

# Password Portal Profile Registration Enrollment/Help Guide

**\*\*The password portal website is used to manage your ndcourts account password ONLY\*\***

***Prior to being able to change your password and/or unlock your account, you must first complete the Profile Registration within the Courts Password Portal. Instructions are below.***

Password Portal is used for Changing or Unlocking your Password for North Dakota Court Applications (***Secure Public Access & Subscription Notification***). It cannot be used for resetting your File & Serve account password.

After completing the Profile Registration, you will have two options for unlocking your account and/or changing your password:

1. PC/Laptop - You can change your password on your PC/Laptop through [password.ndcourts.gov](https://password.ndcourts.gov).
2. Mobile phone - You can download the ManageEngine ADSelfService Plus application.

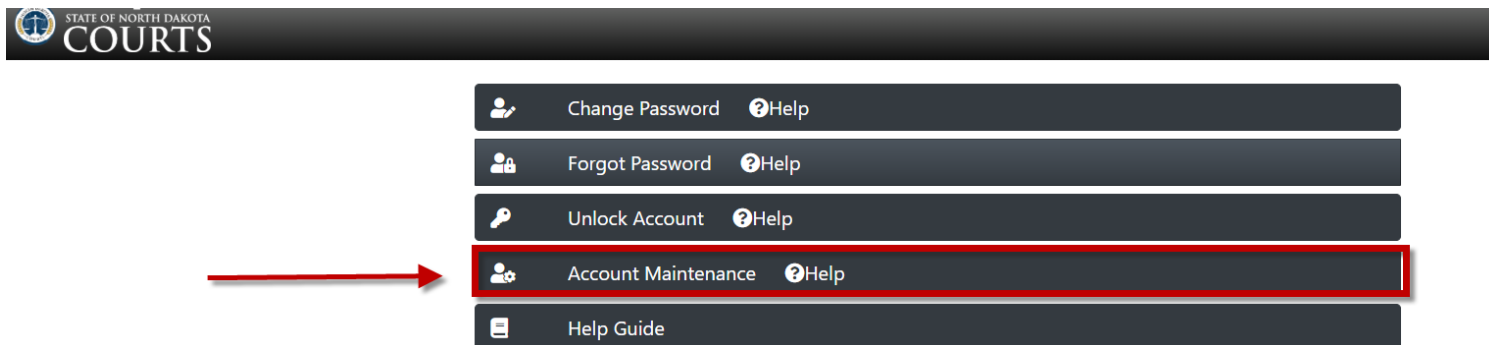
Instructions are shown below for both methods.

## Profile Registration

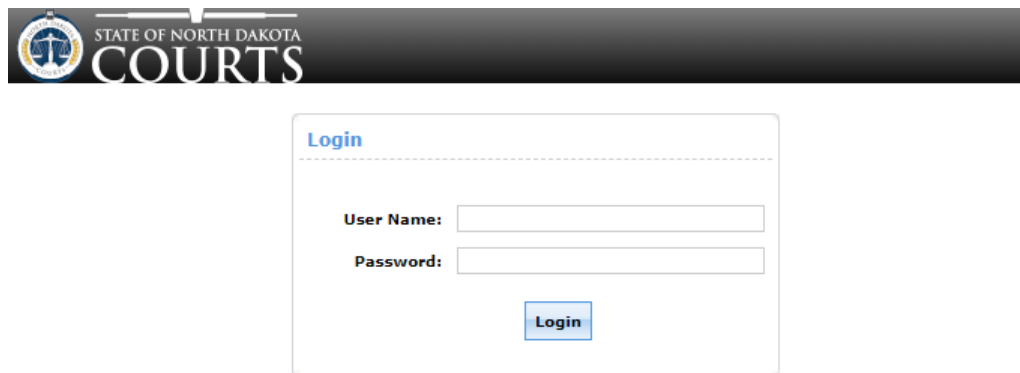
- You can register by going to <https://password.ndcourts.gov>

**You will need to complete your registration prior to being able to unlock your account and/or needing to change your password.**

- This will allow you to manage/change your password or unlock your account 24/7.
- Click on Account Maintenance to register.
  - **Note – This link is used for completing the initial Password Management enrollment or for updating your security questions/answers and adding additional email addresses. While enrolling, you will need to select security questions and assign your personal answers to each question. In the event you need to use the system to unlock or reset your password, you will need to remember these security questions and answers to confirm that you are the owner of the account.**



- Sign in with your ndcourts account username and password (ex: Secure Public Access account information)



The image shows the login interface for the State of North Dakota Courts. At the top is a header with the state seal and the text "STATE OF NORTH DAKOTA COURTS". Below this is a "Login" form box. Inside the box, there are two input fields: "User Name:" and "Password:". Below these fields is a blue "Login" button.

