



**New Jersey Department of the Treasury  
Division of Purchase and Property**

**Quick Reference Guide:**

**Log In & Password Assistance**

**Sellers**

**Revised as of: 03/06/23**





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## 1.0 Purpose

- This Quick Reference Guide provides step-by-step instructions on how to reset your NJSTART password. This guide is only applicable for vendors.
- Password reset may be required under the following conditions:
  - You cannot recall your NJSTART login ID;
  - You cannot recall your NJSTART password;
  - You have been locked out of NJSTART due to excessive failed attempts, which requires a password reset.
- If, while attempting to log into NJSTART, you receive a system notification that your tax ID already exists or your account has been suspended, you cannot regain access using the instructions contained in this guide. Instead, you must contact your company's Seller Administrator or contact NJSTART vendor support at 609-341-3500 or email [njstart@treas.nj.gov](mailto:njstart@treas.nj.gov) for assistance.
- If your company has not completed the registration process in NJSTART, you cannot use any of the instructions provided in this guide. Complete your registration first and then return here, if necessary

## 2.0 NJSTART Security

- Access to view, edit, and perform procurement functions using your company's NJSTART Vendor Profile is restricted by system security features to individuals who have been authorized by your company's Seller Administrator.
- NJSTART security features consist of a requirement to enter a valid login ID and password to log on. In addition, NJSTART provides several self-service features that will enable users to recover their login ID and/or reset their passwords under certain circumstances.

**NOTE:** User passwords must comply with specific requirements as to length and composition.

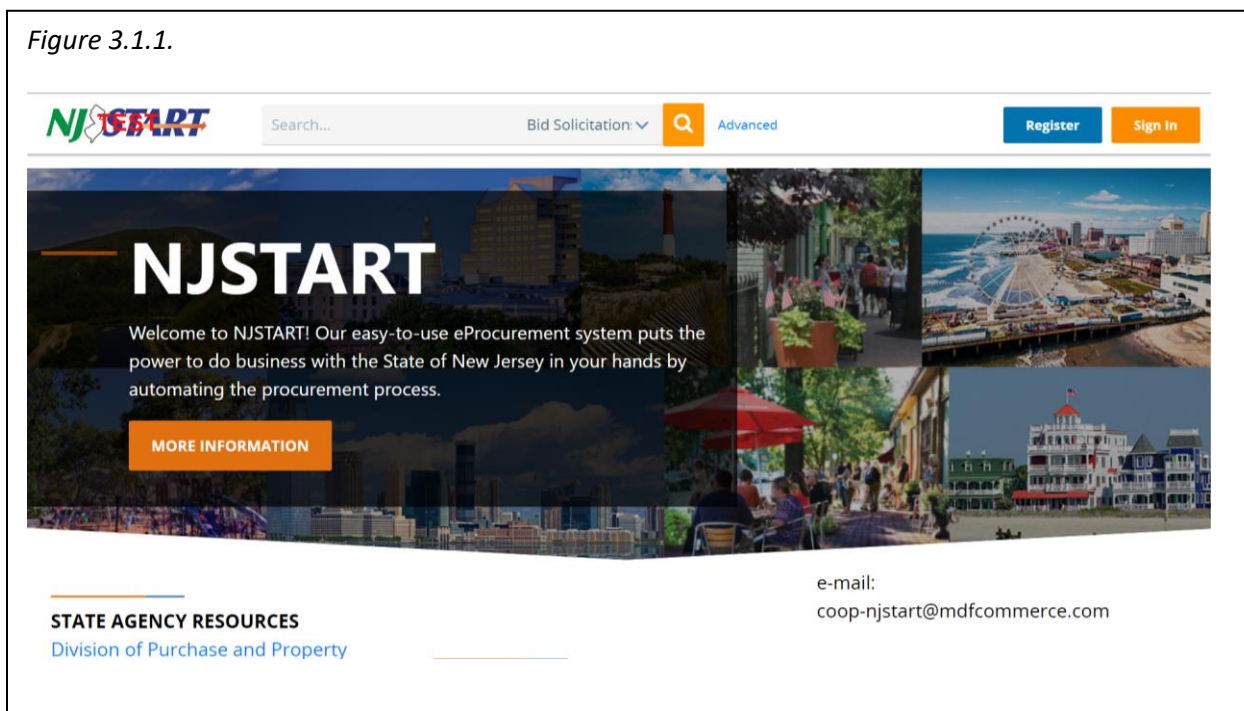
- Quick Reference Guides for managing your NJSTART vendor portal profile, and many other topics, can be found at the New Jersey Division of Purchase and Property Vendor Support Page at <https://www.state.nj.us/treasury/purchase/vendor.shtml>
- If you have questions regarding the material presented in this guide, you may contact a New Jersey State Vendor Administrator at (609) 341-3500 or email [njstart@treas.nj.gov](mailto:njstart@treas.nj.gov)

