



Register for an HHS Enterprise Portal Account

Identity and Access Management

December 2021



TEXAS
Health and Human
Services

Register for an HHS Enterprise Portal Account

The Health and Human Services (HHS) Enterprise Portal is a state-of-the-art, ADA compliant cyber gateway for accessing your HHS applications. From the Enterprise Portal you can request application access, manage network access or access your applications. However, you must first register, sign the Acceptable Use Agreement (AUA), change your password, and answer security questions.

Select the option below that aligns with your specific access category for instructions to complete your Enterprise Portal registration.

- [Register for an HHS Enterprise Portal Account as an Employee, Contractor, Temporary Worker, Volunteer or Intern](#)
- [Register for an HHS Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization with a Known Employer Identification Number \(EIN\)](#)
- [Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization without a Known Employer Identification Number \(EIN\)](#)
- [Register for an HHS Enterprise Portal Account as a business organization to use the HHS Online Bid Room.](#)
- [Register for an HHS Enterprise Portal account as a Term User.](#)
- [Register for an HHS Enterprise Portal account to report abuse.](#)

Once your Enterprise Portal Registration is complete, you will receive an email with a username and password. You can then complete the following:

- [Sign the Acceptable Use Agreement \(AUA\), Change Your Password and Answer Security Questions](#)

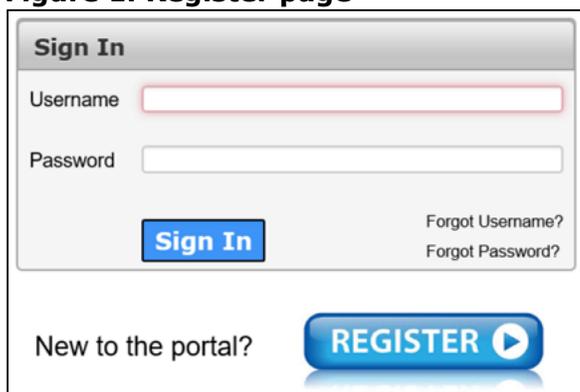
Register for an HHS Enterprise Portal Account as an Employee, Contractor, Temporary Worker, Volunteer, or Intern

All HHS Employees, Contractors, Temporary Workers, Volunteers or interns report to a supervisor or HHS sponsor within the HHS organization and have an 11-digit employee ID. Once you have completed your registration, you will receive an email with your username and a temporary password with which you can login to sign the AUA, change your password, answer security questions, and request application or network access. Complete the following steps to register for an Enterprise Portal account:

Note: New employees can't register for an Enterprise Portal account until your employment record syncs to the Enterprise Portal. This is an automated process that happens every two hours beginning at 9:00am. Therefore, there may be a delay from the time you receive your employee ID and when you can register in the Enterprise Portal. Complete the following steps to register for an HHS Enterprise Portal account.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

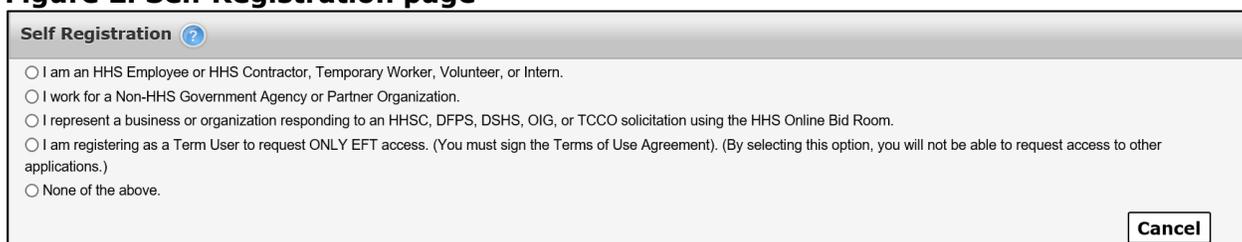
Figure 1. Register page



The screenshot shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Sign In' button. To the right of the buttons are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom left, there is a link 'New to the portal?' and a large blue 'REGISTER' button with a play icon.

3. Select **I am an HHS Employee, or HHS Contractor, Temporary Worker, Volunteer, or Intern.**
4. Enter your **HHS Employee ID.**
5. Re-enter your **HHS Employee ID.**
6. Click **Next** to open the **Self Registration** page.

Figure 2. Self Registration page



The screenshot shows the 'Self Registration' page with a title bar and a question mark icon. Below the title bar are four radio button options:

- 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.

A 'Cancel' button is located in the bottom right corner.

