

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

The screenshot shows the Oracle HR 'Modify a Person' page. The breadcrumb trail is: Main Menu > Workforce Administration > Personal Information > Modify a Person. The page title is 'Personal Information'. Below the title, there is a search section with a 'Search Criteria' dropdown menu. The search criteria are: 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 []. There are checkboxes for 'Include History', 'Correct History', and 'Case Sensitive'. Below the search criteria are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. The search results section shows a table with one row of results. The table has columns: Empl ID, Name, First Name, Last Name, Second Last Name, Alternate Character Name, Middle Name, Organizational Relationship, Business Unit, Department Set ID, Department, and Company. The Empl ID and Department Set ID columns are redacted with 'REDACTED'. The other columns contain: Name (blank), First Name (blank), Last Name (blank), Second Last Name (blank), Alternate Character Name (blank), Middle Name (A), Organizational Relationship (Emp), Business Unit (blank), Department (blank), and Company (blank).

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

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

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

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

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.

Adhoc Password Reset Roles Listing

Company: []

User ID: []

Employee ID: **REDACTED**

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

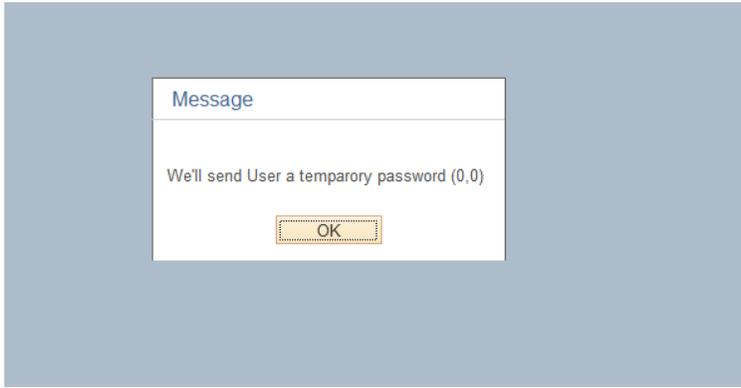
Password Reset

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.

