Password Resets

The HHS Enterprise Portal

Updated Sept. 13, 2016
The document is interactive. Click the blue buttons or highlighted sections of the screenshot to move to the next step.
To reset an application password for a user, start by signing in to the portal at https://hhsporal.hhs.state.tx.us/iam/portal/.
On the portal Home page, click ISIM under My Applications.
On the ISIM page, click **Manage Users**.
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.
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.
Once the user is located, click on the arrow next to their name and click Accounts.
After you click Accounts, search for the user again using their User ID or Employee ID.
The screen then displays a list of applications for which the user has access.
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.
Click the arrow next to the user’s Enterprise Account, then click **Change Password**.
On the Change Password screen, you have two options:

- Generate a password for me
- Allow me to type a password
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.