

Resetting a Forgotten Password

Identity and Access Management

December, 2020

Resetting a Forgotten Password

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

- 1. Navigate to the HHS Enterprise Portal: <u>https://hhsportal.hhs.state.tx.us</u>.
- 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

Forgot Password	
Please enter your Username.	
Username: For security purposes, verify you're not a robot. When prese solution. Otherwise type the letters or numbers. *	inted with a math problem, type the
odikt B	
	Cancel

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

Figure 2. Forgot Password - User Details screen

Select an option for resetting your password:
Get a one-time security code.
Get a one-time security code. Answer security questions.

- 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 <u>identitymanagement@hhsc.state.tx.us</u> 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

HHS Enterprise Portal Password Resets					
IdentityManageTest@hhsc.state.tx.us		S Reply	الا Reply All	-> Forward	
To				Wed 12/16/2020	9:38 AM
	Expires 1/15/2021				
Hi,					
Please enter this security code to reset your password. The Security code: 993835	his code will expire after thirty (30)	minutes.			
If you are a user of HHS Enterprise portal and you are no change your password, please contact help desk at 512-4	ot the person who submitted this rec 438-4720.	quest or you ne	ed additional	assistance to	6
Thank you, HHS Enterprise Identity and Access Management					
*** This email was generated by an automated system.	Please do not reply to this email. **	*			

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

Forgot Passwor	d - User Details			
	A one-time security code was The security code will expire	s just sent to your email Y 30 minutes after it is sent to	rourEmail@hhs.texas.gov. Check your Junk and Spam folders if you do not see it in your email Ir to you.	ıbox.
		Enter Security Code * Resend Security Code		
			Cancel	Next

- 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.	Password Rules
	O The password should not be empty.
	O There should be at least one upper case letter.
New Password	O There should be at least one lower case letter.
Confirm New Password	O There should be at least one number.
	8 There should be at least one non-alphabetic characters from the
	following:!@#\$%^&*()_+ ~=`{}[]:?;,./
Cancel	Minimum length of the password should be 8 characters.
	8 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.
	3 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 exercised recet 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 yo	ur 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.