



# Registering Users and Agencies in BVP

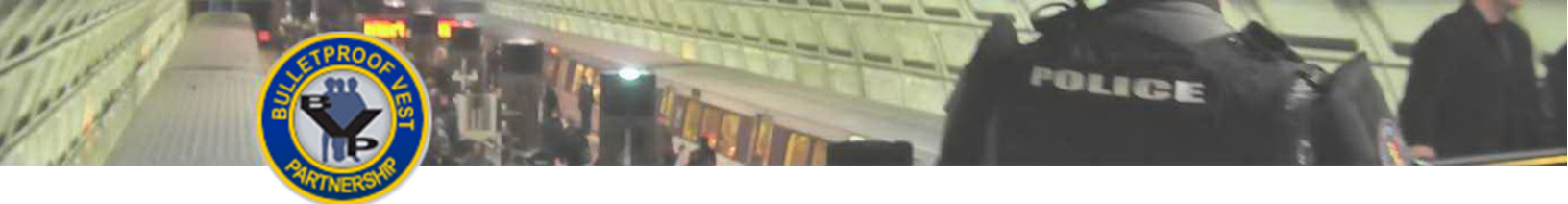
*This guide provides information and procedures to help you register as a user in the BVP system, associate your user account with an agency, and log in.*

User Guide



*Guide provided by BJA, Bureau of Justice Assistance,  
U.S. Department of Justice, Office of Justice Programs*

*February 2016*



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# Helpful Resources

## Using the Guide



This guide is designed as a reference guide to help you access the Bulletproof Vest Partnership system. All the pages follow the same basic format. On the left page, figures such as screenshots and diagrams will be displayed. Often, figures are annotated to highlight important concepts. On the right, text provides information and instructions related to each topic. References in the text correspond with the annotations on associated figures.

## Key Contacts

**U.S. Department of Justice**  
*Bureau of Justice Assistance*  
Joseph Husted, Policy Advisor  
[Joseph.Husted@usdoj.gov](mailto:Joseph.Husted@usdoj.gov)  
(202) 353-4411

**User Support**  
*BVP Helpdesk*  
[vests@usdoj.gov](mailto:vests@usdoj.gov)  
(877) 758-3787

## Resource Links

- BVP Home Page: <http://www.ojp.usdoj.gov/bvpbasi/>
- BVP FAQs: <http://www.ojp.usdoj.gov/bvpbasi/bvpfaqs.htm>
- BVP Program Resources: <http://ojp.usdoj.gov/bvpbasi/bvpprogramresources.htm>
- BVP Receipts and Payments User Guide: <http://www.ojp.usdoj.gov/bvpbasi/docs/BVPReceiptsandPaymentRequestsUserGuide.pdf>



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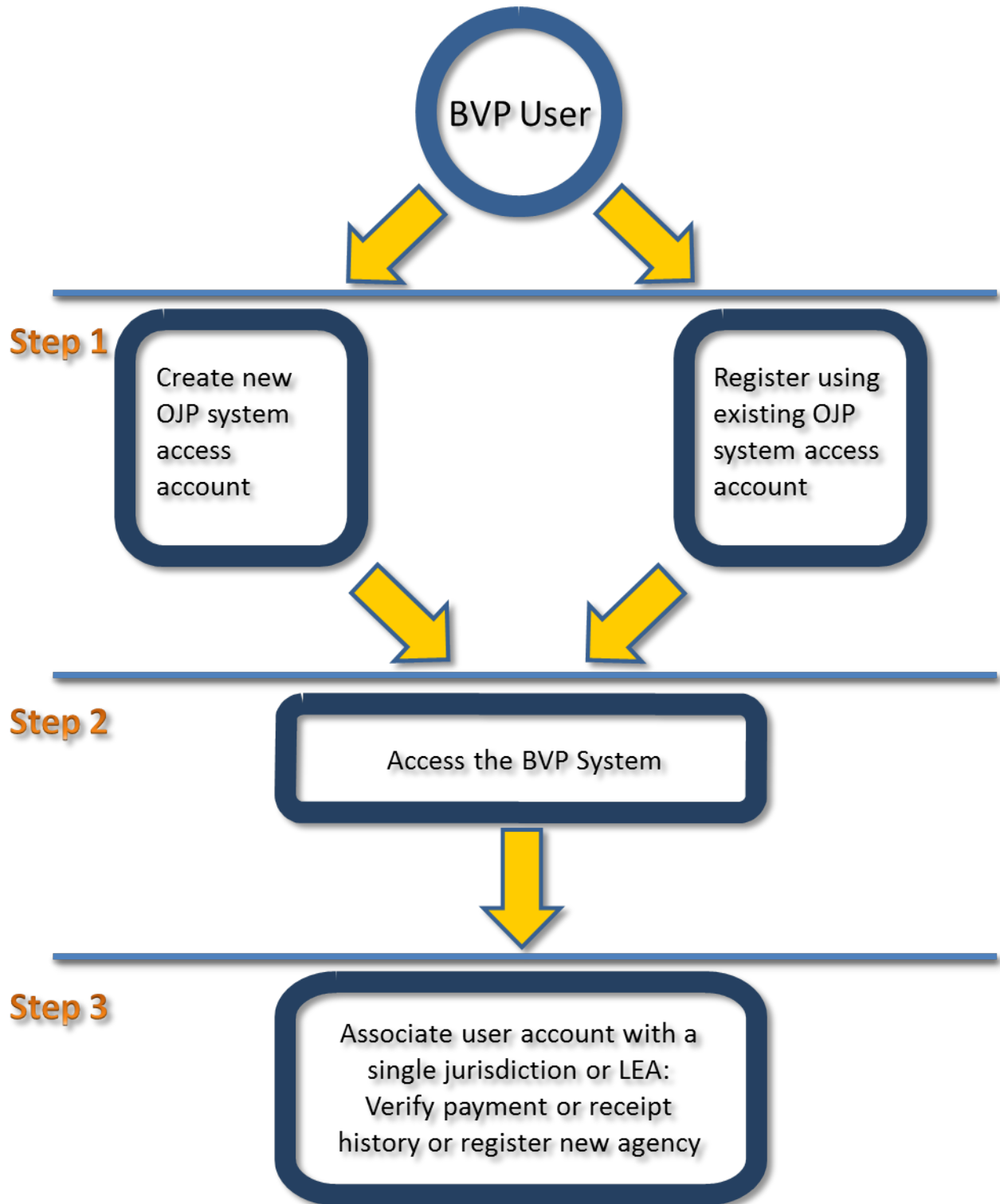
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Figure 1 BVP Registration Workflow





