



HHS Enterprise Portal Account Management

Identity and Access Management

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TEXAS
Health and Human
Services

HHS Enterprise Portal Account 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.

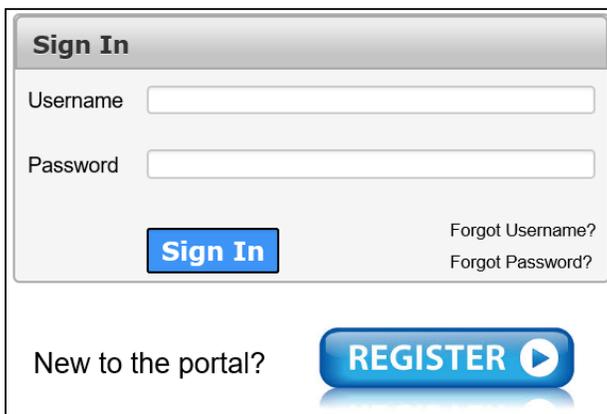
The Account Management Guide contains the following content:

- [Manage Account Information](#)
- [Change an Expiring Password](#)
- Change Security Questions
- [Reset a Forgotten Password](#)
- [Retrieve a Forgotten Username](#)

Manage Account Information

1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>

Figure 1. Registration screen



The screenshot shows a registration form with the following elements:

- Sign In** (header)
- Username
- Password
- Sign In** (button)
- [Forgot Username?](#)
- [Forgot Password?](#)
- New to the portal? **REGISTER** 

2. Login to the Enterprise Portal using your username and password.
3. Select the **My Profile** link on the top right of any screen in the portal to display the **My Profile** screen. You can click the **Change Password** or **Change Security Questions** links to perform those actions.

Figure 2. My Profile screen

The screenshot shows the 'My Profile' screen. At the top, there is a header 'My Profile' and a sub-header 'Fields appearing with an asterisk* cannot be left empty.' To the right of the sub-header are links for 'Change Password' and 'Change Security Questions'. Below the sub-header are two sections: 'Personal Information' and 'Enterprise Portal Information'. The 'Personal Information' section contains fields for Prefix (a dropdown menu), First Name* (a text field with a red asterisk), Middle Name (a text field), Last Name* (a text field with a red asterisk), Suffix (a text field), Preferred Name (a text field), and Personal Email (a text field). The 'Enterprise Portal Information' section contains fields for Username* (a text field with a red asterisk) and User Type* (a dropdown menu with 'Employee' selected).

4. Modify the information in the fields that are enabled. Contact your supervisor if you find changes are needed in fields that have been disabled

Change Security Questions

Complete the following steps to change your security questions.

1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>

Figure 3. Registration screen

The screenshot shows the 'Sign In' screen. It has a header 'Sign In' and two text input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Sign In' button. To the right of the 'Sign In' button are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom of the screen, there is a text label 'New to the portal?' and a blue 'REGISTER' button with a play icon.

2. Login to the Enterprise Portal using your username and password.
3. Click **My Profile** to open the **My Profile** screen.

Figure 4. My Profile screen

The screenshot shows the 'My Profile' screen. At the top, there is a header 'My Profile' and a sub-header 'Fields appearing with an asterisk* cannot be left empty.' To the right of the sub-header are links for 'Change Password' and 'Change Security Questions'. Below the sub-header are two sections: 'Personal Information' and 'Enterprise Portal Information'. The 'Personal Information' section contains fields for Prefix (a dropdown menu), First Name* (a text field with a purple bar), Middle Name (a text field with a purple bar), Last Name* (a text field with a purple bar), Suffix (a text field), Preferred Name (a text field), and Personal Email (a text field). The 'Enterprise Portal Information' section contains fields for Username* (a text field with a purple bar) and User Type* (a dropdown menu with 'Employee' selected).

4. Click **Change Password** to open the **Change Password** screen.

Figure 5. Change Password screen

The screenshot shows the 'Change Password' screen. On the left, there are three text input fields: 'Old Password*' (filled with black dots), 'New Password*', and 'Confirm New Password*'. Below these fields are two buttons: 'Cancel' and 'Submit'. On the right, there is a section titled 'Password Rules' containing a list of rules. The first rule is a green checkmark: 'The password should not be empty.' The following seven rules are red X marks: '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 final rule is a yellow star: 'The password should not be the same as your First'.

5. Enter your old password in the **Old Password** field.

6. Enter your new password in the **New Password** field according to the password rules in the **Password Rules** section.
7. Re-enter your new password in the **Confirm New Password** field to confirm it. The red X's will change to green checkmarks as all password rules are met.
8. Click **Submit** to change your password.

Change an Expiring Password

The Enterprise Portal displays the number of days you have until your Enterprise Portal password expires in the upper right-hand corner of the home screen.

