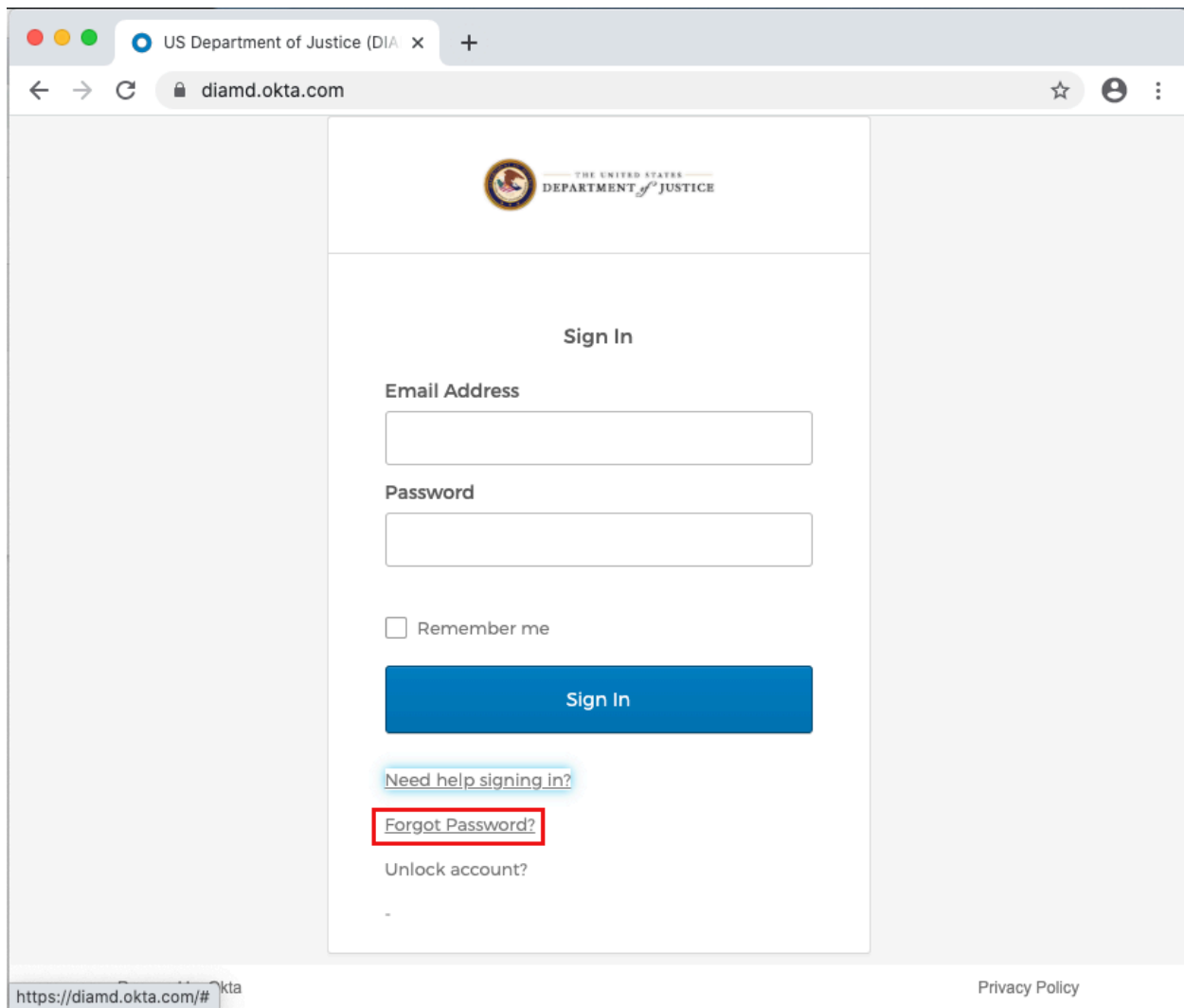
Click on the “Need help signing in?” highlighted below.



The screenshot shows a web browser window with the address bar displaying "diamd.okta.com". The page content includes the United States Department of Justice logo at the top, followed by the heading "Sign In". Below the heading are two input fields: "Email Address" and "Password". A checkbox labeled "Remember me" is positioned below the password field. A blue "Sign In" button is located below the checkbox. At the bottom of the form area, the text "Need help signing in?" is highlighted with a red rectangular border. The footer of the page contains the text "Powered by Okta" on the left and "Privacy Policy" on the right.

