

# **Resetting a Forgotten Password**

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**Identity and Access Management**

**December, 2020**



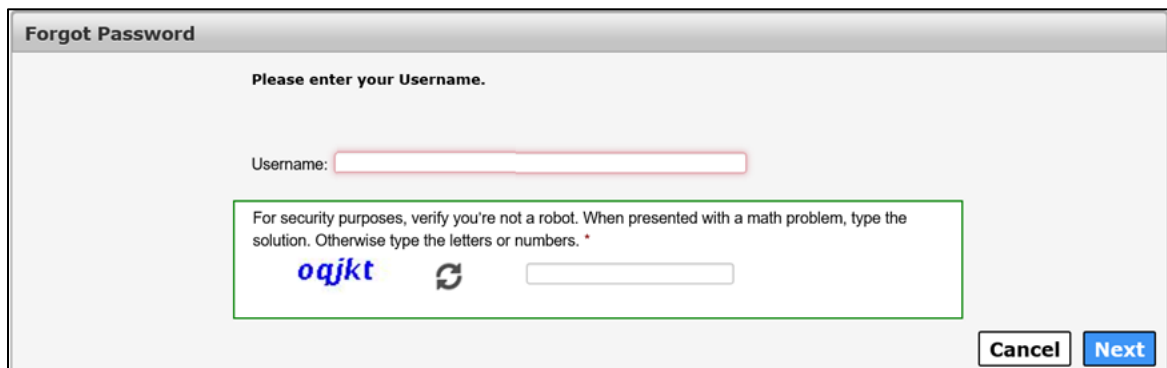
**TEXAS**  
Health and Human  
Services

# Resetting a Forgotten Password

Follow the steps below to reset an HHS Enterprise Portal forgotten password.

1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Select **Forgot Password** on the **Enterprise Portal Welcome** screen to open the **Forgot Password** screen.
3. Enter your **Username**.
4. Enter the letters or numbers provided or type the solution to the math problem as applicable.

**Figure 1. Forgot Password screen**



5. Click **Next** to open the **Forgot Password – User Details** screen.

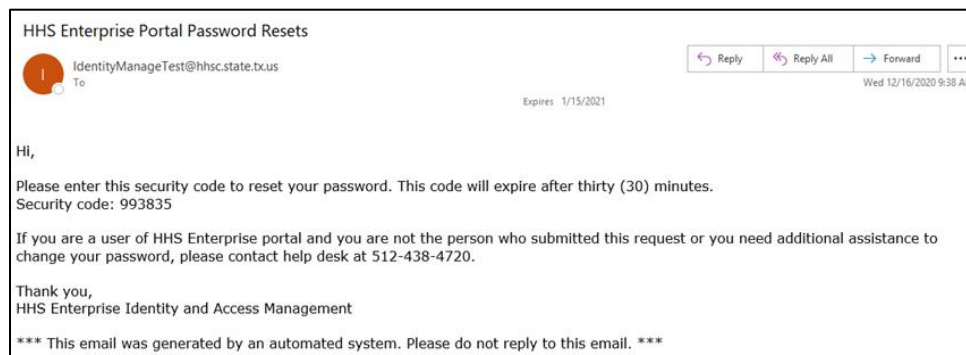
**Figure 2. Forgot Password - User Details screen**



6. Select one of the following options:
  - a. **Get a One-Time Security Code.**
    - i. Click **Next**.
    - ii. A message displays notifying you that a one-time security code was sent to the email address that was used to register the account. The one-time security code expires 30 minutes after it is sent to you.
    - iii. Check your inbox for an email with a one-time Security Code for accessing the Enterprise Portal. Check your SPAM and JUNK folders if you do not see it in your email Inbox. Add [identitymanagement@hhsc.state.tx.us](mailto:identitymanagement@hhsc.state.tx.us) to your email contact list to

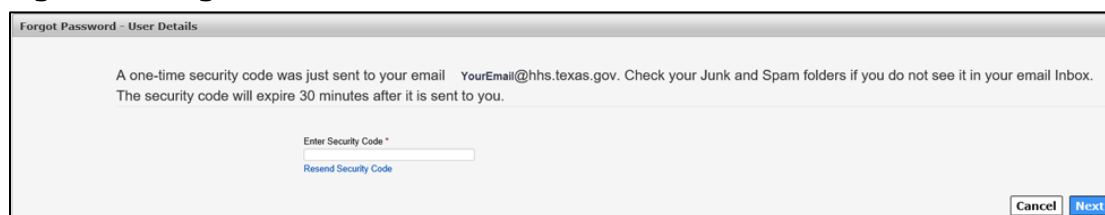
ensure the email goes to your inbox. If you did not receive the security code, click **Resend Security Code**.

**Figure 3. Sample Email with Security Code**



- iv. Enter the 6-digit security code, from the email, in the **Enter Security Code** box. You are required to enter this passcode to continue.

**Figure 4. Forgot Password - User Details screen**



- v. Click **Next** to open the **Change Password** screen. Continue to step seven.
- b. **Answer Security Questions:**
  - i. Click **Next** to open the **Security Questions** screen.
  - ii. Answer your **Security Questions**. You are required to provide the correct answer twice for each question.
  - iii. Click **Next**.
  - iv. Check your inbox for an email with a one-time password for accessing the Enterprise Portal.
  - v. Login to the Enterprise Portal using your **Username** and the one-time password. The Enterprise Portal will prompt you to change your password.
  - vi. Continue to step seven.
- 7. Enter your new password according to the **Password Rules**.

**Figure 5. Change Password screen**

Change Password

You must change your password to continue.

New Password

Confirm New Password

**Password Rules**

- ✗ The password should not be empty.
- ✗ There should be at least **one upper** case letter.
- ✗ There should be at least **one lower** case letter.
- ✗ There should be at least **one number**.
- ✗ There should be at least **one non-alphabetic** characters from the following: !@#\$%^&\*()\_+|=~'{}[];?:.,/
- ✗ Minimum length of the password should be **8 characters**.
- ✗ Maximum length of the password should be **16 characters**.
- ✗ At least **four characters** in the new password must be different from the current password.
- ✗ Both new password fields should contain the same data.
- ✗ The password should not be the same as the username.
- ✗ The password should not be the same as your First name or Last name.
- ✗ The password should not be the same as the last 24 passwords used.
- ✗ The password will expire after 90 days and must be changed after expiration.
- ✗ Only one password reset is allowed per 24-hour period.

8. Enter your new password a second time to confirm the password.
9. Click **Next** to open the **My Profile** screen.
10. Verify the information on the **My Profile** screen.
11. Click **Next** to open the **Forgot Password – Confirmation** screen. Your password has been reset.

**Figure 6. Forgot Password - Confirmation screen**

Forgot Password - Confirmation

Password Change - Confirmation.

Your password has been changed and your account is being updated. Please wait five (5) minutes before signing into your account.

12. Click **Close**. You will be logged out of the Enterprise Portal. You must wait five minutes before signing into your account.

**Note:** If a user has two usernames associated with single email address, the HHS Enterprise Portal will reset the password for the username provided in Step three.