

# Changing Your Password for TRS Access

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## Part 1: First time logging in

How to set your security question so you can reset your own password

- After logging in, a window will pop up where you will be required to change your password.
- After changing your password, click on the icon that looks like a **person** in the gray toolbar at the top of the page. This will take you to your **Edit User Information** page.
- The Security Question must be answered to allow you to reset your own password. Find the Login Credentials section in the middle of the page. Choose a Security Question from the drop-down menu. Enter your answer in the fields labeled **Security Answer** and **Confirm Security Answer**. Make sure your e-mail address is in the **E-mail** field under your name. Click the **Save** button at the bottom.

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## Part 2: Change your password

### Rules

- 8 -14 characters
- At least 1 number
- 1 symbol (such as # or &)
- Passwords are case sensitive

## How to change your password BEFORE it expires (before 60 days)

You can change your password before it expires, including when you get the “Expiring Password” warning.

- You must be logged in to the Texas EMS/Trauma Reporting System to change your password.
- Click on the icon that looks like a **person** in the gray toolbar at the top of the page. This will take you to your **Edit User Information** page.
- Find the Login Credentials section in the middle of the page. Enter and confirm your new password in **Password** and **Confirm Password** fields. Password must have at least 8 characters, contain at least 1 number and 1 symbol/special character (such as # or &). Passwords are case sensitive.
- If you have not done so yet, choose and answer the **Security Question** from the drop-down menu. Enter your answer in the field labeled **Security Answer** and **Confirm Security Answer**. Make sure your e-mail address is in the **E-mail** field under your name. Click the **Save** button at the bottom.

## How to change your password AFTER it expires (after 60 days)

Your password may have expired because it has been longer than 60 days since you logged in, or you did not reset your password when you saw the “Expiring Password” warning. Just log in like you normally do, using your current password. You will be directed to a change password screen. **NOTE – if you do not remember your current password, jump to Part 3.**

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# Part 3: Reset your password from the login page

How to use the “Reset your password” link on the EMS/Trauma Login page.

Below the Login button on the Login screen is a hot link that says, “Reset your password”. Clicking on this link enables you to have a new password sent to your e-mail. **Your Security Question and E-mail address must already be entered in the Edit User Information page.**

The screenshot shows the 'Edit User Information' form with the following sections and fields:

- User Information:** First Name, Middle Name, Last Name, Title, Gender, Email, Secondary Email, Supervisor.
- Login Credentials:** Login Name, Password, Confirm Password.
- Security:** Security Question (dropdown), Security Answer, Confirm Security Answer. This section is highlighted with a red box.
- Contact Information:** Street 1, Street 2, City, State, Zip Code, Country, Home Phone, Work Phone, Mobile Phone, Pager, Fax.

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Help'. The 'Save' button is also highlighted with a red box.

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## Part 4: When to contact your Local Administrator

When all else fails, contact your Local Administrator for username and password problems.

- If you don't know who your Local Administrator is, contact the EMS/Trauma Registry at 800-242-3562 or [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).