



# PSOB (Public Safety Officers' Benefits Program)

*User Registration and Login Guide*



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December 8, 2024 – Production Release

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# Overview

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



**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.**

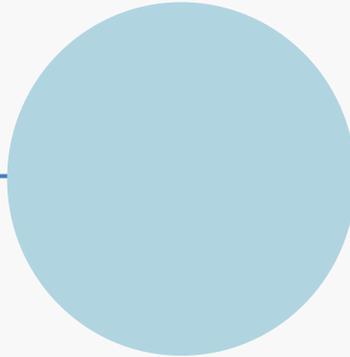
## IMPORTANT

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.



# PSOB: *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 PSOB users are required to complete the account registration process in DIAMD
- **PSOB Accounts** are automatically provisioned by DIAMD. No additional steps are required.
- **Service Desk** Contact the Service Desk by email at [OJP.ITServiceDesk@usdoj.gov](mailto:OJP.ITServiceDesk@usdoj.gov) or by phone at 202-307-0627 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 PSOB 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 PSOB. 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 1-2: Navigate to the PSOB Website

- 1) Navigate your browser to the PSOB website.  
<https://bia.ojp.gov/program/psob>
- 2) Click on **Register or Sign In**

You will be taken to the PSOB Account Information page shown on the next page.

The screenshot shows the PSOB website homepage. At the top, there are logos for the Department of Justice and the Bureau of the Inspector General. A search bar is located in the top right corner. Below the logos is a navigation menu with options: About, News, Topics, Programs & Initiatives (highlighted), Funding & Awards, Library & Multimedia, and Events. A 'Home' link is also present. The main heading is 'Public Safety Officers' Benefits Program'. Below the heading is a sub-heading: 'Providing death and education benefits to survivors of fallen law enforcement officers, firefighters, and other first responders, and disability benefits to officers catastrophically injured in the line of duty.' A button labeled 'Register or Sign In' is highlighted with a green box and a circled '2'. Below the button is a small text: 'raw98 / shutterstock.com (see reuse policy)'. A 'MENU' section contains 'Public Safety Officers' Benefits Program' with a plus sign. Below the menu is a carousel image showing two hands shaking in white gloves. At the bottom, there are buttons for 'Register', 'Sign In', 'PSOB Home', 'How to File a Claim', 'Helpful Links', and 'Contact PSOB'.

# Step 3: Register for An Account

## 3) Click on Register for an Account

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



## Public Safety Officers' Benefits Program (PSOB) Account Information

All Public Safety Officers' Benefits Program (PSOB) 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 PSOB.

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.



### Need Help? [↗](#)

Contact the PSOB IT Service Desk [↗](#)

Email - [OJP.ITServiceDesk@usdoj.gov](mailto:OJP.ITServiceDesk@usdoj.gov)

Phone - 202-307-0627

Monday through Friday from 8:30 a.m. to 5:30 p.m. ET  
Closed Saturday, Sunday and federal holidays.

#### User Guide

See the [PSOB User Registration and Login Guide](#) for detailed instructions.

# Steps 4-10: Register Your Account

To access the PSOB, register your account in DIAMD.

- 4) Type valid email address
- 5) Type email address to confirm
- 6) Type First Name
- 7) Type Last Name
- 8) Select PSOB from application dropdown menu
- 9) Click **Submit**
- 10) 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 \*** 4

**Confirm Email Address \*** 5

**First Name \*** 6

**Last Name \*** 7

**Application \*** 8

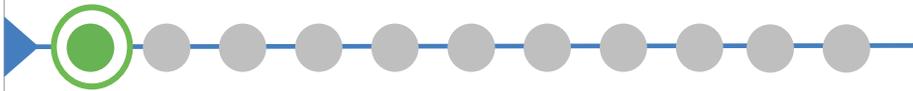
Public Safety Officers' Benefits System (PSOB)
▼

Please select an application 9

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 or 202-307-0627.

10 Login

End Self-Service Registration



# Step 11: Receive Welcome Email

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

11) 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



THE UNITED STATES  
DEPARTMENT of JUSTICE

John Smith,

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

- Public Safety Officers' Benefits System (PSOB)

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

11

If you have difficulties setting up a Multi-Factor Authentication (MFA) method using a mobile device, please contact Service Desk using the contact information below.

