

# STARS

## State Automated Reporting System

### Setting up State of North Dakota Login ID

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# DPI STARS (State Automated Reporting System)

STARS is the upgraded collection system that is replacing ORS (Online Reporting System) at DPI. The ORS system needs to be upgraded due to its underlying technology that will no longer be supported by Microsoft in March of 2008.

## Obtaining a State of North Dakota Login ID

Since this is a new system, DPI must follow the State Standards on application development. One of the standards is AST003-05.1 that requires the STARS system to use the State of North Dakota Login ID. This ID is the same one you would have for the CTE LCAP collection system, Game & Fish online services or the DHS Child Support Employer EFT. If you have used one of the previously mentioned services then you already have a State of North Dakota Login ID and DO NOT require another one to access the STARS system. If you are unsure of your Login ID or password please look at one of the other sections in this help. Specifically, the reset password section or forgot login ID

To register for a State of North Dakota Login ID go to: <https://apps.nd.gov/itd/ldap/registration.htm>. (Figure 1)

North Dakota Login: State of North Dakota - Windows Internet Explorer  
https://secure.apps.state.nd.us/itd/ldap/registration.htm

North Dakota nd.gov Official Portal for North Dakota State Government  
North Dakota login

Registration  
Steps: **Account Details** | Confirmation | Print Profile

**Business/Organization Account Details**  
Business/Organization accounts should only be used for online services related to the business or organization you represent

**Login Details**

\*North Dakota Login:   
\*Password:   
\*Confirm Password:   
\*Business Email:   
\*Confirm Business Email:

**North Dakota Login Requirements:**

- at least 3 characters long
- cannot be an existing ID

**Password Requirements:**

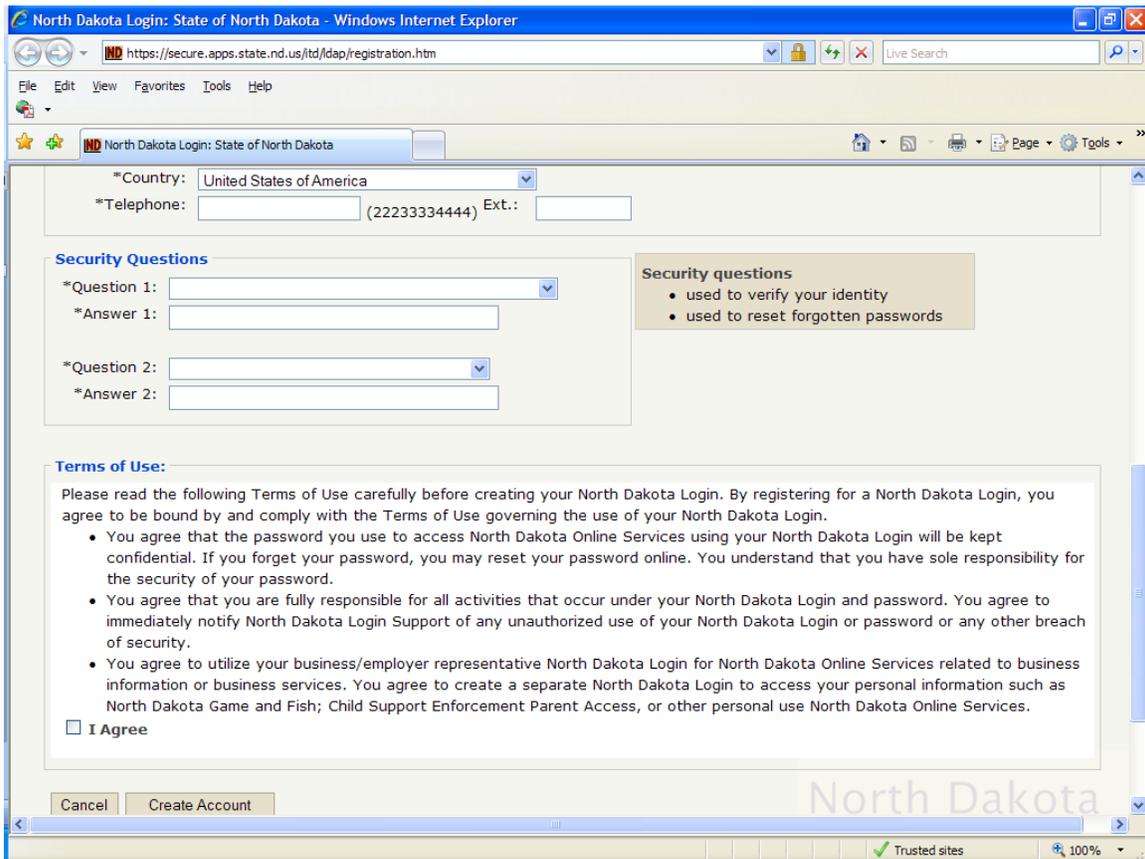
- at least 6 characters long
- 1 upper case character
- 2 lower case characters
- 1 number

**Business/Organization Details**

\*Business Name:   
\*Contact Name: First  MI  Last  Suffix   
\*Address 1:   
Address 2:   
Address 3:

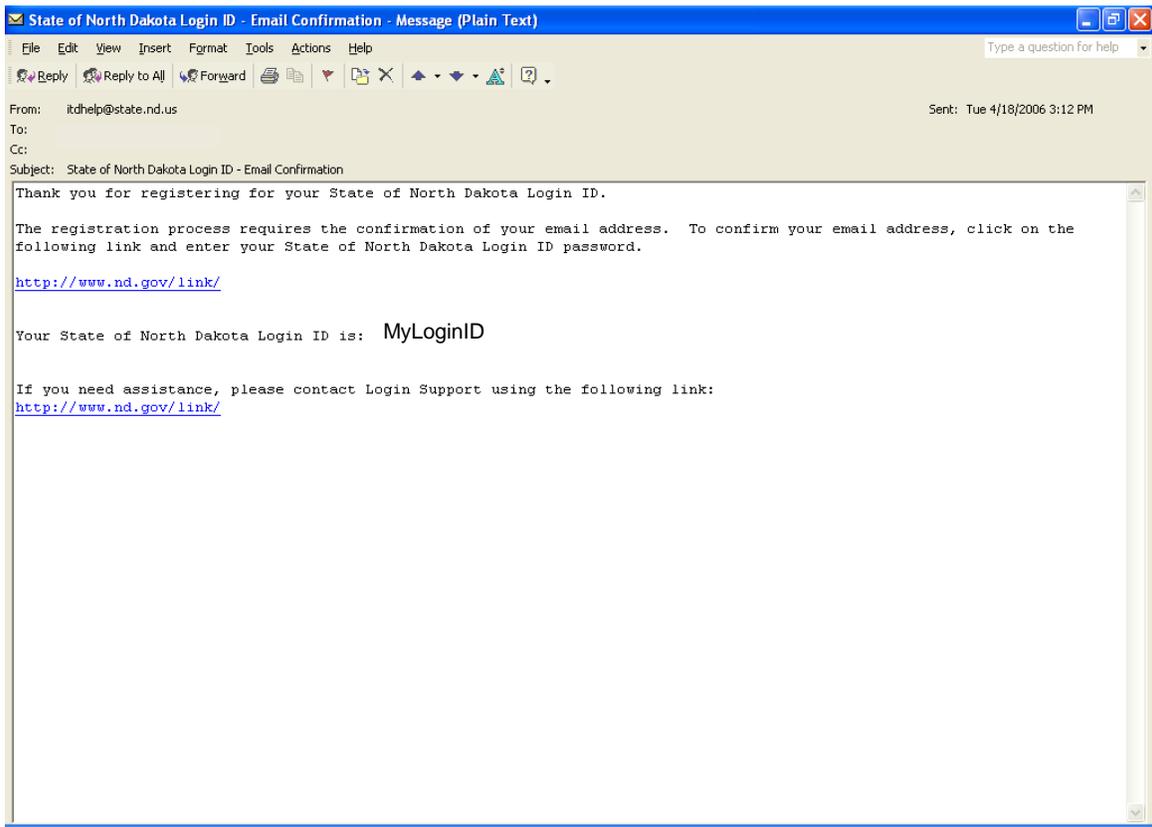
Figure 1: State of North Dakota Login System Registration screen – first screenshot.

In order to register a State of North Dakota Login ID you must complete all the boxes on this screen that are denoted with an asterisk\*, once all of the required fields are filled in click on the “Create Account” button. Pay attention to the side notes shown in *Figures 1 and 2*. These notes apply to selecting a State of North Dakota Login ID and a password.



