



## **Instructions for Logging in to PERSLink Member Self Service (MSS)**

### **System Requirements**

For optimum performance, Microsoft Windows XP or higher and Microsoft Internet Explorer 6.5 or higher are recommended. If you are using Microsoft Internet Explorer 8 or 9, please add the PERSLink Member Self Service (MSS) web site to your “compatibility view” settings by selecting “Tools” => “Compatibility View Settings”. Please add PERSLink MSS to your pop-up blocker’s “allowed sites” or temporarily turn off your browser’s pop-up blocker for this site.

The application has also been successfully tested using Google Chrome, Opera 11.50 and Mozilla Firefox 3.6.3 and higher. In addition, you will need Adobe Acrobat Reader for viewing/printing the documents on this site.

### **Login Instructions**

The first step to logging in to PERSLink is to set up a ND Login ID. If you do not currently have a ND Login ID, continue to section #1. If you do currently have a ND Login ID, skip section #1 and proceed to section #2.

## Section 1 – ND Login ID – New Account

Copy and paste the following link into the address bar of your web browser and press Enter:

<https://perslink.nd.gov/PERSLinkWSS/wfmLoginME.aspx>

You should see the page below:

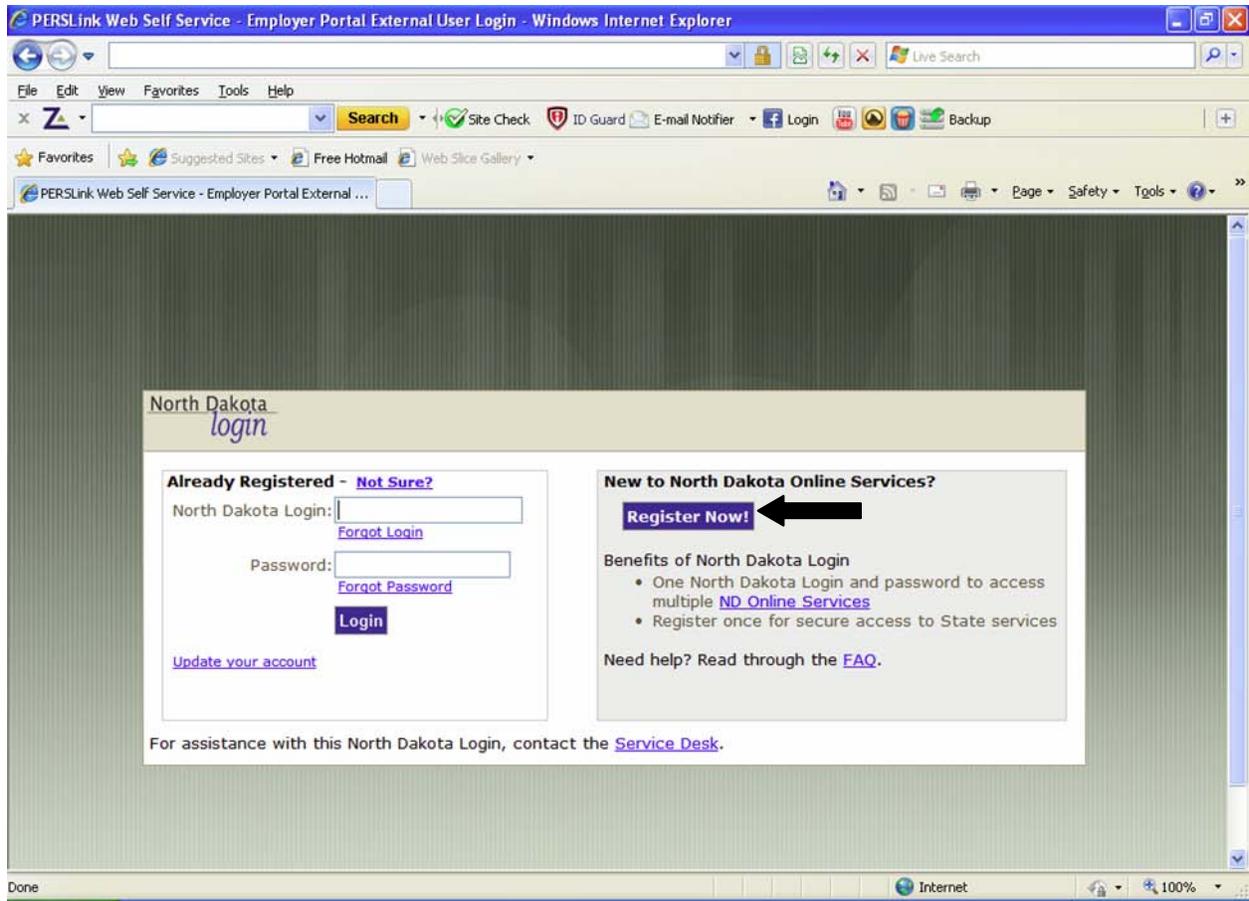


Figure 1.1 – ND Login Screen

At the login screen, select the link titled, 'Register Now!' which is located in the middle of the page. The following page should display:

North Dakota Login: State of North Dakota - Windows Internet Explorer

https://secure.appstest.nd.gov/nd/dap/registration.htm?rp=http://10.2.17.106/PERSLinkWSS/wfmLoginME.aspx&apptype=P

North Dakota nd.gov Official Portal for North Dakota State Government

North Dakota login

Registration

Steps: **Account Details** | Confirmation | Print Profile

**Personal Account Details**

Personal accounts should only be used for online services related to you personally such as North Dakota Game and Fish, Child Support Enforcement Parent Access, etc.