Complete the following steps to change an expiring password.

1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.

Figure 6. Registration screen

The registration screen features a 'Sign In' section with two input fields for 'Username' and 'Password'. Below these fields is a blue 'Sign In' button. To the right of the password field are two links: 'Forgot Username?' and 'Forgot Password?'. At the bottom of the screen, there is a 'New to the portal?' prompt followed by a large blue 'REGISTER' button with a play icon.

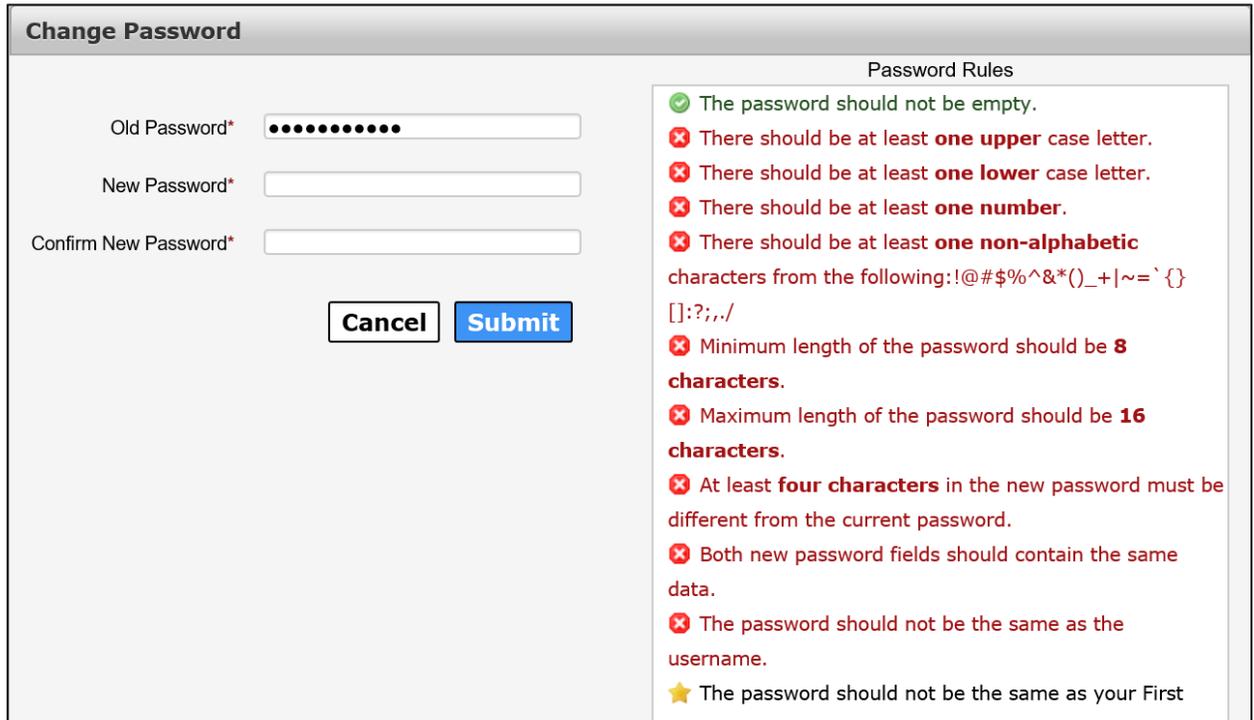
2. Login to the Enterprise Portal using your username and password.

Figure 7. Enterprise Portal Home screen

The home screen displays the 'HHS Enterprise Portal' header with a home icon. The user is logged in as 'Welcome, Laura E Hull!' with a 'Sign Out' link and '(LAST)' indicator. The Texas Health and Human Services logo is on the left, and navigation links for 'Home | My Profile | My Orders' with a shopping cart icon are on the right. A 'Password Expires : 61 Days' notification with a 'Change Password' link is visible. The main content area includes sections for 'Access Management' (with links for Notifications, Manage Access, and View Agreements), 'Staff Management' (with a link for Manage Early Onboarding), and 'Applications'. A 'Broadcasts' section is also present.