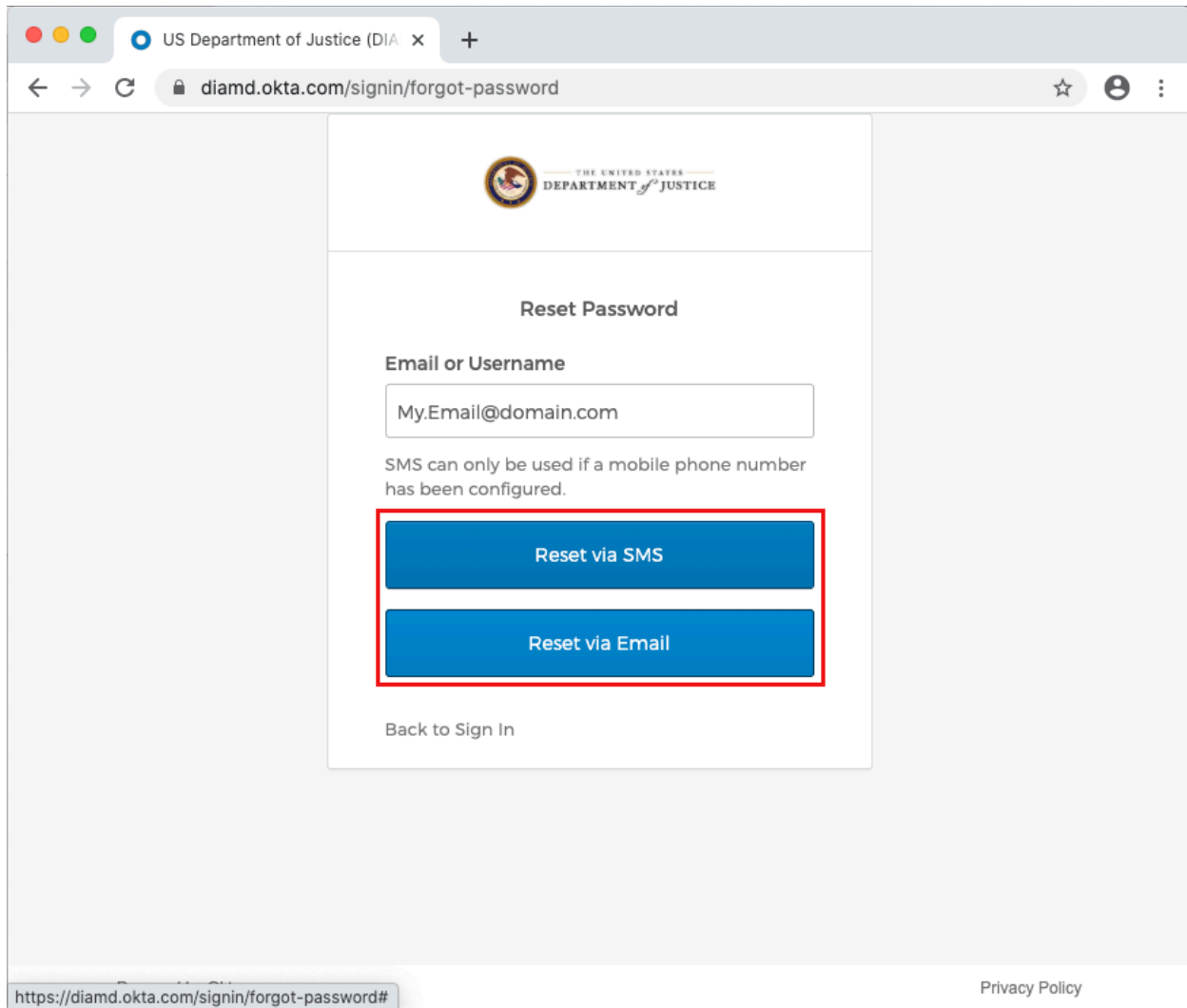
Step 3 – Click on “Forgot Password?”

1. Click “Forgot Password?” highlighted below.



Step 4 – Enter Email Address

1. Enter your email address in the “Email or Username” box, select whether to reset your password via SMS or Email. The DIAMD system will then send you an SMS or Email communication based on your selection. Follow the instructions in the communication.



Step 5 – Check phone or email for instructions on resetting password

1. Follow the instructions provided to you via the SMS or Email you receive.
2. If you selected "Reset via SMS" you will see the below screen and receive a text message on your phone.



THE UNITED STATES
DEPARTMENT OF JUSTICE

Enter verification code sent via SMS

Enter Code

Sent

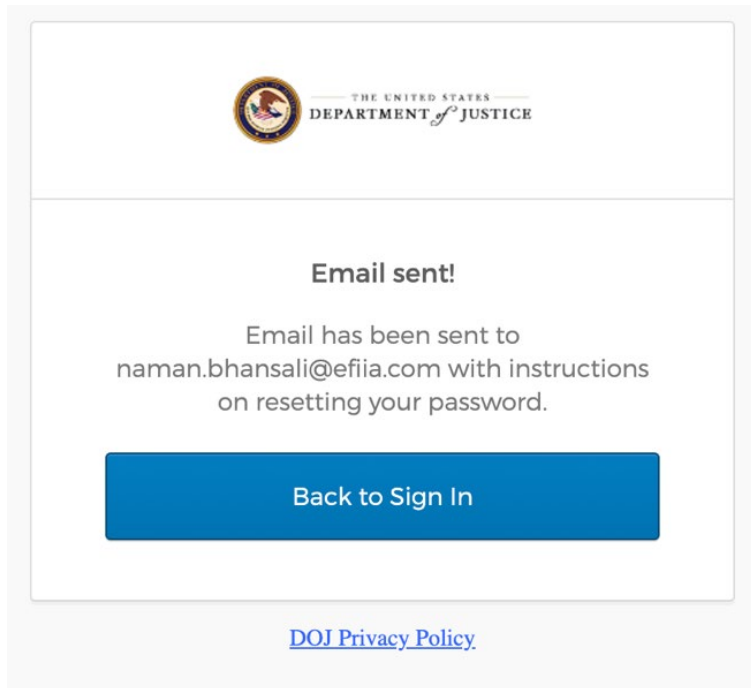
Verify

Didn't receive a code? [Reset via email](#)

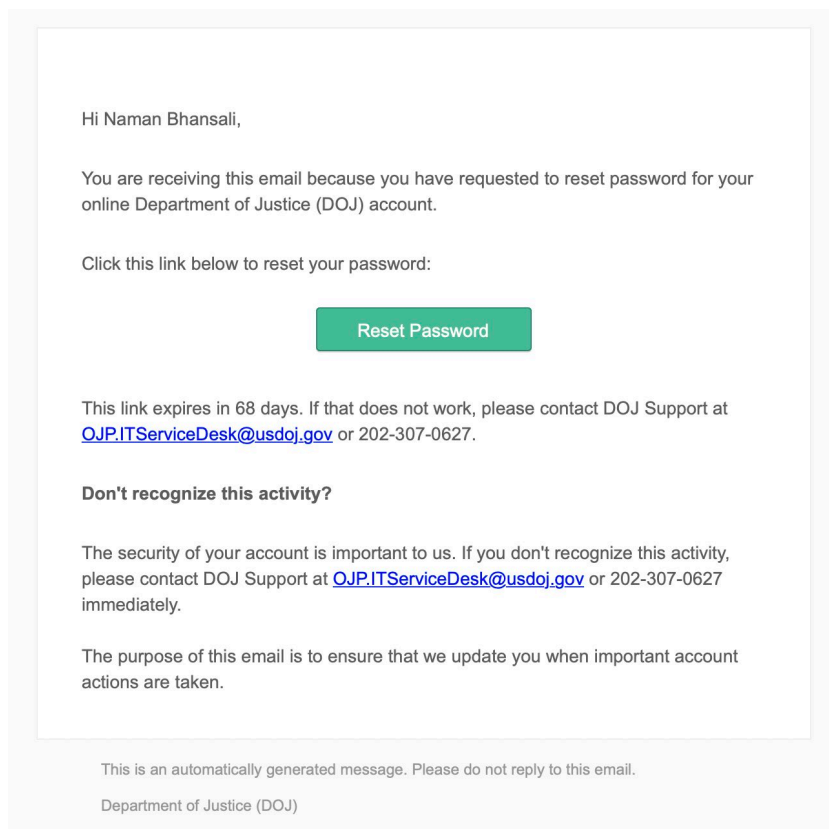
[Back to Sign In](#)