- After Logging into the website, you will need to select the ***"I, Agree"*** checkbox and **Accept** button to continue.

#### User Disclaimer

**Passwords and User IDs:** Passwords and user IDs are issued by the North Dakota Court System for a specific individual's use and/or purpose. The user may elect to share their user ID and password with colleagues who are employed with the user's firm or agency and are using the system and court data for a common purpose/interest. When a colleague leaves employment, the user who was issued the original user ID and password must take appropriate steps to change their password immediately. For security purposes, the North Dakota Court System will periodically expire each password.

**Security:** Users must take reasonable steps to ensure the security and integrity of the information system, including passwords and user IDs. If a password or user ID is compromised, the North Dakota Court System's technology department must be informed immediately.

**Availability:** The specific hours of availability will be established by the State Court Administrator's Office, which will make reasonable efforts to provide a minimum of 9 hours of online access time per standard work day. Availability is subject to periods of downtime caused by maintenance or other factors. Uninterrupted access is not guaranteed and time periods of availability may vary.

☒ I, Agree

Cancel Accept

- Press the **Click Here** button to complete your enrollment.

North Dakota State Courts ... x

McAfee

STATE OF NORTH DAKOTA  
COURTS

Change Password Enrollment

Change Password ?

Old Password

New Password

Confirm New Password

- Password must contain a minimum of eight characters : 8
- Password may include one or more special characters : 1
- Password must contain a combination of upper-case and lower-case characters
- Password must contain at least one number : 1
- You can ignore the above password complexity rules if password length exceeds fifteen characters : 15
- You can only change your password every 7 days .. Password must not contain restricted patterns [List](#)

Change Password Cancel

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.


Enroll now to enjoy these benefits! [Click Here](#)


Press "Click Here" and proceed with answering the questions

- Complete your three Security Questions
  - **IMPORTANT! The minimum length of the question(s) and answer(s) is 5 characters and maximum allowed is 255 characters.**

Please enroll for the forced verification methods enabled for your account.

### Security Questions

Question :  

Question :  

Question :

The answers are case sensitive and cannot be used more than once

Note! You can uncheck to see your spelling of your security question answers

☒ Hide Answer(s)

Create your own question and answer for the third question

**IMPORTANT**

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Step 2 of 2

[Next](#)

- Upon successful completion of the security questions, the below screen will appear.




You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process. ×

### Enrolled Verification Methods

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)



#### Security Questions & Answer

View my security questions 

Today 09:56 AM

### Set Up Backup Verification Methods

These methods will help you prove your identity in case you face issues with other verification methods.



#### Email Verification

You can use the verification code sent to your email address to prove your identity during SelfService and Logon actions.

[Set up](#)

**\*\*Optional\*\* - You have the option to setup up a Backup Verification method using an additional email address.**

- If you choose to setup the optional Backup Verification, select [Set Up](#).




#### Enrolled Verification Methods

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)



##### Security Questions & Answer

View my security questions 

2019/08/07 07:55 AM

#### Set Up Backup Verification Methods

These methods will help you prove your identity in case you face issues with other verification methods.



##### Email Verification

You can use the verification code sent to your email address to prove your identity during SelfService and Logon actions.

[Set up](#)



- From the Email Verification screen, enter in the additional email address you want setup and then press “**Send Code**”.
- Navigate to your alternative email, once the email verification has been received in your email. Enter it into the Verification Code box and press “**Verify Code**”.

The screenshot shows a web interface with a modal dialog titled "Email Verification". The dialog has two sections. The first section, "Enter the email address where you want to receive the verification code", contains a text input field labeled "Enter Email address" and a green button labeled "Send Code". The second section, "Enter the code that you received via email", contains a text input field labeled "Enter verification code" and a green button labeled "Verify Code". Two red arrows point from instructional text boxes to these buttons. The first arrow points from a box that says "Enter your alternative email address you want setup as a Backup Email Verification and then press **Send Code**." to the "Send Code" button. The second arrow points from a box that says "After you receive the verification code in your email, enter this code and press **Verify Code**." to the "Verify Code" button. In the background, there is a "Security Questions & Answer" section with a link "View my security questions" and a timestamp "2019/08/07 07:55 AM". Below that is a "Set Up Backup Verification Methods" section with a sub-section for "Email Verification" that includes a description and a "Set up" link.

