

# **Password Resets for HelpDesk**

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**Identity Access Management**

**July 2022**



**TEXAS**  
Health and Human  
Services

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# Password Resets for Help Desk

Complete the following steps to reset an application password for a user:.

1. Sign into the Enterprise Portal at <https://hhsportal.hhs.state.tx.us/iam/portal/>.

**Figure 1. HHS Enterprise Portal Home screen**

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](#)

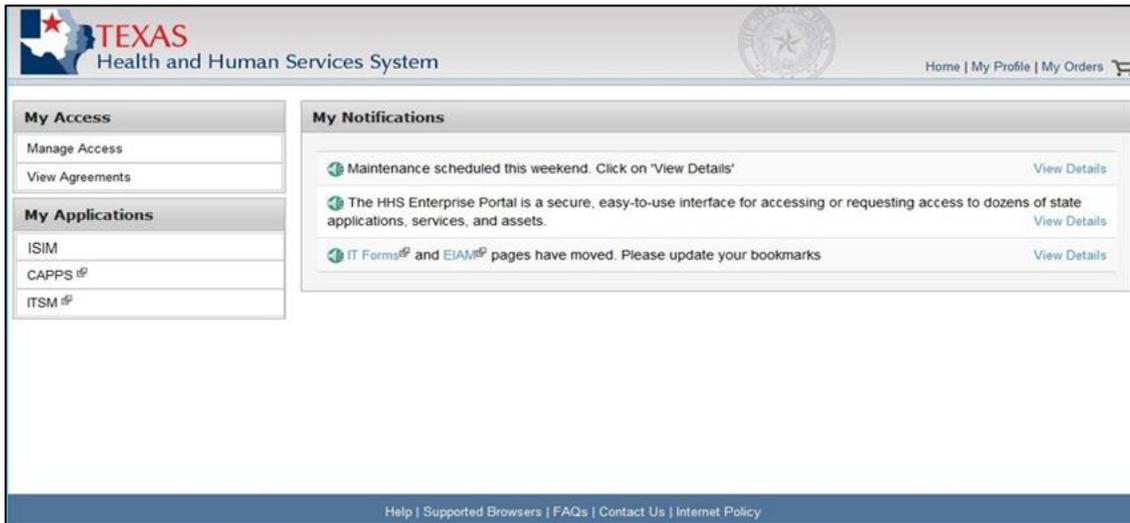
**Broadcast Message(s):**

- 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 and EIAM pages have moved. Please update your bookmarks [View Details](#)

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

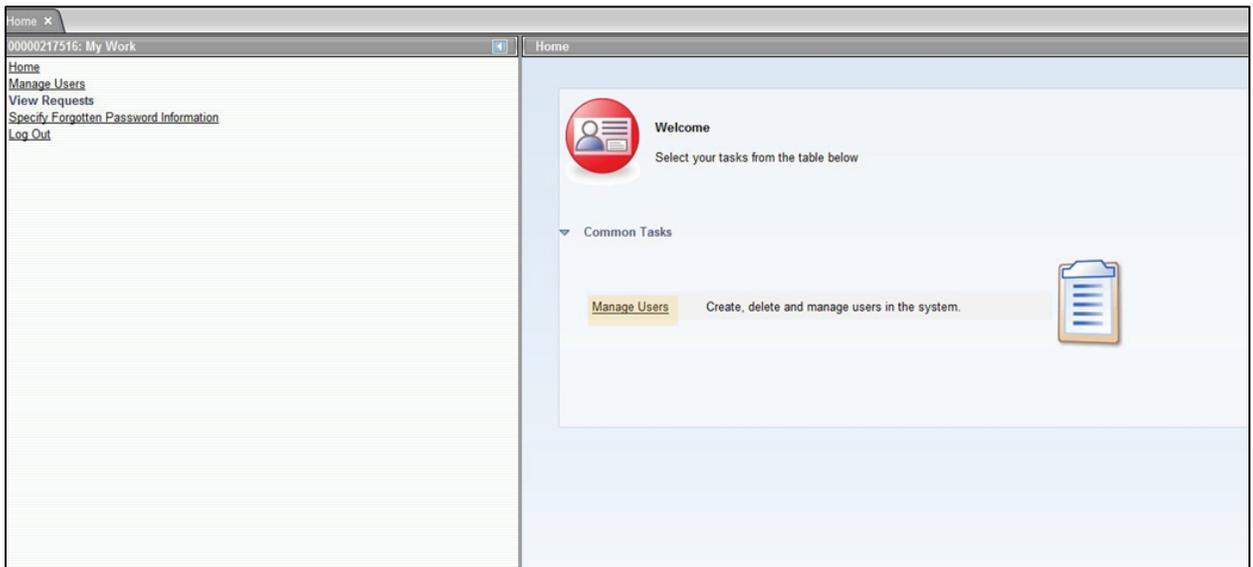
2. On the portal **Home** page, click **ISIM** under **My Applications**.

