Texas Immunization Registry Quick Guide - Change Password

General Information

To access ImmTrac2, go to https://immtrac.dshs.texas.gov.

ImmTrac2 supports **Google Chrome** and **Internet Explorer 11** as browsers.

It **does not** support Windows 10 Edge .

This quick guide describes what to do if you:

- Need to change your password, or

- Forgot your password, or

- Forgot your username

Need to Change Your Password?

NOTE: See page 4 for "Tips to Create a Password". The registry requires passwords to be changed **every 90 days** for View Only and Full Access Provider user roles. When you log in, a warning notice (see *Figure 1: Password Expiration Message*) displays each day for 10 days before your password expires.

Your ImmTrac2 User Password will expire in 3 day(s). To change your password select Change Password

Figure 1: Password Expiration Message

After expiration, **you can log in one time with the old password**. A system notification requires you to update before continuing. See *Figure 2: Password Now Expired Message*.
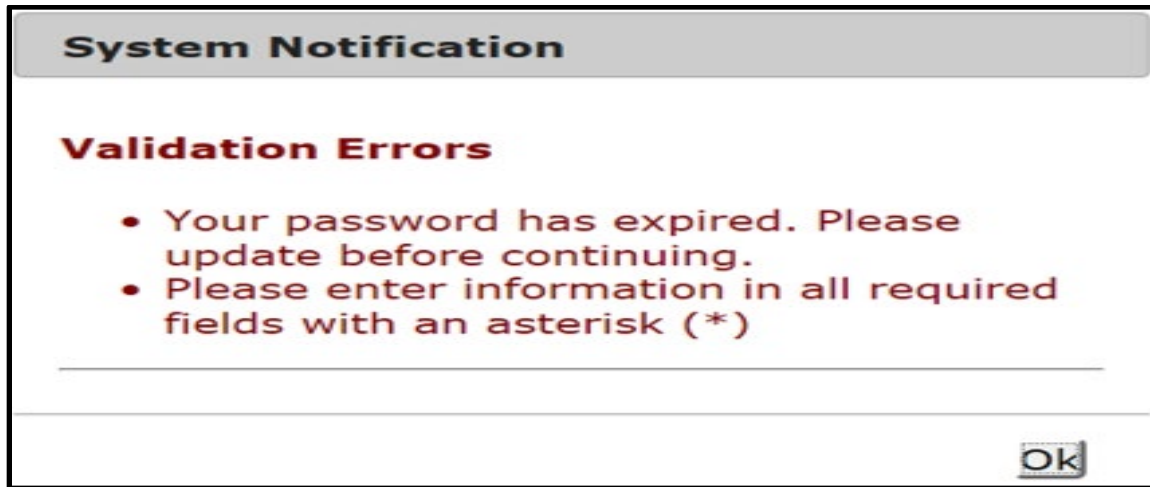

Figure 2: Password Now Expired Message

Forgot Your Password?

Did you try to log in but got the system error message? You may need to reset your password if you aren't confident it is correct. Below is an example of the error message at log in and the steps to change your password.

> **1. Click the Forgot Password button** to display a screen asking for your Organization Code, Username, and Email address on file. See *Figure 3: Forgot Password Button*.