## Getting Started with BVP Registration

Welcome to the *Bulletproof Vest Partnership (BVP) User and Agency Registration* user guide. This guide will provide you with detailed instructions on creating a user account to access the BVP system and associating your user account with a jurisdiction or law enforcement agency (LEA). This guide will also cover several account actions that you can perform while logged into the system, such as updating your security information and updating your user account.

## Registering with the BVP System

Registering with the BVP system may be accomplished by following the steps listed below (see **Figure 1**). Each of these steps will be explained in further detail throughout this guide. If you require any assistance during this process, contact the BVP Helpdesk at (877) 758-3787 or send an email to [vests@usdoj.gov](mailto:vests@usdoj.gov).

### Step 1: Create a User Account

To create an account to access the BVP system, each user must establish a unique Office of Justice Programs (OJP) System Access username and password as well as create a BVP user profile. There are two ways in which you can create an account to access the BVP system:

- [Create a new OJP System Access user account and BVP user profile.](#)
- [User your active OJP System Access account](#) that was established with another OJP System, such as the Grants Management System (GMS) or Grant Payment Request System (GPRS), then create your BVP user profile.

**NOTE:** *The former shared agency-level login accounts will no longer be used to access the BVP system.*

### Step 2: Access the BVP System

Once you have created a user account, you will be able to access the BVP Welcome Page to perform several registration actions, such as associating your account with a jurisdiction or LEA and updating your user account information. In order to complete the registration process and fully utilize the BVP system, you must associate your user account with a jurisdiction or LEA.

### Step 3: Associate User Account with a Jurisdiction or LEA

After establishing a user account, you must associate your user account with an existing jurisdiction or LEA. You may associate your user account with an agency in one of the following ways:

- For a registered agency, [verify the amounts from a previous payment or receipt.](#)
- For a new or unregistered agency, contact the BVP Helpdesk to register the agency.





Figure 2 BVP Homepage



Figure 3 OJP System Access - User Registration

Figure 4 OJP System Access - Username

Figure 5 OJP System Access - Password



## Creating a User Account

### New User Account Creation

To create a new account to access the BVP system, you will need to complete the OJP System Access user profile and security verification, as well as provide information to create a BVP profile. All users must use an OJP System Access user account to access the BVP system. The former shared agency-wide login accounts can no longer be used to access the system. If you have already established an OJP System Access account in another OJP system (e.g., GMS or GPRS), you do not need to create a new account to access BVP. (See [Existing User Account Registration](#).)

### OJP System Access User Profile

OJP System Access allows you to access OJP-supported systems in an environment that provides increased security for both you and the system. This user-level account should not be shared among users within the agency. In order to complete the user profile, information must be provided in all required fields (**Figure 3**). Once your profile has been submitted and accepted by the system, you will be directed to log in to the system to complete the account creation process (see **Figures 4 and 5**).

**NOTE:** You have three attempts to correctly enter your username and password before you are locked out of the BVP system. If you are locked out, contact the BVP Helpdesk for assistance.

### Username

Your username must be unique and in an email format (i.e., [name@myagency.com](#)). The username must also contain only alphanumeric characters A-Z and 0-9) and the following special characters: dashes (-), underscores (\_), dots (.), and the “at” sign (@). The Username field will be automatically populated with the email address you provide in the Email Address field. You can modify your username; however, it must remain in an email address format and adhere to the character requirements to be accepted by the system. If your email address contains any special characters that are not accepted by the system, they will be removed from your username. For example, if your email address is [chris.o'malley@myagency.com](#), the apostrophe (') will be removed from your username to be [chris.omalley@myagency.com](#).

**NOTE:** Once your account has been created, your username cannot be changed throughout the life of the account. Therefore, any changes to your email address after the account is created will not change your username.

