

National Decertification Index Query-Only 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 About this Guide

This guide is designed for the majority of our NDI users—**Query-Only Users**—who need to **search** and **view records** in the system. If your responsibilities include entering or managing records, you'll want to check out the full user guide for complete functionality.



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.



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



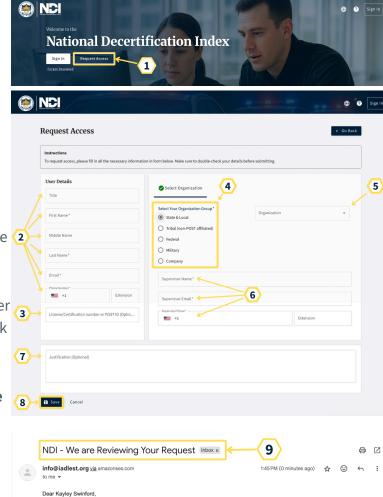
2.2 Request Access

Who should do this?

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

First-Time User

- 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).
- 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. If applicable, enter your **supervisor's name** and **contact details**.



We have received your request for access to the IADLEST National Decertification Index (NDI). It will be

You, your agency or organization, and/or your supervisor may be contacted if further information is

reviewed by the POST or certifying authority in your state.

If your request is approved, you will receive an email with futher instructions

- 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: For definitions of organization groups, see Section 8.5.

2.3 First Time Sign-In

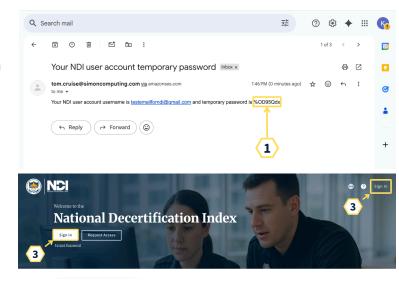
Who should do this?
First-Time User

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

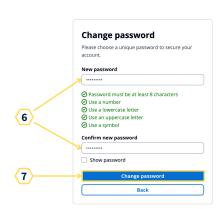
- Check your email for a message from NDI with your temporary password.
 - If you don't see it, check your spam or junk folder.
- 2. Go to the **NDI Homepage**: https://ndi.iadlest.org
- 3. Click Sign In.
- 4. Enter your email address and password.
- 5. Click Sign In.



- Make sure all password requirements turn green.
- 7. Click **Change Password** and save your new password for future sign-ins.









Email MFA

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



> **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 <u>3.5 Change MFA Method</u> in this guide.

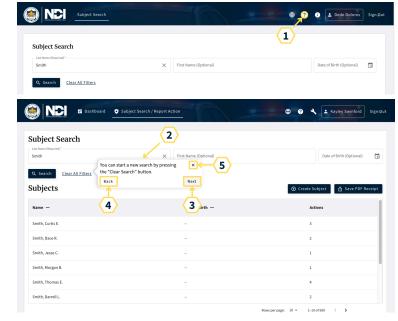
2.4 Help Tutorial

Who should use this?

All Users

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.

- 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.



2.5 Translate NDI

Who should use this?

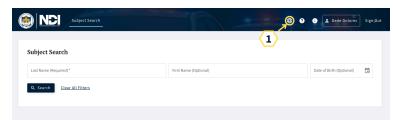
All Users -

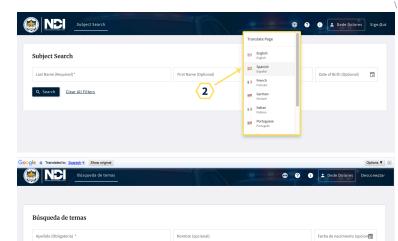
The **Translate Button** allows you to view the NDI application content in your preferred language. Click the globe icon (in the page header to access language options.

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.





Q Buscar Borrar todos los filtros



2.6 About, FAQ & Resources

Who should use this?

All Users

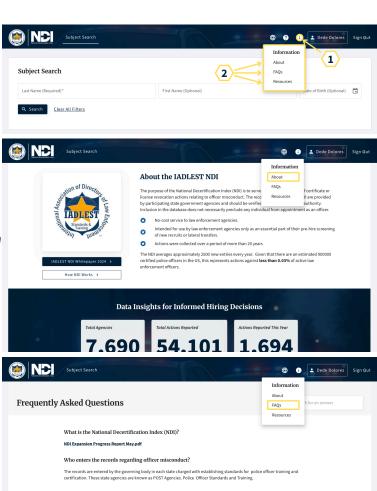
This section explains how to access key informational areas in the NDI app—About, FAQ, and Resources—via the (i) icon.

