



Tribal Management Services (TMS) FAQs

Question: How do I access Criminal History Record Information (CHRI) responses from the NIGC?

Answer: From the [TMS Portal](#).

Question: Who can access the TMS Portal?

Answer: Each LASO is responsible for adding and removing users and identifying access rights for those authorized personnel in the TMS Portal. Each user added by a LASO in the TMS Portal must be on the authorized personnel list (APL). Updating the APL is a LASO responsibility, and the updated APL must be provided to the NIGC Information Security Officer (iso@nigc.gov). A sample APL can be found here on the [CJIS Resource Materials](#) page.

Question: Do I have to login to the TMS Portal from my live scan device?

Answer: No. Agencies may implement administrative processes to restrict access to certain devices as deemed necessary by the TRGA.

Question: How do I login to the TMS Portal, view CHRI from the TMS Portal or Add Users to the TMS Portal?

Answer: Please visit [Fingerprint Process](#) where you will find the TMS Portal Guide in the TMS Portal Resources Section.

Question: Does TMS Portal Two-Factor Authentication require a cell phone number?

Answer: No. The TRGA may choose to permit users to receive SMS messages on a cellular device, obtain a key fob for the Two-Factor authentication (at the Tribe's expense), or select an Authenticator App. For additional information, please visit [Fingerprint Process](#) where you will find the TMS Portal Guide in the TMS Portal Resources Section.

Question: How do I obtain a key fob?

Answer: Please email Sales@biometrics4all.com for additional information on how to obtain a key fob.

Question: Who should I contact for technical support if I have issues with the TMS Portal?

Answer: Please email iso@nigc.gov.

Question: How many times can I try my password before my account is locked?

Answer: After five (5) incorrect password attempts, the user account is locked for 10 minutes. **Please wait 10 minutes after the last failed password to attempt a password reset.**

Question: I am a registered user and attempted to reset my password. Why haven't I received a temporary password by email?

Answer: If the account has not been locked due to the number of incorrect password attempts, the user may have chosen an incorrect security question answer. If you are not able to answer the security question and need to reset your password, a user with administrative privileges, such as the LASO, can reset your password for you.

Question: How often do I have to change my password in the TMS Portal?

Answer: Passwords expire every 90 days. If you have forgotten your password, please use the "Reset Your Password" link.



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Question: How do I change my password if it is expired?

Answer: A user with administrative privileges, such as the LASO, can reset your password for you.

Question: I keep copying and pasting my temporary password at the User Validation Sign In and it keeps giving me an error, why won't it work?

Answer: Please do not copy and paste the temporary password, type the temporary password as it appears in the password field.

Question: How soon can I retrieve CHRI responses from the TMS Portal after a fingerprint submission?

Answer: Please allow 2 hours to 24 hours for CHRI responses to appear in the TMS Portal.

Question: Will I get an email with a daily report notifying me of a completed transaction in the TMS Portal?

Answer: Yes, if you add an agency contact. Please see TMS Portal Guide at [Fingerprint Process](#).

Question: How long will CHRI responses be available on the TMS Portal?

Answer: CHRI responses will only be available for 30 calendar days from receipt of the response in the TMS Portal. FBI CJIS Division processing times can vary. However, transactions are often complete in just a few hours after the receipt of a submission.

Question: How do I receive TMS reports?

Answer: A user can select daily, weekly, or monthly contact types (reports). These transaction reports may benefit a user or a LASO to track fingerprint submissions and the status of the transactions. More information about the TMS Portal and the different report types can be found at [Fingerprint Process](#).

Question: Now that we use the TMS Portal, do we still need outsourcing approval from the FBI?

Answer: If the TRGA does not access, process or store CHRI responses from the live scan system, then it is likely the live scan provider (contractor) will not have access to CHRI. If the contractor does not have access to CHRI and the live scan system does not have any previously stored CHRI, then a previously approved outsourcing agreement is no longer needed. If an outsourcing agreement is no longer needed, a TRGA "shall provide written notice" to the FBI Compact Officer. This written notice can be submitted by email to FBI Compact Officer Chasity Anderson at csanderson@fbi.gov.