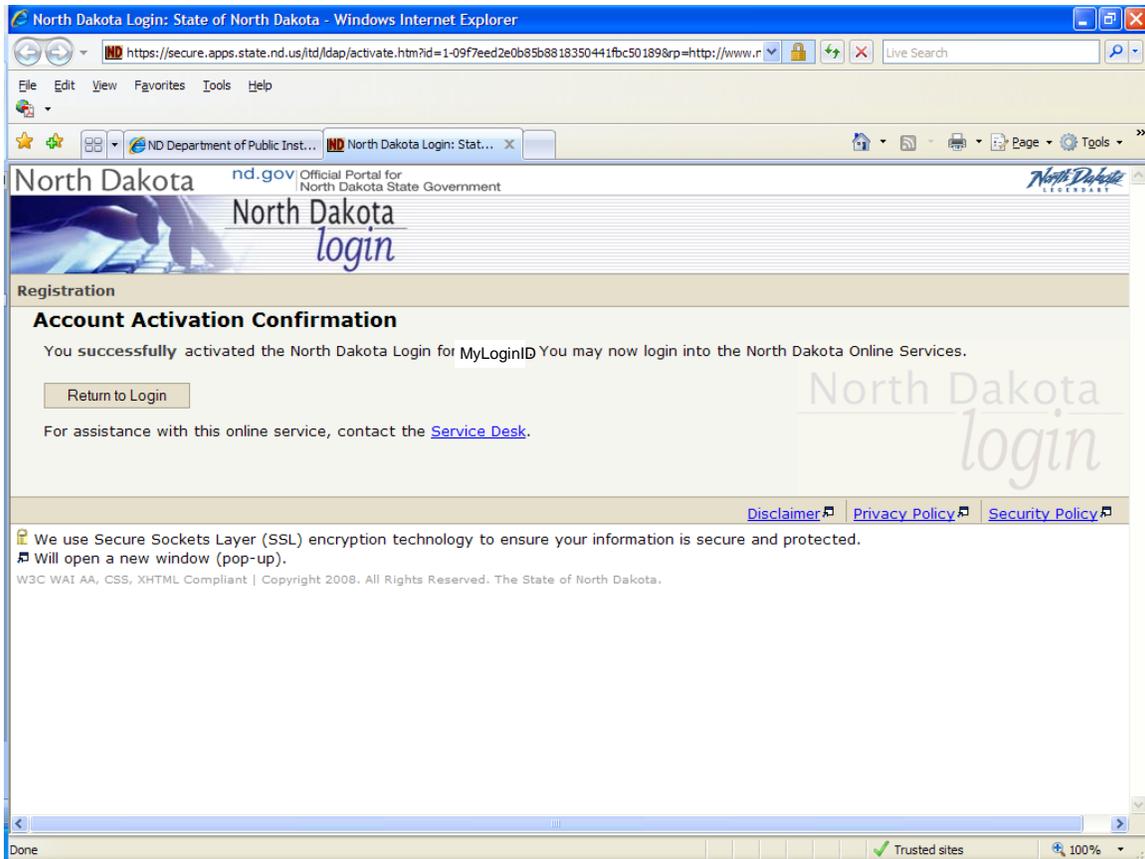
**Figure 2: State of North Dakota Login System Registration screen – second screenshot.**

After you have clicked on the “Create Account” button, you will be sent an email confirmation. In this confirmation, there will be a link to confirm your State of North Dakota account. Click on that link, which will be the first link in the email. Also, your State of North Dakota Login ID will be contained in this email. (Figure 3)



**Figure 3: Email confirmation and registration completion.**

By following the link in the confirmation email you will be sent to an Account Activation Confirmation page. Once you have arrived at this page your account is confirmed and registration is complete. (Figure 4)



**Figure 4: Account Activation Confirmation to complete State of North Dakota Login ID process.**

Once you have obtained a State of North Dakota Login ID, your district administrator will need to assign permissions to you in order to be able to use STARS. A help document is available to assist District Administrators in setting up STARS users. This document is found at <https://www.nd.gov/dpi/uploads/66/Login.pdf>. Once permissions have been granted by the District Administrator, you will then be able to use your State of North Dakota Login ID and password to access STARS.

District administrators, once you have received your State of North Dakota Login ID you must contact [Jessica Simpson](#) (701) 328-1815, [Thomas Gray](#) (701) 328-2371, [Jamie Krous](#) (701) 328-3235 or [Dorice Miller](#) (701) 328-2395 to finish your setup. If you are a district administrator and try and access STARS without contacting one of the individuals listed above you will receive a message on the STARS login page stating your State of ND Login ID is valid however you have not been setup in the STARS system.

The STARS application is found at <https://secure.apps.state.nd.us/dpi/stars/Login.aspx>.

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# Login ID Maintenance

Once a State of North Dakota Login ID is set up, occasional updating may be needed. Some possible changes include email address, street address and/or security questions. To update your account information click on the “Login ID Maintenance” link found in the left navigation on the STARS homepage. (Figure 5)

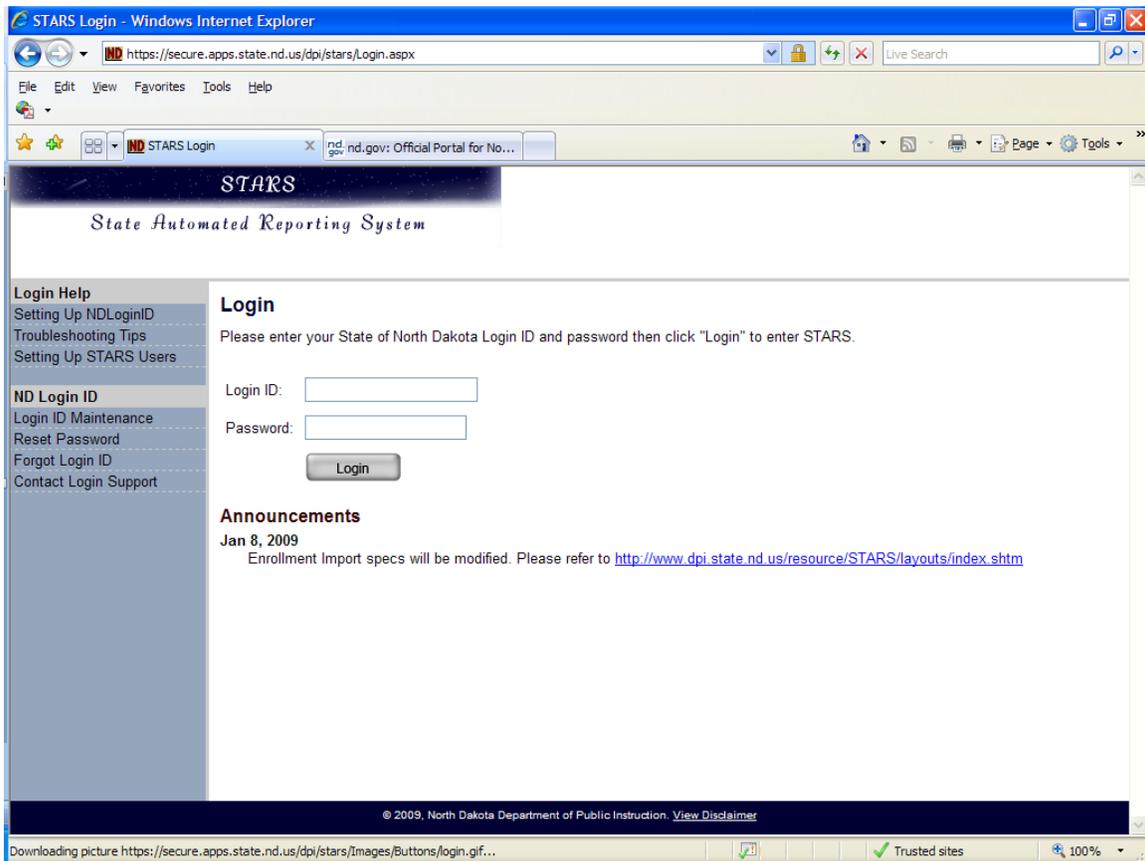
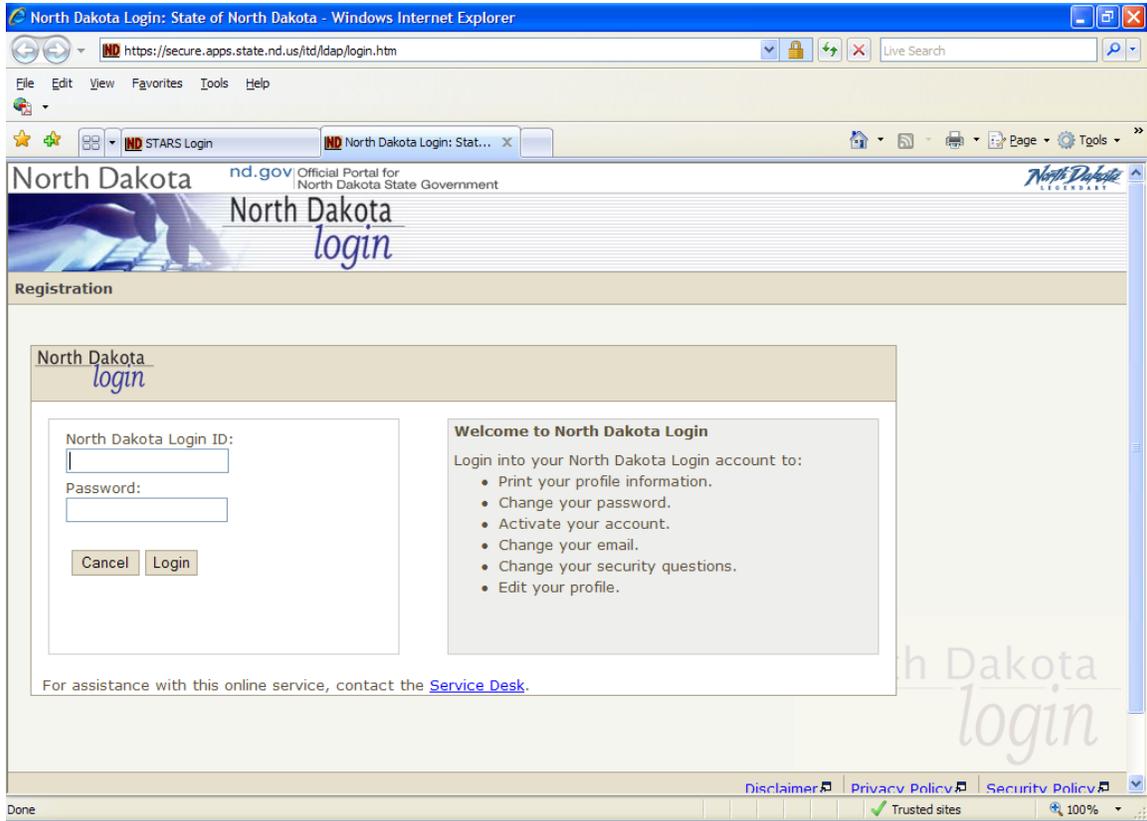


