

# Portal Account Registration and Management

The HHS Enterprise Portal

Last Updated: 6-27-19

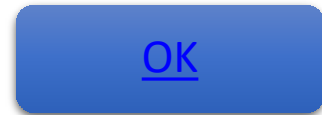
# About this Document

This document was designed to be read interactively on your computer, tablet, or smart phone.

Click on the area beside the arrow to move to the next step.

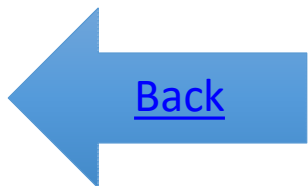
Click **Back** to return to the pervious page.

Click **New Topic** to return to the list of topics.



# Select a topic

- I want to register for a portal account
- I want to change my password and/or security questions
- I [want to change information on my portal account](#)
- I [forgot my password](#)
- I [forgot my username](#)
- I [am locked out of my account](#)



# Register for a Portal Account

[Click here to get started](#)

[New Topic](#)

# Navigate to the portal and select Register

**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.

**Broadcast Message(s):**

- 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](#)
- Missed the UAT demonstration video? [Download it here.](#) [View Details](#)

**Sign In**

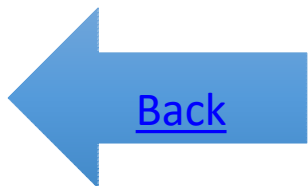
Username

Password

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

New to the portal? [REGISTER](#)


[Help](#) | [Supported Browsers](#) | [FAQs](#) | [Contact Us](#) | [Internet Policy](#)



# Select your user type

Select any option



**Self Registration** 

I am an HHS Employee or HHS Contractor, Temporary Worker, Volunteer, or Intern.

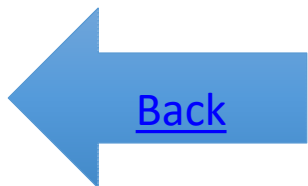
I work for a Non-HHS Government Agency or Partner Organization.

I represent a business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.

I am registering as a Term User to request ONLY EFT access. (You must sign the Terms of Use Agreement). (By selecting this option, you will not be able to request access to other applications.)

None of the above.

**Cancel**

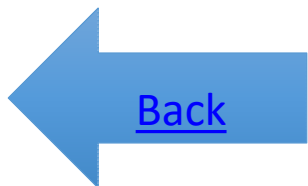



# Enter your Employee ID and click Next

Employee IDs consist of eleven (11) numerical values.

Enter your HHS Employee ID\*

Re-enter your HHS Employee ID\*



# Enter your Organization's EIN

**Self Registration** ?

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 Private Organization.

Enter your Organization's Employer Identification Number (EIN) without hyphens.

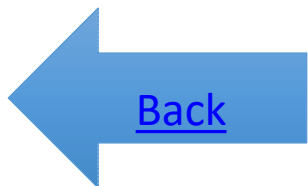
Enter EIN\*

Re-enter EIN\*

[Search for Organization](#)

[Click here if you do not know your organization's EIN](#)

[Click here after you enter your organization's EIN](#)



[New Topic](#)

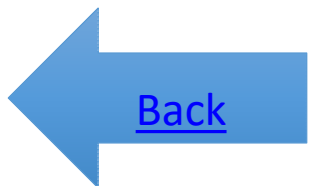


# Enter your organization's name

**Search for Organization**

Search for Organization

[Back](#) [Search](#)