### Password

Your password must be 8-20 characters long, and cannot contain your username or any part of your full name. It also must contain at least three of the following characters:

1. An uppercase letter (A-Z)
2. A lowercase letter (a-z)
3. A number (0-9)
4. A non-alphanumeric character (e.g., \$, !, #, &)





Figure 6 OJP System Access - Security Verification Setup

**Enroll Questions**

Please provide answers to the following security questions.  
You will be asked to answer these questions when you login from an unregistered computer.


1. Security Question :   
Security Answer :

2. Security Question :   
Security Answer :

3. Security Question :   
Security Answer :

**Personal Image and Security Phrase**

Please choose a Personal Image and provide a Security Phrase.  
This will be presented during the logon process to confirm the identity of the web site.

Personal Image : 

[Browse for more images](#) ← **E**  
(A popup window will open. Please turn off your popup blocker)

Security Phrase :  Please enter alphanumerics only (A-Z,a-z,0-9) **F**

**Register your computer**

Please choose the option if you want to remember this computer.

- This is a personal computer. Remember it.
- This is a public computer. Do not remember.

**G**

Figure 7 BVP User Profile

**USER PROFILE**

**Username**

**Title\***  ▼

**First Name\***

**City\***

**State\***  ▼

**Zip\***  -

\* required fields

**H**



## Security Verification Information

After completing the user profile, you will be required to provide information for the security verification section that will be used at various instances as you access the BVP system (**Figure 6**). The security verification section includes:

- **Security Questions:** Used to verify user identity when logging into or requesting account information from the system. You must select a different question from each dropdown menu and enter an appropriate answer. Answers are not case sensitive.
- **Personal Image:** Serves as a personal identifier that you need to verify each time you log in. You must select an image from the available image options that you will remember as your personal image. Upon every login, verify that the system is displaying the image you selected before proceeding.
- **Security Phrase:** Serves as an additional personal identifier that you need to verify each time you log in. You must enter a phrase in the Security Phrase field that is meaningful to you, but should not include or represent any personal or sensitive information (e.g., I graduated from Washington High School or red is my favorite color).

## BVP User Profile

To complete the account creation process, you must create a BVP User Profile (**Figure 7**). The system will automatically populate several fields in your BVP user profile with information that is shared with your OJP System Access profile. These shared fields include your username, legal name, and email address. If you change either your legal name or email address in your BVP user profile, these changes will be reflected in your OJP System Access profile. Keep in mind, your BVP user profile is **your** personal profile in the BVP system, which is separate from the jurisdiction/LEA profile or any profile that is part of other OJP systems.



### HOW TO . . .

#### Create a New User Account

1. Go to the BVP homepage <http://www.ojp.gov/bvpbasi/>.
2. Select the **Create new account** link (**see p. 3, Fig. 2, A**).
3. On the user profile page, enter all the required information indicated with an asterisk (\*) and select the **Submit** button (**see p. 3, Fig. 3, B**).
4. Enter your recently created username and select the **Continue** button (**see p. 3, Fig. 4, C**). Next, enter your recently created password and select the **Continue** button (**see p. 3, Fig. 5, D**).
5. Select a question for Security Questions 1-3 from the dropdown menus, and enter the appropriate answer in the field below each question (**p. 5, Fig. 6**).
6. Select the **Browse for more images** link (**E**) to select a personal image.
7. Enter a meaningful security phrase into the **Security Phrase** field (**F**).
8. Indicate whether you are accessing the BVP system from your personal computer or a public computer by selecting the appropriate radio button.
9. Once all the security verification information has been entered select the **Continue** button (**G**).
10. Complete the required fields in the BVP User Profile and select the **Submit** button (**p. 5, Fig. 7, H**).
11. Upon successful submission, the BVP Instruction & Links page will be displayed (**p. 9, Fig. 17**).



Figure 8 BVP Homepage

[Login](#)  
[Create new account](#)  
**A**  
[Register for BVP as an existing OJP user](#)

Figure 9 OJP System Access - Username

**OFFICE OF JUSTICE PROGRAMS**  
 Innovation • Partnerships • Safer Neighborhoods  
 You are attempting to access a protected resource  
 Please identify by entering your Username.  
 Username:   
**B**  
  
[Forgot Password](#)

Figure 10 OJP System Access - Security Question

Please identify yourself by answering the below question :  
 What is your father's middle name?  
  
 Would you like to remember this computer?  
 This is a personal computer. Remember it.  
 This is a public computer. Do not remember.  
**C**

Figure 11 OJP System Access - Password


You are attempting to access a protected resource  
 Please verify your Personal Image and Security Phrase before entering the password  
 Personal Image :  
  
 Security Phrase : Red is my favorite color  
 Please enter your password.  
  
 Edit Enrollment Information  
 Would you like to edit your enrollment information?  
**D**  
  
[Forgot Password](#)

Figure 12 BVP User Profile

**USER PROFILE**  
 Username:   
 Title\*:    
 First Name\*:   
 City\*:   
 State\*:    
 Zip\*:  -   
 \* required fields  
**E**



## Existing User Account Registration

All users must use an OJP System Access user account to access the BVP system. If you have an active OJP System Access account that was established with another OJP system (e.g., GMS or GPRS), your username and password from that system can be used to register in the BVP system. To use your existing OJP System Access account, you will need to provide your username and password, respond to a security verification question, and create a BVP profile. If you do not have an OJP System Access account, you will need to [create a new account](#) to access the BVP system.

