



**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 in to NJSTART using the process described here.

Password reset may be required under the following conditions:

- You cannot recall your NJSTART user ID;
- You cannot recall your NJSTART password;-
- You have been locked out of NJSTART due to excessive failed attempts, which require 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 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 user ID and password to log on. In addition, NJSTART provides several robust self-service features that will enable users to recover their user ID and/or reset their passwords under certain circumstances.

*Note. User passwords must comply with the 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](mailto:njstart@treas.nj.gov).



### 3. Instructions

#### 3.1. Navigate to NJSTART and Login

Navigate to [www.njstart.gov](http://www.njstart.gov). Log in by entering the ID and password you created during registration or 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 system!  
NJSTART will put the power to do business with the State into your hands.

The Division of Purchase and Property is pleased to announce a Pilot Procurement Program of new solicitations to introduce NJSTART, the State's new eProcurement solution.  
Please click on the "Open Bids" link below to view Pilot Bidding Opportunities.

Please visit the [NJSTART Vendor Support Page](#), which contains Quick Reference Guides, supporting videos, a glossary of NJSTART terms, and helpdesk contact information.

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

Passwords must be between 6 and 8 characters, contain at least one letter and one number, and not contain any special characters (#,&,@, etc.).  
Passwords are case sensitive.

- [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 containing all the user IDs associated with that email address.

The screenshot shows a dialog box titled "Login Help". The text inside reads: "Upon clicking the Continue button, an email will be sent to the Sample.CompanyUser@email.com containing all user names associated with this email." At the bottom of the dialog, there is a "Continue" button and a copyright notice: "Copyright © 2015 Periscope Holdings, Inc. - All Rights Reserved."

### 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).

The screenshot shows a login form with two input fields: "Login ID:" and "Password:". Below the fields is a "Login" button. At the bottom of the form, there is a link labeled "Login Assistance?" which is highlighted with a red box.

The following Login Help view will appear:

The screenshot shows a dialog box titled "Login Help". The text inside reads: "What type of Login assistance do you require?". There are two radio button options: "Forgot User ID" and "Forgot Password". The "Forgot Password" option is selected and highlighted with a red box. At the bottom of the dialog, there are "Continue" and "Cancel" buttons, with the "Continue" button also highlighted with a red box. A copyright notice is visible at the bottom: "Copyright © 2015 Periscope Holdings, Inc. - All Rights Reserved."

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.

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.

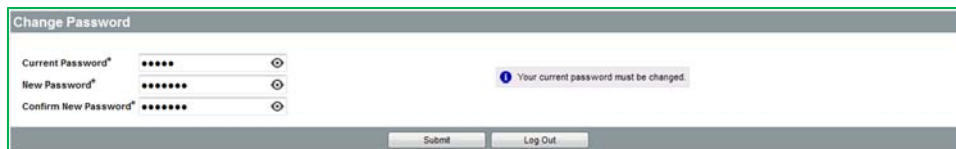
Enter the answer to the Login Question in the field provided and press **Continue**.

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.

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.



Enter your temporary password in the Current Password field.

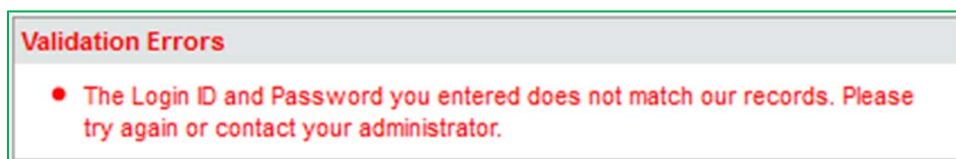
Create a new password in accordance with the following requirements:

- The new password must consist of only letters and numbers. Special characters or punctuation marks are not allowed.
- The password length must be between 6 and 8 eight characters.
- Your new password cannot be the same as any you have used during the last two resets.
- Passwords are case-sensitive.

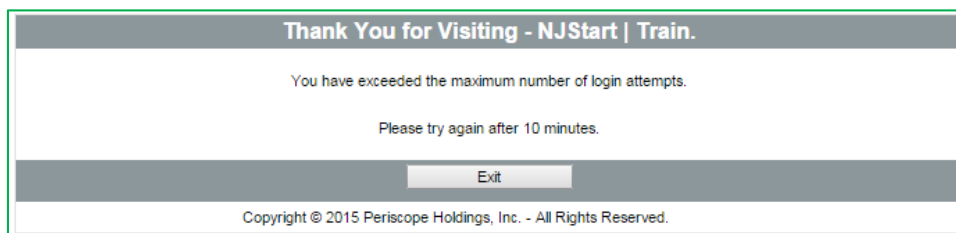
After you have entered and confirmed your new password, click the **Submit** button. You will then be taken to your home view.

### 3.5. User Lockout

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



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



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.