Resetting a Forgotten Password

Identity and Access Management

December, 2020

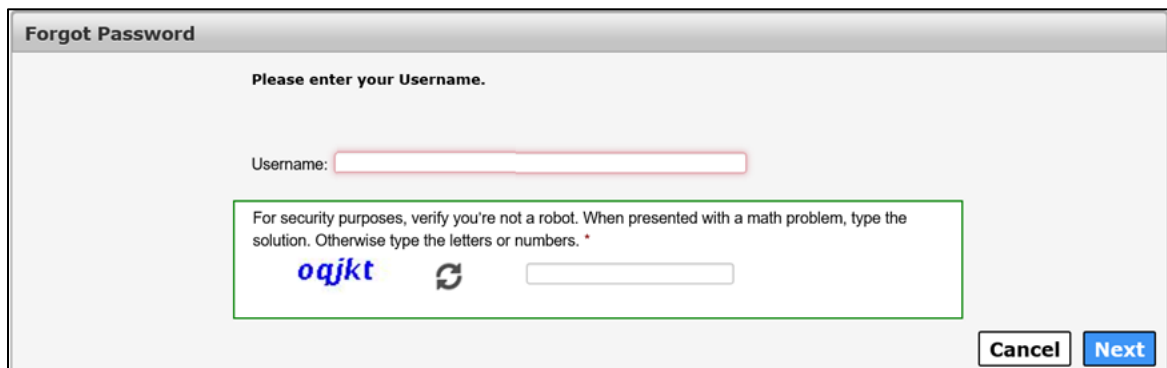# Resetting a Forgotten Password

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

1. Navigate to the HHS Enterprise Portal: 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

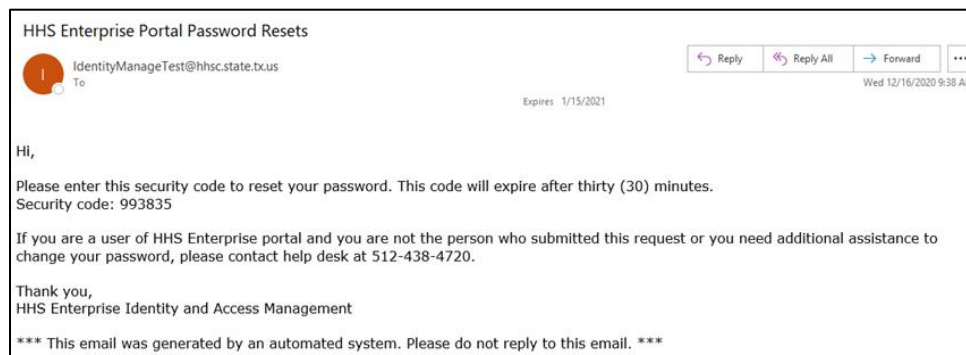5. Click **Next** to open the **Forgot Password – User Details** screen.

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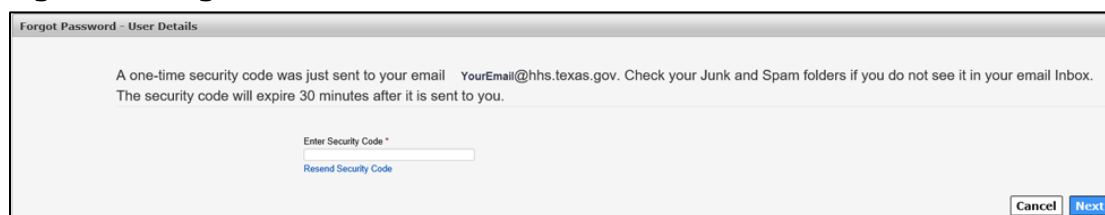
ensure the email goes to your inbox. If you did not receive the security code, click **Resend Security Code**.

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

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

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.