**Login Details**

\*North Dakota Login:

\*Password:

\*Confirm Password:

\*Email:

\*Confirm Email:

**North Dakota Login Requirements:**

- at least 3 characters long
- cannot be an existing ID

**Password Requirements:**

- at least 6 characters long
- 1 upper case character
- 2 lower case characters
- 1 number

**Personal Details**

\*Name: First  MI  Last  Suffix

\*Address 1:

Address 2:

Address 3:

\*City, State, Zip    (55554444)

\*Country: United States of America

\*Telephone:  (2223334444) Ext.:

**Security Questions**

\*Question 1:

\*Answer 1:

**Security questions**

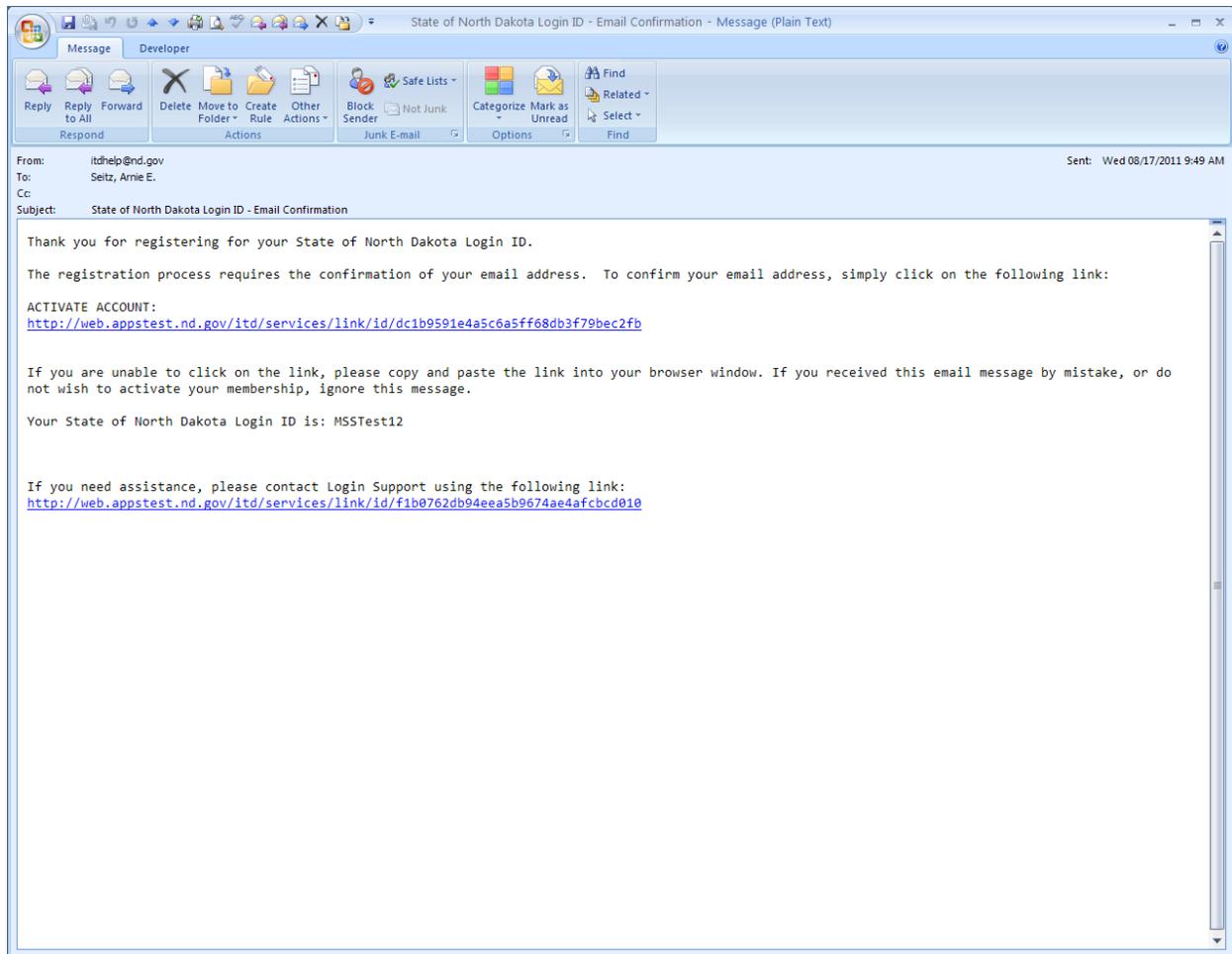
- used to verify your identity
- used to reset forgotten passwords

Figure 1.2 – ND Login Profile Screen

Complete the Login Details section. All sections marked with an asterisk (\*) are required. The North Dakota Login is a unique login name that you will need to select. Please see the section titled 'North Dakota Login Requirements.' If the login name that you select is already in use, you will receive an error message requesting that you choose another login-id. Password is a unique password of your choice as long as you follow the rules outlined in section titled 'Password Requirements'. Email must be an active email account. This is required so that a confirmation/verification notice can be sent to you when you complete the North Dakota Login Account information. All other 'Personal Details' are self explanatory.