**Figure 2. HHS Enterprise Portal Home screen**



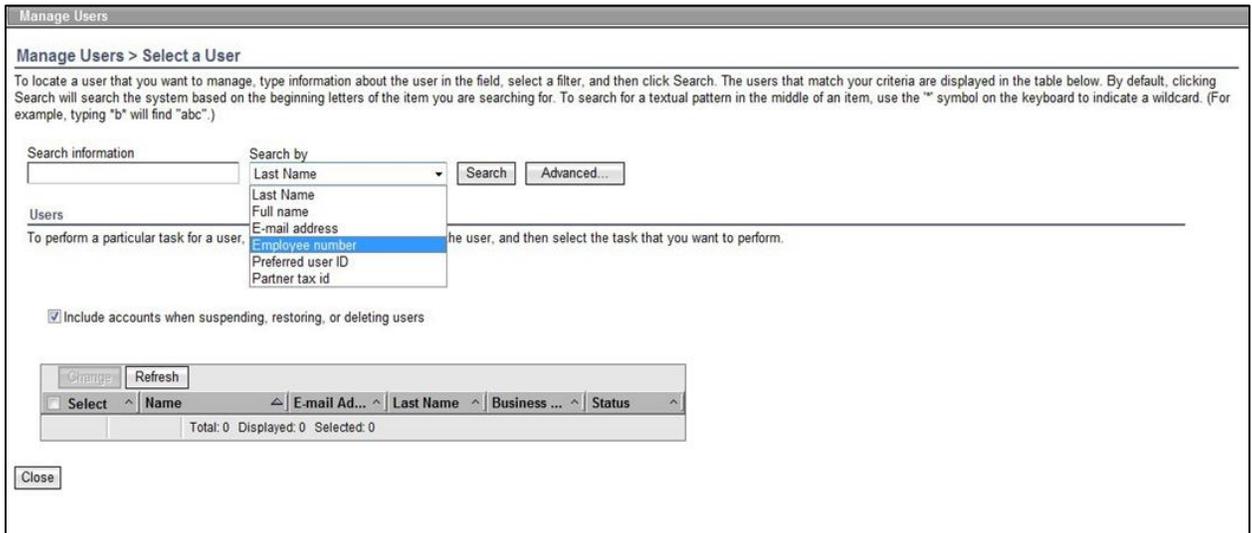
3. On the **ISIM** page, click **Manage Users**.

**Figure 3. ISIM Home screen**



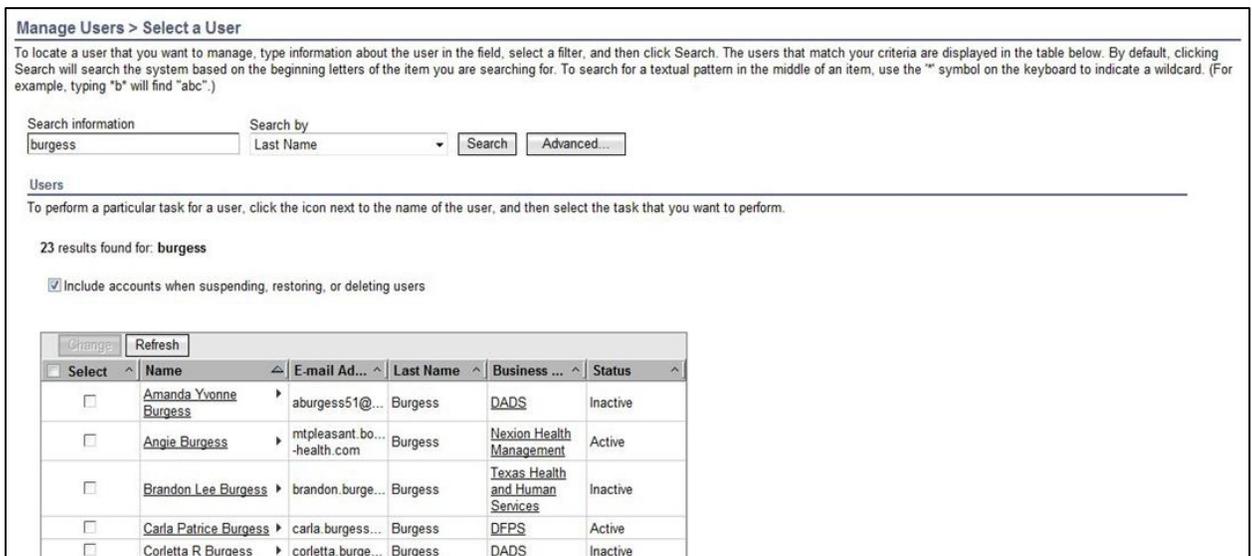
4. Search for a user by **Last Name** or **Employee ID**. When searching by data other than the last name, remember to change the search by field to reflect your search criteria (i.e., Employee ID, Preferred User ID, etc.).