Figure 3: Forgot Password Button

2. Enter the required information to generate an email (see *Figure 4: Reset Password Screen*) with a link to reset your password. *The link is only available for 24 hours.*
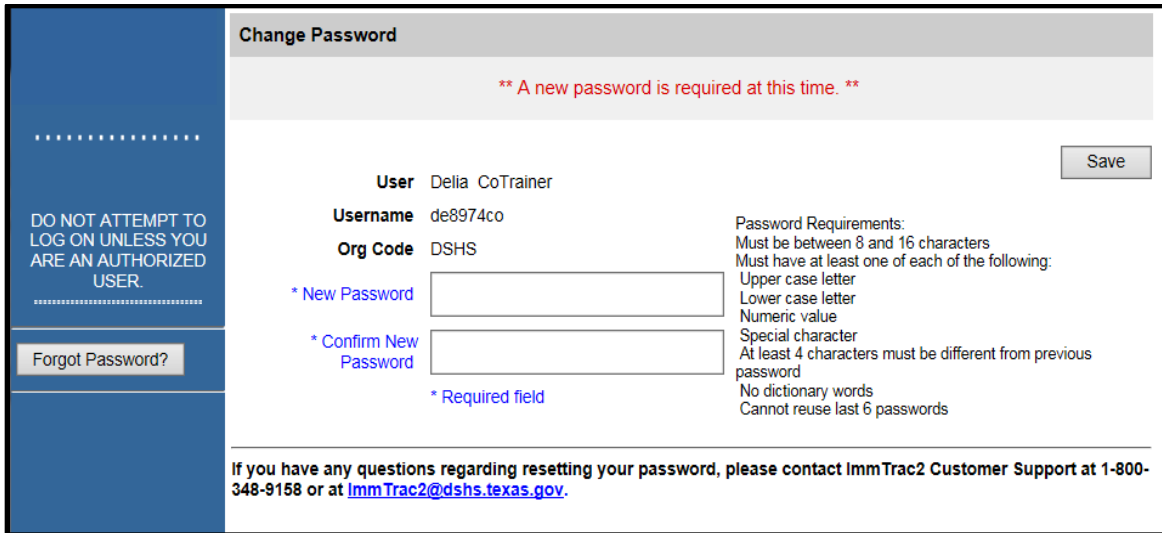
The email should arrive to your inbox within a few minutes of submission. If you don't receive the email, check your junk, spam, or "clutter" folder. Refer to your organization's IT support policies on whether the email may have been blocked from reaching your inbox.

Figure 4: Reset Password Screen

3. Click the email link to open a browser window for ImmTrac2. See *Figure 5: Link to Reset Password*.

Figure 5: Link to Reset Password

4. The "Change Password" screen displays. See *Figure 6: Change Password Screen*.

Figure 6: Change Password Screen

Tips to Create a Password

The password requirements are as follows:

- Must be **between 8 and 16 characters**.
- Must have **at least one of each** of the following:
- Upper case letter: A S D F
- Lower case letter: a s d f
- Numeric value: 1 2 3 4 5 6 7 8 9 0
- Special character: ! @ # $ % ^ & * ( )
- At least 4 characters must be different from previous password.
- **No dictionary words**.
- **Cannot reuse last 6 passwords**.

When creating a password, please do not use common words, nouns, or proper nouns. Instead, replace vowels with characters and/or numbers:

- Replace "A" with @ or 2
- Replace "E" with # or 3
- Replace "I" with ! or 1
- Replace "O" with * or 8
- Replace "U" with ^ or 6

5. When you successfully create a password, a system notification displays. See *Figure 7: Password Updated System Notification Message*.

