

## Texas Immunization Registry Quick Guide - Change Password

### General Information

To access ImmTrac2, go to <https://immtrac.dshs.texas.gov>.

ImmTrac2 supports **Google Chrome**  and **Internet Explorer 11**  as browsers.

It **does not** support Windows 10 Edge  .

This quick guide describes what to do if you:

- [Need to change your password](#), or
- [Forgot your password](#), or
- [Forgot your username](#)

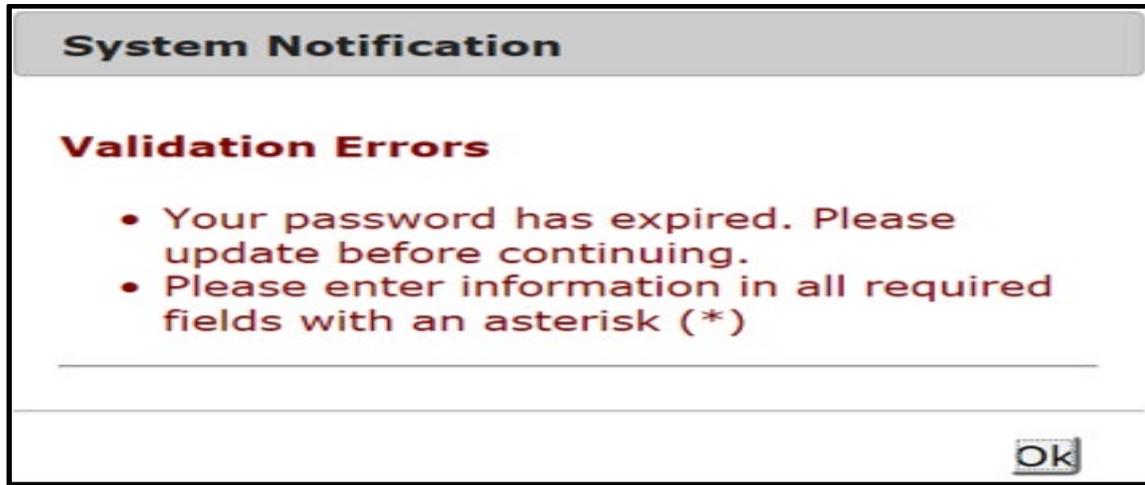
### Need to Change Your Password?

*NOTE: See page 4 for "Tips to Create a Password".* The registry requires passwords to be changed **every 90 days** for View Only and Full Access Provider user roles. When you log in, a warning notice (see *Figure 1: Password Expiration Message*) displays each day for 10 days before your password expires.

**Your ImmTrac2 User Password will expire in 3 day(s). To change your password select [Change Password](#)**

*Figure 1: Password Expiration Message*

After expiration, **you can log in one time with the old password**. A system notification requires you to update before continuing. See *Figure 2: Password Now Expired Message*.

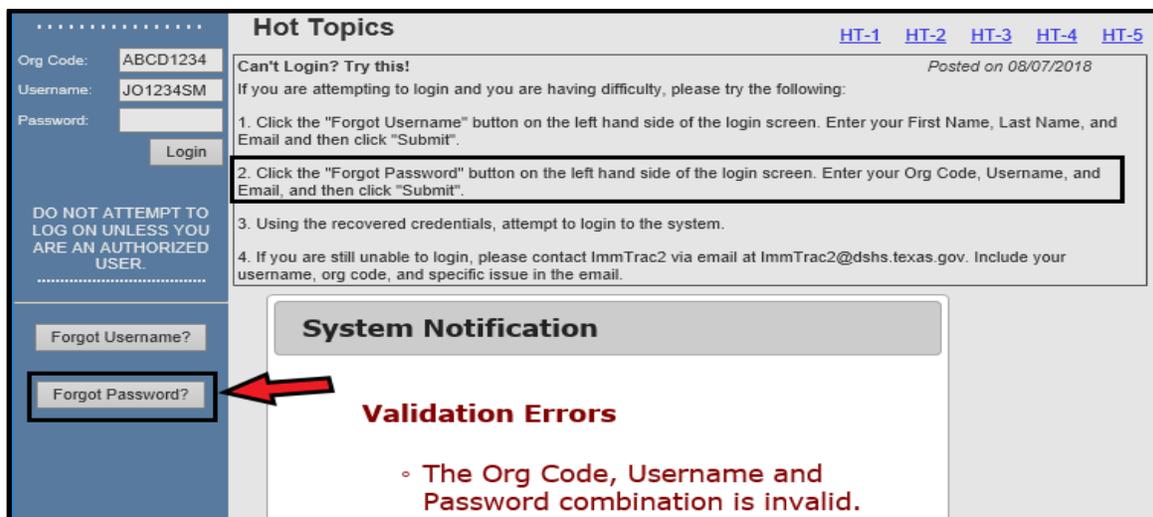


*Figure 2: Password Now Expired Message*

## Forgot Your Password?

Did you try to log in but got the system error message? You may need to reset your password if you aren't confident it is correct. Below is an example of the error message at log in and the steps to change your password.