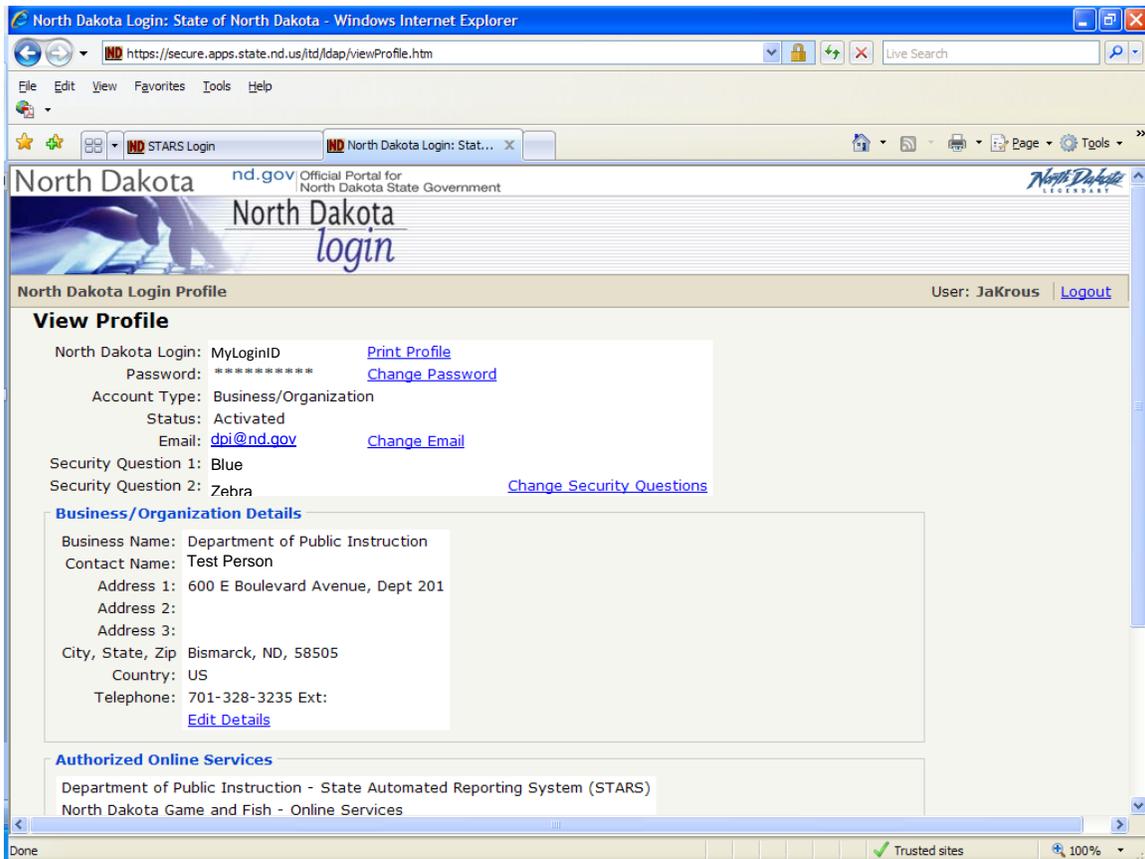
Figure 5: Login ID Maintenance link in STARS.

To gain access to the maintenances section, you must enter your State of North Dakota Login ID and Password. Once these are entered click on the “Login” button. (Figure 6)



**Figure 6: Login to the State of North Dakota Login System to maintain user account.**

Once you have logged into the system you will be taken to a screen that summarizes the information entered when you registered. (Figure 7) Click on any of the blue hyperlinks on this page to make edits to the stored information. The [Print Profile](#) link displays the information in a printer friendly version.



**Figure 7: Viewing State of North Dakota Login ID user account information.**

To change the password associated with your State of North Dakota Login ID click on the [Change Password](#) link. Type in your current password in the Old Password box and then type in your new password in the New Password and Confirm New Password inputs. Click on the Update button when finished. Pay special attention to the password requirements noted in the tan shaded box. Click on the Cancel button to return to the previous screen without making changes. (Figure 8)

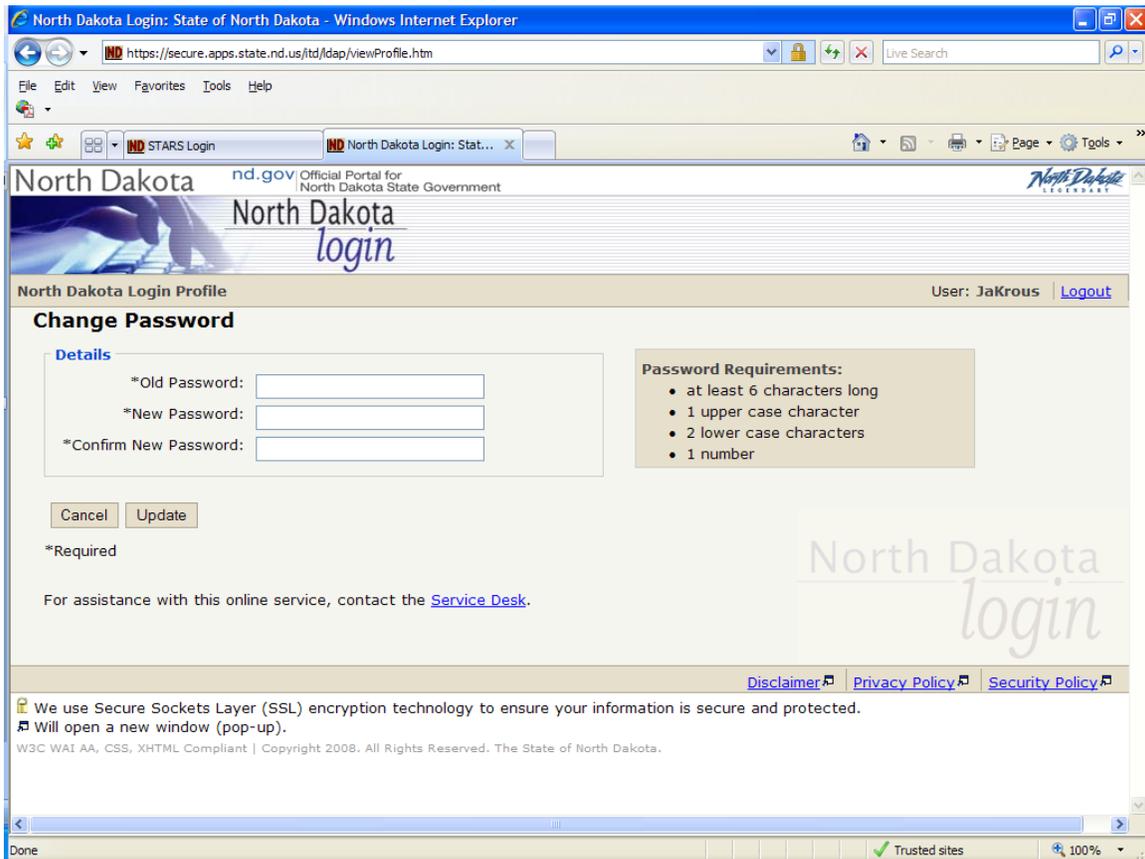


Figure 8: Changing password on your State of North Dakota Login ID account.