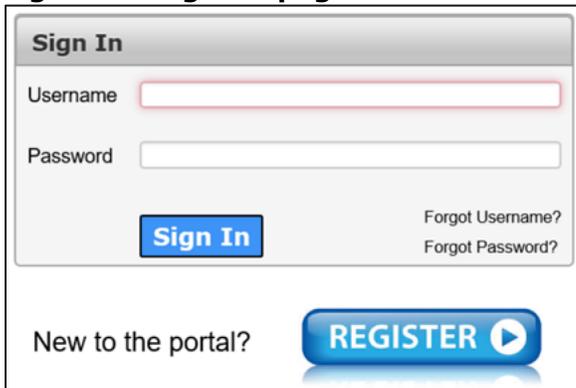
7. Click **Done**. You will receive an email with a temporary password.
8. Login to the Enterprise portal using your **Username** and **Temporary Password**.
9. Follow the instructions contained within this document to sign the AUA, change your one-time password, and answer security questions.
10. Click **Next** to open the **Access Management** page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization with a Known Employer Identification Number (EIN).

A Non-HHS Government/Private Organization Worker is an employee of a government agency that is not HHS, or an employee who works for a non-government organization that partners with HHS. Both types of employees report to a supervisor in their organization, not an HHS agency. Once you have completed your registration, an access request email is sent to your partner supervisor. An HHS agency sponsor is an HHS employee who will receive communications regarding the partner organization until appropriate approvers have been assigned. After your request has been approved, you will receive an email with your username and a temporary password with which you can login to sign the AUA, change your One-Time password, answer security questions, and request application access. The initial Enterprise Portal access approval may take up to ten days. Complete the following steps to register for an Enterprise Portal account:

1. Navigate to the Enterprise Portal <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button to open the **Self Registration** page.

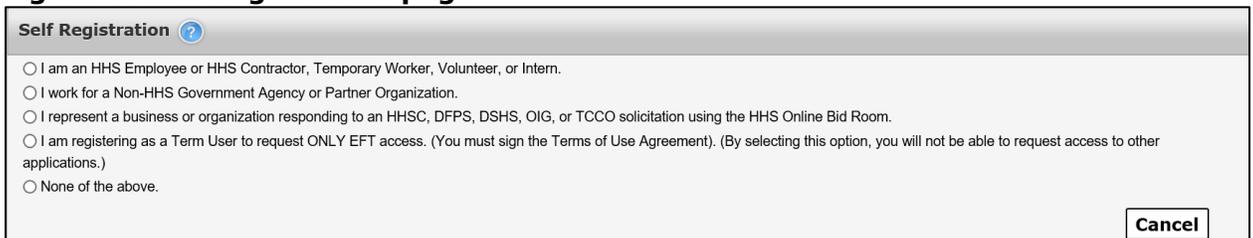
Figure 3. Register page



The screenshot shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Sign In' button. To the right of the buttons are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom left, there is a link 'New to the portal?' and a large blue 'REGISTER' button with a play icon.

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

Figure 4. Self Registration page



The screenshot shows the 'Self Registration' page with a question mark icon. It contains five radio button options:

- 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.

A 'Cancel' button is located in the bottom right corner.

4. Click **Next**.

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

Figure 5. Self Registration - Search for Organization

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

[Search for Organization](#)

Enter EIN *

Re-enter EIN *

6. Click **Next** to open the **Request Access: Non-HHS Agency/Private Organization Employee** page.
7. Complete the information on the **Request Access: Non-HHS Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 6. Request Access: Non-HHS Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type *

Organization Name

- 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 means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

8. Click **Next**.
9. Click **Done**. Your Enterprise Portal access request will be forwarded to your partner supervisor. An HHS Partner approver is an employee of HHS that is the point of contact or liaison between the partner organization and HHS. Once they have approved the request, you will receive an email with a temporary password.
10. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
11. Follow the instructions contained within this document to sign the AUA, change your One-Time password, and answer security questions.

