



ITVERP (International Terrorism Victim Expense Reimbursement Program)

User Registration and Login Guide



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Revision History

December 8, 2024 – Production Release

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Overview

This document provides end-user instruction on the actions needed to be taken to access the ITVERP system and covers the following procedures.

- **Self-Service Registration** – Steps to register and activate a user account
- **Multi-Factor Authentication** – Steps to enroll SMS, Voice, Email, and other types of authenticators
- **Authentication and Login** - Steps to sign-in to ITVERP



As an introduction to the information in this guide, some of the terms, processes, and features of DIAMD (Digital Identity and Access Management Directory) will be covered.

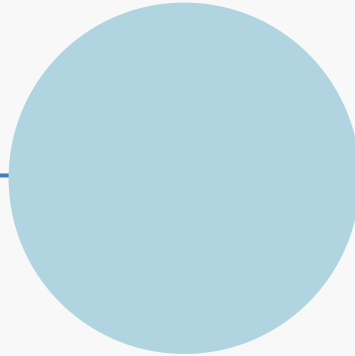
IMPORTANT

During the initial activation process, be aware that:

- Upon receipt of a welcome email, the user must activate their account within 3 days. Otherwise, the system will automatically expire the activation link in the welcome email after 3 days per security requirements and the user will have to call the Service Desk to get a new activation email sent.



ITVERP: *Highlights*



- **Email Address** A user's email address will serve as a unique identifier and be used as their login ID.
- **New Users.** For security purposes, new ITVERP users are required to complete the account registration process in DIAMD
- **ITVERP Accounts** are automatically provisioned by DIAMD. No additional steps are required.
- **Service Desk** Contact the Service Desk by email at OJP.ITServiceDesk@usdoj.gov or by phone at 202-307-0627 Monday through Friday from 8:30 a.m. to 5:30 p.m. ET; and closed Saturday, Sunday, and federal holidays.



DIAMD: The *Basics*



The DIAMD (Digital Identity and Access Management Directory) system acts as the gatekeeper to the U.S. Department of Justice (DOJ) Office of Justice Programs (OJP), information systems and provides secure user access and identity management functions.

The following glossary of terms will aid the user in understanding some of the terms and system processes used by the DIAMD system.

User Account Registration is an end-user self-service online form to be completed by a new user to create a new account for accessing the ITVERP information system.

Welcome Email is a DIAMD system generated email sent to an end user authorized to access an OJP information system. This email contains an activation link that the recipient must click on to begin the user account activation process. Users have 3 days to activate their account before the link expires.

User Account Activation is part of the registration process. Upon completion, a new user's account is activated and can be used to access an OJP system.

Forgot Password Question/Answer is a knowledge-based secret question and answer pair created by a user during registration that is used to securely change a forgotten password.

Multi-Factor Authentication for security purposes, MFA is used to provide a 2nd authentication factor that requires an end-user to provide two or more identity verification factors in order to gain access to OJP information systems.

User Authentication is the process of identifying users that request access to ITVERP. Access control often determines user identity according to their logon credentials (username and password) plus a 2nd authentication factor such as SMS.

Single-Signon is a method that allows users to log in to multiple applications and websites with one set of credentials.



DIAMD

***Digital Identity and Access
Management Directory***

***User Account Registration
and Login Instructions***

Steps 1-2: Navigate to the ITVERP Website

- 1) Navigate your browser to the ITVERP website. <https://ovc.ojp.gov/program/itverp/overview>
- 2) Click on **Apply for ITVERP Reimbursement**