To change the email address associated with your State of North Dakota Login ID, click on the [Change Email](#) link. It is important to keep your email address current in case you forget your password and need to reset it. Type in your new email in the New Email input as well as in the Confirm New Email input and then click Update. To return to the previous screen without making changes click on the Cancel button. (Figure 9)

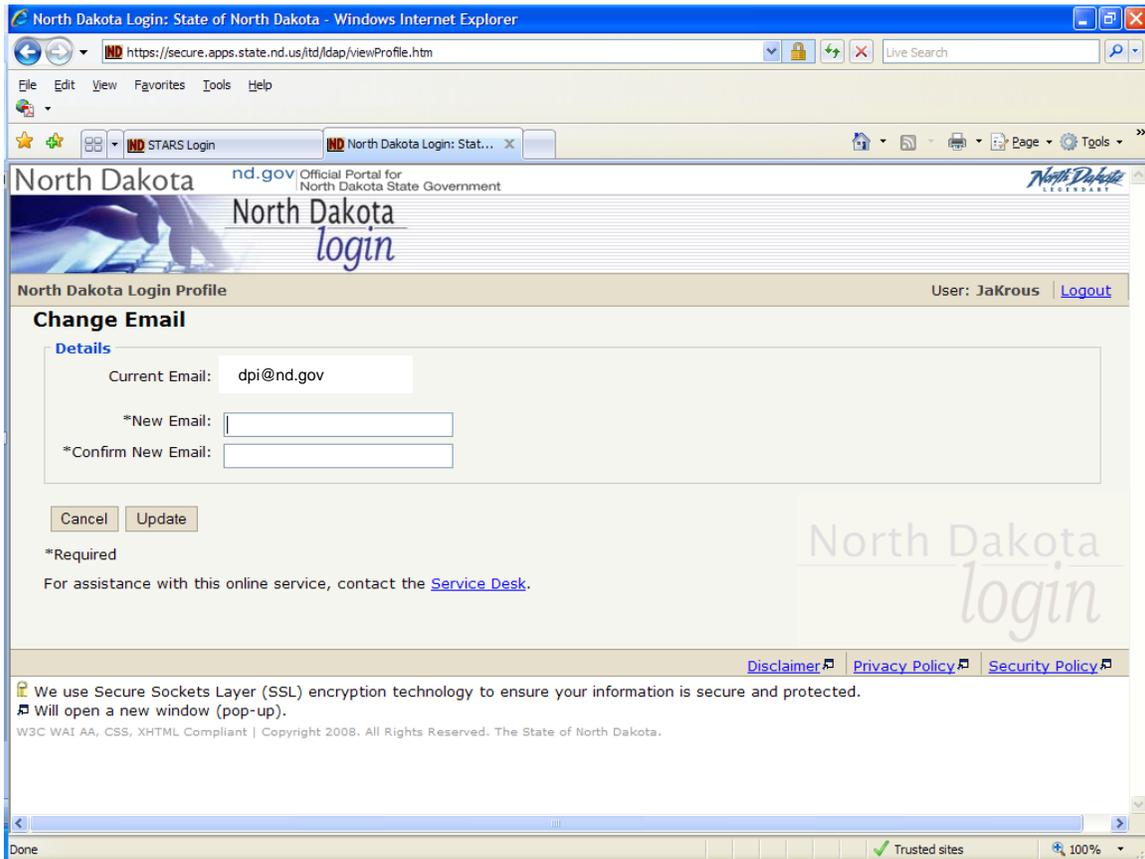


Figure 9: Changing email address.

To change your security questions, click on the [Change Security Questions](#) link. You will need to enter information into all the inputs on this screen. Choose new questions from the Question 1 and Question 2 drop down lists. You will need to input answers to both of the questions in the Answer 1 and Answer 2 inputs, respectively. Click on the Update button when finished. To return to the previous screen without making changes click on the Cancel button. (Figure 10)

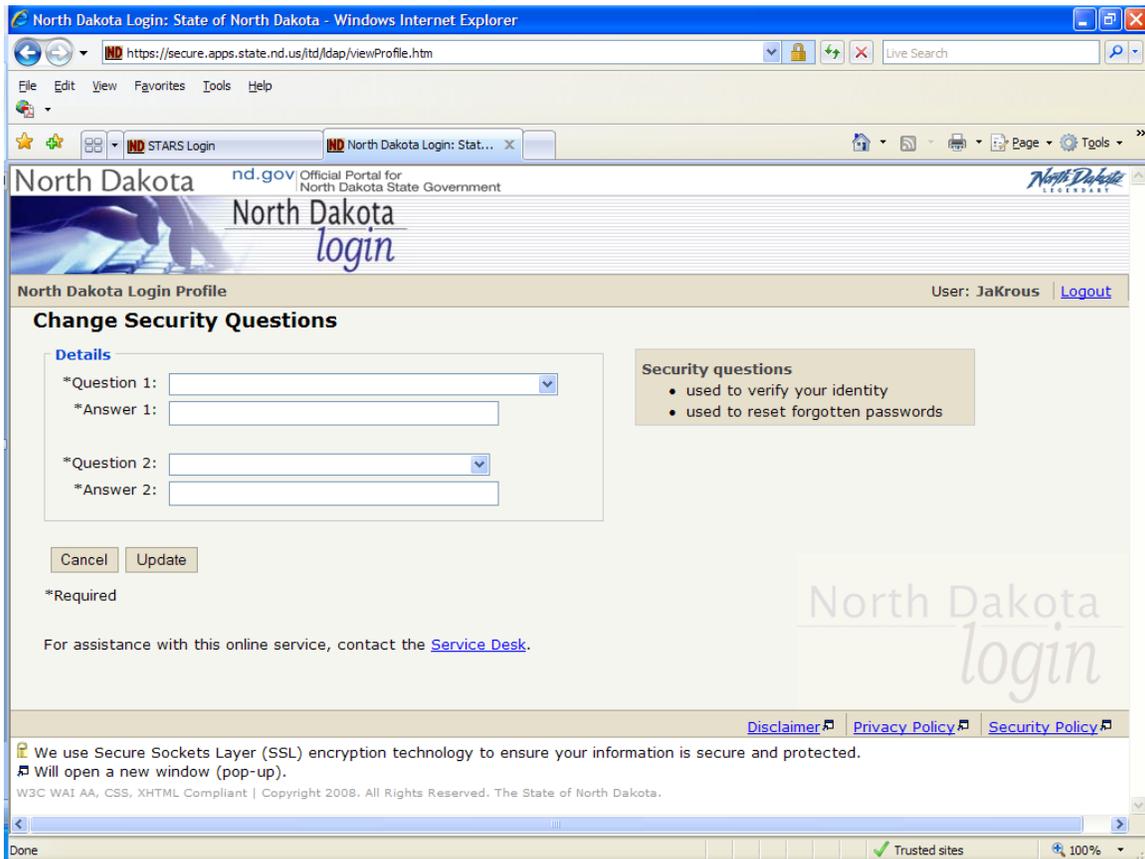


Figure 10: Change Security Questions

To edit your name, address or phone number, click on the [Edit Details](#) link. . Click on the Update button when finished. To return to the previous screen without making changes click on the Cancel button. (Figure 11)

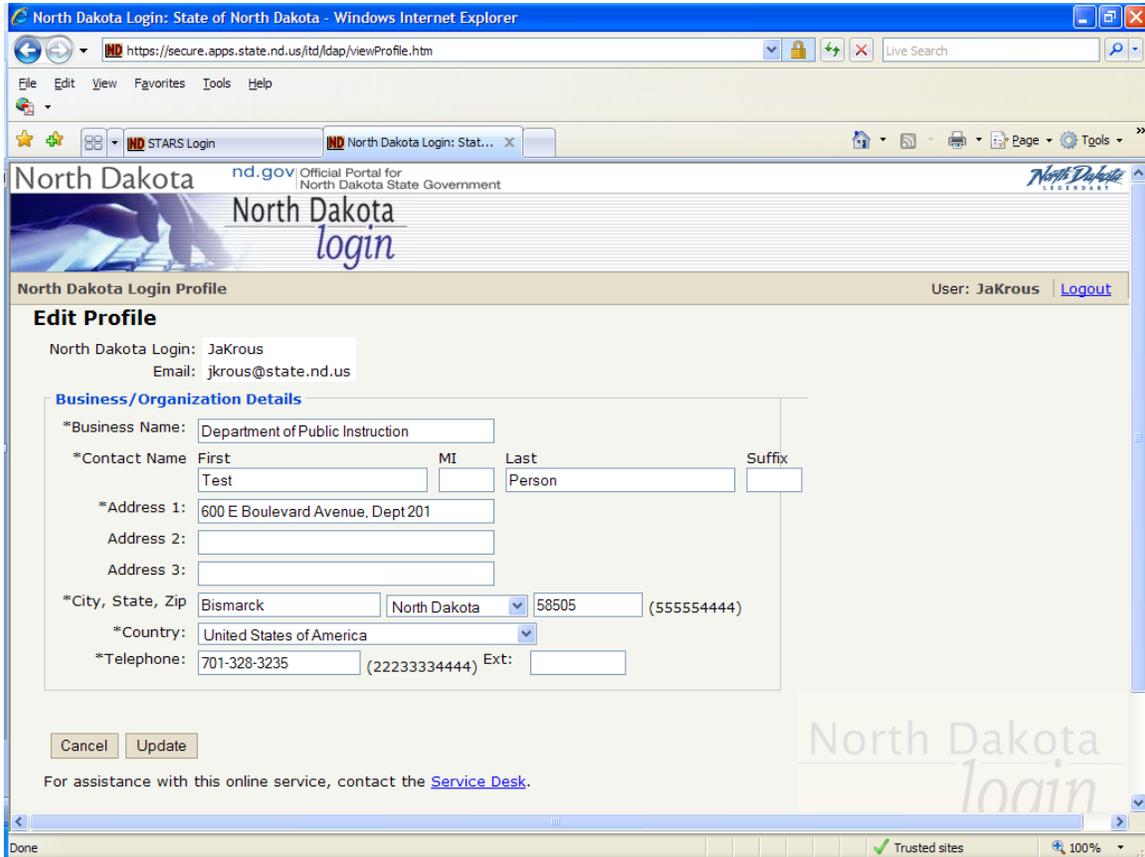


Figure 11: Editing State of North Dakota Login ID details.