3. Click the **Change Password** link to open the **Change Password** screen.

Figure 8. Change Password screen



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

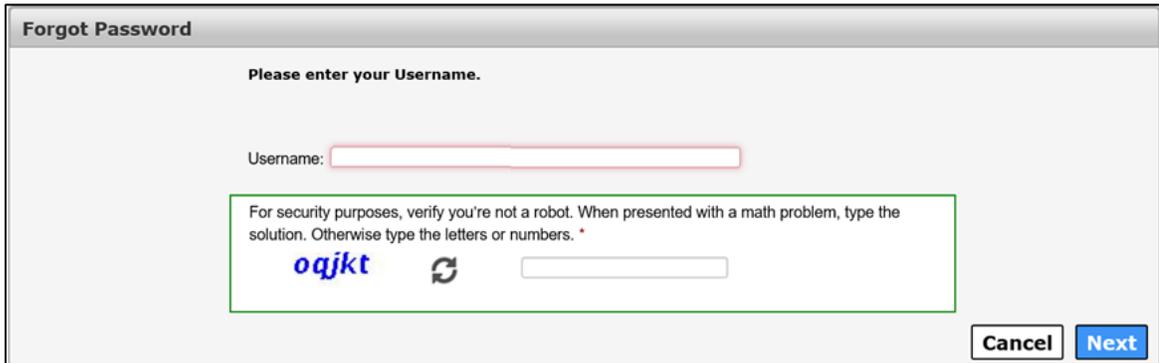
4. Enter your old Password in the **Old Password** field.
5. Enter your new Password in the **New Password** field. Your new password must meet all the rules in the **Password Rules** section.
6. Re-enter your new password in the **Confirm New Password** field to confirm it.
7. Click **Submit** to change your password.

Resetting a Forgotten Password

Follow the steps below to reset a forgotten password.

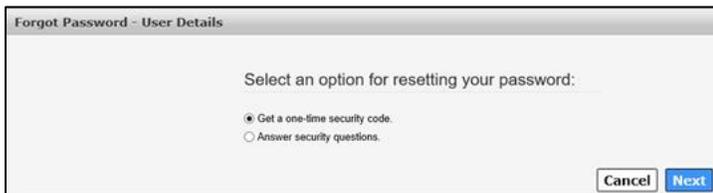
1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Select **Forgot Password** on the **Enterprise Portal Welcome** screen to open the **Forgot Password** screen.
3. Enter your **Username**.
4. Enter the letters or numbers provided or type the solution to the math problem as applicable.

Figure 9. Forgot Password screen



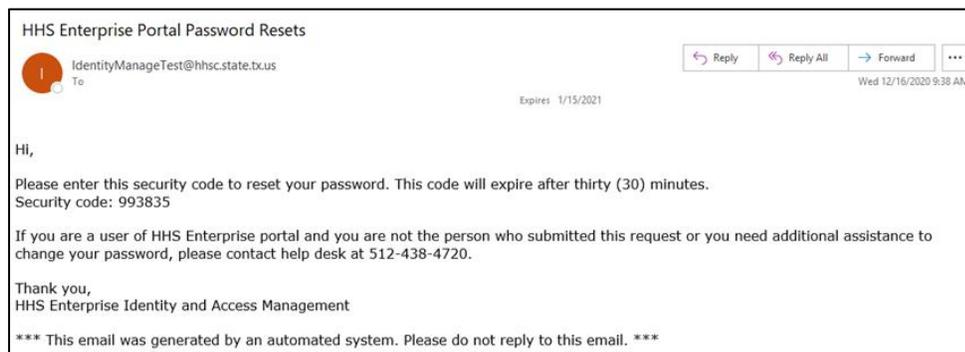
5. Click **Next** to open the **Forgot Password – User Details** screen.

Figure 10. 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@hsc.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 11. Sample Email with Security Code



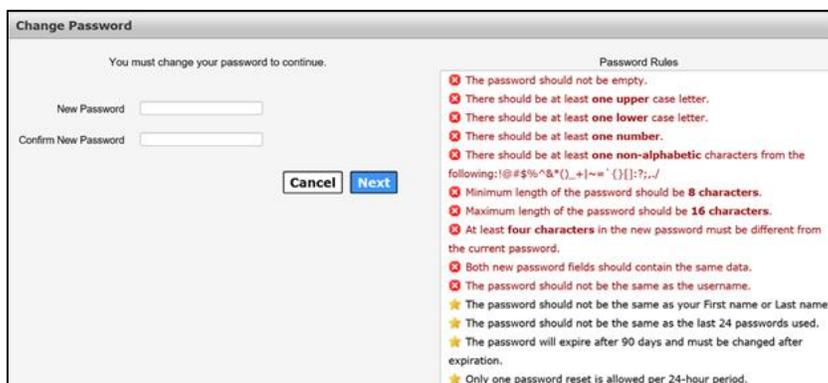
- iv. Enter the 6-digit security code, from the email, in the **Enter Security Code** box. You are required to enter this passcode to continue.

Figure 12. Forgot Password - User Details screen



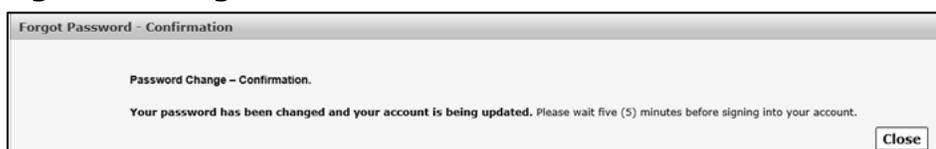
- v. Click **Next** to open the **Change Password** screen.
- vi. Continue to Step seven.
- b. **Answer Security Questions:**
 - i. Click **Next** to open the **Security Questions** screen.
 - ii. Answer your **Security Questions**. You are required to provide the correct answer twice for each question.
 - 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 six.
7. Enter your new password according to the **Password Rules**.