- 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.

NDI

Resources & Links

NDI Podcast & Brochure IADLEST NDI Whitepaper 2024



NDI Expansion Progress Report May

Information

New York



3.0 Account Management

3.1 Sign-In with MFA

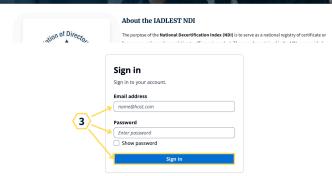
Who can do this?



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.

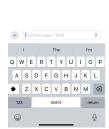


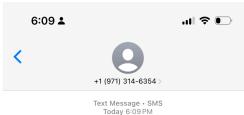




B. SMS Text Message

- Open your text messages on your mobile device.
- Locate the message containing the verification code.







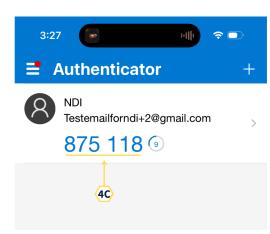
- Enter the code into the **Code** field on the sign-in page.
- Click Sign In to complete the process.

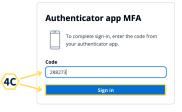


C. Authenticator App

- 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 <u>3.5 Change MFA Method</u> in this guide.

3.2 Forgot Password?

Who can do this?

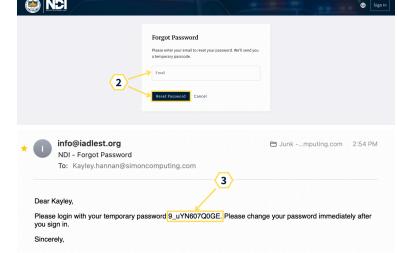
All Users

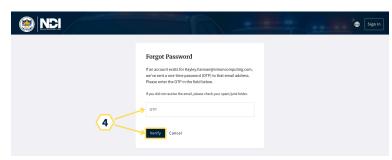
If you can't remember your password, you can easily reset it to regain access to your NDI account.

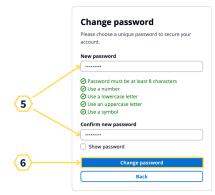
- Go to the NDI Homepage and click Forgot Password.
- 2. Enter your registered **email address**, then click **Reset Password**.
- 3. Check your email for a One-Time Passcode (OTP).
 - If you don't see the email shortly, please check your spam or junk folder.
- 4. Enter the OTP into the verification field on the page, then click **Verify**.

- 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

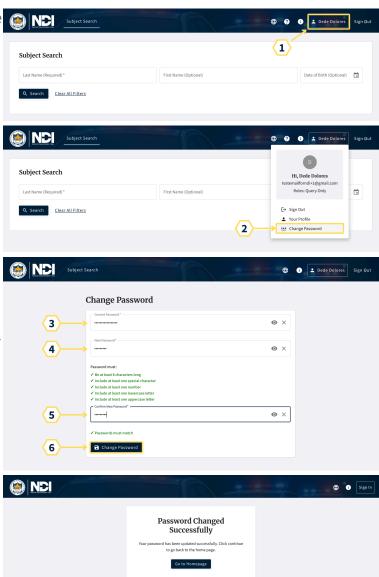
Who can do this?

All Users -

convenience, follow these steps:

If you're logged in and want to update your password for security or

- 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.



NDI

Subject Search

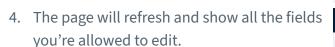
3.4 Change Email Address (Username)

Who can do this?

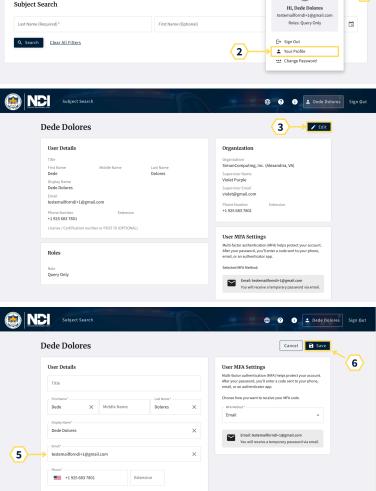
All Users

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.



