



Register for an HHS Enterprise Portal Account

Identity and Access Management

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TEXAS
Health and Human
Services

Register for an HHS Enterprise Portal Account

The Health and Human Services (HHS) Enterprise Portal is a state-of-the-art, ADA compliant cyber gateway for accessing your HHS applications. From the Enterprise Portal you can request application access, manage network access or access your applications. However, you must first register, sign the Acceptable Use Agreement (AUA), change your password, and answer security questions.

In most cases you will belong to one of the following categories:

- **HHS Employee:** This is any employee of an HHS agency such as HHSC, DSHS, or DFPS that is not a contractor. All HHS employees report to a supervisor in the HHS organization and have an 11-digit employee ID.
- **HHS Contract Employee:** An employee who has contractor status with HHS, and reports to a supervisor within one of the HHS agencies.
- **Non-HHS Government/Private Organization Worker:** An employee of a government agency that is not HHS, or an employee who works for a non-government organization that partners with HHS. Both types of employees report to a supervisor in their organization, not an HHS agency. You may or may not have an Employer Identification Number (EIN) with which to register. If you do not have an EIN, you will be able to search for your organization.

Select the option below that aligns with your specific access category for instruction to complete your Enterprise Portal registration.

- [Register for an HHS Enterprise Portal Account as an Employee](#)
- [Register for an HHS Enterprise Portal Account as a Contractor, Temporary Worker, Volunteer, or Intern](#)
- [Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization with a Known Employer Identification Number \(EIN\).](#)
- [Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization without a Known Employer Identification Number \(EIN\)](#)

Once your Enterprise Portal Registration is complete, you will receive an email with a username and password. You can then complete the following:

- [Sign the Acceptable Use Agreement \(AUA\), Change Your Password and Answer Security Questions](#)

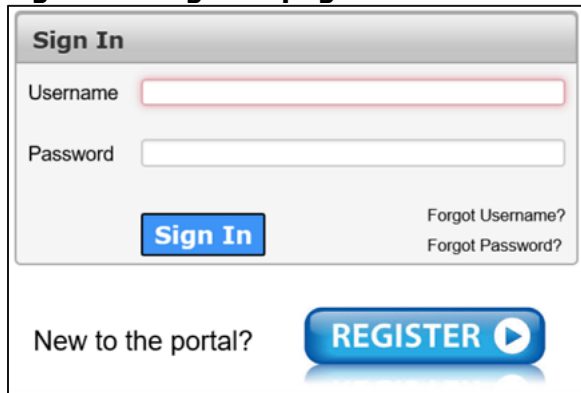
Register for an HHS Enterprise Portal Account as an Employee

An HHS Employee is any employee of an HHS agency such as HHSC, DSHS, or DFPS that is not a contractor. All HHS employees report to a supervisor in the HHS organization and have an 11-digit employee ID. Once you have completed your registration, you will receive an email with your username and a temporary password with which you can login to sign the AUA, change your password, answer security questions, and request application or network access. Complete the following steps to register for an Enterprise Portal account:

Note: New employees can't register for an Enterprise Portal account until your employment record syncs to the Enterprise Portal. This is an automated process that happens every two hours beginning at 9:00am. Therefore, there may be a delay from the time you receive your employee ID and when you can register in the Enterprise Portal. Complete the following steps to register for an HHS Enterprise Portal account.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 1. Register page



The screenshot shows a web form titled "Sign In". It contains two input fields: "Username" and "Password". Below the "Password" field is a blue "Sign In" button. To the right of the "Sign In" button are two links: "Forgot Username?" and "Forgot Password?". Below the "Sign In" section, there is a question "New to the portal?" followed by a blue "REGISTER" button with a play icon.

3. Select **I am an HHS Employee**.
4. Enter your **HHS Employee ID**.
5. Re-enter your **HHS Employee ID**.
6. Click **Next** to open the **Self Registration** page.

Figure 2. Self Registration page

Self Registration ?

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 business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.

None of the above.

Employee IDs consist of eleven (11) numerical values.

