



**New Jersey Department of the Treasury
Division of Purchase and Property**



Quick Reference Guide:

LOGIN/PASSWORD ASSISTANCE

Seller Administrators



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1. Purpose

This Quick Reference Guide provides step-by-step instructions on how to reset your NJSTART password. This guide is only applicable for vendors. (New Jersey State employee users do not log into NJSTART using the process described here.)

Password reset may be required under the following conditions:

- You cannot recall your NJSTART login ID;
- You cannot recall your NJSTART password;
- You have been locked out of NJSTART due to excessive failed attempts, which requires a password reset.

If, while attempting to log into NJSTART, you receive a system notification that your account has been suspended, you cannot regain access using the instructions contained in this guide. Instead, you must contact your company's Seller Administrator or the NJSTART vendor support line (609-341-3500) for assistance.

If your company has not completed the registration process in NJSTART, you cannot use any of the instructions provided in this guide. Complete your registration first and then return here, if necessary.

2. NJSTART Security

Access to view, edit, and perform procurement functions using your company's NJSTART Vendor Profile is restricted by system security features to individuals who have been authorized by your company's Seller Administrator.

NJSTART security features consist of a requirement to enter a valid login ID and password to log on. In addition, NJSTART provides several robust self-service features that will enable users to recover their login ID and/or reset their passwords under certain circumstances.

Note: User passwords must comply with specific requirements as to length and composition. These requirements are provided in Section 3.4 of this guide.

Quick Reference Guides for managing your NJSTART vendor portal profile, and many other topics, can be found at the New Jersey Division of Purchase and Property Vendor Support Page at <http://www.nj.gov/treasury/purchase/njstart/vendor.shtml>.

If you have questions regarding the material presented in this guide, you may contact a New Jersey State Vendor Administrator at (609) 341-3500 or email njstart@treas.nj.gov.



3. Instructions

3.1. Navigate to NJSTART and Login

Navigate to www.njstart.gov. Log in by entering the login ID and password combination you created during registration or that was provided by your company's **Seller Administrator**. Enter the Login ID and Password in the fields noted below.

Welcome To **NJSTART**

NJSTART

The State of New Jersey's new eProcurement solution!
NJSTART will put the power to do business with the State into your hands.

The Division of Purchase and Property is pleased to announce that all new bidding opportunities are now administered through NJSTART.

Please click on the "Open Bids" link below to view all new Bidding Opportunities.

Please visit the [NJSTART Vendor Support Page](#), which contains Reference Guides, frequently asked questions, how-to videos, a glossary of NJSTART terms, and help desk support contact information.

To get your business "NJSTARTed," please click on the "Register" link below.

Passwords are case sensitive and must contain a minimum of 6 characters, with at least one letter and one number.

- [Register](#)
Register here to begin using NJSTART.
Vendors, please read this [disclaimer](#) prior to registering.
- [Complete Registration](#)
Complete registration here to begin using NJSTART.
Vendors, please read this [disclaimer](#) prior to completing registration.
- [Open Bids](#)
Browse open bid opportunities.
- [Active Contracts](#)
Browse active Contracts/Blankets.
- [Contract & Bid Search](#)
Search for Bids and active Contracts/Blankets.
- [Registered Vendor Search](#)
Search for registered vendors.

Login ID:

Password:

[Login Assistance?](#)

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3.2. Forgotten User ID

If you cannot recall your NJSTART login ID, click on the [Login Assistance?](#) link at the bottom of the NJSTART home page.

The following Login Help view will appear:

Select **Forgot User ID** and then click the **Continue** button. The Login Help view will then show an Email Address field (see below):

Enter the email address contained in your NJSTART user profile in the field provided and click **Continue**. If the email address entered does not match the system records, this validation error will appear:



As you continue the process, you will be presented with a notification indicating an email will be sent to the email address entered.

Login Help

Upon clicking the Continue button, an email will be sent to the Sample.CompanyUser@email.com containing all user names associated with this email.

Continue

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3.3. Forgotten Password

If you cannot recall your NJSTART password, click on the [Forgot your password?](#) link at the bottom of the home page (see below).

Login ID:

Password:

Login

[Login Assistance?](#)

The following Login Help view will appear:

Login Help

What type of Login assistance do you require?

Forgot User ID

Forgot Password

Continue Cancel

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Select **Forgot Password** and then click the **Continue** button.



The Login Help view will then show a Login ID and email address fields (see below). Enter your NJSTART Login ID and your profile Email Address in the fields noted below and click the **Continue** button.

Login Help

What type of Login assistance do you require?

Forgot User ID
 Forgot Password

For forgotten Password requests, please enter your Login ID and Email Address below.

Login ID:

Email Address:

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If both the Login ID and Email Address are evaluated by the system as valid, a password reset challenge question will be presented as shown below. If either entry is incorrect, a validation error will appear and the user will be instructed to try again.

Enter the answer to the Login Question in the field provided and press **Continue**.

Login Help

What type of Login assistance do you require?

Forgot User ID **Forgot Password**

For forgotten Password requests, please enter your Login ID and Email Address below.

Login ID:

Email Address:

Login Question:

Login Answer:

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As you continue the process, you will see a message indicating that an email will be sent to your profile email address with a new auto-generated password, as shown below.

Login Help

Upon clicking the Continue button, a new password will be auto-generated and sent to the email address on file.

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Clicking on the **Continue** button will trigger the email notification. Return to the NJSTART Login screen and await receipt of the email with your temporary password.



3.4. Changing your password

Upon receipt of your temporary password, use it to log in. The Change Password view will appear as shown below.

Change Password

Current Password* [password field] [eye icon]

New Password* [password field] [eye icon]

Confirm New Password* [password field] [eye icon]

Your current password must be changed.

Submit Log Out

Enter your temporary password in the Current Password field.

Create a new password in accordance with the following requirements:

- The new password must contain a minimum of six characters, with at least one letter and one number.
- Passwords are case-sensitive.
- Your new password cannot be the same as any you may have used during the last two resets.

After you have entered and confirmed your new password, click the **Submit** button. You will then be taken to your home view.

3.5. User Lockout

When you log in with an invalid Login ID or password, you are presented with the following validation error:

Validation Errors

- The Login ID and Password you entered does not match our records. Please try again or contact your administrator.

When you exceed the maximum number of attempts (three), the validation error will no longer be displayed. Instead, your account will be locked and the following screen will be displayed:

Thank You for Visiting - NJStart | Train.

You have exceeded the maximum number of login attempts.

Please try again after 10 minutes.

Exit

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You will not be able to take any actions until the lockout timer has elapsed (10 minutes). Once the lockout period has expired and you attempt to log in again (even with a valid password), you will be routed to the Login Help screen to reset your password.

To reset your password after lockout, follow the instructions presented in this guide in Section 3.4.