**Figure 4. ISIM Manage Users screen**



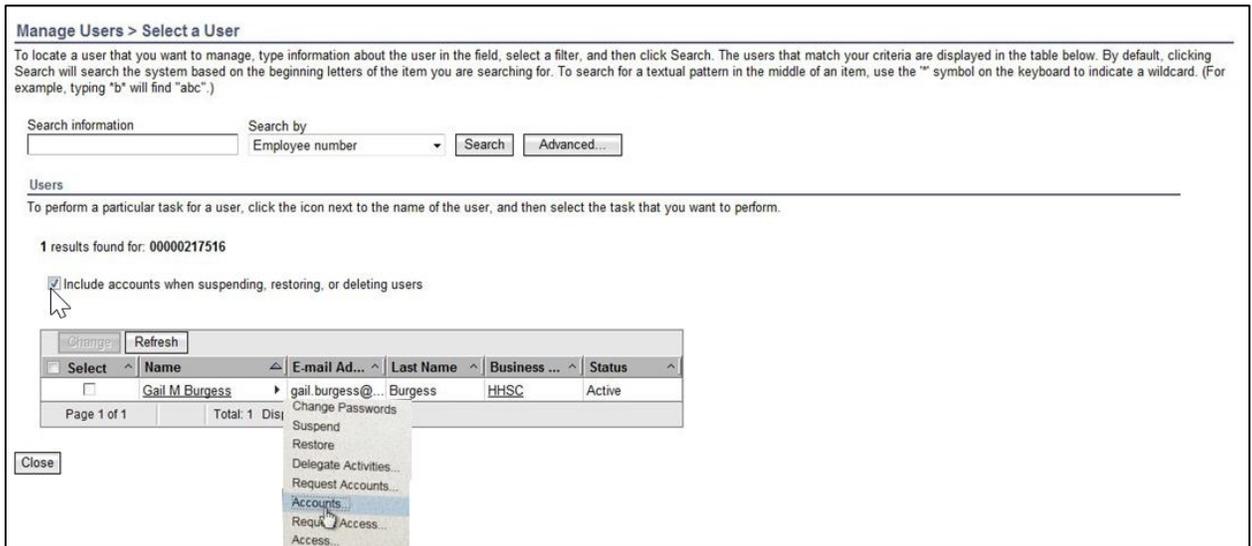
If you are searching by the last name, you will have to scan through all the users with that name to find a specific user.

**Figure 5. ISIM Select a User screen**



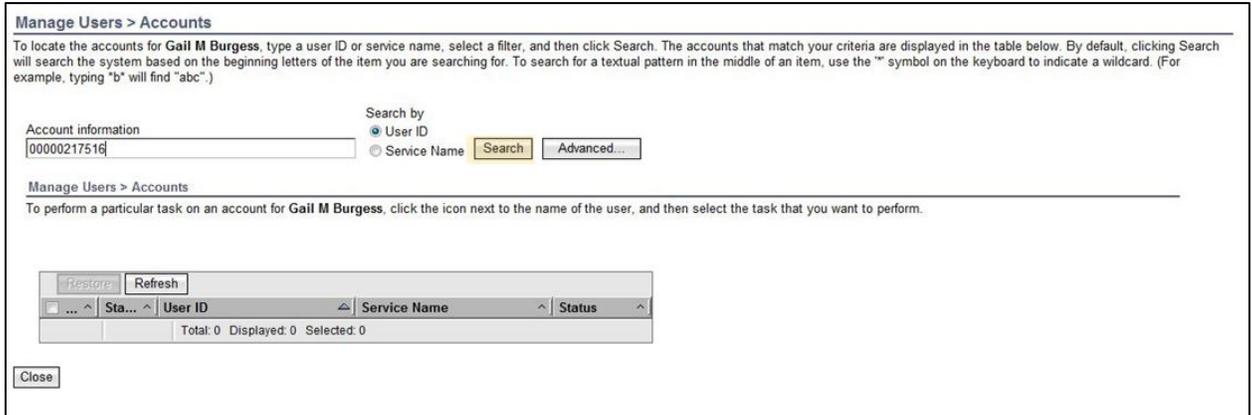
- Once the user is located, click on the arrow next to their name and click **Accounts**.

