



National Decertification Index User Guide

Need help?

Contact IADLEST
info@iadlest.org



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1.0 Overview

1.1 What is the National Decertification Index?

The **National Decertification Index (NDI)** serves as a national registry of certificate or license revocation actions relating to officer misconduct. Maintained by IADLEST, the NDI relies on POST agencies and other federal, state, local, tribal, and territorial (FSLTT) entities to report this data.

The NDI strengthens hiring practices by ensuring known misconduct is not missed across jurisdictions. Records should always be verified with the contributing agency.

1.2 User Roles and Permissions

To ensure secure and accurate use of the NDI, access is permission-based. The following user roles define the level of access and responsibilities within the system:

Query-Only Users	Can search and view subject and action records in the NDI database.
Data Entry Level 2	Responsible for entering new subjects and reporting actions. Can add and edit records but cannot delete existing entries.
Data Entry Level 1	Responsible for entering new subjects and reporting actions. Can add, edit, and delete subject and action records.
POST Administrator	Oversees NDI data for their state, and performs user account administration within their state.

Roles	Permissions				
	View & Search	Data Entry	Edit Entries	Delete Entries	User Management
Query Only	X				
Data Entry Level 2	X	X	X		
Data Entry Level 1	X	X	X	X	
POST Admin	X	X	X	X	X

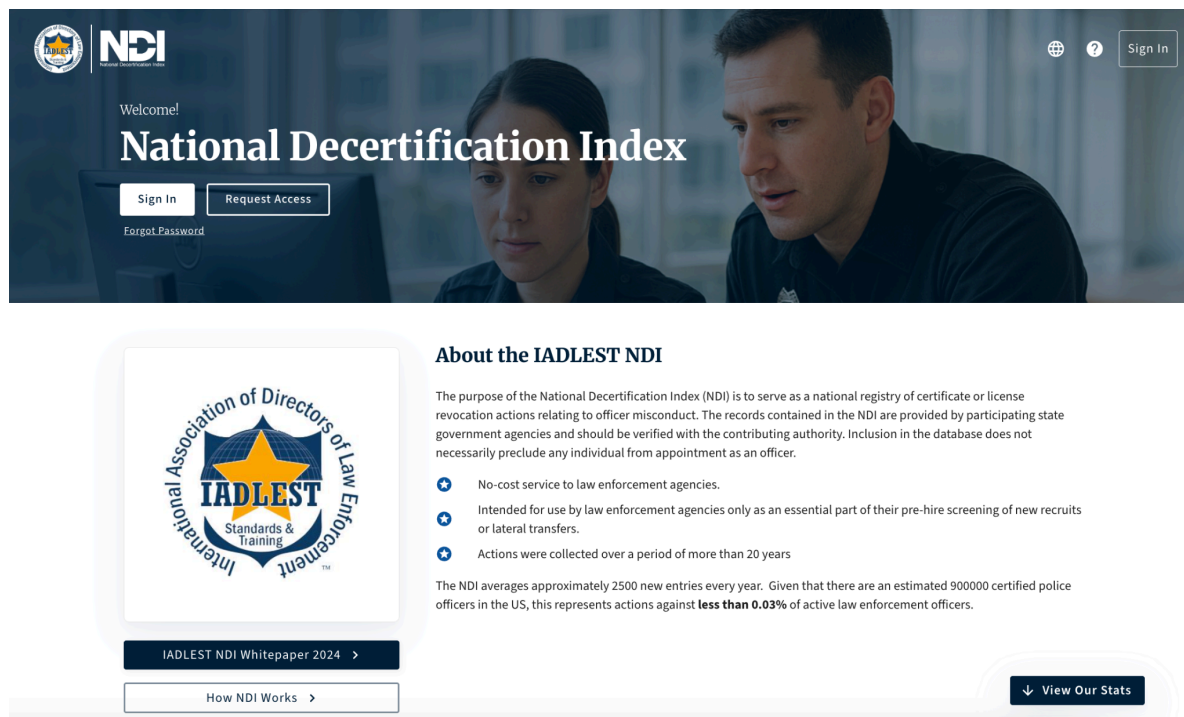
➤ **Note:** Refer to [Section 3.7 Identifying Your Role in NDI](#) to determine your assigned role.



2.0 Getting Started

2.1 Accessing NDI

You can access the **National Decertification Index** at: <https://ndi.iadlest.org>



▲ **Tip:** Bookmark the login page for quick access.

NDI works on **all major web browsers**. NDI can also be accessed from your **mobile phone** or **tablet**, so you can stay connected wherever you are.



Chrome



Edge



Firefox



Safari

▲ **Tip:** Keep your browser up to date to ensure full functionality.

2.2 Request Access

Request access to create a NDI account for the first time and link to your organization.

Who should do this?

First-Time User ▾

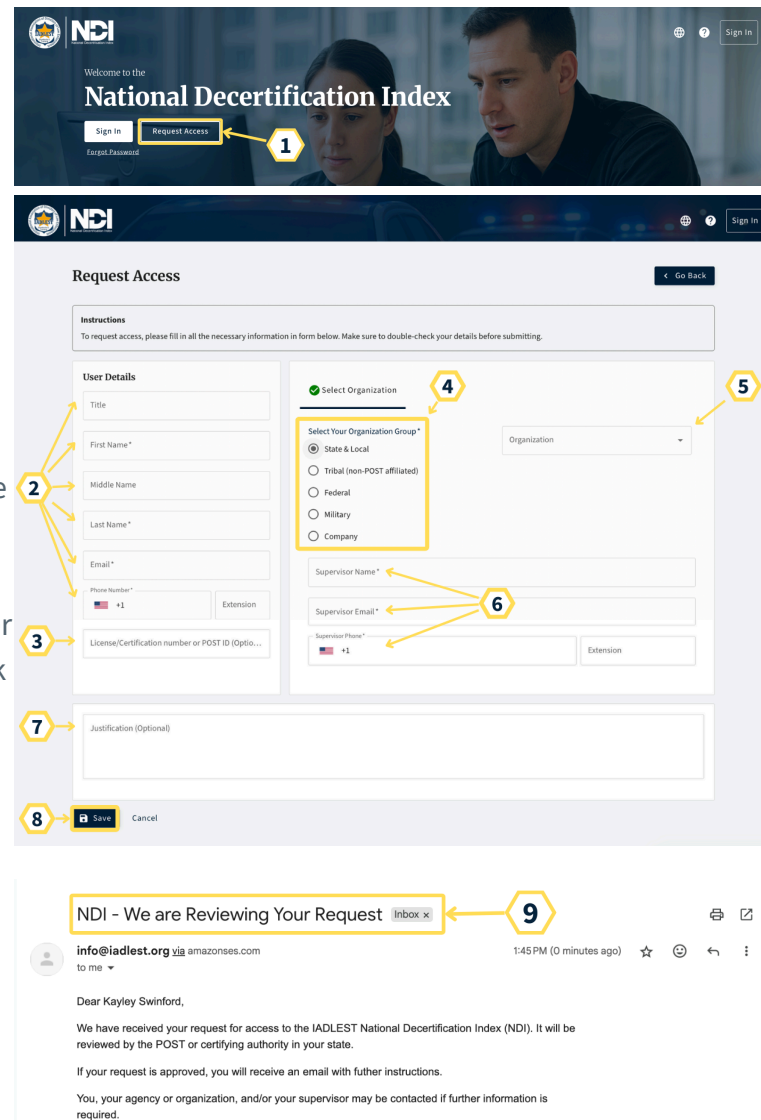
1. On the **NDI homepage**, click **Request Access**.
2. Fill in your **name, email, and phone number**.
3. (Optional) Enter your **license, certification number, or POST ID**.
4. Select your **organization group** (e.g., a police department would choose State & Local).
5. In the popup, **start typing your organization's name**, then select it from the drop down list.
 - If you **don't see your organization**, click **Create New Organization**, enter the new organization name, and click **Enter**.
 - If the system shows close matches, choose the correct one and click **Use Existing Organization**.
 - If **no match is correct**, proceed with **Create New Organization** and fill in the required address and phone number.

6. Enter your **supervisor's name and contact details**.

7. In the **Justification** field (optional), please briefly explain why you're requesting access to NDI.
8. Click **Save** to submit your request.
9. You'll receive an **email confirmation** once your request has been received.

➤ **Note:** When creating a new organization with your access request, the system may flag a possible duplicate. See [Section 6.4 Possible Duplicate Organization](#) for further instructions.

➤ **Note:** For definitions of organization groups, see [Section 8.5](#).



The screenshot shows the NDI homepage with a 'Request Access' button highlighted by a yellow box and a yellow circle with the number 1. Below the homepage is the 'Request Access' form. The form has a 'User Details' section with fields for Title, First Name, Middle Name, Last Name, Email, and Phone Number. A yellow box with a yellow circle with the number 2 highlights the 'First Name' field. A yellow box with a yellow circle with the number 3 highlights the 'License/Certification number or POST ID (Optional)' field. A yellow box with a yellow circle with the number 4 highlights the 'Select Organization' dropdown menu. A yellow box with a yellow circle with the number 5 highlights the 'Organization' dropdown menu. A yellow box with a yellow circle with the number 6 highlights the 'Supervisor Name' field. A yellow box with a yellow circle with the number 7 highlights the 'Justification (Optional)' field. A yellow box with a yellow circle with the number 8 highlights the 'Save' button. Below the form is an email confirmation from 'info@iadlest.org' with a subject line 'NDI - We are Reviewing Your Request' and a yellow circle with the number 9.

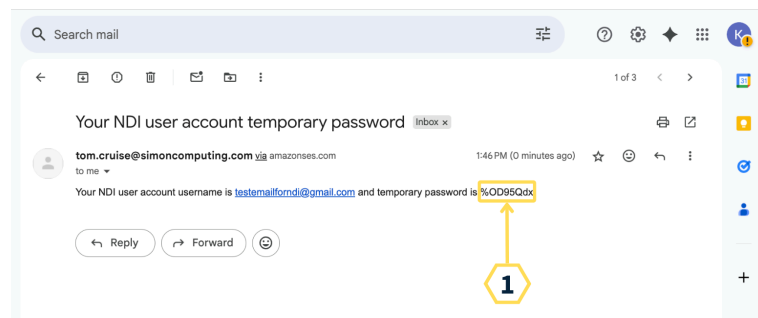
2.3 First Time Sign-In

Once your access request is approved, you'll get an email with a temporary password so you can sign in for the first time.

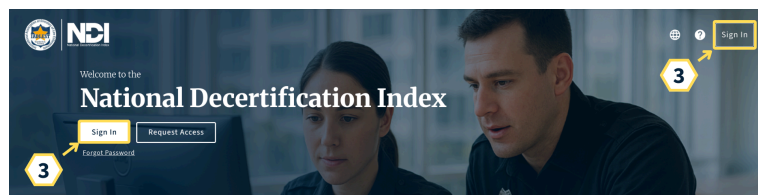
Who should do this?

First-Time User

1. **Check your email** for a message from NDI with your temporary password.
 - If you don't see it, check your **spam** or **junk** folder.



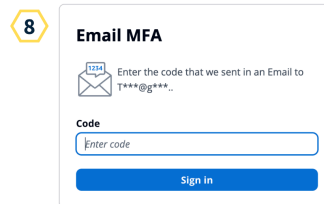
2. Go to the **NDI Homepage**:
<https://ndi.iadlest.org>
3. Click **Sign In**.



4. Enter your **email address** and **password**.
5. Click **Sign In**.

6. When prompted, create a **permanent password**.
 - Make sure all password requirements turn green.
7. Click **Change Password** and save your new password for future sign-ins.

8. Next, you will be taken to an **MFA (multi-factor authentication)** screen.



8

Email MFA

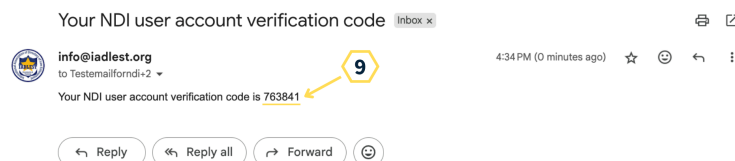
Enter the code that we sent in an Email to T***@g***..

Code

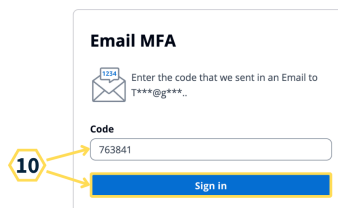
Enter code

Sign in

9. Open your email and find the verification code.



10. Copy and paste that code into the **Code** field and click **Sign In**
11. You are now signed in with your new credentials and MFA enabled.



10

Email MFA

Enter the code that we sent in an Email to T***@g***..

Code

763841

Sign in

➤ **Note:** All users are automatically set up with email-based MFA upon their first sign-in. To change your MFA method, please refer to section [3.5 Change MFA Method](#) in this guide.

2.4 Help Tutorial

The **Help Tutorial** provides on-screen guidance to assist you with using the NDI application. Click the question mark icon at the top of the page to launch the tutorial. It offers step-by-step instructions tailored to the page you're viewing.

Who should use this?

All Users ▾

1. Click the **question mark icon** at the top of the page to open the Help Tutorial.
2. A pop-up window will appear with helpful instructions about the current page.
3. Use the **Next** button to move forward through the tutorial steps.
4. Use the **Back** button to revisit previous instructions.
5. Click the **X** in the top right corner to close the tutorial at any time.

The first screenshot shows the NDI Subject Search page with a question mark icon in the top right corner. A yellow circle with the number 1 is around the icon.

The second screenshot shows the same page with a tutorial pop-up window. The pop-up has a title bar with a close button (X) and a question mark icon. The main content area has a text box that says "You can start a new search by pressing the 'Clear Search' button." Below this are two buttons: "Back" and "Next". The pop-up also has a "Back" button in the bottom left and a "Next" button in the bottom right. A yellow circle with the number 2 is around the close button (X). A yellow circle with the number 3 is around the "Next" button. A yellow circle with the number 4 is around the "Back" button. A yellow circle with the number 5 is around the question mark icon in the top right corner of the pop-up.

Name	First Name (Optional)	Date of Birth (Optional)	Actions
Smith, Curtis E.	--	--	3
Smith, Dace R.	--	--	2
Smith, Jesse C.	--	--	1
Smith, Morgan B.	--	--	1
Smith, Thomas E.	--	--	4
Smith, Darrell L.	--	--	2

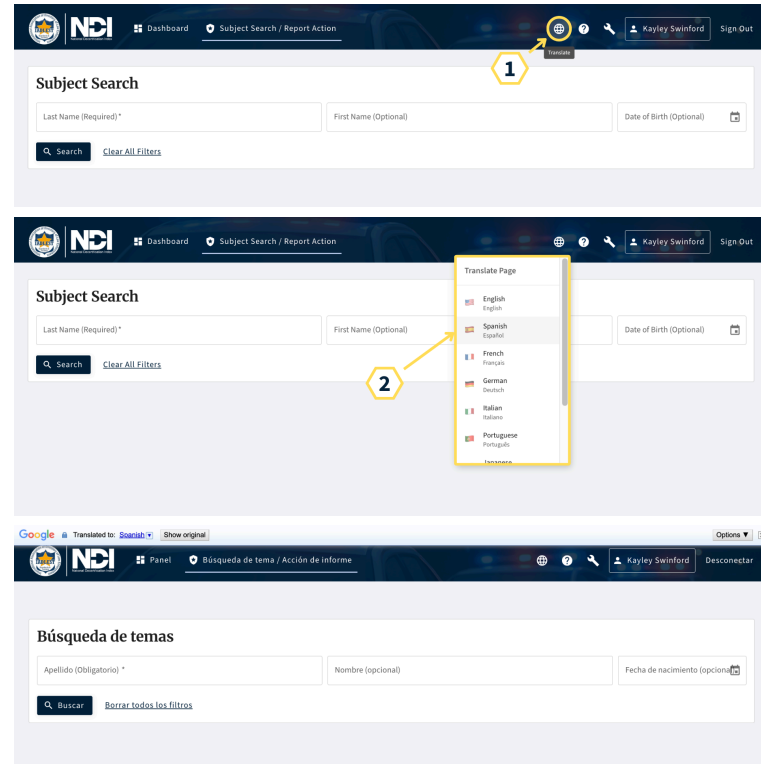
2.5 Translate NDI

The **Translate Button** allows you to view the NDI application content in your preferred language. Click the globe icon (🌐) in the page header to access language options.

Who should use this?

All Users ▾

1. Click the  **globe icon** in the header.
2. From the dropdown menu, select your desired language.
3. The page will automatically reload and display content in the selected language.



2.6 About, FAQ & Resources

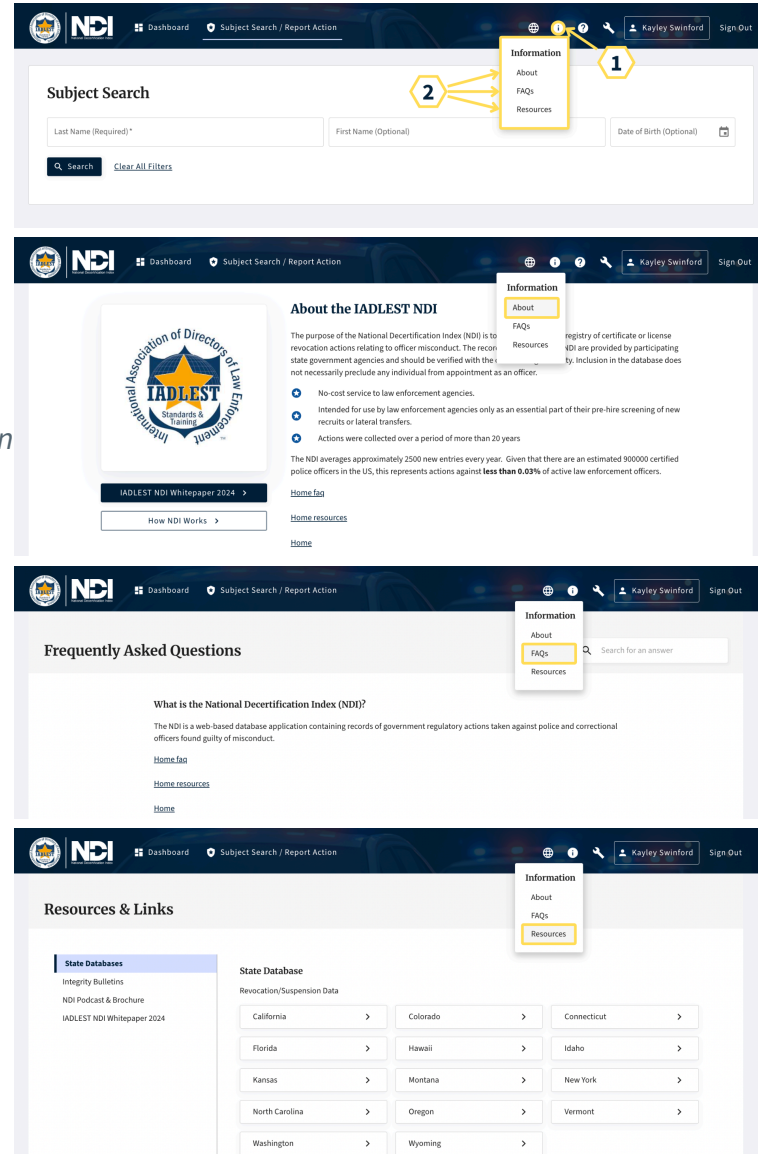
This section explains how to access key informational areas in the NDI app—About, FAQ, and Resources—via the (i) icon.

Who should use this?

All Users ▾

1. Click the “i” icon in the top header to open the dropdown menu.
2. In the dropdown, choose one of the following resources:

- **About** — Offers a summary of what NDI is, its purpose, and key statistics (mirroring the pre-login homepage).
➤ You can also go to the About page by clicking the NDI logo in the top header.
- **FAQ** — Provides answers to frequently asked questions, such as how NDI works and who enters records.
- **Resources** — Links to state-level databases and integrity bulletins, which are essential for locating detailed decertification information.



The screenshots illustrate the process of navigating to the About, FAQ, and Resources sections. In each screenshot, the 'Information' dropdown menu is open, and the corresponding option is highlighted. The first screenshot shows the 'Subject Search' page with the 'About' option highlighted. The second screenshot shows the 'About the IADLEST NDI' page with the 'FAQs' option highlighted. The third screenshot shows the 'Frequently Asked Questions' page with the 'Resources' option highlighted.

3.0 Account Management

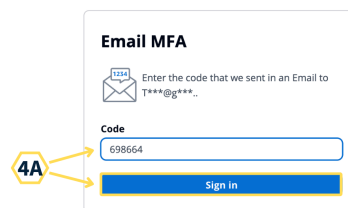
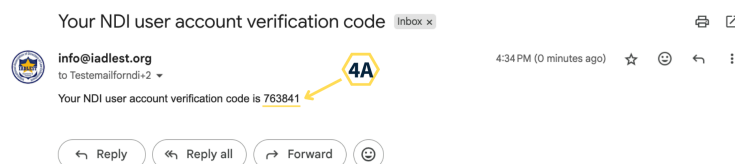
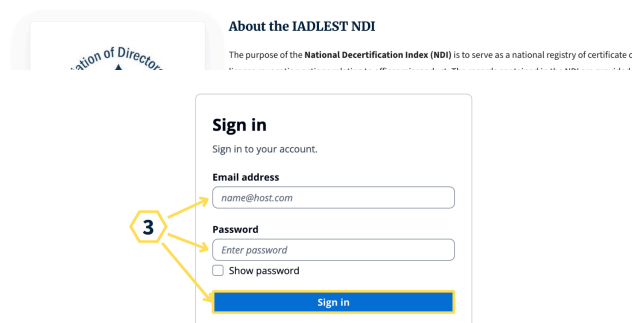
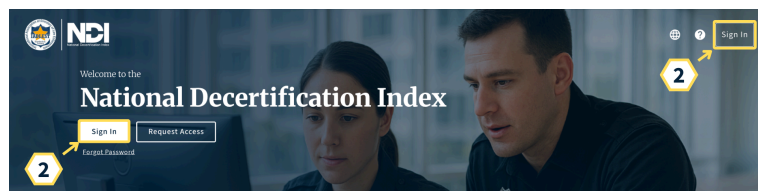
3.1 Sign-In with MFA

Who can do this?

