



# **DMAVR (Defined Monetary Assistance Victims Reserve)**

*User Registration and Login Guide*



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October 29, 2024 – Initial Production Release

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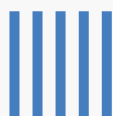
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# Overview

This document provides end-user instruction on the actions needed to be taken to access the DMAVR 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 DMAVR



**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.**

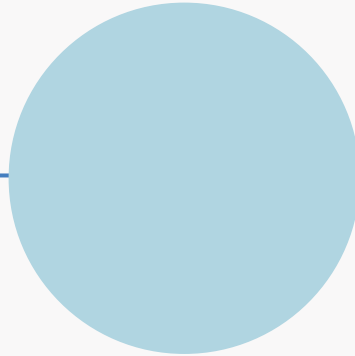
## IMPORTANT

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.



# DMAVR: *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 DMAVR users are required to complete the account registration process in DIAMD
- **DMAVR Accounts** are automatically provisioned by DIAMD. No additional steps are required.
- **Service Desk** Contact the Service Desk by email at [DMAVR.ITServiceDesk@usdoj.gov](mailto:DMAVR.ITServiceDesk@usdoj.gov) or by phone 833-872-5177 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 DMAVR 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.

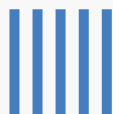
**User Account Activation** is part of the registration process. Upon completion, a new user's account is activated and can be used to access an OJP system.

**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 2<sup>nd</sup> 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 DMAVR. Access control often determines user identity according to their logon credentials (username and password) plus a 2<sup>nd</sup> 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 A-C: Navigate to U.S. Department of Justice

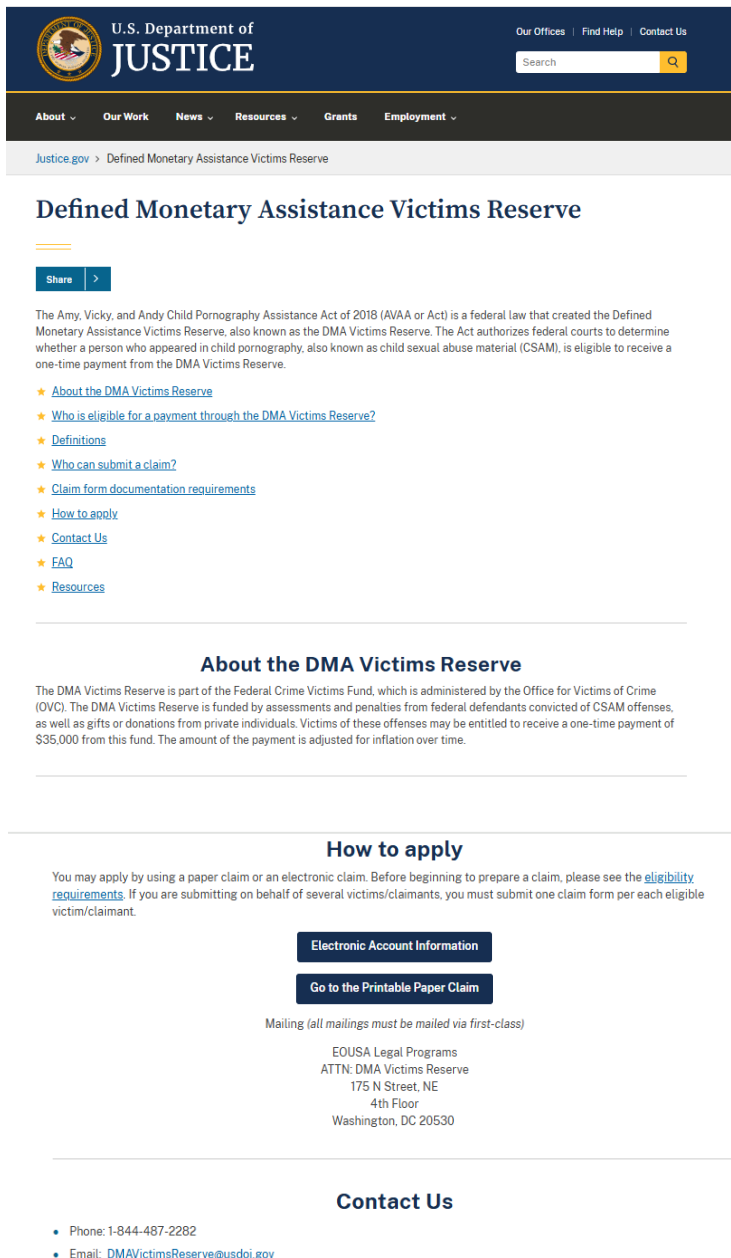
To begin, users must first go to the Department of Justice website.