### 3.0 Instructions

#### 3.1. Navigate to NJSTART and Login

- Navigate to [www.njstart.gov](http://www.njstart.gov).
- Click on the “Sign In” button located in the upper right corner of the page, then enter the Login ID and Password combination you created during registration or that was provided by your company’s Seller Administrator as shown in *Figure 3.1.1*.

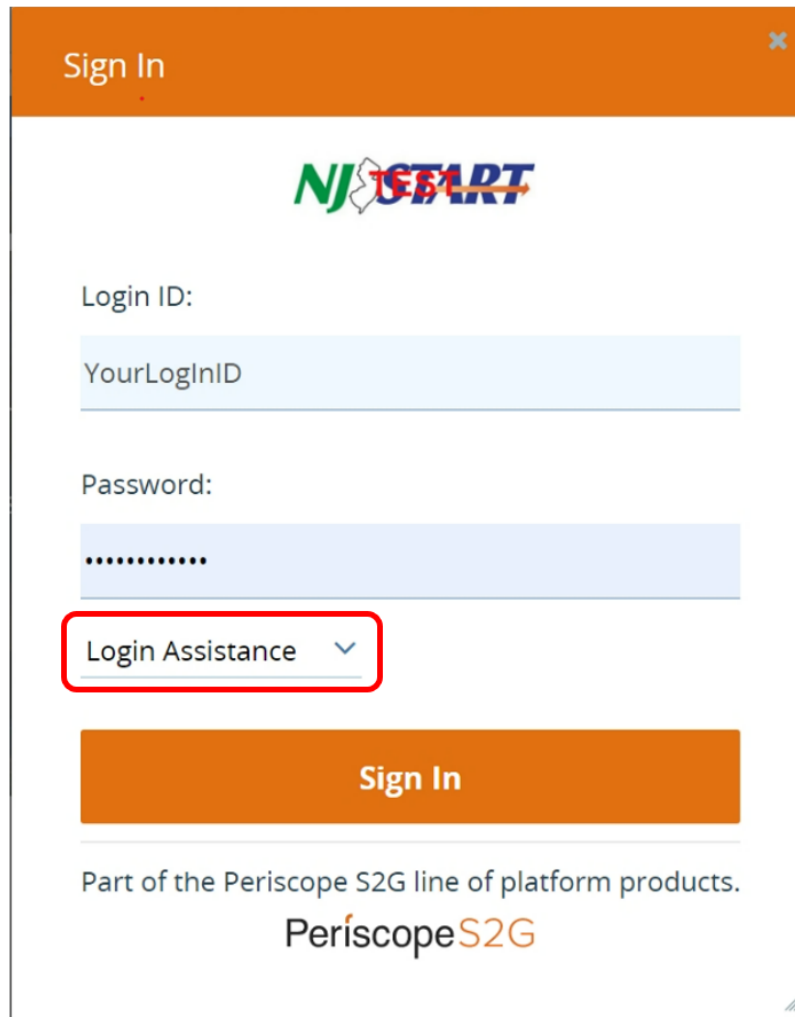
Figure 3.1.1.



### 3.2. Forgotten Login ID or Password

- If you cannot recall your NJSTART Login ID or Password, click on “Sign In” at the top of the Welcome to NJSTART page, then click on the “Login Assistance”, as shown in *Figure 3.2.1*.