**Email Verification**

Enter the email address where you want to receive the verification code

Enter Email address **Send Code**

Enter the code that you received via email

Enter verification code **Verify Code**

**Enter your alternative email address you want setup as a Backup Email Verification and then press **Send Code**.**

**After you receive the verification code in your email, enter this code and press **Verify Code**.**

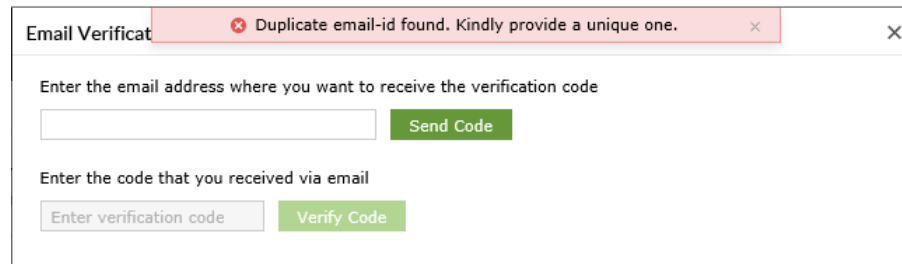
**Security Questions & Answer**  
View my security questions  
2019/08/07 07:55 AM

**Set Up Backup Verification Methods**  
These methods will help you prove your identity in case you face issues with other verification methods.

**Email Verification**  
You can use the verification code sent to your email address to prove your identity during SelfService and Logon actions.  
[Set up](#)



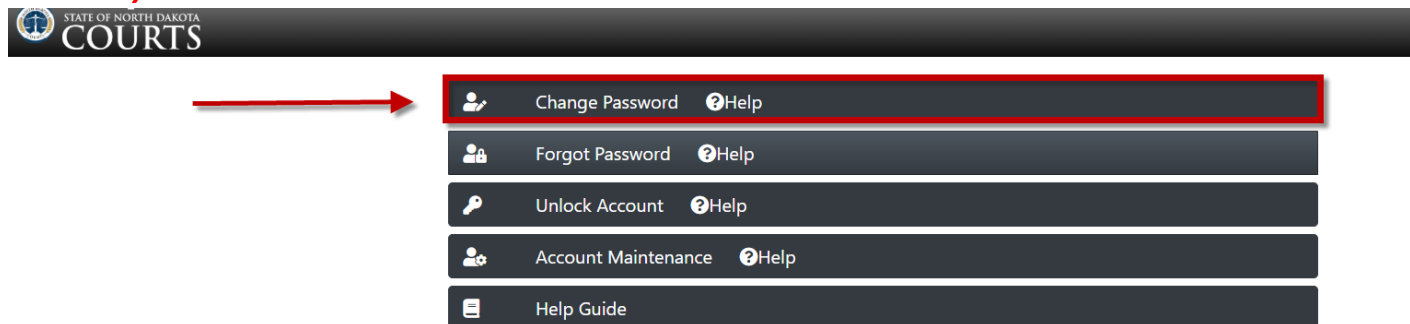
- If you get the message “Duplicate Email ID found”
  - This means the Email that you are entering has already been registered to your account and you are able to proceed with changing or unlocking your password if needed.