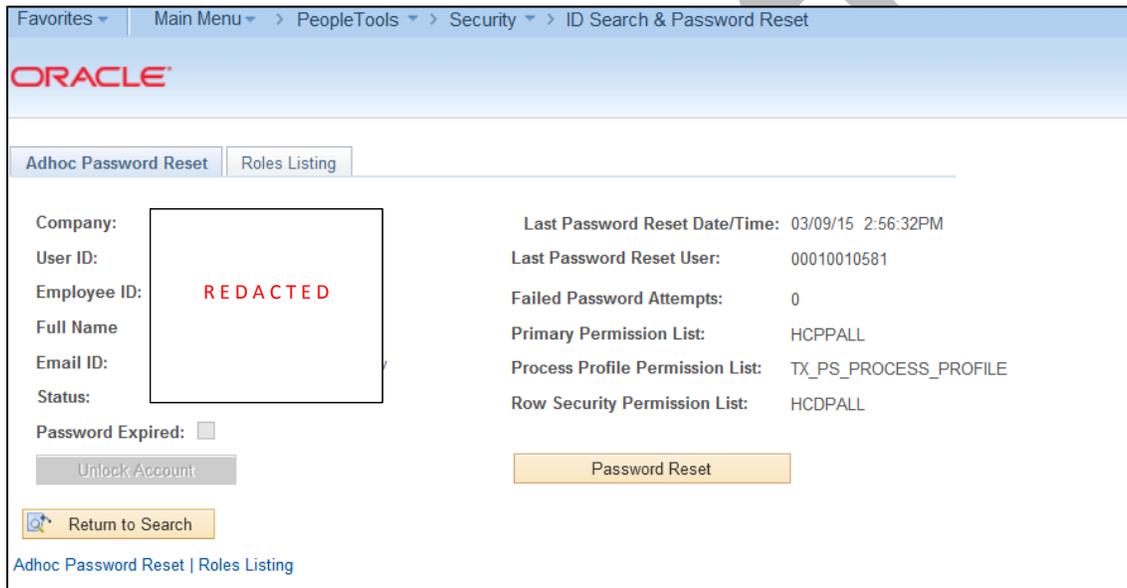
D. Confirmation message

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



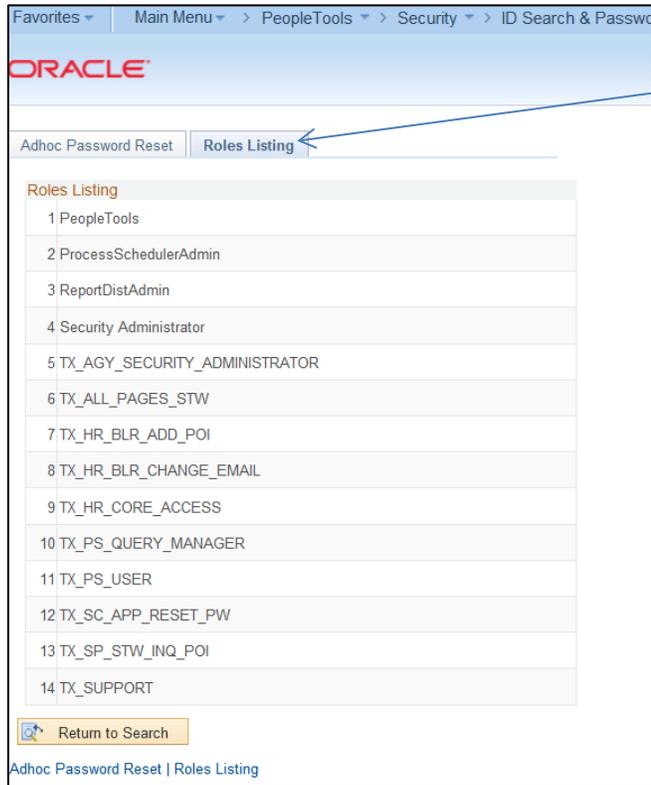
E. Useful fields displayed on the Adhoc Password Reset page

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



Company: Agency number	Last Password Reset Date/Time: Last password reset date and time
User ID: 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
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

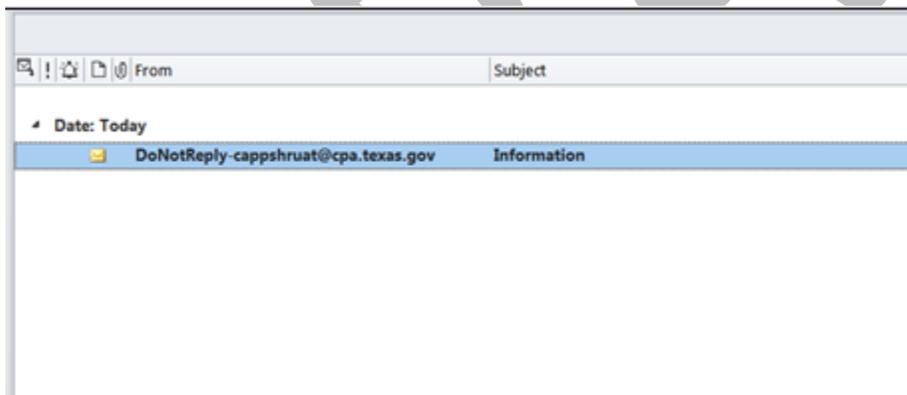
Return to Search

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:



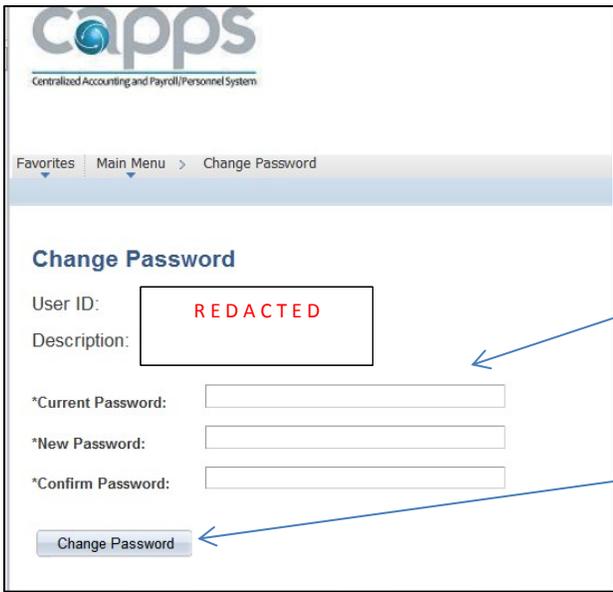
From: DoNotReply-cappshruat@cpa.texas.gov
Subject: Information

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.



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.