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# Reset Password

If you forget your State of North Dakota Login ID password you can simply click on the “Reset Password” link found in the left navigation on the STARS homepage. (Figure 12)

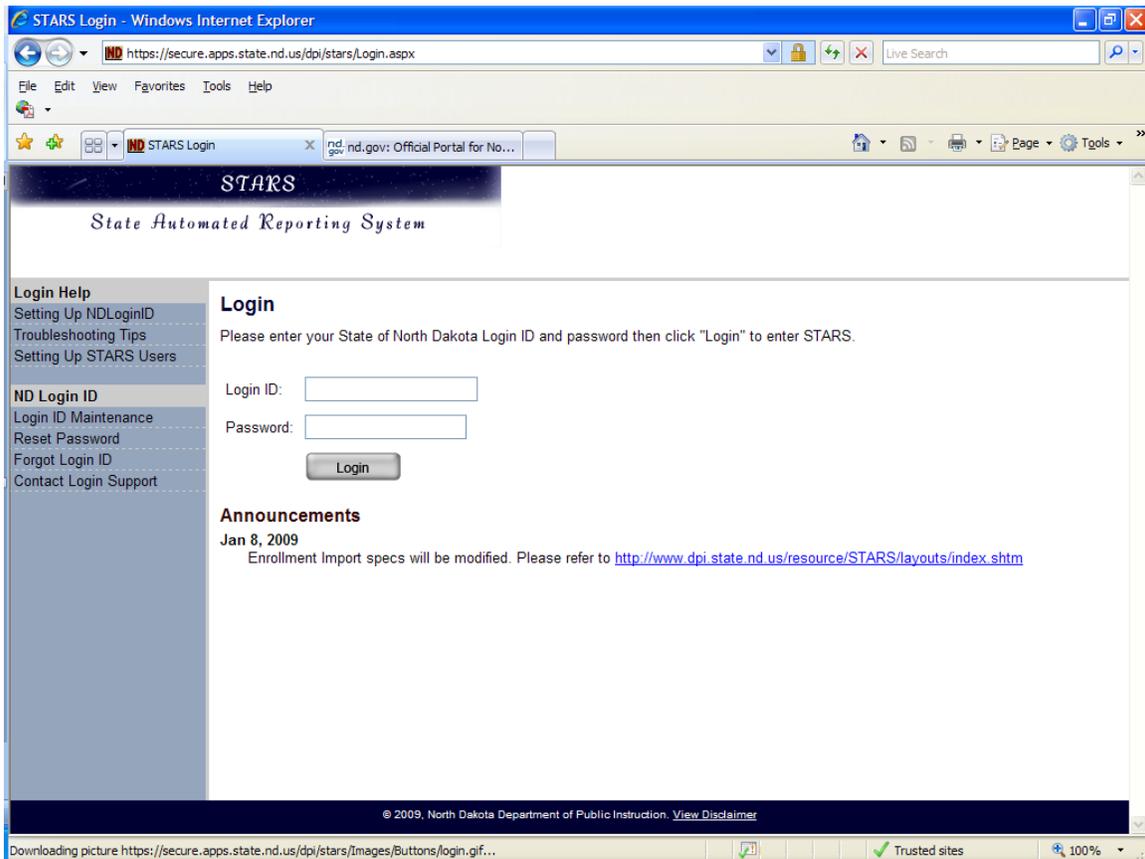


Figure 12: Reset password link in STARS.

To reset your State of North Dakota Login ID password, type in your State of North Dakota Login ID and click "Continue". (Figure 13)

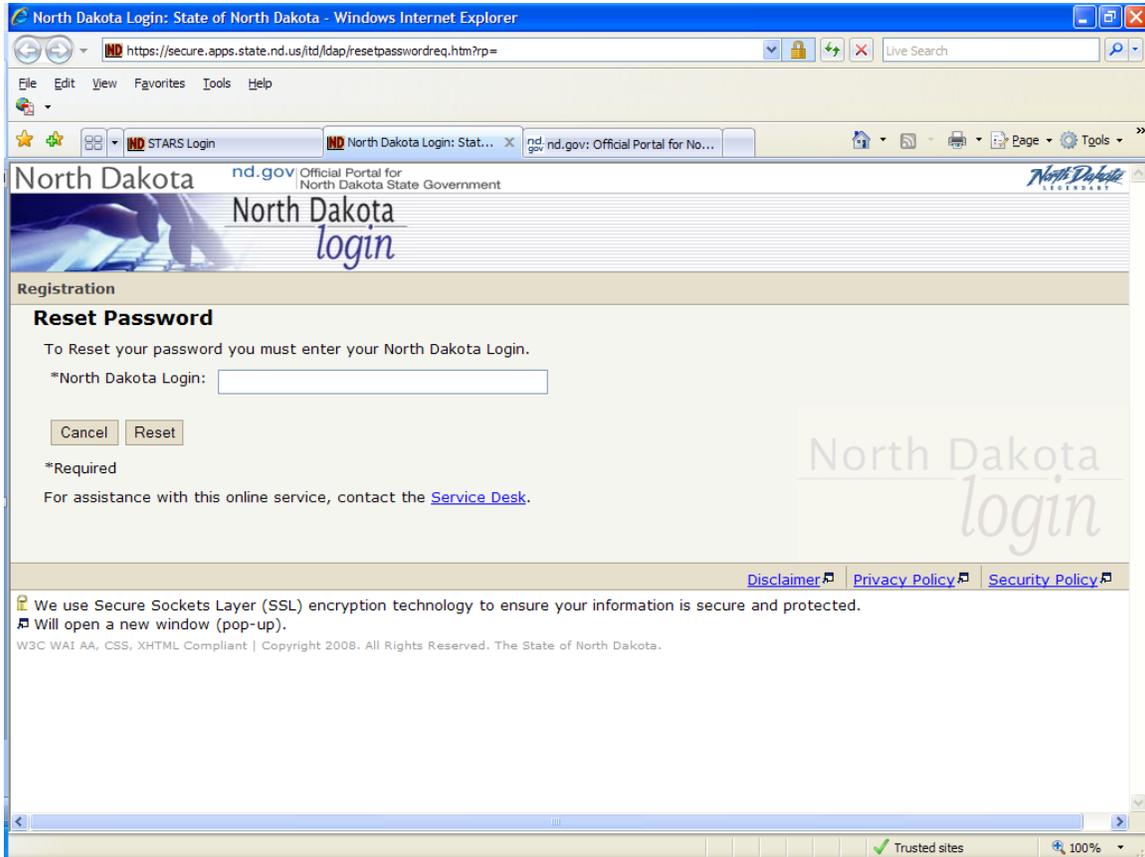


Figure 13: Reset password - ND Login ID entry.

Once you have completed the previous screen, you will be redirected to an email confirmation screen. (Figure 14) You will also be sent an email to the email address you provided when you first registered for the State of North Dakota Login ID.

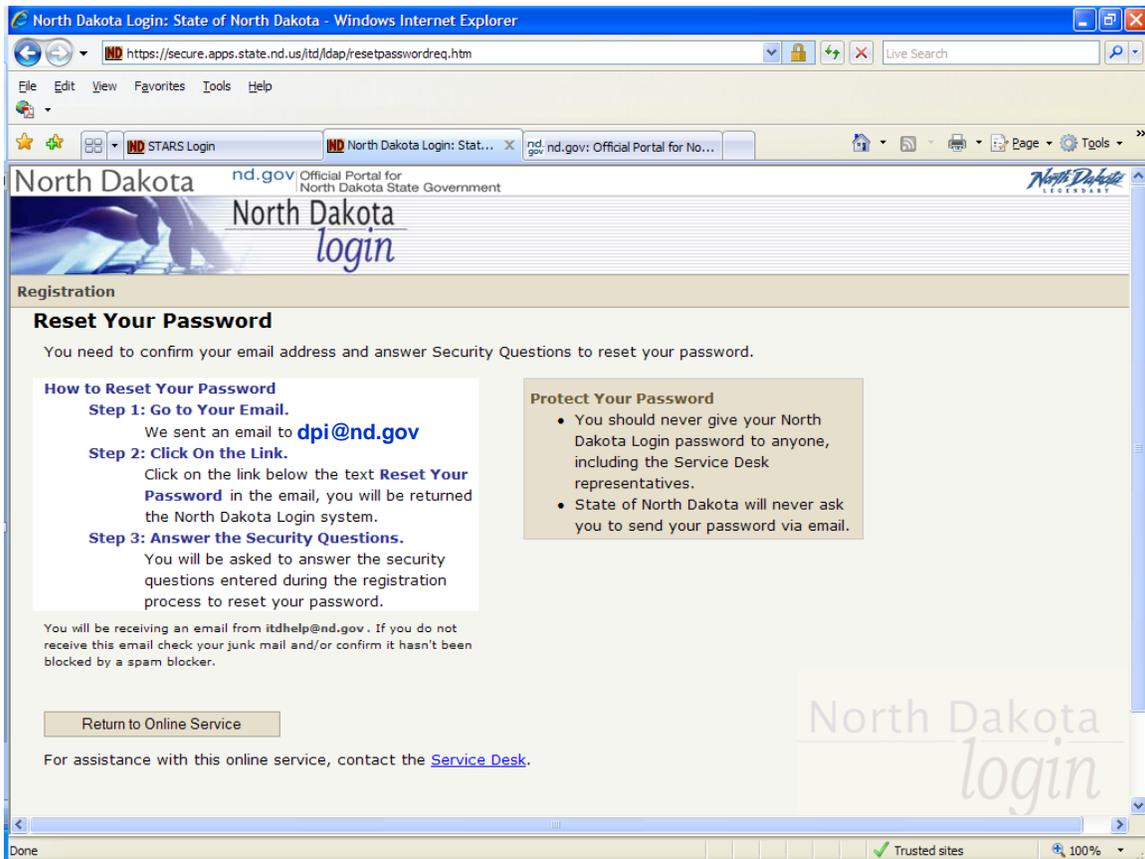


Figure 14: Reset password email confirmation.

