

# 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:

- [Portal Account Registration](#)
- [Manage Account Information](#)
- [Reset Forgotten/Username Password](#)

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

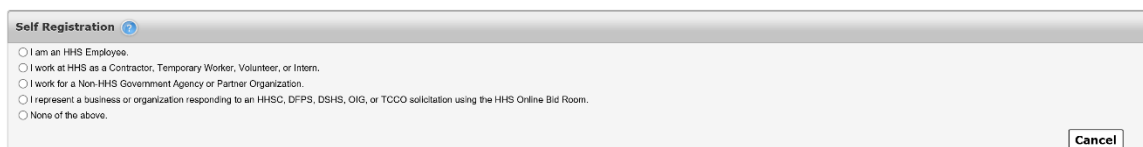
You can also find additional help on the [HHS Enterprise Portal Web Help](#).

## 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. Select the “?” icon if you are unsure about your user type.



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.

**Request Access: HHS Contract Employee**

Personal Information

Prefix

First Name\*

Middle Name

Last Name\*

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username\*  ✔

User Type\*

- 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

Work Email\*

Confirm Work Email\*

Work Phone\*

Work Fax No

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

- a. You will receive an update within 10 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.

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**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 in to the portal after you have signed into the HHS Enterprise Portal.

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### 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 scroll of the bottom of the document.
- c. To provide an electronic signature, enter your name in the fields provided. The name be written exactly as 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.

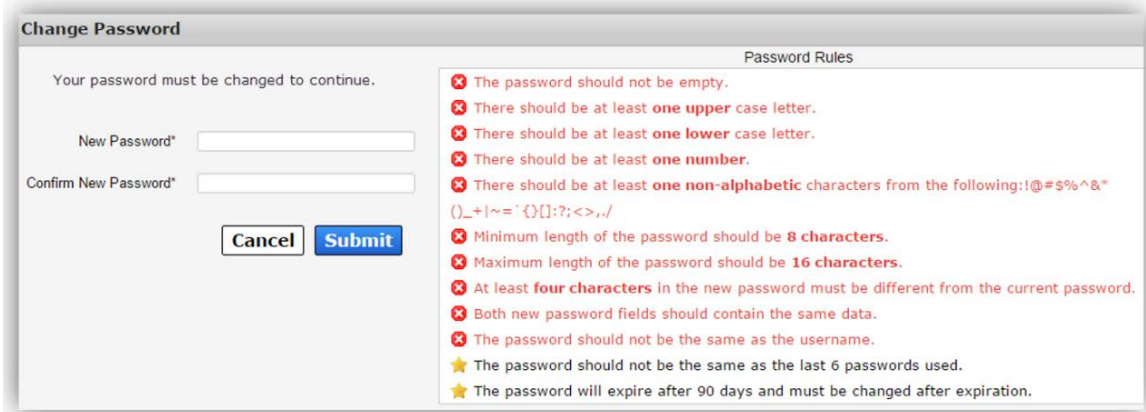
Provide an electronic signature by entering your first and last name:

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.



**Change Password**

Your password must be changed to continue.

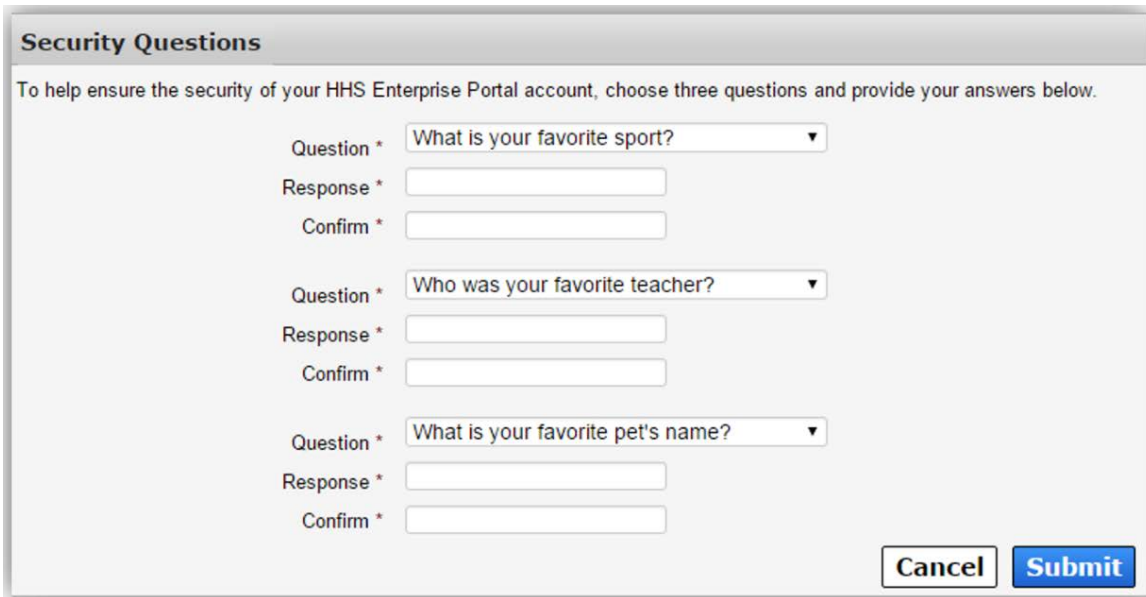
New Password\*

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.