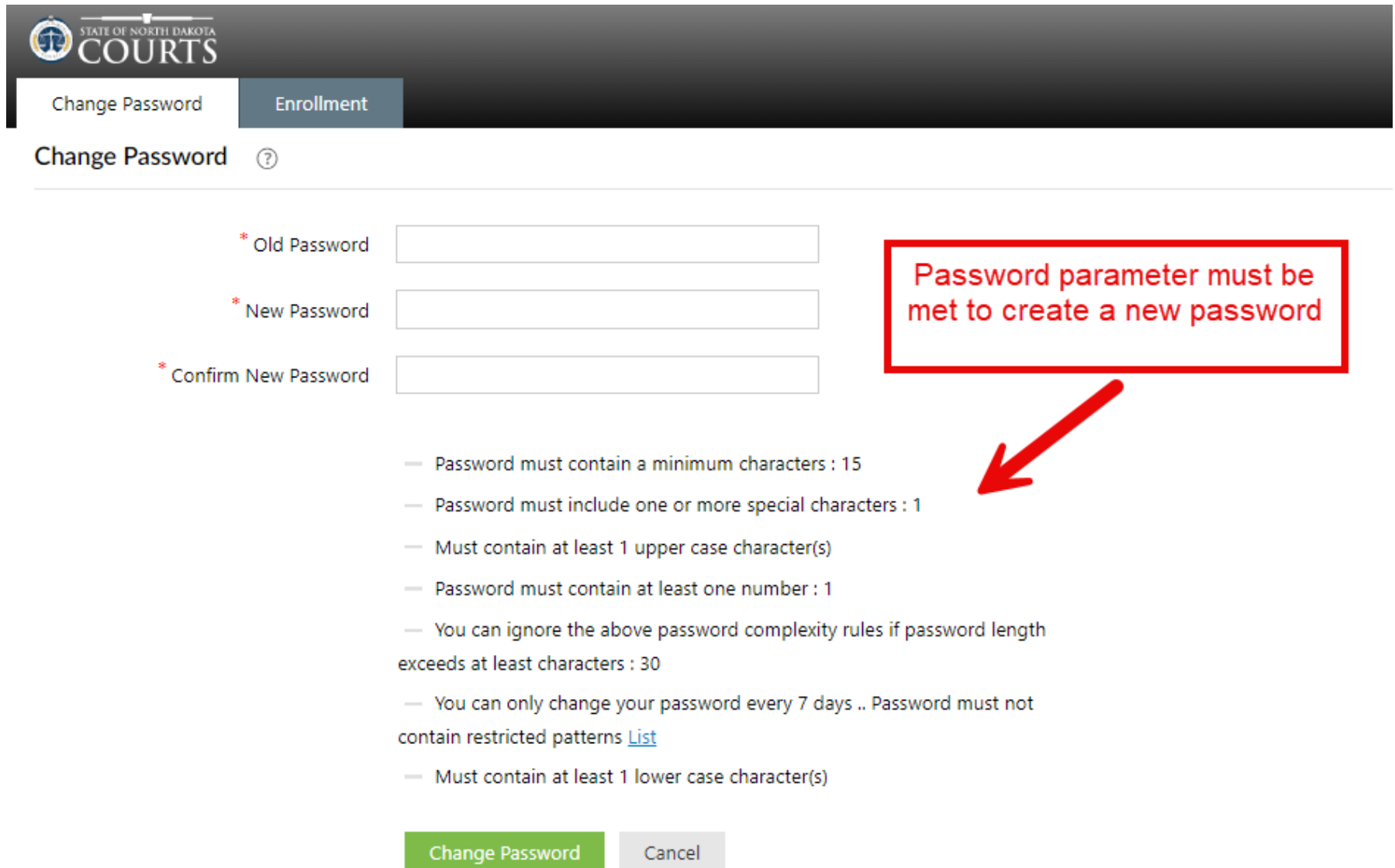
The image shows a web dialog box titled "Email Verification". At the top, there is a red error message: "Duplicate email-id found. Kindly provide a unique one." Below this, the dialog prompts the user to "Enter the email address where you want to receive the verification code" with an input field and a green "Send Code" button. Below that, it prompts to "Enter the code that you received via email" with an input field labeled "Enter verification code" and a green "Verify Code" button.

## Change Your Password

- Navigate to password.ndcourts.gov
  - Select Change Password
    - **Note – This link is used to perform a routine password change which must be done every 365 days. After logging in, this process will prompt you for your current password and a new password. *To use this option, your account cannot be locked and your current password must already be older than 7 days but less than 365 days old.***



- Enter in your old and new password. **\*\*Make sure all required parameters are met\*\*** and select “**Change Password**”.



STATE OF NORTH DAKOTA  
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Change Password Enrollment

Change Password ?

