

CAPPS HCM Password Admin Assistance

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1. Setup e-mail for Separated employee via the Modify a Person page by HR Staff

This page is in the HR Core module.

- Only HR personnel with a special security role have access to make updates to this page.
- This allows an HR core user to assign and/or change the e-mail address.
 - Updating the e-mail address from <blank> triggers both a UserID e-mail and a new password e-mail to be sent to the user.
- The HR user who initiates this action never sees the user's password.

A. Lookup the user

Oracle HR Core - Modify a Person

Personal Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Empl ID: begins with Enter search info

Name: begins with

Last Name: begins with

Second Last Name: begins with

Alternate Character Name: begins with

Middle Name: begins with

Organizational Relationship: =

Business Unit: begins with

Department Set ID: begins with

Department: begins with

Company: begins with

☐ Include History ☐ Correct History ☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1 of 1 Last

| Empl ID | Name | First Name | Last Name | Second Last Name | Alternate Character Name | Middle Name | Organizational Relationship | Business Unit | Department Set ID | Department | Company |
|----------|------|------------|-----------|------------------|--------------------------|-------------|-----------------------------|---------------|-------------------|------------|----------|
| REDACTED | | | | blank | blank | A | Emp | | | | REDACTED |

Enter search criteria based on information provided by user and press the <Search> button.

The Biographical Details page will appear.

Validate the user's identity before proceeding.

This page lists SSN and other sensitive information (not included in this screen shot), so access to this function must only be granted to personnel authorized to view this information.

B. Update the necessary information

Oracle HR System - Modify a Person

Biographical Details | Contact Information | Regional | IDs

Person ID: REDACTED

Name: REDACTED

Effective Date: 07/01/2011

Format Type: English

Display Name: REDACTED

View Name

Biographic Information

Date of Birth: 03/27/1954 60 Years 11 Months

Date of Death:

Birth Country:

Birth Location:

Commissioned Peace Officer: ☐

Info Release Indicators

Allow the following to be released to the public: Release All: ☐ Release None: ☐

*Home Address Release: N *SSN Release: N *Emergency Contact Info Rel: N

*Home Telephone Release: N *Family Info Release: N

Biographical History

*Effective Date: 07/01/2011

*Gender: REDACTED

*Highest Education Level: A-Not Indicated

*Marital Status: Unknown

Language Code:

Alternate ID:

☐ Full-Time Student

Click the **Contact Information** tab to add the email address.

Oracle HR System - Modify a Person

Biographical Details | Contact Information | Regional | IDs

Current Addresses

Address Type: Home As Of Date: 07/01/2011 Status: A Address: REDACTED

View Address Detail

Phone Information

*Phone Type: Home Telephone Extension: REDACTED Preferred: ☒

Email Addresses

*Email Type: Business *Email Address: REDACTED Preferred: ☐

*IM Protocol: Other *IM Domain: *Network ID: Preferred: ☐

Save Return to Search Add Update Display Include History Correct History

For former employees, enter the **Email Type** as "Home".

Enter the former employee's personal e-mail address.

When the **Email Address** field of a new user is changed from <blank> to an e-mail address, the user will get 2 separate emails:

1. An e-mail containing the user's UserID
2. A separate e-mail containing a new, auto-generated password

When the **Email Address** field is simply updated (i.e. changed from a non-blank value to another non-blank value), the user will not get any additional e-mails and the user's password will not be changed.

1. Reset Password for Separated or Active Employee via the Password Reset Page

This page does not require HR Core access. It is accessible via the CAPPs Enterprise Portal.

- This page cannot establish or change an e-mail address.
- It allows an agency user to reset passwords without viewing confidential information.
- We recommend that this page be assigned to help desk users or other support resources.

A. Lookup the user

Oracle
ID Search & Password Reset

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

User ID: begins with
Company: begins with
Empl ID: begins with
First Name: begins with
Last Name: contains Enter search info

☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1 of 1 Last

| Company | User ID | Empl ID | First Name | Last Name |
|----------|---------|---------|------------|-----------|
| REDACTED | | | | |

Click **Search** after entering appropriate search criteria using any of the available options.

Click on the appropriate user to recall the password reset page.

C. Validate the user and reset the password

Note – this process cannot be used if the Email ID is blank.