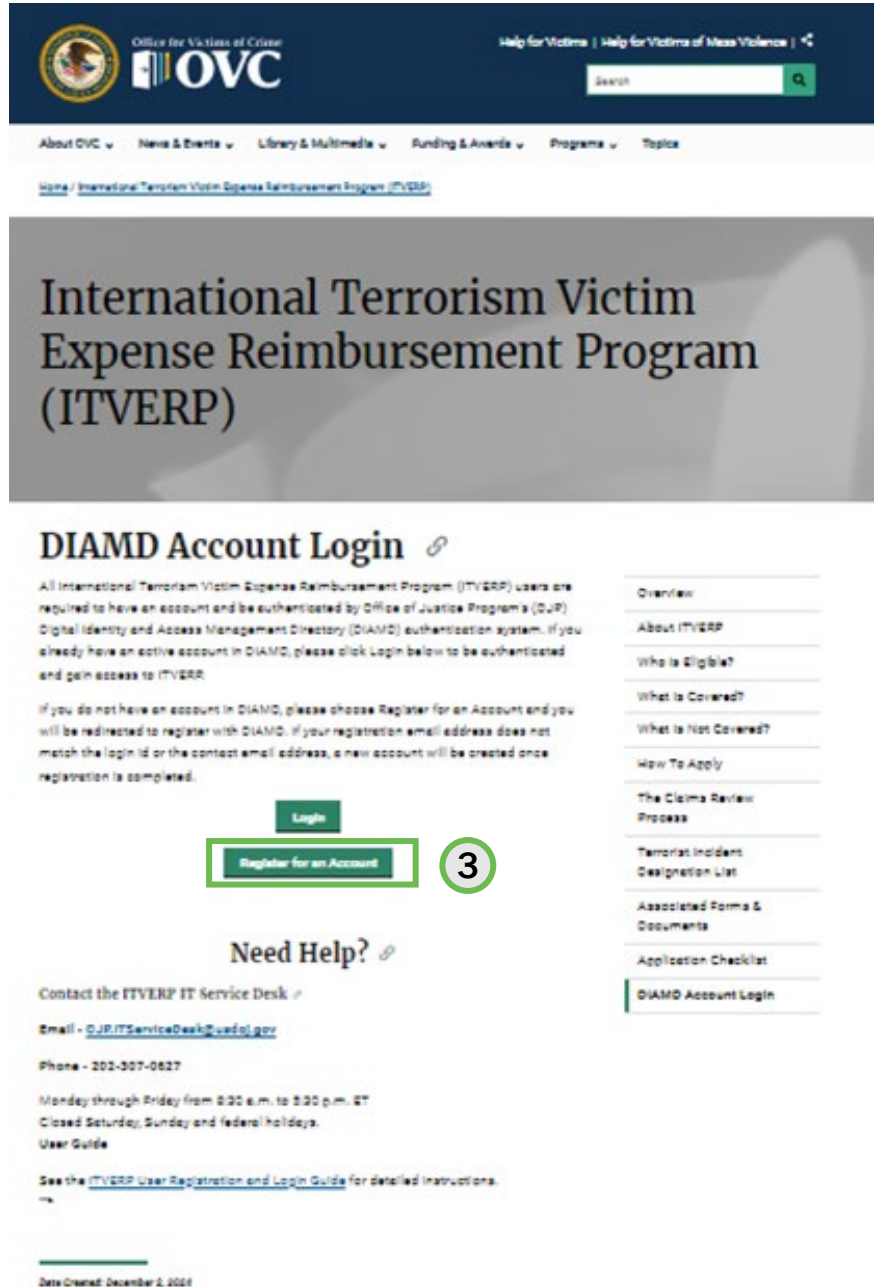
You will be taken to the DIAMD Account Login page shown on the next page.

The screenshot shows the official website for the International Terrorism Victim Expense Reimbursement Program (ITVERP). The header includes the OVC logo and navigation links. The main heading reads "International Terrorism Victim Expense Reimbursement Program (ITVERP)". A prominent green button labeled "Apply for ITVERP Reimbursement" is circled in green with the number "2". Below this is an "Overview" section with a description of the program, requirements, and a "Notices" section. A "CONTACT ITVERP" section provides a phone number and email address. A "Related Resources" section lists various guides and documents. At the bottom, there is a video player for "The International Terrorism Victim Expense Reimbursement Program" with the URL www.ovc.gov/ITVERP.