\* Old Password

\* New Password

\* Confirm New Password

— Password must contain a minimum characters : 15

— Password must include one or more special characters : 1

— Must contain at least 1 upper case character(s)

— Password must contain at least one number : 1

— You can ignore the above password complexity rules if password length exceeds at least characters : 30

— You can only change your password every 7 days .. Password must not contain restricted patterns [List](#)

— Must contain at least 1 lower case character(s)

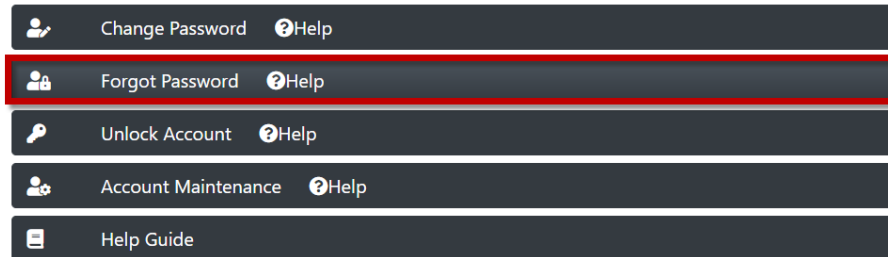
Change Password Cancel

**Password parameter must be met to create a new password**

- ***IMPORTANT - Passwords can only be changed once every 7 days.***

## Forgot Your Password

- Navigate to password.ndcourts.gov
  - Select Forgot Password
    - **Note – This link is used to change your password when you do not know your current password. This process will prompt you for correct answers to your enrollment security questions to confirm that you are the owner of the account. If you have already attempted to use more than 5 invalid passwords, you must use the “Unlock Account” option first before using this link. If your password is over 395 days old, you cannot use the “Forgot Password” or “Unlock Account” options. You must call 701-328-4218 for assistance.**




- Enter in your Username and the Captcha characters that appear on your screen and select “Continue”.

**Forgot your password?**  
To reset your password, start by entering your domain username.

\* Enter Username  (Example : Jsmith)

Type the characters you see in the picture below.



Letters are not case-sensitive

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- Enter in your Security Questions you created and the Captcha characters that appear on your screen and select “Continue”.

Please answer the following question(s) to reset your password

Question: What is your first pet's name?

Question: What is your mother's maiden name ?

Type the characters you see in the picture below.

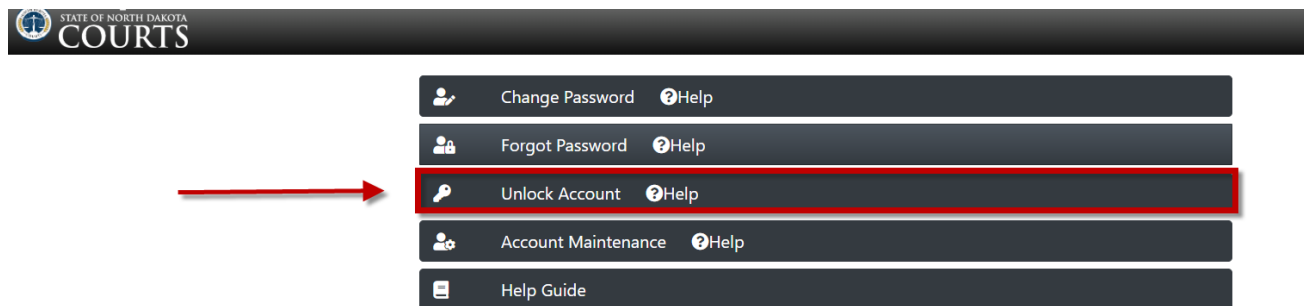


Letters are not case-sensitive

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## Unlock Your Account

- Navigate to password.ndcourts.gov
  - Select Unlock Account
    - **Note – This link is used to unlock your account and continue using your current password. This process will prompt you for correct answers to your enrollment security questions to confirm you are the owner of the account. If your password already expired, i.e. is already over 395 days old, you cannot use the “Unlock Account” option. You must call 701-328-4218 for assistance.**



- Enter in your Username and the Captcha characters that appear on your screen and select “Continue”.

Account locked down?  
To unlock your account, start by entering your domain username.

\* Enter Username  (Example : Jsmith)

Type the characters you see in the picture below.

893724

Letters are not case-sensitive

- Enter in your answers for security questions you created and the Captcha characters that appear on your screen and select “Continue”.

Please answer the following question(s) to unlock your account.

Question: What is your mother's maiden name ?

Answer

Question: Coworker

Answer

Type the characters you see in the picture below.

129787

Letters are not case-sensitive

Cancel Continue

- After entering in your security answers correctly, you will be prompted to enter the Captcha characters that appear on your screen and select “Unlock Account”.

Unlock Account

Your identity has been verified successfully. Please proceed with the self service action.