**1. Click the Forgot Password button** to display a screen asking for your Organization Code, Username, and Email address on file. See *Figure 3: Forgot Password Button*.



*Figure 3: Forgot Password Button*



# Texas Immunization Registry

**2. Enter the required information to generate an email** (see *Figure 4: Reset Password Screen*) with a link to reset your password. The link is only available for 24 hours.

The email should arrive to your inbox within a few minutes of submission. If you don't receive the email, check your junk, spam, or "clutter" folder. Refer to your organization's IT support policies on whether the email may have been blocked from reaching your inbox.

HOME	FORMS	REGISTRATION	RELATED LINKS	
<b>User Information</b>				
To reset your password, please enter your Org Code, Username, and Email address associated with your ImmTrac2 account and click Submit.				
	* Org Code:	<input type="text"/>		
	* Username:	<input type="text"/>		
	* Email address:	<input type="text"/>		
		* Required field		
		<input type="submit" value="Submit"/>		
If you have any questions or do not receive an email with the password reset link, please contact ImmTrac2 Customer Support at 1-800-348-9158 or at <a href="mailto:ImmTrac2@dshs.texas.gov">ImmTrac2@dshs.texas.gov</a> .				

Figure 4: Reset Password Screen

**3. Click the email link to open a browser window for ImmTrac2.** See *Figure 5: Link to Reset Password*.

Delilah CoTrainer

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.

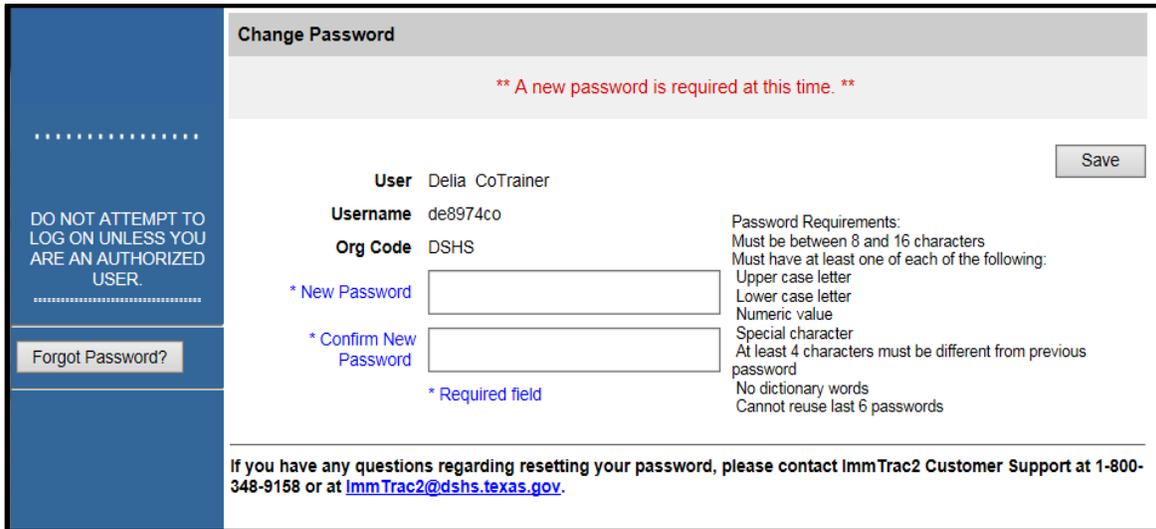
<https://training-immtrac.dshs.texas.gov/TXTRN/securityNotification.do?id=281714790561127600>

If you did not initiate this request or if you have problems accessing the reset password screen, please contact ImmTrac2 Customer Support at 1-800-348-9158 or at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

**ImmTrac2**  
Texas Immunization Registry

Figure 5: Link to Reset Password

#### 4. The “Change Password” screen displays. See Figure 6: Change Password Screen.



**Change Password**

**\*\* A new password is required at this time. \*\***

**User** Delia CoTrainer Save

**Username** de8974co

**Org Code** DSHS

**\* New Password**

**\* Confirm New Password**

**Password Requirements:**  
 Must be between 8 and 16 characters  
 Must have at least one of each of the following:  
 Upper case letter  
 Lower case letter  
 Numeric value  
 Special character  
 At least 4 characters must be different from previous password  
 No dictionary words  
 Cannot reuse last 6 passwords

**\* Required field**

If you have any questions regarding resetting your password, please contact ImmTrac2 Customer Support at 1-800-348-9158 or at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Forgot Password?

