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. <u>Instructions are below.</u>

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***.
2. Mobile phone - You can download the ManageEngine ADSelfService Plus application.

Instructions are shown below for both methods.
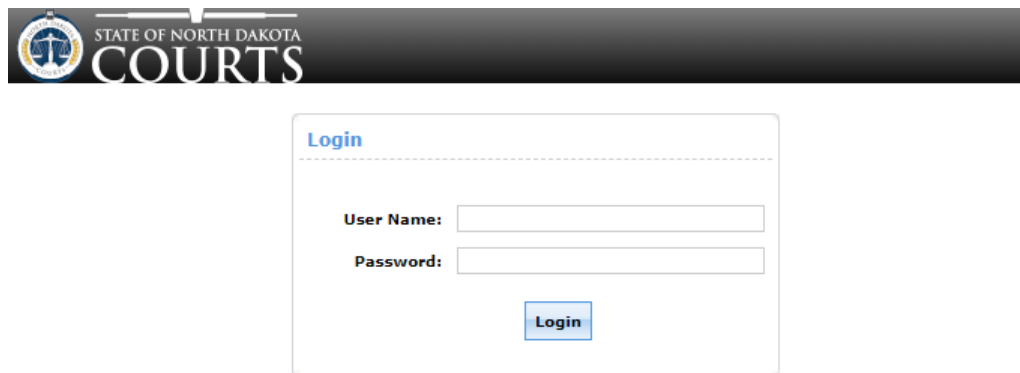
Profile Registration

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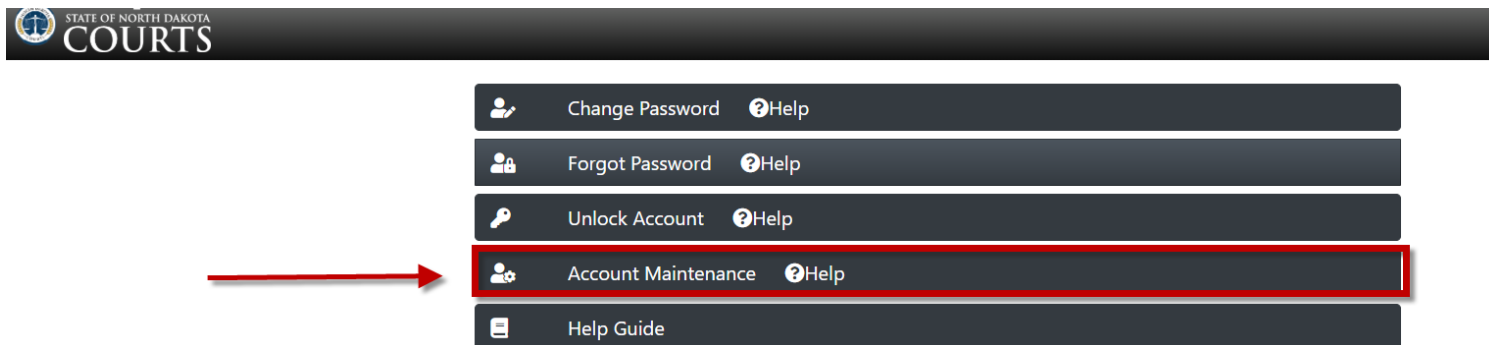
- Sign in with your ndcourts account username and password (ex: Secure Public Access account information)

- 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.

- 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 : -- Please Select a Question --

Answer   Confirm Answer

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

Question : -- Please Select a Question --

Answer   Confirm Answer

Create your own question and answer for the third question

Question : Write your own question

Answer   Confirm Answer

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

☑ Hide Answer(s)

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**.

- 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**".

- 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.
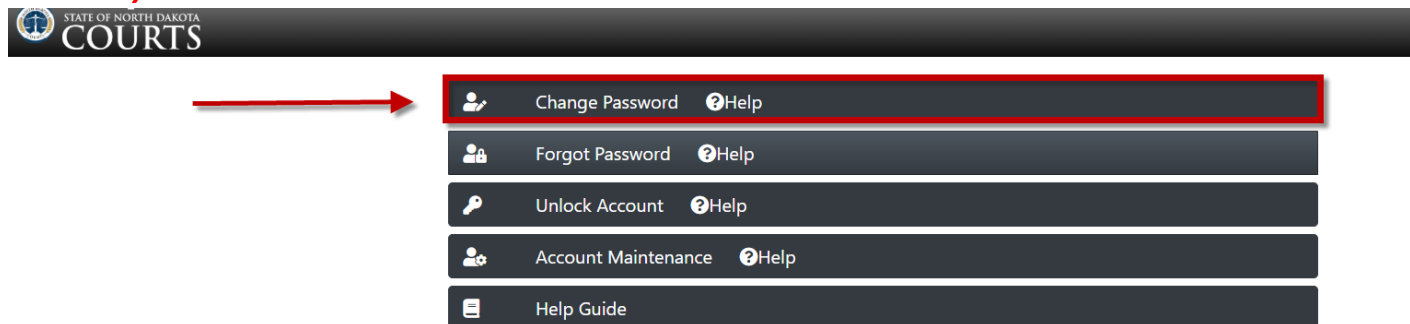

Change Your Password

- 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**".