A. Navigate your browser to Justice.Gov using the link below

<https://justice.gov/dmavr>

B. Scroll down the page until you reach the How to apply area

C. Click on Electronic Account Information



The screenshot shows the U.S. Department of Justice website. The header includes the DOJ seal, the text "U.S. Department of JUSTICE", and links for "Our Offices", "Find Help", and "Contact Us". A search bar is also present. Below the header is a navigation menu with links: "About", "Our Work", "News", "Resources", "Grants", and "Employment". The main content area is titled "Defined Monetary Assistance Victims Reserve". It includes a "Share" button and a paragraph explaining the Amy, Vicky, and Andy Child Pornography Assistance Act of 2018 (AVAA or Act). Below this is a list of links: "About the DMA Victims Reserve", "Who is eligible for a payment through the DMA Victims Reserve?", "Definitions", "Who can submit a claim?", "Claim form documentation requirements", "How to apply", "Contact Us", "FAQ", and "Resources". A section titled "About the DMA Victims Reserve" provides more details about the fund. Another section titled "How to apply" explains the process and includes two buttons: "Electronic Account Information" and "Go to the Printable Paper Claim". Below these buttons is the mailing address for the EOUSA Legal Programs. At the bottom, there is a "Contact Us" section with phone and email information.

U.S. Department of JUSTICE

Our Offices | Find Help | Contact Us

Search

About | Our Work | News | Resources | Grants | Employment

Justice.gov > Defined Monetary Assistance Victims Reserve

## Defined Monetary Assistance Victims Reserve

Share

The Amy, Vicky, and Andy Child Pornography Assistance Act of 2018 (AVAA or Act) is a federal law that created the Defined Monetary Assistance Victims Reserve, also known as the DMA Victims Reserve. The Act authorizes federal courts to determine whether a person who appeared in child pornography, also known as child sexual abuse material (CSAM), is eligible to receive a one-time payment from the DMA Victims Reserve.

- About the DMA Victims Reserve
- Who is eligible for a payment through the DMA Victims Reserve?
- Definitions
- Who can submit a claim?
- Claim form documentation requirements
- How to apply
- Contact Us
- FAQ
- Resources

### About the DMA Victims Reserve

The DMA Victims Reserve is part of the Federal Crime Victims Fund, which is administered by the Office for Victims of Crime (OVC). The DMA Victims Reserve is funded by assessments and penalties from federal defendants convicted of CSAM offenses, as well as gifts or donations from private individuals. Victims of these offenses may be entitled to receive a one-time payment of \$35,000 from this fund. The amount of the payment is adjusted for inflation over time.

### How to apply

You may apply by using a paper claim or an electronic claim. Before beginning to prepare a claim, please see the [eligibility requirements](#). If you are submitting on behalf of several victims/claimants, you must submit one claim form per each eligible victim/claimant.