- 5. Click into the **Email** field.Enter the new email address you want to use.
 - This will also become your username.
- 6. Click **Save** to apply the changes.



License / Certification number or POST ID (OPTIONAL

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



3.5 Change MFA Method

Who can do this?

All Users •

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.

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.

Subject Search (1) Hi, Leopold Franklin Roles: Ouery Only Q Search Clear All Filters ⊕ ② i Leopold Franklin Sign O Leopold Franklin / Edit User Details Organization Organization Simon Computing, Inc (Alexandria, VA) First Name Leopold Violet Puruple Display Name Leopold Franklin violet@gmail.con User MFA Settings (E) NDI Leopold Franklin Cancel 3 Save User MFA Settings User Details

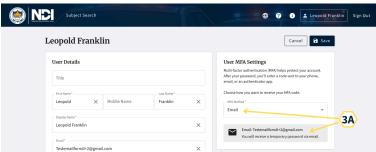
2. Choose a Method

- 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.



Email

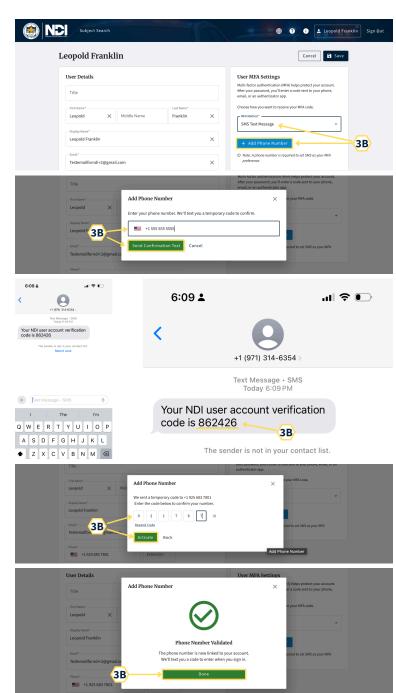
2



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.**



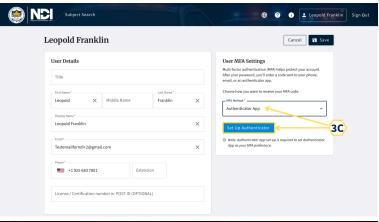


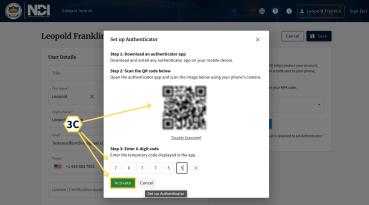
C. Authenticator App

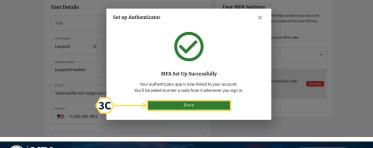
- Select Authenticator App, and click Set Up
 Authenticator App.
- Download an authenticator app (for example, Google Authenticator, Microsoft Authenticator, Authy).
- Use the app to scan the QR code shown (or manually enter a setup key if provided).
- The app will generate a verification code.
- Enter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

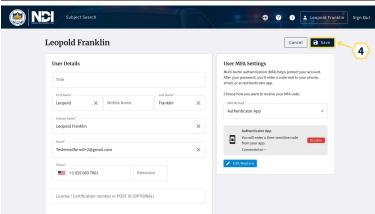
4. Save & Confirm

- 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?

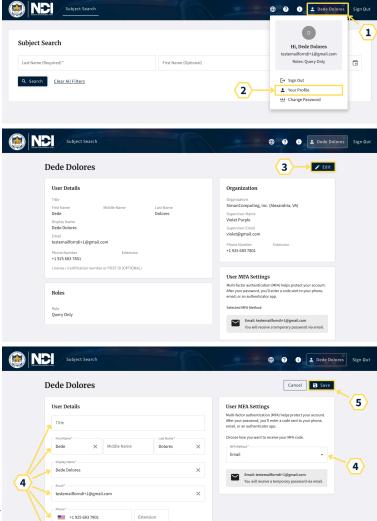
All Users •

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. The page will refresh to show all the fields you can edit. Change any fields that you're allowed to:
 - Title
 - Name
 - Email (username)
 - Phone number
 - License/Certification number or POST
 - MFA Settings
- When finished, click **Save** to apply your changes.