Figure 6: Change Password Screen

#### Tips to Create a Password

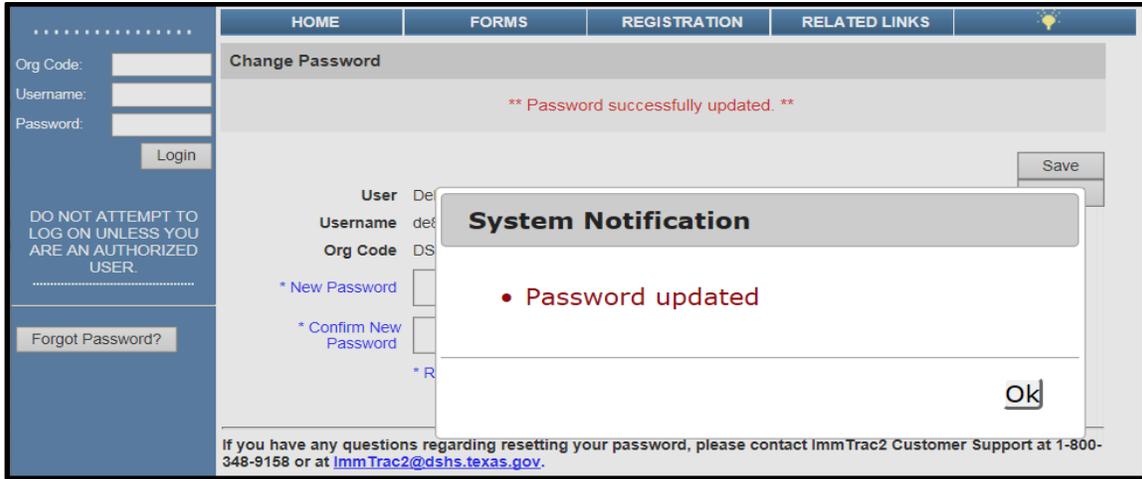
The password requirements are as follows:

- Must be **between 8 and 16 characters.**
- Must have **at least one of each** of the following:
  - Upper case letter: A S D F
  - Lower case letter: a s d f
  - Numeric value: 1 2 3 4 5 6 7 8 9 0
  - Special character: ! @ # \$ % ^ & \* ( )
- At least 4 characters must be different from previous password.
- **No dictionary words.**
- **Cannot reuse last 6 passwords.**

When creating a password, please do not use common words, nouns, or proper nouns. Instead, replace vowels with characters and/or numbers:

- Replace “A” with @ or 2
- Replace “E” with # or 3
- Replace “I” with ! or 1
- Replace “O” with \* or 8
- Replace “U” with ^ or 6

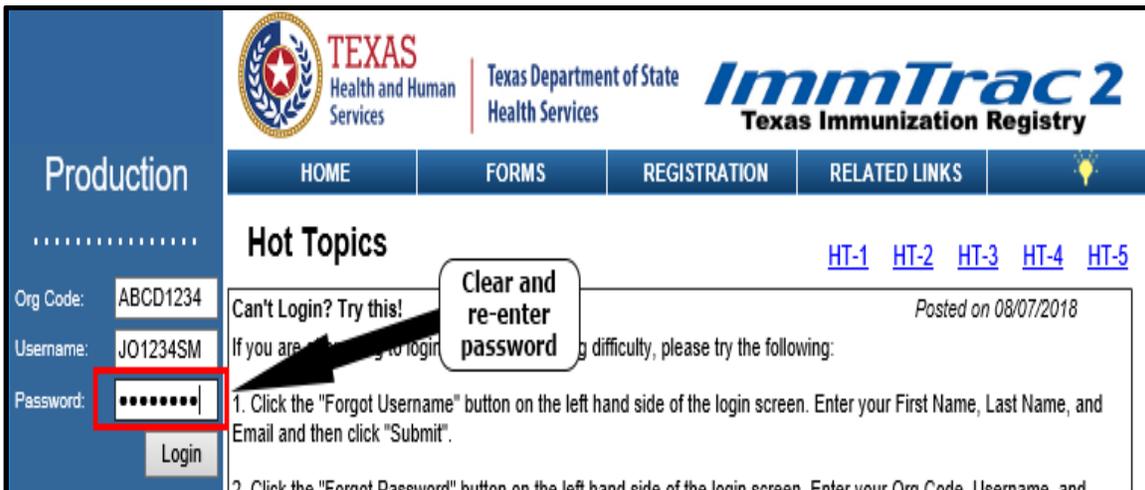
**5. When you successfully create a password, a system notification displays.** See *Figure 7: Password Updated System Notification Message*.