After you have completed the North Dakota Login ID Account Details, select in the check box in the 'Terms of Use' section indicating that you agree with the terms.

Select the 'Create Account' button at the bottom of the page. After you have created your account, you will receive an email message requesting that you "activate your account". See figure 1.3 below.



**Figure 1.3 – Activate Your Account**

Activating your account will allow you to use your newly-created ND Login credentials.

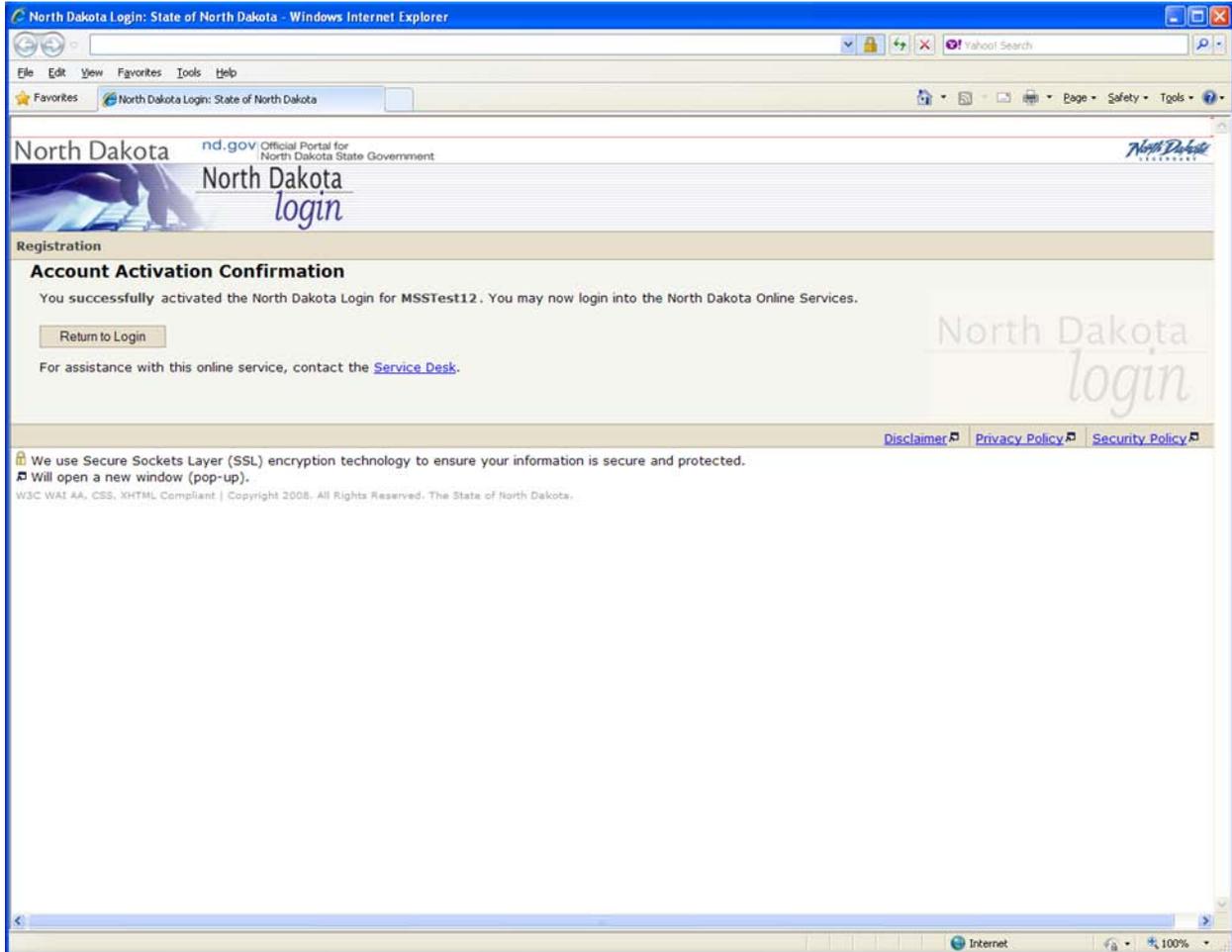
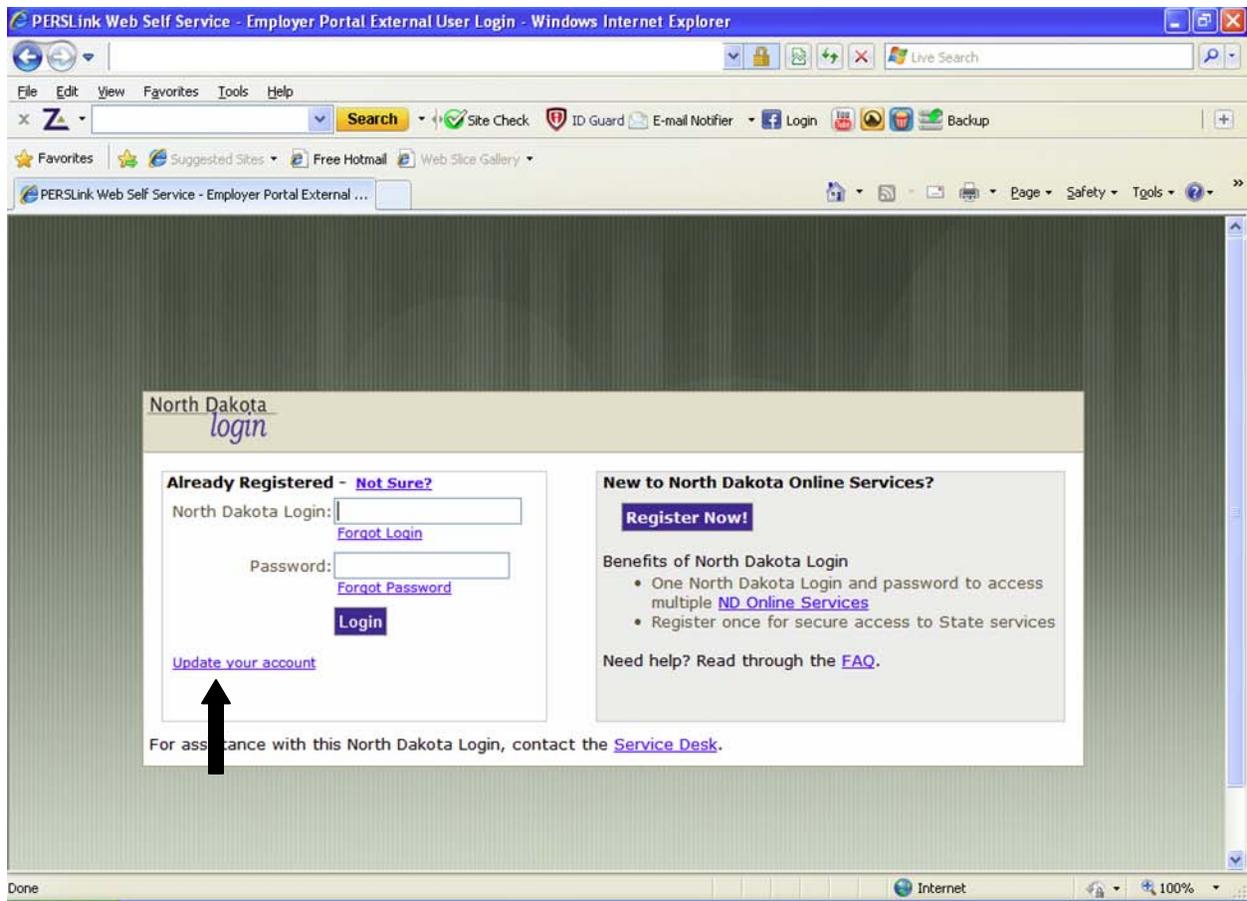


