ImmTrac2 Login and Password Reset

Welcome to the ImmTrac2 Training Video: ImmTrac2 Login and Password Reset

Training Objectives

The objectives of this video are to demonstrate how to log into ImmTrac2 and how to perform a password reset.

NOTE: Only authorized users have access to ImmTrac2.

The ImmTrac2 URL is https://immtrac.dshs.texas.gov.

Logging into ImmTrac2

Details for requesting access to ImmTrac2 can be found on the **Registration** tab in the menu bar.

Registered Organizations - If your organization is registered with ImmTrac2 and you want to request a username for access, click the **Request Access** link for more information.

Access requests must be approved and requested by the Organization's Point of Contact (POC). The POC serves as the main point of contact for ImmTrac2 related matters and must contact ImmTrac2 Customer Support at (800) 348-9158 or at ImmTrac2@dshs.texas.gov to request user access for new individuals.

If you require assistance in identifying the POC, or designating a new POC, please contact ImmTrac2 Customer Support.

To access ImmTrac2, users need the following login credentials:
- Org Code
- Username
- Password

If needed, contact customer support for your login information.

To log in, enter your Org Code... Username… and Password. Then click the **Login** button.

Read the **Confidentiality Statement** and then click the **I Agree** button to acknowledge that the unauthorized disclosure of personal, identifiable information is strictly prohibited.

Since most users will only have access to one organization, they will land on the Application home page as seen in this example.

If a user has access to multiple organizations they will land in the portal view. For more details on navigating the application and portal screens in ImmTrac2, please view the Navigating ImmTrac2 Video.

To log out, click the **Logout** link in the menu panel. Users will receive the message "*You are now logged out of ImmTrac2.*"

Password Resets / Forgot Password

A new feature of ImmTrac2 is the password reset capability. If you have forgotten your password, you can reset it at any time without calling the ImmTrac2 Customer Support Team.

To reset your password at any time, click the **Forgot Password** button. Users are re-directed to the User Information Screen. Enter your Org Code… Username… and the Email Address that is associated to your ImmTrac2 user account.

Enter the characters displayed in the Captcha image. Click the **Submit** button

If the user's login information and email address are correct, the following message displays: "*A password reset link has been sent to the email address associated with this account and will be valid for 24 hours*."

Users will receive an auto generate email from ImmTrac2@dshs.texas.gov with the following message: "*A request has been submitted to change your ImmTrac2 password. Please follow the link below to reset your password. This link will be available for 24 hours*."

Click the hyperlink to reset your password. Users are redirected to the Confidentiality Statement screen in ImmTrac2. To continue with the password reset, click the **I Agree** button.

On the Change Password screen, enter a new password following the Password Requirements. Re-enter and confirm the new password. Then click the **Save** button. A "*Password Updated*" message displays at the top of the screen.

Users may now continue with the standard login process.

During the Forgot Password process, users have 3 attempts to reset their password. After the 2nd unsuccessful login attempt, the following message displays: "*You have one more attempt to enter correct user information before your account will be locked*."

After the 3rd unsuccessful login attempt your account will be disabled and the following message displays: "*You have exceeded the number of attempts to reset your password. Please contact ImmTrac2 Customer Support at 1-800-348-9158 or at ImmTrac2@dshs.texas.gov*."

Login Issue

Even though users can reset their password at any time, they will have multiple attempts to login to ImmTrac2 before a password reset is required.

When login credentials are entered incorrectly, users will receive the following Validation Error message: "*The Org Code, Username and Password combination is invalid*." Click **OK** to return to the login screen. Users will have 2 more login attempts.

As a best practice, always validate your Org Code and Username were entered correctly before attempting your next login.

Re-enter your password and then click the **Login** button.

NOTE: *Users must enter a valid and correct Org Code and Username combination in order for ImmTrac2 to be able to recognize their user information and to be redirected to the password recall screen. If the Org Code and Username combination is invalid or incorrect, users will continue to receive the Validation Error message.*

After the unsuccessful 2nd login attempt, users will receive the same Validation Error message: "*The Org Code, Username and Password combination is invalid*."

After the 3rd unsuccessful login attempt, user are redirected to the password recall screen.

Password Recall Screen

The password recall screen allows users to enter their login credentials 3 more times in the instance that their information was entered incorrectly on the login screen.

The following message will displays: "*Login attempt was unsuccessful. If you remember your Org Code, Username, and Password associated with your user account and wish to continue to attempt to login to ImmTrac2, re-enter the required account information and characters displayed, then click* **Submit***. Otherwise, click the Forgot Password button to reset your password*."

Enter your Org Code… Username… and Password. Next, enter the characters displayed in the Captcha image. Then click the **Submit** button.

If the login information entered is incorrect, the following message displays: "*The Org Code, Username, or password entered is invalid. Please re-enter your user information*."

Users will have 2 more attempts to enter their correct logging information and Captcha.

After the 2nd attempt, the following message displays: "*You have one more attempt to enter correct user information before your account will be locked*."

If the 3rd login attempt is unsuccessful, the following message displays: "*Login attempts have been exceeded. Click on the Forgot Password button to reset your password and unlock your account*."

Click the **Ok** button.

Follow the same process for resetting your password as previously demonstrated to receive the password reset email.

In this scenario, since the maximum number of login attempts has been reached, users are required to also enter the Captcha image characters.

If all attempts at logging in and resetting your password are unsuccessful, your user account will be disabled you must contact ImmTrac2 Customer Support at 1-800-348-9158 or at ImmTrac2@dshs.texas.gov

For more detailed information regarding any of these topics, see the Online User Manual located on the **Related** Links tab.

Please review the other ImmTrac2 videos at https://immtrac.dshs.texas.gov at your convenience.