Step 3: Register for an Account

3) Click on Register for an Account

The user will be redirected to the DIAMD Registration Form shown on the following page.



The screenshot shows the official website of the Office for Victims of Crime (OVC). The header includes the OVC logo and navigation links such as 'About OVC', 'News & Events', 'Library & Multimedia', 'Funding & Awards', 'Programs', and 'Topics'. A search bar is located in the top right corner. The main content area features a large heading for the 'International Terrorism Victim Expense Reimbursement Program (ITVERP)'. Below this heading, there is a section for 'DIAMD Account Login'. The text explains that all ITVERP users are required to have an account and be authenticated by the DIAMD system. It provides instructions for users who already have an account (click 'Login') and for those who do not (click 'Register for an Account'). The 'Register for an Account' button is highlighted with a green box and a green circle containing the number '3'. Below the login/register section, there is a 'Need Help?' section with contact information for the ITVERP IT Service Desk, including an email address, phone number, and operating hours. A footer note indicates the page was created on December 2, 2024.

Steps 4-10: Register Your Account

To access the ITVERP, register your account in DIAMD.

- 4) Type valid email address
- 5) Type email address to confirm
- 6) Type First Name
- 7) Type Last Name
- 8) Select ITVERP from application dropdown menu
- 9) Click **Submit**
- 10) This message is displayed on successful submission

Begin Self-Service Registration

Office of Justice Programs (OJP) Account Registration

Use the "OJP Account Registration" form below to register for an account necessary to gain access to Office of Justice Programs (OJP), U.S. Department of Justice (US DOJ) system(s). After registering, you will receive an email notification providing further instructions. You have 72 hour(s) to activate or you will have to contact the OJP IT Service desk.

? If you have previously registered an OJP account in DIAMD, please click [here](#) to return to the login page and use "Need help signing in?" link to reset a forgotten password or to unlock a locked account.

Your Information

Email Address * 4

Confirm Email Address * 5

First Name * 6

Last Name * 7

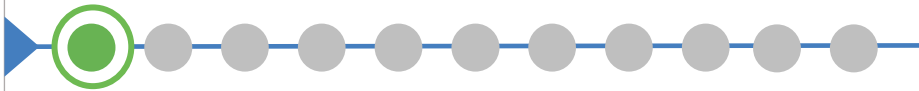
Application * 8

Please select an application 9

Your request to register an OJP account has been submitted. You will receive an email notification containing a link to complete your registration information. If you don't receive an email, you may already have an OJP account in DIAMD. If you believe you already have an OJP account in DIAMD, please click the login button below to return to the login page and use "Need help signing in?" link to reset a forgotten password or to unlock a locked account. If you need assistance or have trouble signing in, please contact OJP IT Service Desk at OJP.ITServiceDesk@usdoj.gov or 202-307-0627.

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End Self-Service Registration



Step 11: Receive Welcome Email

Upon receipt of an OJP generated Welcome Email, a user must complete the account activation process.

11) Select the link labeled “here” in the email to begin the activation process.

Note: Users have 3 days to complete this process after receiving the Welcome Email. After the time has elapsed, the service desk needs to be contacted to restart the process. Your service desk contact information will be contained in the Welcome email.

Begin Account Activation



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David Gaetani,

An account has been created for you to access the following Office of Justice Programs (OJP), U.S Department of Justice (DOJ) system(s):

- International Terrorism Victim Expense Reimbursement Program (ITVERP)

To access your account please click [here](#) and set your password. The activation link will expire in 72 hour(s).

11

The ITVERP system is moving to a new authentication method which requires setting a new password and Multi-Factor Authentication (MFA) method for your account.

If you have difficulties setting up a Multi-Factor Authentication (MFA) method using a mobile device, please contact Service Desk using the contact information below.

International Terrorism Victim Expense Reimbursement Program (ITVERP) System Resources:

To complete your profile in ITVERP, please click on the ITVERP application title upon login.