[DOJ Privacy Policy](#)

3. If you selected "Reset via Email" you will see the below screen.

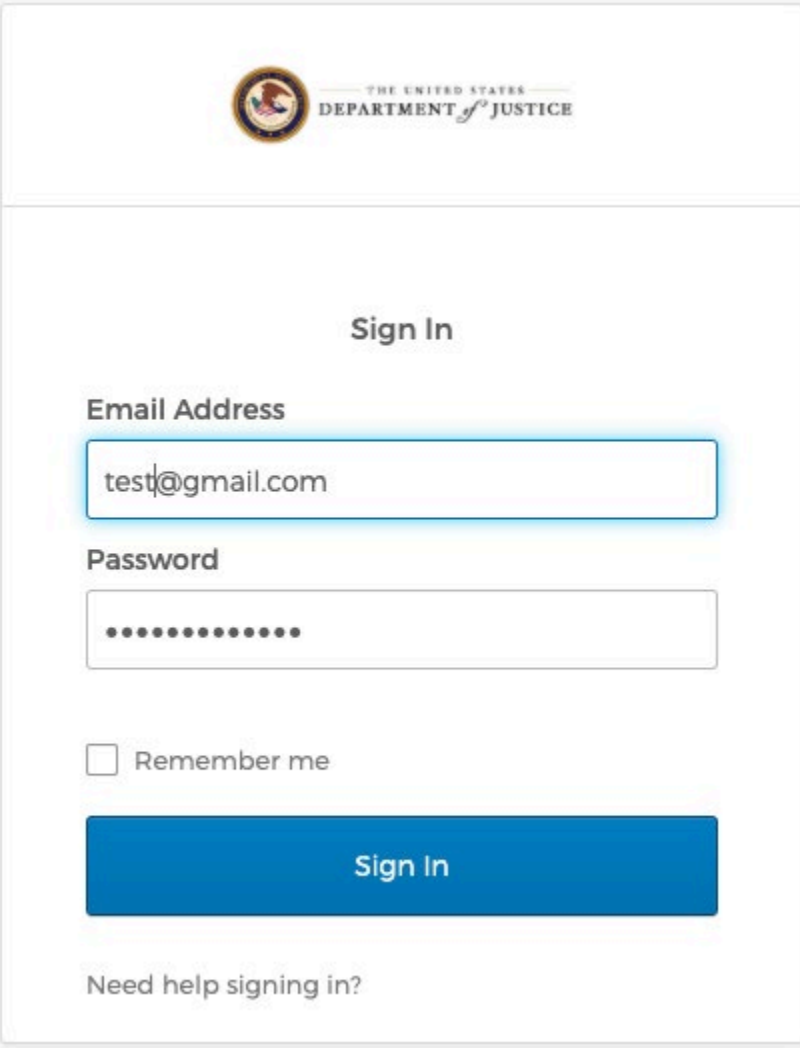


4. Here is a sample email that you will receive:



How do I receive a code via SMS during login?

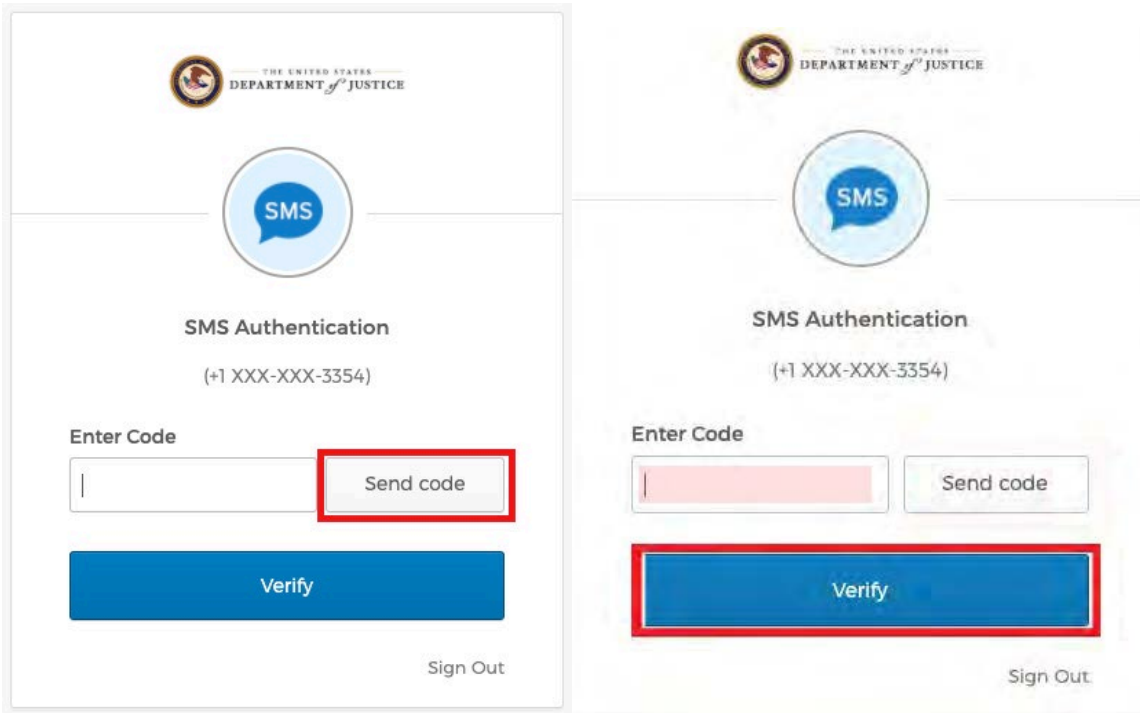
Step 1 – On the DIAMD login screen, enter your username and password



The screenshot shows the DIAMD login screen. At the top, there is the Department of Justice logo and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this, the heading "Sign In" is centered. The form contains two input fields: "Email Address" with the value "test@gmail.com" and "Password" with masked characters. There is a "Remember me" checkbox and a blue "Sign In" button. At the bottom, there is a link "Need help signing in?".