Enter your HHS Employee ID *

Re-enter your HHS Employee ID *

Cancel Next

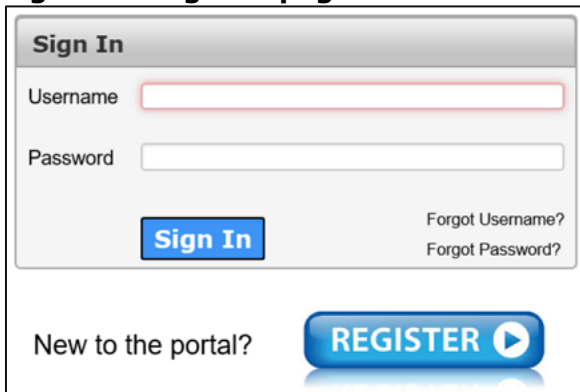
7. Click **Done**. You will receive an email with a temporary password.
8. Login to the Enterprise portal using your **Username** and **Temporary Password**.
9. Follow the instructions contained within this document to sign the AUA, change your one-time password, and answer security questions.
10. Click **Next** to open the **Access Management** page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Register for an HHS Enterprise Portal Account as a Contractor, Temporary Worker, Volunteer, or Intern

An HHS Contract Employee is an employee who has contractor status with HHS, and reports to a supervisor within one of the HHS agencies. Once you have completed your registration, an access request email is sent to your supervisor. After your supervisor approves your request, you will receive an email with your username and a temporary password with which you can login to the Enterprise Portal to sign the AUA, change your password, answer security questions and request application access. It may take up to ten days for your request to be approved. Complete the following steps to register for an Enterprise Portal account:

1. Navigate the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>
2. Click the **Register** button.

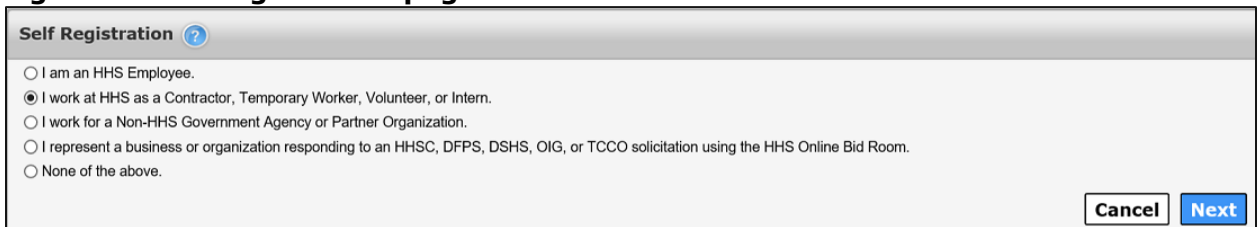
Figure 3. Register page



The image shows a web interface for signing in and registering. At the top, there is a grey header with the text "Sign In". Below this, there are two input fields: "Username" and "Password". To the right of the "Password" field, there are two links: "Forgot Username?" and "Forgot Password?". Below the input fields, there is a blue button labeled "Sign In". At the bottom left, there is the text "New to the portal?". To the right of this text is a large blue button labeled "REGISTER" with a white play button icon.

3. Select **I work as a Contractor, Temporary Worker, Volunteer or Intern.**

Figure 4. Self Registration page



The image shows a "Self Registration" page. At the top, there is a grey header with the text "Self Registration" and a question mark icon. Below this, there are five radio button options:

- 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 business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.
- None of the above.

At the bottom right, there are two buttons: "Cancel" and "Next".

4. Click **Next** to open the **Request Access: HHS Contract Employee** page.
5. Complete the fields on the **Request Access: HHS Contract Employee** page. Fields designated with an asterisk are required. If you do not have an HHS agency email account, you can use a personal email account to register. Once you receive an agency email, you will need to up-date it in the **My Profile** section.

Figure 5. Request Access: HHS Contract Employee page

Request Access: HHS Contract Employee

▶ **Personal Information**

Prefix ▼

First Name *

Middle Name

Last Name *

Suffix



Preferred Name

Personal Email

▶ **Enterprise Portal Information**

Username *

User Type* ▼

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green  means your selected username is available.
- A red  means your selected username is unavailable.

