

Resetting a Forgotten Password

Identity and Access Management

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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
oqjkt g	
	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. This Security code: 993835	s code will expire after thirty (30)) minutes.			
If you are a user of HHS Enterprise portal and you are not change your password, please contact help desk at 512-43		equest or you ne	ed additional	assistance to	,
Thank you, HHS Enterprise Identity and Access Management					
*** This email was generated by an automated system. Pla	ease 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		YourEmail@hhs.texas.gov. Check your Junk and Spam folders if you do not see it in your email to you.	Inbox.
		Enter Security Code * Resend Security Code		
			Cance	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.
	Maximum length of the password should be 16 characters.
	3 At least four characters in the new password must be different from
	the current password.
	Both new password fields should contain the same data.
	8 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 paceword reset is allowed per 24-bour 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.	Close

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.