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**.



**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 \*

**Congratulations!** You are now a registered portal user.

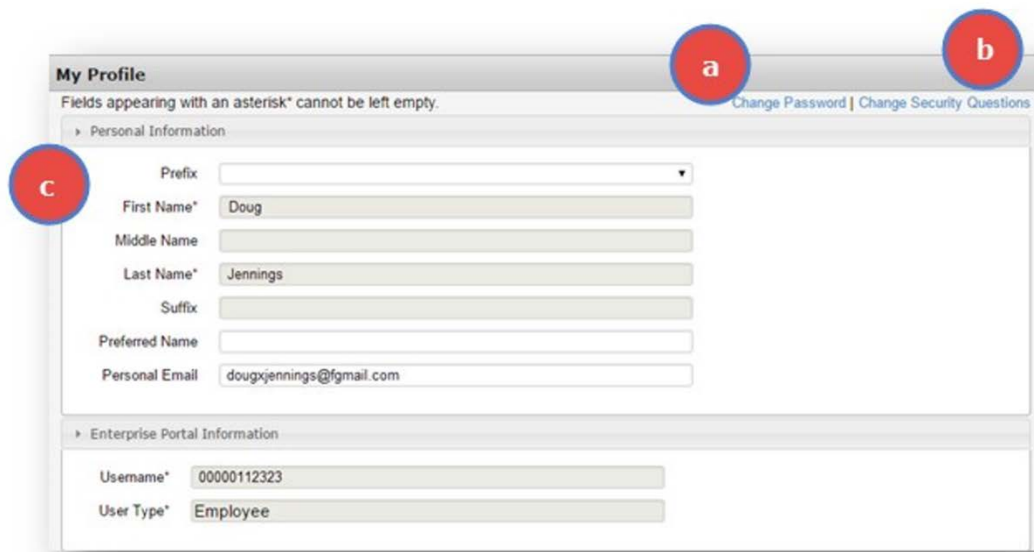
## Manage Account Information

[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.



## Reset Forgotten Passwords/Username

Follow the steps below to request a one-time security code and reset your password:

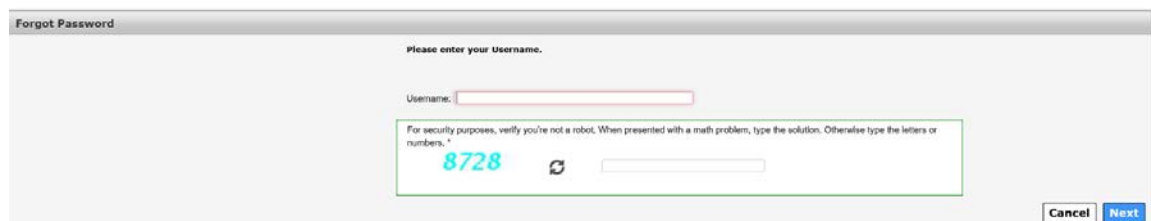
1. Select **Forgot Password** on the portal's Welcome screen.



The image shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the fields are three buttons: 'Sign In', 'Forgot Username?', and 'Forgot Password?'. The 'Forgot Password?' button is highlighted with a blue border.

**Note:** If you have forgotten your username, select **Forgot Username** first to retrieve your username.

2. On the Forgot Password screen, enter your Username. Next, enter the code provided or enter the solution to the math problem, whichever is applicable, to confirm that you are not a robot.



The image shows the 'Forgot Password' screen. It has a title bar 'Forgot Password' and a subtitle 'Please enter your Username.'. There is a 'Username:' label followed by an input field. Below that is a CAPTCHA area with the text 'For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers.' and a green box containing the number '8728' and a refresh icon. To the right of the CAPTCHA is another input field. At the bottom right are 'Cancel' and 'Next' buttons.