Figure 1.4 – Account Activation Confirmation

## Section 2 – ND Login ID – Existing Account

If you currently have a ND Login ID, you must check the 'Login Details' on the 'Personal Account Details' screen of the ND Login registration page to ensure accuracy. To accomplish this, navigate to the link below and select 'Update your account'.

<https://perslink.nd.gov/perslinkwss/wfmloginme.aspx>

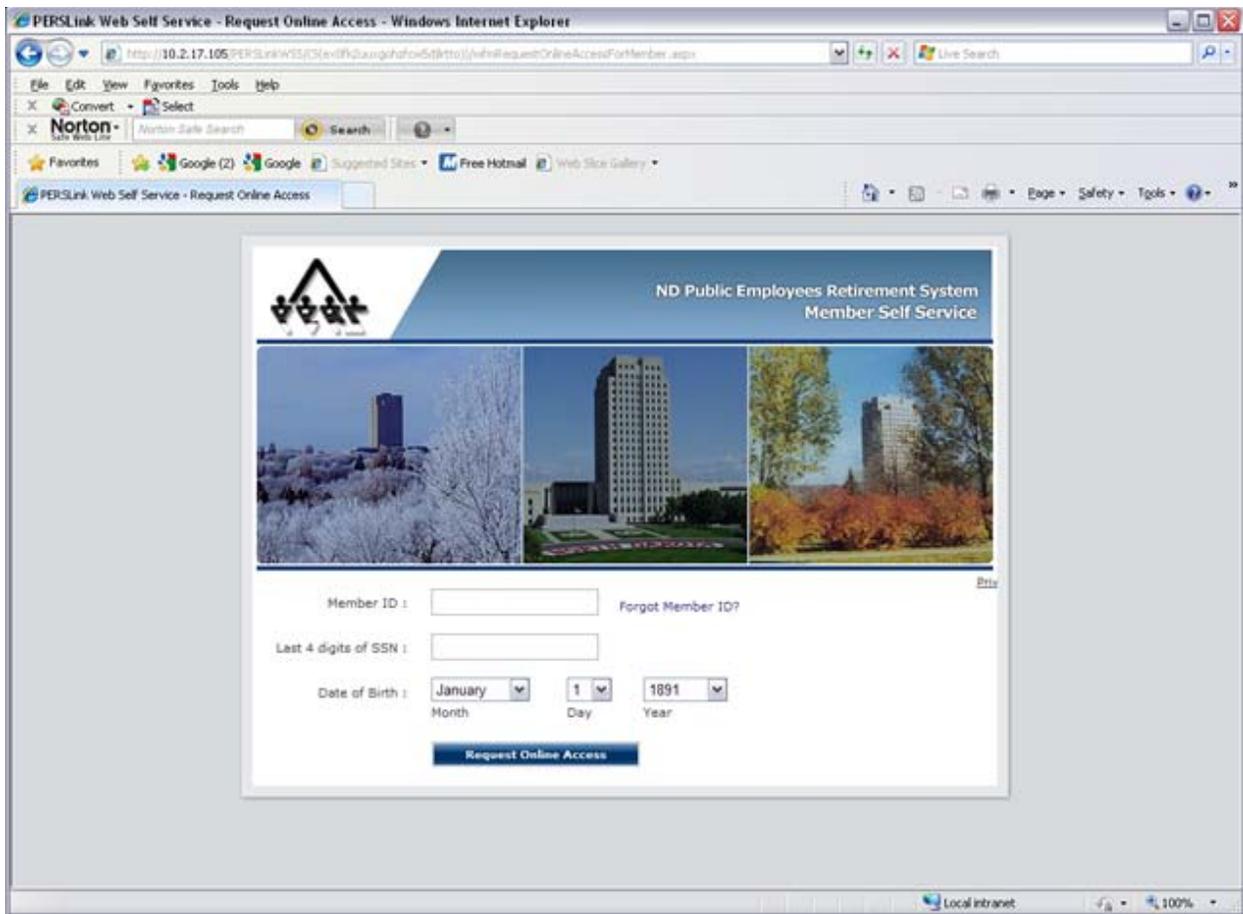


**Figure 2.1 – Update Your Account**

First, ensure that the email address in your ND Login profile is an active email account. Changing your email address will result in a confirmation message being sent to the new email address. Follow the instructions in the email to activate your changes. Next, if you are now married, or for some other reason have changed your last name since creating the ND Login ID, you will need to make sure that the last name in the Personal Account Details is correct. To accomplish this, select 'Update your account' then select 'Edit Details' located towards the bottom of the next screen. Select 'Update' after you have finished your changes. You will see the message 'Your profile details have been successfully changed and a notification email has been sent to *youremailaddress@youremailprovider.com*'. Select the 'Continue' button to proceed. When you have finished with your edits, proceed to section #3.

### **Section 3 – Login to PERSLink Member Self Service (MSS)**

If your ND Login is successful, you will see the PERSLink Member Self Service login page as indicated below:



**Figure 3.1 – PERSLink MSS Authentication Screen**

Here, you will need to supply your 'PERSLink Member ID', the last four digits of your Social Security Number along with your date of birth. If you do not know your PERSLink Member ID, please see Section 4 Problem/Error Resolution.

After you have supplied the information requested, select the 'Request Online Access' button and you will be directed to PERSLink Member Self Service (MSS) as indicated below. Figure 3.2 shows the home page for active members. Figure 3.2A shows the home page for retired members.