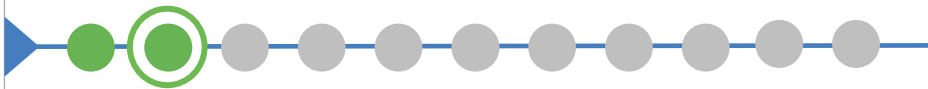
If you need assistance with ITVERP, please contact

OJP IT Service Desk at OJP.ITServiceDesk@usdoj.gov or 202-307-0627

This is an automatically generated email. Please do not reply to this email.

Department of Justice (DOJ)

Continue Account Activation.



Steps 12-16: Create My Account

Clicking the link on the Welcome Email will open the web browser to DIAMD where the user will create their account.

12) Type a new password using the requirements listed

13) Repeat new password

14) Choose a forgot password question from the dropdown menu

15) Enter an answer

16) Optional but recommended for password reset and account unlock – Click **Add Phone Number otherwise click **Create My Account****

Continue Account Activation

Welcome to US Department of Justice (DIAMD) Stage, Dave!
Create your US Department of Justice (DIAMD) Stage account

12 Enter new password

.....

Password requirements:

- At least 16 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 24 password(s)
- At least 1 day(s) must have elapsed since you last changed your password

13 Repeat new password

.....

14 Choose a forgot password question

What is the food you least liked as a child? ▾

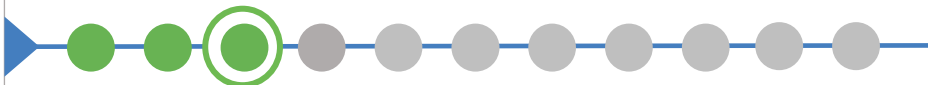
Answer

peas **15**

16 Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Continue Account Activation



Steps 17-22: Forgot Password Text Message

The pop-up screens shown on the right only display if you clicked on **Add Phone Number** if Step 14.

17) Select a **Country/Region** from the dropdown menu.

18) Enter the phone number of your mobile device

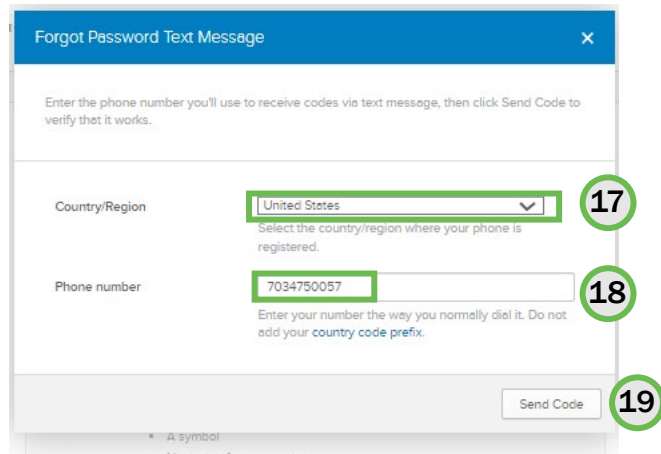
19) Click **Send Code**

20) Enter the DIAMD Verification Code received via text message

21) Click **Verify** – Phone number successfully verified message displayed

22) Click **Done**

Continue Account Activation



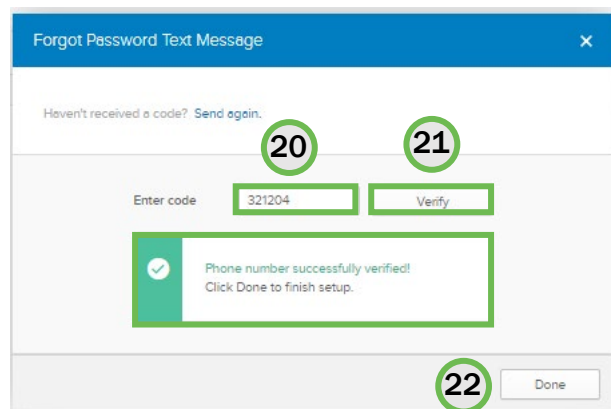
Forgot Password Text Message

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country/Region: United States (17)
Select the country/region where your phone is registered.

