



**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.

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 tax ID already exists or 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 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>.

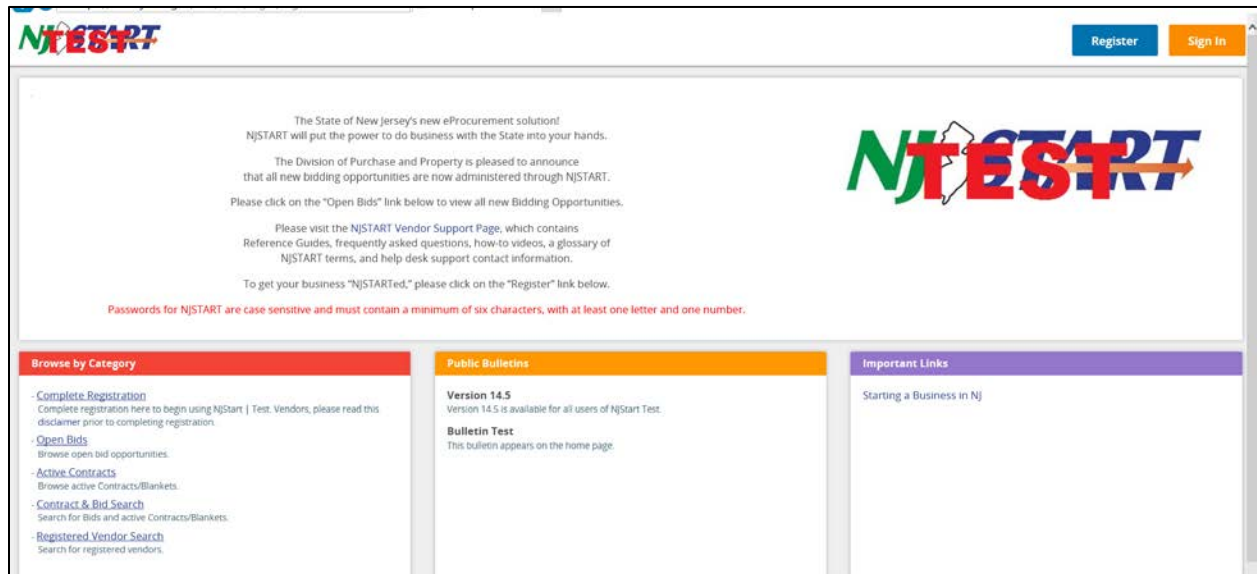
If you have questions regarding the material presented in this guide, you may contact a New Jersey State Vendor Administrator at (609) 341-3500 or email njstart@treas.nj.gov.



3. Instructions

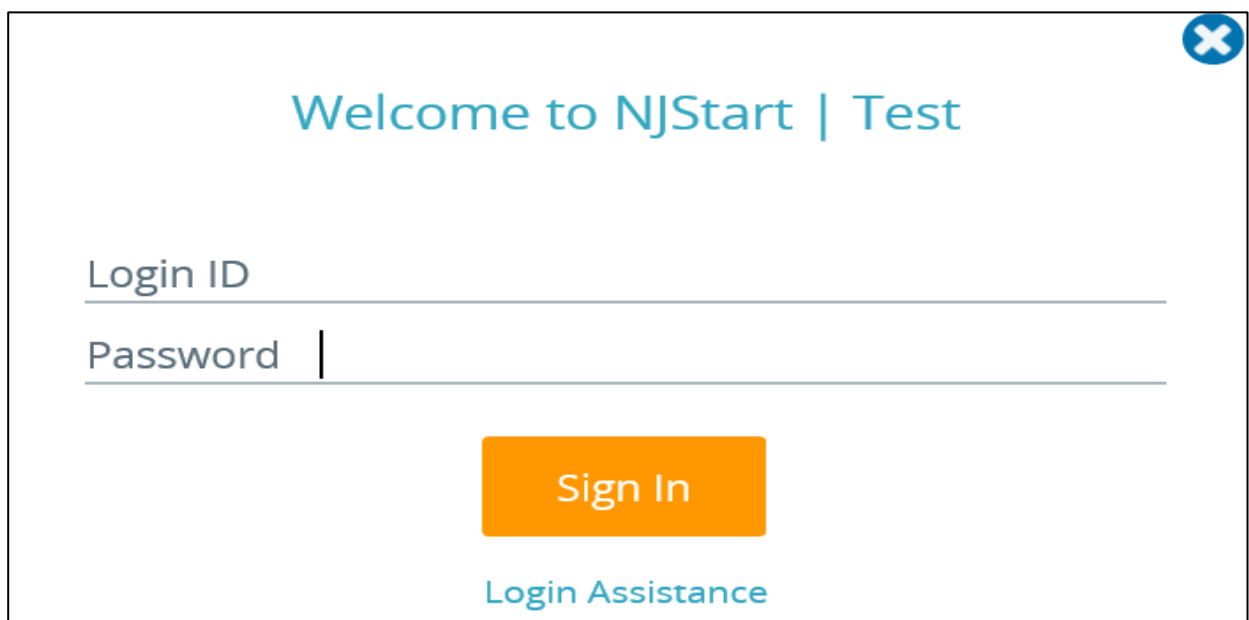
3.1. Navigate to NJSTART and Login

Navigate to www.njstart.gov. Click on the Sign In button, then enter the Login ID and Password combination you created during registration or that was provided by your company's **Seller Administrator**.



3.2. Forgotten User ID

If you cannot recall your NJSTART Login ID, click on the Login Assistance link at the bottom of the Welcome to NJSTART screen below.





The following Login Help view will appear:

Login Help

What type of Login assistance do you require?

Forgot User ID Forgot Password

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

Email Address:

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:

Validation Errors

The Email Address you entered does not match our Records. Please try again or contact your administrator.

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 njstart@treas.nj.gov containing all user names associated with this email.

3.3. Forgotten Password

If you cannot recall your NJSTART password, click on the Login Assistance link at the bottom of the **Welcome to NJSTART** screen. Select **Forgot Password**, and then click the **Continue** button.



Login Help

What type of Login assistance do you require?

Forgot User ID **Forgot Password**

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:

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 ID:

Email Address:

Login Question:

Login Answer:

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 on the next page.



Login Help

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

Continue

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.

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* [6 dots] [eye icon]

New Password* [6 dots] [eye icon]

Confirm New Password* [6 dots] [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.

3.4. 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 screen on the next page will be displayed.



Thank You for Visiting - NJStart | Train.

You have exceeded the maximum number of login attempts.

Please try again after 10 minutes.

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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 Section 3.4 of this guide.