# Click on the name of your organization

**Search for Organization**

Search for Organization

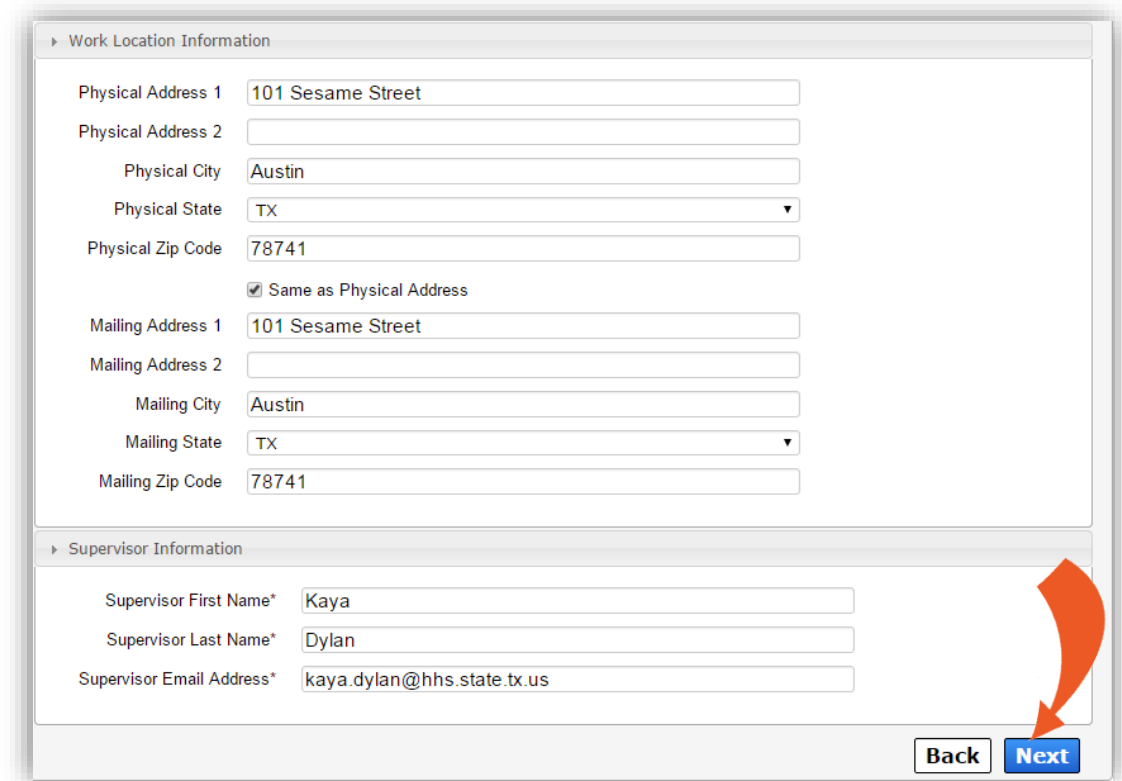
[Back](#) [Search](#)

Name	Description	Contact First Name	Contact Last Name	Contact Phone Number	Contact Email Address
<a href="#">Women's Health of Austin</a>		Katherine	Phillips	5122893163	kayep11@hotmail.com



# Fill out your profile details

- Fields with asterisks cannot be left empty.
- Read the rules before creating a username.
- Remember how you enter your name in the first/last name fields. Later, you will need to enter your name exactly as it appears here when signing the Acceptable Use Agreement.
- Click **Next** when you are ready.



The screenshot shows a web form with two sections: "Work Location Information" and "Supervisor Information".

**Work Location Information:**

- Physical Address 1: 101 Sesame Street
- Physical Address 2: (empty)
- Physical City: Austin
- Physical State: TX
- Physical Zip Code: 78741
- Same as Physical Address
- Mailing Address 1: 101 Sesame Street
- Mailing Address 2: (empty)
- Mailing City: Austin
- Mailing State: TX
- Mailing Zip Code: 78741

**Supervisor Information:**

- Supervisor First Name\*: Kaya
- Supervisor Last Name\*: Dylan
- Supervisor Email Address\*: kaya.dylan@hhs.state.tx.us

At the bottom right, there are two buttons: "Back" and "Next". An orange arrow points from the "Next" button back to the "Supervisor Information" section.



# Complete the Bidder Registration form

**Request Access: Bidder Registration**

Account Information

- Username can contain a-z, A-Z, or 0-9
- Username can only 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.