**Public Safety Officers' Benefits System (PSOB) System Resources:**

To complete your profile in PSOB, please click on the PSOB application title upon login.

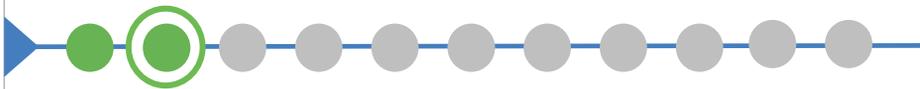
If you need assistance with PSOB, please contact

OJP IT Service Desk at [OJP.ITServiceDesk@usdoj.gov](mailto:OJP.ITServiceDesk@usdoj.gov) or 202-307-0627

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

Department of Justice (DOJ)

## Continue Account Activation.



# Steps 12-16: Create My Account

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

**12) Type a new password using the requirements listed**

**13) Repeat new password**

**14) Choose a forgot password question from the dropdown menu**

**15) Enter an answer**

**16) Optional but recommended for password reset and account unlock – Click **Add Phone Number** otherwise click **Create My Account****

Continue Account Activation

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

**12** Enter new password

Password requirements:

- At least 16 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

**13** Repeat new password

**14** Choose a forgot password question

What is the food you least liked as a child? **14**

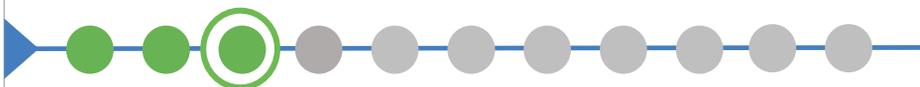
Answer

peas **15**

**16** 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.

**16**

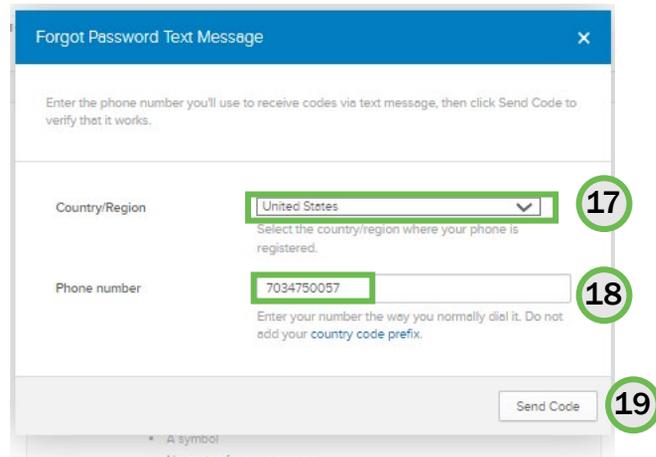
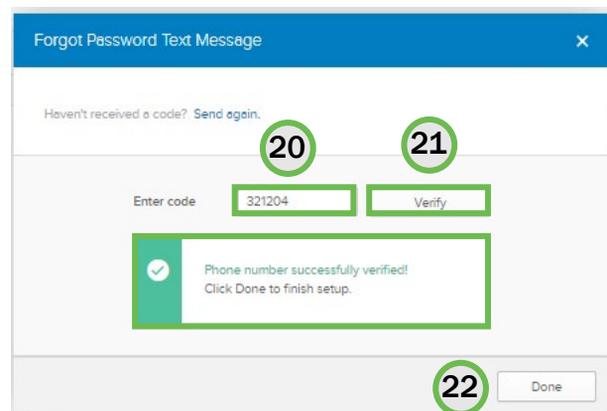


# Steps 17-22: Forgot Password Text Message

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

- 17) Select a **Country/Region** from the dropdown menu.
- 18) Enter the phone number of your mobile device
- 19) Click **Send Code**
- 20) Enter the DIAMD Verification Code received via text message
- 21) Click **Verify** – Phone number successfully verified message displayed
- 22) Click **Done**

