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.

Questions? Comments? Suggestions? Contact us at identitymanagement@hhsc.state.tx.us. 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.
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3. Fields with asterisks are required.
4. 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.
5. 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.
6. Select Next when you are ready.

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.

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.

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 to the bottom of the document.
c. To provide an electronic signature, enter your name in the fields provided. The name must be written exactly as it was entered during registration.
d. Select **Next** when you are ready.

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.
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**.

**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/Usernames

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.

![Sign In](image)

*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.

![Forgot Password](image)

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.

![Forgot Password - User Details](image)

*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 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.
8. 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.**”

9. Select **Close** to return to the sign-in screen.

10. 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.