Step 2 – On the SMS Authentication screen, click the “Send Code” button. Enter the code you receive via SMS and click “Verify”

Step 3 – Enter the code you received via SMS and click “Verify”



A note of critical importance. When a customer calls in and says “it doesn’t work” – there are many different reason why “it” might be failing:

- 1) The carrier has not delivered the text in extreme cases, the carrier can deprioritize the traffic (SMS/VOICE) call and it will take anywhere from seconds to minutes for the code to arrive. If during this time the user clicks the button many times multiple codes will be sent and result in different arrival times of the codes. Because there is no way to know which code was sent first or last – entering the code will likely result in a failure.
- 2) Carrier roaming is also a possibility – as the carrier roaming option can cause SMS delivery to suffer.

I can't receive SMS or VOICE for MFA what other options do I have?

Step 1 – Login to your account.

- 1) If you are completely unable to login you will need to call the service desk for a password reset which will allow you to reinitialize the process and choose a different MFA option.

Step 2 – Go to the bottom left hand side of the screen and click on the “Settings”



Step 3 – In the new window that is presented you will now have the following options available including a Security Key or Biometric Authenticator option if phone service or internet service is not available.

✓ Extra Verification	
Extra verification increases your account security when signing in to Okta and other applications you use	
Okta Verify	Remove
Security Key or Biometric Authenticator	Set up
Google Authenticator	Set up
SMS Authentication	Remove
Voice Call Authentication	Remove

How do I setup Biometric or Security Key Authenticator?

Step 1 – Login > settings > Security Key or Biometric Authenticator

The screenshot shows the 'Account' settings page in Okta. On the left is a navigation sidebar with 'My Apps', 'DOJ Apps', 'Add Section', 'Notifications', 'Admin', 'Preferences', 'Settings', and 'Sign out'. The main content area is divided into several sections:

- Personal Information:** Fields for First name, Last name, Okta username, and Primary email, with an 'Edit' button.
- Extra Verification:** A section with a checkmark icon. It lists 'Okta Verify' (Remove), 'Security Key or Biometric Authenticator' (Set up another), 'YubiKey 5' (Remove), 'Google Authenticator' (Set up), 'SMS Authentication' (Remove), and 'Voice Call Authentication' (Remove).
- Change Password:** A section with a lock icon. It lists password requirements: At least 12 characters, A lowercase letter, An uppercase letter, A number, A symbol, 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 6 passwords, and At least 1 day(s) must have elapsed since you last changed your password. It includes fields for Current password, New password, and Confirm new password, with a 'Change Password' button.
- Forgotten Password Question:** A section with a lock icon and an 'Edit' button. It asks 'Where did you meet your spouse/significant other?'.

Step 2 – Setup Enrollment

The screenshot shows the 'Setup multifactor authentication' enrollment screen. At the top, there is a 'NOTICE TO USERS' section with the following text:

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties.

By logging in to this information system you are acknowledging that you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communications transmitted through or data stored on this information system. At any time, the government may monitor, intercept, search and/or seize data transmitting or stored on this information system.
- Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.

For further information see the Department order on Use and Monitoring of Department Computers and Computer Systems.

[Privacy Act Statement](#)

The main content area is titled 'Set up multifactor authentication' and states: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your account'. It features a 'Security Key or Biometric Authenticator' option with a 'Setup' button. Below the main content is a 'DOJ Privacy Policy' link.

Step 3 – Begin Authenticator Enrollment

NOTICE TO USERS



You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties.

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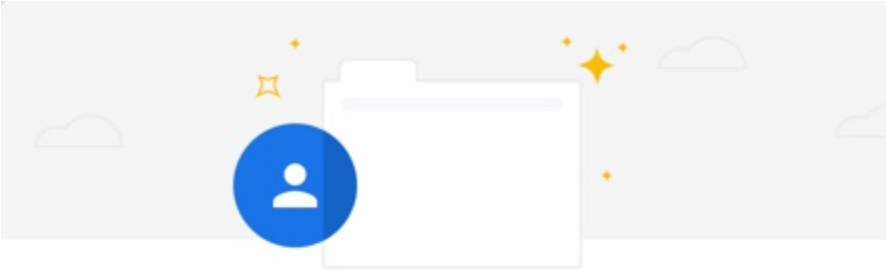
- You have no reasonable expectation of privacy regarding any communications transmitted through or data stored on this information system. At any time, the government may monitor, intercept, search and/or seize data transmitting or stored on this information system.
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[Privacy Act Statement](#)





Set up security key or biometric authenticator
Your browser will prompt to register a security key or biometric authenticator (Windows Hello, Touch ID, etc.). Follow the instructions to complete enrollment.
[Enroll](#)
[Back to factor list](#)
[DOJ Privacy Policy](#)

Step 4 – Verify identity with selected type (Select the type you wish to use)



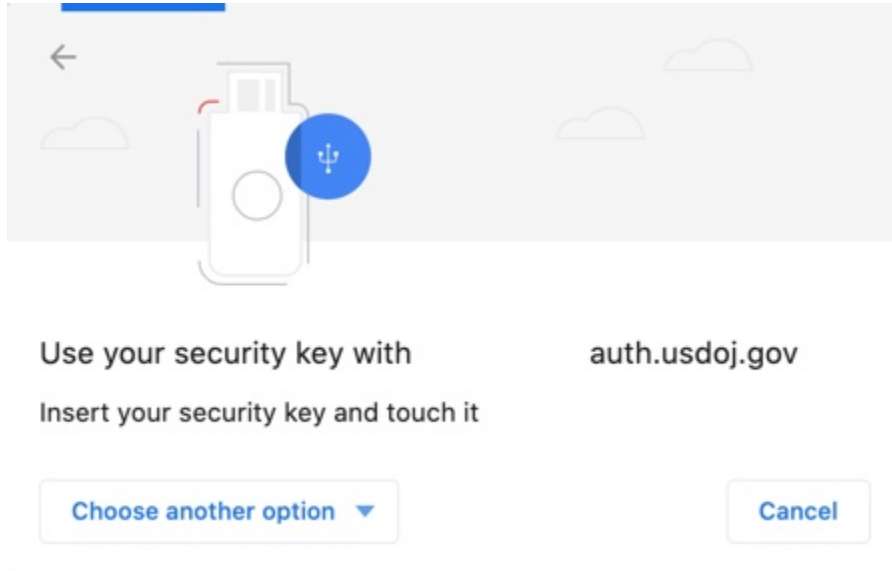
Verify your identity with **auth.usdoj.gov**