## BVP User Profile

To complete the account registration process, you must create a BVP user profile (**Figure 12**). The system will automatically populate several fields in your BVP user profile with information that is shared with your OJP System Access profile. These shared fields include your username, legal name, and email address. If you change either your legal name or email address in your BVP user profile, these changes will be reflected in your OJP System Access profile for other systems you have access to. Keep in mind, your BVP user profile is **your** personal profile in the BVP system, which is separate from the jurisdiction/LEA profile or profiles in other OJP systems.



### HOW TO . . .

#### Register in BVP as an Existing OJP User

1. Go to the BVP homepage <http://www.ojp.gov/bvpbasi/>.
2. Select the **Register for BVP as an existing OJP User** link (**p. 7, Fig. 8, A**).
3. Enter your username and select the **Continue** button (**p. 7, Fig. 9, B**).
4. Enter the answer to your security question, identify if you are on a personal or public computer, and select the **Continue** button (**p. 7, Fig. 10, C**).
5. Confirm that your personal image and security phrase are correct, enter your password, and select the **Continue** button (**p. 7, Fig. 11, D**).
6. Complete your BVP User Profile by entering information in all the required fields indicated with an asterisk (\*) and select the **Submit** button (**p. 7, Fig. 12, E**).
7. Upon successful submission, the BVP Instruction & Links page will be displayed (**p. 9, Fig. 17**).





Figure 13 BVP Homepage

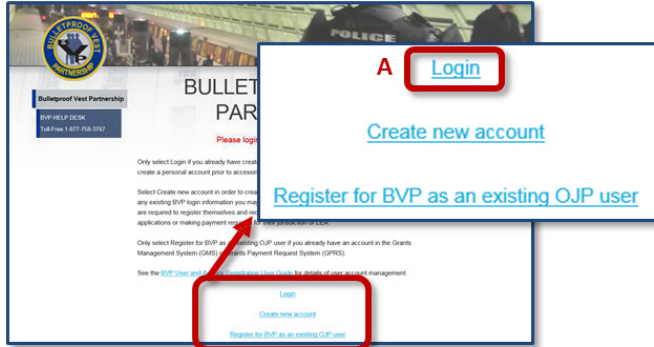


Figure 14 OJP System Access - Username



Figure 15 OJP System Access - Security Question

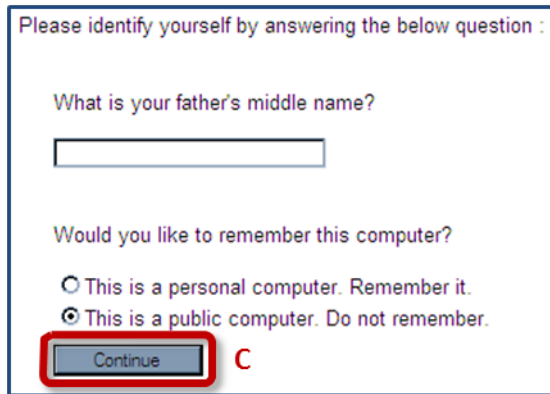


Figure 16 OJP System Access - Password

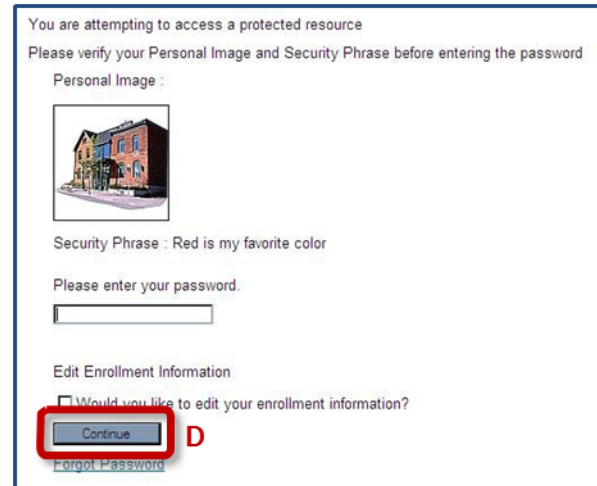
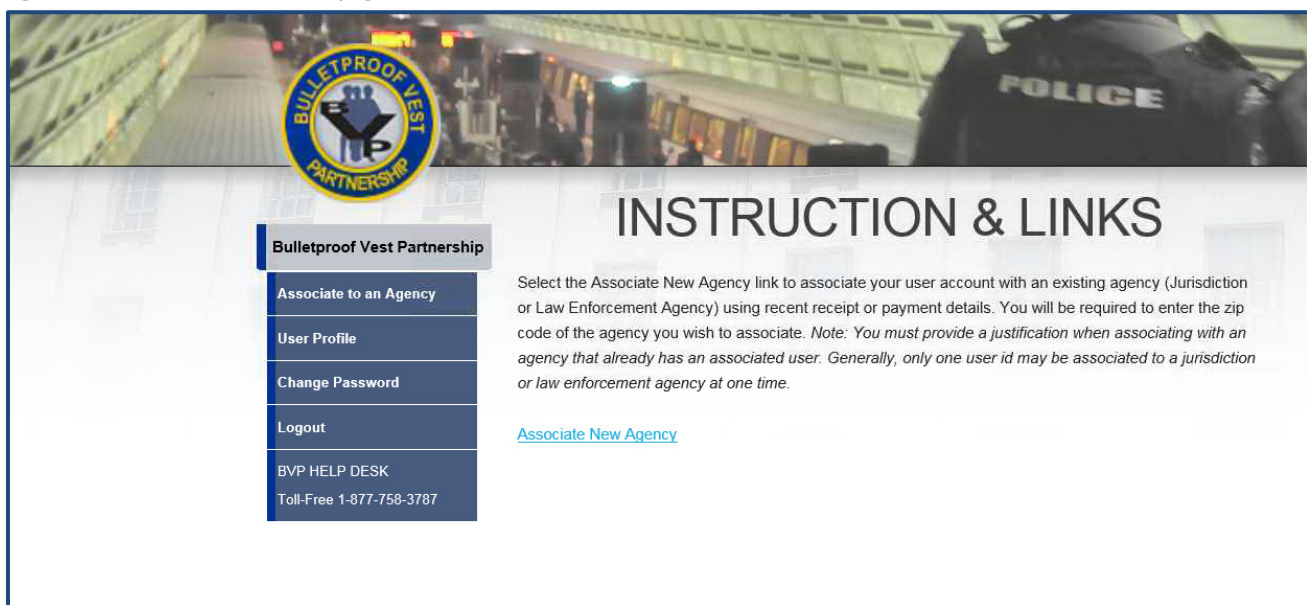