All Users ▾

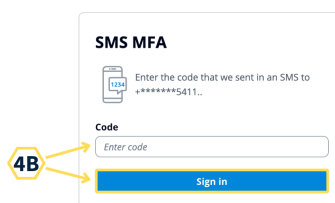
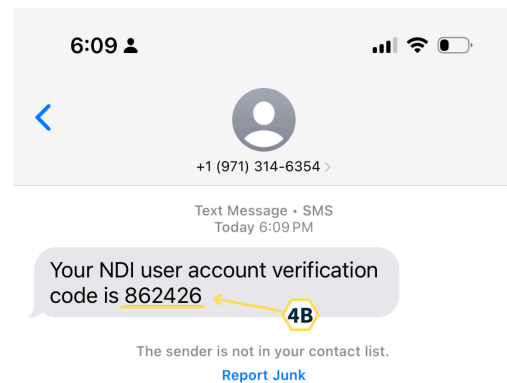
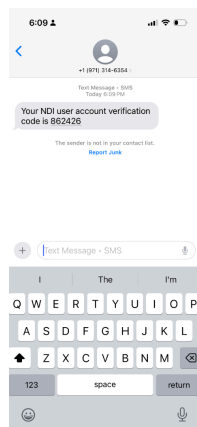
Access your NDI account anytime to keep your work moving – search subjects and report actions.

1. Go to the **NDI Homepage**:
<https://ndi.iadlest.org>
2. Click **Sign In**.
3. Enter your **email address** and **password**, then click **Sign In**.
4. Enter **MFA Code** using your chosen method:
 - A. Email**
 - Check your email inbox for a message with the verification code.
 - If you don't see the email, check your **spam** or **junk** folder.
 - Copy the code from the email.
 - Paste the code into the **Code** field on the sign-in page.
 - Click **Sign In** to complete the process.



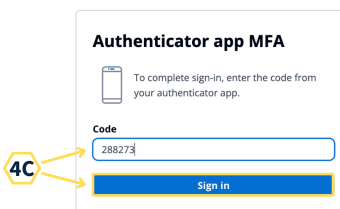
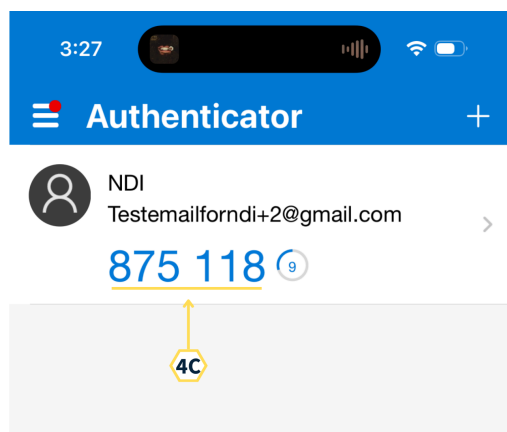
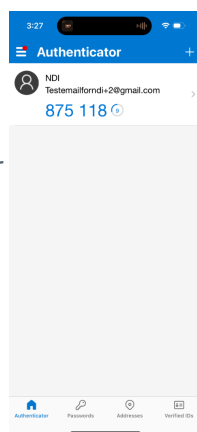
B. SMS Text Message

- Open your text messages on your mobile device.
- Locate the message containing the verification code.
- Enter the code into the **Code** field on the sign-in page.
- Click **Sign In** to complete the process.



C. Authenticator App

- Open your authenticator app (e.g., Microsoft Authenticator, Google Authenticator) on your mobile device.
- Find the account associated with your NDI login.
- Locate the 6-digit code displayed for your NDI account.
- Enter the code into the **Code** field on the sign-in page.
- Click **Sign In** to complete the process.



➤ **Note:** All users are automatically set up with email-based MFA upon their first sign-in. To change your MFA method, please refer to section [3.5 Change MFA Method](#) in this guide.

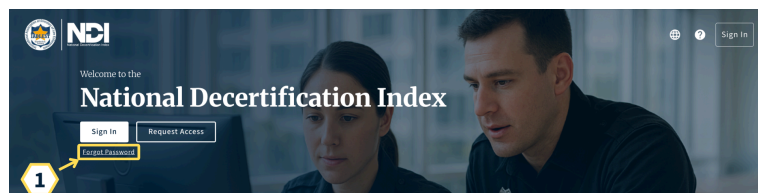
3.2 Forgot Password?

If you can't remember your password, you can easily reset it to regain access to your NDI account.

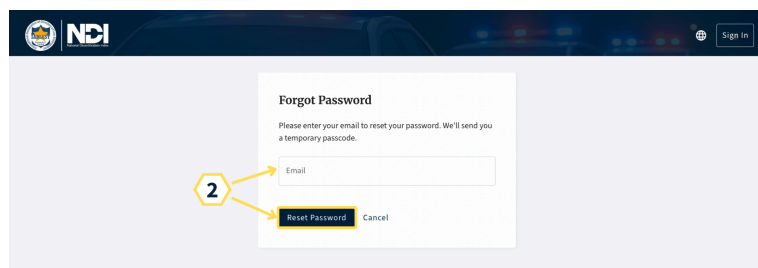
Who can do this?

All Users ▾

1. Go to the **NDI Homepage** and click **Forgot Password**.

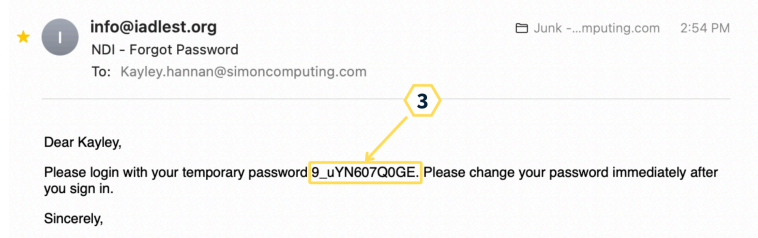


2. Enter your registered **email address**, then click **Reset Password**.

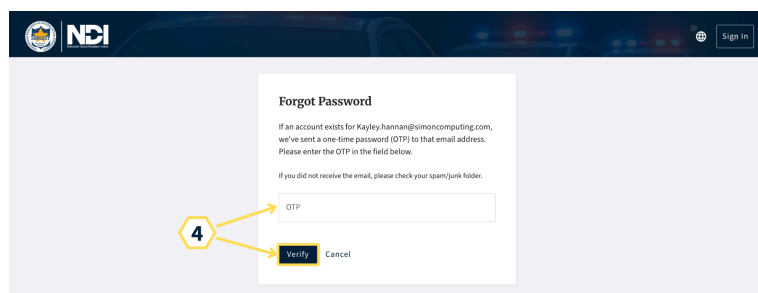


3. Check your email for a One-Time Passcode (OTP).

- If you don't see the email shortly, please check your **spam** or **junk** folder.



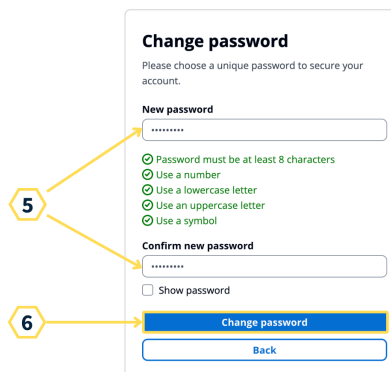
4. Enter the OTP into the verification field on the page, then click **Verify**.



5. Once verified, you'll be taken to the **Change Password** screen. Enter your new password and confirm it.

- As your password meets the listed requirements, they'll turn green.

6. Click **Change Password** and save it for future sign-ins.



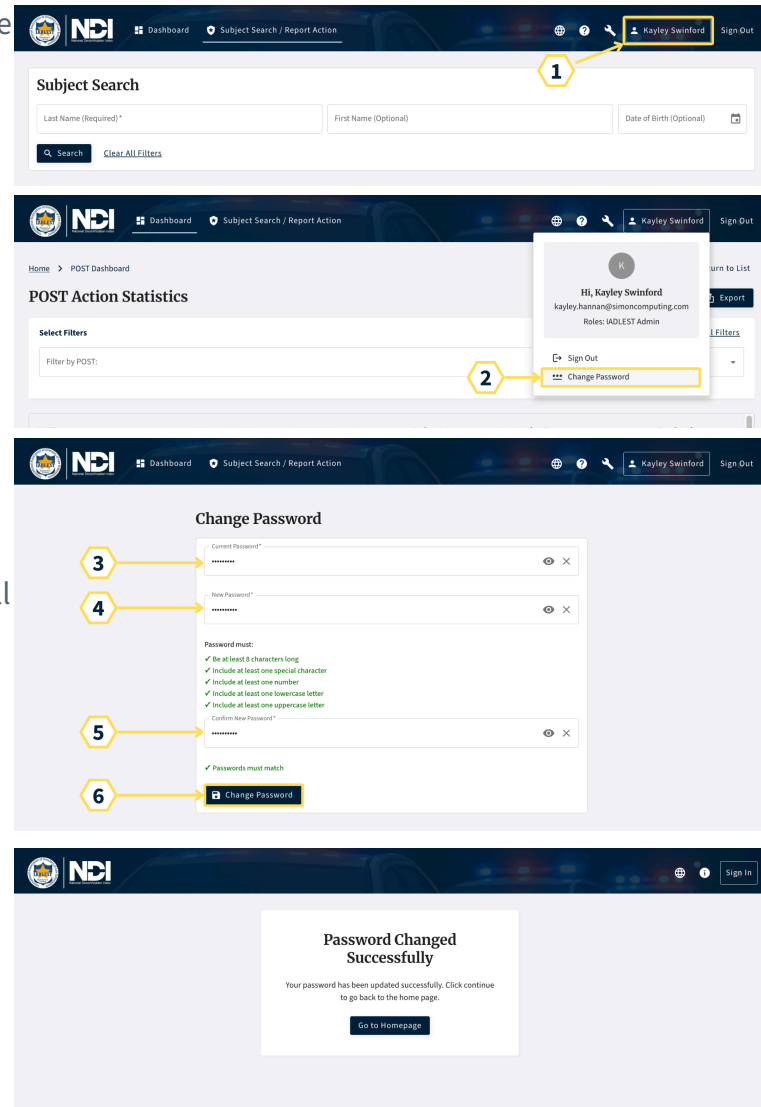
3.3 Change Password

Who can do this?

All Users ▾

If you're logged in and want to update your password for security or convenience, follow these steps:

1. Click your **name** in the top right corner of the header (next to the person icon).
2. From the dropdown menu, select **Change Password**.
3. Enter your **current password**.
4. Enter your **new password**.
 - Make sure your new password meets all the listed requirements—these will turn green with a check mark as you fulfill them.
5. **Re-enter** your **new password** to confirm.
6. Click **Change Password** to save your new password.
7. You will be signed out and taken to the Password Changed Successfully page.
8. Click **Sign In** and log in with your new password.



The screenshots illustrate the process of changing a password in the NDI system. The first screenshot shows the user's profile dropdown menu in the top right corner, with the 'Change Password' option highlighted. The second screenshot shows the 'Change Password' form, which includes fields for 'Current Password', 'New Password', and 'Confirm New Password'. The 'New Password' field is highlighted, and the password requirements are listed below it. The third screenshot shows the 'Password Changed Successfully' message, indicating that the password has been updated successfully and the user should continue to the home page.

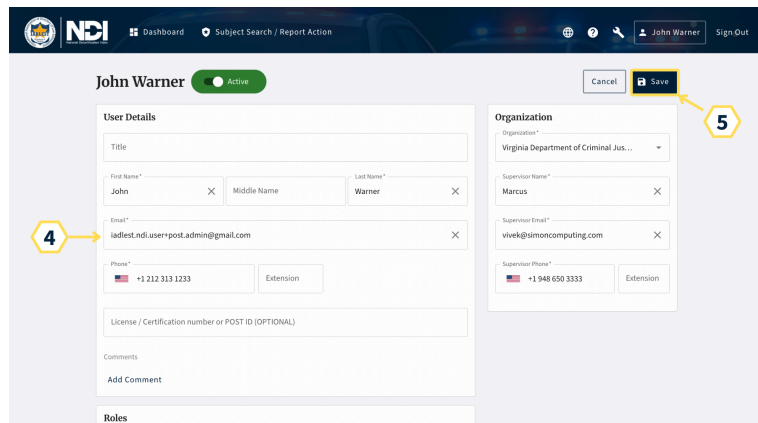
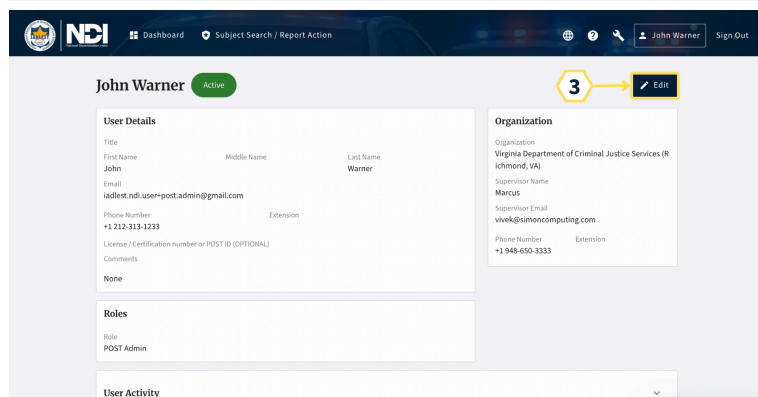
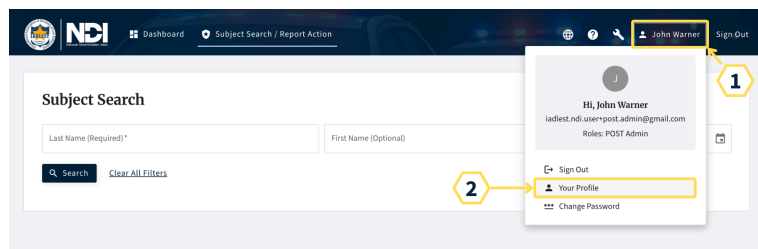
3.4 Change Email Address (Username)

Who can do this?

All Users ▾

Your email address is also your username in NDI. If you get a new email, you can easily update it in your NDI account.

1. In the main menu, click on your name.
2. From the drop-down menu, select **Your Profile**.
3. In the top right corner of your profile page, click **Edit**.
4. Click into the **Email** field. Enter the new email address you want to use.
 - *This will also become your username.*
5. Click **Save** to apply the changes.



➤ **Note:** Once you update your email, remember to log in with your new address going forward.

3.5 Change MFA Method

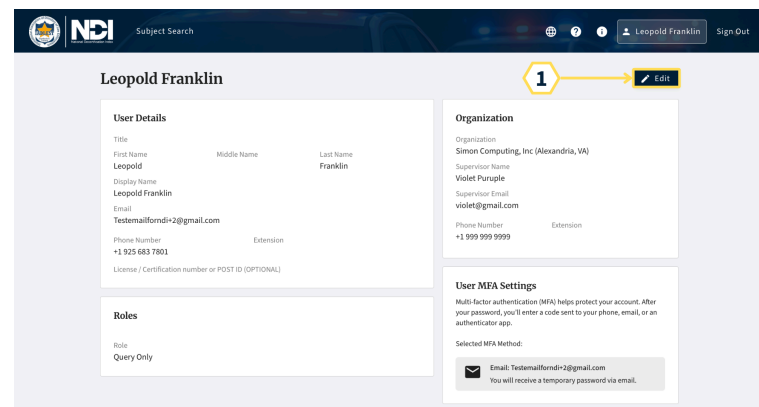
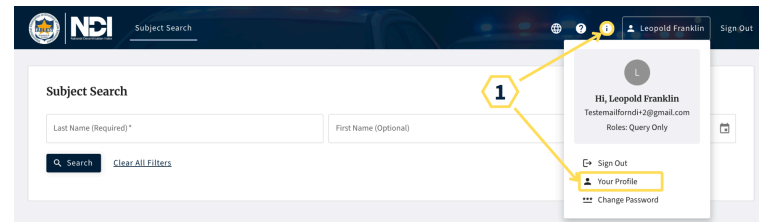
MFA (Multi-Factor Authentication) protects NDI accounts by requiring your password and a second verification. All users default to email-based MFA, but you can change it to SMS or an authenticator app. See the instructions below for setup.

Who can do this?

All Users ▾

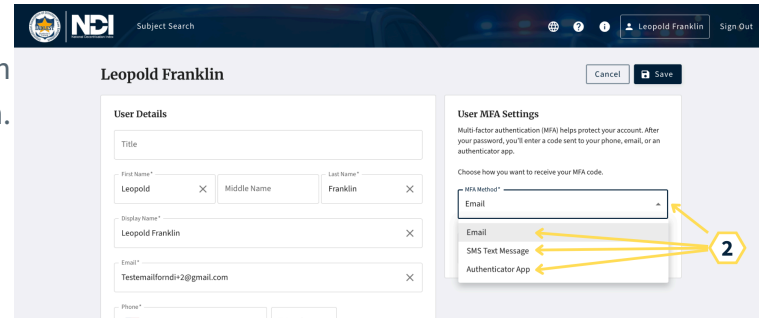
1. Open Your Profile Settings

- Click your name in the top right corner.
- From the dropdown, select **Your Profile**.
- On your profile page, click **Edit**.



2. Choose a Method

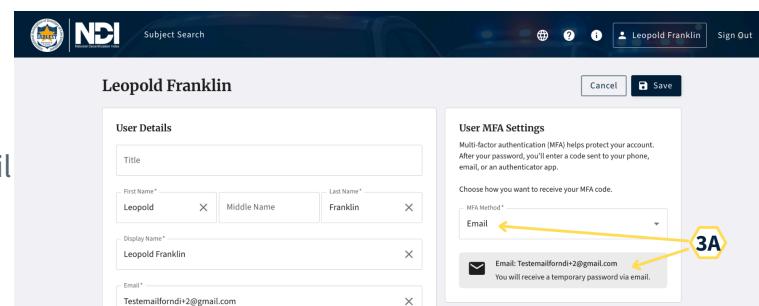
- Locate the **User MFA Settings** section and click the **MFA Method** dropdown.
- You'll see three options: Email, SMS Text, Authenticator App.
- Select the method you want (go to the corresponding lettered step below).



3. Activate Your Selected Method

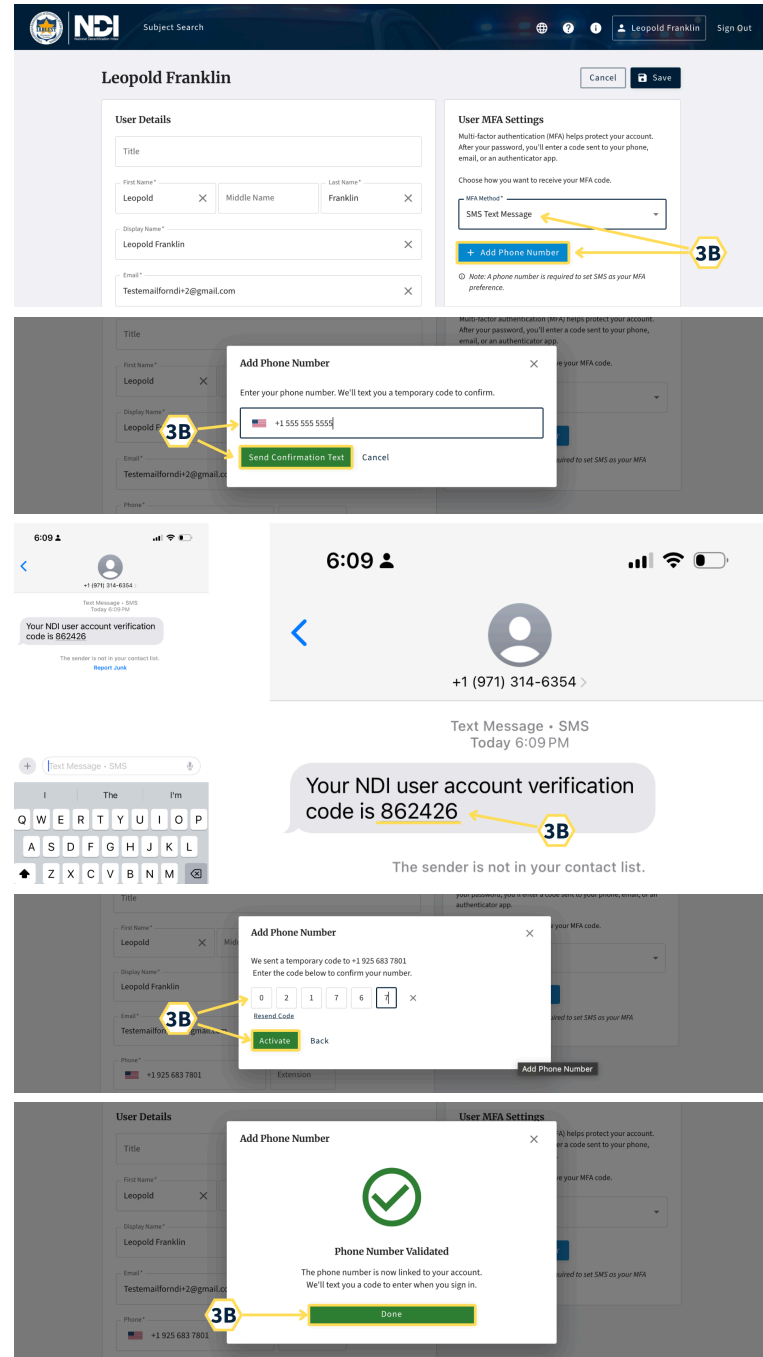
A. Email

- After selecting **Email**, no further setup is necessary.
- Codes will be sent to the email associated with your NDI account.