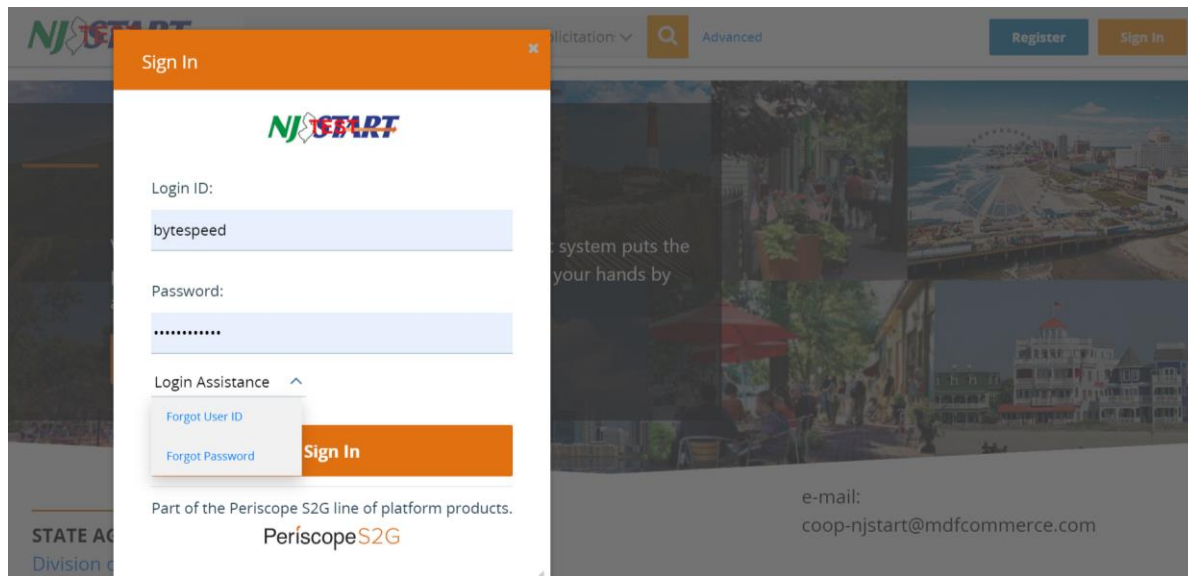
Figure 3.2.1.



The screenshot shows a web interface for signing in to NJSTART. At the top, there is an orange header with the text "Sign In" and a close button (X). Below the header is the NJSTART logo. The main content area contains two input fields: "Login ID:" with a light blue text box containing "YourLogInID", and "Password:" with a light blue text box containing eight dots. Below the password field is a dropdown menu labeled "Login Assistance" with a downward arrow, which is highlighted with a red rectangular box. At the bottom of the form is a large orange button labeled "Sign In". Below the button, there is a line of text: "Part of the Periscope S2G line of platform products." followed by the "Periscope S2G" logo.

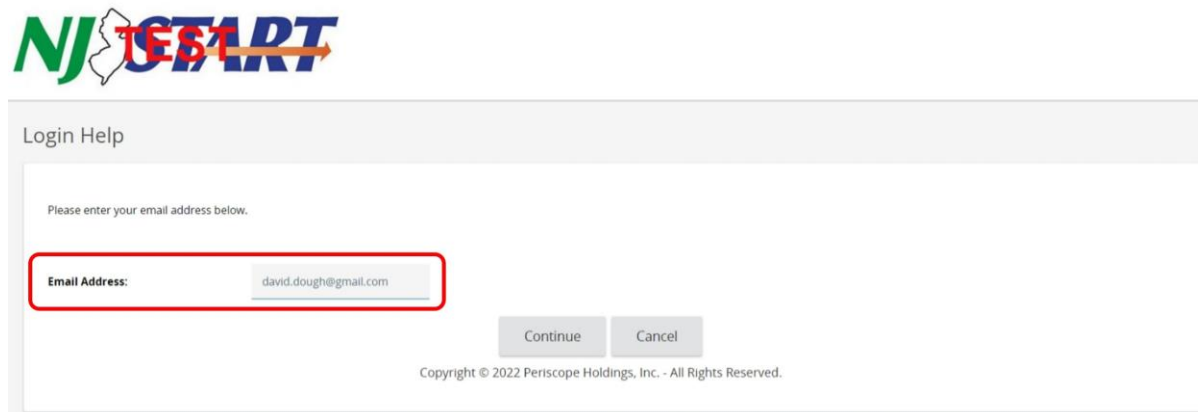
- Select either “Forgot User ID” or “Forgot Password” as shown in *Figure 3.2.2*.

