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:

2. Changing account information, passwords, and security questions on p. 5.

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

Questions? Comments? Suggestions? Please contact us at identitymanagement@hhsc.state.tx.us. You may 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. Click on the ? icon on the screen 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.

5. The request must go through the approval process.
   a. You will receive an update within ten 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 into the supplier portal after you have signed in to 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 have finished scrolling through the document.
   c. To provide an electronic signature, enter your name in the fields provided. The name be written exactly as how 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.*

![Change Password screen](image)

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 screen](image)

*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.

![Image of My Profile screen](image)

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.
1. Select the **Forgot Username** or the **Forgot Password** link on the **Welcome** screen.

   ![Sign In Screen]

2. **For usernames:**
   - Enter the email associated with your account.
   - Select **Next**.

   ![Forgot Username]

   **For passwords:**
   a. Enter your username.
   b. Select **Next**.

   ![Forgot Password]
3. **For usernames:** Enter your security questions and select **Next**.

![Security Questions Image]

**For passwords:**

Select an option for resetting your password.

- To reset your password by answering security questions, keep the **Answer security questions** option selected and check the box beside **I’m not a robot**. You will then be given a quick verification test to prove you are not a computer.

![Verification Test Image]

When you have successfully answered the test, click **Next**. On the next page, answer your security questions. You are required to provide the correct answer twice for each question. Click **Next** when you are ready.

![Security Questions Image]

- Select **Provide user details** to reset your password by entering your date-of-birth and social security number if you are an employee, or by entering your email and
phone number if you are not an HHS employee. The screen will change to reflect the required fields. After you provide the information, check the box beside \textbf{I'm not a robot}. You will then be given a quick verification test to prove you are not a computer. When you have successfully answered the test, click \textbf{Next}.

4. \textbf{For usernames}:
   - The portal will display your username.
   - Select \textbf{Close} when you are ready.

\textbf{For passwords}:
   a. Check your inbox for an email (Non-HHS employees will receive an encrypted email) with a temporary password for accessing the portal.
   b. Sign in to the portal with the temporary password.
   c. The portal will prompt you to change your password.