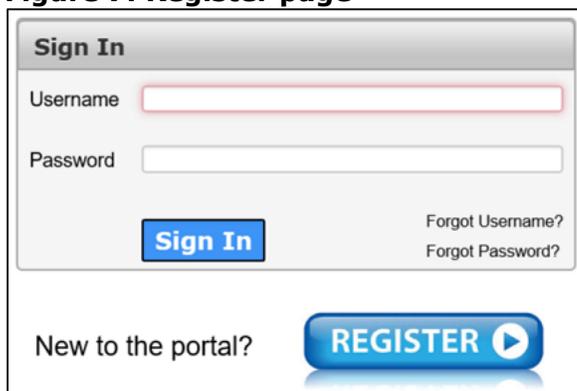
12. Click **Next** to open the Access Management page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization without a Known Employer Identification Number (EIN)

A Non-HHS Government/Partner Organization Worker is an employee of a government agency that is not HHS, or an employee who works for a non-government organization that partners with HHS. Both types of employees report to a supervisor in their organization, not an HHS agency. One you have completed your registration; an access request email is sent to your partner supervisor. An HHS agency sponsor is an HHS employee who will receive communications regarding the partner organization until appropriate approvers have been assigned. After your request has been approved, you will receive an email with your username and a temporary password with which you can log in to sign the AUA, change your One-Time Password, answer security questions, and request application access. The initial Enterprise Portal access approval may take up to ten days. Complete the following steps to register for an HHS Enterprise Portal account.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 7. Register page



The screenshot shows a web form titled "Sign In". It contains two input fields: "Username" and "Password". Below the "Password" field is a blue "Sign In" button. To the right of the "Sign In" button are two links: "Forgot Username?" and "Forgot Password?". Below the "Sign In" section, there is a text prompt "New to the portal?" followed by a large blue "REGISTER" button with a play icon.

3. Select **I work for a non-HHS Government or Agency Partner Organization**.

Figure 8. Self Registration - Search for Organization

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.

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

[Search for Organization](#)

Enter EIN *

Re-enter EIN *

4. Select **Search for Organization** if you do not know your organization's EIN.
5. Enter your **Organization Name**.

Figure 9. Search for Organization page

Search for Organization

Search for Organization

6. Select **Search** to open the **Search Results** screen.

Figure 10. Search Results page

Search for Organization

Search for Organization test

Name	Description	Contact First Name	Contact Last Name
[REDACTED]	Test Organization for ABCS testing	SSCC	Test
[REDACTED]	Test Organization for ABCS testing	RCCP	Test
[REDACTED]	Test Organization for ABCS testing	External Access	Test

7. Locate and click your **Organization** to select it. If you are unable to find your organization, contact the Helpdesk at 512-438-4720 or Toll Free at 1-855-435-7181.
8. Click **Next** to open the **Request Access: Non-Agency/Private Organization Employee** page.
9. Complete the information on the **Request Access: Non-Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 11. Request Access: Non-Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type *

Organization Name

- 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 means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

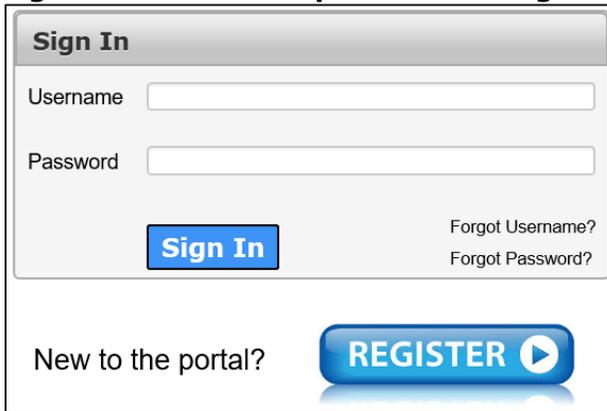
10. Click **Next**.
11. Click **Done**. Your Enterprise Portal access request will be forwarded to your HHS Partner Approver. Once they have approved the request, you will receive an email with a temporary password.
12. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
13. Follow the instructions contained within this document to sign the AUA, change your password, and answer security questions.
14. Click **Next** to open the **Access Management** page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Register for an HHS Enterprise Portal Account as a business to use the HHS online Bid Room

Complete the following steps to register for an HHS Enterprise Portal account as a business to use the HHS Enterprise Portal Online Bid Room.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 12. HHS Enterprise Portal Registration screen



Sign In

Username

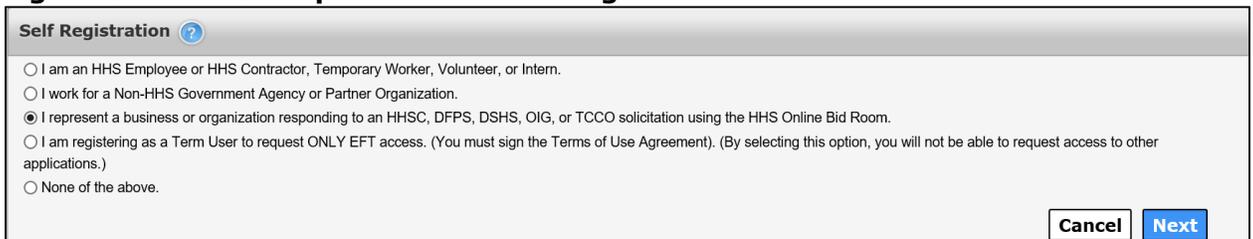
Password

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

New to the portal? **REGISTER** ▶

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

Figure 13. HHS Enterprise Portal Self Registration screen



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 **Next**

4. Click **Next** to open the **Request Access: Bidder Registration** screen.
5. Complete the fields on this screen. Fields with an asterisk are required.