Phone number: 7034750057 (18)
Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code (19)



Forgot Password Text Message

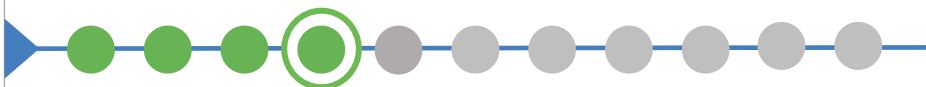
Haven't received a code? [Send again.](#)

Enter code: 321204 (20) Verify (21)

Phone number successfully verified!
Click Done to finish setup.

Done (22)

Account Activation Continued



Steps 23: Setup Multi-Factor Authentication

Set up multifactor authentication using one of the authenticators listed.

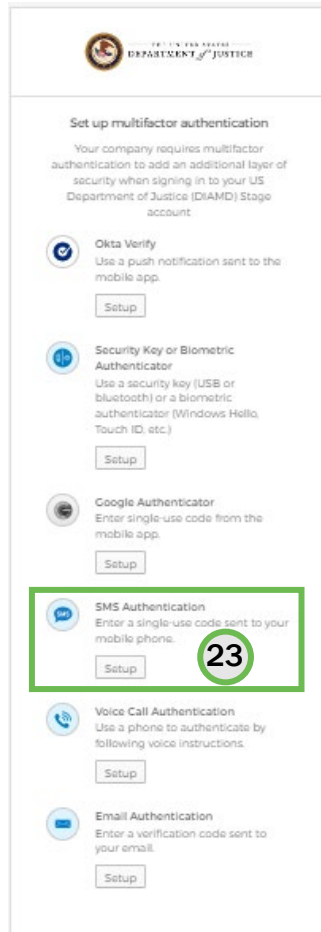
The following instructions will focus on SMS Authentication as a 2nd factor.

23) Click the Setup button

Note: The following authentication methods are listed in order of most secure to least secure.

- 1) Security Key or Biometric
- 2) Okta Verify
- 3) Google
- 4) SMS
- 5) Voice Call
- 6) Email

Continue Account Activation



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your US Department of Justice (DIAMD) Stage account.

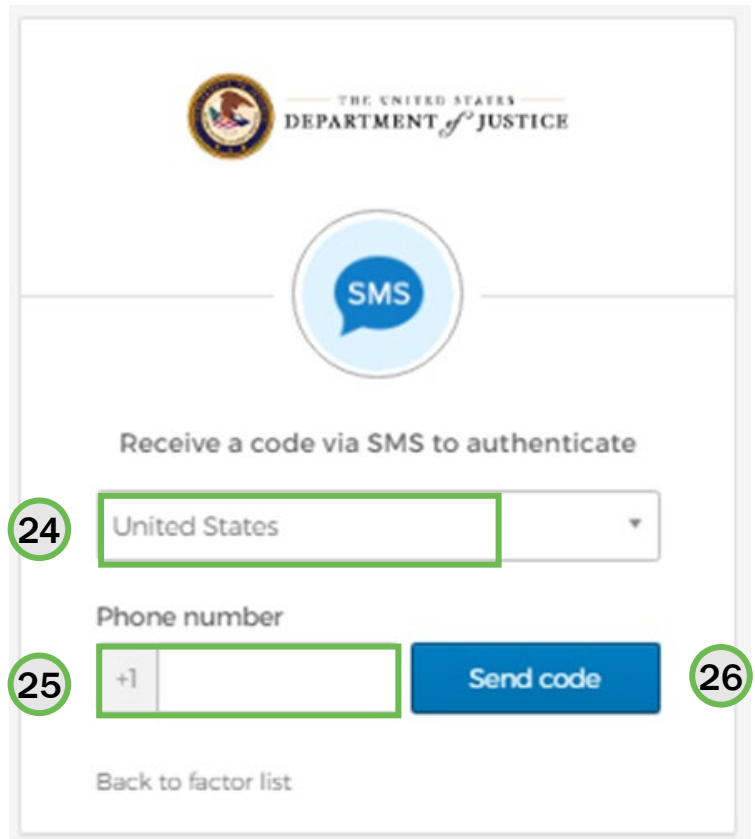
- Okta Verify
Use a push notification sent to the mobile app.
- Security Key or Biometric Authenticator
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)
- Google Authenticator
Enter single-use code from the mobile app.
- SMS Authentication**
Enter a single-use code sent to your mobile phone. **23**
- Voice Call Authentication
Use a phone to authenticate by following voice instructions.
- Email Authentication
Enter a verification code sent to your email.