> **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

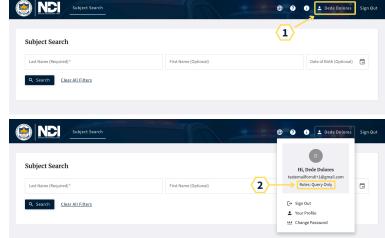
Who can do this?

All Users -

Access to the NDI is permission-based to ensure secure and accurate use. This guide is designed for the majority of our NDI users—the Query-Only Users. Query-Only Users can **search** and **view** subject and action records in the NDI database.

To view your assigned role:

- 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**: Still need additional access—like entering or managing records? Please reach out to your POST Administrator to request a change.

3.8 Sign Out

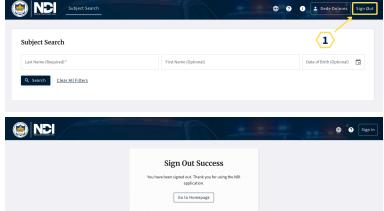
Who can do this?



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

1. Click **Sign Out** in the top right corner of the screen.





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



4.0 Subject Search

4.1 Subject Search

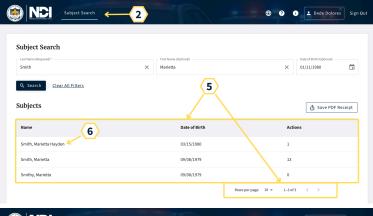
Who can do this?

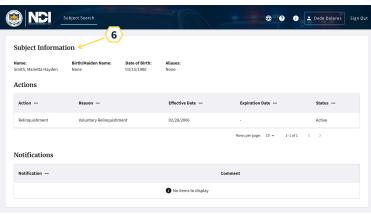
All Users

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. You'll automatically be taken to the **Subject Search** page.
- 3. Enter your search criteria:
 - Last Name (required)
 - First Name (optional)
 - Date of Birth (optional)
- 4. Click the **Search** button.
- 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







▲ **Tip:** See <u>Section 4.3 Follow Up on Search Results</u>. NDI acts as a **pointer system**, not a case database—final verification requires contacting the contributing state agency.



4.2 Export Search Results

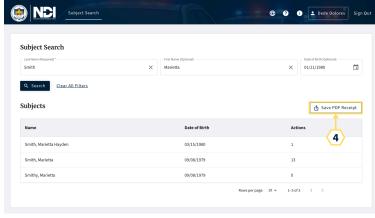
Who can do this?

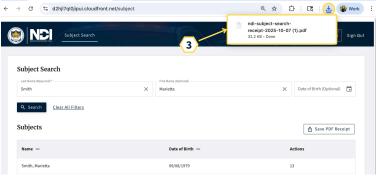
All Users •

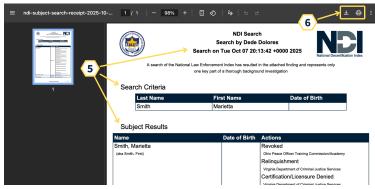
After performing a subject search, you may want to save a record of your search criteria and results for documentation or reporting purposes. The **Save PDF Receipt** feature allows you to do this quickly.

- Perform a subject search as described in Section 4.1 Subject Search.
- 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







➤ **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.



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.
- 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:

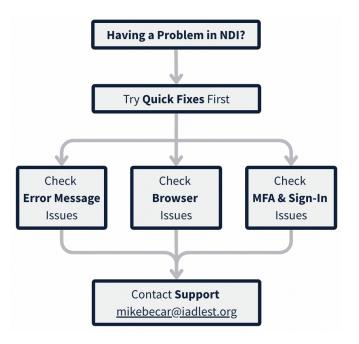
• IADLEST — <u>info@iadlest.org</u>

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 while using NDI:

- 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

Sign-in problems are among the most common user 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 <u>Section 3.2</u>).
- 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 <u>Section 7.2</u>)

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
Reasons for Reins	standardized list maintained by IADLEST.
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 Revo	cation
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.
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.

[➤] **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.