Pick an option

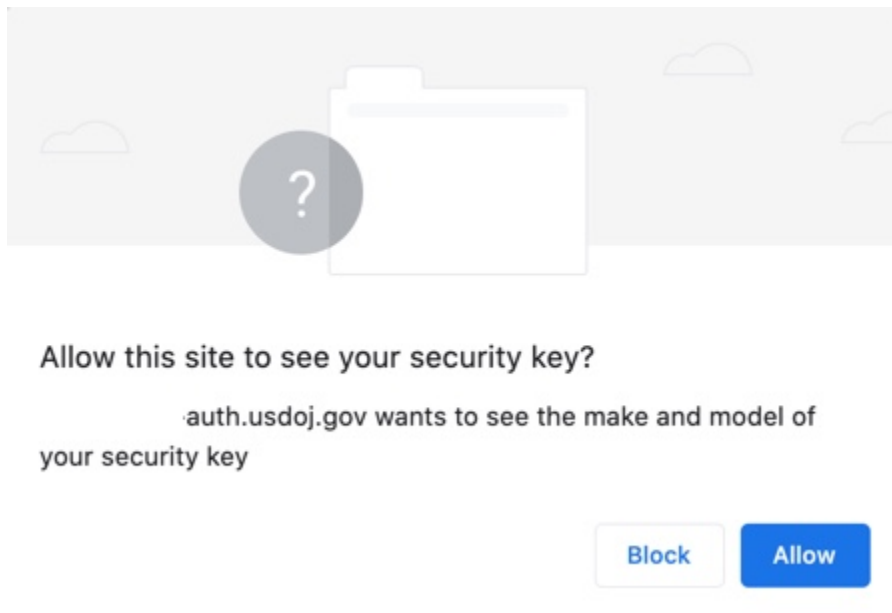
-  USB security key ▶
-  Built-in sensor ▶

[Cancel](#)

Step 5 – Insert security Key



Step 6 – Allow system permissions to access security key



Step 7 – You will be logged out and need to log back in with your username and password.

NOTICE TO USERS

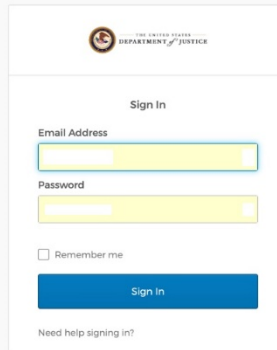
You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties.

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[Privacy Act Statement](#)



The screenshot shows the DOJ Sign In page. At the top is the DOJ logo and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is the heading "Sign In". There are two input fields: "Email Address" and "Password", both highlighted in yellow. Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link "Need help signing in?" and another link "DOJ Privacy Policy".

Step 8 – Insert security key and allow entry into the system.

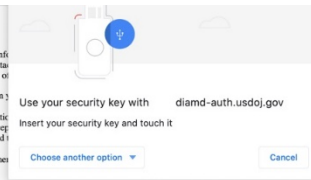
You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties.

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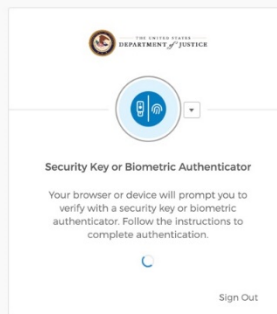
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The screenshot shows a dialog box titled "Use your security key with diamd-auth.usdoj.gov". The text inside the dialog box says "Insert your security key and touch it". There are two buttons at the bottom: "Choose another option" and "Cancel".



The screenshot shows the "Security Key or Biometric Authenticator" page. At the top is the DOJ logo and the text "THE UNITED STATES DEPARTMENT OF JUSTICE". Below this is a circular icon containing a security key and a biometric symbol. The heading "Security Key or Biometric Authenticator" is followed by the text: "Your browser or device will prompt you to verify with a security key or biometric authenticator. Follow the instructions to complete authentication." At the bottom right, there is a "Sign Out" link.

[DOJ Privacy Policy](#)

I lost my welcome email. How do I get another copy sent to me?

Step 1 – Contact DIAMD Service Desk and they will Re-Invite you.

1. In order to receive another welcome email, please contact the DIAMD Service Desk by calling (202) 307-0627 or via email at OJP.ITServiceDesk@usdoj.gov and ask to be re-invited to your entity.

My legal name has changed, how do I update it in DIAMD?

Step 1 – Contact DIAMD Service Desk and they will initiate a name change.

1. In order to have your name updated, please contact the DIAMD Service Desk by calling (202) 307-0627 or via email at OJP.ITServiceDesk@usdoj.gov

My email has changed, how do I update it in DIAMD?

Step 1 – Contact DIAMD Service Desk and they will initiate an email change.

1. In order to have your email updated, please contact the DIAMD Service Desk by calling (202) 307-0627 or via email at OJP.ITServiceDesk@usdoj.gov

How do I terminate my DIAMD account?

Step 1 – Contact DIAMD Service Desk and they will terminate your account.

1. In order to have your DIAMD account terminated, please contact the DIAMD Service Desk by calling (202) 307-0627 or via email at OJP.ITServiceDesk@usdoj.gov

How do I reset my password recovery questions?

Step 1 – Contact DIAMD Service Desk and they will reset your password recovery questions.

1. In order to have your DIAMD account recovery questions reset, please contact the DIAMD Service Desk by calling (202) 307-0627 or via email at OJP.ITServiceDesk@usdoj.gov.

What do I do if my account is locked?

Step 1 – Navigate to DIAMD login page

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


2. Click "Need help signing in?"

The screenshot shows a web browser window with the address bar displaying 'diamd.okta.com'. The page content includes the US Department of Justice logo at the top, followed by the heading 'Sign In'. Below the heading are two input fields: 'Email Address' and 'Password'. Underneath the password field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom of the form area, there is a link 'Need help signing in?' which is highlighted with a red rectangular box. The footer of the page contains the text 'Powered by Okta' on the left and 'Privacy Policy' on the right.