Continue Account Activation

Steps 24-26: Setup SMS Authentication

- 24) When Clicking the SMS (text) Authentication Setup button, a new selection box opens. Select the appropriate country from the dropdown menu.
- 25) Enter the Phone Number of your mobile device number in the Phone number box
- 26) Click on the Send code button to receive an SMS (text) message

Continue Account Activation



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SMS

Receive a code via SMS to authenticate

24 United States

Phone number

25 +1

Send code 26

Back to factor list

Continue Account Activation

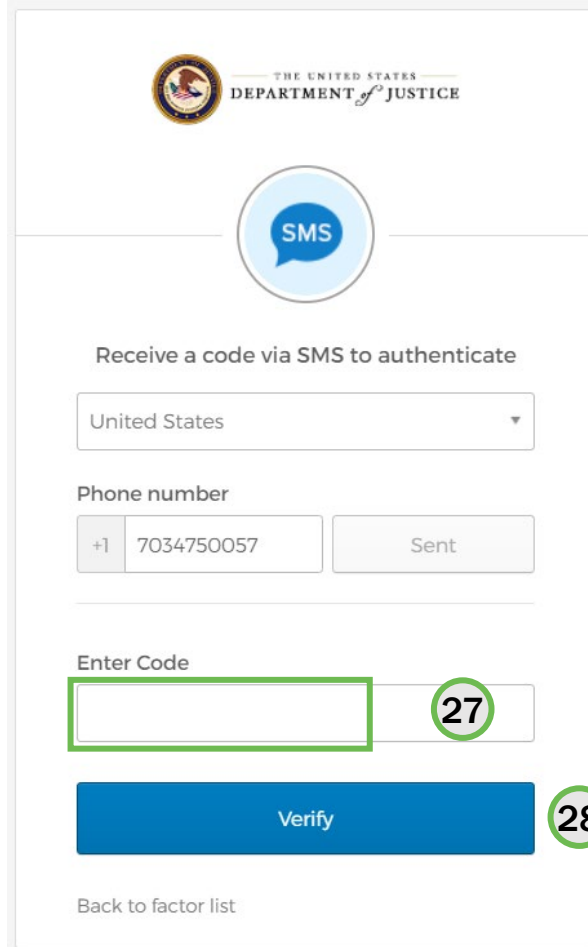


Steps 27-28: Setup SMS Authentication

27) After clicking **Send Code**, the **Enter Code** dialogue box will appear. Enter the code received via text message on your mobile device

28) Click **Verify** to complete the SMS enrollment process.

Continue Account Activation



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SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 7034750057 Sent

