

Password Resets

The HHS Enterprise Portal

Updated Sept. 13, 2016

Start

About this Document

The document is interactive. Click the blue buttons or highlighted sections of the screenshot to move to the next step.

Got It

HHS Enterprise Portal 

 **TEXAS**
Health and Human Services System 

System Use Notification

Warning: This is a Texas Health and Human Services information resources system that contains State and/or U.S. Government information. By using this system you acknowledge and agree that you have no right of privacy in connection with your use of the system or your access to the information contained within it. By accessing and using this system you are consenting to the monitoring of your use of the system, and to security assessment and auditing activities that may be used for law enforcement or other legally permissible purposes. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under applicable law.

Sign In

Username

Password

[Sign In](#) [Forgot Username?](#) [Forgot Password?](#)

New to the portal? [REGISTER](#) 

Broadcast Message(s):

-  Maintenance scheduled this weekend. Click on 'View Details' [View Details](#)
-  The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. [View Details](#)
-  IT Forms^{SP} and EIAM^{SP} pages have moved. Please update your bookmarks [View Details](#)

[Help](#) ^{SP} | [Supported Browsers](#) | [FAQs](#) | [Contact Us](#) | [Internet Policy](#)

To reset an application password for a user, start by signing in to the portal at <https://hhsportal.hhs.state.tx.us/iam/portal/>.



My Access

[Manage Access](#)

[View Agreements](#)

My Applications

[ISM](#)

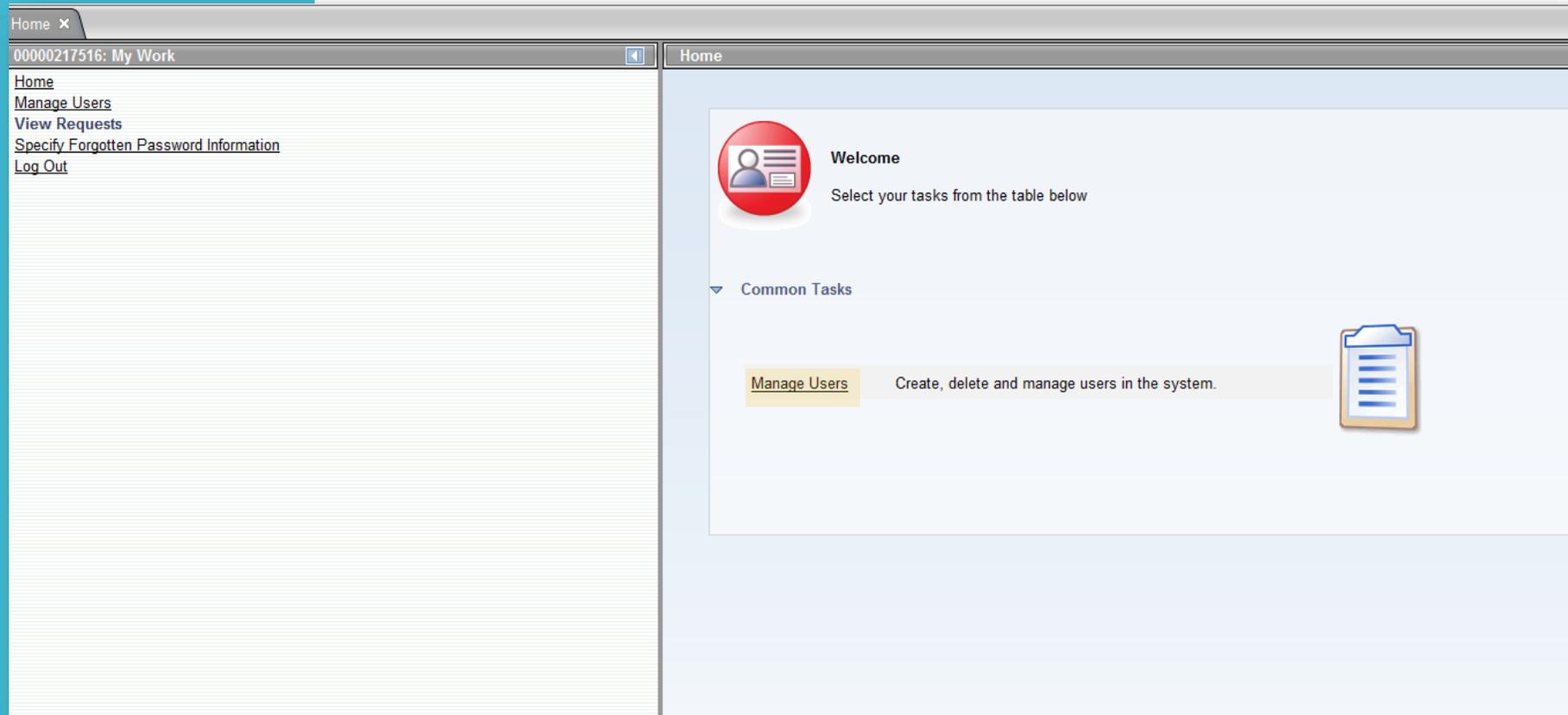
[CAPPS](#)

[ITSM](#)

My Notifications

- Maintenance scheduled this weekend. Click on 'View Details' [View Details](#)
- The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens of state applications, services, and assets. [View Details](#)
- [IT Forms](#) and [EIAM](#) pages have moved. Please update your bookmarks [View Details](#)

On the portal Home page, click **ISIM** under My Applications.



On the ISIM page, click **Manage Users**.

Manage Users

Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing "b*" will find "abc".)

Search information Search by **Last Name**

Users

To perform a particular task for a user, the user, and then select the task that you want to perform.