3. Select "Unlock Account?"

Office of Justice Programs DIA x +

← → ↻ 🔒 diamd.oktapreview.com

 THE UNITED STATES
DEPARTMENT of JUSTICE

Sign In

Email Address

! Please enter a username

Password

Remember me

[Sign In](#)

[Need help signing in?](#)

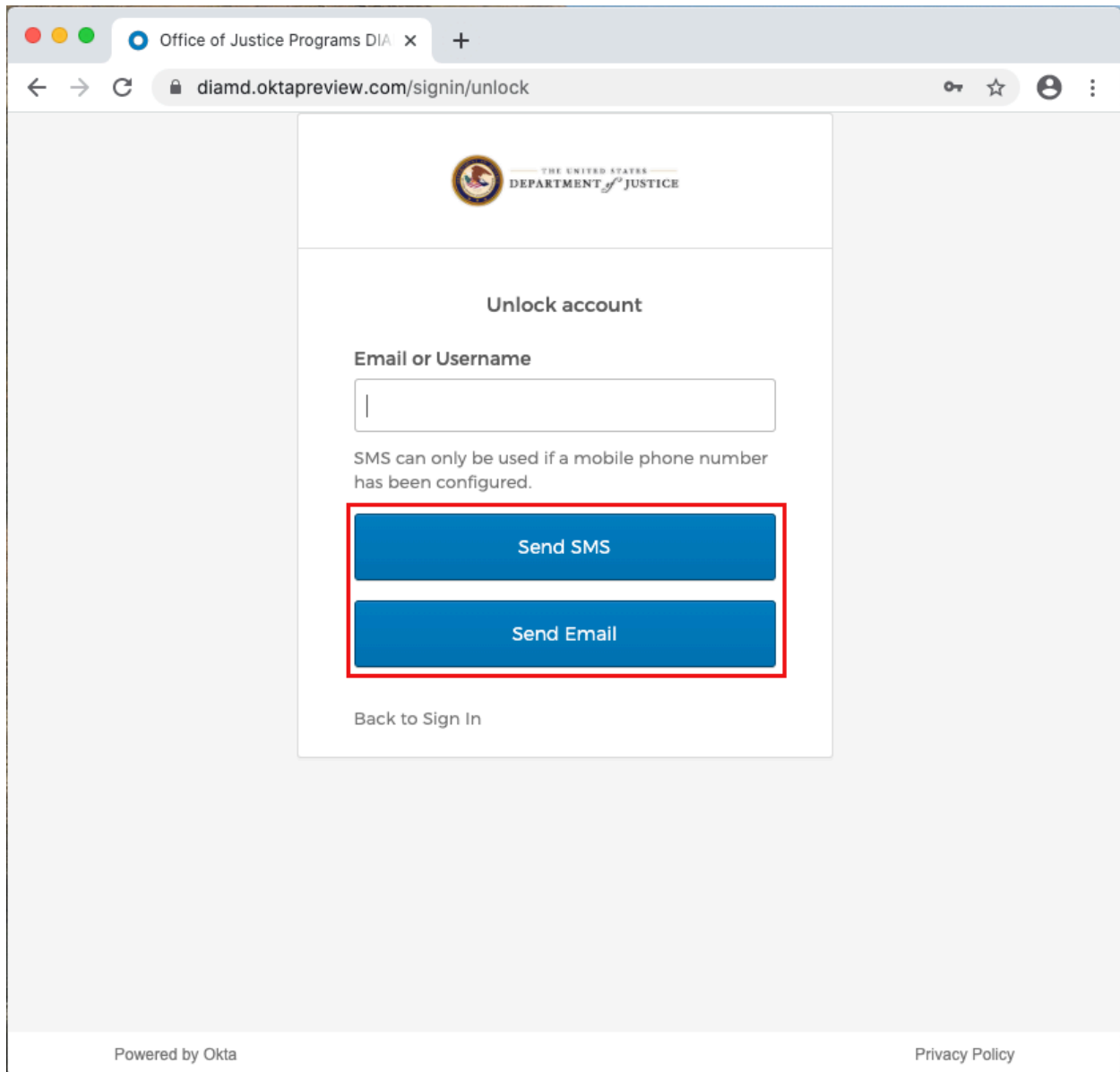
[Forgot Password/](#)

[Unlock Account?](#)

[Help](#)

Powered by Okta [Privacy Policy](#)

4. Enter your email address and select “Send SMS” or “Send Email.” Follow the instructions provided.



How do I replace myself as an entity administrator?

Step 1 - From the DIAMD home page, select “Manage Entity”



Home My Work ▾

Home

Notifications >

0

Entity Management

Manage Entity >

Invite Member >

Manage Member >

Re-Invite Member >

Step 2 - On the Manage Entity screen, select a new entity administrator, click "Save"



