

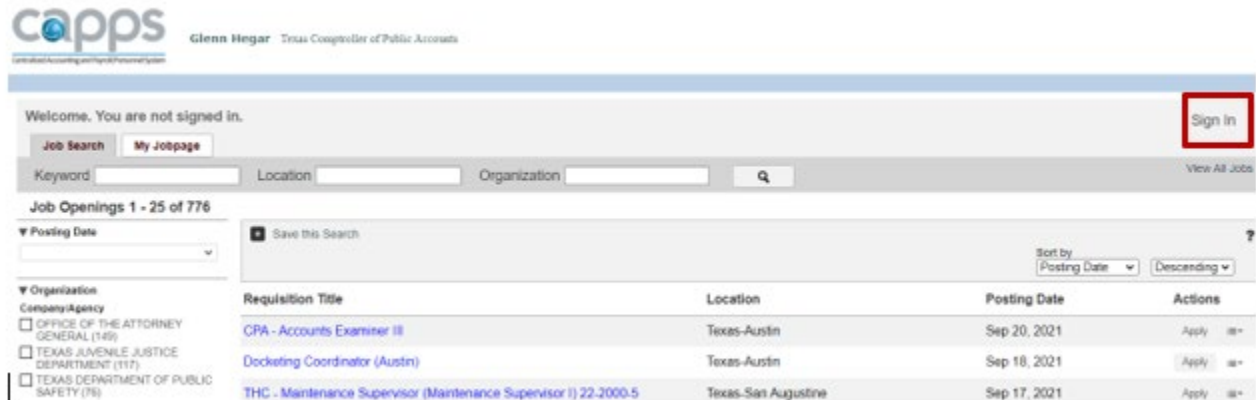
CAPPS Recruit – Unlock Account or Reset Password

Unlock CAPPS Career Section Account

- If you get locked out of your CAPPS Career account, wait 5-10 minutes then your account will automatically unlock.
Note: You may receive an email letting you know your account has been locked.
- After 5-10 minutes, follow the instructions below to reset your password.

Reset Password

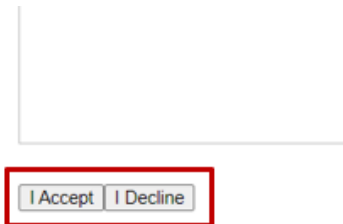
1. Go to <https://capps.taleo.net/careersection/ex/jobsearch.ftl> and click on the “Sign In.”



The screenshot shows the CAPPS Career Section Job Search page. At the top left is the CAPPS logo and the name 'Glenn Hegar Texas Comptroller of Public Accounts'. Below the logo, it says 'Welcome. You are not signed in.' and a 'Sign In' button is highlighted with a red box. There are search filters for Keyword, Location, and Organization. Below the filters, there are job openings listed in a table.

Posting Date	Save this Search	Sort by	Descending
CPA - Accounts Examiner III		Posting Date	Descending
TXAS - Accounts Examiner III			
Docketing Coordinator (Austin)			
THC - Maintenance Supervisor (Maintenance Supervisor I) 22-2000-5			

2. Click either “I Accept” or “I Decline” buttons on the **Privacy Agreement**.



The screenshot shows a section of the Privacy Agreement with two buttons: 'I Accept' and 'I Decline'. Both buttons are highlighted with a red box.

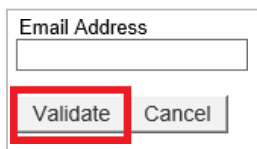
3. If you forgot your “User Name”, click **Forgot your user name?** link. If you just need to reset your password, skip to step 4.



The screenshot shows a login form with the following fields and links:

- Mandatory fields are marked with an asterisk.
- *User Name (text input)
- *Password (text input)
- Forgot your user name? (link, highlighted with a red box)
- Forgot your password? (link)
- Login (button)
- New User (button)

- a. Enter your email address and click **Validate**.



The screenshot shows an email validation form with the following fields and buttons:

- Email Address (text input)
- Validate (button, highlighted with a red box)
- Cancel (button)

- b. If your email exists on a valid user account, an email will be sent containing the “User Name.” Click **Back to login** page link.

Username Retrieval Confirmation

You can go back to the login screen to access the application or use the forgot password feature if you don't remember your password.

If this email exists on a valid user account, an email will be sent containing the user name.

[Back to login page](#) [Forgot your password?](#)

4. If you need to reset your password, click **Forgot your password?** link.

Mandatory fields are marked with an asterisk.

*User Name

*Password

[Forgot your user name?](#)
[Forgot your password?](#)

5. Enter your “User Name”, “Email Address” and click **OK**.

*User Name

*Email Address

6. An access code will be emailed. Follow the instructions in the email to reset your password.
Note: The access code is good for 24 hours. If you don't see the email in your inbox please check your spam/junk folder.

7. Once you click the link in the email, enter your “User Name”, “Access Code” and click **Login**.

Forgot Password

You received an email in regards to a forgotten password. Please enter the login information as provided in the email.

Mandatory fields are marked with an asterisk.

*User Name

*Access Code

8. The Change Password page will display. Under Access Code field, copy and paste the access code from the email. Under New Password, you'll need to create a new password. Confirm the new password and click **OK**.

Change Password

This page allows you to change your password.

Mandatory fields are marked with an asterisk.

User Name

*Access Code

*New Password

*Confirm New Password

New password criteria:

- Must be unique from the past 24 passwords
- Must be at least 8 characters
- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter
- Must contain at least 1 number
- Must contain at least 1 special character: ! # \$ % & () * + , - . / : ; < = > ? @ [] _ ' { } ~
- Cannot contain the user's first or last name, corresponding user name or email address.
- Can only contain 2 identical consecutive characters

Note: Passwords will expire every 90 days

9. If your new password is accepted, the Login screen will display and you'll need to sign in with your new password.

Mandatory fields are marked with an asterisk.

*User Name

*Password

Forgot your user name?
Forgot your password?