## Continue Account Activation

## Account Activation Continued



# Steps 23: Setup Multi-Factor Authentication

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

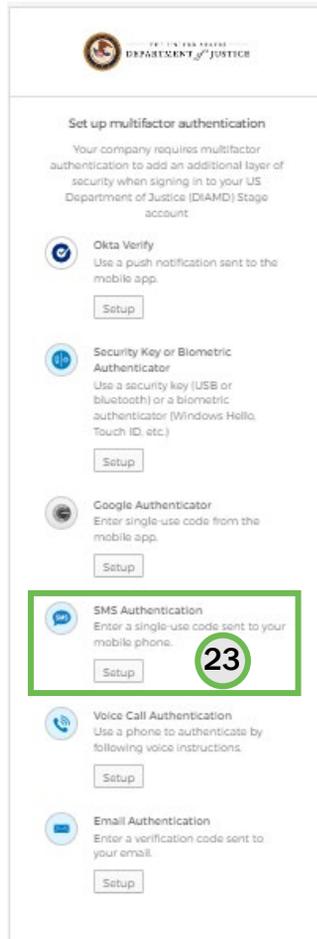
*The following instructions will focus on SMS Authentication as a 2<sup>nd</sup> factor.*

## 23) 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. **23**
- 
**Voice Call Authentication**  
 Use a phone to authenticate by following voice instructions.
- 
**Email Authentication**  
 Enter a verification code sent to your email.

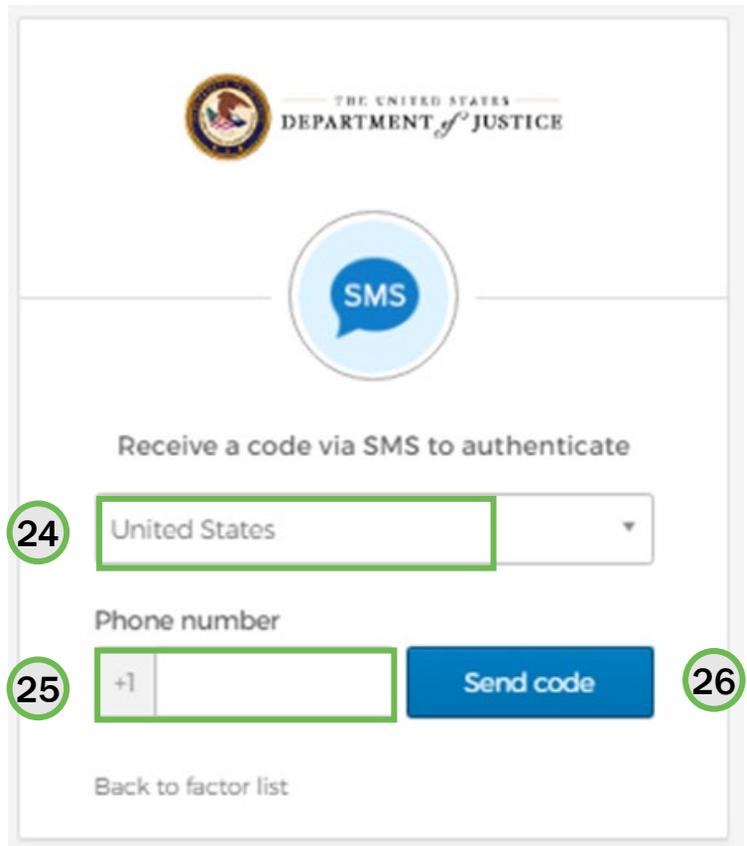
Continue Account Activation



# Steps 24-26: Setup SMS Authentication

- 24) When Clicking the SMS (text) Authentication Setup button, a new selection box opens. Select the appropriate country from the dropdown menu.
- 25) Enter the Phone Number of your mobile device number in the Phone number box
- 26) Click on the Send code button to receive an SMS (text) message