▶ **Agency Information**

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

▶ **Work Location Information**

Physical Address 1

Physical Address 2

Physical City

Physical State ▼

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State ▼

Mailing Zip Code

▶ **Supervisor Information**

Supervisor First Name *

Supervisor Last Name *

Supervisor Email Address *

6. Click **Next**.
7. Click **Done** on the **Self Registration** page. Your Enterprise Portal access request is forwarded to your HHS supervisor. Once they have approved the request, you will receive an email with a temporary password.
8. Login to the Enterprise Portal using your **Username** and **Temporary Password**.

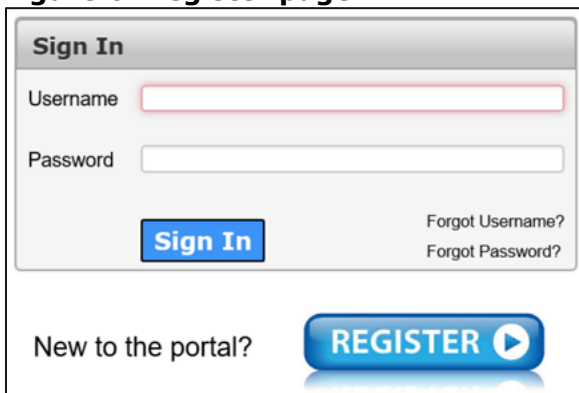
9. Follow the instructions contained within this document to sign the AUA, change your **One-Time Password**, and answer security questions.
10. Click **Next** to open the **Access Management** page. Complete the steps to request application or network access. Refer to the *Application Access Guide* for more information.

Register for an Enterprise Portal Account as a Non-HHS Government Agency or Partner Organization with a Known Employer Identification Number (EIN).

A Non-HHS Government/Private Organization Worker is an employee of a government agency that is not HHS, or an employee who works for a non-government organization that partners with HHS. Both types of employees report to a supervisor in their organization, not an HHS agency. Once you have completed your registration, an access request email is sent to your partner supervisor. An HHS agency sponsor is an HHS employee who will receive communications regarding the partner organization until appropriate approvers have been assigned. After your request has been approved, you will receive an email with your username and a temporary password with which you can login to sign the AUA, change your One-Time password, answer security questions, and request application access. The initial Enterprise Portal access approval may take up to ten days. Complete the following steps to register for an Enterprise Portal account:

1. Navigate to the Enterprise Portal <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button to open the **Self Registration** page.

Figure 6. Register page



The screenshot shows a web form for signing in. At the top is a grey box with the text "Sign In". Below this are two input fields: "Username" and "Password". To the right of the "Password" field are two links: "Forgot Username?" and "Forgot Password?". Below the input fields is a blue button with the text "Sign In". At the bottom of the form, there is a label "New to the portal?" and a large blue button with the text "REGISTER" and a play icon.

3. Select **I work for a Non-HHS Government Agency or Partner Organization**.

Figure 7. Self Registration page

The screenshot shows a window titled "Self Registration" with a help icon. It contains five radio button options: "I am an HHS Employee.", "I work at HHS as a Contractor, Temporary Worker, Volunteer, or Intern." (which is selected), "I work for a Non-HHS Government Agency or Partner Organization.", "I represent a business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.", and "None of the above." In the bottom right corner, there are two buttons: "Cancel" and "Next".

4. Click **Next**.
5. Enter your **Organization's Employer Identification Number (EIN)** without hyphens.

Figure 8. Self Registration - Search for Organization

The screenshot shows a form titled "Search for Organization". At the top, it says "Enter your Organization's Employer Identification Number (EIN) without hyphens." Below this is a blue link that says "Search for Organization". There are two input fields: "Enter EIN *" and "Re-enter EIN *". In the bottom right corner, there are two buttons: "Cancel" and "Next".

6. Click **Next** to open the **Request Access: Non-HHS Agency/Private Organization Employee** page.
7. Complete the information on the **Request Access: Non-HHS Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 9. Request Access: Non-HHS Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type *

Organization Name

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

8. Click **Next**.
9. Click **Done**. Your Enterprise Portal access request will be forwarded to your partner supervisor. An HHS Partner approver is an employee of HHS that is the point of contact or liaison between the partner organization and HHS. Once they have approved the request, you will receive an email with a temporary password.
10. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
11. Follow the instructions contained within this document to sign the AUA, change your One-Time password, and answer security questions.