Change Password

* Old Password	
* New Password	
* Confirm New Password	

Password parameter must be met to create a 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

- *IMPORTANT - Passwords can only be changed <u>once every 7 days</u>.*

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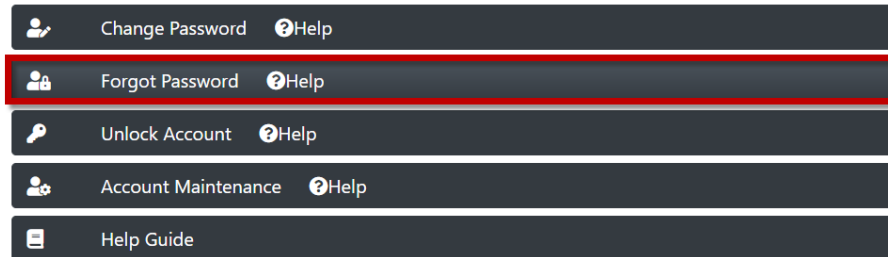
- Enter in your Username and the Captcha characters that appear on your screen and select "**Continue**".

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.

354197

Letters are not case-sensitive

Cancel   Continue

- 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?
[Answer   ]

Question: What is your mother's maiden name ?
[Answer   ]

Type the characters you see in the picture below.
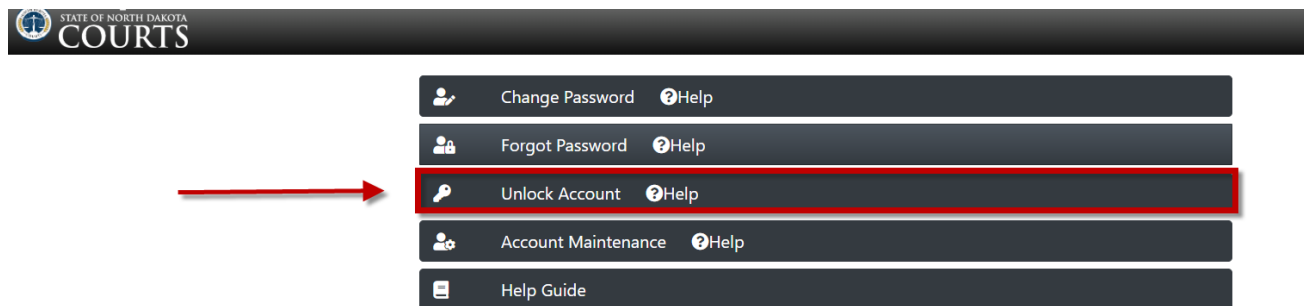
152586

Letters are not case-sensitive

Cancel   Continue

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**".

- 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.

729787

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.
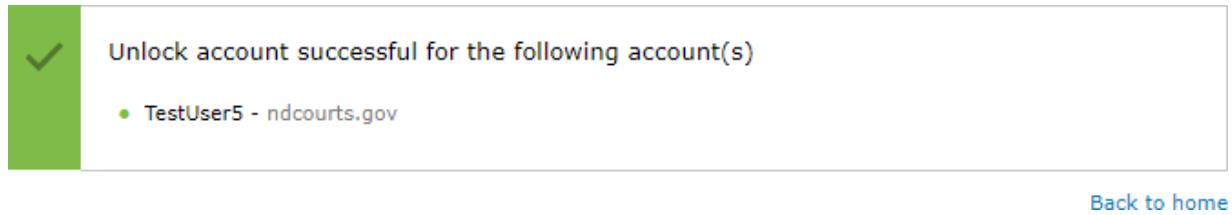
Type the characters you see in the picture below.

423662

Letters are not case-sensitive

Cancel   Unlock Account

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

Unlock account successful for the following account(s)

• TestUser5 - ndcourts.gov

Back to home

Mobile Phone Access

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

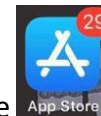 o You must first download the mobile phone app – called ManageEngine ADSelfService Plus

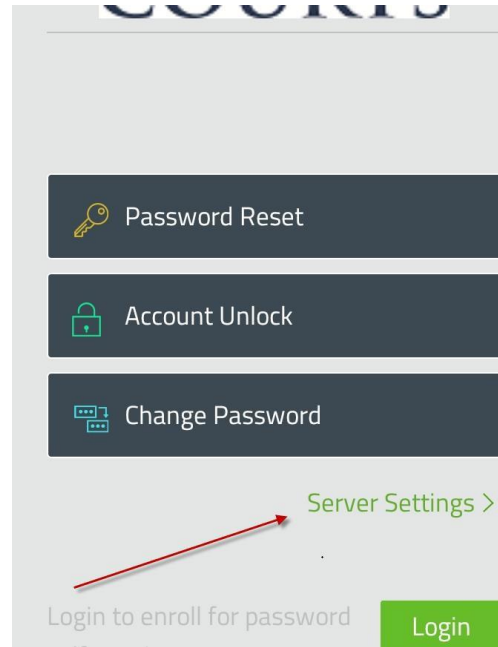 o The application is available from Google Play or on the Apple Store

  o After downloading the mobile app, log in to https://password.ndcourts.gov
    - Select Mobile Access from the dropdown in the upper right hand corner

- 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, **<u>scan the new QR Code you receive on your monitor</u>** and the settings will be uploaded from the screen.
  - o **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.
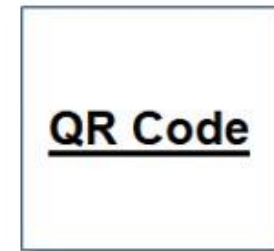
You should now be able to log in with your UserID and password to Reset, Unlock or Change your password via your Mobile Phone app.