

HHS ENTERPRISE PORTAL

Account Registration and Management

The HHS Enterprise Portal is the secure, easy-to-use site that allows you to access or request new/modified access to multiple state applications from just one location! The portal is available 24 hours a day, 7 days a week from any computer, tablet, or smartphone.

The Account Registration and Management Guide contains the following content:

1. Account registration on p. 1.
2. Changing account information, passwords, and security questions on p. 5.
3. Retrieving forgotten passwords and usernames on p. 6.

If you have been locked out of your account, please contact the Help Desk at 512-438-4720.

Questions? Comments? Suggestions? Please contact us at identitymanagement@hhsc.state.tx.us. You may also find additional help on the [HHS Enterprise Portal Web Help](#).

PORTAL REGISTRATION

1. To create a portal user account, access the portal at: <https://hhsportal.hhs.state.tx.us/iam/portal> and select **Register**.



2. On the **Self Registration** screen:
 - a. Select a user type.
 - b. Click on the ? icon on the screen if you are unsure about your user type.

A screenshot of the 'Self Registration' screen. The title is 'Self Registration' with a question mark icon. Below the title are five radio button options:

- I am an HHS Employee.
- I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.
- I work for a Non-HHS Government Agency or Partner Organization.
- I represent a private organization that is bidding on a government contract specific to CAPPS Supplier Portal
- None of the above.

A 'Cancel' button is located in the bottom right corner.

3. The next step depends on the type of user that you are:
 - a. *HHS Employees Only*. Enter your Employee ID in the fields provided, then select **Next**. <Skip to Step 5>
 - b. *HHS Contractors Only*. Select **Next**.
 - c. *Employees of Non-HHS Agencies and Private Organizations Only*. Add your agency or organization's EIN in the fields provided, then select **Next**.
 - d. *I represent a private organization...* Select **Next**.
 - e. *None of the Above*. Select this item only if you need to submit a report through the Report Abuse Online. Select **Next**, then select **Yes** when the confirmation message appears.
4. On the **Portal Registration** screen:

- a. Fill out your profile details.
- b. Read the rules for picking a username before choosing your username.
- c. Fields with asterisks are required.
- d. *If you selected **None of the Above** as your user type:* you will also need to select your security questions and go through a security filter.
- e. *If you selected **I represent a private organization...*** You must enter your organization's nine-digit Taxpayer Identification Number (TIN). Do not enter your personal SSN.
- f. Select **Next** when you are ready.

The screenshot shows a registration form titled "Request Access: HHS Contract Employee". It is divided into three sections: Personal Information, Enterprise Portal Information, and Agency Information.

Personal Information: Fields include Prefix (dropdown), First Name* (text: London), Middle Name (text), Last Name* (text: Ada), Suffix (text), Preferred Name (text), and Personal Email (text).

Enterprise Portal Information: Fields include Username* (text: london.ada) with a green checkmark, and User Type* (dropdown: Contractor). To the right, a list of rules is provided:

- Username can contain a-z, A-Z, or 0-9
- Username can contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green checkmark means your selected username is available.
- A red (x) means your selected username is unavailable.

Agency Information: Fields include Work Email* (text: londonada@work.com), Confirm Work Email* (text: londonada@work.com), Work Phone* (text: ###-###-####-extension), and Work Fax No (text: ###-###-####).

5. **The request must go through the approval process.**

- a. You will receive an update within ten days.
- b. After it is approved, you will receive an email with a link to the portal, your username, and a temporary password.
- c. Click on the link to the portal and add your username and temporary password in the fields provided, then select **Sign In**.

*If you selected **None of the Above** as your user type, skip to Step 7.*

Attention: Contract Bidders! Your portal password and username are not the same as your CAPPs Supplier Portal username/password. You will receive your CAPPs Supplier Portal username/password separately in a different email. Use those credentials to log into the supplier portal after you have signed in to the HHS Enterprise Portal.

6. On the **Acceptable Use Agreement** screen:
 - a. Read the Acceptable Use Agreement.
 - b. Check the box beside the confirmation agreement. This box will not be enabled until you have finished scrolling through the document.
 - c. To provide an electronic signature, enter your name in the fields provided. The name be written exactly as how it was entered during registration.
 - d. Select **Next** when you are ready.

Acceptable Use Agreement

Please review and agree to the terms of the Acceptable Use Agreement. **You must scroll to the end of the agreement to enable the checkbox.**

Health and Human Services Acceptable Use Agreement (AUA)
(Formerly known as the Computer Use Agreement or CUA)

Please read the following agreement carefully and completely before signing.

