

# Password Resets for HelpDesk

**Identity Access Management** 

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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
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Health and Human Services System	$(\star)$	
System Use Notification	Sign In	
Varning: 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 nformation contained within it. By accessing and using this system you are consenting to the nonitoring 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 lisciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under splicable law.	Username Password Sign In Forget Forget REGISTER	Isername? asssword?
Haintenance scheduled this weekend. Click on 'View Details'		View Detail:
The HHS Enterorise Portal is a secure, easy-to-use interface for accessing or requesting access t	o dozens of state applications, services, and assets.	View Details
· · · · · · · · · · · · · · · · · · ·		

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

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

My Access	My Notifications	
Manage Access View Agreements	Maintenance scheduled this weekend. Click on 'View Details'	View Details
My Applications	() The HHS Enterprise Portal is a secure, easy-to-use interface for accessing or requesting access to dozens applications, services, and assets.	of state View Details
ISIM	T Forms <sup>®</sup> and EIAM <sup>®</sup> pages have moved. Please update your bookmarks	View Details
CAPPS #		
ITSM IP		

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

### Figure 3. ISIM Home screen

Home ×	
00000217516: My Work	Home
Home Manage Users View Requests Specify Forgotten Password Information Log Out	Welcome Select your tasks from the table below
	Common Tasks
	Manage Users Create, delete and manage users in the system.

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

Manage Users > Select a User To locate a user that you want to manag Search will search the system based on example, typing "b" will find "abc".)	e, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the ** symbol on the keyboard to indicate a wildcard. (For
Search information	Search by Last Name Last Name Advanced
Users To perform a particular task for a user,	Full name       E-mail address       Employee number       Preferred user ID       Partner tax id
Change Refresh Select ^ Name Total: 0 C	E-mail Ad ^ Last Name ^ Business ^ Status ^  Displayed: 0 Selected: 0
Close	isplayed of Gelecied of

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

mage users	> Select a User										
ocate a user tha irch will search t mple, typing *b*	at you want to manage, typ the system based on the b ' will find "abc".)	e information abou eginning letters of	t the user in the fi the item you are s	ield, select a filter, searching for. To s	, and then click So search for a textua	earch. The users al pattern in the m	hat match you ddle of an iten	rr criteria are d n, use the <sup>™</sup> sy	splayed in the mbol on the ke	table below. By eyboard to indica	default, click ate a wildcard
earch informatio	on Sear	ch by									
urgess	Las	Name	▼ Se	arch Advanc	:ed						
lsers											
	a loi. Durgess										
Change	counts when suspending, r Refresh	estoring, or deletin	g users	Business ^	Status ^						
Include acc	Refresh       ^       Name       Amanda Yvonne       Burgess	estoring, or deletin <b>E-mail Ad</b> ^ aburgess51@	g users	Business ^	Status ^						
Change Change	Refresh       ^     Name       Amanda Yvonne       Burgess       Angie Burgess	E-mail Ad ^ aburgess51@ health.com	g users Last Name ^ Burgess Burgess	Business ^ DADS Nexion Health Management	Status ^						
Include acc Ghanges Select	Refresh       Name       Amanda Yvonne       Burgess       Angie Burgess       Brandon Lee Burgess	Email Ad ^ Email Ad ^ aburgess51@ heath.com brandon.burge	g users       Last Name ^       Burgess       Burgess       Burgess	Business ^ DADS Nexion Health Management Texas Health and Human Services	Status ^ Inactive Active	-					
Include acc	Refresh       Name       Amanda Yvonne       Burgess       Angle Burgess       Brandon Lee Burgess       Carla Patrice Burgess	Email Ad ^ Email Ad ^ aburgess51@ mtpleasant.bo -health.com brandon.burge carla.burgess	g users       Last Name ^       Burgess       Burgess       Burgess       Burgess	Business ~ DADS Nexion Health Management Texas Health and Human Senices DEPS	Status ^ Inactive Active Active						

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

# Figure 6. ISIM Select a User screen

Manage Users > Select	User
o locate a user that you want earch will search the system xample, typing *b* will find "at	o manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking ased on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the 🍟 symbol on the keyboard to indicate a wildcard. (For 5°.)
Search information	Search by
	Employee number     Search Advanced
Users	
Changen Refresh	suspending, restoring, or deleting users
Gail M E	rrgess > gail.burgess@Burgess HHSC Active
Page 1 of 1	Total: 1 Disj Change Passwords
	Restore
lose	Delegate Activities
	Request Accounts
	Accounts
	Regu <sup>®</sup> Access
	Access

