

How can I obtain a login and Password Privileges?

Instructions: Click on the question or use the scrollbar to "see all questions."

1. **My agency needs privileges to use this application.**
2. **My agency has privileges to use this application; however we need to update our user information.**
3. **I forgot my password and/or user login.**

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1. **My agency needs privileges to use this application.**

Welcome! You have requested login privileges.

- If you are required to submit Under 21 reviews you may access to the Web Based System. Your facility's supervisor can register as a provider supervisor by accessing the Supervisor Registration link on the ND Homepage. [Click here](#) to access Supervisor Registration. Supervisors must be designated to maintain their agency user information.
- Once the supervisor has completed the Supervisor Registration form and pressed submit, DDM will receive it and process the request.
- DDM will forward an email within 2 business days to the supervisor. The email will include an approval or denial message and a link to the online system. If approved, the new user may access the link provided in the email and reset their password. Once the password has been reset, sign the electronic user agreement which will automatically appear on the Login page. The agreement confirms that the user will use the application only for the intended purpose. The supervisor's agreement also confirms that he or she will remain responsible for periodically updating the user screen.

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2. **My agency has privileges to use this application; however we need to update our user information. (Enter new employees and remove users who are no longer employed by your agency).**

The supervisor must enter the system using their unique user name and password through the Supervisor Log In.

- On the ND Under 21 Home Page, locate the link labeled "Supervisor Login".
- Click the link and enter your user name and password. The supervisor will then be able to update users through the "User Management Link" or Reset their password.
- To add a new user click the link labeled "Add User" and complete the form. Press save once completed. The Web System will send an email to the user's email address which you provided. The email will provide instructions on how to reset their password. Once they reset their password, they will begin to submit reviews to DDM using the Web Based system.
- To edit a user; locate the user in the table of users. Click on the link labeled "edit". The system will take you into the form for that user. Edit the information and press "Save" located at the bottom.

3. **I forgot my password and/or user login.**

There are two ways to obtain password information or user sign-ons.

- First, a designated supervisor from your facility maintains login information for your agency. Contact your supervisor for specific information.
- Secondly, DDM can resend you a link to reset your password. On the ND Under 21 Homepage, click the blue icon labeled "Login". Below the user name and password you will notice text in blue which states "Forgot your password?" Click the blue text. The system will ask you to enter your email address. Once you have entered the information, press reset and DDM will send an automatic email to your email account. Follow the instructions on the email.