Purpose
The purpose of this document is to inform you of your responsibilities concerning the use of Texas Health and Human Services System (HHS) Confidential Information, HHS Agency sensitive information, and HHS Information Resources.^[1] This includes: computer, hardware, software, infrastructure, data, personnel, and other related resources. Your signature is required to formally acknowledge your understanding, acceptance, and compliance of HHS's Information Resource Acceptable Use provisions. This agreement applies to all persons using HHS Information Resources and/or using, disclosing, creating, transmitting, or maintaining HHS Confidential Information or HHS Agency sensitive information, whether employed by an HHS Agency or not, and is based on policy delineated in the HHS Enterprise Information Security Policy (EIS-Policy), and the HHS Enterprise Information Security Acceptable Use Policy (EIS-AUP). Users are further informed of their responsibilities regarding the use of HHS Information Resources when taking the required annual HHS Enterprise Information Security Acceptable Use Training.

I understand and hereby agree to comply with the following Information Resource Acceptable Use provisions:

Authorized Use

- Information Resources are intended to be used in support of official state-approved business.
- Limited personal use of Information Resources may be allowed and is described in other policies and procedures of the HHS Agency by which I am employed.
- Proper authorization is required for access to all information owned by HHS Agencies, except for information that is maintained for public access.
- I will not attempt to access or alter any information that I am not authorized to work with in the performance of my job duties.
- I will not enter any unauthorized information, make any unauthorized changes to information, or disclose any information without proper authorization. Unauthorized access to an HHS Information Resource, allowing another party unauthorized access to, or maliciously causing a computer malfunction are violations under Chapter 33 of the Texas Penal Code ("Computer Crime Law") and are punishable by fines, jail time, or both.

User Credentials

- I will receive and will be required to use credentials (User ID and Password) to gain access to and to use HHS Information Resources.

By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms.

Provide an electronic signature by entering your first and last name:

First Name

Last Name

7. On the **Change Password** screen:
 - a. Read the password rules.
 - b. Enter your new password in the fields provided. The red x's in the password rules list will turn green as you are typing your password, showing that you are adhering to the rules.
 - c. Select **Submit** when you are ready.

*If you selected **None of the Above** as your user type, your registration is complete.*

The screenshot shows the 'Change Password' interface. On the left, there are two input fields: 'New Password*' and 'Confirm New Password*'. Below them are 'Cancel' and 'Submit' buttons. On the right, a 'Password Rules' panel lists the following requirements:

- ✘ 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 the last 6 passwords used.
- ★ The password will expire after 90 days and must be changed after expiration.

8. On the **Security Questions** screen:
 - a. Select three different security questions from the drop-down.
 - b. Enter answers in the fields provided.
 - c. Select **Submit**.

The screenshot shows the 'Security Questions' interface. It includes the instruction: 'To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.' There are three question sets, each with a dropdown menu for the question, a 'Response*' field, and a 'Confirm*' field. The questions shown are:

- Question *: What is your favorite sport?
- Question *: Who was your favorite teacher?
- Question *: What is your favorite pet's name?

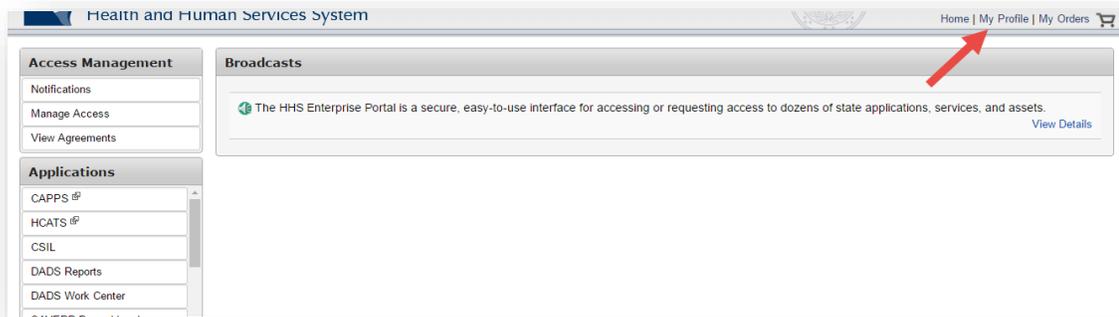
At the bottom right, there are 'Cancel' and 'Submit' buttons.

Congratulations! You are now a registered Portal User.