Figure 17 BVP Instruction & Links page







## Accessing the BVP System

### BVP Welcome Page and Agency Association

Once you have created your user account, you will be automatically directed to the BVP Welcome Page. On this page, you may continue the registration process and associate your user account to a jurisdiction or LEA using the **Associate New Agency** link at the bottom of the BVP Welcome Page or the **Associate to an Agency** link in the left navigation menu (see [Associate User Account with an Agency](#)). You may also log out to associate your account at a later time; keep in mind that you will not be able to utilize the system until your account is associated with an agency. If you choose to log out, you will need to log back into the system to associate your account with an agency (see [Logging in to BVP](#) below).

### Logging in to BVP

You will log in to the BVP system from the BVP homepage using the **Login** link (**Figure 13**). To log in to the system, you will need your OJP System Access username and password. You may also be prompted to answer one of your security questions; however, this should only occur the first time you log in to the system and if you indicate that you are accessing the system from a public computer (**Figure 15**). When you log in to the BVP system, confirm that your personal image and security phrase are correct. If your security information is different from what you set previously, close your Internet browser and contact the BVP Helpdesk.

**NOTE:** *You have three attempts to correctly enter your username and password before you are locked out of the system. If you get locked out, contact the BVP Helpdesk for assistance.*

### Login Troubleshooting Tips

If you experience trouble logging in to the system, you may wish to try these tips before contacting the BVP Helpdesk:

1. Check your keyboard to make sure the CAPS Lock is not on. Your password is case sensitive; therefore, any capitalization discrepancies in your password will prevent you from logging in.
2. Use the **Forgot Password** link to create a new password if you cannot recall your password (See [Forgot User Account Password](#)).



#### HOW TO...

#### Log in to BVP

1. Go to the BVP homepage <http://www.ojp.gov/bvpbasi/>.
2. Select the **Login** link (**p. 9, Fig. 13, A**).
3. Enter your username and select the **Continue** button (**p. 9, Fig. 14, B**).
4. If prompted, enter the answer to your security question. Next, identify if you are on a personal or public computer and select the **Continue** button (**p. 9, Fig. 15, C**).
5. Confirm that your personal image and security phrase are correct, enter your password, and select the **Continue** button (**p. 9, Fig. 16, D**).
6. Upon successful submission, the BVP Instruction & Links page will be displayed (**p. 9, Fig. 17**).



Figure 18 OJP System Access - Username

You are attempting to access a protected resource  
Please enter your password.

Password:

A

Figure 19 OJP System Access - Username and Image Text

OJP User

Enter your credentials to change your password.

Enter Username \*



(Letters are case-sensitive)


Enter Image Text \*

B

Figure 20 Verify Image & Phrase

Site to User

Verify Your Personalized Authentication Image



Verify your Current Personalized Authentication Phrase:  
Red is my favorite color

C If you do not recognize your image and/or phrase, DO NOT continue.

Figure 21 OJP System Access - Security Questions

Credentials Challenge

Provide answers for the following questions

1. What street did your best friend in high school live on? (Enter full name of street only)

2. What is your father's middle name?

D

Figure 22 OJP System Access: New Password Confirmation

Change Password

You've verified your account details and your new password will be emailed to you.



## Forgot User Account Password

If you are experiencing issues logging in to the BVP system or cannot remember your OJP System Access password, you may create a new password by using the **Forgot Password** link (**Figure 18**). You will be required to verify your security information and provide answers to your security questions. Upon successful completion of the account verification, a temporary password will be sent to the email address that is listed in your OJP System Access profile. After you receive the email and log in with the temporary password, you will be prompted to create a new password. Your new password cannot be the same as any of the last six (6) passwords you created for your OJP System Access account. If you do not receive your temporary password email or still cannot log in to the system, contact the BVP Helpdesk.