Figure 7: Password Updated System Notification Message

6. Click OK. The home screen displays to log in with the new password.

IMPORTANT: Your web browser may have saved your username and password in the log-in boxes. After you change your password, RE-ENTER the new password the next time you log in. **Clear out the pre-loaded password and type in your new one.** Your browser will then display a message asking if you want to save this new information.
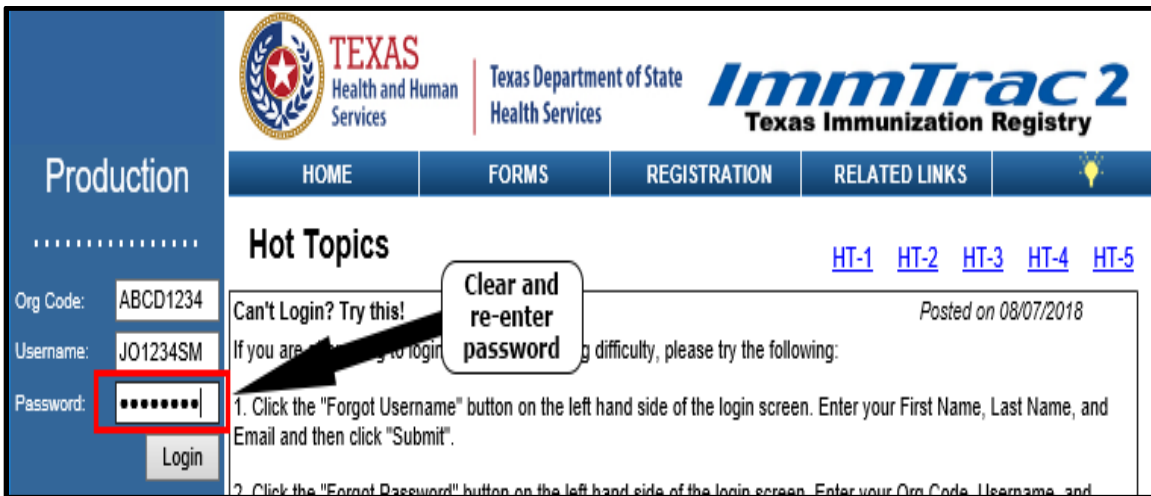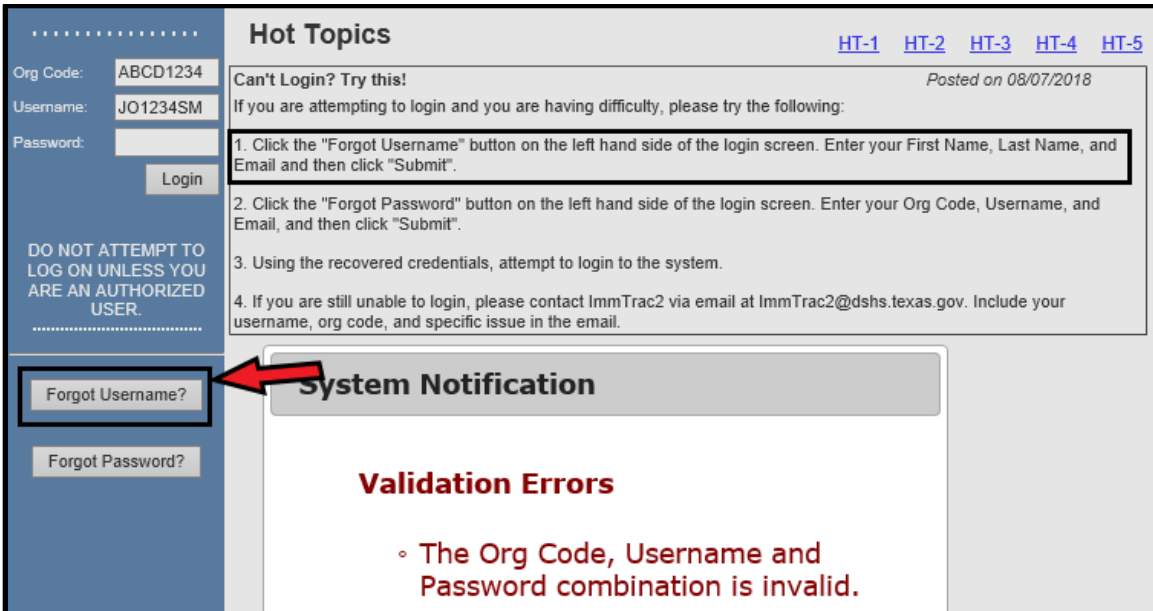

Figure 8: Clear and Re-enter Password

Forgot Your Username?

Did you try to log in but couldn't remember your username? Below are steps to retrieve your Username.

1. Click the Forgot Username button to display a screen asking for your First Name, Last Name, and Email address on file for the user account. See *Figure 9: Forgot Username Button*.

Figure 9: Forgot Username Button

2. After entering your first name, last name, and email address on file, click Submit. See *Figure 10: Fields to Retrieve Username*.

