



How to Manage Your Password

Self-service password reset tool, known as “Password Manager”, allows you to change or reset your Network password.

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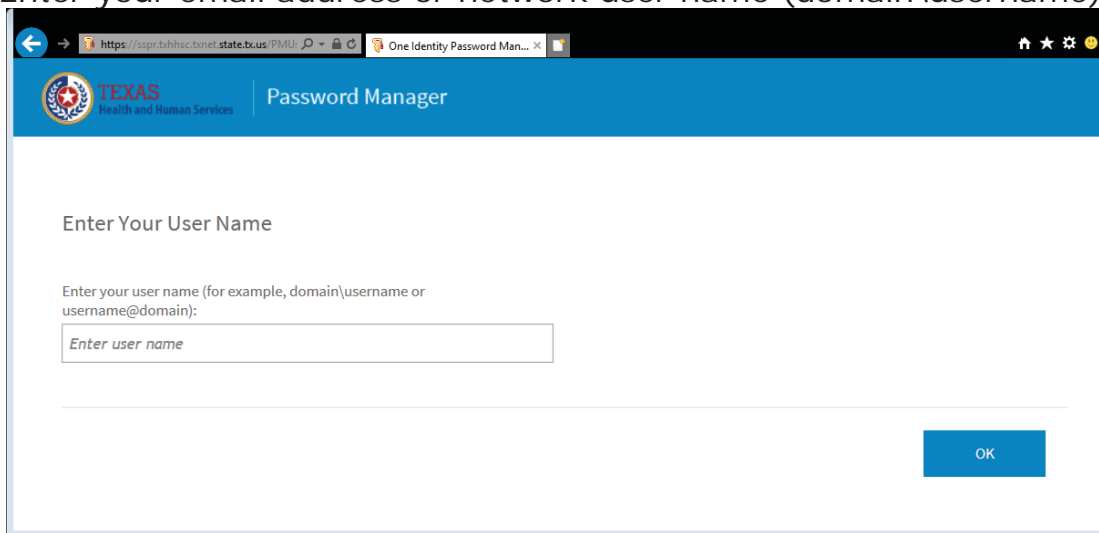
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Get Started with Password Manager

- To get started using Password Manager, go to [Create or Update Your Questions and Answers Profile](#). You will need to choose and answer four security questions (three standard and one that you create).
- To change your password on Password Manager, click **Manage My Password**.
- To reset your password on Password Manager, click **Forgot My Password**, and answer your security questions.

Create or Update Your Questions and Answers Profile

1. Open the [Password Manager Self-Service Site Home Page \(link is external\)](#).
2. Enter your email address or network user name (domain\username) and click **OK**.



NOTE:

If you do not know your email address, you can use your network login. You are required to enter your domain name. Example: txhhsc\jdoe. Please see the list of domains below:

- HHSC staff use "txhhsc\username"
- DSHS staff use "dshs\username"
- Staff that **transitioned to HHSC** from:
 - DADS use "dads\username"
 - DSHS use "dshs\username"
 - WIC use "wic\username"
 - LAB use "lab\username"
 - DSHSRATL use "dshsratl\username"

For WIC, LAB and DSHS Rational users, if you wish to reset your email account password, please enter your email address.

3. On the **Home** page, click the **My Questions and Answers Profile** link.
4. Enter network password and click **Next**.
5. Answer the questions provided and click **Next**.
6. You will receive a confirmation email stating that your Questions and Answers profile was successfully created.

Change Your Password – HHSC only currently

Before you can reset or change your password, first confirm that you have created your Q&A profile. If needed, please follow the steps for [Create or Update Questions and Answers Profile](#).

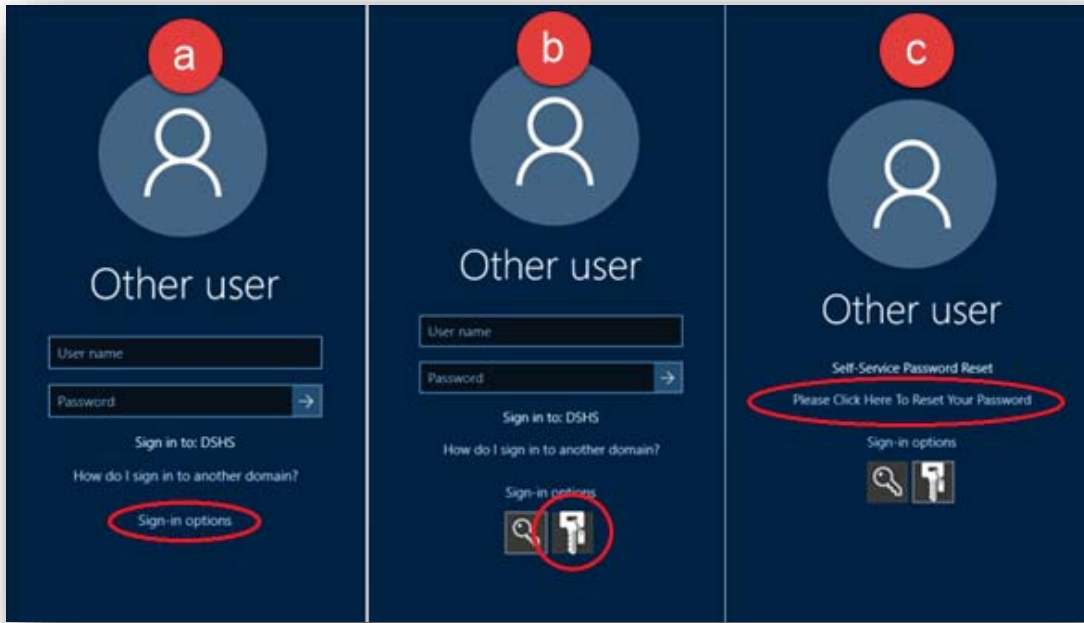
1. Open the [Password Manager Self-Service Site Home Page \(link is external\)](#), enter your HHSC email address (e.g., john.doe@hhsc.state.tx.us), and click **OK**.
2. If multiple accounts are found, identify and select your account under **Search Results**.
3. On the Home page, click **Manage My Password**.
4. Enter the characters you see on the picture and click **Next**.
5. Enter your current password and click **Next**.
6. Enter and confirm your new password, and click **Next**.