\* Required Field

Username \*

First Name \*

Middle Name

Last Name \*

Suffix

Gender \*

Email Address \*

Primary Phone \*

Primary Phone Type \*

Secondary Phone

Secondary Phone Type

Mobile #

Street Address \*

Enter a username and other information

Secondary Phone

Secondary Phone Type

Mobile #

Street Address \*

City \*

Zip \*

Country

State \*

County


Address Type \*

Company Name \*

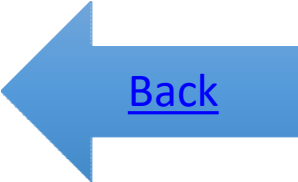
Days and times you can be reached \*

Tin/FEIN \*

For security purposes, Verify you're not a robot. Solve the math problem or type the letters or numbers. \*

vzctb 

Enter your organization's 9-digit Taxpayer Identification Number (TIN) or 11-digit Federal Employer Identification Number (FEIN). Contract bidders must enter their organization's TIN. Verify that you are not a robot and select Next



[New Topic](#)

# 10-Day Request Period

- You will receive an request update via email within 10 days.
- Communicate with your Supervisor if the 10-day period is almost over and you have not received an update. If your Supervisor fails to respond to your request, you will be forced to resubmit an access request.
- You will receive an email after your request has been approved.

[Next](#)

[Back](#)

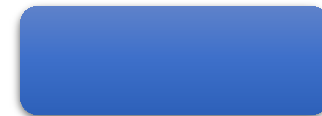
[New Topic](#)

# Check your inbox for an email

The email contains:

- Your username
- A temporary password
- A link to the portal

Click the portal link. On the portal Welcome page, enter your username and temporary password in the fields provided, then click **Sign In**.



# Sign the Acceptable Use Agreement

- Read the agreement, scrolling to the bottom of the page to enable the confirmation checkbox.
- Check beside the confirmation checkbox
- Enter your first and last name as it appears in CAPPS (if you are an HHS Employee) or as it was entered when you registered for an account (if you are not an HHS Employee).
- Click **Next**.

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.

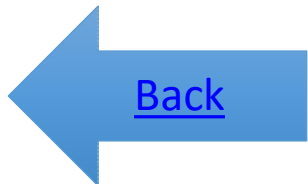
By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms.

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

First Name

Last Name

Cancel **Next**



# Create a Password

Read the password rules before you start. The red text will change to green when a condition is met.

### Change Password

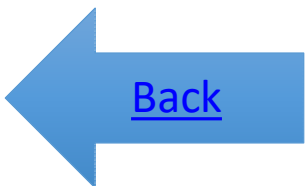
Your password must be changed to continue.

New Password\*

Confirm New Password\*

#### Password Rules

- ✘ 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.





# Finally, select your security questions

**Security Questions**

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question \*

Response \*

Confirm \*

Question \*

Response \*

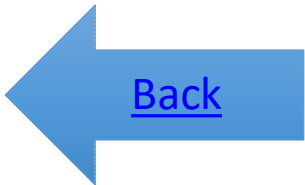
Confirm \*

Question \*

Response \*

Confirm \*

Keep your answers somewhere safe. You will need to answer these questions in the event that you forget your password or username.



# Change Password or Security Questions

[Click here to get started](#)

[New Topic](#)