Figure 14. HHS Enterprise Portal Request Access: Bidder Registration screen

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
- Username should not be 2 char, 4 digit, 2 char. For Ex: AA1234BB.
- A green  means your selected username is available.
- A red  means your selected username is unavailable.

* Required Field

Username *

First Name *

Middle Name

Last Name *

Suffix

Email Address *

Primary Phone *

Primary Phone Type *

Secondary Phone

Secondary Phone Type

Address Type *

Street Address *

City *

Zip *

Country

State *

County *

Company Name *

Have you received credentials (user name and password) for the HHS Online Bid Room? * Yes No

Days and times you can be reached *

TIN / FEIN * 

For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers. *

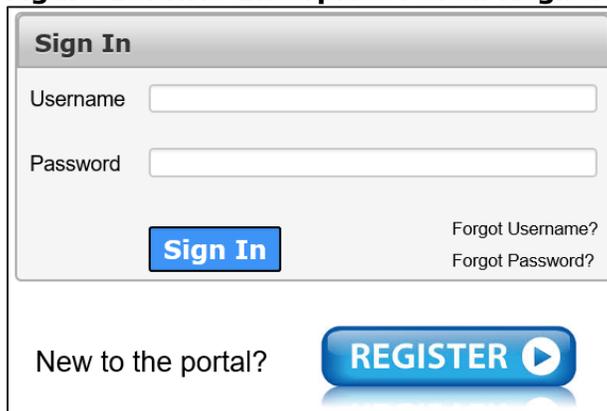
6. Click **Next** to open the **Self Registration** screen.
7. Click **Done**. You will receive an email with your username and a temporary password.
8. Login to the HHS Enterprise Portal using the username and password supplied in the email to complete your registration by signing the HHS Acceptable Use Agreement (AUA), changing your password and answering security questions.

Register for an HHS Enterprise Portal Account as a Term User

Complete the steps below to register for an HHS Enterprise Portal account as a Term User requesting only EFT access.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 15. HHS Enterprise Portal Registration screen



The screenshot shows a web interface for signing in and registering. At the top, there is a 'Sign In' section with two input fields: 'Username' and 'Password'. Below these fields is a blue 'Sign In' button. To the right of the 'Sign In' button are two links: 'Forgot Username?' and 'Forgot Password?'. Below the 'Sign In' section, there is a question 'New to the portal?' followed by a large blue 'REGISTER' button with a play icon.

3. Select **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.)**.
4. Complete the fields on this screen. Fields with an asterisk are required. Fields will vary depending on whether you work for Public Health Region or Local Health Department.

Figure 16. HHS Enterprise Portal Request Access: Terms Use Partner Registration screen

Request Access: Terms Use Partner Registration

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- Username should not be 2 char, 4 digit, 2 char. For Ex: AA1234BB.
- A green means your selected username is available.
- A red means your selected username is unavailable.

* Required Field

Username *

First Name *

Middle Name

Last Name *

Suffix

Email Address *

Primary Phone * ###-###-####-extension

Street Address *

City *

Zip * #####

Country

State *

Company Name *

Do you work for Public Health Region or Local Health Dept?
 Yes No

Public Health Region, Jurisdiction or Local Health Dept. Name * Supervisor Name *

For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers. *

17+4

5. Click **Next** to return to the **Self Registration** screen. You will receive an email with your username and a temporary password.
6. Login to the HHS Enterprise Portal using your username and temporary password to sign the Terms of Use agreement, change your password and answer security questions.

Create an HHS Enterprise Portal Account to Report Abuse

Complete the steps below to register for an HHS Enterprise Portal account in order to access the abuse reporting system.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 17. HHS Enterprise Portal Registration screen

Sign In

Username

Password

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

New to the portal? **REGISTER** ▶

3. Select None of the above.

Figure 18. HHS Enterprise Portal Self Registration screen

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 **Next**

4. Click Next to open the confirmation window.

Figure 19. Report Abuse Online Confirmation Window

✕

By selecting this option, you will only have access to the following application (s):

- Report Abuse Online

Do you wish to continue?