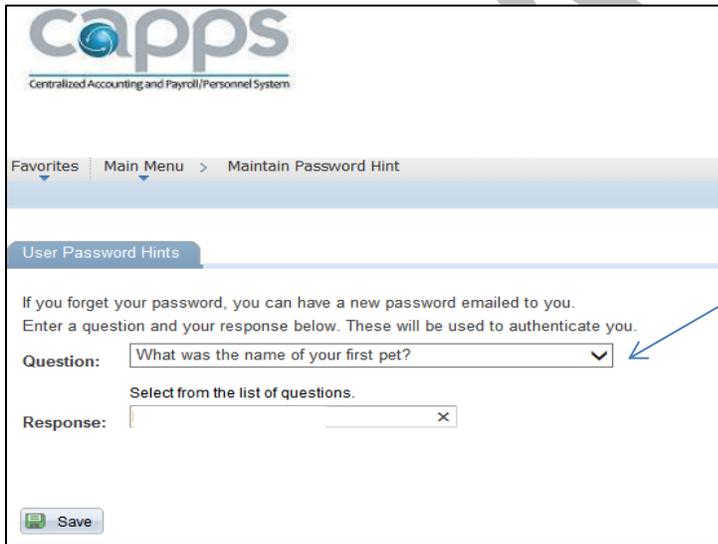
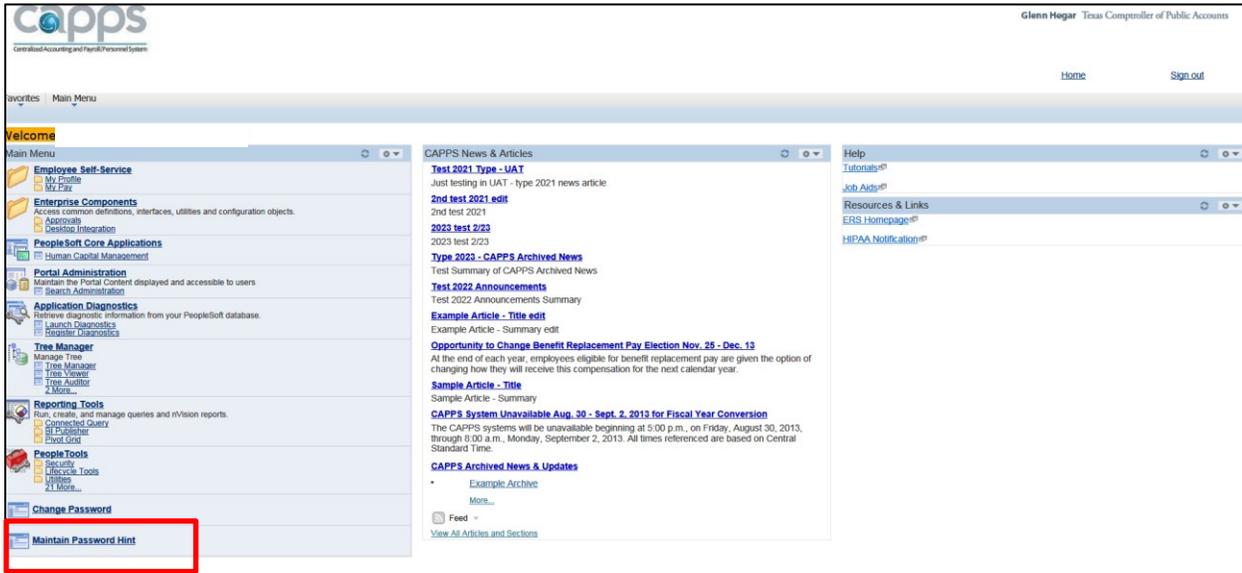
Once the password change is successful, the user will see this confirmation, and click the OK button to dismiss the message.

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?

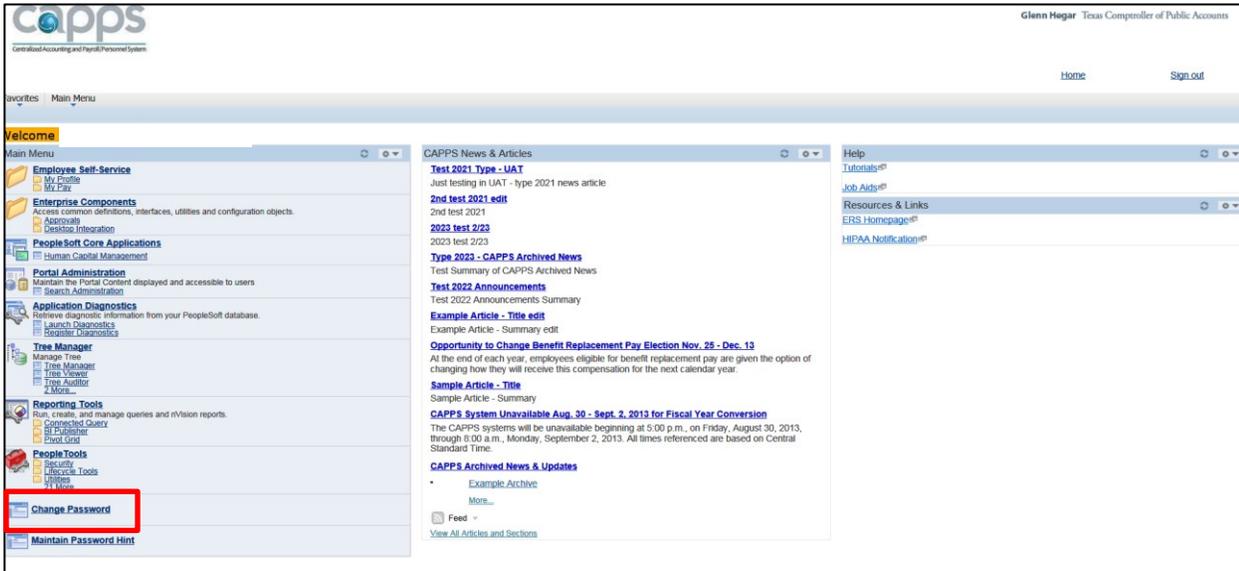
B. Password Hints Response rules

- 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.



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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:

Sign In

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:

Continue

Forgot My Password

User ID:

Email ID:

Please answer the following question below for user validation.

Question: What was the name of your first pet?

Response:

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.