**NOTE:** *The temporary password email message will be sent to the email address currently in your OJP System Access account profile. Keep in mind that if your OJP System Access account can access another OJP system (e.g., GMS or GPRS) and you update your email address from those systems, it will update your email address in your OJP System Access account. However, it will not update the email address in your BVP user profile. Therefore, the last update of your email address in your OJP System Access account will be the email address the temporary password is sent.*



### HOW TO...

#### Retrieve a New Password

1. Go to the BVP homepage <http://www.ojp.gov/bvpbasi/>.
2. Select the **Login** link (**see p. 9, Fig. 13, A**).
3. Select the **Forgot Password** link (**p. 11, Fig. 18, A**).
4. On the next page, enter your username, enter the text that appears in the image in the **Enter Image Text** field, and select the **Submit** button (**p. 11, Fig. 19, B**). **NOTE:** *The Enter Image Text field is case sensitive.*
5. Verify that your personal image and security phrase are correct. If correct, select the **Continue** button (**p. 11, Fig. 20, C**).
6. Enter answers for the security questions and select the **Validate Answers** button (**p. 11, Fig. 21, D**).
7. Upon successful submission, a confirmation page will be displayed indicating the new temporary password has been sent via email to your current OJP System Access email address (**p. 11, Fig. 22**).
8. Obtain the temporary password from the sent email message, return to the BVP homepage, and select the **Login** link.
9. Log in to the system using your username and temporary password. Upon successful login, you will be prompted to create a new password (**see p. 19, Fig. 36**). Enter a new password that meets the password requirements and select the **Change Password** button.



Figure 23 Agency Already Associated with a User

**Bulletproof Vest Partnership**

- Associate to an Agency
- User Profile
- Change Password
- Logout
- BVP HELP DESK  
Toll-Free 1-877-758-3787

## USER ASSOCIATION VIA TRANSACTIONAL INFORMATION

**NOTIFICATION**

A jurisdiction or LEA may only have one user associated to it at any given time unless an exception has been approved by BJA. The jurisdiction or LEA you are attempting to associate with is already associated with one or more users. In order to have more than one user associated to this jurisdiction or LEA, please contact BVP help desk.

Figure 24 Agency Not Registered

**LAW ENFORCEMENT AGENCIES OF SAN MATEO COUNTY WITH ZIP CODE 94063**

Agency Name	Contact Information	Status	Action
SAN MATEO COUNTY	400 County Center, 1st Floor, REDWOOD CITY CA 94063-1662	Registered (2016)	N/A
SAN MATEO COUNTY MAIN JAIL	330 BRADFORD STREET, REDWOOD CITY CA 94063-4063	Not Registered	To register this agency, please contact the BVP help desk.
Probation Department - County of San Mateo	400 County Center, 5th Floor, Redwood City CA 94063-1662	Registered	<a href="#">Associate this agency</a>

If you are unable to find your agency in either of the above lists or need further assistance, please call the BVP help desk at 1-877-758-3787 or email us at [vests@usdoj.gov](mailto:vests@usdoj.gov).

Figure 25 Pending Association

**Bulletproof Vest Partnership**

- Associate to an Agency
- User Profile
- Change Password
- Logout
- BVP HELP DESK

## USER ASSOCIATION

**NOTIFICATION**

You cannot currently make any association or registration requests. You have a pending request to be associated with HUNTINGTON PARK CITY.





## Associate User Account with an Agency

### Agency Association Methods

Once you establish a user account, you must associate your user account with one jurisdiction or LEA in order to utilize the BVP system. There are two methods for associating your account:

- **Method 1: Register a New or Unregistered Agency** – If your agency is new or is not registered in the BVP system, you must first register the agency by contacting the BVP Helpdesk. The user registering the agency will be automatically associated with that agency upon completion.
- **Method 2: Associate Using Payment or Receipt History** – Verify the payment or receipt amounts for a previous transaction for your agency in the BVP system.

### Single Association Rule

The BVP system allows a user to be associated with only one jurisdiction or LEA. Additionally, an agency may have only one user associated at any given time unless an exception has been approved by the Bureau of Justice Assistance (BJA). To have more than one user associated with an agency, the agency must submit a written justification on the agency letterhead, signed by the agency's CEO or equivalent head of the agency, to explain why more than one user is necessary. The signed letter must be scanned and attached to an email to the BVP Helpdesk ([vests@usdoj.gov](mailto:vests@usdoj.gov)). BJA will review the association request and decide whether to approve or deny the request (**Figure 23**).

### Disassociating from a Jurisdiction or LEA

There are circumstances where a user account must be disassociated from an agency (e.g., the user is no longer with the agency). The BVP system does not have a user mechanism to disassociate an account from an agency; therefore, you must contact the BVP Helpdesk for assistance. Be prepared to provide the Helpdesk with the user account to be disassociated, the agency information, and the new user account to be associated if applicable.

### Method 1: Register a New or Unregistered Agency

If your agency has not utilized the BVP system, then you must contact the BVP Helpdesk to register the agency in the system before you can associate your user account.

Likewise, if your agency is not listed in the search results or appears with a status of "Not Registered," (**Figure 24**) you must contact the BVP Helpdesk to register the agency. Upon successful registration, your user account will be automatically associated with the newly registered agency.