[Electronic Account Information](#)

[Go to the Printable Paper Claim](#)

Mailing (all mailings must be mailed via first-class)

EOUSA Legal Programs  
ATTN: DMA Victims Reserve  
175 N Street, NE  
4th Floor  
Washington, DC 20530

### Contact Us

- Phone: 1-844-487-2282
- Email: [DMAVictimsReserve@usdoj.gov](mailto:DMAVictimsReserve@usdoj.gov)

# Step D: Navigate to U.S. Department of Justice

## Defined Monetary Assistance Victims Reserve (DMAVR) Account Information

Share >

All Defined Monetary Assistance Victims Reserve (DMAVR) users are required to have an account and be authenticated by Office of Justice Program's (OJP) Digital Identity and Access Management Directory (DIAMD) authentication system. If you already have an active account in DIAMD, please click Login below to be authenticated and gain access to DMAVR. You may also login to your [DIAMD account](#) first and then click on DMAVR app tile in the dashboard to gain access to DMAVR.

If you do not have an account in DIAMD, please choose Register for an Account and you will be redirected to register with DIAMD. If your registration email address does not match the login id or the contact email address, a new account will be created once registration is completed.

Login

Register for an Account

Need Help?

D. Click on  
**Register for an  
Account**

The user will be re-  
directed to the  
DIAMD  
Registration Form  
shown on the  
following page.



# Steps 1-7: Register Your Account

To access the DMAVR information system, register your account in DIAMD.

- 1) Type valid email address
- 2) Type email address to confirm
- 3) Type First Name
- 4) Type Last Name
- 5) Select DMAVR from application dropdown menu
- 6) Click **Submit**
- 7) 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 \* 1

Confirm Email Address \* 2

First Name \* 3

Last Name \* 4

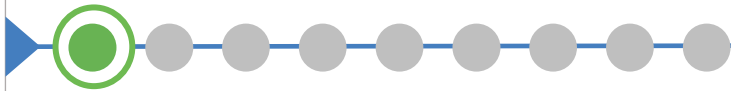
Application \* 5

6

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](mailto:OJP.ITServiceDesk@usdoj.gov) or 202-307-0627.

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**End Self-Service Registration**



# Step 8: Receive Welcome Email

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

- 8) 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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DEPARTMENT of JUSTICE

Test User,

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

- Defined Monetary Assistance Victims Reserve (DMAVR)

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

8

If you are unable to setup a Multi-Factor Authentication (MFA) method using a mobile device, please contact Service Desk using the contact information below.

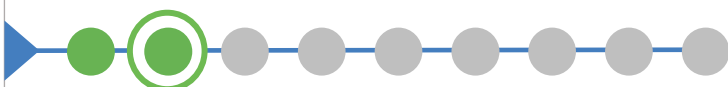
### Defined Monetary Assistance Victims Reserve (DMAVR) System Resources:

If you need assistance with Defined Monetary Assistance Victims Reserve (DMAVR), please contact the Service Desk by email at [DMAVR.ITServiceDesk@usdoj.gov](mailto:DMAVR.ITServiceDesk@usdoj.gov) or by phone at 833-872-5177. The Service Desk is available Monday through Friday from 8:30 a.m. to 5:30 p.m. ET and is closed on Saturdays, Sundays, and federal holidays.

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

Department of Justice (DOJ)

## Continue Account Activation.



# Steps 9-13: Create My Account

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

- 9) Type a new password using the requirements listed
- 10) Repeat new password
- 11) Choose a forgot password question from the dropdown menu
- 12) Enter an answer
- 13) Optional but recommended for password reset and account unlock – Click **Add Phone Number** otherwise click **Create My Account**

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

Enter new password

9

Password requirements:

- At least 10 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

Repeat new password

10

Choose a forgot password question

What is the food you least liked as a child?

11

Answer

peas

12

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

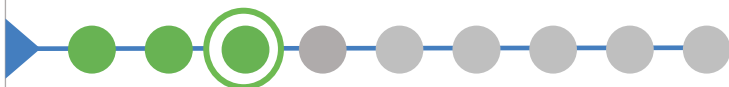
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number