B. SMS Text Message

- Select **SMS Text**, and click **Add Phone Number**.
- In the popup, enter your mobile number.
- Click **Send Confirmation Text**.
- You'll receive a text message with a verification code.
- Enter that code into the field and click **Activate**.
- A confirmation will appear. Click **Done**.

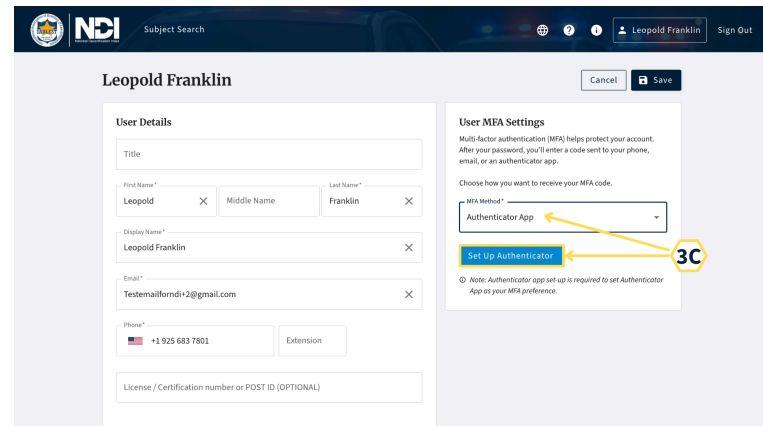
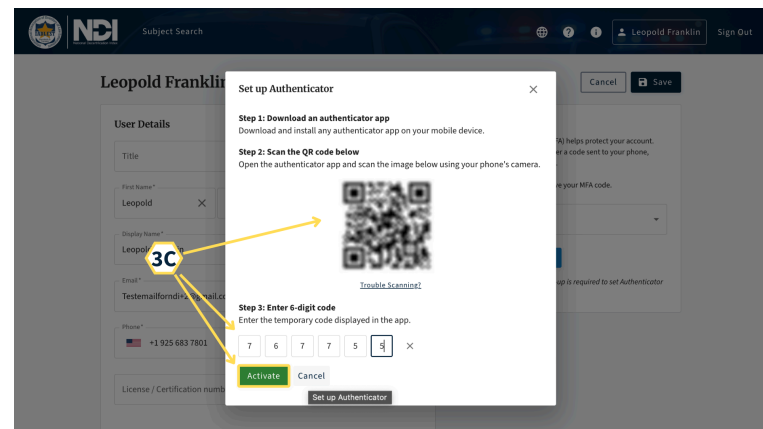
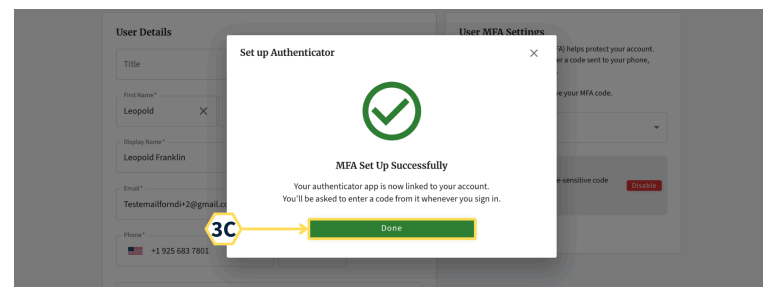
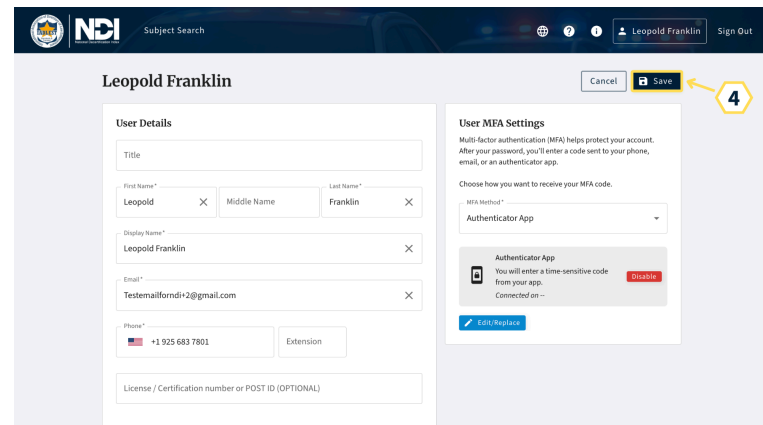


C. Authenticator App

- Select **Authenticator App**, and click **Set Up Authenticator App**.
- Download an authenticator app (for example, Google Authenticator, Microsoft Authenticator, Authy).
- Use the app to **scan the QR code** shown (or manually enter a setup key if provided).
- The app will generate a verification code.
- Enter that code into the field and click **Activate**.
- A confirmation will appear. Click **Done**.

4. Save & Confirm

- Once you've activated your method (A, B, or C), click **Save**.
- You're done — your MFA method is updated.

3.6 View & Edit Your NDI Account Information (Profile)

Who can do this?

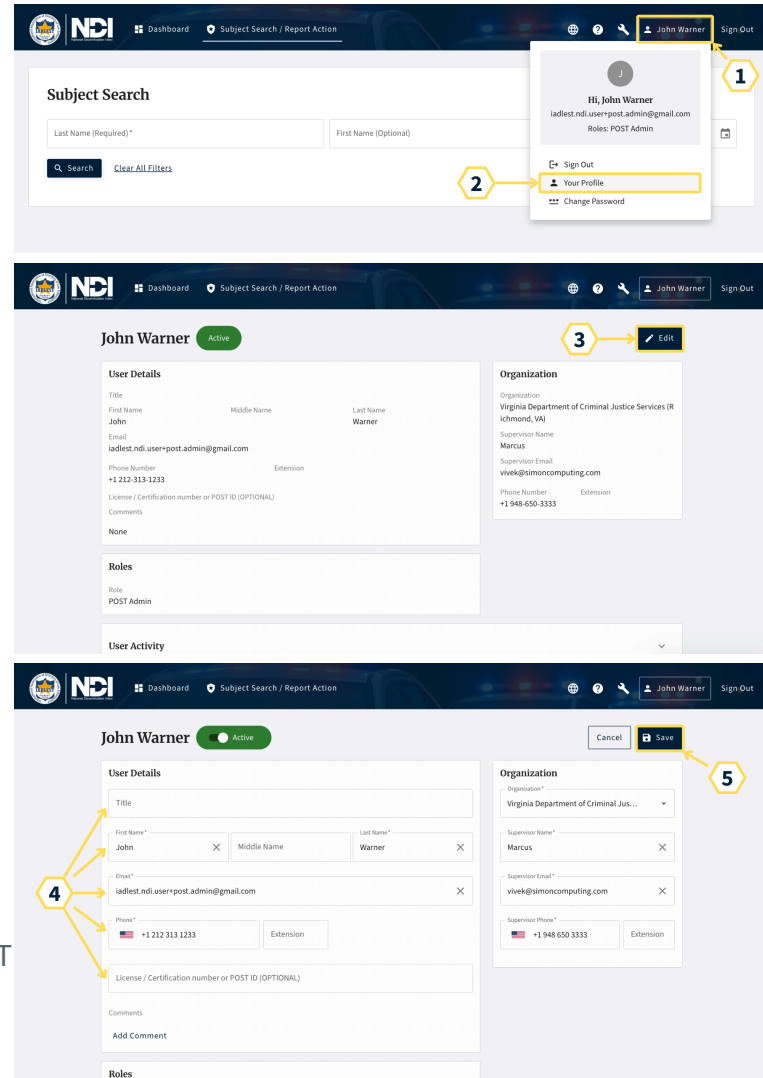
All Users ▾

Your profile contains the personal details linked to your NDI account. Depending on your role and permissions, you may be able to update different fields.

1. Click your name in the main menu.
2. From the drop-down menu, select Profile.

3. In the top right corner of your profile page, click Edit.

4. Update any fields you are able to edit. All users can update:
 - Title
 - Name
 - Email (username)
 - Phone number
 - License/Certification number or POST ID
5. When finished, click **Save** to apply your changes.



The first screenshot shows the 'Subject Search' page with a user menu in the top right corner. A yellow box labeled '1' highlights the user's name 'John Warner', and a yellow box labeled '2' highlights the 'Your Profile' option in the dropdown menu.

The second screenshot shows the 'John Warner' profile page. A yellow box labeled '3' highlights the 'Edit' button in the top right corner.

The third screenshot shows the 'Edit Profile' form. A yellow box labeled '4' highlights the 'User Details' section, which includes fields for Title, First Name, Middle Name, Last Name, Email, Phone Number, and License/Certification number or POST ID. A yellow box labeled '5' highlights the 'Save' button in the top right corner of the form.

➤ **Note:** Your role may prevent you from updating certain fields, such as Role or Organization. If that's the case, contact your POST administrator to request the changes.

3.7 Identifying Your Role in NDI

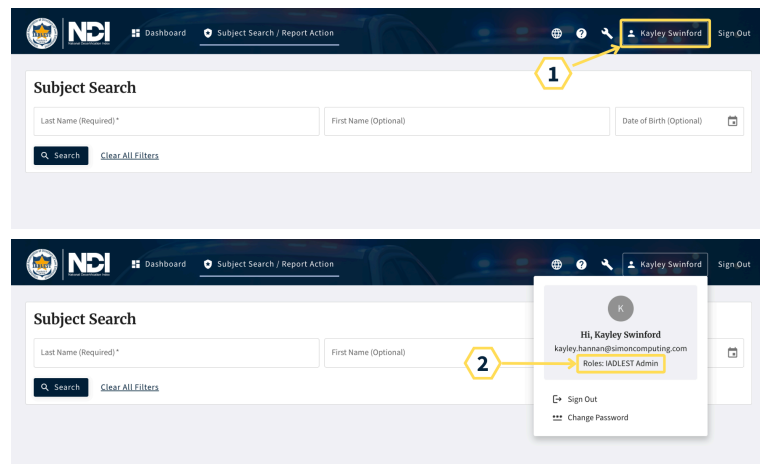
Everyone is given a specific user role in the NDI system that defines their access level and responsibilities. For a detailed overview of the various roles, please refer to [Section 1.2 User Roles and Permissions](#).

Who can do this?

All Users ▾

To view your assigned role:

1. Click the name in the top right corner of the screen.
2. The dropdown menu will display:
 - A greeting, e.g., **Hi, [Name]**
 - Your registered **email address**
 - Your current **Role** within the system



➤ **Note:** To **request a change in role**, please contact the POST Administrator.

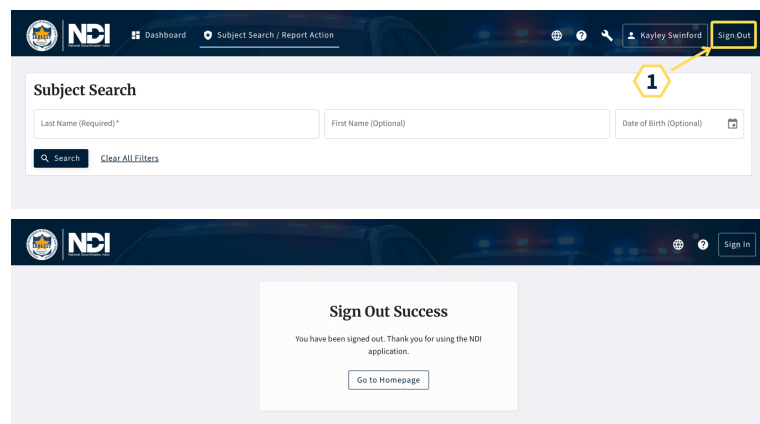
3.8 Sign Out

Signing out ensures that the NDI account is securely closed after use, protecting sensitive information and preventing unauthorized access.

Who can do this?

All Users ▾

1. Click **Sign Out** in the top right corner of the screen.
2. The system will automatically sign out the user and display a **Sign Out Success** page.



▲ **Tip:** It is recommended to sign out at the end of each session.

4.0 Subject Search & Report Action

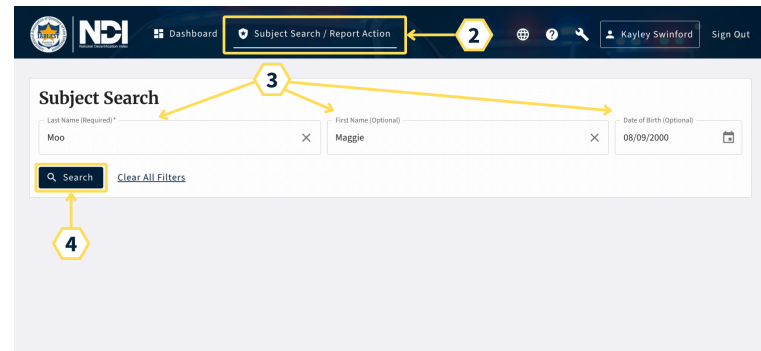
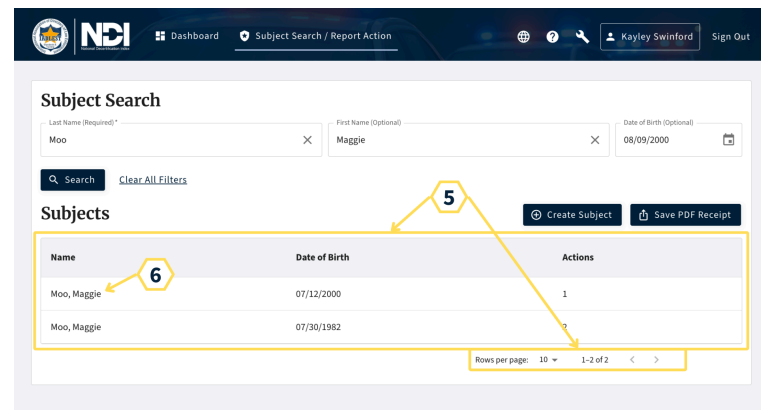
4.1 Subject Search

Who can do this?

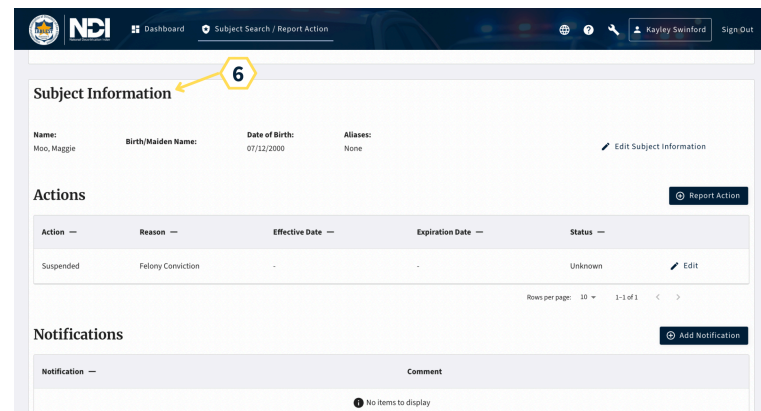
All Users

The **Subject Search** feature allows users to look up individuals in the National Decertification Index by name and date of birth. This is commonly used to check for existing records before reporting a new action or to view the history of a known individual.

1. Log in to the NDI application.
2. From the top navigation, click **"Subject Search / Report Action."**
3. Enter your search criteria:
 - **Last Name** (required)
 - **First Name** (optional)
 - **Date of Birth** (optional)
4. Click the **Search** button.
5. Search results will display in a table below the search form. All name matches are included, sorted by how close the **Date of Birth** is if entered.
 - Use the pagination arrows in the bottom-right to browse through multiple pages of results, if applicable.
6. Click on a subject's name to view their full details, which includes:
 - **Name** and **Date of Birth**
 - An **Actions** table. To view full details for a reported action, click any row in the Actions table.
 - A **Notifications** table

Name	Date of Birth	Actions
Moo, Maggie	07/12/2000	1
Moo, Maggie	07/30/1982	



Action	Reason	Effective Date	Expiration Date	Status
Suspended	Felony Conviction	-	-	Unknown

▲ **Tip:** See [Section 4.3 Follow Up on Search Results](#). NDI acts as a **pointer system**, not a case database—final verification requires contacting the contributing state agency.

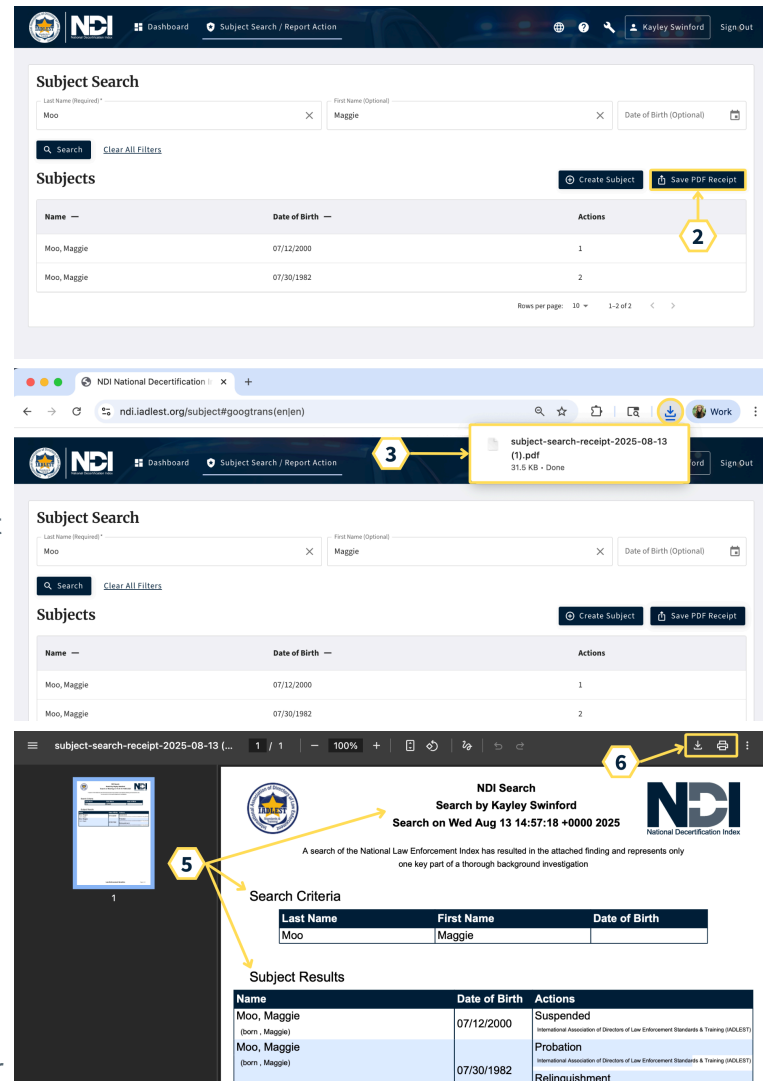
4.2 Export Search Results

After performing a subject search, you may want to save a record of your search criteria and results for documentation or reporting purposes. The **Save PDF Receipt** feature allows you to do this quickly.

Who can do this?

All Users

1. Perform a subject search as described in [Section 4.1 Subject Search](#).
2. After results are displayed, click the **Save PDF Receipt** button located above the results table.
3. A PDF file will automatically download to your browser's default **Downloads** folder.
 - Depending on your browser, a download notification may appear at the bottom or top of the window.
4. Locate and open the downloaded file.
5. The PDF will open and display:
 - The **date and time** of your search
 - The **search criteria** you entered
 - A **snapshot of the search results**
6. From the open PDF, you can:
 - **Save** it to a specific folder on your computer
 - **Print** a hard copy using your browser or PDF viewer's print function



The screenshot shows the NDI Subject Search interface. The search criteria are: Last Name (Required): Moo, First Name (Optional): Maggie, Date of Birth (Optional): [empty]. The results table shows two entries for 'Moo, Maggie' with dates of birth 07/12/2000 and 07/30/1982. The 'Save PDF Receipt' button is highlighted with a yellow box and a number 2. A download notification for 'subject-search-receipt-2025-08-13 (1).pdf' is shown with a number 3. The PDF document is displayed with a number 5 pointing to the search criteria section and a number 6 pointing to the 'Save' and 'Print' icons in the top right corner.

Search Criteria

Last Name	First Name	Date of Birth
Moo	Maggie	

Subject Results

Name	Date of Birth	Actions
Moo, Maggie (born: Maggie)	07/12/2000	Suspended
Moo, Maggie (born: Maggie)	07/30/1982	Probation
		Relinquishment

➤ **Note:** PDF download and print features may appear slightly different depending on your browser, but the functionality is available across all major browsers. Images displayed in Chrome browser.