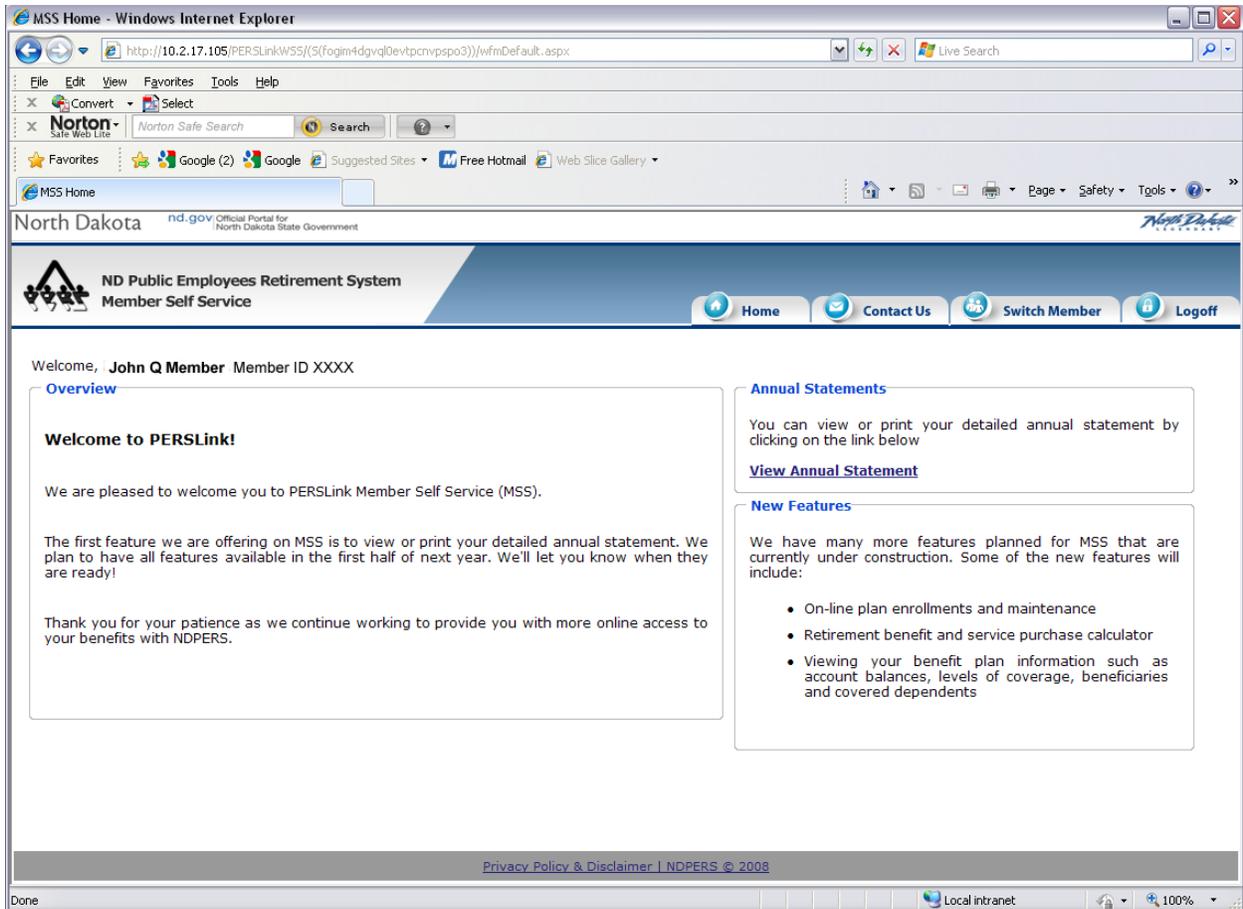
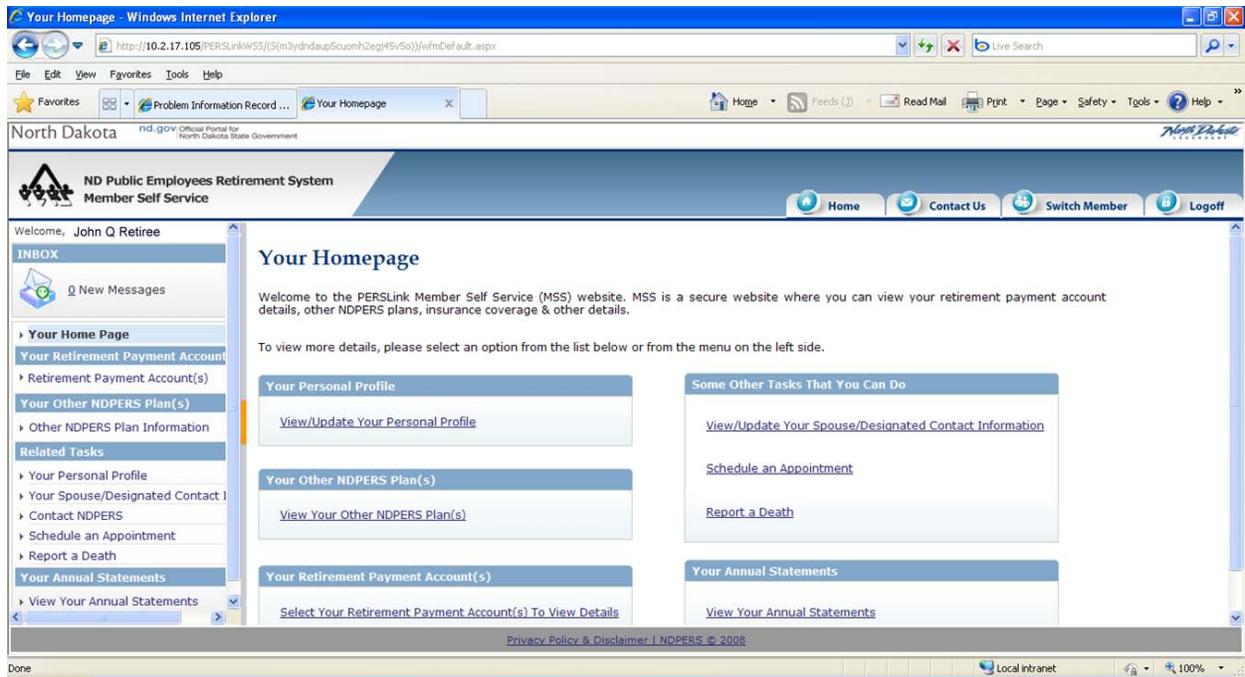


Figure 3.2 – PERSLink MSS Home Page – Active Members



**Figure 3.2A – PERSLink MSS Home Page – Retired Members**

Now that you have established your credentials with PERSLink, the next time you logon to MSS, you will only be required to furnish your ND Login ID and password.

## Section 4 – Problem/Error Resolution

If you receive errors or experience other problems with the North Dakota Login ID process, please contact the ITD Service Desk by selecting the link titled 'Service Desk' which can be found on the ND Login page (see below).