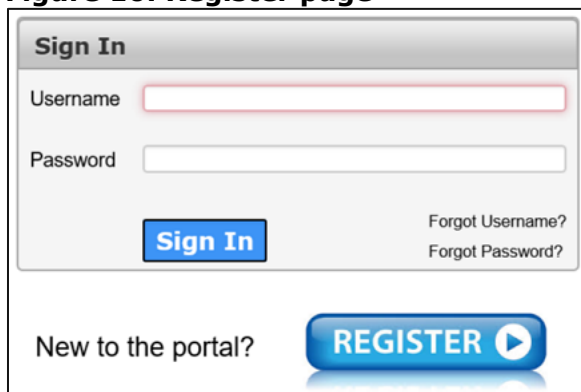
12. Click **Next** to open the Access Management page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Register for an HHS Enterprise Portal Account as a Non-Government Agency or Partner Organization without a Known Employer Identification Number (EIN)

A Non-HHS Government/Partner Organization Worker is an employee of a government agency that is not HHS, or an employee who works for a non-government organization that partners with HHS. Both types of employees report to a supervisor in their organization, not an HHS agency. One you have completed your registration; an access request email is sent to your partner supervisor. An HHS agency sponsor is an HHS employee who will receive communications regarding the partner organization until appropriate approvers have been assigned. After your request has been approved, you will receive an email with your username and a temporary password with which you can log in to sign the AUA, change your One-Time Password, answer security questions, and request application access. The initial Enterprise Portal access approval may take up to ten days. Complete the following steps to register for an HHS Enterprise Portal account.

1. Navigate to the Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
2. Click the **Register** button.

Figure 10. Register page



The screenshot shows a web form for signing in. At the top is a grey header with the text "Sign In". Below this are two input fields: "Username" and "Password". The "Username" field has a red border. To the right of the "Password" field are two links: "Forgot Username?" and "Forgot Password?". Below the input fields is a blue button with the text "Sign In". At the bottom of the form area, there is a label "New to the portal?" and a large blue button with the text "REGISTER" and a play icon.

3. Select **I work for a non-HHS Government or Agency Partner Organization**.

Figure 11. Self Registration - Search for Organization

Self Registration ?

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 business or organization responding to an HHSC, DFPS, DSHS, OIG, or TCCO solicitation using the HHS Online Bid Room.

None of the above.

Enter your Organization's Employer Identification Number (EIN) without hyphens.

[Search for Organization](#)

Enter EIN *

Re-enter EIN *

4. Select **Search for Organization** if you do not know your organization's EIN.
5. Enter your **Organization Name**.

Figure 12. Search for Organization page

Search for Organization

Search for Organization

6. Select **Search** to open the **Search Results** screen.

Figure 13. Search Results page

Search for Organization

Search for Organization

Name	Description	Contact First Name	Contact Last Name
Women's Shelter of East Texas	Women's Shelter of East Texas, Inc	Janet	East
Women's Center of East Texas, Inc		HHSC	Helpdesk
Whispering Pines A Texas General Partnership		Liz	Velasquez

7. Locate and click your **Organization** to select it. If you are unable to find your organization, contact the Helpdesk at 512-438-4720 or Toll Free at 1-855-435-7181.
8. Click **Next** to open the **Request Access: Non-Agency/Private Organization Employee** page.
9. Complete the information on the **Request Access: Non-Agency/Private Organization Employee** page. Fields with an asterisk are required.

Figure 14. Request Access: Non-Agency/Private Organization Employee page

Request Access: Non-HHS Agency/Private Organization Employee

Personal Information

Prefix

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Personal Email

Enterprise Portal Information

Username *

User Type *

Organization Name

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green means your selected username is available.
- A red means your selected username is unavailable.