*Figure 3.2.2.*



- If you select **Forgot User ID**, the following Login Help screen will appear and will show an Email Address field as shown in *Figure 3.2.3*.

*Figure 3.2.3.*



- Enter the email address contained in your NJSTART user profile in the field provided and click “Continue”.



- If the email address entered does not match the system records, this validation error will appear as shown in *Figure 3.2.4*.

*Figure 3.2.4.*

**Validation Errors**

The Email Address you entered does not match our Records. Please try again or contact your administrator.

- As you continue the process, you will be presented with a notification indicating an email will be sent to the email address entered as shown in *Figure 3.2.5*.

*Figure 3.2.5.*



Login Help

Upon clicking the Continue button, an email will be sent to the test@periscopeholdings.com containing all user names associated with this email.

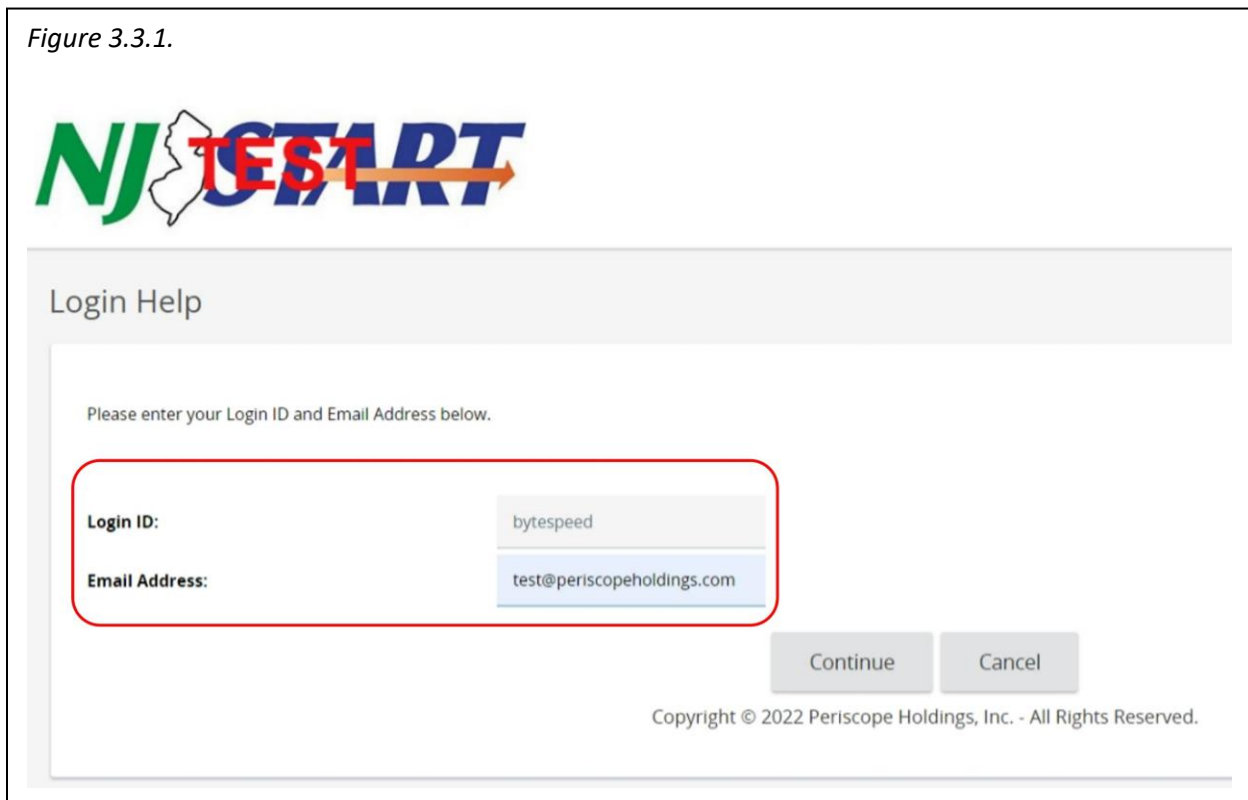
Continue

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### 3.3. Forgotten Password

- If you cannot recall your NJSTART password, click on “Login Assistance”, select “Forgot Password”, and then click the “Continue” button.
- The Login Help screen will then show a Login ID and Email Address fields as shown in *Figure 3.3.1*.
- Enter your NJSTART Login ID and your profile Email Address in the fields noted below and click the Continue button.