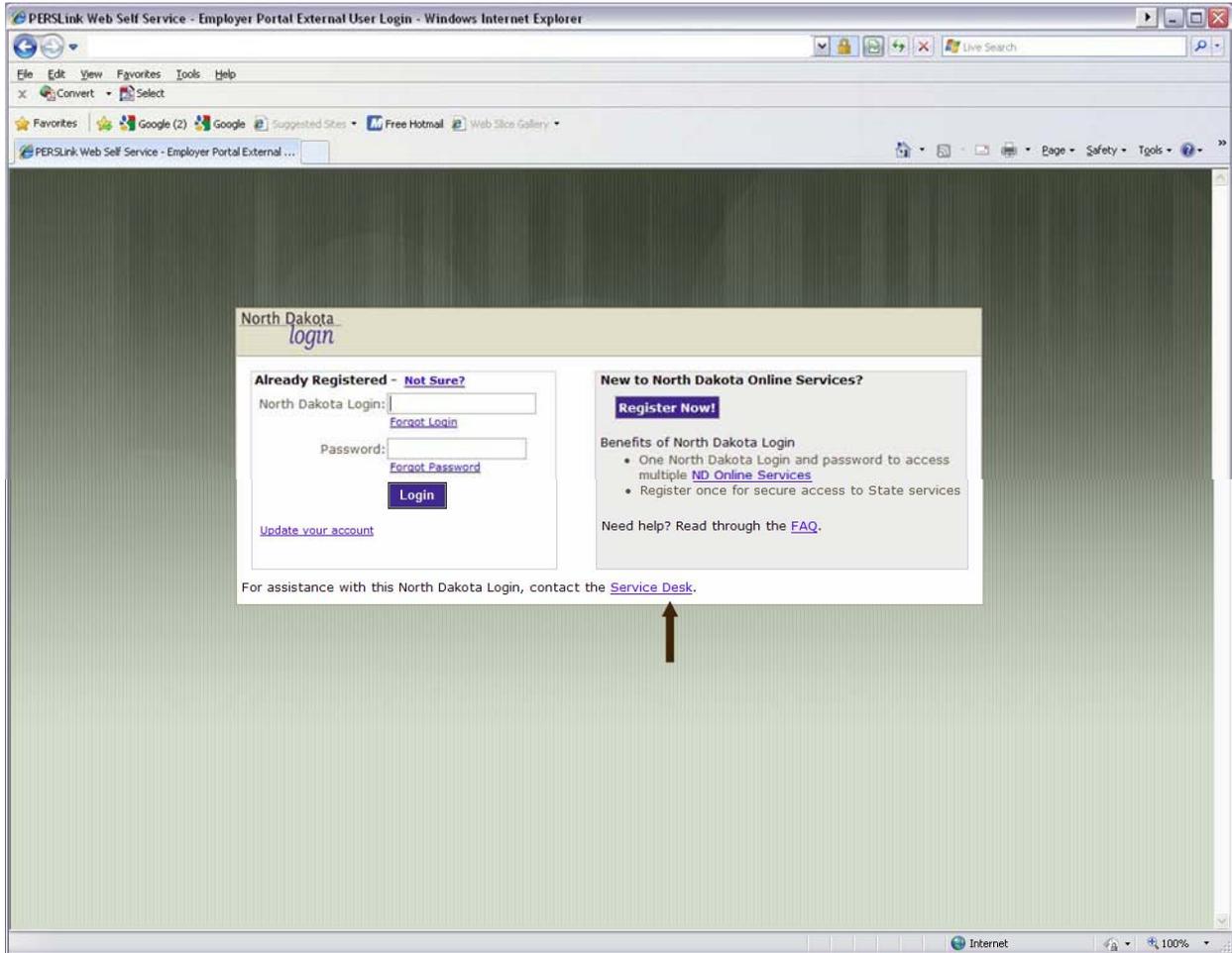


Figure 4.1 – Contact the ITD Service Desk

If you do not remember your PERSLink Member ID, you will not be able to logon to PERSLink Member Self Service at this time. You may request that your Member ID be mailed to your current postal address on file at NDPERS. To request your Member ID, select the link titled "Forgot Member ID?" (Figure 4.2). You will be directed to the "Retrieve Member ID" screen where you will need to supply your last name; the last four digits of your SSN; and your date of birth. After you have supplied all of the correct information, select the button titled "Retrieve Member ID" (Figure 4.3).