Continue Account Activation



THE UNITED STATES DEPARTMENT OF JUSTICE

SMS

Receive a code via SMS to authenticate

24 United States

Phone number

25 +1

Send code 26

Back to factor list

Continue Account Activation

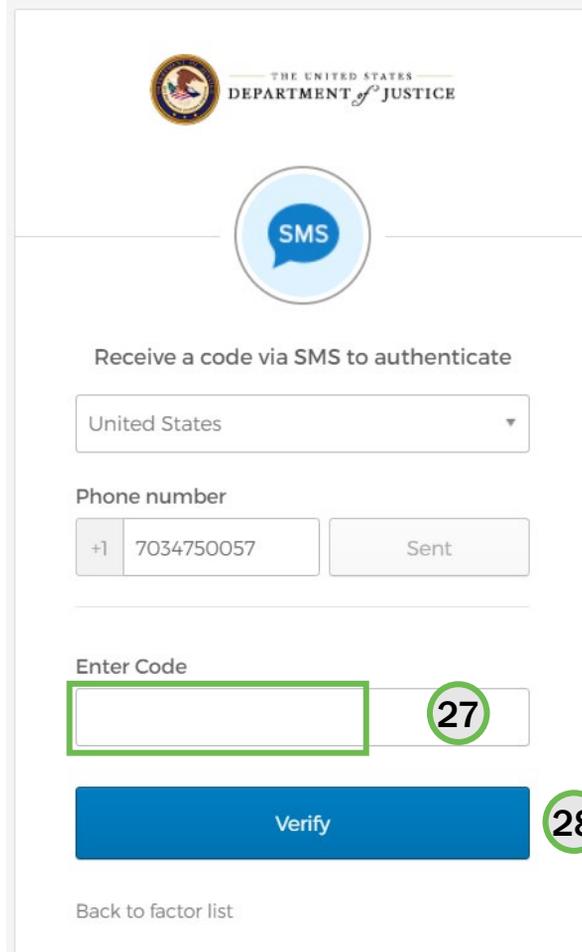


# Steps 27-28: Setup SMS Authentication

27) After clicking **Send Code**, the **Enter Code** dialogue box will appear. Enter the code received via text message on your mobile device

28) Click **Verify** to complete the SMS enrollment process.

Continue Account Activation



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DEPARTMENT OF JUSTICE

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 7034750057 Sent

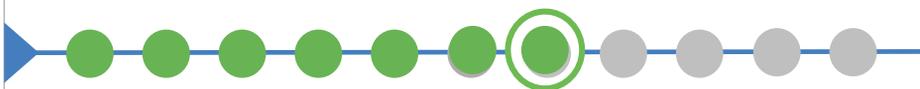
Enter Code

27

Verify 28

Back to factor list

Continue Account Activation



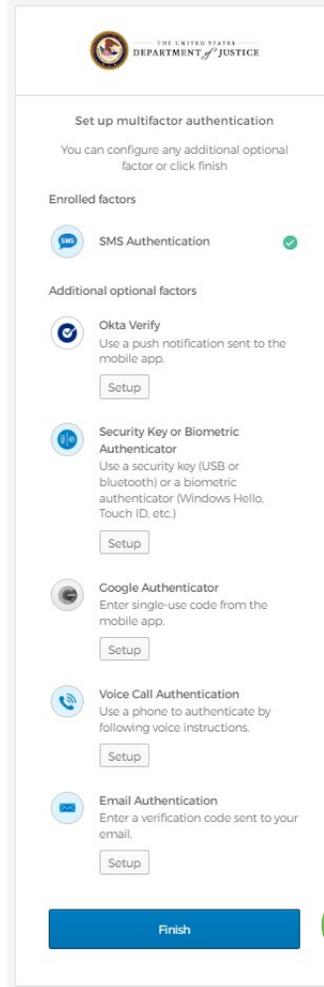
# Step 29: Setup SMS Authentication

*The system will return to the multifactor authentication screen*

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

29) 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

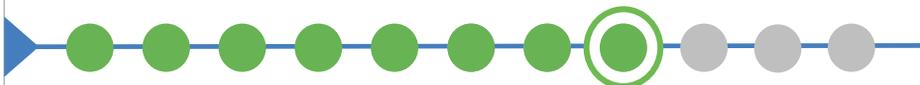
- SMS Authentication ✔

Additional optional factors

- Okta Verify  
Use a push notification sent to the mobile app.
- 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.
- Voice Call Authentication  
Use a phone to authenticate by following voice instructions.
- Email Authentication  
Enter a verification code sent to your email.