Figure 3.3.1.



**NJSTART** TEST

Login Help

Please enter your Login ID and Email Address below.

Login ID: bytespeed

Email Address: test@periscopeholdings.com

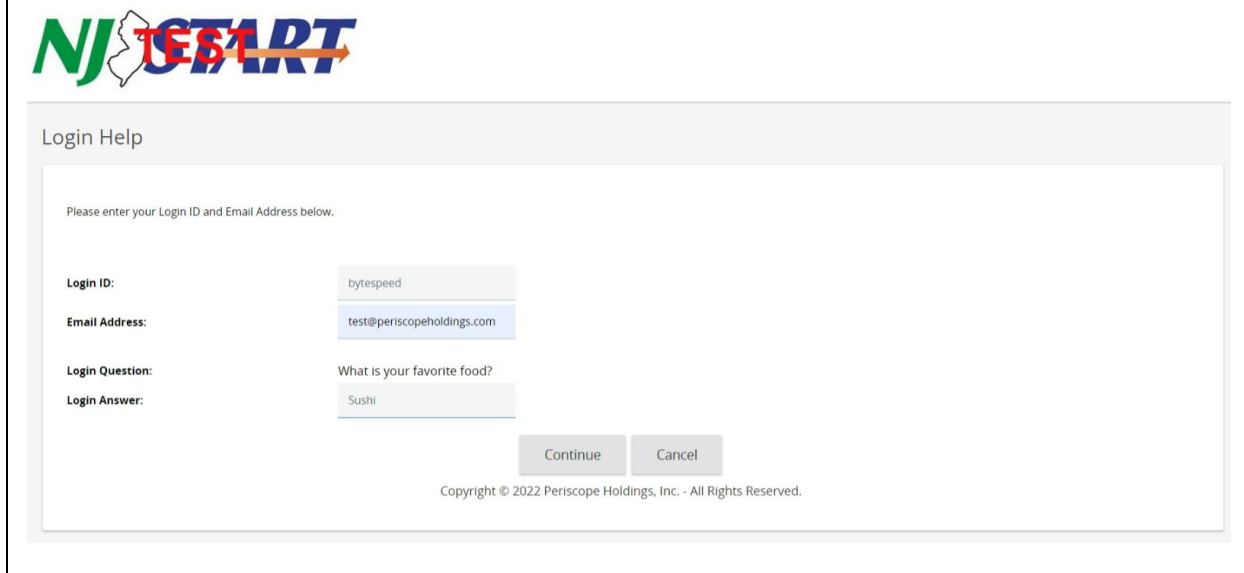
Continue Cancel

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- If both the Login ID and Email Address are evaluated by the system as valid, a password reset challenge question will be presented as shown in *Figure 3.3.2*.
- If either entry is incorrect, a validation error will appear, and the user will be instructed to try again
- Enter the answer to the Login Question in the field provided and press “Continue”.



Figure 3.3.2.



**NJSTART**

Login Help

Please enter your Login ID and Email Address below.

Login ID: bytespeed

Email Address: test@periscopeholdings.com

Login Question: What is your favorite food?

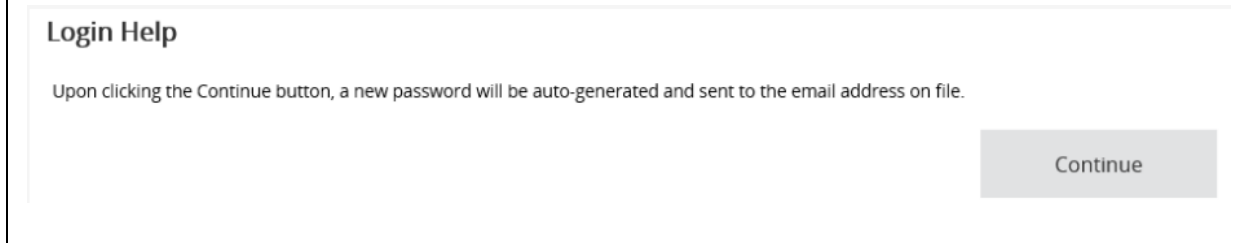
Login Answer: Sushi

Continue Cancel

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- As you continue the process, you will see a message, as shown in *Figure 3.3.3.*, indicating that an email will be sent to your profile email address with a new auto-generated password.