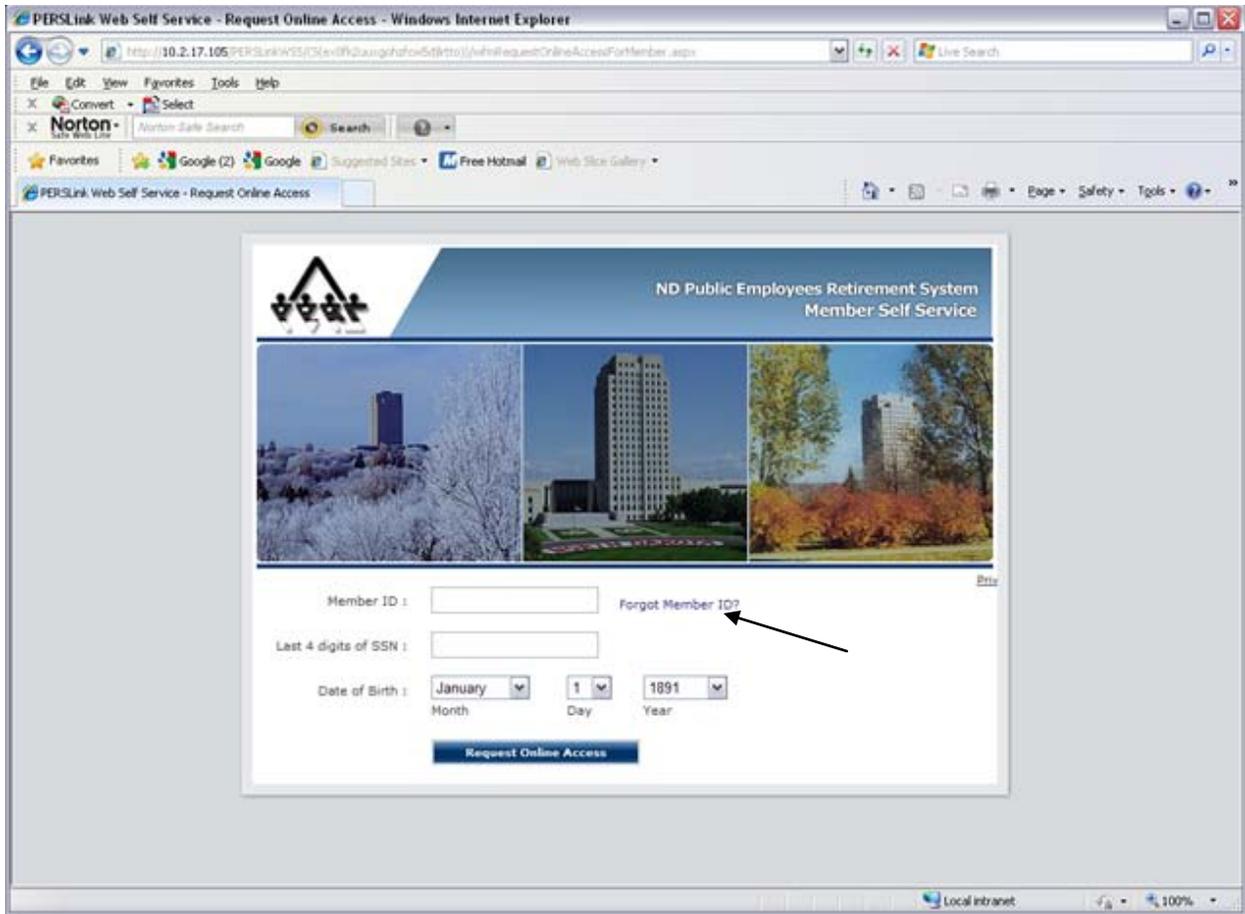


Figure 4.2 – Forgot Member ID

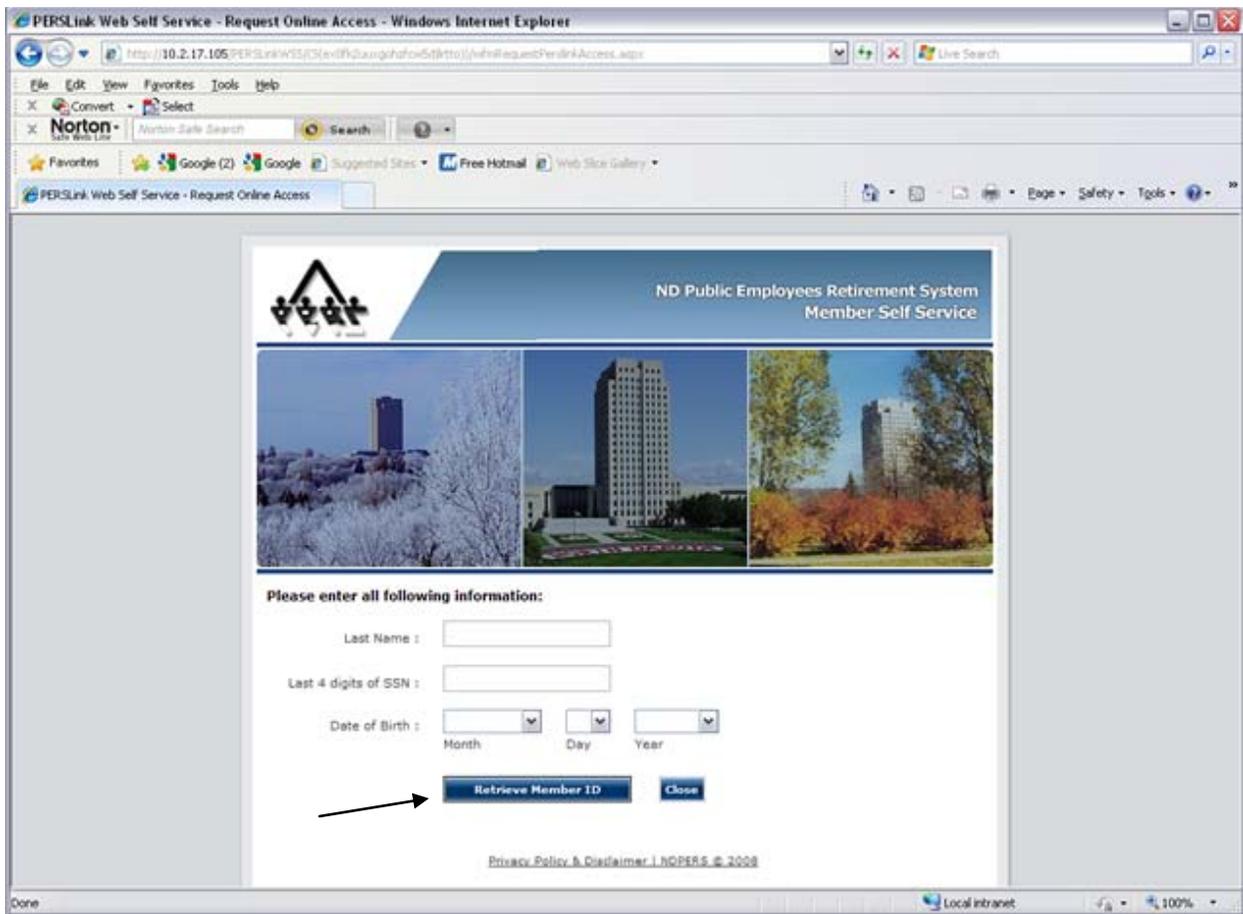


Figure 4.3 – Retrieve Member ID

## **Section 5 – Frequently Asked Questions**

[ND Login ID FAQ](#)