3. Select **Next**.

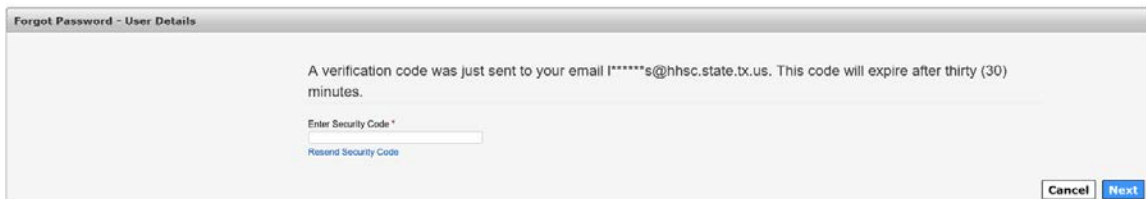
You will be presented with two options on the Forgot Password – User Details screen: “**Get a one-time security code**” or “**Answer security questions.**” “Get a one-time security code” is the default option.



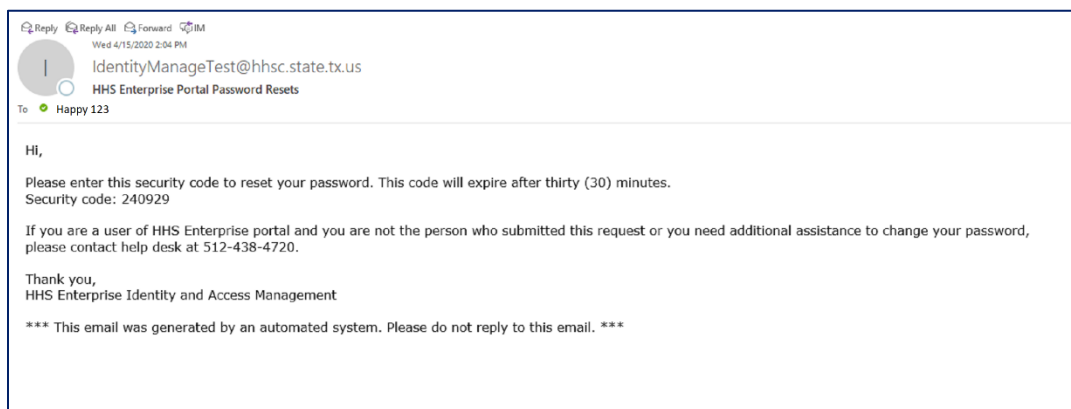
The image shows the 'Forgot Password - User Details' screen. It has a title bar 'Forgot Password - User Details' and a subtitle 'Select an option for resetting your password:'. There are two radio button options: 'Get a one-time security code.' and 'Answer security questions.'. At the bottom right are 'Cancel' and 'Next' buttons.

**Note:** You may select **Cancel** at any time during this process and you will be returned to the sign-in screen.

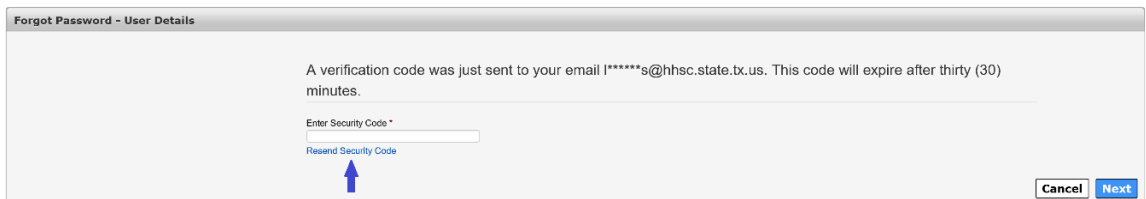
4. Select the “**Get a one-time security code**” option, and a message will display notifying you that a one-time security code was just sent to your email address that was used to register the account.



**Note:** The one-time security code will expire 30 minutes after it is sent to you. Check your Junk and Spam email folders if you do not see it in your email Inbox. Add [identitymanagement@hhsc.state.tx.us](mailto:identitymanagement@hhsc.state.tx.us) to your email contact list to ensure the email goes to your Inbox.



5. Enter the 6-digit security code, that you received, in the **Enter Security Code** box. You are required to enter this passcode to continue.
6. If you do not receive the security code, select **Resend Security Code** under “Enter Security Code” box and select **Next** to request another one-time security code, which expires 30 minutes after it is sent to you.



7. Enter the new one-time security code and select **Next** to display the Reset Password screen. The HHS Enterprise Portal password rules are displayed on the right.



- You are required to enter a **New Password** and re-enter the new password in the **Confirm New Password** boxes displayed on the screen and select **Submit**.

After you have submitted the new password confirmation, the following message will display, “**Your password has been changed and your account is being updated.** Please wait five minutes before signing into your account.”

- Select **Close** to return to the sign-in screen.
- Enter your Username and new Password on the sign-in screen to login to the HHS Enterprise Portal.

**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 1.