Click on the first link in the email to proceed with resetting your password. (Figure 15)

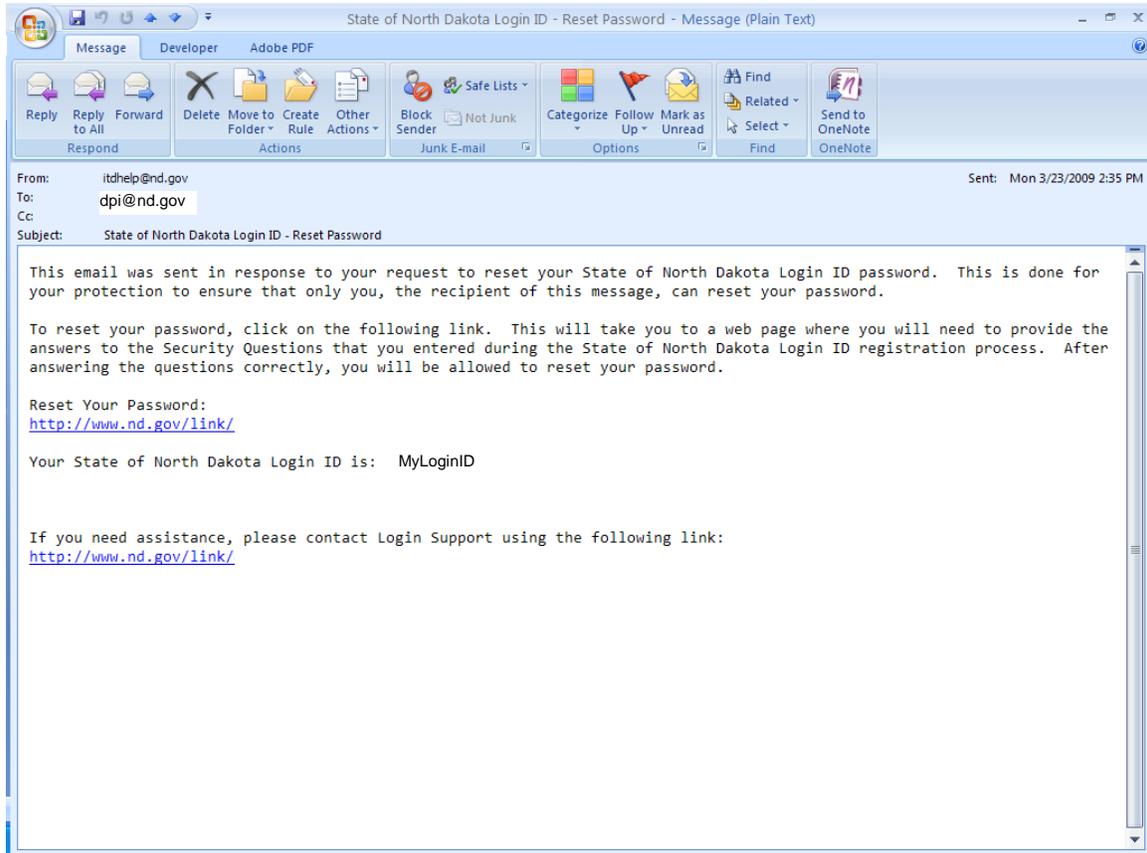


Figure 15: Reset password email confirmation.

Answer your security questions and click “Continue”. (Figure 16)

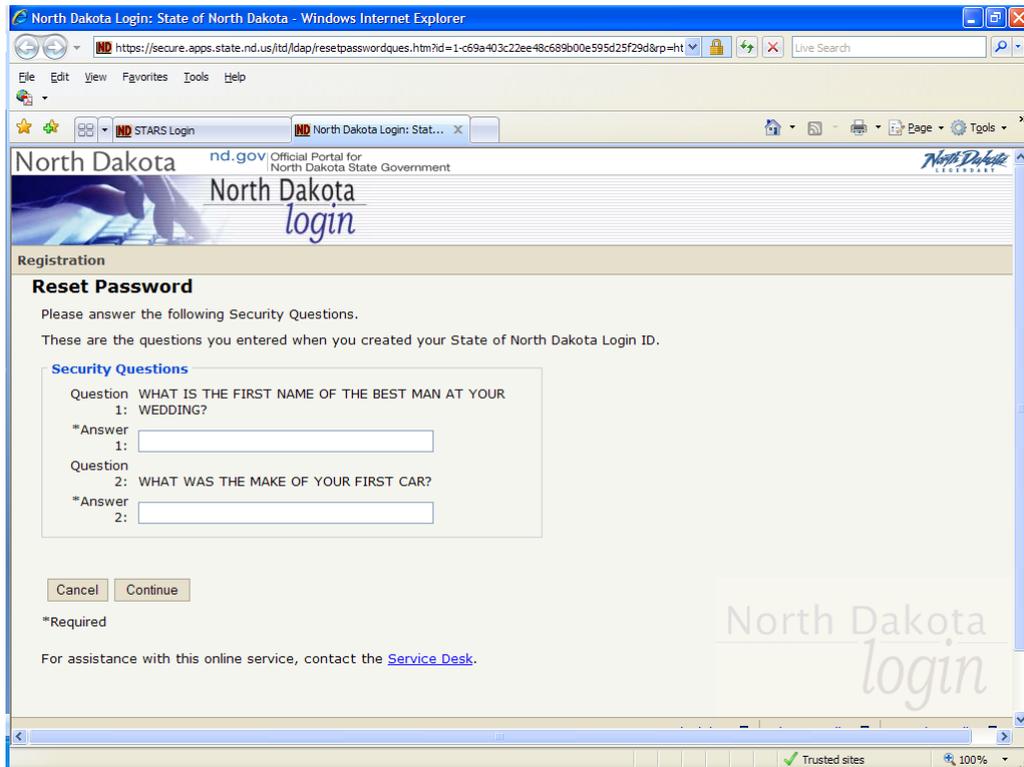


Figure 16: Answering the security questions correctly will enable you to reset your password.

Now you can enter a new password and then also confirm that password by retying it in the second box. Click on the Submit button when completed. (Figure 17)

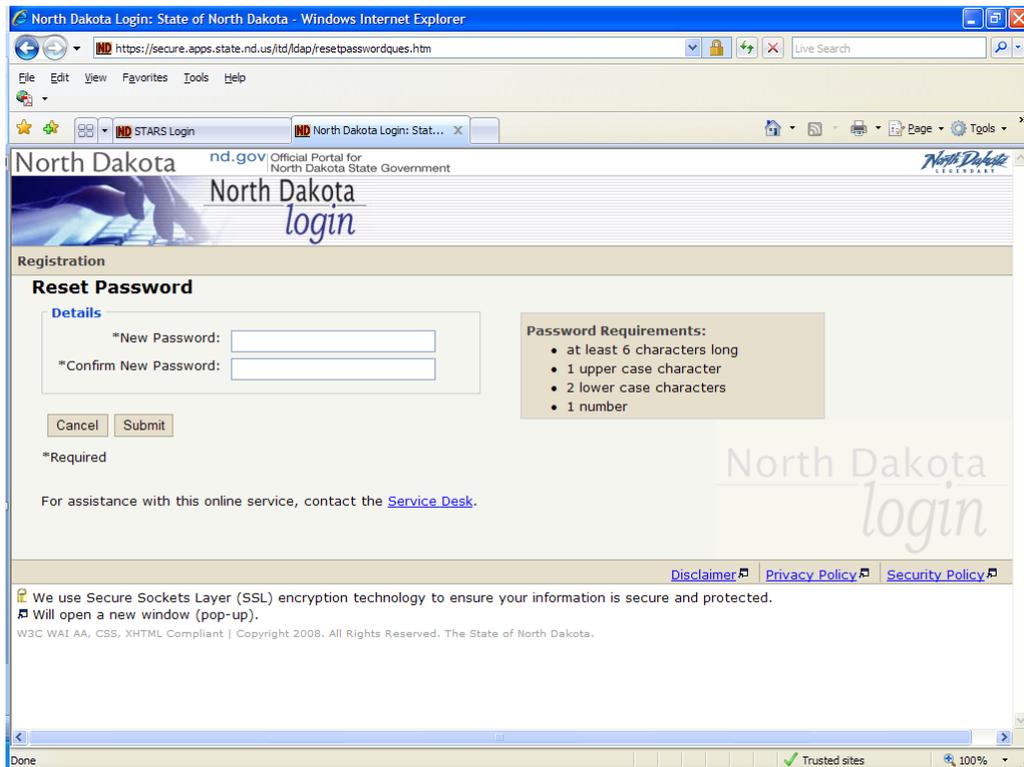


Figure 17: Choose a new password.

