New User

Password Change:

Your password must be changed before you will be able to access the JustWare.

You have been given a temporary password, which was included in the welcome email.
To change your password, go to https://www.nd.gov/itd/chanpass/default.aspx. The password must contain:

- At least 20 characters
- Include three of the following.
    - Upper case letter
    - Lower case letter
    - Number
    - Special character

    * You cannot re-use any of the last 24 previous passwords, any part of your first or last name, or any 4 characters that match your Login ID.

    ** This password will be good for 1 year.

NDIT Security Online Password Information Form:

*This must be completed before you will be able to access JustWare. If you also applied to the ND CJIS Portal and have logged in and set your verification questions in that system, you will not need to complete this form.

1. Go to https://intranetapps.nd.gov/itd/passwordchg/emailentry.htm
2. Enter in the email that you put on your STARS JustWare application form.
3. An email will be sent to your email address. You must click on the link in the email message to complete the password change process.
4. Set your verification questions and answers in the event you need your password reset in the future.

To Log into JustWare:

1. Visit the JustWare site at: https://secure.apps.nd.gov/CJIS-JW/
2. Click "Install"
3. Click "Run"
4. Log into JustWare with your username **ndgov\username** and new password
    a. If GhostFil is not installed on this computer, you will be prompted to install GhostFil.
        i. GhostFil is a program that is installed with JustWare that stores templates for JustWare to use to generate documents.

For Assistance:

All software support issues are to be reported through the North Dakota Information Technology (NDIT) Service Desk by submitting an incident online at https://www.nd.gov/itd/onlineincident/createincident.aspx or calling 1-877-328-4470. These are operational 24 hours a day, 7 days a week and 365 days a year.

- Password unlocks and resets will be handled by the NDIT Service Desk.
- Software support issues, such as loading of software and compatibility, will be forwarded on to CJIS.

If you have any questions, please feel free to call ND CJIS at 701-328-1110.