Enter Code

27

Verify 28

Back to factor list

Continue Account Activation

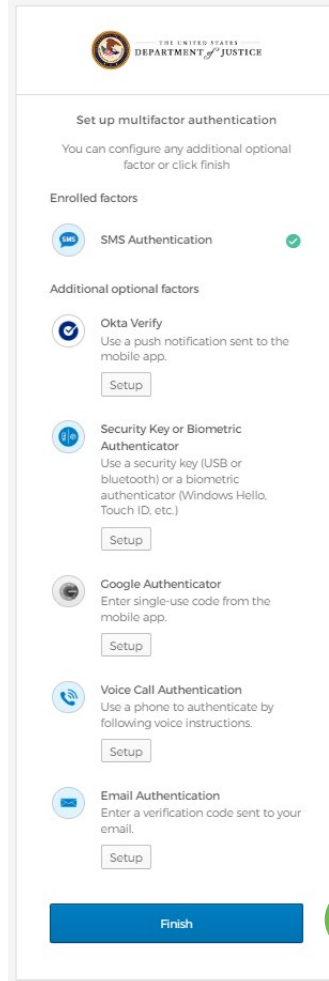
Step 29: Setup SMS Authentication

The system will return to the multifactor authentication screen

*Note **SMS Authentication** completion indicated by green check mark.*

29) Either select the **Finish** button to complete the account activation process or click **Setup** to add an additional authentication factor (optional).

Continue Account Activation



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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- SMS Authentication ✔

Additional optional factors

- Okta Verify
Use a push notification sent to the mobile app.
- Security Key or Biometric Authenticator
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)
- Google Authenticator
Enter single-use code from the mobile app.
- Voice Call Authentication
Use a phone to authenticate by following voice instructions.
- Email Authentication
Enter a verification code sent to your email.

29

Account Activation Completed

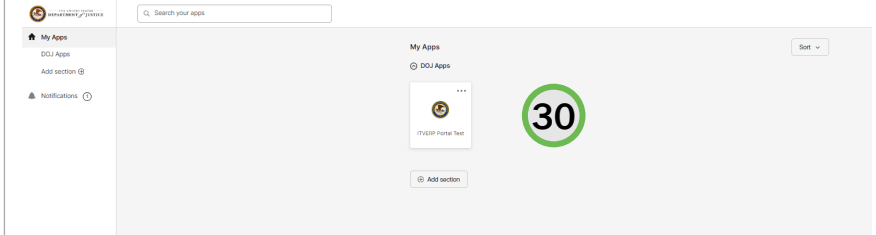


Step 30: Sign-in to ITVERP

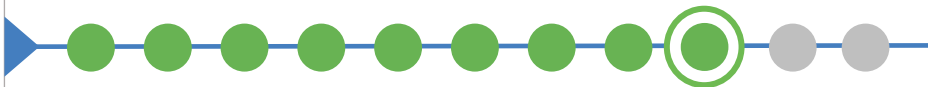
Note: After clicking the **Finish** button in the last step, the user will be taken to the **DIAMD My Apps** page where the **ITVERP** application tile is displayed.

30) Click on the **ITVERP** application tile to logon to the corresponding portal.

Begin Single-Signon



End Single-Signon



ITVERP Portal Page

Upon clicking the ITVERP tile on the DIAMD My Apps page the user will automatically be logged into the system without the need to re-enter username and password, The ITVERP Portal will be displayed.



ITVERP Portal

[Application Checklist](#) | [About Us](#) | [FAQs](#) | [Q](#) | [David Boogey](#)

Welcome to My ITVERP - your dashboard for managing all ITVERP application and claim resources.

My Profile

New Application

Messages

Current Applications

Application Number	Current Status	Application Type	Victim Name	Applicant name	Created On ↓
There are no records to display.					

Submitted Applications

Application Number	Current Status	Application Type	Victim Name	Applicant Name	Date Received ↓
There are no records to display.					

Withdrawn Applications

Application Number	Current Status	Application Type	Victim Name	Applicant Name	Date Received ↓
There are no records to display.					

ITVERP
International Terrorism Victim Expense Reimbursement Program

A resource provided by OVC

**Office for Victims of Crime
ITVERP Resource Center**

810 Seventh Street NW, Second Floor
Washington, DC 20531
Phone: 800-363-0441
Email: ITVERP@usdoj.gov
www.ovc.gov/itverp

ITVERP Program

[ITVERP Regulations](#)
[Privacy Policy](#)
[Language Access](#)
[Legal Policies and Disclaimers](#)
[FOIA](#)

DOJ-OJP Sites

[ITVERP Home](#)
[OJP Home](#)
[OVC Home](#)
[DOJ Home](#)