4.3 Follow Up on Search Results

Who should use this?

All Users ▾

The NDI serves as a pointer system. If your search yields a decertification action, please reach out directly to the **contributing state POST agency** to request the comprehensive case details.

➤ **Note:** *NDI doesn't hold full case data—just enough info to direct users where to go next. Verification must be done via the contributing state agency.*

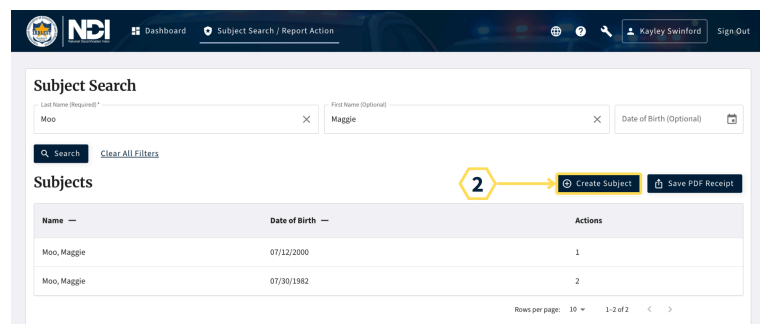
4.4 Create Subjects

If a subject cannot be found using the search function, users with appropriate permissions can create a new subject profile. This is the first step before reporting an action for someone not yet listed in the system

Who can do this?

- POST Admin ▾
- Data Entry Level 1 ▾
- Data Entry Level 2 ▾

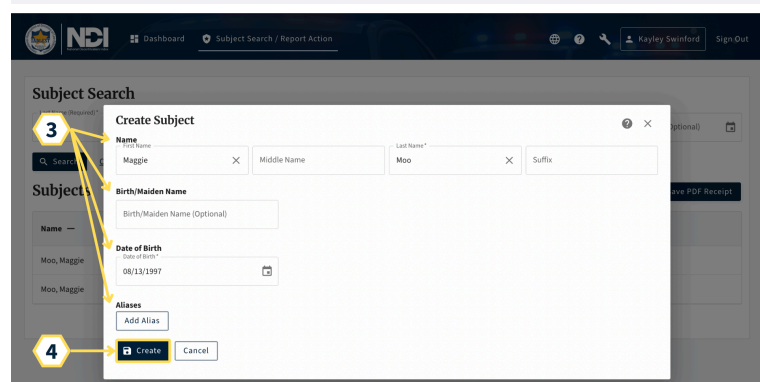
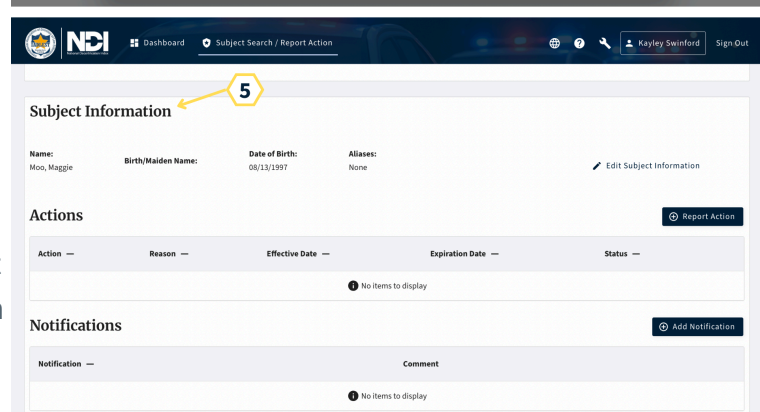
1. **Perform a subject search** as described in [Section 4.1 Subject Search](#).
2. If the **subject is not found in the search results**, click the **Create Subject** button.



3. In the **Create Subject** form, enter the subject's information:

- **Last Name** (required)
- **First Name**
- **Birth / Maiden Name**
- **Date of Birth** (required)
- **Alias** (if applicable)

4. Click **Create** to save the new subject.
5. After clicking Create, the system will automatically load the new subject's profile.
 - You'll see their **name, date of birth**, and tables for **Actions** and **Notifications**.
 - From here, you can proceed to report an action or view/update information as needed.

▲ **Tip:** Always search thoroughly before creating a new subject to avoid duplicates. If unsure, try using partial spellings or variations of the name.

4.5 Edit Subjects

Users with the appropriate permissions can update a subject's information if a correction is needed—for example, fixing a typo in a name or updating a date of birth.

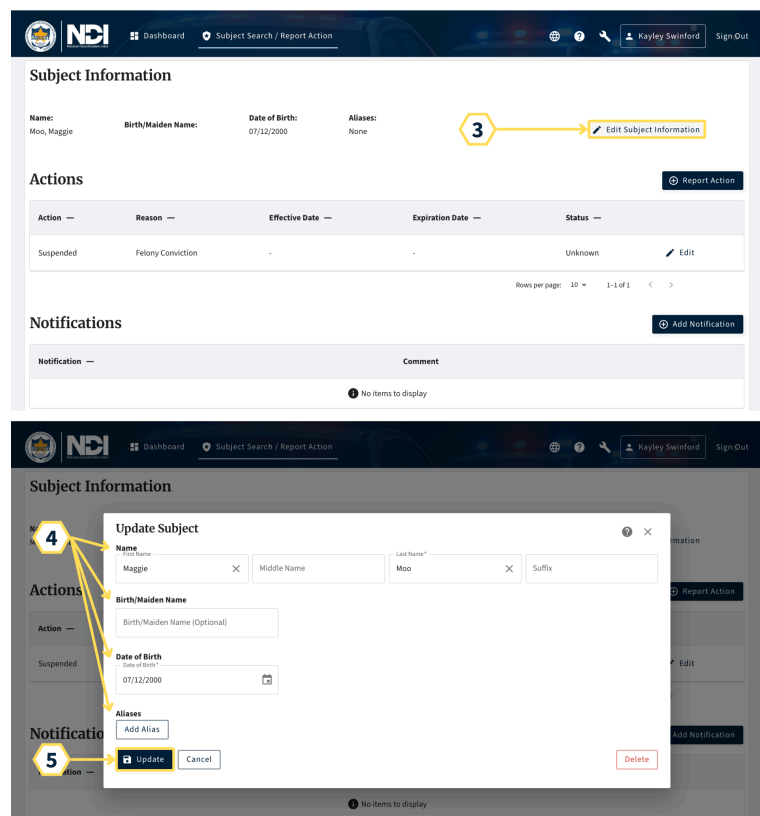
Who can do this?

POST Admin ▾

Data Entry Level 1 ▾

Data Entry Level 2 ▾

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#).
2. Click the subject's name in the results to open their profile.
3. On the subject profile page, click **Edit Subject Information**.
4. In the pop-up window, click into the fields you want to update.
 - You can edit fields such as **First Name, Last Name, Date of Birth**, or **Alias** (as applicable).
5. After making your changes:
 - Click **Update** to save the changes.
 - Alternatively, click **Cancel** to discard your changes.



The screenshot shows the NDI Subject Information page for a subject named 'Moo, Maggie'. The page includes sections for Subject Information, Actions, and Notifications. A yellow box labeled '3' highlights the 'Edit Subject Information' button in the top right corner. Below this, a table lists actions, with a row for 'Suspended' status and 'Felony Conviction' reason, and a yellow box labeled '4' highlights the 'Edit' button in the 'Status' column. The 'Notifications' section shows 'No items to display'. A second screenshot shows the 'Update Subject' pop-up window, which contains fields for Name (First Name, Middle Name, Last Name, Suffix), Birth/Maiden Name, Date of Birth, and Aliases. A yellow box labeled '5' highlights the 'Update' button at the bottom of the pop-up window.

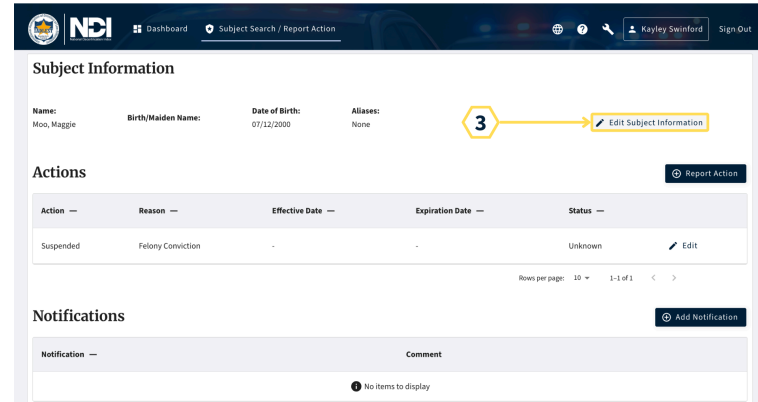
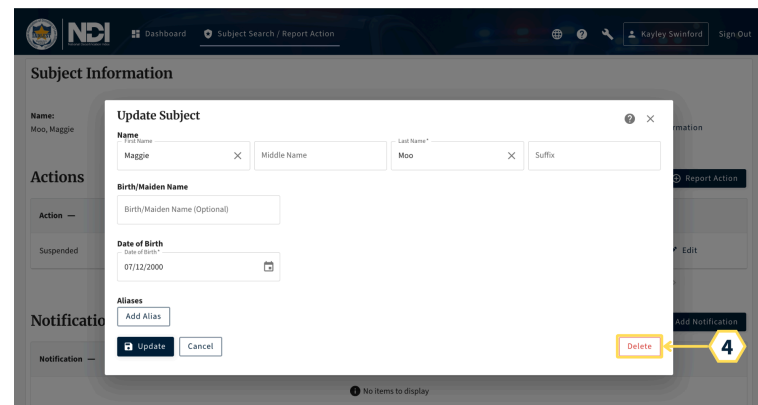
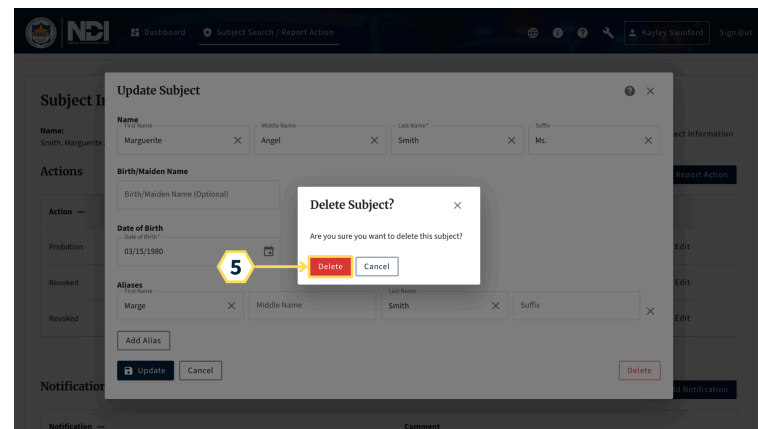
4.6 Delete Subjects

If a subject was created in error or is no longer needed, users with the appropriate role may delete the subject from the system.

Who can do this?

POST Admin ▾
Data Entry Level 1 ▾

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#).
2. Click the subject's name in the results to open their profile.
3. On the subject profile page, click **Edit Subject Information**.
4. In the pop-up window that appears, click the **Delete** button in the bottom-right corner.
5. A confirmation prompt may appear (if enabled). Confirm the deletion.
6. The subject will be successfully removed from the system.

➤ **Note:** Deleting a subject is permanent and also removes all associated action reports and notifications

4.7 Report Action

Use the **Report Action** feature to document a decertification or disciplinary event associated with a subject. Once submitted, the action becomes part of the subject's record and may be viewed by other NDI users.

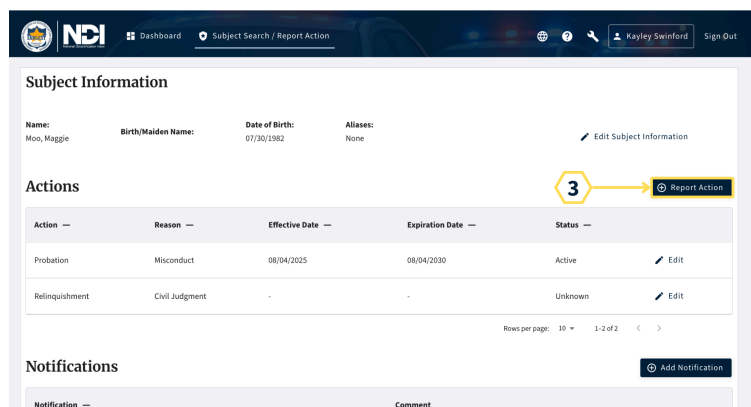
Who can do this?

POST Admin ▾

Data Entry Level 1 ▾

Data Entry Level 2 ▾

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#).
2. Scroll down to the Actions table.
3. Click the **Report Action** button.



Subject Information

Name: Moo, Maggie Birth/Maiden Name: Date of Birth: 07/30/1982 Aliases: None

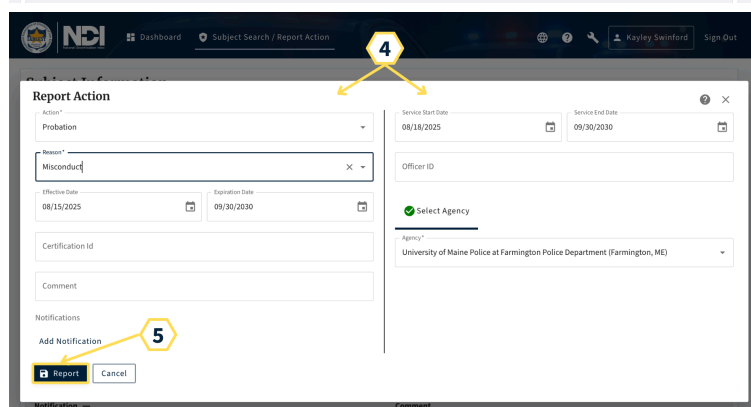
Actions

Action	Reason	Effective Date	Expiration Date	Status
Probation	Misconduct	08/04/2025	08/04/2030	Active
Relinquishment	Civil Judgment	-	-	Unknown

Notifications

Notification: Comment

4. In the pop-up window that appears, enter the required information:
 - Fields marked with an asterisk (*) are required
5. When all required fields are complete, click:
 - **Report** to submit the action.
 - Alternatively, click **Cancel** to discard your changes.



Report Action

Action: Probation

Reason: Misconduct

Effective Date: 08/15/2025 Expiration Date: 09/30/2030

Certification ID

Comment

Notifications

Add Notification

Report Cancel

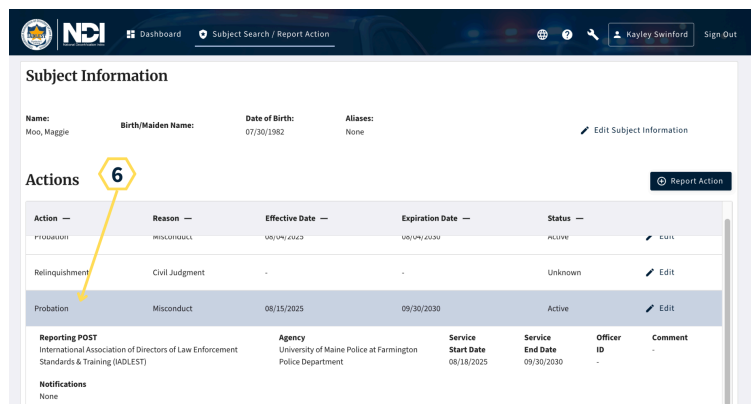
Service Start Date: 08/18/2025 Service End Date: 09/30/2030

Officer ID

Select Agency

Agency: University of Maine Police at Farmington Police Department (Farmington, ME)

6. The new action will appear in the **Action** table on the subject's profile.



Subject Information

Name: Moo, Maggie Birth/Maiden Name: Date of Birth: 07/30/1982 Aliases: None

Actions

Action	Reason	Effective Date	Expiration Date	Status
Probation	Misconduct	08/15/2025	09/30/2030	Active
Relinquishment	Civil Judgment	-	-	Unknown

Reporting POST: International Association of Directors of Law Enforcement Standards & Training (IADLEST)

Agency: University of Maine Police at Farmington Police Department

Service Start Date: 08/18/2025 Service End Date: 09/30/2030

Officer ID: -

Comment: -

Notifications: None

▲ **Tip:** Always review the subject's profile before reporting a new action to avoid duplicate entries.



User Guide for the National Decertification Index (NDI)

4.8 Edit Action

Users with the appropriate permissions can update an action's details if a correction is needed—for example, fixing a typo or adding a comment.

Who can do this?

- POST Admin
- Data Entry Level 1
- Data Entry Level 2

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and click the subject's name to open their profile.
2. Scroll down to the **Actions** table and locate the action you want to update.
3. Click the **Edit** on the action row.
4. The **Update Action** form will open. Click into any field to make changes as needed.
5. After making your updates:
 - Click **Update** to save your changes,
 - Alternatively, click **Cancel** to discard changes and close the form.

The screenshot shows the NDI Subject Information page for a subject named 'Moo, Maggie'. The 'Actions' table lists three actions: Probation (Misconduct, 08/04/2025 to 08/04/2030, Active), Relinquishment (Civil Judgment, -, -, Unknown), and Probation (Misconduct, 08/15/2025 to 09/30/2030, Active). The 'Edit' button for the third action is highlighted with a yellow circle and the number 3. Below the table is the 'Notifications' section with an 'Add Notification' button. The 'Update Action' form is shown below, with fields for Action (Probation), Reason (Misconduct), Effective Date (08/15/2025), Expiration Date (09/30/2030), Certification ID, and a Comment field. The 'Update' button is highlighted with a yellow circle and the number 5. The 'Service Start Date' (08/18/2025) and 'Service End Date' (09/30/2030) are also visible. The 'Select Agency' dropdown is set to 'University of Maine Police at Farmington Police Department (Farmington, ME)'. The 'Delete' button is visible at the bottom right.

4.9 Delete Action

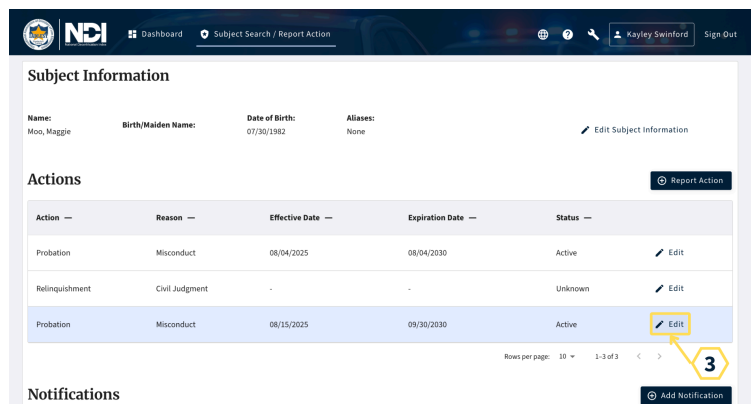
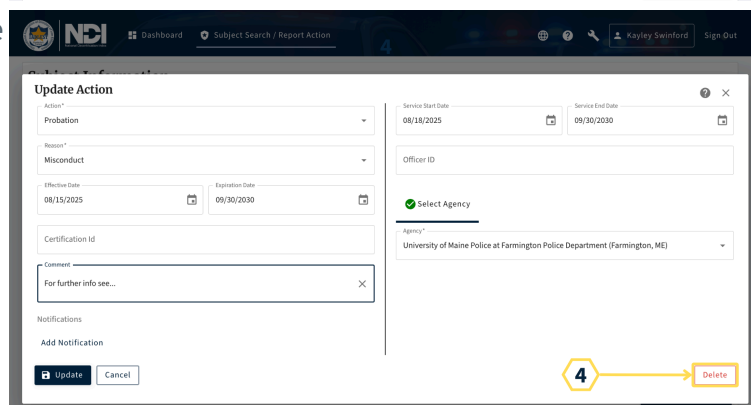
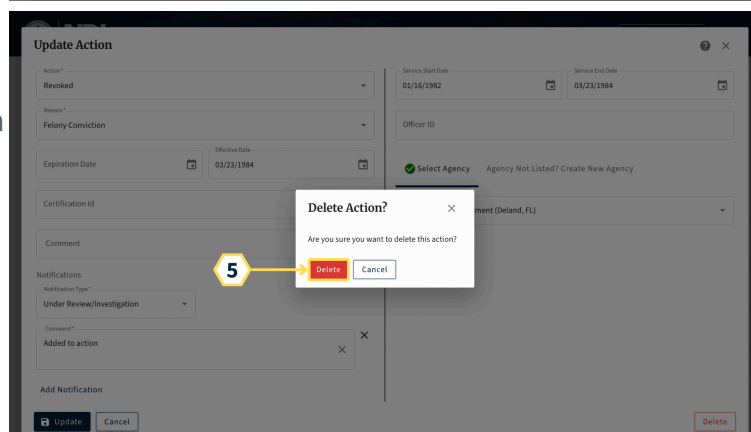
If an action was reported in error or is no longer needed, users with the appropriate role may delete the action from the subject's profile.

Who can do this?

POST Admin ▾

Data Entry Level 1 ▾

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and click the subject's name to open their profile.
2. Scroll down to the **Actions** table and locate the action you want to delete.
3. Click the **Edit** on the action row.
4. In the pop-up window that appears, click the **Delete** button in the bottom-right corner.
5. A confirmation prompt may appear (if enabled). Confirm the deletion.
6. The action will be successfully removed from the subject's profile.

