**CAPPS ACCESS**

**Current and Former Employee Login**

**Forgot User ID & Forgot Password**

**Logging in for the first time**

The Comptroller of Public Accounts (CPA) will issue two emails, the first email will provide you with a User ID and the second email will have your temporary password. You will use the User ID and temporary password to login for the first time. The system will direct you to establish a new password and to set up security questions in case you forget your password.

1. Open CAPPS HR/PR by entering this URL (type or cut and paste) into you browser: <https://entprtlprd.cpa.texas.gov/psp/pspihprd1/?cmd=login&errorPg=ckreq&languageCd=ENG> (or click on link) ***(Please note: Your user ID and password will not be live until the CAPPS HR/PR go-live scheduled for 6/11/2016)***
2. See “Government System” access statement, click *I Agree*
3. See “Current and Former Employee Login” - Enter your User ID (from 1st email) and initial Password (from 2nd email), click *Sign In*
4. See “Your password has expired”, click on *Click here to change your password*
5. See “Current Password” – enter your initial password (from 2nd email)
6. See “New Password” and “Confirm Password” – create and enter your new password
7. Click *Change Password*
8. See “Password Saved” and click *OK* or follow prompts to re-enter information correctly
9. See “User Password Hints” – use down arrow to select a password hint question
10. Enter an answer that only you will know, click “Save”

**What’s my User ID/forgot my User ID?**

Your User ID is used to log on to CAPPS HR/Payroll. If you cannot locate your User ID, please contact your Security Administrator.

**I forgot/Change my password**

1. Go to the CAPPS login screen
2. Click on *I forgot/Change my password* link
3. Enter User ID and click Continue
4. Enter the response to the question to validate your security question
5. Click “Email New Password”
6. You will receive an email from [CAPPS@CPA.Texas.gov](mailto:CAPPS@CPA.Texas.gov) with a temporary password
7. Return to the CAPPS login page and select *Click here to change your password*
8. Enter the *Current Password* (the temporary password)
9. Enter a *New Password*
10. *Confirm Password*
11. Click *Change Password*
12. Password confirm page appears, click *OK*

**NOTE**

* CAPPS passwords are not synchronized with your network or other system login password
* If you have made 2 attempts to login unsuccessfully then select “Forgot Password” and the system will send a temporary password to your email account to allow you to access CAPPS to change your password.
* Your access will be locked after three unsuccessful login attempts
* Request a password reset by contacting your Security Administrator

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| **Information for Former Employees**   |  | | --- | | Logging In:   * Your User ID/password will remain active after your termination for a period of 24 months * Go to the CAPPS portal page * Type your User ID and password in the Current and Former Employee Login section | | Former employees will be able to:   * View personal information summary * Change mailing address * Change email addresses and phone numbers * View earnings statements * Change online W-2 choice * Request W-2 reissue (if you chose the online W-2) * View W-2 (if you chose the online W-2) * Download and print W-2 (if you chose the online W-2) | |