13

Create My Account

Continue Account Activation



# Steps 14-19: Forgot Password Text Message

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

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

**15) Enter the phone number of your mobile device**

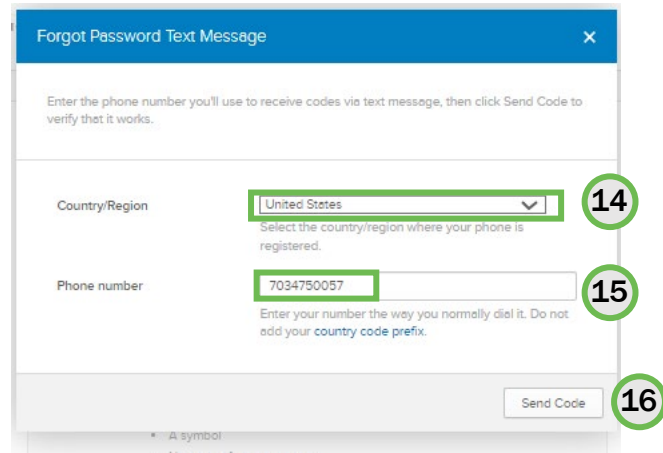
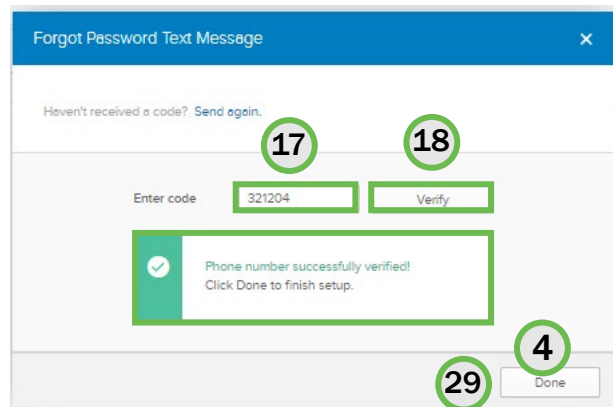
**16) Click Send Code**

**17) Enter the DIAMD Verification Code received via text message**

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

**19) Click Done**

## Continue Account Activation

## Account Activation Continued



# Steps 20-23: Setup Multi-Factor Authentication

*Set up multifactor authentication using one of the authenticators listed.*

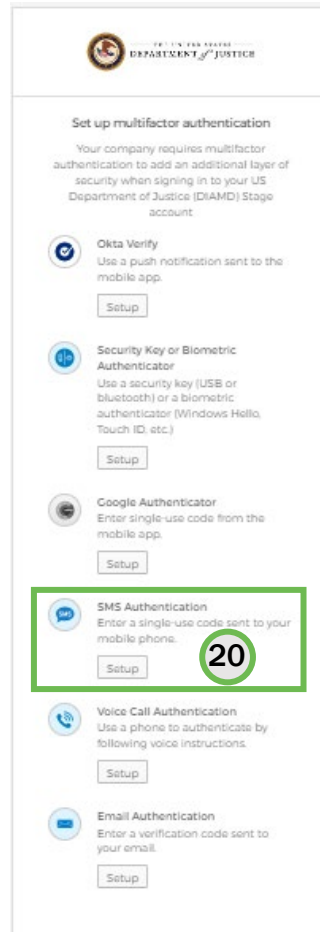
*The following instructions will focus on SMS Authentication as a 2<sup>nd</sup> factor.*