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

Figure 7. ISIM Accounts screen

Manage Users > Accounts						
to locate the accounts for Gail M Burgess, ty will search the system based on the beginning axample, typing "b" will find "abc".)	/pe a user ID or service name, select a g letters of the item you are searching	a filter, and then click Sea for. To search for a textua	rch. The accounts that match I pattern in the middle of an if	n your criteria are displayed tem, use the '*' symbol on t	J in the table below. By default, clicking the keyboard to indicate a wildcard. (For	earch
A	Search by					
00000217516	Oser ID     Service Name	earch Advanced	1			
Manage Users > Accounts To perform a particular task on an account f	or Gail M Burgess, click the icon nex	t to the name of the user,	and then select the task that	t you want to perform.		
Refresh						
^ Sta ^ User ID	Service Name	^ Status	~			
Total: 0 Displaye	ad: 0 Selected: 0					
Close						

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

#### Figure 8. ISIM Accounts screen

locate the accounts	for Gail M Burgess, type	a user ID or service name, select a	a filter, and then click s	Search. The accounts that match your criteria are displayed in the table below. By default, clicking Search
Il search the system	based on the beginning le	etters of the item you are searching	for. To search for a tex	tual pattern in the middle of an item, use the ** symbol on the keyboard to indicate a wildcard. (For
cample, typing b wil	abc .)			
		Search by		
Account information		User ID		
00000217516		Service Name	Advanced.	
Manage Heers > Ar	counts			
To notion a particul	uterken er sessunt for			
The second	I TOCK ON AN ACCOUNT INF	(sail M Burnose click the icon ney	t to the name of the life	ear and then select the task that you want to perform
ro penorm a particul	ar task on an account for	Gail M Burgess, click the icon nex	t to the name of the us	ser, and then select the task that you want to perform.
2 results found for	ar task on an account for	Gail M Burgess, click the icon nex	t to the name of the us	ser, and then select the task that you want to perform.
2 results found for:	00000217516	Gail M Burgess, click the icon nex	tt to the name of the us	ser, and then select the task that you want to perform.
2 results found for:	00000217516	Gail M Burgess, click the icon nex	t to the name of the us	ser, and then select the task that you want to perform.
2 results found for:	00000217516	Gail M Burgess, click the icon nex	At to the name of the us ^ ∫ Status	ser, and then select the task that you want to perform.
2 results found for:	00000217516 v User ID 00000217516	Gail M Burgess, click the icon nex	A to the name of the us	ser, and then select the task that you want to perform.
2 results found for.	00000217516 v User ID 00000217516 00000217516	Gail M Burgess, click the icon nex	A to the name of the us ∧ Status Active Active	ser, and then select the task that you want to perform.
2 results found for: Restore: R Page 1 of 1	ar task on an account for           00000217516           afresh           00000217516           00000217516           00000217516           00000217516           00000217516	Service Name  Enterprise Account  IM Account ayed: 2 Selected: 0	A to the name of the us     Active     Active	ser, and then select the task that you want to perform.
2 results found for: Restore R Page 1 of 1	User ID         00000217516           00000217516         00000217516           00000217516         00000217516           00000217516         00000217516           00000217516         Displ	Gail M Burgess, click the icon nex     Service Name     Enterprise Account     ITIM Account ayed: 2 Selected: 0	∧ Status Active Active	er, and then select the task that you want to perform.
2 results found for: Restore R Page 1 of 1	Output         Output           offesh	Gail M Burgess, click the icon nex	A to the name of the us     Active     Active	ser, and then select the task that you want to perform.
2 results found for: Restore R Page 1 of 1 Close	afresh         00000217516           afresh         00000217516           00000217516         00000217516           00000217516         Total: 2 Displ	Gail M Burgess, click the icon nex	∧ Status Active Active	ser, and then select the task that you want to perform.

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

-	741159			
ate the accounts for G arch the system based ple, typing *b* will find '	ail M Burgess, type a d on the beginning lette "abc".)	user ID or service name, select a fi ers of the item you are searching for	and then click Search. The accounts that match your criteria are displa search for a textual pattern in the middle of an item, use the <sup>™</sup> symbol	ayed in the table below. By default, clicking Searc on the keyboard to indicate a wildcard. (For
		Search by		
ount information		O User ID		
000217516		Service Name Sea	Advanced	
perform a particular tas	k on an account for Ga	ail M Burgess, click the icon next to	name of the user, and then select the task that you want to perform.	-
results found for: 0000	Its k on an account for Ga 10217516	ail M Burgess, click the icon next t	name of the user, and then select the task that you want to perform.	
results found for: 0000           Restore         Refresh            Sta         Users	ILIS Ik on an account for Ga 10217516 1 Her ID	ail M Burgess, click the icon next t	name of the user, and then select the task that you want to perform.	
results found for. 0000  Restore Refresh ^ Sta ^ Us 000	1115 k on an account for Ga 10217516 1 ser ID 000217516	A Burgess, click the icon next t	name of the user, and then select the task that you want to perform.	
Inage Users > Accour perform a particular tas results found for: 0000 Restore Refresh	115 Ik on an account for Ga 10217516 1 1000217516 1000217516 1000217516	All M Burgess, click the icon next t	name of the user, and then select the task that you want to perform.	

- 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.