Oracle
Adhoc Password Reset Roles Listing

Company: User ID: Employee ID: Full Name: Email ID: Status: Password Expired: ☐

Unlock Account

Return to Search

Last Password Reset Date/Time: 01/06/15 4:23:30PM
Last Password Reset User: TXTESTDEV03
Failed Password Attempts: 0
Primary Permission List: TX_PP_SELF_SERVICE_USER
Process Profile Permission List: TX_AGY_PROCESS_PROFILE
Row Security Permission List: TX_RL_SELF_SERVICE_USER

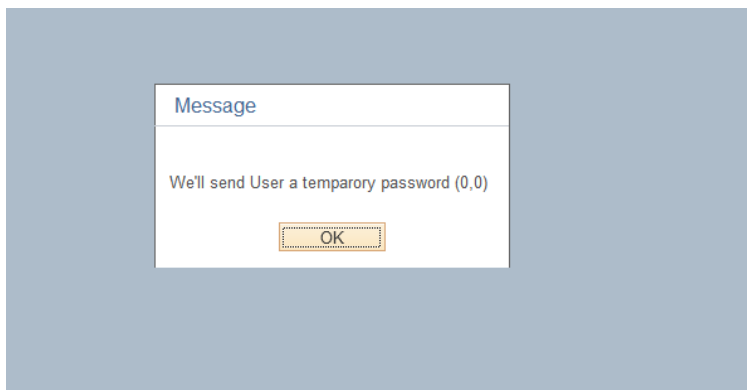
Password Reset

If this field is bold, the account must be unlocked before resetting the password.

After positively identifying the user, click Password Reset to send the user a new temporary password.

D. Confirmation message

The following message will appear to confirm that a new password has been sent.



E. Useful fields displayed on the Adhoc Password Reset page

The Password Reset page also displays information that is helpful to diagnose a problem or to assist in validating a user.

[Favorites](#) > [Main Menu](#) > [PeopleTools](#) > [Security](#) > [ID Search & Password Reset](#)

ORACLE

[Adhoc Password Reset](#) | [Roles Listing](#)

| | |
|---|--|
| Company: User ID: Employee ID: REDACTED Full Name: Email ID: Status: Password Expired: <input type="checkbox"/> Unlock Account | Last Password Reset Date/Time: 03/09/15 2:56:32PM Last Password Reset User: 00010010581 Failed Password Attempts: 0 Primary Permission List: HCPPALL Process Profile Permission List: TX_PS_PROCESS_PROFILE Row Security Permission List: HCDPALL Password Reset |
|---|--|

[Return to Search](#)

[Adhoc Password Reset](#) | [Roles Listing](#)

| | |
|--|---|
| Company: Agency number | Last Password Reset Date/Time: Last password reset date and time |
| UserID: CAPPS login ID (usually begins with "001") | Last Password Reset User: User who last updated this user's profile |
| Employee ID: User's employee number or TINS ID | Failed Password Attempts: Number of failed password attempts |
| Full Name: User's full, legal name in HR records | Primary Permission List: This governs data security for Financials |
| Email ID: E-mail address on-file for this user | Process Profile Permission List: This governs access to run system processes |
| Status: Indicates whether the user is Active or not | Row Security Permission List: This governs data security for HR/Payroll |
| Password Expired: If checked, password is expired | |

F. Information on the Roles Listing page

Oracle
Favorites ▾ Main Menu ▾ > PeopleTools ▾ > Security ▾ > ID Search & Password ▾

Adhoc Password Reset Roles Listing

Roles Listing

| | |
|----|-------------------------------|
| 1 | PeopleTools |
| 2 | ProcessSchedulerAdmin |
| 3 | ReportDistAdmin |
| 4 | Security Administrator |
| 5 | TX_AGY_SECURITY_ADMINISTRATOR |
| 6 | TX_ALL_PAGES_STW |
| 7 | TX_HR_BLR_ADD_POI |
| 8 | TX_HR_BLR_CHANGE_EMAIL |
| 9 | TX_HR_CORE_ACCESS |
| 10 | TX_PS_QUERY_MANAGER |
| 11 | TX_PS_USER |
| 12 | TX_SC_APP_RESET_PW |
| 13 | TX_SP_STW_INQ_POI |
| 14 | TX_SUPPORT |

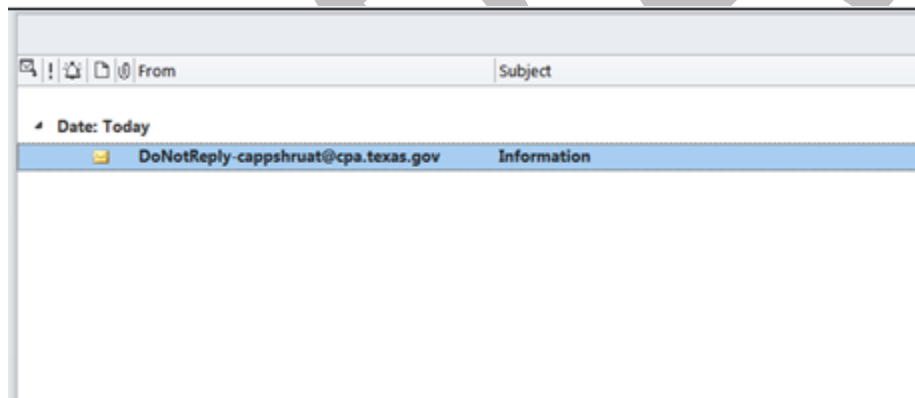
Return to Search

Adhoc Password Reset | Roles Listing

This tab lists the security roles assigned to the user.