*Figure 7: Password Updated System Notification Message*

**6. Click OK.** The home screen displays to log in with the new password.

**IMPORTANT:** Your web browser may have saved your username and password in the log-in boxes. After you change your password, **RE-ENTER** the new password the next time you log in. **Clear out the pre-loaded password and type in your new one.** Your browser will then display a message asking if you want to save this new information.

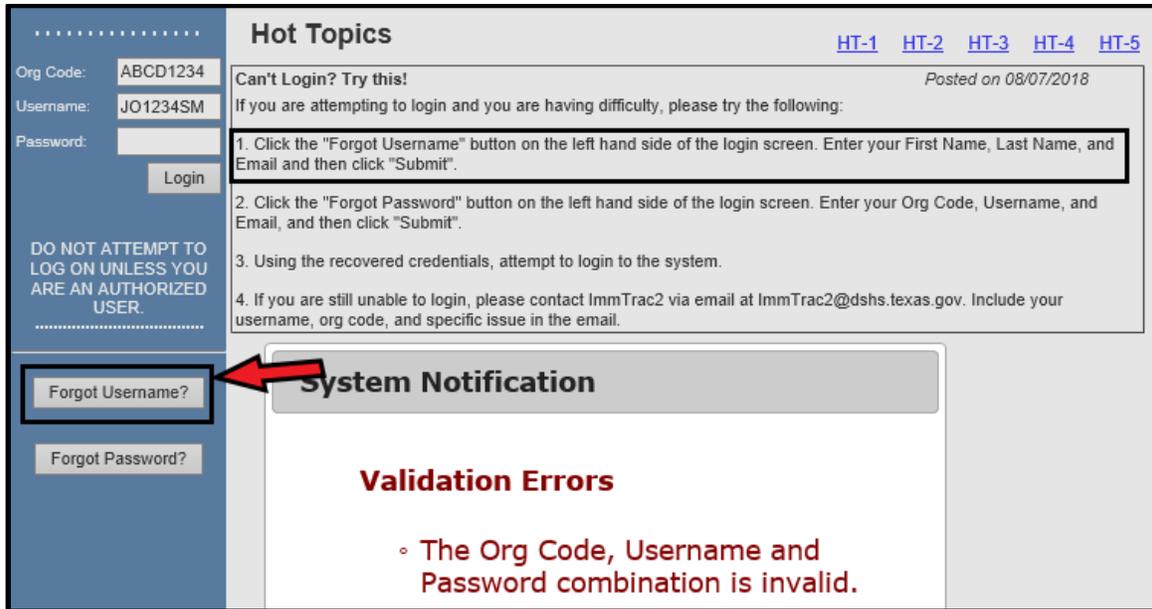


*Figure 8: Clear and Re-enter Password*

## Forgot Your Username?

Did you try to log in but couldn't remember your username? Below are steps to retrieve your Username.

- 1. Click the Forgot Username button** to display a screen asking for your First Name, Last Name, and Email address on file for the user account. See *Figure 9: Forgot Username Button*.



The screenshot shows the login interface with a 'Forgot Username?' button highlighted by a red arrow. A 'System Notification' box contains the following text:

**Hot Topics** [HT-1](#) [HT-2](#) [HT-3](#) [HT-4](#) [HT-5](#)

**Can't Login? Try this!** Posted on 08/07/2018

If you are attempting to login and you are having difficulty, please try the following:

1. Click the "Forgot Username" button on the left hand side of the login screen. Enter your First Name, Last Name, and Email and then click "Submit".
2. Click the "Forgot Password" button on the left hand side of the login screen. Enter your Org Code, Username, and Email, and then click "Submit".
3. Using the recovered credentials, attempt to login to the system.
4. If you are still unable to login, please contact ImmTrac2 via email at ImmTrac2@dshs.texas.gov. Include your username, org code, and specific issue in the email.

**System Notification**

**Validation Errors**

- The Org Code, Username and Password combination is invalid.

Figure 9: Forgot Username Button

- 2. After entering your first name, last name, and email address on file, click Submit.** See *Figure 10: Fields to Retrieve Username*.



