



## 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:** No. The TGRA may choose to permit users to receive SMS messages on a cellular device or obtain a key fob for two-factor authentication.

**Question:** How do I obtain a key fob?

**Answer:** Key fobs can be requested by sending an email to [cau@nigc.gov](mailto:cau@nigc.gov).

**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.

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



## Tribal Management Services (TMS) FAQs

**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. 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 password attempts, the user may have chosen the incorrect security question or 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 or CAU staff, can reset your password for you.

**Question:** Can I choose a different security question after I am already registered?

**Answer:** No. If you are unable to remember the security question or answer, or if you were not prompted to choose a security question during registration, the password can only be reset by a user with administrative privileges such as the LASO or CAU staff.

**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.

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

**Answer:** Passwords expire every 90 days. A user with administrative privileges, such as the LASO or CAU staff, can reset your password for you.

**Question:** How soon can I retrieve my CHRI results in the TMS?

**Answer:** When a record is first received, the TMS immediately extracts a few key pieces of data and then places the record into a queue for processing. Usually, this is within a few moments of receiving the record. **However**, in some cases, the fingerprint records queue up and a larger batch of files are processed causing a slight delay for each record. **Please do not submit FP again.**

**Question:** I keep copying and pasting my temporary password into the login screen and it keeps giving me an error, why won't it work?

**Answer:** Please do not copy and paste, please type the reset code as it appears and ensure it does not create extra spaces in the Sign In screen and the Current Password field when prompted.

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



## Tribal Management Services (TMS) FAQs

**Question:** Will I get an email notifying me the CHRI responses are in the TMS ready for viewing?

**Answer:** No, there are no notifications regarding the responses.

**Question:** I am not receiving any email when I try to register.

**Answer:** Please ensure your email address is the same as the email provided by the administrator to create your account in the TMS Portal. If you have checked your email and spam/junk folder, please work with your IT personnel to ensure that the email is not being blocked.

Date	Version Number	CAU Personnel
03.27.2023	1.0	McLain
07.21.2023	2.0	McDonald

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