Figure 10: Fields to Retrieve Username

3. A System Notification message is displayed that an email has been sent to the address on file at ImmTrac2. Click OK. See *Figure 11: Notification that Username Email Has Been Sent*.
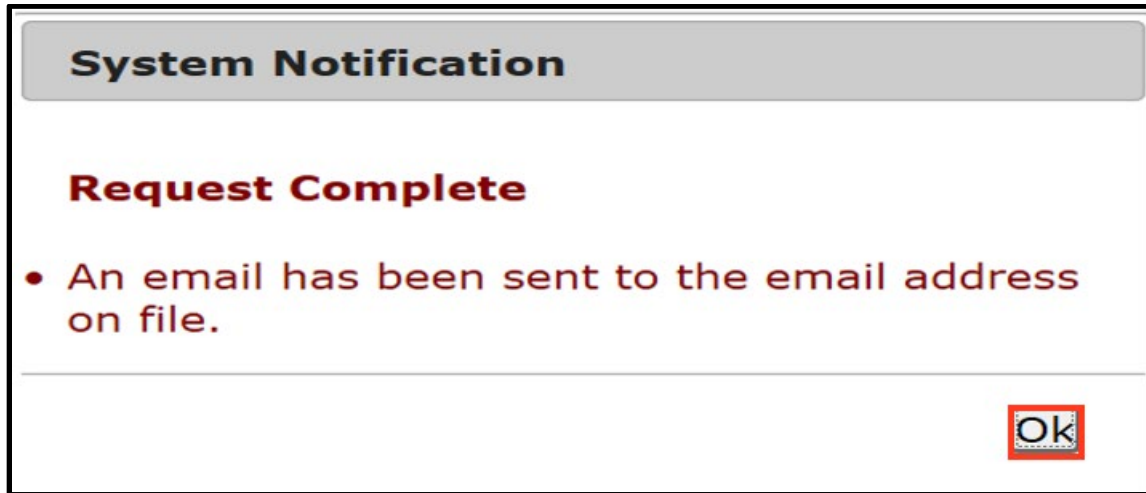

Figure 11: Notification that Username Email Has Been Sent

4. Go to your email account and read the message. See *Figure 12: Email Displaying Your Username*.
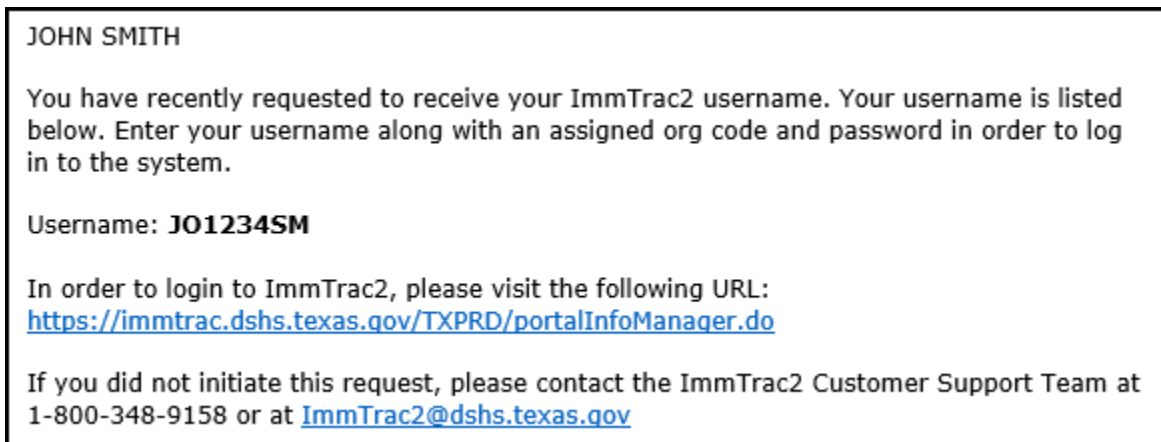

Figure 12: Email Displaying Your Username

5. Go back to ImmTrac2 and enter your Org Code, Username, and Password. If you cannot remember your password, go back to the section above, "Forgot Your Password?". If you cannot remember your Org Code, call the ImmTrac Customer Service line at 1-800-348-9158.