The screenshot shows the 'Forgot Username' form with the following fields and elements:

**Production**

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Forgot Password?

**Forgot Username**

To retrieve your username, please enter your First Name, Last Name, and Email Address associated with your ImmTrac2 account and click Submit.

\* First Name

\* Last Name

\* Email Address

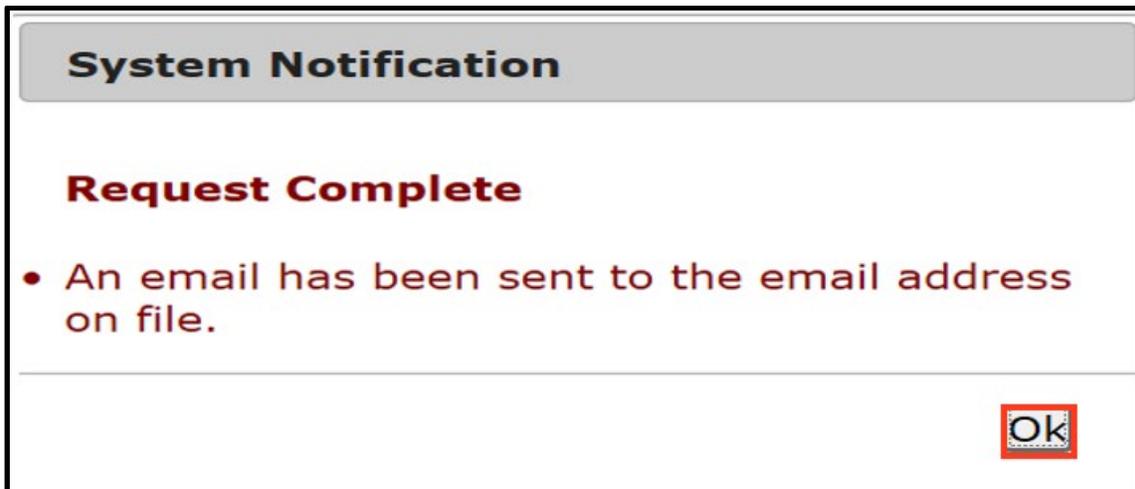
\* Required field

Figure 10: Fields to Retrieve Username



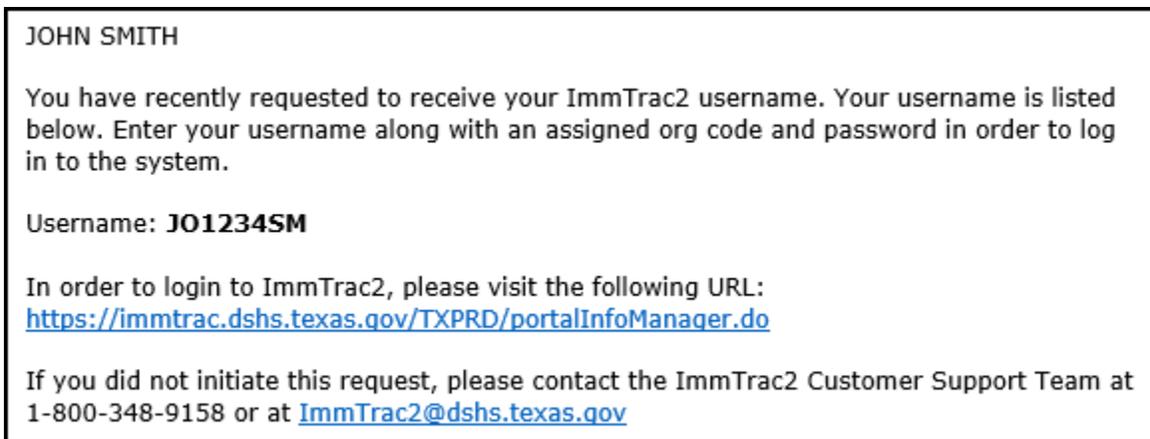
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**3. A System Notification message is displayed** that an email has been sent to the address on file at ImmTrac2. Click OK. See *Figure 11: Notification that Username Email Has Been Sent*.



*Figure 11: Notification that Username Email Has Been Sent*

**4. Go to your email account and read the message.** See *Figure 12: Email Displaying Your Username*.



*Figure 12: Email Displaying Your Username*

**5. Go back to ImmTrac2 and enter your Org Code, Username, and Password.** If you cannot remember your password, go back to the section above, "Forgot Your Password?". If you cannot remember your Org Code, call the ImmTrac Customer Service line at 1-800-348-9158.