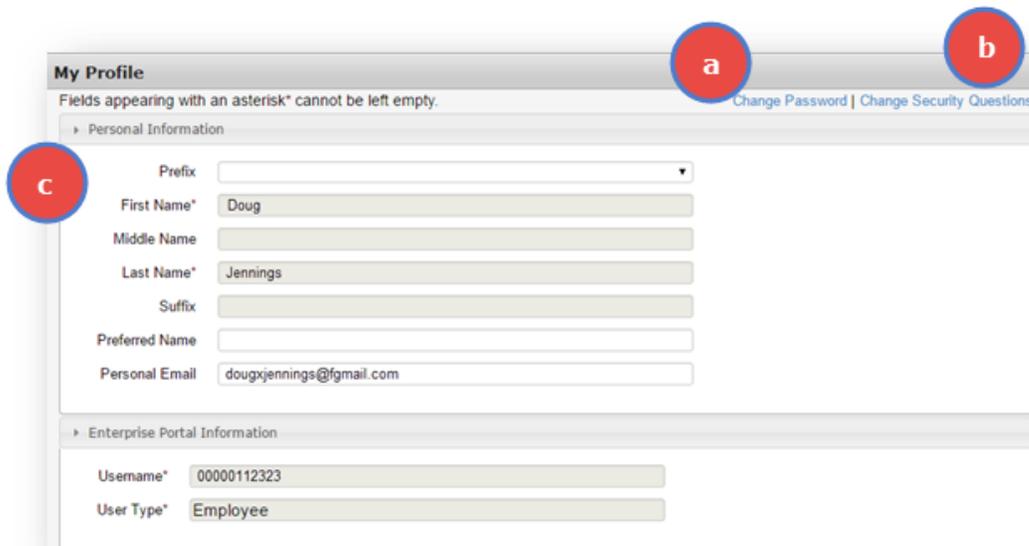
MANAGE ACCOUNT INFORMATION

Change passwords ~ Change Security Questions ~ Add/Remove Profile Details

1. Select the **My Profile** link on the top right of any screen in the portal.



2. On the **My Profile** screen,
 - a. To change your password, select the **Change Password** link.
 - b. To change your security questions, select the **Change Security Questions** link.
 - c. Add or remove information from fields that have been enabled. Contact your supervisor if you find changes are needed in fields that have been disabled.



RETRIEVE FORGOTTEN PASSWORDS/USERNAMES

1. Select the **Forgot Username** or the **Forgot Password** link on the **Welcome** screen.



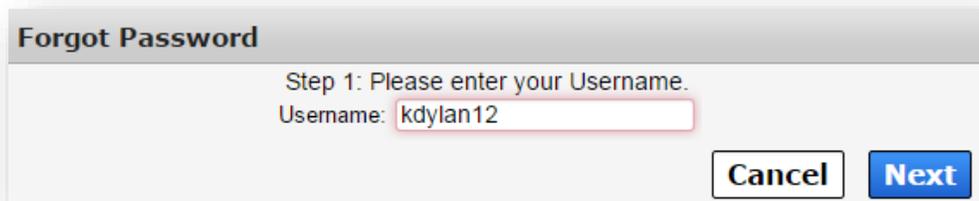
2. **For usernames:**

- Enter the email associated with your account.
- Select **Next**.



For passwords:

- a. Enter your username.
- b. Select **Next**.



3. **For usernames:** Enter your security questions and select **Next**.

Question: What city were you born in?
 *Response
 *Confirm Response

Question: What is your favorite color?
 *Response
 *Confirm Response

For passwords:

Select an option for resetting your password.

- To reset your password by answering security questions, keep the **Answer security questions** option selected and check the box beside **I'm not a robot**. You will then be given a quick verification test to prove you are not a computer.

Select an option for resetting your password:

Answer security questions.
 Provide user details.

* For security purposes, please check the box below and complete the visual challenge. Audio and keyboard challenges are also available.

I'm not a robot 

When you have successfully answered the test, click **Next**. On the next page, answer your security questions. You are required to provide the correct answer twice for each question. Click **Next** when you are ready.

Forgot Password - Security Questions

Answer the following questions to recover your password.

Question # 1 * What is your Mother's maiden name?
 Response # 1 *
 Confirm # 1 *

Question # 2 * What is your favorite color?
 Response # 2 *
 Confirm # 2 *

- Select **Provide user details** to reset your password by entering your date-of-birth and social security number if you are an employee, or by entering your email and

phone number if you are not an HHS employee. The screen will change to reflect the required fields. After you provide the information, check the box beside **I'm not a robot**. You will then be given a quick verification test to prove you are not a computer. When you have successfully answered the test, click **Next**.



The screenshot shows a web form titled "Forgot Password - User Details". It contains two radio button options: "Answer security questions" and "Provide user details", with the latter selected. Below these are input fields for "Date of Birth" (with a calendar icon) and "SSN" (with a mask). A note states: "* For security purposes, please check the box below and complete the visual challenge. Audio and keyboard challenges are also available." At the bottom, there is a checkbox labeled "I'm not a robot" next to a CAPTCHA icon. "Cancel" and "Next" buttons are located in the bottom right corner.

4. **For usernames:**

- The portal will display your username.
- Select **Close** when you are ready.

For passwords:

- a. Check your inbox for an email (Non-HHS employees will receive an encrypted email) with a temporary password for accessing the portal.
- b. Sign in to the portal with the temporary password.
- c. The portal will prompt you to change your password.