G. Password delivery

The new password will appear in the user's e-mail account looking like this:



Notes:

- It is possible for the temporary password to go to the user's "Junk" or "Spam" email box.
- Temporary passwords may contain characters not easily found on the keyboard. Use cut & paste for best results.
- No URL or login ID is included. The email will contain the temporary password only.
- The temporary password will expire in 72 hours. If the user allows fails to use the temporary password within 72 hours of being issued, the temporary password will become invalid and the user must make another reset request.
- This is the URL the user must use to login to CAPPS: <https://entprtlprd.cpa.texas.gov/>
- The user will immediately be required to change the temporary password to a personal password that only the user knows. After signing on, the user will see these screens:



Clicking on this link is the user's only option.

A screenshot of the "capps" (Centralized Accounting and Payroll/Personnel System) interface. The top navigation bar shows "Favorites" and "Main Menu > Change Password". The main heading is "Change Password". Below this, the "User ID:" field contains the text "REDACTED". The "Description:" field is empty. There are three password input fields: "*Current Password:", "*New Password:", and "*Confirm Password:". At the bottom left of the form is a button labeled "Change Password".

The user must enter the temporary password in the first box, and the user's new personal password in the other two boxes.

After completing the password fields, the user must click this button to invoke the change.



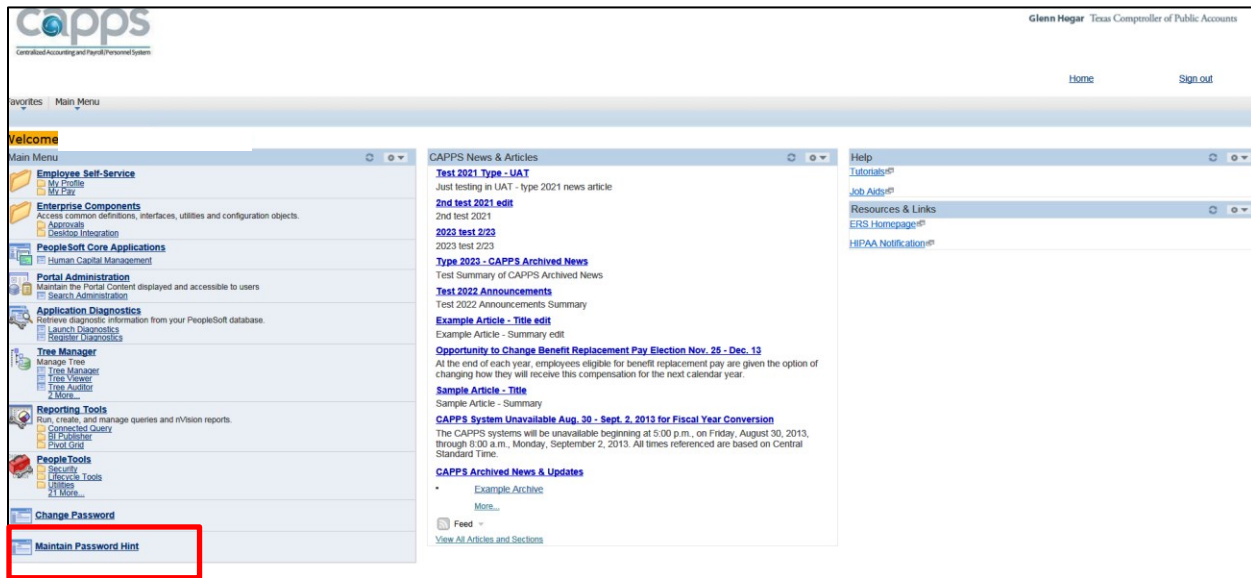
Once the password change is successful, the user will see this confirmation, and click the OK button to dismiss the message.

2. How to Set Up Password Hints

Encourage users to set up their password hints to help reset their own passwords in the future.

A. Location of the Maintain Password Hints link

The Password Hints link can be found on the HCM portal home page.



Choose a Question and Response

What is the first school you attended?
What is the full name of your first boss?
What is the name of first girlfriend/boyfriend?
What is your favorite band?
What is your favorite movie?
What was the name of the person you first kissed?
What was the name of your first pet?
What was the year and model of your first car?
Who is your favorite book character?
Who is your favorite cartoon character?
Who was your most memorable/influential teacher?