If your password was successfully changed, you will be redirected to another page that states that. Click on the “Continue” button to finish/exit the Reset Password process. (Figure 18)

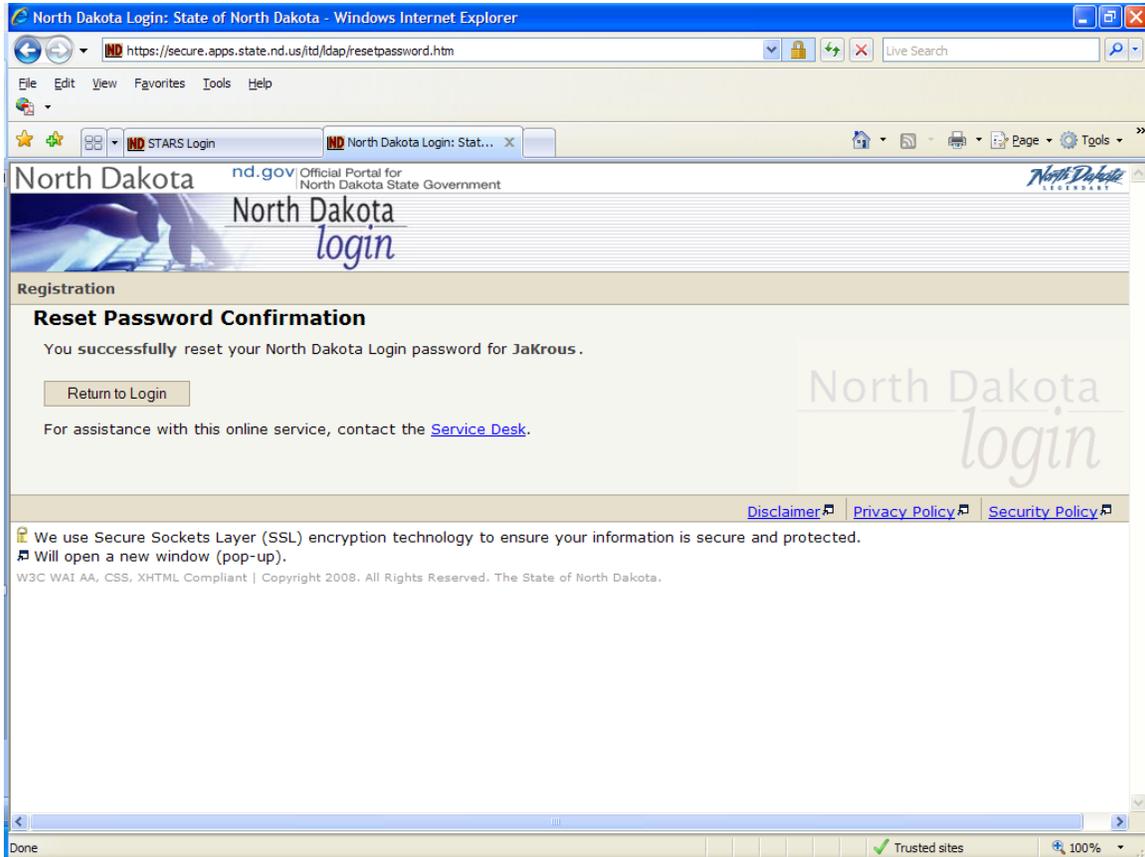


Figure 18: Password reset was successful.

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# Forgot Login ID

If you forgot your State of North Dakota Login ID, you can click on the "Forgot Login ID" link found in the left navigation on the STARS homepage. (Figure 19)

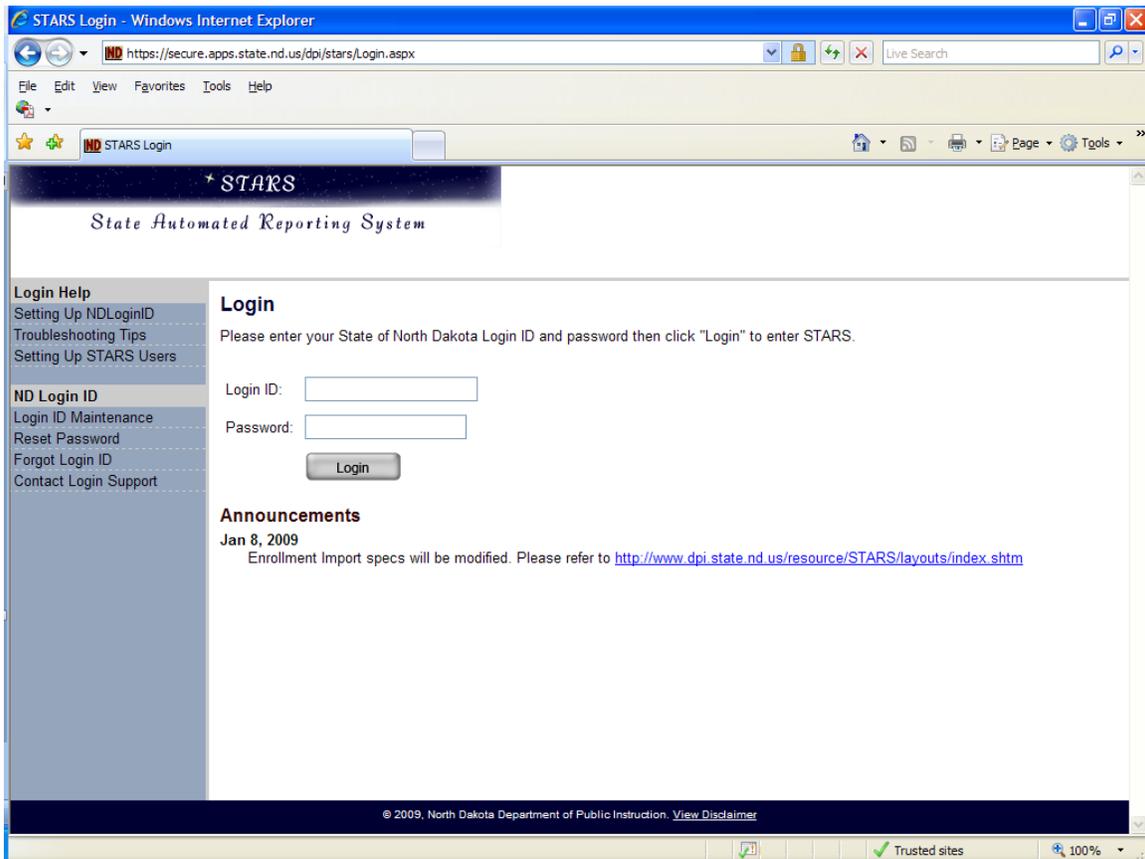


Figure 19: Forgot Login ID link off the STARS homepage.

As a result of clicking on the “Forgot Login ID” link you will be taken to a Request North Dakota Login page, where you will need to enter and confirm the email address you registered with the State of North Dakota Login ID system. Once the email address box is filled in, click on the Request Login button. (Figure 20)

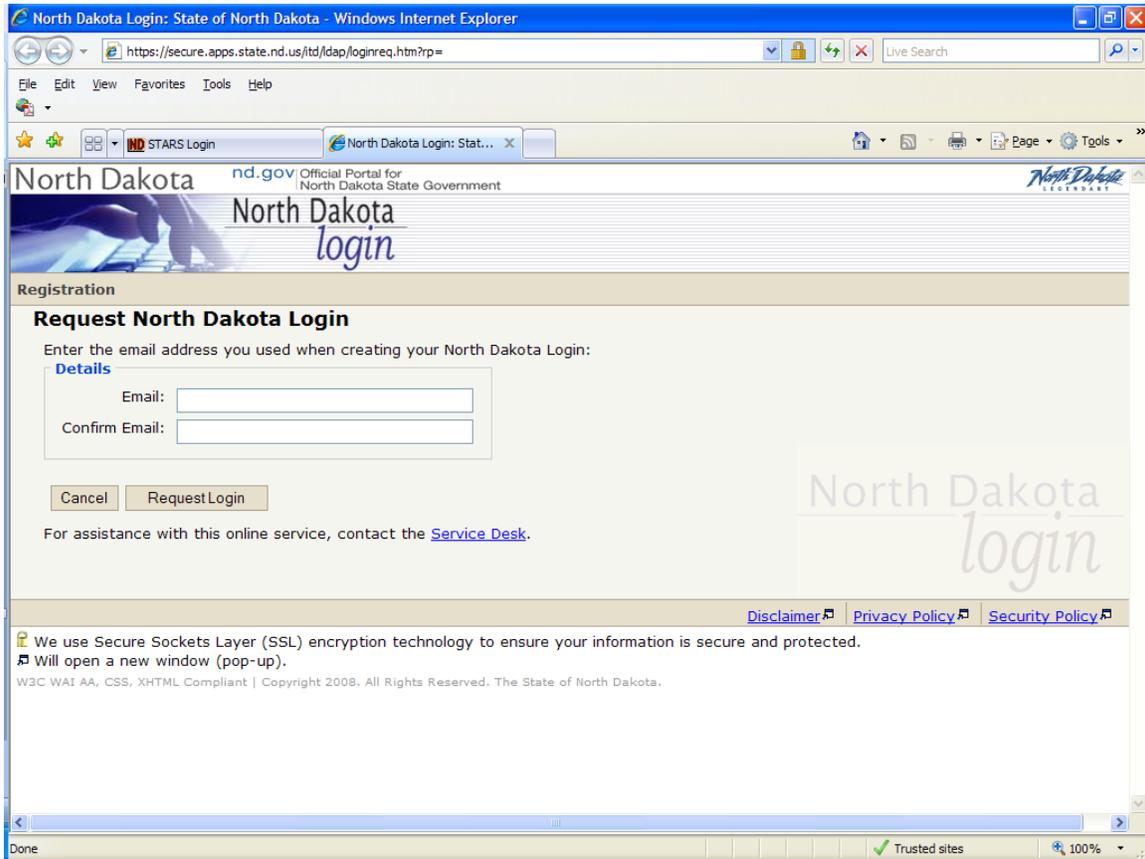


Figure 20: Request Login ID webpage.