< Form

Manage Entity

Entity Profile

Entity ID

DUNS.000000000

Entity Name *

Test Entity

Entity DBA

Test DBA

Current Entity Administrator

First Name

Testadmin

Last Name

TestAdmin

Email Address

test@test.com

Entity Administrator Management

Select a member to replace the current Entity Administrator

The selected member will be assigned as the new Entity Administrator

Member Management

Select members to remove

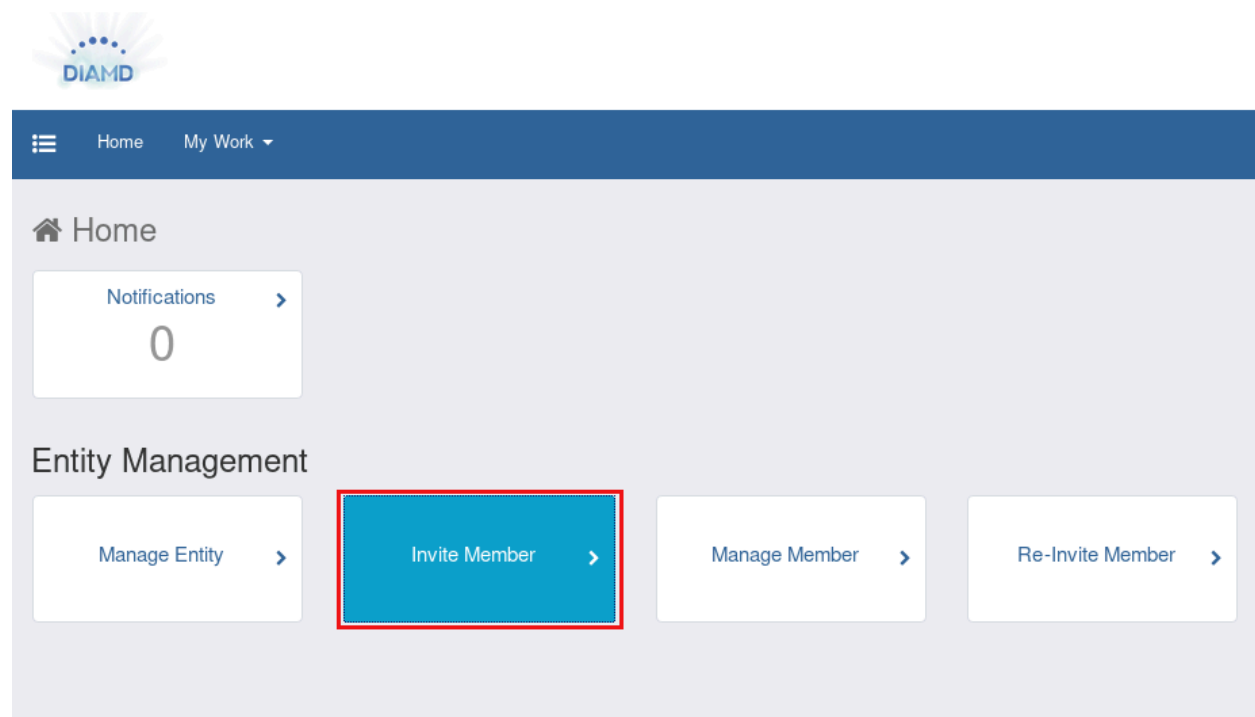
The selected members will be removed from this Entity

Cancel

Submit

How do I invite new members to an entity?

Step 1 - From the DIAMD home page, select “Invite Member”



Step 2 - Fill in the member's data, select one or more roles to grant them, click submit



Home My Work

< Form

Invite Member

Member Profile

Email Address *	Confirm Email Address *
<input type="text"/>	<input type="text"/>
First Name *	Last Name *
<input type="text"/>	<input type="text"/>

Entity Profile

Entity ID *

DUNS:000000000

Entity Name *

Test Entity

Entity DBA

Test DBA

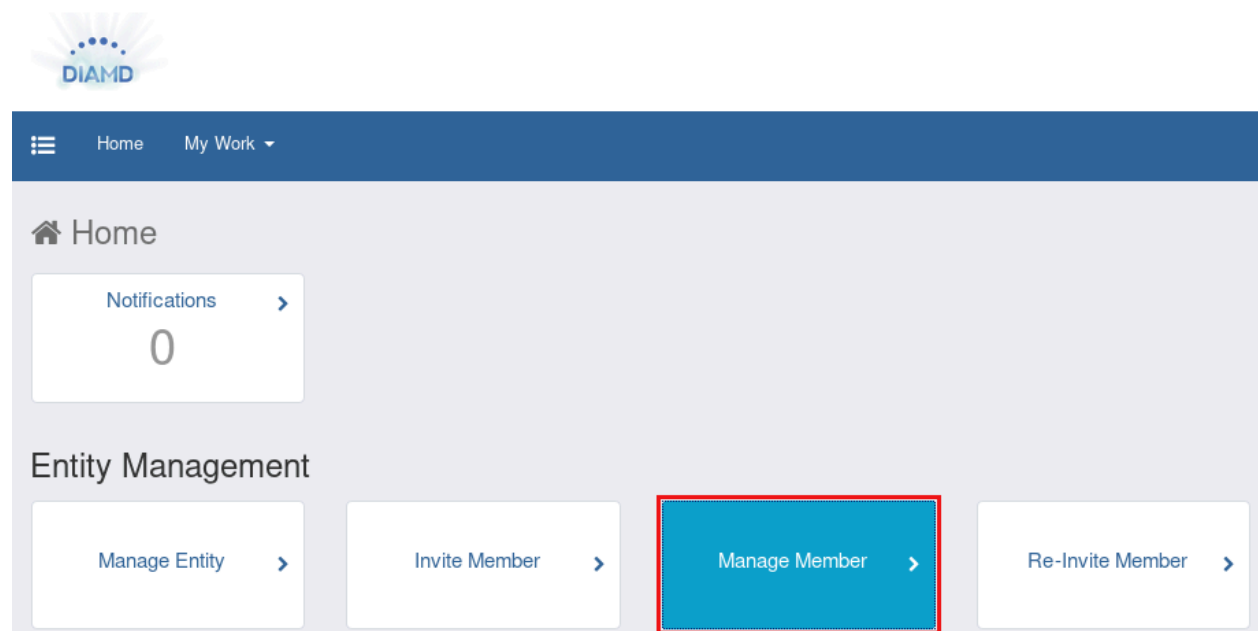
Select Roles to Add *

At least one role must be selected

Cancel Submit

How do I add or remove roles from a member?

Step 1 - From the DIAMD home page, select “Manage Member”



Step 2 - From the “Manage Member” screen, select the roles you wish to add or remove from the member. Click Submit.