**NOTE:** You cannot register and associate with an agency if you have a pending or active association with another agency in the BVP system. You will be required to disassociate your user account from the current agency before registering another agency (**Figure 25**).







## Method 2: Associate Using Payment or Receipt History

You may associate your user account to a registered jurisdiction or LEA using your agency's transaction history. To use this method, you will be given the option to verify amounts on a previous payment or receipt transaction in the BVP system. Based on the option you select, the system will display information on a specific transaction (**Figures 30 and 31**); you will be required to provide the quantity and dollar amounts for that transaction. The values must match exactly as they appear in your transaction documentation, including decimals for dollar amounts. Do not enter a dollar sign (\$) or any other special characters.

Not all agencies will have both receipt and payment information in the BVP system; therefore, you may be given only one option to select. If your agency does not have receipt and payment history in the BVP system, contact the BVP Helpdesk for assistance with associating your user account.

**NOTE:** You have three attempts to correctly enter the receipt or payment information. After three attempts, you will be locked out of the BVP system and must contact the BVP Helpdesk for assistance.



### HOW TO...

#### Associate Your User Account with an Existing Agency

1. Log in to the BVP System (**see p. 10**).
2. Select the **Associate New Agency** link (**p. 15, Fig. 26, A**).
3. Enter the zip code for your jurisdiction/LEA and select the **Retrieve Information** button (**p. 15, Fig. 27, B**).
4. Review your search results to find your agency. Once found, select the **Associate this jurisdiction** or **Associate this agency** link in the agency's Action column to associate your account (**p. 15, Fig. 28, C**).
5. If you are offered Association Options, select the **Click Here** link next to the option of your choice (**p. 15, Fig. 29, D**).
  - a. *Receipts option:* Enter the **Quantity** and **Unit Price** for the transaction receipt specified in the Receipt Details. Then select the **Associate** button (**p. 15, Fig. 30, E**).
  - b. *Payments option:* Enter the **Total Vests Received** and **Paid Amount** based on the Payment Request Details. Then select the **Associate** button (**p. 15, Fig. 31, F**).
6. Upon successful association, the agency Status page will be displayed.

## Assistance with Agency Association

The BVP Helpdesk is available to assist you with associating your user account with a jurisdiction or LEA if you are experiencing problems. The common instances that require the Helpdesk's assistance for associating your user account are:

- Your agency is not listed or is not registered in the BVP system.
- Your agency is registered but does not have payment or receipt transaction history in the system.
- You are attempting to associate your user account using payment/receipt history and the transaction information you provided is not being accepted by the system.
- You are unable to associate your account with the agency because another user has a pending or active association with that agency.

To resolve these situations or any other association problems you encounter, contact the BVP Helpdesk at (877) 758-3787 or send an email to [vests@usdoj.gov](mailto:vests@usdoj.gov).



Figure 32 OJP System Access - Username

**OFFICE OF JUSTICE PROGRAMS**  
Innovation • Partnerships • Safer Neighborhoods

You are attempting to access a protected resource  
Please identify by entering your Username.

Username:


**A**

[Forgot Password](#)

Figure 33 OJP System Access - Password and Edit Information

You are attempting to access a protected resource  
Please verify your Personal Image and Security Phrase before entering the password

Personal Image :



Security Phrase : Red is my favorite color

Please enter your password.

Edit Enrollment Information

**B** Would you like to edit your enrollment information?

**C**

[Forgot Password](#)

Figure 34 Change Image & Security Phrase

**Enroll Questions**

Please provide answers to the following security questions.  
You will be asked to answer these questions when you login from an unregistered computer.

1. Security Question :  **A**  
Security Answer : \*

2. Security Question :  **A**  
Security Answer : \*

3. Security Question :  **A**  
Security Answer : \*

**Personal Image and Security Phrase**

Please choose a Personal Image and provide a Security Phrase.  
This will be presented during the logon process to confirm the identity of the web site.

Personal Image : 

[Browse for more images](#) **D**  
( A popup window will open. Please turn off your popup blocker)

Security Phrase : \*  Please enter alphanumerics only (A-Z, a-z, 0-9) **E**

**F**



## Updating Your User Account Security Information

Your OJP System Access account information can be updated at any time once your account is created. You may change the following:

- Security questions and answers
- Personal image
- Security phrase

It is important to remember that changes to your OJP System Access account will not only affect your information and access to the BVP system, but other OJP systems (e.g., GMS or GPRS) you access with your account. Once your changes have been accepted by the system, they will be in effect for other OJP systems you access with your account.



### HOW TO . . .

#### Change Your OJP System Access Security Information

1. Go to the BVP homepage: <http://www.ojp.gov/bvpbasi/>.
2. Select the **Login** link (see p. 9, Fig. 13, A).
3. Enter your username and select the **Continue** button (p. 17, Fig. 32, A).
4. Enter your password and confirm that your personal image and security phrase are correct (p. 17, Fig. 33).
5. Select the checkbox to indicate that you wish to edit your OJP System Access security information (B) and select the **Continue** button (C).
6. Select a new question for Security Questions 1-3 using the dropdown menus and enter the appropriate answer in the field below each question (p. 17, Fig. 34).
7. Select the **Browse for more images** link (D) and select a new personal image.
8. Update your security phrase by entering a new meaningful phrase (E).
9. Once all of the updates are complete, select the **Continue** button (F). The BVP Welcome Page will be displayed.