## 20) 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.

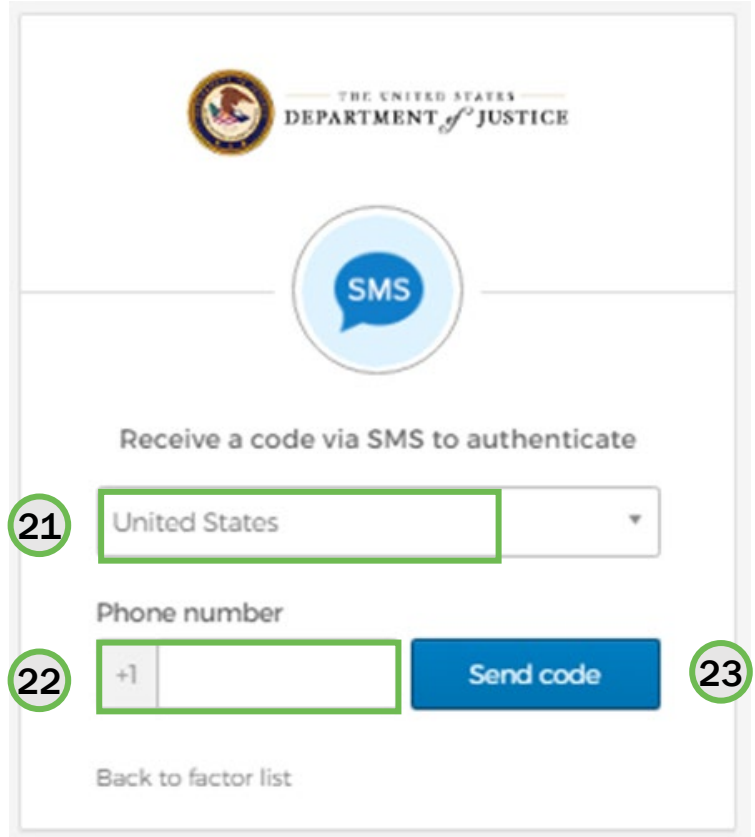
- Okta Verify**  
Use a push notification sent to the mobile app.
- Security Key or Biometric Authenticator**  
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)
- Google Authenticator**  
Enter single-use code from the mobile app.
- SMS Authentication**  
Enter a single-use code sent to your mobile phone.  
 **20**
- 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 21-23: Setup SMS Authentication

- 21) When Clicking the SMS (text) Authentication Setup button, a new selection box opens. Select the appropriate country from the dropdown menu.
- 22) Enter the Phone Number of your mobile device number in the Phone number box
- 23) 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

21 United States

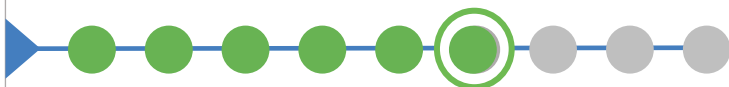
Phone number

22 +1

Send code 23

Back to factor list

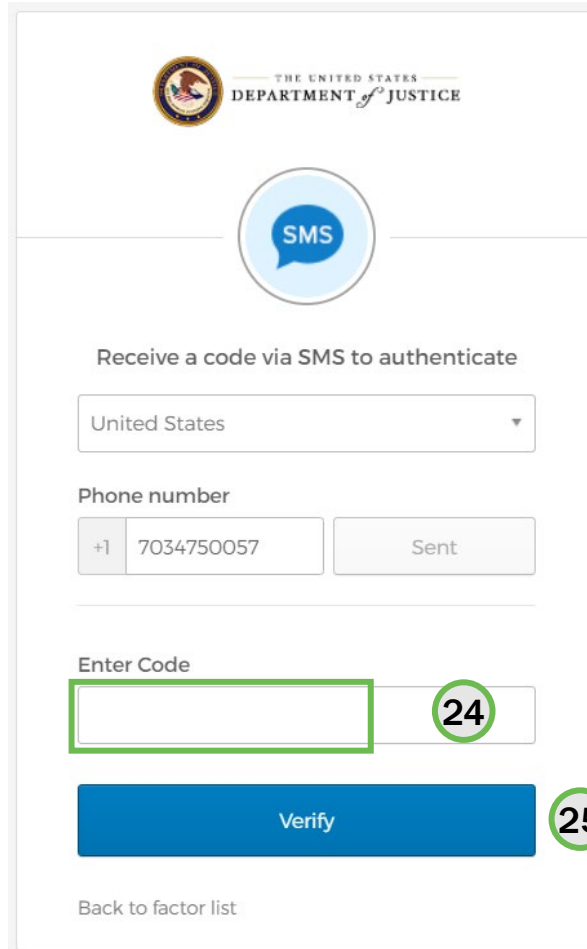
Continue Account Activation



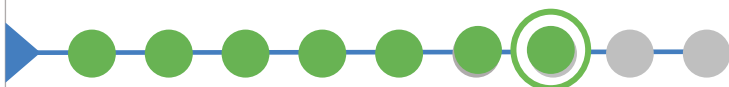
# Steps 24-25: Setup SMS Authentication

- 24) After clicking **Send Code**, the **Enter Code** dialogue box will appear. Enter the code received via text message on your mobile device
- 25) Click **Verify** to complete the SMS enrollment process.