Your State of North Dakota Login ID will be sent to the email address entered on the previous screen. The email address must have been registered with the State of North Dakota Login ID system. Check your email and your State of North Dakota Login ID will be in that email. (Figure 21)

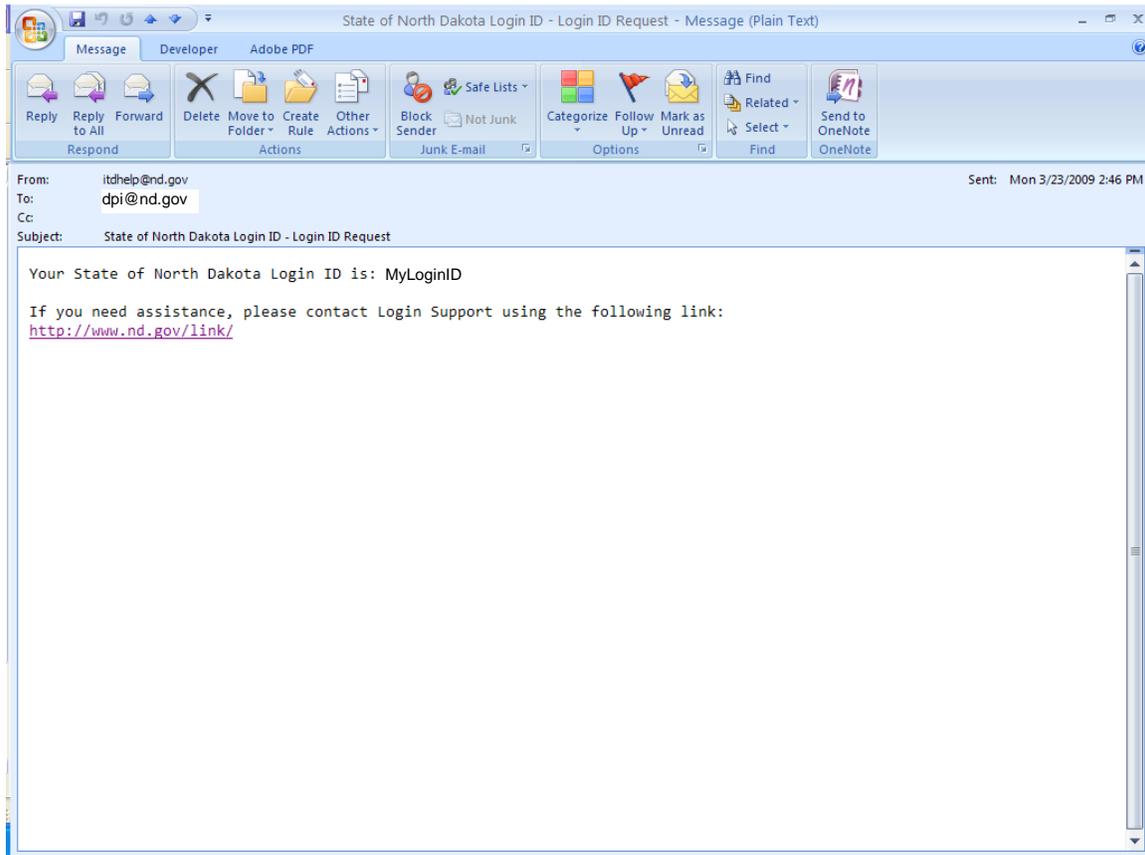


Figure 21: State of North Dakota Login ID Request email.

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# Contact Login Support

For technical problems stemming beyond Login ID maintenance, resetting passwords or requesting your Login ID, there is a link to “Contact Login Support” found in the left navigation on the STARS homepage. Please review the [State of North Dakota Login ID - FAQ](#) and the [STARS troubleshooting tips](#) before submitting a support form.

To complete a support form, click on “Contact Login Support” link found in the left navigation on the STARS homepage. (Figure 22)

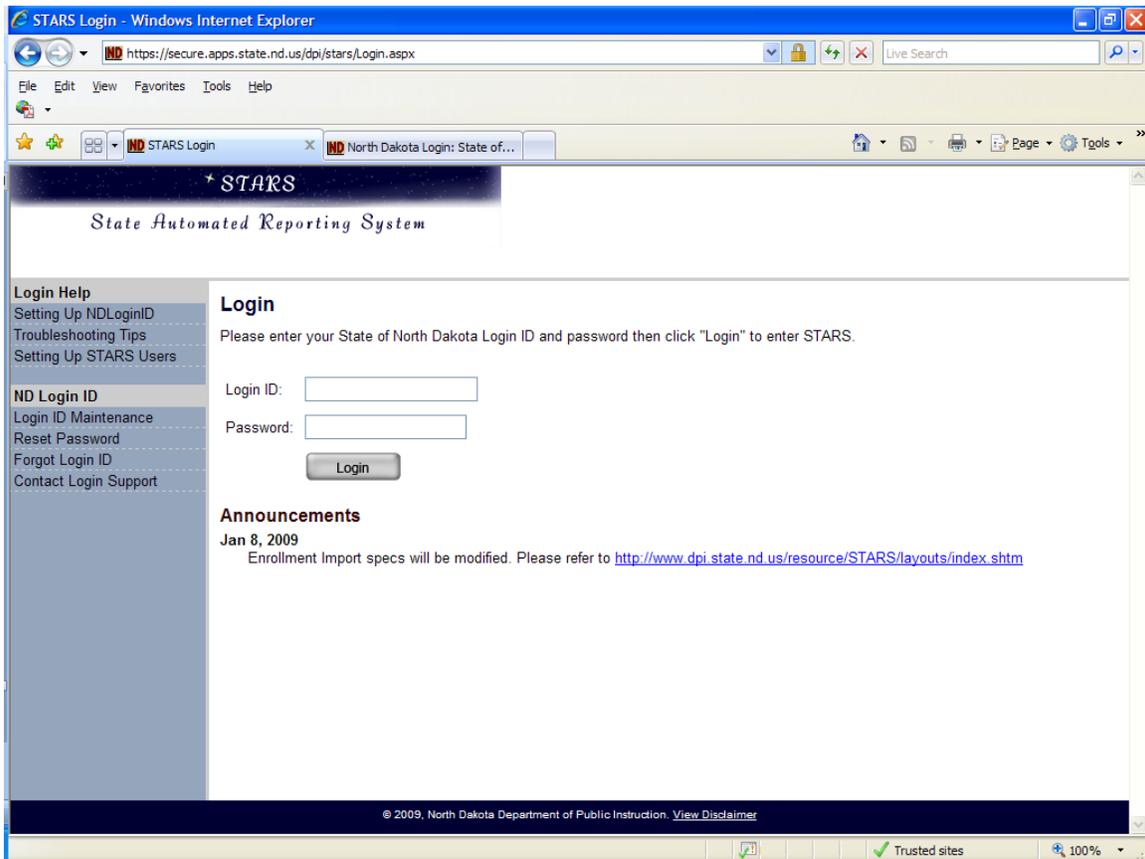


Figure 22: Contact Login Support link.

Complete this form by filling in all the appropriate boxes. Boxes denoted with an asterisk\* need to have information inputted, when you are finished click the "Submit" button. (Figure 23)

The screenshot shows a web browser window titled "North Dakota Login: State of North Dakota - Windows Internet Explorer". The address bar shows the URL "https://secure.apps.state.nd.us/td/dap/problemreport.htm?rp=". The page content includes a "Registration" header and a "Support Contact Form".

**Support Contact Form**

For general help with common questions, please check the [Frequently Asked Questions](#) page before submitting the support contact form.

North Dakota Login ID:

\*Name:

\*Email:

\*Confirm Email:

Telephone:  (2223334444) Ext:  (12345)

\*Description of problem or question:

Normal processing for support contact will be during regular office hours of Monday thru Friday, excluding State holidays between the hours of 8:00am and 5:00pm CST.

\*Required

North Dakota login

Figure 23: Support Contact Form.

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