



## Tribal Management Services (TMS) FAQs

**Question:** Do I have to login to the TMS web portal from my live scan device.

**Answer:** No. Registered users can access the TMS portal from any device with access to a web browser. Agencies may implement administrative processes to restrict access to certain devices as deemed necessary by the TGRA.

**Question:** Does two-factor authentication require a cell phone number?

**Answer:** Yes. At this time, SMS message to a cellular device is the only method of two-factor authentication available for users to access TMS portal. Updates will be provided as more information becomes available about alternative options.

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

**Answer:** All tribal entities will retrieve CHRI from the new TMS portal.

**Question:** How do I register for the TMS portal?

**Answer:** The link for registration is <https://fp.nigc.gov/Login/Register>. For additional information, please visit <https://www.nigc.gov/technology/fingerprint-process> where you will find the How to Register in TMS Guide in the TMS Portal Resources section.

**Question:** How do I login to the TMS portal?

**Answer:** Please visit <https://www.nigc.gov/technology/fingerprint-process> where you will find the How to Login in TMS Guide in the TMS Portal Resources section.

**Question:** How do I view CHRI from the TMS portal?

**Answer:** Please visit <https://www.nigc.gov/technology/fingerprint-process> where you will find the How to View CHRI Results in TMS Guide in the TMS Portal Resources section.

**Question:** How do I add users to the TMS portal?

**Answer:** Please visit <https://www.nigc.gov/technology/fingerprint-process> where you will find the How to Add Users in TMS Guide in the TMS Portal Resources section.

**Question:** Whom should I contact for technical support when I have issues with using the TMS portal?

**Answer:** Please contact [iso@nigc.gov](mailto:iso@nigc.gov) for any questions or issues with using the TMS portal.

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

*Please contact the CJIS Audit Unit at [cau@nigc.gov](mailto:cau@nigc.gov) with any questions.*



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**Answer:** After 5 incorrect password attempts, the user account is locked for 10 minutes. The timer will reset every time a password is attempted during this 10-minute lock out. A password reset will not be successful until the 10 minutes have expired. 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 to my email address?

**Answer:** If the account has not been locked due to the number of incorrect passwords, the user may have entered the security question incorrectly. If you are not able to answer the security question and need to reset your password, please send an email to [iso@nigc.gov](mailto:iso@nigc.gov) for assistance.

**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.

*Please contact the CJIS Audit Unit at [cau@nigc.gov](mailto:cau@nigc.gov) with any questions.*