Continue Account Activation



Continue Account Activation





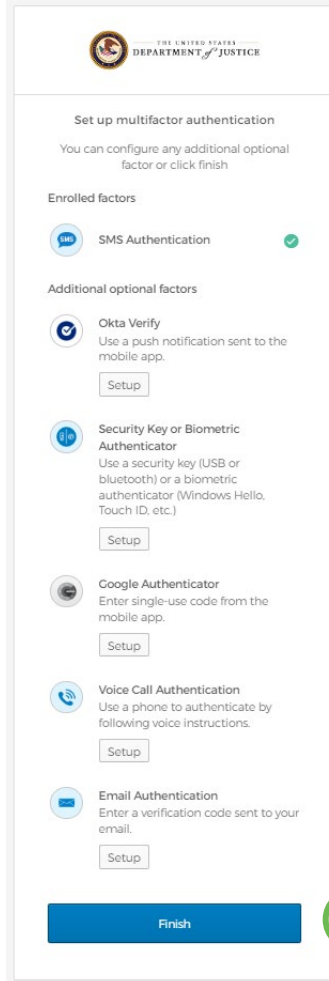
# Step 26: Setup SMS Authentication

*The system will return to the multifactor authentication screen*

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

26) 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.  
[Setup](#)
-  Security Key or Biometric Authenticator  
Use a security key (USB or bluetooth) or a biometric authenticator (Windows Hello, Touch ID, etc.)  
[Setup](#)
-  Google Authenticator  
Enter single-use code from the mobile app.  
[Setup](#)
-  Voice Call Authentication  
Use a phone to authenticate by following voice instructions.  
[Setup](#)
-  Email Authentication  
Enter a verification code sent to your email.  
[Setup](#)

[Finish](#)

26

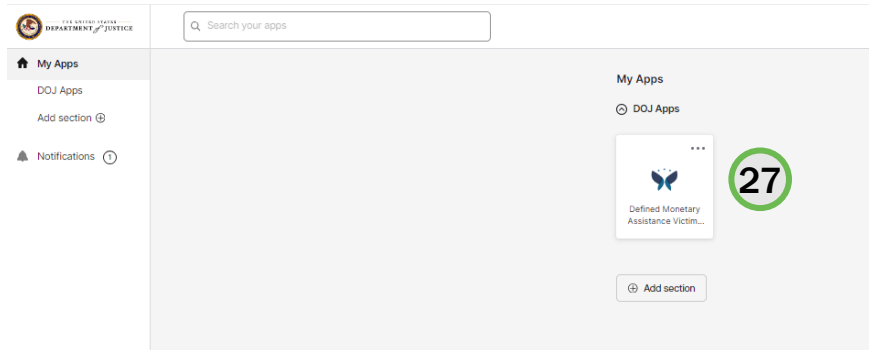
Account Activation Completed

# Step 27: Sign-in to DMAVR

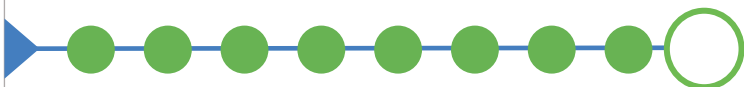
**Note:** After clicking the *Finish* button in the last step, the user will be taken to the DIAMD *My Apps* page where the DMAVR application tile is displayed.

27) Click on the **DMAVR** application tile to logon to the DMRA Claims Portal.

## Begin Single-Signon



## End Single-Signon



# DMAVR Claims Portal

Upon clicking the DMAVR 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 DMAVR Claims Portal screen will be displayed with instructions on how to apply.