No **Yes**

5. Click **Yes** to open **the Request Access Citizen Registration** screen.
6. Complete the fields on this screen. Fields with an asterisk are required.

Figure 20. HHS Enterprise Portal Request Access: Citizen Registration screen

Request Access: Citizen 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
- Username should not be 2 char, 4 digit, 2 char. For Ex: AA1234BB.
- A green means your selected username is available.
- A red means your selected username is unavailable.

Username *

First Name *

Middle Name

Last Name *

Suffix

Gender *

Email Address *

Primary Phone *

Primary Phone Type *

Secondary Phone

Secondary Phone Type

Mobile #

Street Address *

City *

Zip

Country

State *

County

Address Type *

Place of Employment *

Days and times you can be reached *

For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers. *

2802

Back Next

7. Click **Next** to open the **Change Password** screen.
8. Enter your password according to the **Password Rules** on the right-hand side of the screen.
9. Re-enter your password to confirm it. All the red X's will change to green checkmarks when you have met all the **Password Rules**.
10. Click **Submit** to return to the **HHS Enterprise Portal Self Registration** screen. Your registration is complete. You can login to the HHS Enterprise Portal to access the Report Abuse application.

Sign the Acceptable Use Agreement (AUA), Change Your Password and Answer Security Questions

1. Login to your account using your username and the temporary password contained in the email. This opens the **Acceptable Use Agreement** page.

Figure 21. Acceptable Use Agreement page

Health and Human Services Acceptable Use Agreement (AUA)
Information Security Acceptable Use Policy

Please read the following agreement carefully and completely before signing.

1. Purpose

This policy establishes requirements for using and protecting HHS information resources^{SP}. Information resources include HHS data, information systems^{SP}, and equipment.

This policy also ensures that you are informed of and agree to your responsibilities concerning the use and protection of HHS information resources.

This policy supports requirements in the HHS Information Security Policy, HHS Information Security/Cybersecurity Policy, Circular C-021, Texas Administrative Code, Chapter 202, and all other relevant HHS, state, and federal policies and regulations.

2. Scope

This policy applies to all HHS desktop computers, laptops, servers^{SP}, software^{SP}, data^{SP}, mobile devices^{SP}, and any other HHS information resources that are connected to the HHS network or that process HHS data.

The scope of this policy includes equipment not owned by HHS, if it is used to access HHS data or information systems to perform HHS business.

3. Audience

This policy applies to you, if you are authorized to access HHS information resources: that is, if:

By checking this box and typing my name below, I acknowledge that I read, understand, and will comply with the requirements in the information Security Acceptable Use Policy.

Provide an electronic signature by entering your first and last name [?](#) :

First Name

Last Name

2. Read the AUA. You must read and scroll through the entire AUA to activate the **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** checkbox.
3. Click the **By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with it's terms** checkbox.
4. Enter your **First Name**.
5. Enter your **Last Name**.
6. Click **Next** to open the **Change Password** page.

Figure 22. Change Password page

Change Password

You must change your password 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 your First name or Last name.
- ★ The password should not be the same as the last 24 passwords used.
- ★ The password will expire after 90 days and must be changed after expiration.
- ★ Only one password reset is allowed per 24-hour period.

7. Enter a new **Password** according to the **Password Rules**. As each condition is met, the red X will change to a green check mark.
8. Re-enter your **Password**. You should see that all the red x's have changed to green check marks in the **Password Rules** section.
9. Click **Next** to open the **Security Questions** page.

Figure 23. Security Questions page

Security Questions

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

Question # 1*
Response # 1*
Confirm # 1*

Question # 2*
Response # 2*
Confirm # 2*

Question # 3*
Response # 3*
Confirm # 3*

10. Complete the **Security Questions**. You must answer and confirm each question.
11. Click **Next** to open the **My Profile** page.
12. Verify your personal information on the **My Profile** page. Your **My Profile** page may look different from the one shown below depending on the type of employee you are.

Figure 24. My Profile page

My Profile

Fields appearing with an asterisk* cannot be left empty.

▶ **Personal Information**

Prefix

First Name*

Middle Name

Last Name*

Suffix

Preferred Name

Personal Email

▶ **Enterprise Portal Information**

Username*

User Type*

Organization Name

▶ **Agency Information**

Work Email*

Work Phone*

Mobile #

Work Fax #

Job Title

Component Code

▶ **Work Location Information**

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

13. Click **Next** to request application access. If you get logged out of the system, log back in using your username and new password.
14. Click **Manage Access**.

15. Follow the instructions in the *Application Access Guide* to request access to specific applications.