➤ **Note:** Deleting an action is permanent.

4.10 Add Notification

A **Notification** indicates that due process proceedings have been initiated for the subject. Notifications help ensure transparency and track the progression of formal reviews or disciplinary actions.

There are two ways to submit a notification in the NDI system:

Who can do this?

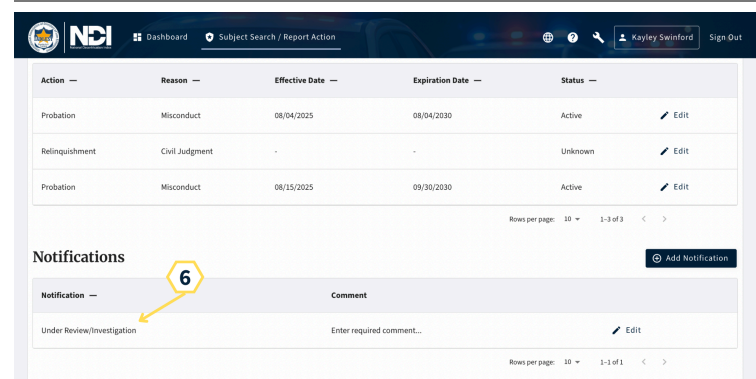
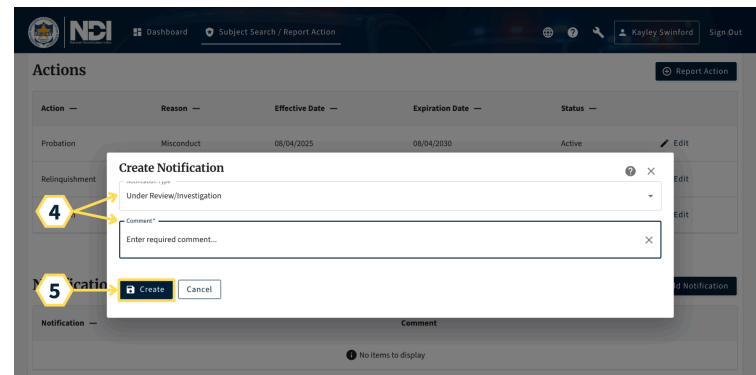
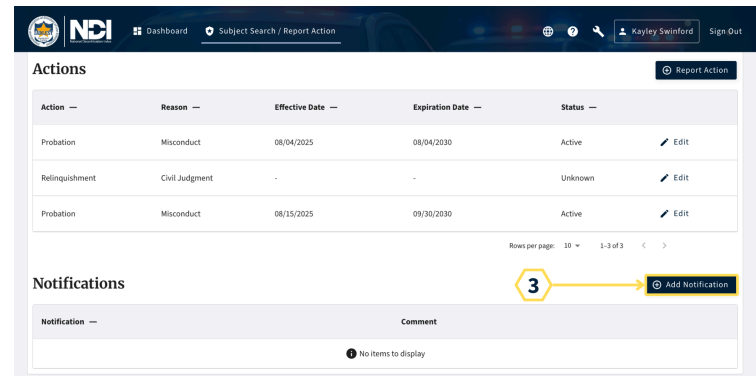
POST Admin ▾

Data Entry Level 1 ▾

Data Entry Level 2 ▾

Method 1: Add Notification from Subject Profile

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and open the subject's profile.
2. Scroll down to the Notification table.
3. Click the **Add Notification** button.
4. In the pop-up window that appears, enter the required information:
 - Notification Type
 - Comment
5. When all required fields are complete:
 - Click **Create** to add the notification.
 - Alternatively, click **Cancel** to discard your changes.
6. The new notification will appear in the **Notification** table on the subject's profile.





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Method 2: Add Notification from Action Record

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and open the subject's profile.
2. In the Actions table, locate the relevant action and click the **Edit**.
3. Click **Add Notification** within the update action form.
4. Enter the Notification Type and Comment.
5. Click Update to save your changes.
6. The notification will now appear in the **action details**. To view it, return to the **Actions** table and click the corresponding row.

▲ **Tip:** Always review the subject's profile before reporting a new notification to avoid duplicate entries.

The screenshot shows the NDI Subject Information page for a subject named 'Moo, Maggie'. The 'Actions' table lists three actions: Probation (Misconduct, 08/04/2025 to 08/04/2030, Active), Relinquishment (Civil Judgment, Unknown), and Probation (Misconduct, 08/15/2025 to 09/30/2030, Active). The 'Edit' button for the last action is highlighted with a yellow callout '2'. Below the table is the 'Update Action' form. The 'Add Notification' button is highlighted with a yellow callout '3'. The 'Notification Type' dropdown is set to 'Under Review/Investigation' and is highlighted with a yellow callout '4'. The 'Update' button is highlighted with a yellow callout '5'.

Action	Reason	Effective Date	Expiration Date	Status	
Probation	Misconduct	08/04/2025	08/04/2030	Active	Edit
Relinquishment	Civil Judgment	-	-	Unknown	Edit
Probation	Misconduct	08/15/2025	09/30/2030	Active	Edit

Rows per page: 10 | 1-3 of 3

Update Action

Action: Probation
Reason: Misconduct
Effective Date: 08/15/2025
Expiration Date: 09/30/2030
Certification Id:
Comment: For further info see...
Notifications: Add Notification
Update Cancel

Service Start Date: 08/18/2025
Service End Date: 09/30/2030
Officer ID:
Select Agency: University of Maine Police at Farmington Police Department (Farmington, ME)
Delete

Notification: Under Review/Investigation
Comment: Enter required comment...
Add Notification
Update Cancel

4.11 Edit Notification

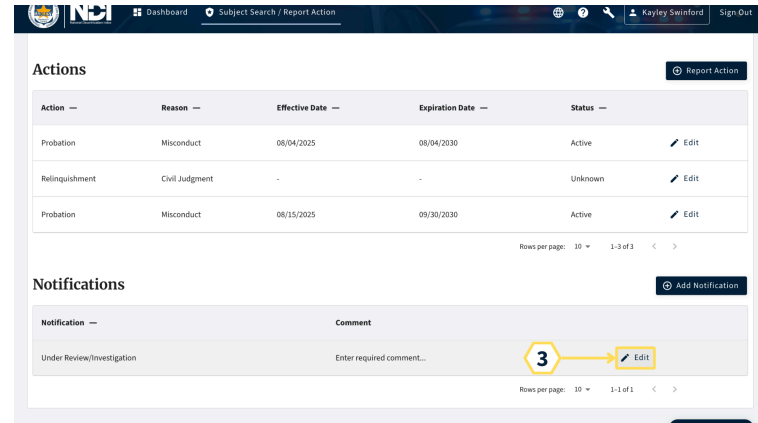
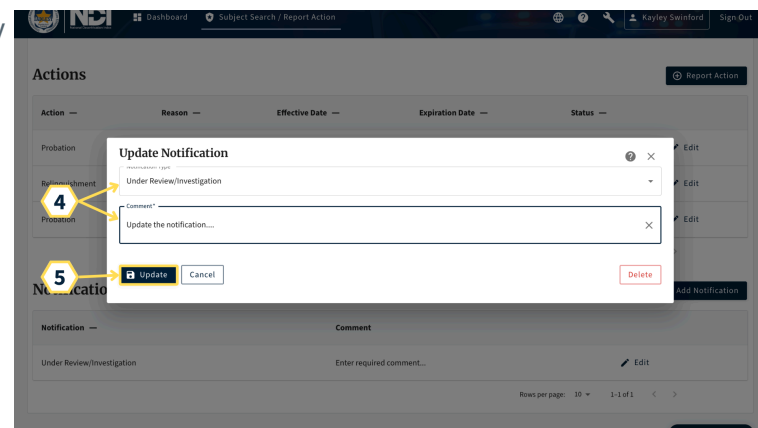
There are two ways to edit a notification, depending on whether it is **standalone** or **attached to an action**.

Who can do this?

- POST Admin ▾
- Data Entry Level 1 ▾
- Data Entry Level 2 ▾

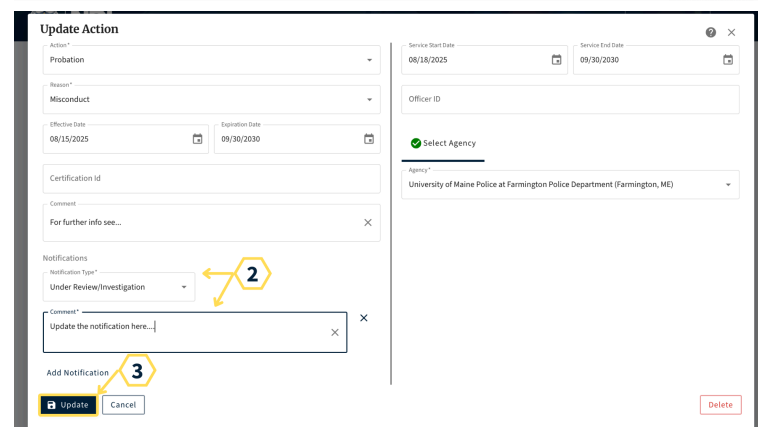
Method 1: Edit a standalone notification

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and open the subject's profile.
2. Scroll down to the **Notification** table.
3. Locate the notification you wish to update and click the **Edit** button.
4. In the pop-up window, update the necessary fields:
 - Notification Type
 - Comment
5. Click **Update** to apply changes, or **Cancel** to discard them.

Method 2: Edit Notification Attached to an Action

1. Follow the steps in [Section 4.8 Edit Action](#).
2. In the **Notification** section of the update action form, make any necessary updates.
3. Click **Update** to save changes, or **Cancel** to discard.



4.12 Delete Notification

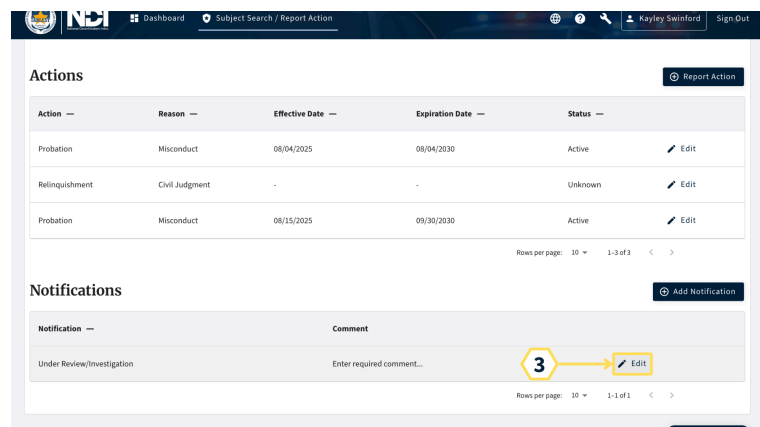
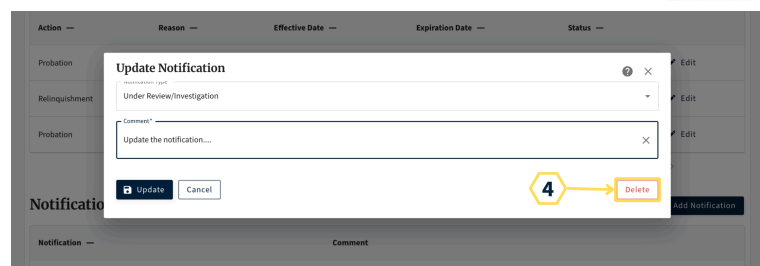
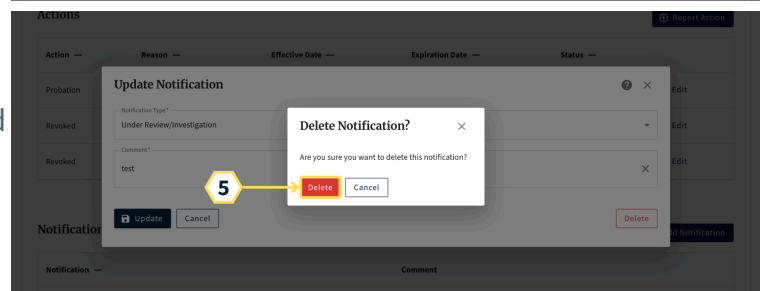
There are two ways to delete a notification, depending on whether it is **standalone** or **attached to an action**.

Who can do this?

POST Admin ▾
Data Entry Level 1 ▾

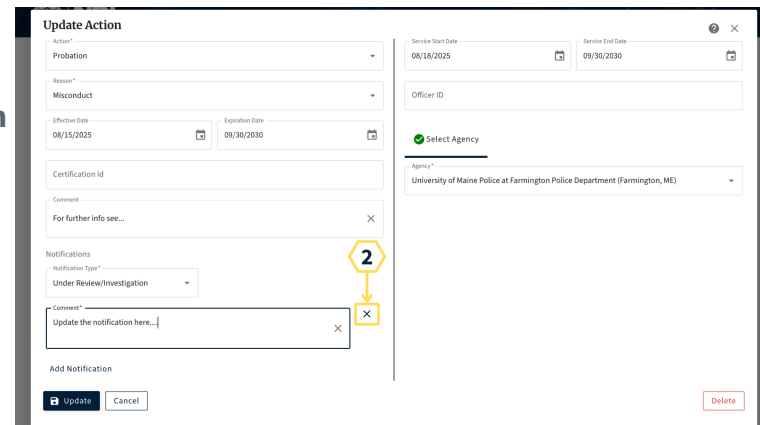
Method 1: Delete a standalone notification

1. **Perform a subject search** as described in [Section 4.1 Subject Search](#) and open the subject's profile.
2. Scroll down to the **Notification** table.
3. Locate the notification you wish to update and click the **Edit** button.
4. In the pop-up window, click **Delete**.
5. A confirmation prompt may appear (if enabled). Confirm the deletion.
6. The notification will be successfully removed from the subject's profile.

Method 2: Delete Notification Attached to an Action

1. Follow the steps in [Section 4.8 Edit Action](#).
2. Click the **X icon** to the left of the **Notification Comment** field.
3. The notification will be successfully deleted from the action.



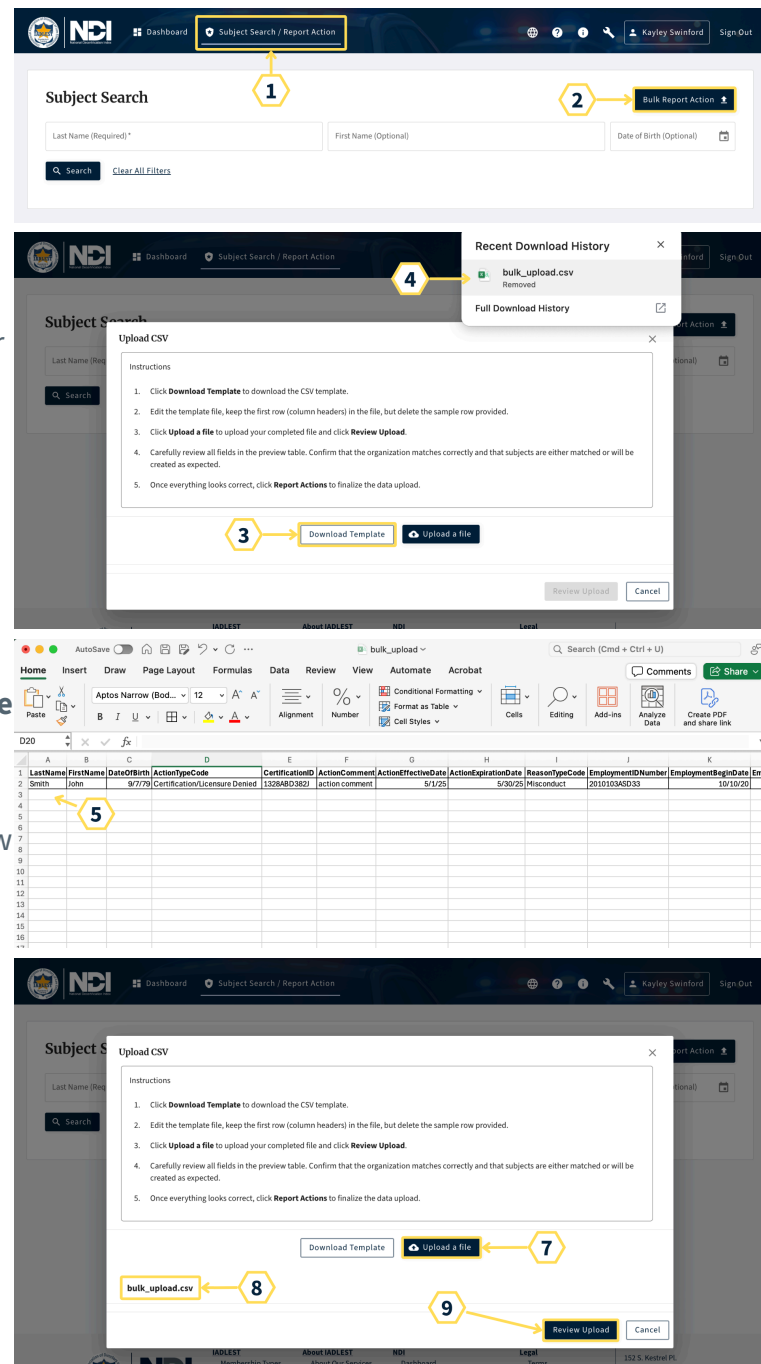
4.13 Bulk Report Action

The Bulk Report Action feature lets you submit multiple subject-action records at once, saving you time when you have many items to report. Use the provided spreadsheet template to prepare your entries, then upload and validate them before final submission.

Who can do this?

POST Admin ▾
Data Entry Level 1 ▾

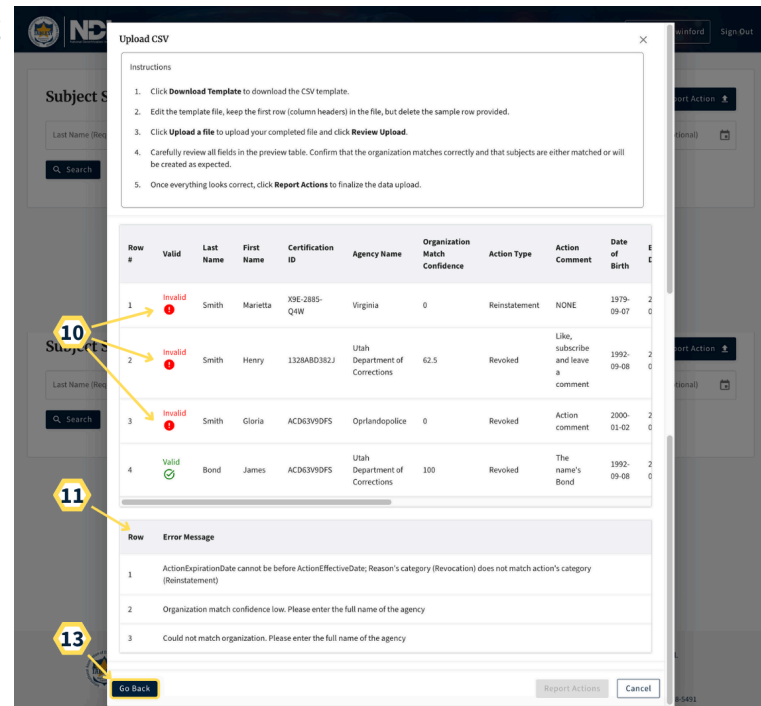
1. Navigate to **Subject Search / Report Action** page in the application.
2. Click **Bulk Report Action**.
3. Click **Download Template** to get the spreadsheet file.
4. Open your computer's **Downloads** folder (or wherever downloaded files are saved) and locate the template.
5. The template includes a sample row illustrating the format and data types. **Delete this example** row before submitting your file.
6. For each action you wish to report, add a row following the template's columns (one row per action).
7. When your file is ready, return to the page and click **Upload a File**.
8. Once uploaded, the file name will be displayed.
9. Then click **Review Upload**.



The screenshots illustrate the following steps:

- Step 1:** The 'Subject Search / Report Action' page is shown. The 'Bulk Report Action' button is highlighted with a yellow circle and the number 1.
- Step 2:** The 'Download Template' button is highlighted with a yellow circle and the number 2.
- Step 3:** A Microsoft Excel spreadsheet is shown. The sample row (row 2) is highlighted with a yellow circle and the number 3.
- Step 4:** The 'Upload CSV' dialog box is shown. The 'Upload a file' button is highlighted with a yellow circle and the number 4.

10. The system will display your entries and flag any errors. Invalid rows will be marked **“Invalid” in red.**
11. Scroll down to see detailed error messages for each problematic row.
12. Correct the errors in your spreadsheet as instructed (e.g. adjust formatting, correct invalid values).
13. Click Go Back to return to the upload interface.
14. Repeat **Upload a File** and **Review Upload** steps.
15. If all rows pass validation, the system will display:
 - **“Matched” in green:** Action reported for existing subject.
 - **“New Subject Created” in orange:** New subject created with the report action.
16. Click **Report Action.**
17. The page will refresh, and your entries will be submitted in bulk.