< Form

Manage Member

Search by First Name, Last Name or Email Address *

Filtered to Members within your Entity

Member Profile

First Name *

Last Name *

Email Address

Entity ID

Entity Name

Entity DBA

Current Roles

Select Roles to Add

Select Roles to Remove

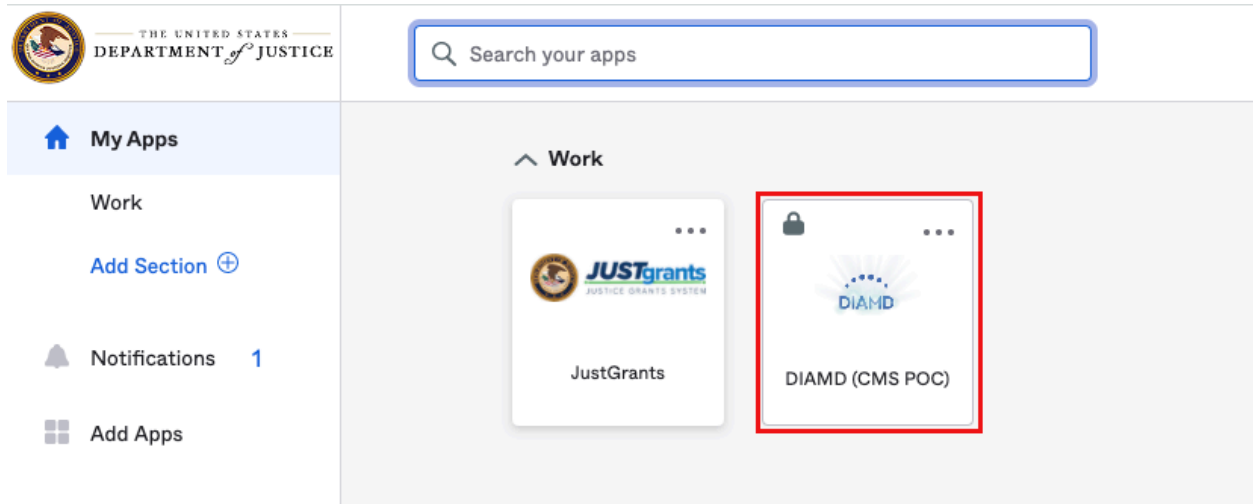
Account Status

Cancel

Submit

What do I do if I don't see the DIAMD tile?

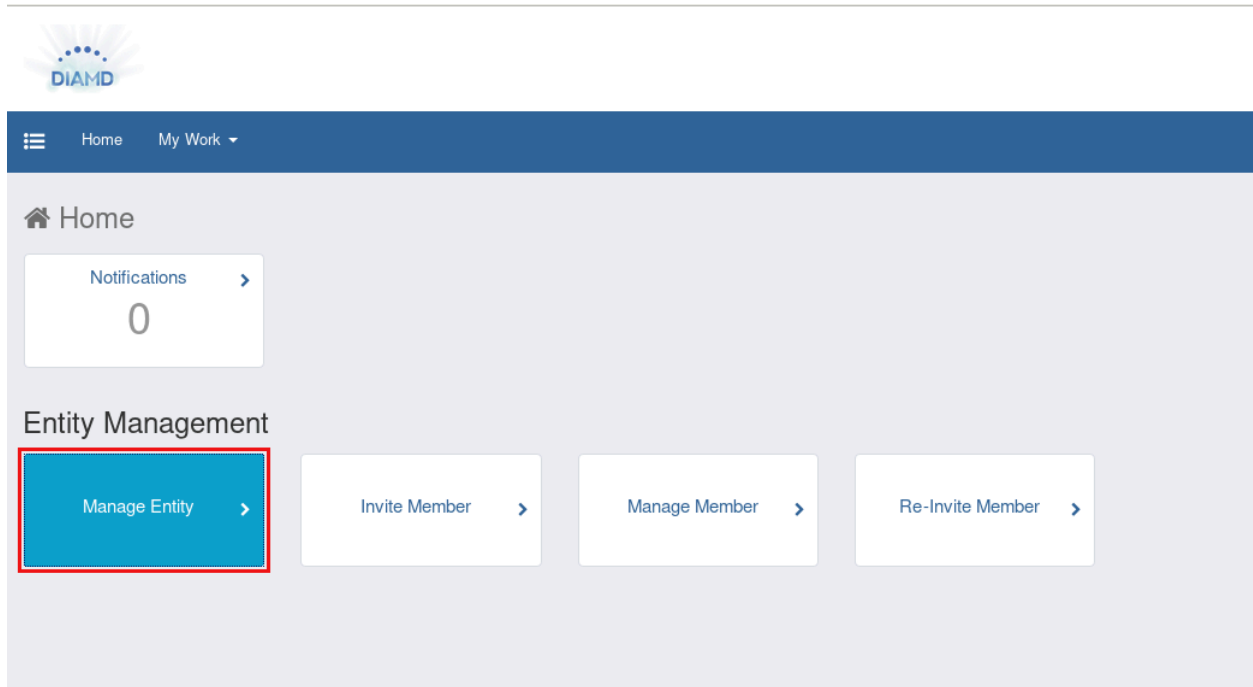
Step 1 – If the DIAMD tile is missing, please contact the service desk.



The screenshot displays the 'My Apps' section of a user interface. At the top left is the Department of Justice logo and the text 'THE UNITED STATES DEPARTMENT OF JUSTICE'. A search bar at the top right contains the text 'Search your apps'. The left sidebar includes a 'My Apps' header, a 'Work' section, an 'Add Section' button, a 'Notifications 1' indicator, and an 'Add Apps' button. The main content area shows a 'Work' section with two app tiles: 'JustGrants' and 'DIAMD (CMS POC)'. The 'DIAMD (CMS POC)' tile is highlighted with a red rectangular border. The 'DIAMD' tile features a lock icon in the top left corner and a sunburst icon with the text 'DIAMD' in the center.

How do I remove members from an entity?

Step 1 - From the DIAMD home page, select “Manage Entity”



Step 2 – Locate the “Member Management” section of the page and select the members to be removed from the entity.



Home My Work

< Form

Manage Entity

Entity Profile

Entity ID
DUNS.000000000

Entity Name *
Test Entity

Entity DBA
Test DBA

Current Entity Administrator

First Name: Testadmin Last Name: TestAdmin

Email Address: test@test.com

Entity Administrator Management

Select a member to replace the current Entity Administrator

The selected member will be assigned as the new Entity Administrator

Member Management

Select members to remove

The selected members will be removed from this Entity

Cancel Submit

What if the wrong person on my team was invited as entity administrator?

The Correct Admin needs to have the user from their entity who received the invite into DIAMD **perform** the following:

- Step 1 - Register & login
- Step 2 - Navigate to the DIAMD tile
- Step 3 - Click on Invite member
- Step 4 - Invite the Correct Admin to their entity
- Step 5 - Click on Manage Entity
- Step 6 - Replace entity administrator with the Correct Admin. Then once the correct Admin receives the invite and register/logs in they will be able to be the entity administrator.