**Figure 6. ISIM Select a User screen**



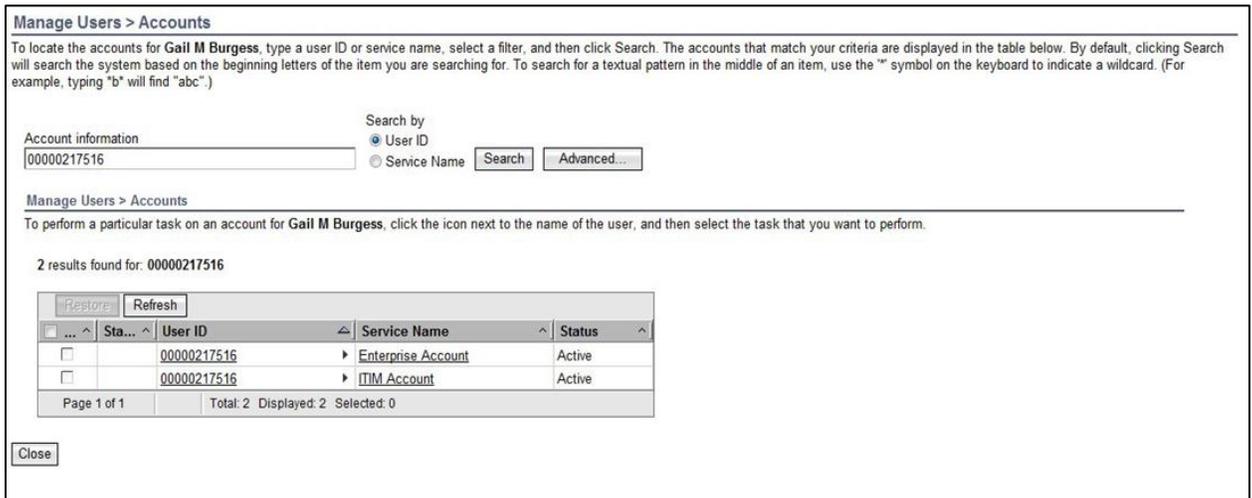
6. After you click **Accounts**, search for the user again using their **User ID** or **Employee ID**.

**Figure 7. ISIM Accounts screen**



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

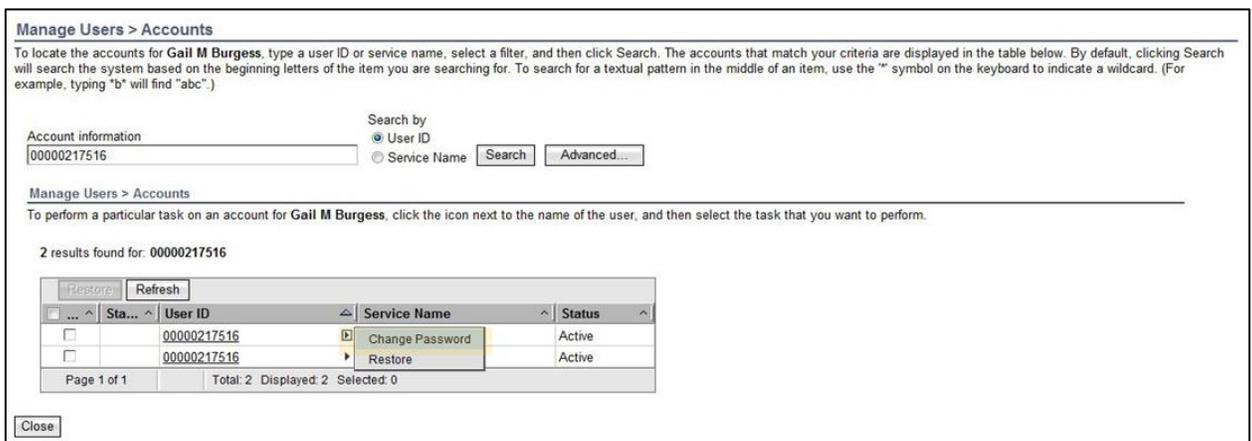
**Figure 8. ISIM Accounts screen**



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.

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

**Figure 9. ISIM Accounts screen**



8. On the **Change Password** screen, you have two options:

- Generate a password for me
- Allow me to type a password – see the next slide for password rules

The **Password Rules** are as follows:

- 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 character from the following:
- ! @ # \$ % ^ & \* ( ) \_ + | ~ = ` { } [ ] : ? ; , . /
- Minimum length of the password should be 14 characters.
- Maximum length of the password should be 28 characters.
- At least four characters of the 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.

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.

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.