Figure 13. 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 14. Forgot Password - Confirmation screen



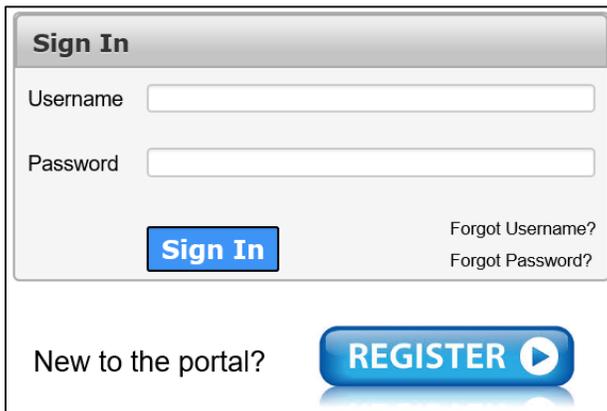
12. Click **Close**. You will be logged out of the Enterprise Portal. You must wait five minutes before signing into your account.

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.

Retrieve a Forgotten Username

1. Navigate to the HHS Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.

Figure 15. Registration screen



Sign In

Username

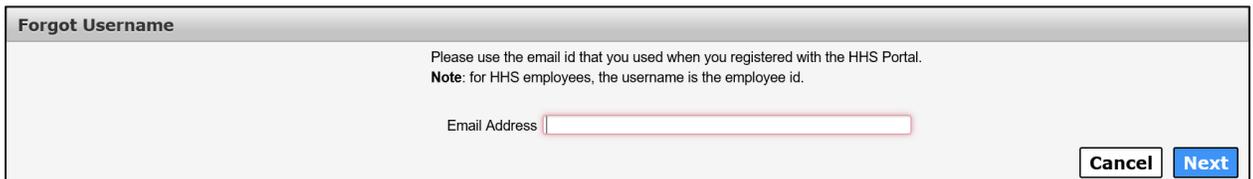
Password

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

New to the portal? **REGISTER**

2. Click the **Forgot Username** link to open the **Forgot Username** screen.

Figure 16. Forgot Username screen



Forgot Username

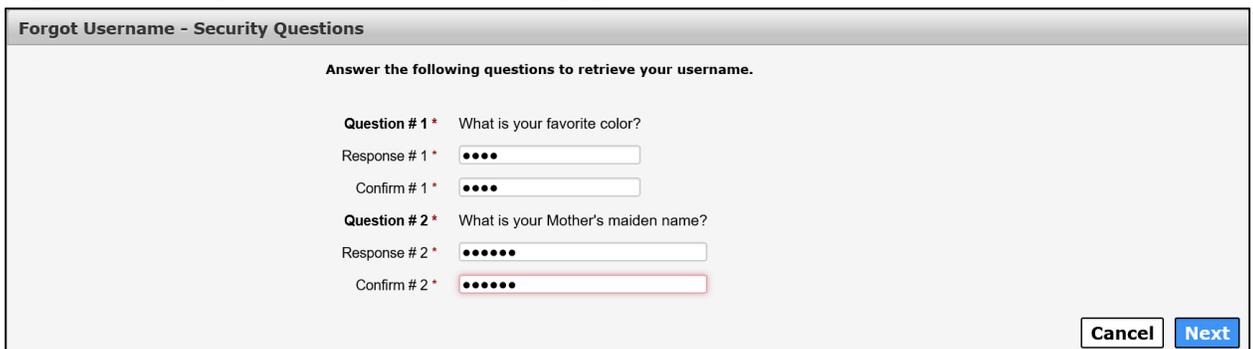
Please use the email id that you used when you registered with the HHS Portal.
Note: for HHS employees, the username is the employee id.

Email Address

Cancel **Next**

3. Enter the email address on your account to open the **Security Questions** screen.

Figure 17. Forgot Username - Security Questions screen



Forgot Username - Security Questions

Answer the following questions to retrieve your username.

Question # 1 * What is your favorite color?
Response # 1 *
Confirm # 1 *

Question # 2 * What is your Mother's maiden name?
Response # 2 *
Confirm # 2 *

Cancel **Next**

4. Answer each security question twice to confirm it.
5. Click **Next**. Your username is displayed.

Figure 18. Forgot Username - Confirmation screen



Forgot Username - Confirmation

Your username is: [Redacted]

Cancel