# Click on the My Profile link

Home | My Profile | My Orders

**My Access**

- Manage Access
- View Agreements

**My Applications**

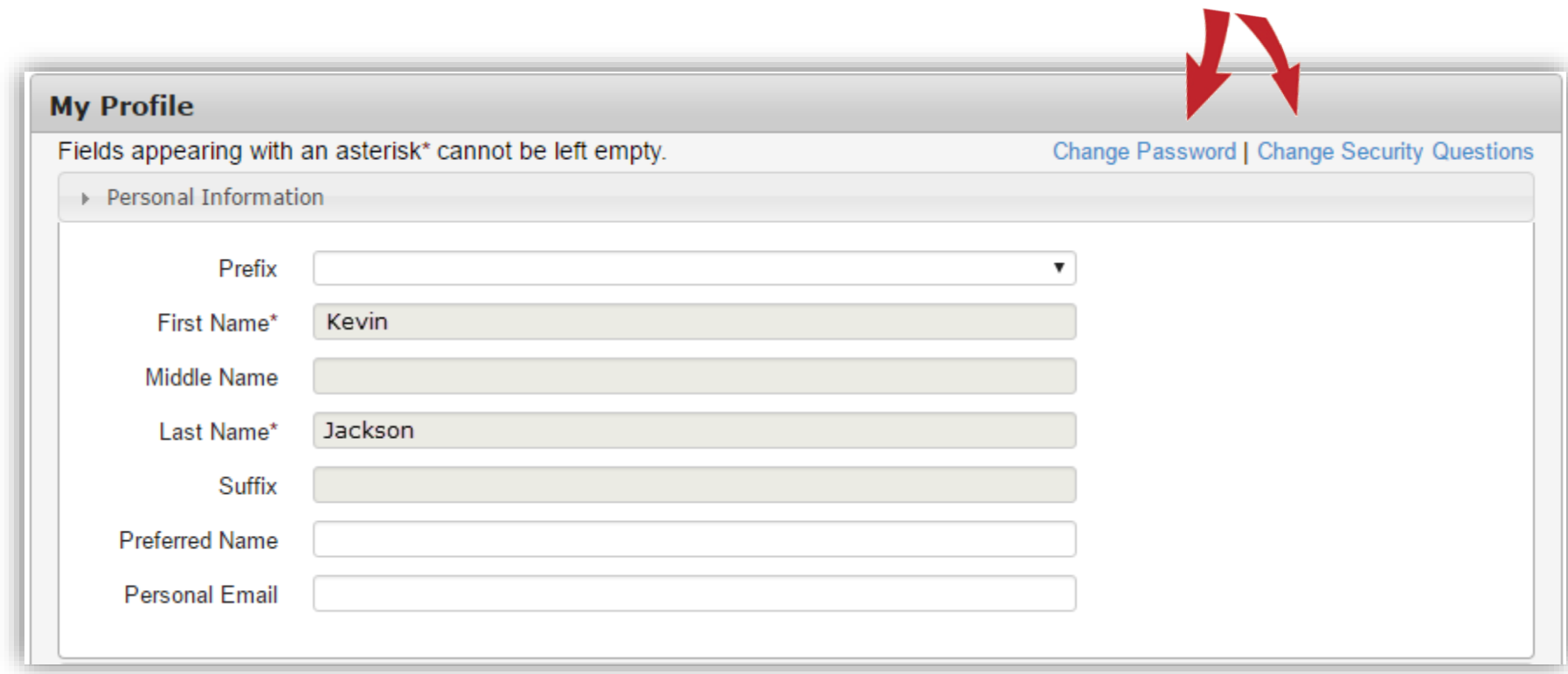
- CAPPS

**My Notifications**

- 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](#)



# Click on the links at the top of page

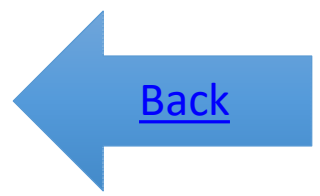


**My Profile**

Fields appearing with an asterisk\* cannot be left empty. [Change Password](#) | [Change Security Questions](#)

▶ Personal Information

Prefix	<input type="text"/>
First Name*	<input type="text" value="Kevin"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text" value="Jackson"/>
Suffix	<input type="text"/>
Preferred Name	<input type="text"/>
Personal Email	<input type="text"/>



# Enter your old password and new password

### Change Password

Old Password\*

New Password\*

Confirm New Password\*

#### Password Rules

- ✔ 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 your First name or Last name.
- ★ 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.

The red password rules will change to green when each condition is met.

[Back](#)

[New Topic](#)

# Change your security questions and provide answers

### Security Questions

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question \*

Response \*

Confirm \*

Question \*

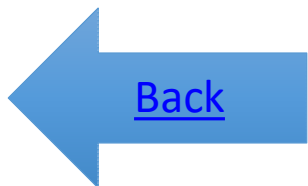
Response \*

Confirm \*

Question \*

Response \*

Confirm \*



# Change Portal Profile Information

[Click here to get started](#)

[New Topic](#)

# Click on the My Profile link

Home | [My Profile](#) | [My Orders](#)

### Access Management

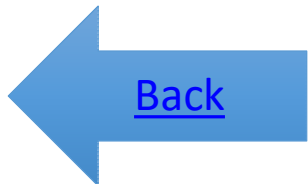
- [Notifications](#)
- [Manage Access](#)
- [View Agreements](#)