Upload CSV

Instructions

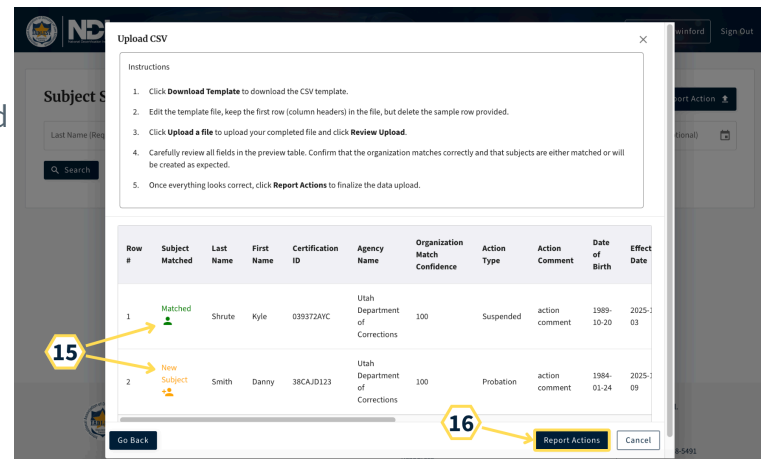
- Click **Download Template** to download the CSV template.
- Edit the template file, keep the first row (column headers) in the file, but delete the sample row provided.
- Click **Upload a file** to upload your completed file and click **Review Upload**.
- Carefully review all fields in the preview table. Confirm that the organization matches correctly and that subjects are either matched or will be created as expected.
- Once everything looks correct, click **Report Actions** to finalize the data upload.

Row #	Valid	Last Name	First Name	Certification ID	Agency Name	Organization Match Confidence	Action Type	Action Comment	Date of Birth
1	Invalid	Smith	Marietta	X9E-2885-Q4W	Virginia	0	Reinstatement	NONE	1979-09-07
2	Invalid	Smith	Henry	1328ABD382J	Utah Department of Corrections	62.5	Revoked	Like, subscribe and leave a comment	1992-09-08
3	Invalid	Smith	Gloria	ACD63V9DFS	Oprlandoplice	0	Revoked	Action comment	2000-01-02
4	Valid	Bond	James	ACD63V9DFS	Utah Department of Corrections	100	Revoked	The name's Bond	1992-09-08

Error Message

Row	Error Message
1	ActionExpirationDate cannot be before ActionEffectiveDate; Reason's category (Revocation) does not match action's category (Reinstatement)
2	Organization match confidence low. Please enter the full name of the agency
3	Could not match organization. Please enter the full name of the agency

Go Back **Report Actions** **Cancel**



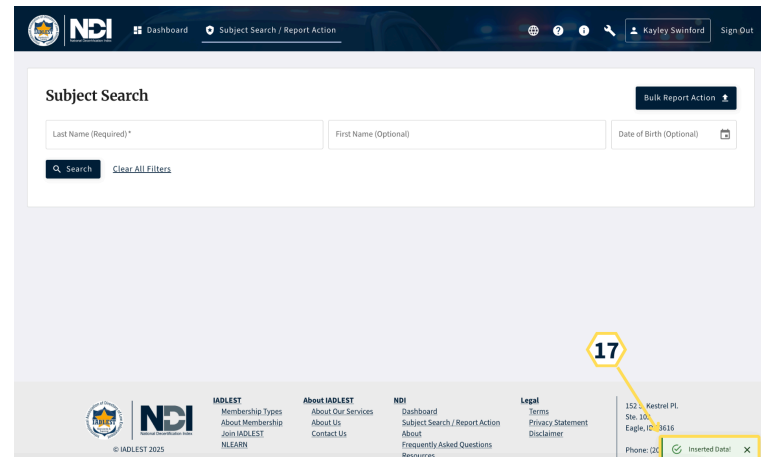
Upload CSV

Instructions

- Click **Download Template** to download the CSV template.
- Edit the template file, keep the first row (column headers) in the file, but delete the sample row provided.
- Click **Upload a file** to upload your completed file and click **Review Upload**.
- Carefully review all fields in the preview table. Confirm that the organization matches correctly and that subjects are either matched or will be created as expected.
- Once everything looks correct, click **Report Actions** to finalize the data upload.

Row #	Subject Matched	Last Name	First Name	Certification ID	Agency Name	Organization Match Confidence	Action Type	Action Comment	Date of Birth	Effect Date
1	Matched	Shrute	Kyle	039372AYC	Utah Department of Corrections	100	Suspended	action comment	1989-10-20	2025-10-20
2	New Subject	Smith	Danny	38CAJD123	Utah Department of Corrections	100	Probation	action comment	1984-01-24	2025-01-24

Go Back **Report Actions** **Cancel**



Subject Search

Last Name (Required) * First Name (Optional) Date of Birth (Optional)

Search **Clear All Filters** **Bulk Report Action**

Footer:

- IADLEST** Membership Types, About Our Services, About IADLEST, NLEARN
- NDI** Dashboard, Subject Search / Report Action, About, Frequently Asked Questions, Resources
- Legal** Terms, Privacy Statement, Disclaimer
- 152 West 1st St, Suite 100, Eagle, CO 80636
- Phone: 303.441.1616
- Phone: 303.441.1616

5.0 User Management

5.1 View, Filter & Search Pending Applications

POST Administrators are responsible for managing access requests for their state. POST Administrators begin by locating specific access requests within the pending applications list. This section explains how to efficiently filter and search through pending requests to find the user details needed for review.

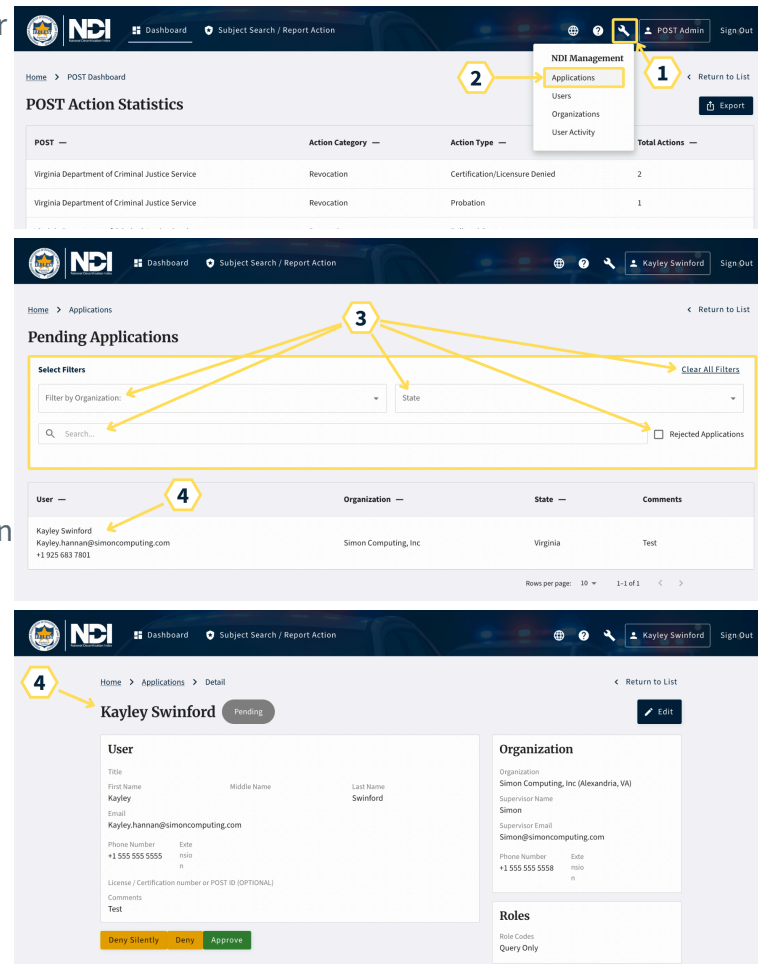
Who can do this?

POST Admin

1. Click the **wrench icon** in the top-right corner to open the POST admin functions dropdown.
2. Select **Pending Applications**. This page lists all pending access requests for the state.
3. Refine the results by using the following options:

- **Filter by Organization:** Start typing the organization's name, then select from the dropdown list.
- **Filter by State:** Start typing the state name, then select from the dropdown list.
- **Search by Applicant Name:** Enter the name in the search box.
- **View Rejected Applications:** Click the Rejected Applications checkbox to view previously rejected applications.
- **Clear Filters:** Click the Clear All Filters button in the top-right corner to reset all filters and search criteria.

4. Click on a user's **row** in the table to view detailed information about their application.



The screenshots illustrate the steps for viewing and filtering pending applications. The first screenshot shows the POST Admin dropdown menu with 'Pending Applications' selected. The second screenshot shows the 'Pending Applications' table with filters for Organization, State, and Search. The third screenshot shows the detailed view of a user's application, including their contact information and the organization's details.

POST	Action Category	Action Type	Total Actions
Virginia Department of Criminal Justice Service	Revocation	Certification/License Denied	2
Virginia Department of Criminal Justice Service	Revocation	Probation	1

User	Organization	State	Comments
Kayley Swinford Kayley.hannan@simoncomputing.com +1 925 683 7801	Simon Computing, Inc	Virginia	Test

Rows per page: 10 1-1 of 1

User Details:

User

Title: Kayley
First Name: Kayley
Middle Name: Swinford
Last Name: Swinford
Email: Kayley.hannan@simoncomputing.com
Phone Number: +1 555 555 5555
Ext: n/a
License / Certification number or POST ID (OPTIONAL):
Comments: Test

Organization

Organization: Simon Computing, Inc (Alexandria, VA)
Supervisor Name: Simon
Supervisor Email: Simon@simoncomputing.com
Phone Number: +1 555 555 5558
Ext: n/a

Roles

Role Codes: Query Only

Buttons: Deny Silently, Deny, Approve

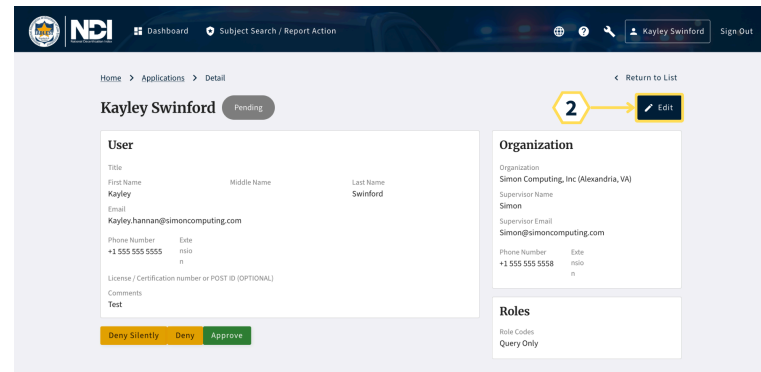
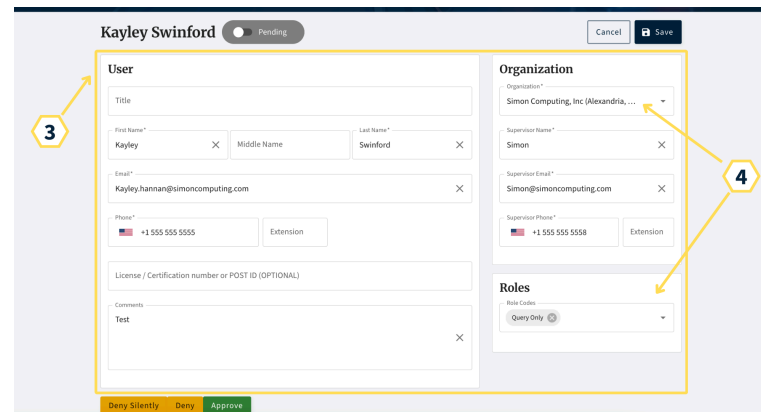
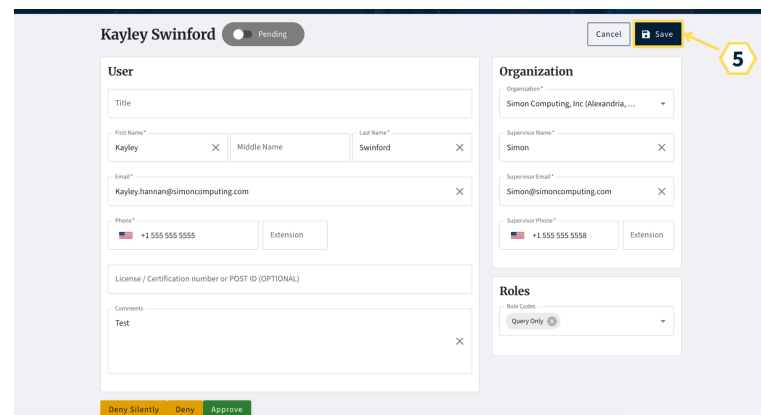
5.2 Editing Pending Applicant's Information

POST administrators may need to update an applicant's details before approving or denying their request—for example, to correct errors or add comments. This section explains how to make these edits.

Who can do this?

POST Admin ▾

1. Locate the pending user following [Section 5.1 View, Search & Filter Pending Applications](#).
2. From the pending application's detail view, click the **Edit** button located in the top-right corner.
3. Click into any field or text box to modify the information as needed.
 - To clear any text field, click the **X** inside the box.
4. Special Fields:
 - For the **Organization** field, start typing the organization's name and select the correct option from the dropdown list.
 - For **Roles**, select the appropriate role from the dropdown menu. See [Section 1.2 User Roles & Permissions](#) for details about each role..
5. After making all necessary changes:
 - Click **Save** to apply the updates
 - Or, click **Cancel** to discard any changes.

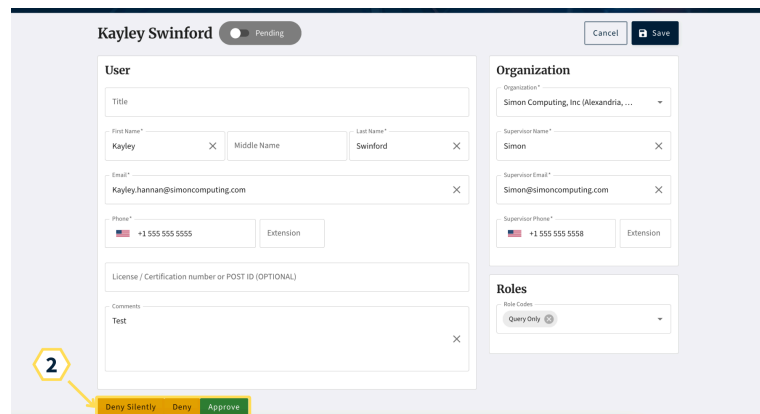
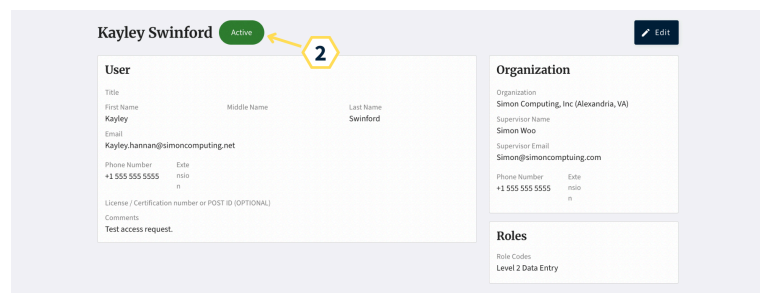
5.3 Approving, Denying & Editing Pending Applications

Who can do this?

POST Admin

This section describes the steps POST Administrators follow to approve or deny access requests to the NDI system.

1. Locate the pending user following [Section 5.1 View, Search & Filter Pending Applications](#).
2. Choose the desired action:
 - To **approve** access, click Approve.
 - To **deny** with notification, click Deny. This sends an email notification to the applicant.
 - To **deny silently**, click Deny Silently. This removes the application without sending an email to the applicant.
3. After any status update (Approve, Deny, or Deny Silently), the page will automatically reload.
 - The updated status, such as Active or Rejected, will display next to the applicant's name.

➤ **Note:** Applicants receive email notifications when actions are approved or denied (except when denied silently). Please review decisions carefully before submitting.

5.4 View Rejected Applications & Revert to Pending

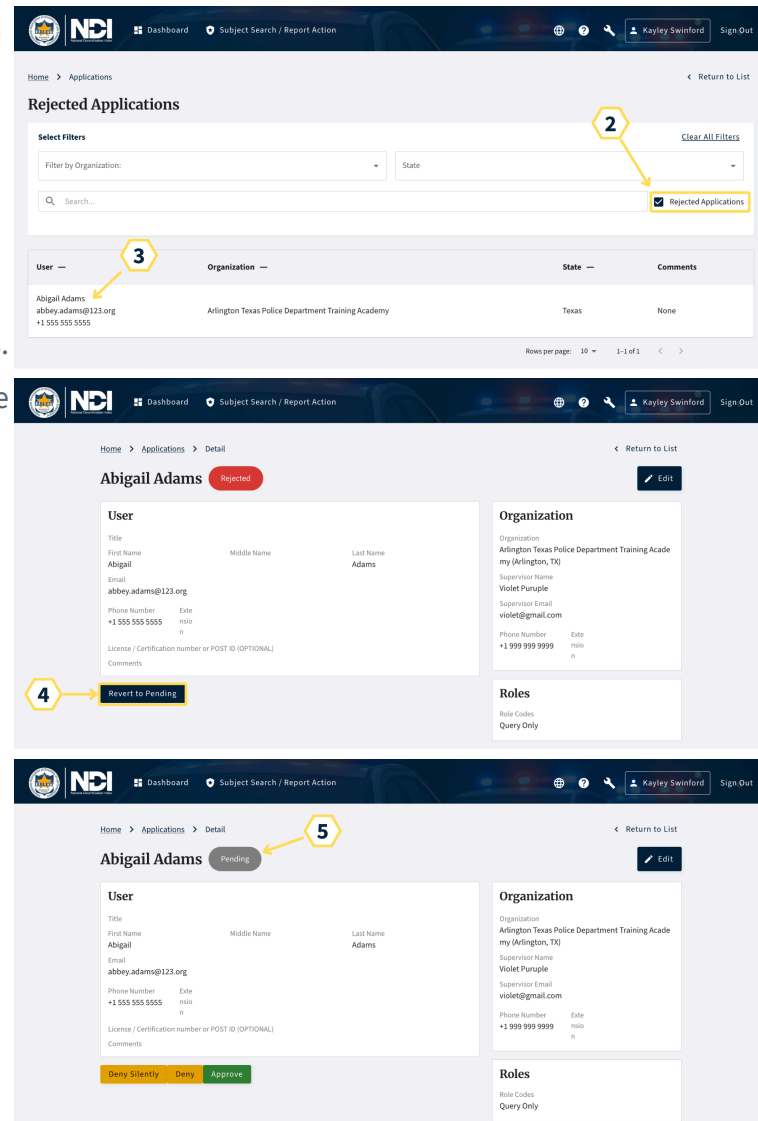
POST administrators may need to review applications that were previously rejected and, if appropriate, restore them to Pending status for reconsideration. This section explains how to locate rejected applications and revert them.

Who can do this?

POST Admin

1. Navigate to the **wrench icon** in the top-right corner and select **Applications**.
2. At the right of the page, click the **Rejected Applications** checkbox.
 - The table will refresh to show only previously rejected access requests for your state.
3. Click on a row to view the applicant's details.
4. Click **Revert to Pending** at the bottom of the page.

5. The page will automatically reload, and the status next to the user's name will change from **Rejected** to **Pending**.



The screenshot shows the NDI web application interface. The top navigation bar includes the NDI logo, a dashboard icon, and a 'Subject Search / Report Action' link. The user is logged in as Kayley Swinford. The main content area is titled 'Rejected Applications'. It features a 'Select Filters' section with a 'Filter by Organization' dropdown and a 'State' dropdown. A 'Search' input field is also present. A checkbox labeled 'Rejected Applications' is checked. Below the filters is a table with columns: User, Organization, State, and Comments. The first row shows 'Abigail Adams' with email 'abbey.adams@123.org' and phone '+1 555 555 5555', associated with 'Arlington Texas Police Department Training Academy' in 'Texas'. A 'Revert to Pending' button is located at the bottom of the table. The bottom section of the screenshot shows the 'Abigail Adams' user details page, where the status has changed from 'Rejected' to 'Pending'. The 'Revert to Pending' button is now disabled, and new buttons for 'Deny Silently', 'Deny', and 'Approve' are visible at the bottom.

➤ **Note:** Reverting an application to **Pending** will place it back in your main **Pending Applications** list for review.

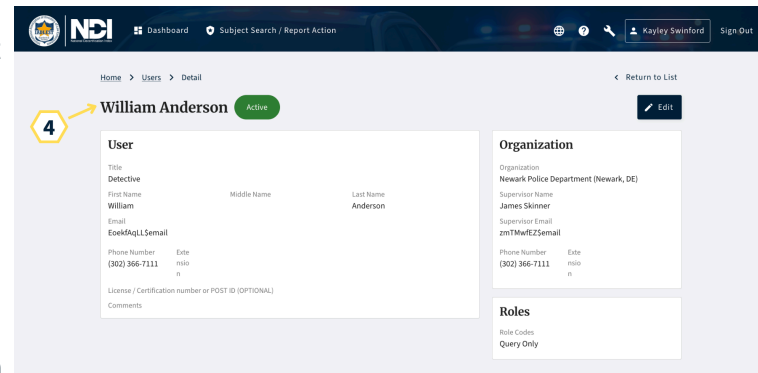
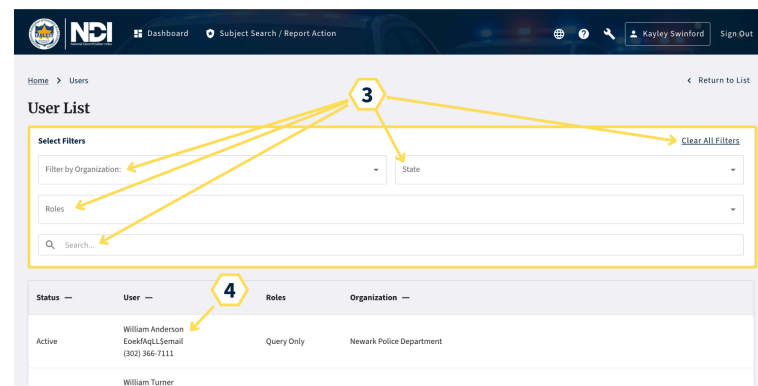
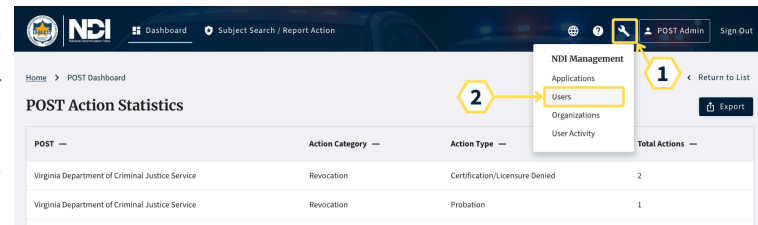
5.5 View, Search & Filter Existing Users

Who can do this?