Figure 3.3.3.



Login Help

Upon clicking the Continue button, a new password will be auto-generated and sent to the email address on file.

Continue

- Clicking on the “Continue” button will trigger the email notification. Return to the NJSTART Login screen and await receipt of the email with your temporary password.

### 3.3.1. Changing Your Password

- Upon receipt of your temporary password, use it to log in. The Change Password view will appear as shown in *Figure 3.3.1.1*.

*Figure 3.3.1.1.*



The screenshot shows a form with three input fields, each with a password icon on the right side:

- Current Password<sup>®</sup> [masked with 6 dots]
- New Password<sup>®</sup> [masked with 7 dots]
- Confirm New Password<sup>®</sup> [masked with 7 dots]

- Copy and paste your temporary password into the Current Password field.
- Create a new password in accordance with the following requirements:
  - The new password must contain a minimum of seven characters, with at least one letter and one number.
  - Passwords are case-sensitive.
  - Your new password cannot be the same as any you may have used during the last four resets.
- After you have entered and confirmed your new password, click the “Submit” button. You will then be taken to your home view.

### 3.4. User Lockout

- When you log in with an invalid Login ID or password, you are presented with the following validation error as shown in *Figure 3.4.1*.

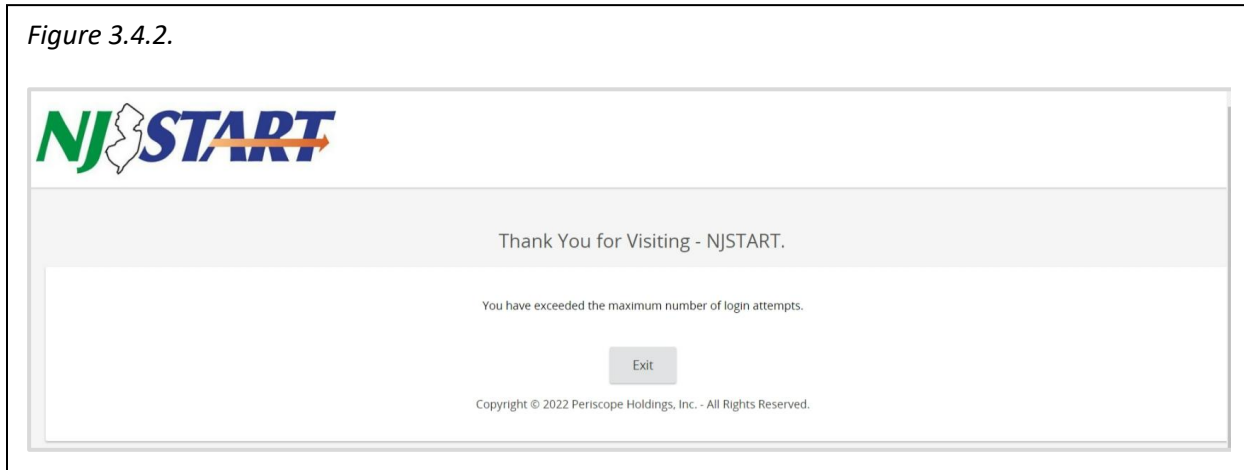
*Figure 3.4.1.*

#### **Validation Errors**

- The Login ID and Password you entered does not match our records  
Please try again or contact your administrator.

- When you exceed the maximum number of attempts (six), the validation error will no longer be displayed. Instead, your account will be locked for 30 minutes and the screen in *Figure 3.4.2.* will be displayed.

Figure 3.4.2.



If you have questions or need assistance, contact a New Jersey State Vendor Administrator at (609) 341-3500 or email [njstart@treas.nj.gov](mailto:njstart@treas.nj.gov) as shown in *Figure 3.4.3.*

Figure 3.4.3.