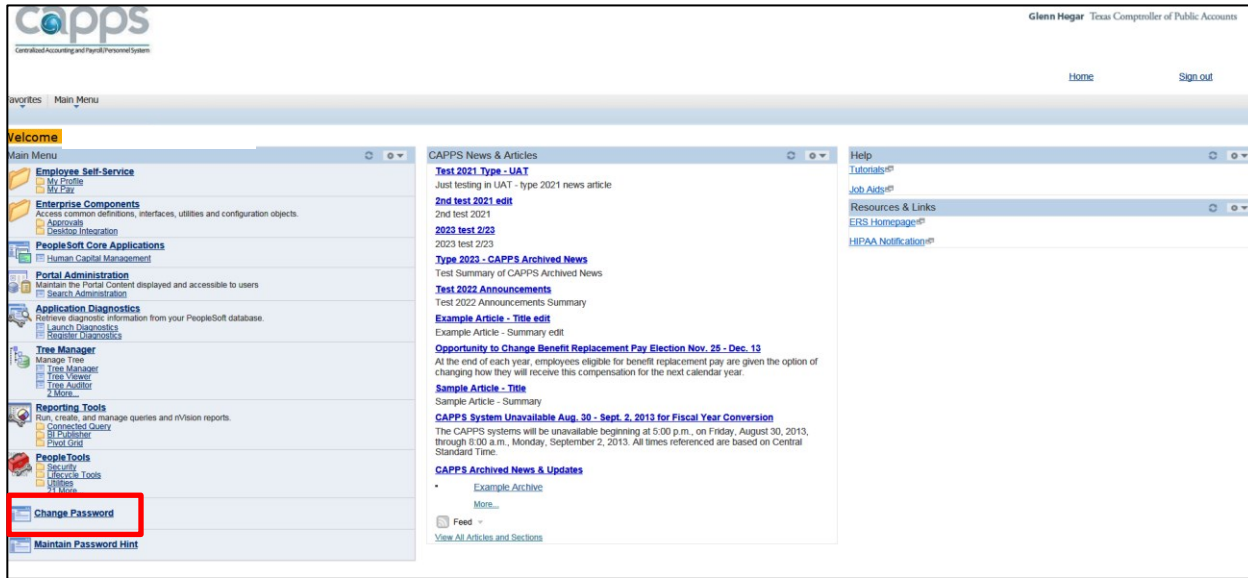
B. Password Hints Response rules

- The response must be a minimum of 5 characters.
- The answer is not case sensitive.

3. Password Reset within the CAPPS application

A. Location of the Maintain Password Hints link

Users can manually change their passwords from the CAPPS Enterprise Portal home page by clicking the Change Password link.



4. How to Use Forgot/Change Password Feature

NOTE: This feature is only available if the password hints have been previously setup as in Step 3 above.

A. Location of the Forgot/Change Password link

The link is located on the CAPPS Enterprise Portal Login screen.

Current and Former Employee Login

User ID:

Secure Password:

Repeated log-in failures may result in your account being locked.

- [Logging in for the first time](#)
- [What's my User ID/Forgot my User ID?](#)
- [I forgot/Change my password](#)
- [Information for Former Employees](#)

Supported Browsers: Internet Explorer Versions 8, 9, 10 and 11 are the supported browsers for the CAPPS website.

Employees using shared computers are advised to click Logout and then exit the browser after completing their session.

This website is intended for use by State of Texas employees and others expressly authorized by State of Texas. Attempting to access this website

Click the "I forgot/Change my password" link, then enter your CAPPS 11-digit UserID here, and click **Continue**.

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

Forgot My Password

User ID: REDACTED

Email ID: REDACTED

Please answer the following question below for user validation.

Question: What was the name of your first pet? ←

Response: ✕

[Email New Password](#)

Answer your security question and then click **Email New Password**.

Remember, responses are not case sensitive.

A confirmation message will be displayed.

Password Emailed

✓ Your password has been emailed.

[Go to Login page](#) ←

A confirmation message will be displayed. A link to the Login page conveniently appears.

A new temporary password will be emailed to the address on the user's CAPPS account.

B. Password e-mail:

Here is an example of a password e-mail.

Information - Message (HTML)

File Message Add-Ins McAfee E-mail Scan

Ignore X Delete Reply Reply All Forward IM More CAPPS HR Implement... To Manager Team E-mail Move OneNote Actions Mark Unread Categorize Follow Up Translate Zoom

From: ☐ DoNotReply-cappsepuat@cpa.texas.gov Sent: Thu 3/12/2015 9:35 A

To: REDACTED

Cc: REDACTED

Subject: Information

PLEASE DO NOT REPLY TO THIS EMAIL. THIS IS FOR INFORMATIONAL PURPOSE ONLY.

Here is your new logon credential information, which will expire shortly.

REDACTED

If you believe your account was reset in error, please contact Statewide Fiscal Systems Security at 512-463-2277, or the CPA help desk at 512-463-4357 immediately.