POST Admin

POST administrators are responsible for managing and reviewing existing NDI user accounts for their state. This section explains how to locate a specific user or refine the user list using search and filter.

1. Navigate to the **wrench icon** in the top-right corner. This dropdown provides access to all POST admin functions.
2. Select **Users**. The page displays a table of all existing NDI users for your state.
3. Refine the results by:
 - **Filter by Organization:** Start typing the organization's name, then select from the dropdown list.
 - **Filter by State:** Type the state name, then select from the dropdown list.
 - **Filter by Role** – Select the appropriate role from the dropdown menu. (See [Section 1.2 User Roles and Permissions](#) to learn more about each role.)
 - **Search by Name** – Enter the user's first or last name in the search box.
 - **Clear Filters:** Click the Clear All Filters button in the top-right corner to reset all filters and search criteria.



4. Click on a row to view the user's information. The page displays:

The page displays:

- User's name and contact information
- Organization affiliation
- Assigned role(s) within NDI
- Table displaying recent user activity

▲ **Tip:** You can combine search and filter options to narrow results quickly.

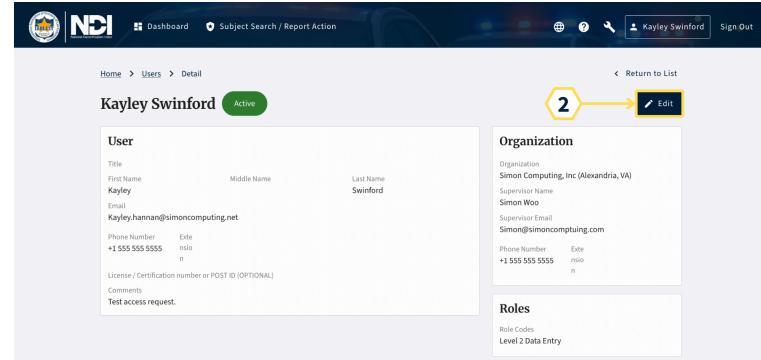
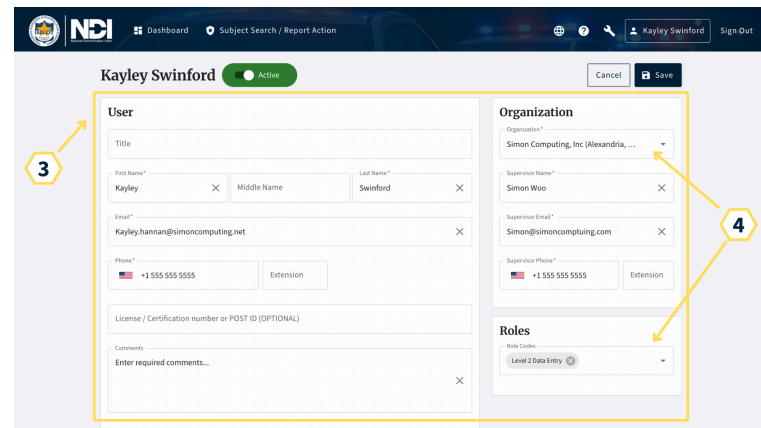
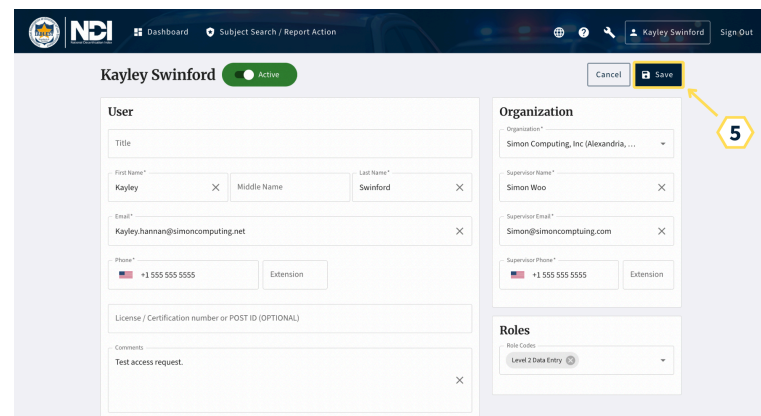
5.6 Editing User Information & Role

POST administrators may need to update an existing user's details—for example, to correct errors, update their organization, or change their role. This section explains how to make these edits.

Who can do this?

POST Admin

1. Locate the pending user following [Section 5.5 View, Search & Filter Users](#).
2. From the user's profile, click the **Edit** button located in the top-right corner.
3. Edit the information as needed:
 - Click into any field or text box to modify the information.
 - To clear any text field, click the **X** inside the box.
4. Special Fields:
 - **Organization** – Start typing the organization's name and select the correct option from the dropdown list.
 - **Roles** – Select the appropriate role from the dropdown menu. (See [Section 1.2 User Roles & Permissions](#) for details about each role.)
5. After making all necessary changes:
 - Click **Save** to apply the updates
 - Or, click **Cancel** to discard any changes.

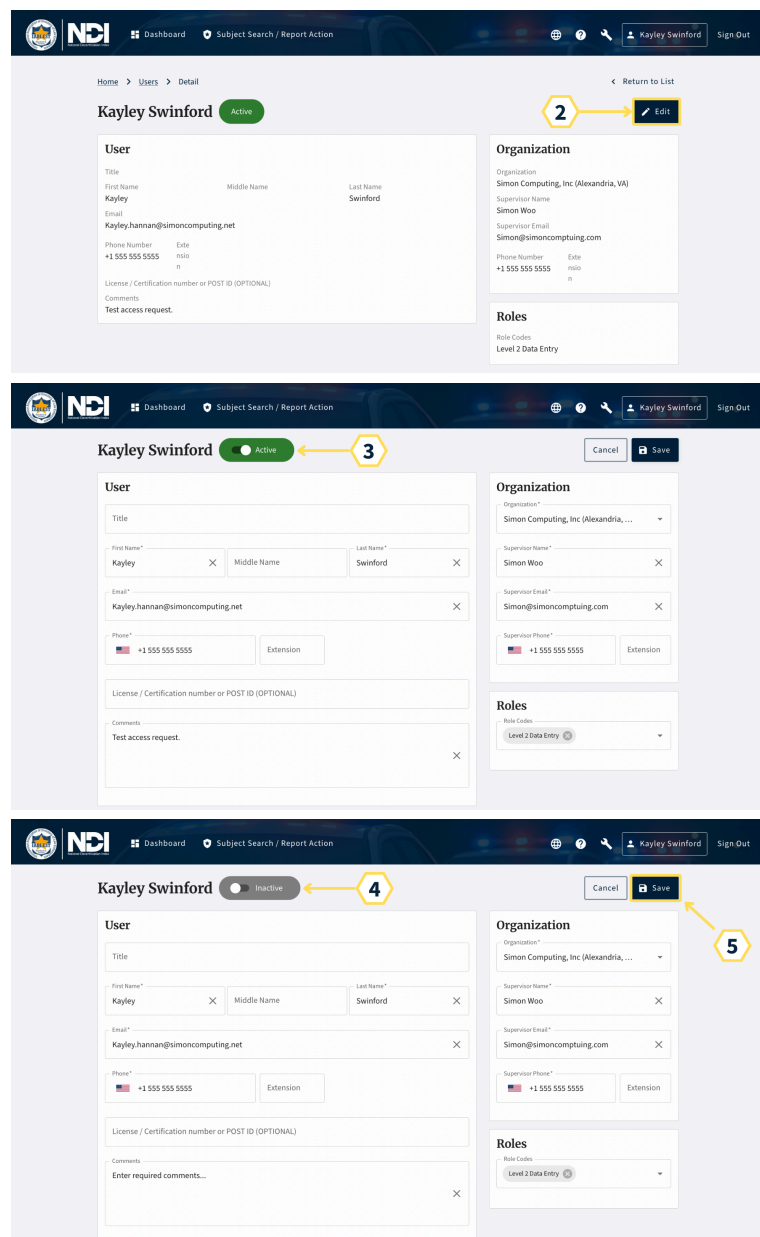
5.7 Deactivate a User

POST administrators may need to deactivate a user's account to temporarily or permanently restrict access without deleting the user. This section explains how to deactivate a user.

Who can do this?

POST Admin

1. Locate the pending user following [Section 5.5 View, Search & Filter Users](#).
2. From the user's profile, click the **Edit** button located in the top-right corner.
3. Next to the user's name, locate the **Status** toggle button.
4. Click the toggle to change the status to **Inactive**.
5. Click **Save** to apply the change, or
 - Click **Cancel** to discard any changes.



The screenshots show the NDI user profile for Kayley Swinford. In the first screenshot, the 'Edit' button is highlighted with a yellow circle and the number 2. In the second screenshot, the 'Active' status toggle is highlighted with a yellow circle and the number 3. In the third screenshot, the 'Inactive' status toggle is highlighted with a yellow circle and the number 4, and the 'Save' button is highlighted with a yellow circle and the number 5.

➤ **Note:** Deactivated users cannot log in or access NDI. Their information remains in the system and can be reactivated if needed.

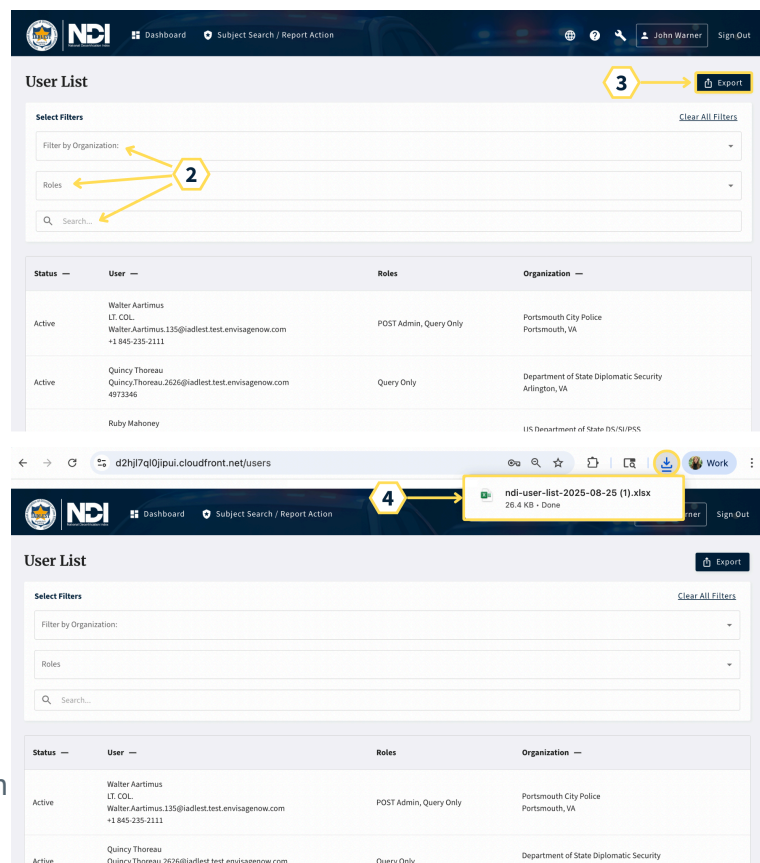
5.8 Exporting User List

POST administrators may need to export a list of users for reporting or record-keeping purposes. This section explains how to export the user list from the NDI system.

Who can do this?

POST Admin

1. From the **Admin** menu, click **Users** to navigate to the user management page.
2. Use the search box and filter options to refine the list of users as needed (e.g., by name, role, or organization).
3. Click the **Export** button located in the top-right corner of the page.
4. The system will generate an XLSX file, which will be downloaded automatically by your browser.
 - Depending on your browser, a download notification may appear at the bottom or top of the window.
5. Click the downloaded file to open it with your preferred spreadsheet application, such as Microsoft Excel.



The screenshot shows the NDI User List interface. At the top right, there is an 'Export' button. Below the filters, there is a table of users. A download notification appears at the bottom of the browser window, indicating that the file 'ndi-user-list-2026-08-26 (1).xlsx' has been downloaded.

Status	User	Roles	Organization
Active	Walter Aarimus LT COL Walter.Aarimus.135@iadlest.test.envisagenow.com +1 845-235-2111	POST Admin, Query Only	Portsmouth City Police Portsmouth, VA
Active	Quincy Thoreau Quincy.Thoreau.2626@iadlest.test.envisagenow.com 4972346	Query Only	Department of State Diplomatic Security Arlington, VA
	Ruby Mahoney		US Department of State DS/SI/SPSS

▲ **Tip:** If the download does not start automatically, check your browser's popup blocker settings or download folder.

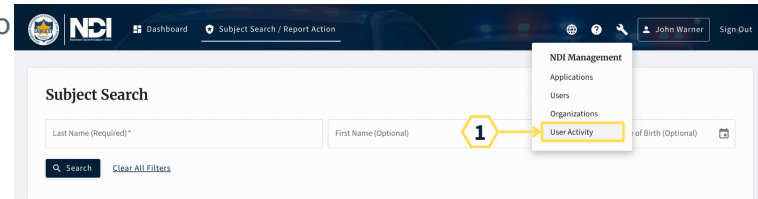
5.9 View & Filter User Activity

POST administrators can monitor system usage by viewing user activity logs. This helps track who has accessed or made changes within the NDI system.

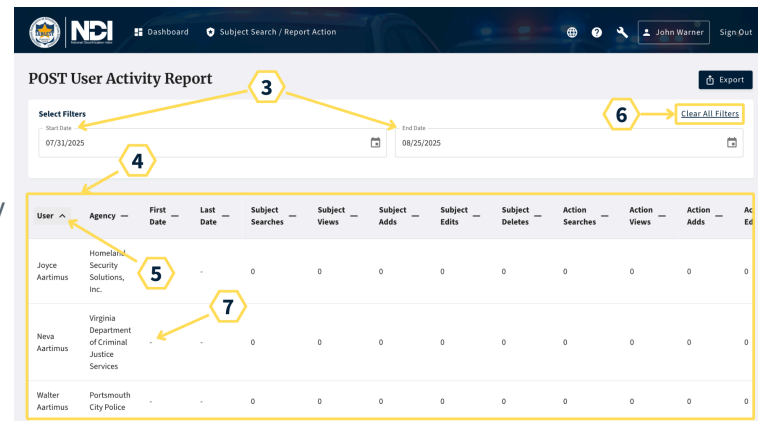
Who can do this?

POST Admin

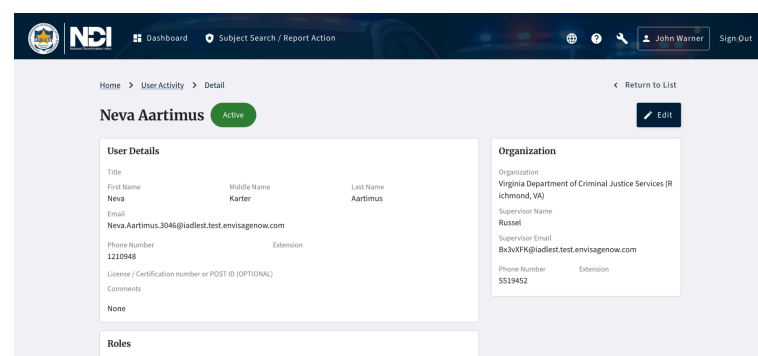
1. From the **Admin** menu, click **User Activity** to open the activity log page.



2. The User Activity page displays a comprehensive log of all user activity associated with the POST.



3. Use the filters to refine results:
 - **Start Date / End Date:** Enter dates by typing directly or by using the calendar picker.
4. The results will automatically update as filters are applied.
5. To **sort** the list, click the line icon next to any column name in the table header:
 - An **up arrow** sorts the column alphabetically (A to Z).
 - A **down arrow** sorts the column in reverse alphabetical order (Z to A).
6. To clear all filters and reset the results, click the **Clear Filters** button at the top right of the page.
7. Click on any row in the results to navigate directly to that user's profile. There you'll find a log with detailed information about their activity.



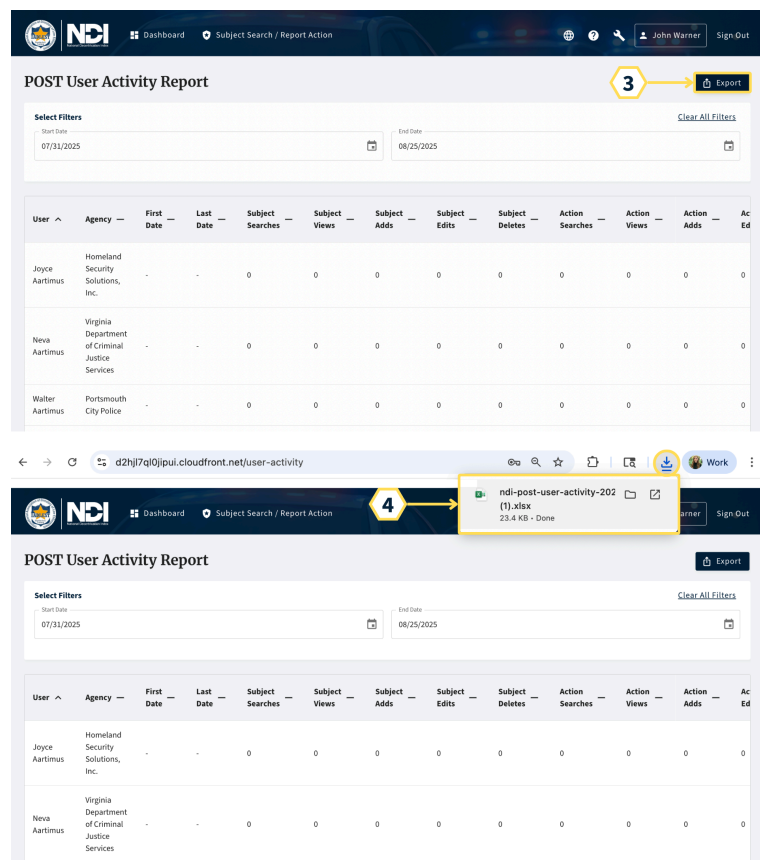
5.10 Export User Activity

Who can do this?

POST Admin

POST administrators may need to export user activity logs for reporting, auditing, or record-keeping purposes. This section explains how to export user activity data from the NDI system.

1. From the **Admin** menu, click **User Activity** to navigate to the user management page.
2. Use the available filters (e.g., date range) to narrow down the activity logs as needed.
3. Click the **Export** button located at the top right of the page.
4. The system will generate an XLSX file, which will be downloaded automatically by your browser.
 - Depending on your browser, a download notification may appear at the bottom or top of the window.
5. Click the downloaded file to open it with your preferred spreadsheet application, such as Microsoft Excel.



The screenshot shows the 'POST User Activity Report' page. At the top right, there is an 'Export' button. A yellow callout '3' points to this button. Below the filters, there is a table with columns: User, Agency, First Date, Last Date, Subject Searches, Subject Views, Subject Adds, Subject Edits, Subject Deletes, Action Searches, Action Views, Action Adds, and Action Edits. The table contains three rows of data for different agencies: Homeland Security Solutions, Inc., Virginia Department of Criminal Justice Services, and Portsmouth City Police. A second screenshot shows the same page with a yellow callout '4' pointing to a download notification in the browser's top right corner that says 'ndi-post-user-activity-202 (1).xlsx 23.4 KB - Done'.

▲ **Tip:** If the download does not start automatically, check your browser's popup blocker settings or download folder.

