Portal Account Registration and Management

The HHS Enterprise Portal

Last Updated: 6-27-19
About this Document

This document was designed to be read interactively on your computer, tablet, or smart phone.
Click on the area beside the arrow to move to the next step.
Click **Back** to return to the pervious page.
Click **New Topic** to return to the list of topics.
Select a topic

• I want to register for a portal account
• I want to change my password and/or security questions
• I want to change information on my portal account
• I forgot my password
• I forgot my username
• I am locked out of my account
Register for a Portal Account

Click here to get started

New Topic
Navigate to the portal and select Register.
Select your user type

- I am an HHS Employee
- I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern.
- I work for a Non-HHS Government Agency or Partner Organization.
- I represent a private organization that is bidding on a government contract specific to CAPPS Supplier Portal
- None of the above.

Back
New Topic
Enter your Employee ID and click **Next**
Enter your **Organization’s** EIN

- **Enter your Organization’s EIN**: Enter your Organization’s Employer Identification Number (EIN) without hyphens.
- **Search for Organization**: Use this option if you need to search for your organization's EIN.

**Click here if you do not know your organization’s EIN**

**Click here after you enter your organization’s EIN**

**Back**

**New Topic**
Enter your organization’s name

Search for Organization

Search for Organization: Health

Back | Search
Click on the **name** of your organization

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Contact First Name</th>
<th>Contact Last Name</th>
<th>Contact Phone Number</th>
<th>Contact Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women's Health of Austin</td>
<td></td>
<td>Katherine</td>
<td>Phillips</td>
<td>5122893163</td>
<td><a href="mailto:kayep11@hotmail.com">kayep11@hotmail.com</a></td>
</tr>
</tbody>
</table>
Fill out your profile details

• Fields with asterisks cannot be left empty.
• Read the rules before creating a username.
• Remember how you enter your name in the first/last name fields. Later, you will need to enter your name exactly as it appears here when signing the Acceptable Use Agreement.
• Click **Next** when you are ready.
Complete the Bidder Registration form

Enter a username and other information.

Enter your organization’s 9-digit Taxpayer Identification Number (TIN) or 11-digit Federal Employer Identification Number (FEIN). Contract bidders must enter their organization’s TIN. Verify that you are not a robot and select Next.

Back | New Topic
10-Day Request Period

• You will receive an request update via email within 10 days.

• Communicate with your Supervisor if the 10-day period is almost over and you have not received an update. If your Supervisor fails to respond to your request, you will be forced to resubmit an access request.

• You will receive an email after your request has been approved.
Check your inbox for an email

The email contains:

• Your username
• A temporary password
• A link to the portal

Click the portal link. On the portal Welcome page, enter your username and temporary password in the fields provided, then click **Sign In**.
Sign the Acceptable Use Agreement

- Read the agreement, scrolling to the bottom of the page to enable the confirmation checkbox.
- Check beside the confirmation checkbox.
- Enter your first and last name as it appears in CAPPS (if you are an HHS Employee) or as it was entered when you registered for an account (if you are not an HHS Employee).
- Click Next.
Create a Password

Read the password rules before you start. The red text will change to green when a condition is met.

- 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 characters from the following: !@#$%^&* ()+=|~`<>?;:,
- Minimum length of the password should be 8 characters.
- Maximum length of the password should be 16 characters.
- At least four characters in the new 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.
- The password should not be the same as the last 6 passwords used.
- The password will expire after 90 days and must be changed after expiration.
Finally, select your security questions.

Keep your answers somewhere safe. You will need to answer these questions in the event that you forget your password or username.
Change Password
or Security Questions
Click here to get started
Click on the **My Profile** link
Click on the links at the top of page
Enter your old password and new password

Password Rules:
- 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 8 characters.
- Maximum length of the password should be 16 characters.
- At least four characters in the new 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.
- The password should not be the same as your First Name or Last name.
- The password should not be the same as the last 6 passwords used.
- The password will expire after 90 days and must be changed after expiration.

The red password rules will change to green when each condition is met.
Change your security questions and provide answers

Security Questions

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question * What is your favorite sport?
Response * 
Confirm * 

Question * Who was your favorite teacher?
Response * 
Confirm * 

Question * What is your favorite pet’s name?
Response * 
Confirm *

[Submit] [Cancel]
Change Portal
Profile Information

Click here to get started

New Topic
Click on the My Profile link
Make changes to your profile

• You can make changes to any enabled fields.
• Contact your Supervisor if you need to change information in fields that have been disabled.
• You cannot change your username.
• Select **Submit** after you have finished making the desired changes.
Reset Your Password

Click here to get started
Navigate to the portal and select Forgot Password
Enter your username
Answer your security questions

Step 2: Answer the following questions to recover your password.

- Question: What is your Mother’s maiden name?
  - Response: 
  - Confirm Response: 

- Question: What city were you born in?
  - Response: 
  - Confirm Response: 

[Next]
Retrieve Your Username

Click here to get started
Are you an HHS Employee?

- Yes
- No
For HHS Employees

Your username is your Employee ID.

Contact your Supervisor if you do not know your Employee ID.
Navigate to the portal and select Forgot Username
Enter your email

Forgot Username

Please use the email id that you used when you registered with the HHS Portal.

Note: for HHS employees, the username is the employee id.

Email Address: kayephillips345@test.com

Cancel  Next
Answer your security questions

Question: What is your favorite color?
*Response: *****
*Confirm Response: *****

Question: What city were you born in?
*Response: *****
*Confirm Response: *****

[Back] [New Topic] [Next]
The portal will display your username

Your username: kayephillips879

[Close]
If you are locked out of your account or experiencing other issues...

Contact the Help Desk at:

Phone: 512-438-4720
Toll Free: 1-800-435-7181 TDD 711
Email: help@hhsc.state.tx.us