- Last Name
- Full name
- E-mail address
- Employee number**
- Preferred user ID
- Partner tax id

Include accounts when suspending, restoring, or deleting users

Select	Name	E-mail Ad...	Last Name	Business ...	Status
Total: 0 Displayed: 0 Selected: 0					

Search for a user by last name or Employee ID. When searching by data other than the last name, remember to change the search by field to reflect your search criteria, i.e. Employee ID, Preferred User ID, etc.

Next

Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing "b*" will find "abc".)

Search information Search by Last Name

Users

To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform.

23 results found for: **burgess**

Include accounts when suspending, restoring, or deleting users

<input type="checkbox"/> Select	Name	E-mail Ad...	Last Name	Business ...	Status
<input type="checkbox"/>	Amanda Yvonne Burgess	aburgess51@...	Burgess	DADS	Inactive
<input type="checkbox"/>	Angie Burgess	mtpleasant.bo...-health.com	Burgess	Nexion Health Management	Active
<input type="checkbox"/>	Brandon Lee Burgess	brandon.burge...	Burgess	Texas Health and Human Services	Inactive
<input type="checkbox"/>	Carla Patrice Burgess	carla.burgess...	Burgess	DFPS	Active
<input type="checkbox"/>	Corletta R Burgess	corletta.burge...	Burgess	DADS	Inactive

If you are searching by the last name, you will have to scan through all the users with that name to find a specific user.

Next

Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "" symbol on the keyboard to indicate a wildcard. (For example, typing "b" will find "abc".)

Search information Search by

Users

To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform.

1 results found for: 00000217516

Include accounts when suspending, restoring, or deleting users

<input type="checkbox"/> Select	Name	E-mail Ad...	Last Name	Business ...	Status
<input type="checkbox"/>	Gail M Burgess	gail.burgess@...	Burgess	HHSC	Active

Page 1 of 1 Total: 1 Dis

- Change Passwords
- Suspend
- Restore
- Delegate Activities...
- Request Accounts...
- Accounts
- Request Access...
- Access...

Once the user is located, click on the arrow next to their name and click **Accounts**.

Next

Manage Users > Accounts

To locate the accounts for **Gail M Burgess**, type a user ID or service name, select a filter, and then click Search. The accounts that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing *b* will find "abc".)

Account information

Search by
 User ID
 Service Name

Manage Users > Accounts

To perform a particular task on an account for **Gail M Burgess**, click the icon next to the name of the user, and then select the task that you want to perform.

<input type="button" value="Restore"/>		<input type="button" value="Refresh"/>			
<input type="checkbox"/>	...	Sta...	User ID	Service Name	Status
Total: 0 Displayed: 0 Selected: 0					

After you click Accounts, search for the user again using their User ID or Employee ID.

Manage Users > Accounts

To locate the accounts for **Gail M Burgess**, type a user ID or service name, select a filter, and then click Search. The accounts that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing *b* will find "abc".)

Account information

Search by
 User ID
 Service Name

Manage Users > Accounts

To perform a particular task on an account for **Gail M Burgess**, click the icon next to the name of the user, and then select the task that you want to perform.

2 results found for: 00000217516

<input type="button" value="Restore"/> <input type="button" value="Refresh"/>				
<input type="checkbox"/> ... ^	Sta... ^	User ID ^	Service Name ^	Status ^
<input type="checkbox"/>		00000217516	Enterprise Account	Active
<input type="checkbox"/>		00000217516	ITIM Account	Active

Page 1 of 1 Total: 2 Displayed: 2 Selected: 0

The screen then displays a list of applications for which the user has access.

Next

If the user's Enterprise account shows as Active, but the applications the user is trying to access shows as Inactive, ask the user if they are able to log into the Enterprise Portal. If the user can successfully log into the Enterprise Portal, then have the user speak to their Supervisor about having the application that they are trying to access unlocked or reset.

Got It

Manage Users > Accounts

To locate the accounts for **Gail M Burgess**, type a user ID or service name, select a filter, and then click Search. The accounts that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing *b* will find "abc".)

Account information

Search by
 User ID
 Service Name

Manage Users > Accounts

To perform a particular task on an account for **Gail M Burgess**, click the icon next to the name of the user, and then select the task that you want to perform.

2 results found for: 00000217516

<input type="checkbox"/> ... ^	Sta... ^	User ID ^	Service Name ^	Status ^
<input type="checkbox"/>		00000217516	Change Password	Active
<input type="checkbox"/>		00000217516	Restore	Active

Page 1 of 1 Total: 2 Displayed: 2 Selected: 0

Click the arrow next to the user's Enterprise Account, then click **Change Password**.

Change Passwords

To change the password for **Gail M Burgess**, select whether you want to have the system generate the password or whether you want to specify the password now. If you specify a password, it must conform to the rules for the password for this account. To view these rules, click [View password strength rules](#).

- Generate a password for me
 Allow me to type a password

Password

Confirm Password

[View password strength rules](#)

Accounts

To change your password, select one or more accounts that you want to change the password for, and then click [Submit](#).

<input checked="" type="checkbox"/> Select	Service Name	User ID
<input checked="" type="checkbox"/>	Enterprise Account	00000217516

Page 1 of 1 Total: 1 Displayed: 1 Selected: 1

[Schedule](#)

On the Change Password screen, you have two options:

- Generate a password for me
- Allow me to type a password

Next

If you select **Generate a Password for Me**, the user will receive a temporary password in an email. Ask the user to check their email and try the password that was sent.

If you select **Allow Me to Type a Password**, type a password and give it to the user.

Next

Once the user logs in, they will be prompted to change the password, regardless of the way the password was generated for the user.

Stay on the phone with the user until the user accesses the application in question.

Done