Figure 35 BVP Instructions & Links

**Bulletproof Vest Partnership**

- Associate to an Agency
- User Profile
- Change Password** **A**
- Logout
- BVP HELP DESK
- Toll-Free 1-877-758-3787

## INSTRUCTION & LINKS

Select the Associate New Agency link to associate your user account with an existing agency (Jurisdiction or Law Enforcement Agency) using recent receipt or payment details. You will be required to enter the zip code of the agency you wish to associate. *Note: You must provide a justification when associating with an agency that already has an associated user. Generally, only one user id may be associated to a jurisdiction or law enforcement agency at one time.*

[Associate New Agency](#)

Figure 36 OJP System Access - New Password

U.S. DEPARTMENT OF JUSTICE

**OFFICE OF JUSTICE PROGRAMS**  
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Old Password:

New Password:  **Strength:**  **Strong**

Confirm Password:

**B**

Passwords shall be composed of representatives of at least three of the following character sets:  
upper case characters,  
lower case letters,  
numeric characters,  
and special characters  
(for example: ~!@#%&\*()\_+=[/]?><).

Figure 37 Password Change Confirmation

**You have successfully changed your password!**

**C**





## Changing Your User Account Password

You may change your OJP System Access user account password at any time while your user account is active with the BVP system. However, it may be changed only once within a 24-hour period. It is also important to remember that changes to your OJP System Access account will not only affect your information and access to the BVP system, but other OJP systems (e.g., GMS or GPRS) that are accessed with your account.

Your password must be 8-20 characters long, and cannot contain your username or any part of your full name. It also must contain at least three of the following characters:

1. An uppercase letter (A-Z)
2. A lowercase letter (a-z)
3. A number (0-9)
4. A non-alphanumeric character (e.g., \$, !, #, &)

To ensure that your password is secure, the OJP System Access provides a password meter that indicates the strength of your password (**Figure 36**). OJP recommends that your password be a minimum rating of "Strong."

If you are unable to change your password, you may contact the BVP Helpdesk by emailing [vests@usdoj.gov](mailto:vests@usdoj.gov) or call (877) 758-3787. The BVP Helpdesk should be contacted only after you have attempted to change your password through the system.



### HOW TO . . .

#### Change Your Password

1. Log in to the BVP System (**see p. 10**).
2. Select the **Change Password** link in the left menu (**p. 19, Fig. 35, A**).
3. Enter your current password in the **Old Password** field.
4. Enter a new password into the **New Password** and **Confirm Password** fields that meets the password requirements.
5. Select the **Change Password** button (**p. 19, Fig. 36, B**). If you receive a password change error, repeat steps 3-5.
6. Upon successful password change, the password change confirmation will be displayed.
7. Select the **Continue** button (**p. 19, Fig. 37, C**) to be directed to the BVP Welcome Page.



Figure 38 BVP Instructions & Links

**Bulletproof Vest Partnership**

- Associate to an Agency
- User Profile** **A**
- Change Password
- Logout
- BVP HELP DESK
- Toll-Free 1-877-758-3787

## INSTRUCTION & LINKS

Select the Associate New Agency link to associate your user account with an existing agency (Jurisdiction or Law Enforcement Agency) using recent receipt or payment details. You will be required to enter the zip code of the agency you wish to associate. *Note: You must provide a justification when associating with an agency that already has an associated user. Generally, only one user id may be associated to a jurisdiction or law enforcement agency at one time.*

[Associate New Agency](#)

Figure 39 BVP User Profile

USER PROFILE	
Username	<input type="text" value="firstlast@name.com"/>
Title*	Mr. <input type="button" value="v"/>
First Name*	<input type="text" value="First"/>
Middle Initial	<input type="text"/>
Last Name*	<input type="text" value="Last"/>
Phone Number*	( <input type="text" value="220"/> ) <input type="text" value="456"/> - <input type="text" value="7890"/> x <input type="text"/>
Fax Number	( <input type="text"/> ) <input type="text"/> - <input type="text"/> x <input type="text"/>
Email Address*	<input type="text" value="firstlast@name.com"/>
Address*	<input type="text" value="312 Washington Street"/> <input type="text"/>
City*	<input type="text" value="Washington"/>
State*	District of Columbia <input type="button" value="v"/>
Zip*	<input type="text" value="22200"/> - <input type="text"/>

*\* required fields*

**B**



## Updating Your BVP User Profile

You may update your BVP user profile at any time while your user account is active in the BVP system. Updates can be made to all of the fields except the **Username** field. In addition, the legal name and email address fields are shared fields with your OJP System Access account. If you change any of these fields, the changes will be reflected in your OJP System Access profile. Keep in mind, your BVP user profile is your personal profile in the BVP system, which is separate from the agency profile or any profile that is part of other OJP systems.



### HOW TO . . .

#### Update Your BVP User Profile

1. Log in to the BVP System (**see p. 10**).
2. Select the **User Profile** link in the left menu (**p. 21, Fig. 38, A**).
3. Update the information in the profile, ensuring that all the required fields indicated with an asterisk (\*) are complete, and select the **Submit** button (**p. 21, Fig. 39, B**).