Reset a Forgotten Password

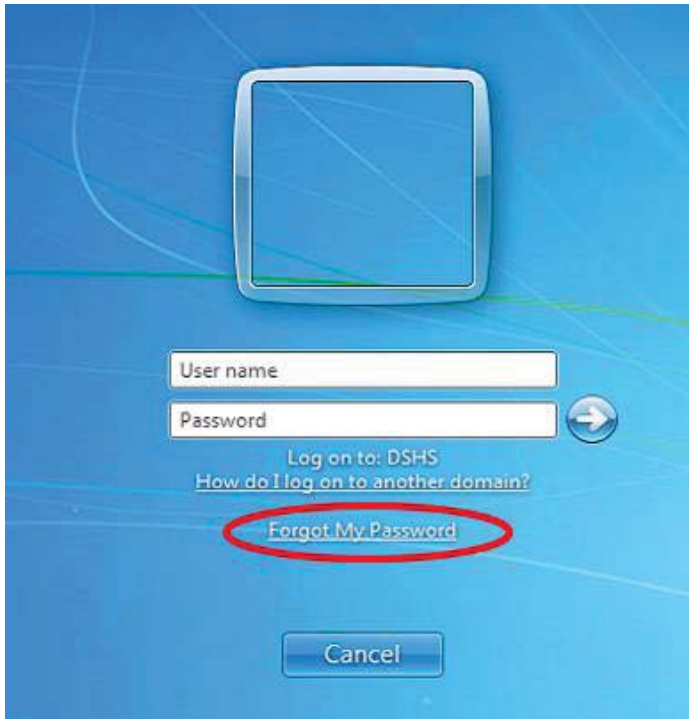
Before you can reset or change your password, first confirm that you have created your Q&A profile. If needed, please follow the steps for [Create or Update Question and Answers Profile](#).

If you have **Windows 10** start with **step 1**. If you have **Windows 7** start with **step 2**.

1. At the screen where your password is requested:
 - a. Click **Sign-in options**.
 - b. Click the **white key** on the right.
 - c. Click the **Please Click Here To Reset Your Password** link.
 - d. **Go to Step 3**.



2. Click "Forgot My Password" link on the login screen.



3. Enter your email address or network user name (domain\username) and click **OK**.

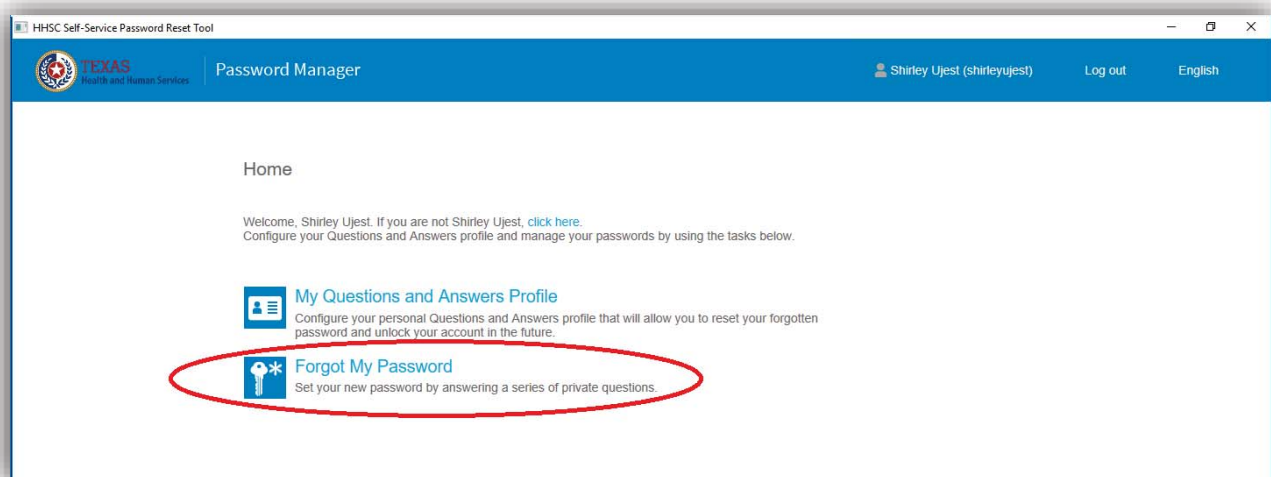
NOTE:

If you do not know your email address, you can use your network login. You are required to enter your domain name. Example: txhpsc\jdoe. Please see the list of domains below:

- HHSC staff use "txhpsc\username"
- DSHS staff use "dshs\username"
- Staff that **transitioned to HHSC** from:
 - DADS use "dads\username"
 - DSHS use "dshs\username"
 - WIC use "wic\username"
 - LAB use "lab\username"
 - DSHSRATL use "dshsratl\username"

For WIC, LAB and DSHSRATL users, if you wish to reset your email account password, please enter your email address otherwise use your network login as shown above.

4. Click the **Forgot My Password** link.



5. Answer your previously assigned security questions and click **Next**.

Forgot My Password (Shirley Ujest)

To continue, answer the following questions.

Hide my answers for security purposes

Question: **What was the name of the company where you had your first job?**
Answer:

Question: **In what city were you born?**
Answer:

Question: **What is your mother's maiden name?**
Answer:

6. Enter your new password in the two boxes provided.

Forgot My Password (Shirley Ujest)

Enter new password.

Your new password must comply with the password policy:

- Complexity Rule
- Length Rule
- Default Domain Policy (Policy validation can only be checked after clicking Next)

New password:

Confirm new password:

Password strength: _____

7. Click **Next** after all complexity requirements have turned green (indicating they have been met).

Forgot My Password (Shirley Ujest)

Enter new password.

Your new password must comply with the password policy:

- Complexity Rule
- Length Rule
- Default Domain Policy (Policy validation can only be checked after clicking Next)

New password:

Confirm new password:

Next Cancel

8. After your password has been successfully changed, close the reset window by clicking the X in the top right corner.

HHSC Self-Service Password Reset Tool

TEXAS Health and Human Services Password Manager Shirley Ujest (shirleyujest) Log out English

Forgot My Password (Shirley Ujest)

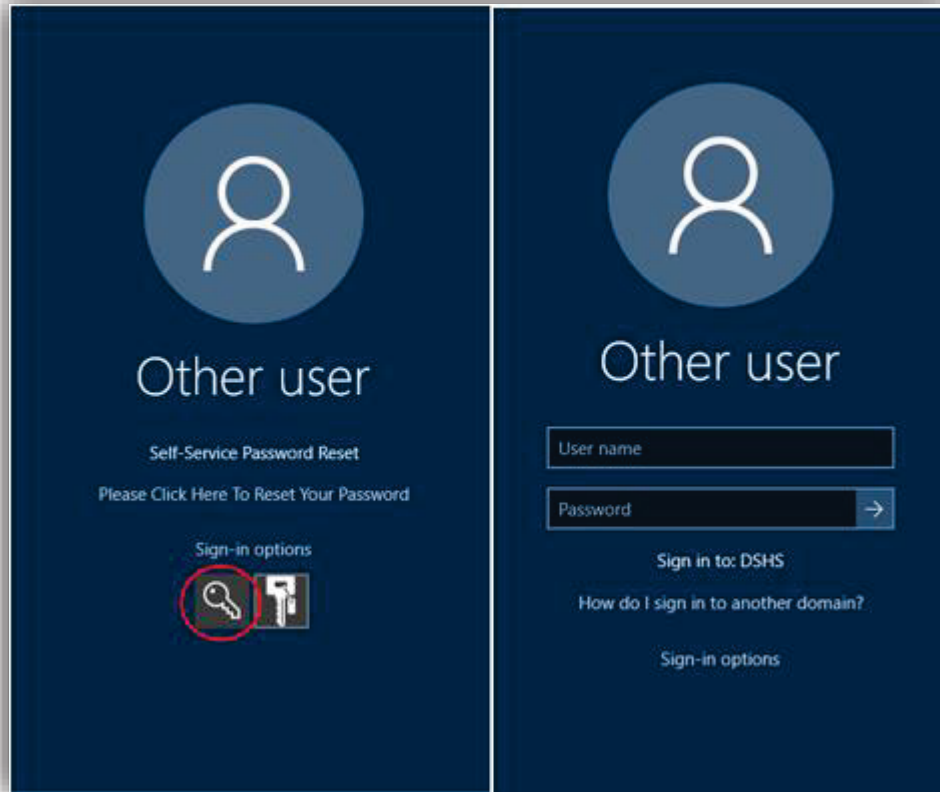
Your password was successfully reset

[Go to home page](#)

Details

- Your password was successfully reset.
- Your account was unlocked.
- Notification was sent to your email.

9. For Windows 10 users, to return to the login screen, click the key icon on the left. You can now log in with your new password.



Get Help with Password Manager

If you forget your security questions or need help with Password Manager, contact the HHS IT Customer Service Help Desk at 855-435-7181 or 512-438-4720 in the Austin area.