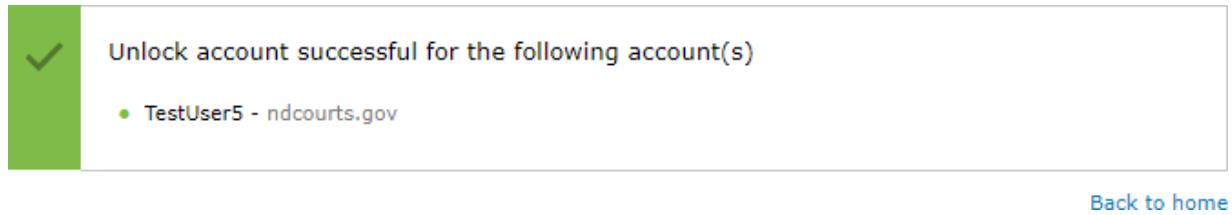
Type the characters you see in the picture below.

423662

Letters are not case-sensitive

Cancel Unlock Account

- After doing so successfully, you will see the following screen.



# Mobile Phone Access

- You can change, unlock or reset your password via your mobile phone.

- You must first download the mobile phone app – called ManageEngine ADSelfService Plus

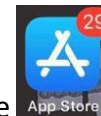


- The application is available from Google Play



Google Play

- or on the Apple Store



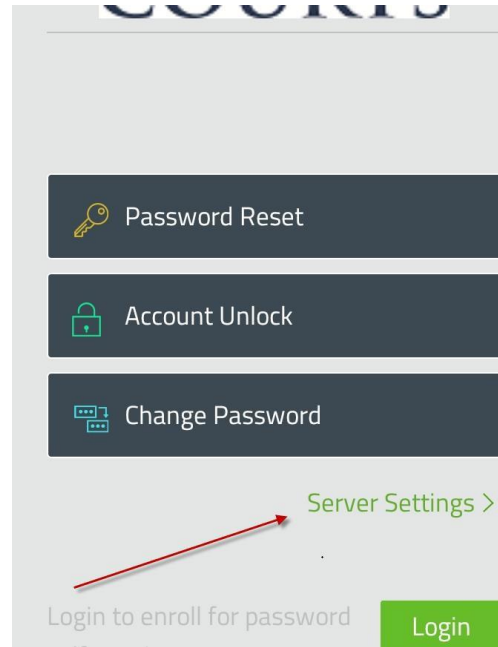
- After downloading the mobile app, log in to <https://password.ndcourts.gov>

- Select Mobile Access from the dropdown in the upper right hand corner

The screenshot shows the "STATE OF NORTH DAKOTA COURTS" website. At the top, there are two tabs: "Change Password" and "Enrollment". The "Change Password" tab is active. Below the tabs, there are three input fields labeled "\* Old Password", "\* New Password", and "\* Confirm New Password". Below these fields are several lines of password requirements: "Password must contain a minimum characters : 15", "Password must include one or more special characters : 1", "Must contain at least 1 upper case character(s)", "Password must contain at least one number : 1", "You can ignore the above password complexity rules if password length exceeds at least characters : 30", "You can only change your password every 7 days .. Password must not contain restricted patterns [List](#)", and "Must contain at least 1 lower case character(s)". At the bottom of the form are two buttons: "Change Password" (green) and "Cancel" (grey). On the right side of the page, a user profile dropdown menu is open, showing a user icon, a red box labeled "USER ID", and a list of options: "Personalize", "Mobile Access" (highlighted with a red arrow), "Help", and "Sign Out".



- After downloading the app to your mobile phone, open the ManageEngine ADSelfService Plus application
  - Click on [Server Settings](#) on the main app window...

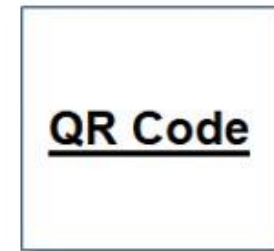


- Select Scan QR Code (You will get a demo of how to scan)
  - Press OK, GOT IT? At the bottom of the screen
- Now a screen with a green border of a box will be on your screen

- Using your camera on your phone, scan the new QR Code you receive on your monitor and the settings will be uploaded from the screen.
  - **Note – the QR Code you receive will look similar to the example below.**



Use the app to reset your password/unlock your account on-the-go.



You should now be able to log in with your UserID and password to Reset, Unlock or Change your password via your Mobile Phone app.