29

Account Activation Completed

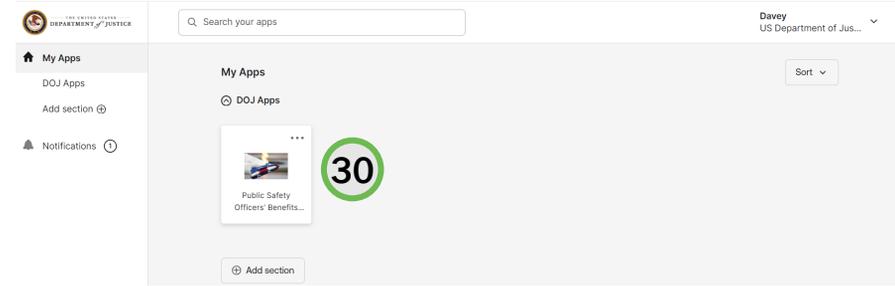


# Step 30: Sign-in to PSOB

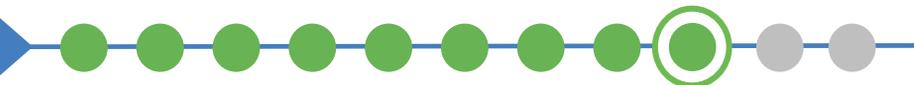
**Note:** After clicking the *Finish* button in the last step, the user will be taken to the DIAMD *My Apps* page where the PSOB application tile is displayed.

30) Click on the PSOB application tile to logon to the corresponding portal.

## Begin Single-Signon



## End Single-Signon



# PSOB Portal Page

Upon clicking the PSOB 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,

31) Click the check box to agree with the terms and conditions.

The MyPSOB page will be displayed.

## Terms and Conditions

**Notice to Users:** The use of this system is restricted to authorized users. Unauthorized access, use, or modification of this U.S. Government computer system, or of the data contained herein or in transit to/from this system, constitutes a violation of 18 U.S.C. §1030. This system is monitored to ensure proper performance of applicable security features and procedures. Such monitoring may result in the acquisition, recording and analysis of data being communicated, transmitted, processed or stored in this system by a user. In particular, we monitor the identity of all who access this system, as well as the date and time of their access. In addition, we review all user-submitted information and data. Unauthorized or improper use of this system may result in administrative disciplinary action, as well as civil and criminal penalties. By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use.

If you are using Safari as your browser and experience session timeout issues or related errors, it is suggested to retry with Chrome or Firefox.

By checking this box, you are agreeing to our terms and conditions.

Continue

Success!

The screenshot shows the MyPSOB portal page. At the top, there is a navigation bar with links for SNOW, New WebEx, PRB, ERB, CM, DMAVR, Dynamics Apr 1 2024, PSOB and ITVERP O..., Dynamics Migration, and CRM Team. The main header features the BJA logo and the text "PUBLIC SAFETY OFFICERS' BENEFITS PROGRAM" with subtext "DEATH • DISABILITY • EDUCATION". Below the header is a navigation menu with links for "About the Program", "Benefits", "Law & Regulations", "Resources", "PSOB Data", and "Contact Us". The main content area is titled "MyPSOB" and includes a "Home" link, a "Start an Application" button, a "Messages" button, and an "Update Profile" button. A welcome message reads: "Welcome to MyPSOB - your dashboard for managing all PSOB application and claim resources." Below this, it states: "MyPSOB can be used to check the status of applications and claims, upload supporting documents, communicate with PSOB staff, adjust account profile settings, or submit questions regarding any aspect of the PSOB Program." At the bottom, there is a footer with four columns: "Home", "How to File a Claim" (with links for Death Benefits, Disability Benefits, Education Assistance Benefits, and Appeal Request), "Helpful Links" (with links for Privacy Statement and Disclaimers, Freedom of Information Act, Department of Justice, Office of Justice Programs, and Bureau of Justice Assistance), and "Contact PSOB" (with phone number 1-888-744-6513 and email AskPSOB@usdoj.gov). The footer also includes "Office of Justice Programs, BJA Copyright © 2016." and "Assisting America's Public Safety Community Since 1976" with a seal.