6.0 Organization Management

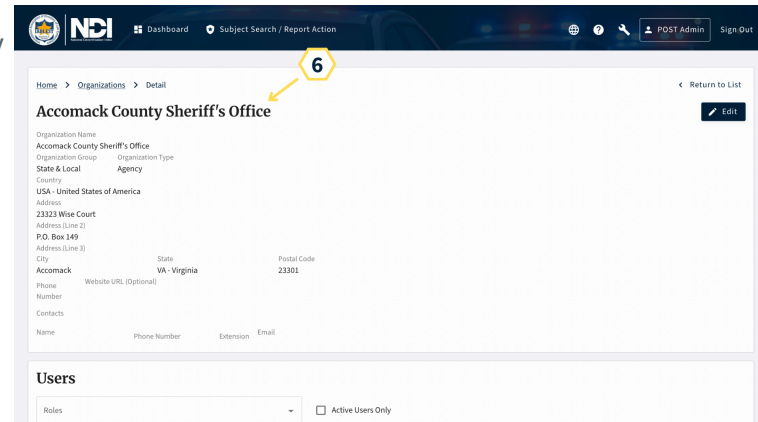
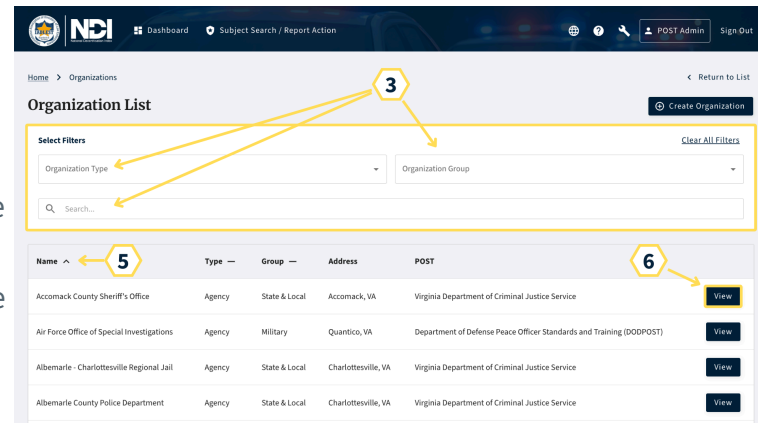
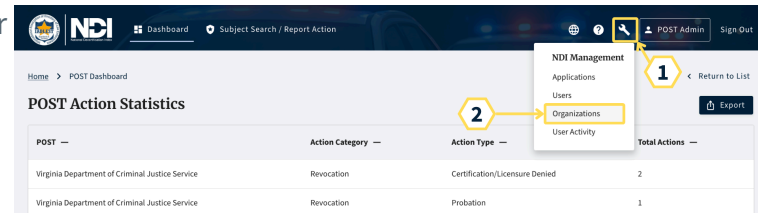
6.1 View, Filter & Search Organization

POST administrators can view and manage organizations within their state. This section explains how to find and filter organizations.

Who can do this?

POST Admin

1. Click the **wrench icon** in the top-right corner to open the POST admin functions dropdown.
2. Select **Organization**. This page lists all organizations in your state.
3. Use the **search** and **filter** options to refine the list:
 - **Organization Type:** Select from the dropdown menu.
 - **Organization Group:** Select from the dropdown menu.
 - **Search by Organization Name:** Type the name in the search bar.
4. The list will update automatically as filters are applied or as you type in the search bar.
5. To **sort** the list, click the line icon next to any column name in the table header:
 - An **up arrow** sorts the column alphabetically (A to Z).
 - A **down arrow** sorts the column in reverse alphabetical order (Z to A).
6. To **view** details of a specific organization, click the View button located on the right side of the page.



▲ **Tip:** See Appendix [Section 8.5 Organization Groups & Types](#) for definitions of these fields.

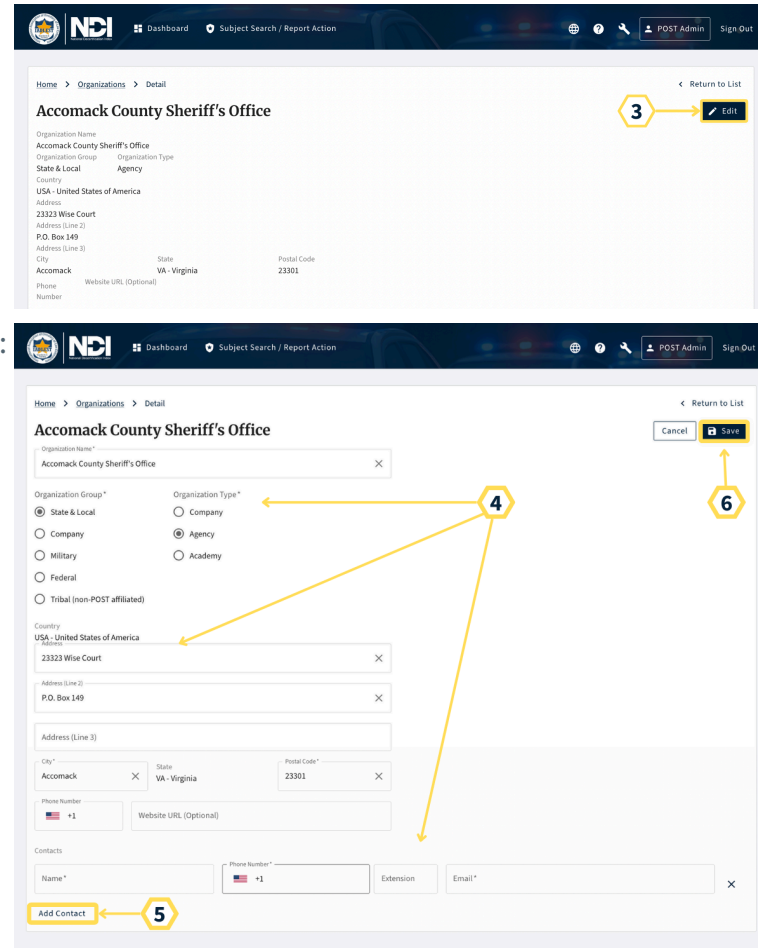
6.2 Edit Organizations

Who can do this?

POST Admin

POST administrators may need to update organization information, including contacts, to ensure records remain accurate and up-to-date. This section explains how to edit organization details.

1. Locate the organization you'd like to edit following [Section 6.1 View, Search & Filter Organizations](#).
2. Click the **View** button in its row to open the organization detail page.
3. Click the **Edit** button located at the top right corner of the organization detail page.
4. Edit the organization information as needed:
 - Click into any field or text box to modify the information.
 - Fields marked with an **asterisk (*)** are required and must be completed before saving.
 - To clear a field, click the **X** in the box.
5. Special Fields:
 - **Add Contact:** Click Add Contact at the bottom of the contacts section to add one or more contacts.
6. After making all necessary changes:
 - Click **Save** at the top right to apply the updates.
 - To discard any changes, click **Cancel** instead.



➤ **Note::** For the Organization Name field, if the system finds close matches, a Possible Duplicates pop-up will appear. See [Section 6.4 Possible Duplicate Organization](#) for instructions, and review carefully to maintain data integrity.

▲ **Tip:** See Appendix [Section 8.5 Organization Groups & Types](#) for definitions of these fields.

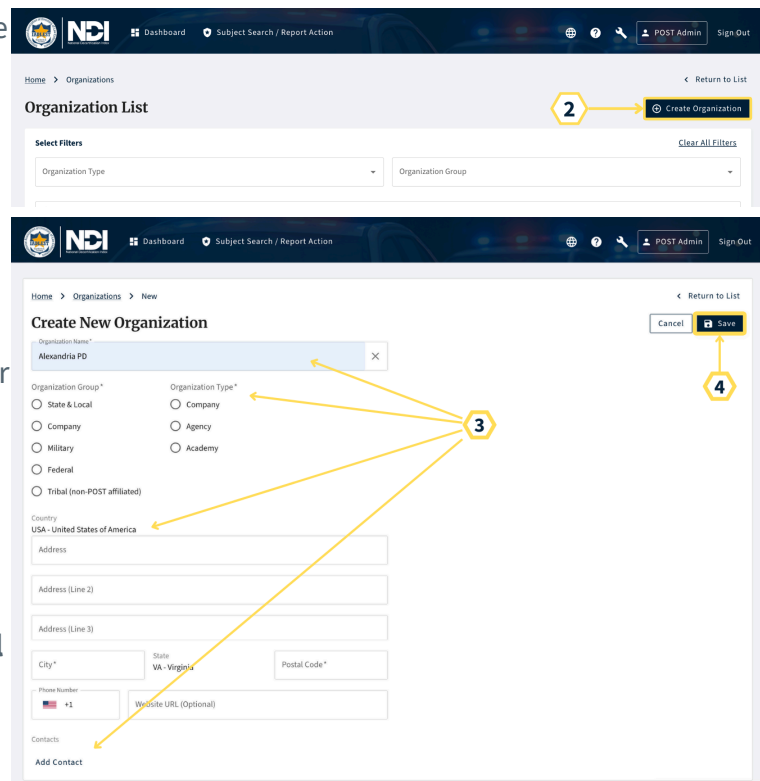
6.3 Create Organizations

Who can do this?

POST Admin ▾

POST administrators may need to add new organizations to ensure all relevant entities are represented in the system. This section explains how to create an organization record.

1. Navigate to the **Organizations** page from the **Admin** menu.
2. Click the **Create Organization** button located at the top right corner of the page.
3. Fill in the organization form:
 - Fields marked with an asterisk (*) are required.
 - Click into any field or text box to enter information.
 - To clear a field, click the X inside the box.
4. Once all required fields are complete:
 - Click **Save** to create the organization.
 - To discard your changes, click **Cancel** instead.



The image shows two screenshots of the NDI system interface. The top screenshot shows the 'Organization List' page with a 'Create Organization' button highlighted by a yellow callout '2'. The bottom screenshot shows the 'Create New Organization' form with various fields. A yellow callout '3' points to the 'Organization Name' field, which has a clear 'X' button. Another yellow callout '4' points to the 'Save' button at the bottom right of the form.

➤ **Note::** For the Organization Name field, if the system finds close matches, a Possible Duplicates pop-up will appear. See [Section 6.4 Possible Duplicate Organization](#) for instructions, and review carefully to maintain data integrity.

▲ **Tip:** See Appendix [Section 8.5 Organization Groups & Types](#) for definitions of these fields.

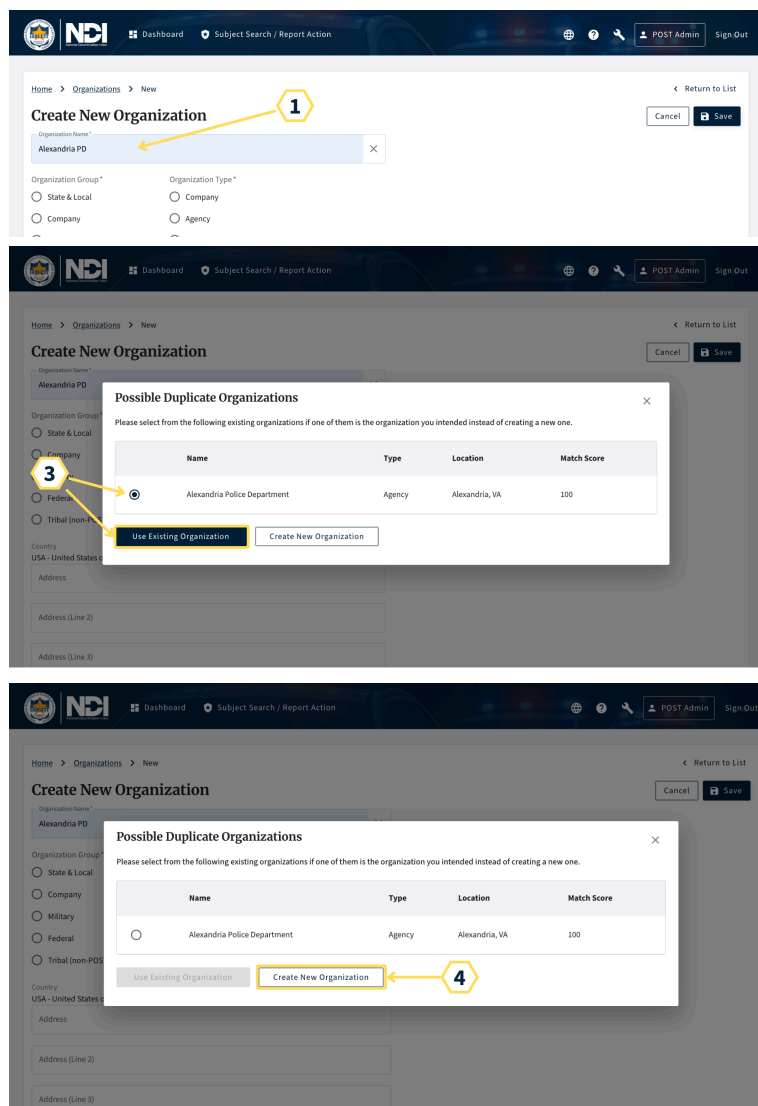
6.4 Possible Duplicate Organization

Who can do this?

All Users

When users enter an organization—whether creating a new record as a POST admin or selecting their organization during a request for access—the system checks for existing organizations. If it finds a close match, a Possible Duplicates pop-up will appear.

1. Enter an organization name. If the system finds a close match, a pop-up with possible duplicates will appear.
2. Review the list of possible matches shown in the pop-up.
3. If a match is found, click the row and then **Use Existing Organization**.
4. If no match applies, click **Create New Organization** to add a new record with the entered name.



1 Enter organization name: Alexandria PD

2 Possible Duplicate Organizations pop-up:

Name	Type	Location	Match Score
Alexandria Police Department	Agency	Alexandria, VA	100

3 Click 'Use Existing Organization' (highlighted)

4 Click 'Create New Organization' (highlighted)

➤ **Note:** This feature helps maintain data accuracy by avoiding duplicate entries in the system.

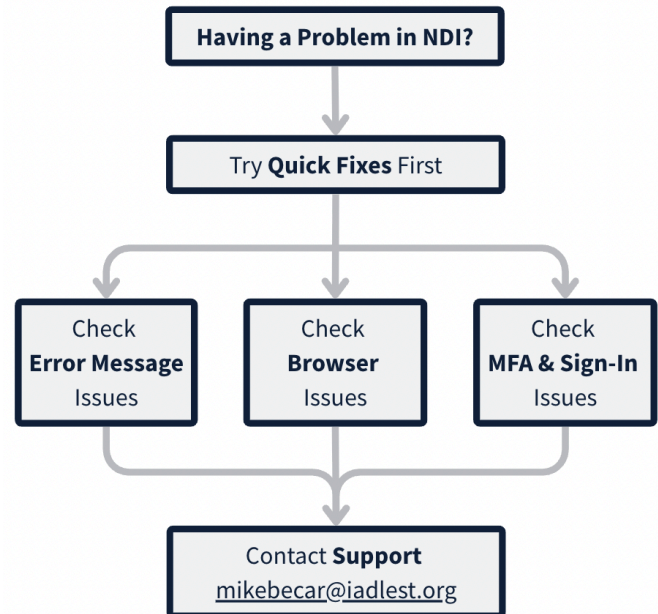
7.0 Troubleshooting

7.1 Quick Fixes to Try First

Most issues can be solved with these simple steps:

1. Sign out and sign back in.
2. Close your browser completely, then reopen it.
3. Try a different browser (Chrome, Edge, or Firefox).
4. Check your internet connection.

If these do not fix the problem, see the sections below or contact support.



7.2 Need Help? Contact Support

Additional Resources

- **FAQ Page** - Provides answers to common questions:
<https://ndi.iadlest.org/home/frequently-asked-questions>
- **Resources Page** - Includes state databases, integrity bulletins, and other NDI-related materials: <https://ndi.iadlest.org/home/resources/state-databases>

Contact Support

For further assistance with NDI access or troubleshooting, please contact our NDI Specialist:

- **IADLEST** — info@iadlest.org

7.3 Received Error Messages

Error messages appear when something stops the system from working. This section shows what you can try and when to contact support. If you receive an error message:

1. **Read the message carefully.** Some errors give specific instructions you can follow immediately (for example, “this field is required”).
2. If the error continues, take a screenshot and note what you were doing.
3. Contact support and provide the error message details. (See [Section 7.2](#))

7.4 Sign-In & MFA Issues

This section provides quick checks and fixes for login and multi-factor authentication (MFA) difficulties. If you receive an error message while using NDI:

- Check your junk/spam folders (for email or SMS). Note: Apple may route messages from unknown senders into an “Unknown Senders” list.
- Make sure your username and password are entered correctly.
- If you forgot your password, use the Forgot Password? link (see [Section 3.2](#)).
- If you try logging in too many times, the system will lock you out for 15 minutes. Wait, then try again.
- Make sure you are entering the newest MFA code from your device. Check that the code is fresh and typed correctly.
- If you still cannot sign in, contact support. (See [Section 7.2](#))

7.5 Browser Compatibility Issues

Browser issues can prevent NDI from displaying or functioning correctly. This section lists supported browsers and common settings that may need to be adjusted.

- **Compatible Browsers:** NDI works on all major browsers (Chrome, Edge, Firefox, Safari) and can also be accessed from your mobile phone or tablet.
 - Avoid using Internet Explorer, which is not supported.
- **Check Browser Version:** Ensure your browser is up to date with the latest version available on your device. NDI supports the following minimum browser versions:



Safari version **15.6** or higher



Chrome version **109** or higher



Firefox version **115** or higher



Edge version **121** or higher

- **Switch Browsers if Needed:** If pages don’t load correctly, try another browser.
- **Check Browser Settings:** Allow pop-ups if you notice buttons or downloads not working.



8.0 Appendix

8.1 Key Terms & Definitions

NDI	National Decertification Index (NDI) serves as a national registry of certificate or license revocation actions relating to law enforcement officer misconduct.
IADLEST	The International Association of Directors of Law Enforcement Standards and Training (IADLEST) is an international organization of training managers and executives dedicated to the improvement of public safety personnel, who manage NDI among other resources.
POST	Peace Officer Standards and Training (POST) Agency - Every state in the United States has a state agency charged with setting the requirements which must be met to qualify (certify) a person as a law enforcement officer. These agencies are called POST, or similar equivalent names related to their governing boards, commissions, or councils. There are 48 states with participating agencies.
Subject	A current or former law enforcement officer against whom a certification-related action has been initiated or taken. Subjects are the individuals whose records appear in the National Decertification Index (NDI) when an agency reports misconduct.

8.2 Actions Defined

Action	Refers to a formal decision or measure taken against a subject (typically a law enforcement officer) as a result of misconduct, disciplinary findings, or certification review. These actions are reported by authorized agencies and become part of the subject's permanent record in the NDI.
Action Types	
Certification / Licensure Denied	The subject has been denied admission or certification (e.g. due to falsified application).
Suspended	Revocation of a law enforcement certification for officer misconduct. Same as Revoked but use when the terminology of the state is suspension over revocation. Time-bound with expected end date.
Probation	The subject is under disciplinary probation. Time-bound with expected end date.
Reinstatement	Certification has been reinstated after previous revocation or suspension action.
Relinquishment	The subject has voluntarily surrendered his or her certification in lieu of revocation or suspension.
Revoked	Revocation of a law enforcement certification for officer misconduct.
Judgement (Archived)	A court has ruled that the subject cannot hold certification as a law enforcement officer.

➤ **Note: Archived.** Records with this action will be retained and available by search. This action will not be available for future records.

➤ **Note:** The action types listed reflect those available as of the NDI 3.0 Release (October 2025). Action types may be updated in future versions of the system.

8.3 Reasons Defined

Reason	A Reason describes the underlying cause for an action taken against a subject. It explains why the action occurred—such as misconduct, a judicial order, or a civil or criminal judgment. Each action reported to the NDI must include a reason, selected from a standardized list maintained by IADLEST.
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Reasons for Reinstatement

POST Administrative Review	An executive review reinstated certification.
Judicial Order	Ruling in judicial appeal resulted in reinstatement.
Legislative / Statutory (Archived)	Legislative action or change in statutes resulted in reinstatement.
Terms Met (Archived)	Terms or duration of the revocation action were fulfilled.

Reasons for Revocation

Felony Conviction	Result of felony conviction or plea to a felony.
Misconduct	Related to officer misconduct.
Misdemeanor Conviction	Result of a conviction or plea to a misdemeanor.
Voluntary Relinquishment	Subject has voluntarily surrendered certification.
Criminal Judgement	A criminal judgement has been rendered against the subject in the court of law.



Civil Judgement	A civil judgement has been rendered against the subject in the court of law.
Other or Unspecified Reasons	
Other / Unspecified	There is another reason for the action or the reason for action was unspecified. Use the comment box to cite circumstances.

- **Note: Archived.** Records with this reason will be retained and available by search. This reason will not be available for future records.
- **Note:** The reason types listed reflect those available as of the NDI 3.0 Release (October 2025). Reason types may be updated in future versions of the system.



8.4 Notifications Defined

Notification	This field indicates that due process proceedings have been initiated for the subject.
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Notification Types

Under Review / Investigation	Currently the only Notification Type in the system. Signals that time-bound due process proceedings have been initiated for the subject that should be followed up upon.
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➤ **Note:** The notification types listed reflect those available as of the NDI 3.0 Release (October 2025). Notification types may be updated in future versions of the system.

8.5 Organization Groups & Types

Organization Type - These classifications identify the primary nature or function of an organization within the NDI system:

Academy	Institutions responsible for training law enforcement personnel, including police academies and training centers.
Agency	Law enforcement or regulatory entities such as police departments, sheriff's offices, or investigative units.
Company	Private sector businesses or contractors that may interact with or provide services related to law enforcement certification.
POST	Peace Officer Standards and Training entities responsible for certification, decertification, and training standards within jurisdictions.

Organization Groups - These broader categories group organizations by governance or affiliation:

Company	Private sector organizations distinct from government entities.
Federal	Organizations under the jurisdiction of the federal government, including federal law enforcement agencies.
Military	Armed forces-related organizations involved with law enforcement or security functions.
State & Local	State-level agencies and local law enforcement entities.
Tribal (non-POST Affiliated)	Tribal organizations or agencies not affiliated with POST but participating in the NDI system.