### Applications

- [CAPPS](#)
- [HCATS](#)
- [CSIL](#)
- [DADS Reports](#)
- [DADS Work Center](#)
- [SAVERR Purged Inquiry](#)
- [PMRS\\_DEV](#)
- [FVNet](#)

### Broadcasts

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](#)





# Make changes to your profile

- You can make changes to any enabled fields.
- Contact your Supervisor if you need to change information in fields that have been disabled.
- You cannot change your username.
- Select **Submit** after you have finished making the desired changes.

[OK](#)

[Back](#)

[New Topic](#)

# Reset Your Password

[Click here to get started](#)



[New Topic](#)

# Navigate to the portal and select Forgot Password

### 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.

**Broadcast Message(s):**

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-  Missed the UAT demonstration video? [Download it here.](#) [View Details](#)

### Sign In

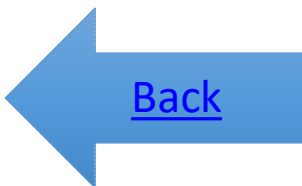
Username

Password

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

New to the portal? [REGISTER](#)

[Help](#) | [Supported Browsers](#) | [FAQs](#) | [Contact Us](#) | [Internet Policy](#)

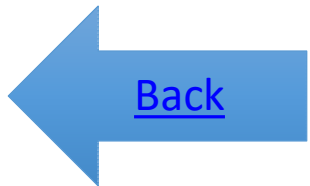


# Enter your username

Forgot Password

Step 1: Please enter your Username.

Username:



# Answer your security questions

### Forgot Password

Step 2: Answer the following questions to recover your password.

**Question** What is your Mother's maiden name?

Response\*

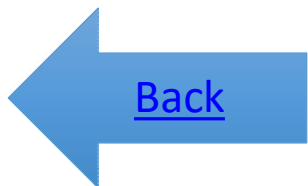
Confirm Response\*

**Question** What city were you born in?

Response\*

Confirm Response\*

[Cancel](#) [Next](#)



# Retrieve Your Username

[Click here to get started](#)

[New Topic](#)

# Are you an HHS Employee?

- [Yes](#)
- [No](#)



# For HHS Employees

Your username is your Employee ID.

Contact your Supervisor if you do not know your Employee ID.

[OK](#)

[Back](#)

[New Topic](#)



# Navigate to the portal and select Forgot Username



**System Use Notification**

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**Sign In**

Username



Password

[Sign In](#)

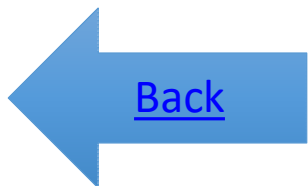
[Forgot Username?](#)  
[Forgot Password?](#)

New to the portal? [REGISTER](#)

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[Help](#) | [Supported Browsers](#) | [FAQs](#) | [Contact Us](#) | [Internet Policy](#)

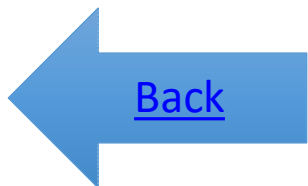


# Enter your email

**Forgot Username**

Please use the email id that you used when you registered with the HHS Portal.  
**Note:** for HHS employees, the username is the employee id.

Email Address



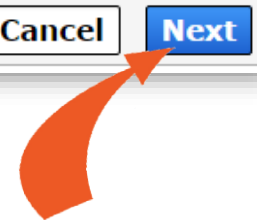
# Answer your security questions

**Forgot Username**

Answer the following questions to retrieve your username.

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

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

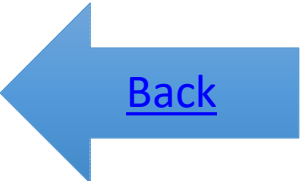


# The portal will display your username

**Forgot Username**

Your username is kayephillips879

[Close](#)



If you are locked out of your account or experiencing other issues...

Contact the Help Desk at:

Phone: 512-438-4720

Toll Free: 1-800-435-7181 TDD 711