Agency Information

Work Email*

Confirm Work Email *

Work Phone *

Mobile #

Work Fax #

Work Location Information

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

10. Click **Next**.
11. Click **Done**. Your Enterprise Portal access request will be forwarded to your HHS Partner Approver. Once they have approved the request, you will receive an email with a temporary password.
12. Login to the Enterprise Portal using your **Username** and **Temporary Password**.
13. Follow the instructions contained within this document to sign the AUA, change your password, and answer security questions.
14. Click **Next** to open the **Access Management** page. Complete the steps to request application access. Refer to the *Application Access Guide* for more information.

Sign the Acceptable Use Agreement (AUA), Change Your Password and Answer Security Questions

1. Login to your account using your username and the temporary password contained in the email. This open the **Acceptable Use Agreement** page.

Figure 15. Acceptable Use Agreement page

Health and Human Services Acceptable Use Agreement (AUA)
(Formerly known as the Computer Use Agreement or CUA)

Please read the following agreement carefully and completely before signing.

Purpose

The purpose of this document is to inform you of your responsibilities concerning the use of Texas Health and Human Services System (HHS) Confidential Information, HHS Agency sensitive information, and HHS Information Resources.[1] This includes: computer, hardware, software, infrastructure, data, personnel, and other related resources. Your signature is required to formally acknowledge your understanding, acceptance, and compliance of HHS's Information Resource Acceptable Use provisions. This agreement applies to all persons using HHS Information Resources and/or using, disclosing, creating, transmitting, or maintaining HHS Confidential Information or HHS Agency sensitive information, whether employed by an HHS Agency or not, and is based on policy delineated in the HHS Enterprise Information Security Policy (EIS-Policy), and the HHS Enterprise Information Security Acceptable Use Policy (EIS-AUP). Users are further informed of their responsibilities regarding the use of HHS Information Resources when taking the required annual HHS Enterprise Information Security Acceptable Use Training.

I understand and hereby agree to comply with the following Information Resource Acceptable Use provisions:

Authorized Use

- Information Resources are intended to be used in support of official state-approved business.
- Limited personal use of Information Resources may be allowed and is described in other policies and procedures of the HHS Agency by which I am employed.

By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms.

Provide an electronic signature by entering your first and last name [?](#) :

First Name

Last Name

2. Read the AUA. You must read and scroll through the entire AUA to activate the **By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms** checkbox.
3. Click the **By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with it's terms** checkbox.
4. Enter your **First Name**.
5. Enter your **Last Name**.
6. Click **Next** to open the **Change Password** page.

Figure 16. Change Password page

Change Password

You must change your password to continue.

New Password

Confirm 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** 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 your First name or Last name.
- ★ The password should not be the same as the last 24 passwords used.
- ★ The password will expire after 90 days and must be changed after expiration.
- ★ Only one password reset is allowed per 24-hour period.

7. Enter a new **Password** according to the **Password Rules**. As each condition is met, the red X will change to a green check mark.
8. Re-enter your **Password**. You should see that all the red x's have changed to green check marks in the **Password Rules** section.
9. Click **Next** to open the **Security Questions** page.

Figure 17. Security Questions page

Security Questions

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

Question # 1*

Response # 1*

Confirm # 1*

Question # 2*

Response # 2*

Confirm # 2*

Question # 3*

Response # 3*

Confirm # 3*

10. Complete the **Security Questions**. You must answer and confirm each question.
11. Click **Next** to open the **My Profile** page.
12. Verify your personal information on the **My Profile** page. Your **My Profile** page may look different from the one shown below depending on the type of employee you are.

Figure 18. My Profile page

My Profile

Fields appearing with an asterisk* cannot be left empty.

▶ **Personal Information**

Prefix

First Name*

Middle Name

Last Name*

Suffix

Preferred Name

Personal Email

▶ **Enterprise Portal Information**

Username*

User Type*

Organization Name

▶ **Agency Information**

Work Email*

Work Phone*

Mobile #

Work Fax #

Job Title

Component Code

▶ **Work Location Information**

Physical Address 1

Physical Address 2

Physical City

Physical State

Physical Zip Code

Same as Physical Address

Mailing Address 1

Mailing Address 2

Mailing City

Mailing State

Mailing Zip Code

13. Click **Next** to request application access. If you get logged out of the system, log back in using your username and new password.
14. Click **Manage Access**.

15. Follow the instructions in the *Application Access Guide* to request access to specific applications.