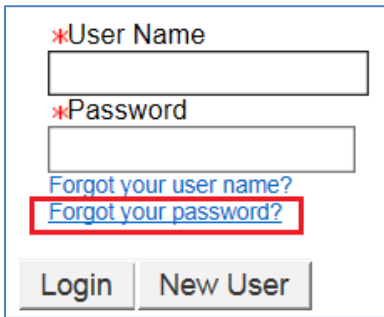


CAPPS Career Section – Unlock Account or Reset/Request Password

If you've been locked out of CAPPS Career Section, please see below for information on unlocking your account or follow the instructions to reset/request a password.

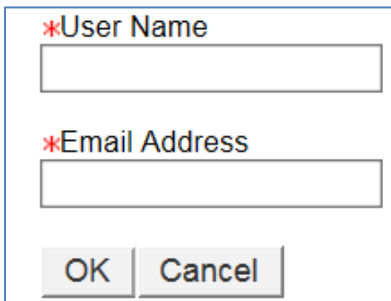
Unlock CAPPS Career Section Account

1. If your CAPPS Career Section account is locked wait 5 minutes then your account will unlock. You may receive an email letting you know your account has been locked.
2. After 5 minutes, go back to CAPPS Career Section login page (DPS website > Employment > External & Internal Job Opportunities) and click 'Forgot your password?' link:



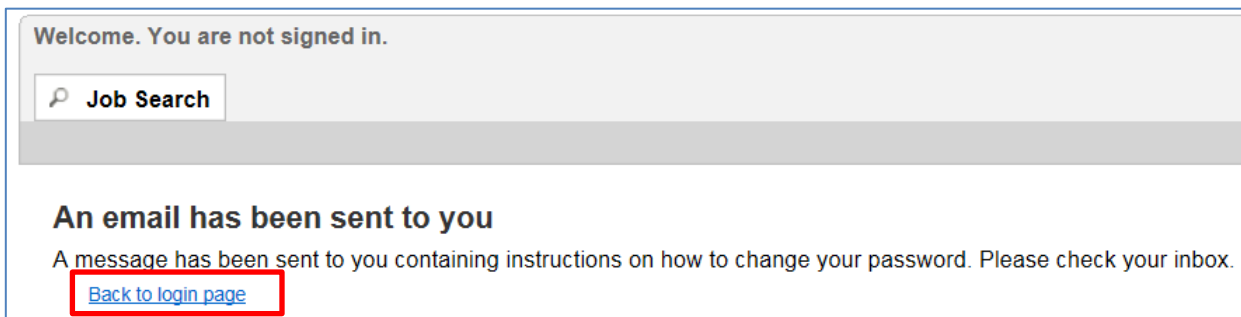
*User Name
[Input Field]
*Password
[Input Field]
[Forgot your user name?](#)
[Forgot your password?](#)
Login New User

3. Enter your User Name (which is your CAPPS user ID - not your ACID) and Email Address and click 'OK':



*User Name
[Input Field]
*Email Address
[Input Field]
OK Cancel

4. The following page will display, click 'Back to login page' link.



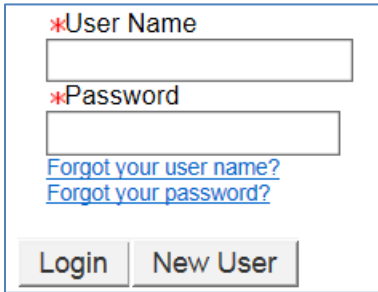
Welcome. You are not signed in.

Job Search

An email has been sent to you
A message has been sent to you containing instructions on how to change your password. Please check your inbox.
[Back to login page](#)

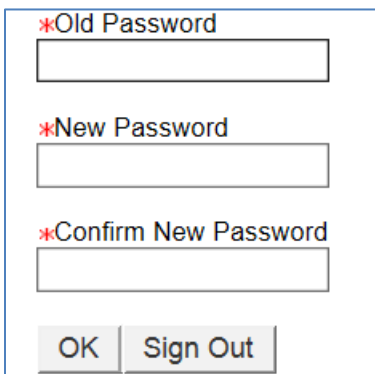
5. You should receive an email which contains a temporary access code. If not, check your junk email folder. The temporary access code is only good for 24 hours.

6. Go back to the login page and enter your User Name and copy and paste the temporary access code from the email you received and then click 'Login':



The screenshot shows a login form with two input fields. The first field is labeled with a red asterisk and the text "User Name". The second field is labeled with a red asterisk and the text "Password". Below the password field are two blue hyperlinks: "Forgot your user name?" and "Forgot your password?". At the bottom of the form are two buttons: "Login" and "New User".

7. The Change Password page will display. Under Old Password, paste the temporary access code from the email you received. Under New Password, you'll need to set a new password (your new password can be the same as your CAPPs password). Then click 'OK'.



The screenshot shows a change password form with three input fields. The first field is labeled with a red asterisk and the text "Old Password". The second field is labeled with a red asterisk and the text "New Password". The third field is labeled with a red asterisk and the text "Confirm New Password". At the bottom of the form are two buttons: "OK" and "Sign Out".

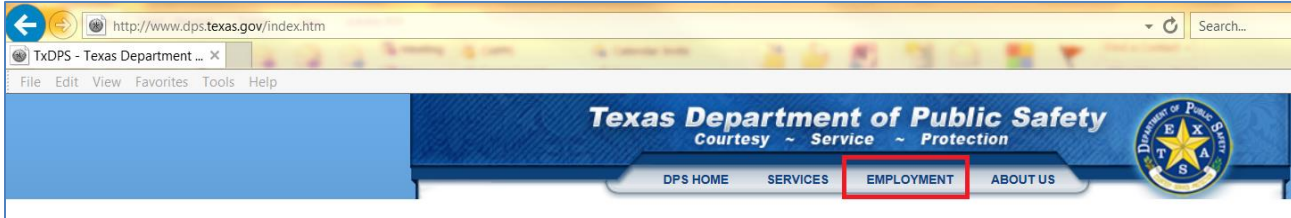
New password criteria:

- a. Passwords must be at least 8 characters
- b. Passwords must contain 1 Uppercase letter and 1 lowercase letter
- c. Passwords must contain at least 1 numeric character
- d. Passwords must contain at least 1 special character: ! # \$ % & () * + , - . / : ; < = > ? @ [] _ ' { } ~
- e. Passwords cannot contain the user's first or last name, corresponding user name or email address.
- f. Passwords can only contain 2 identical consecutive characters
- g. Passwords must be unique from the past 24 passwords

User-defined passwords will expire every 90 days

Reset/Request a Password

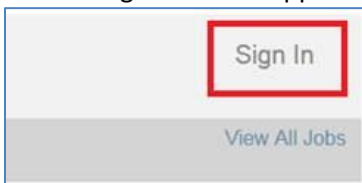
1. Go to the external DPS website and click on 'Employment':



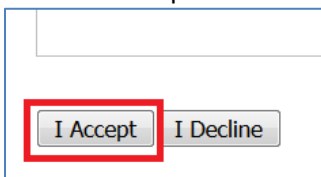
2. Click on 'External & Internal Job Opportunities' link:



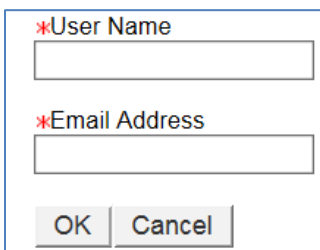
3. Click 'Sign In' in the upper right-hand corner:



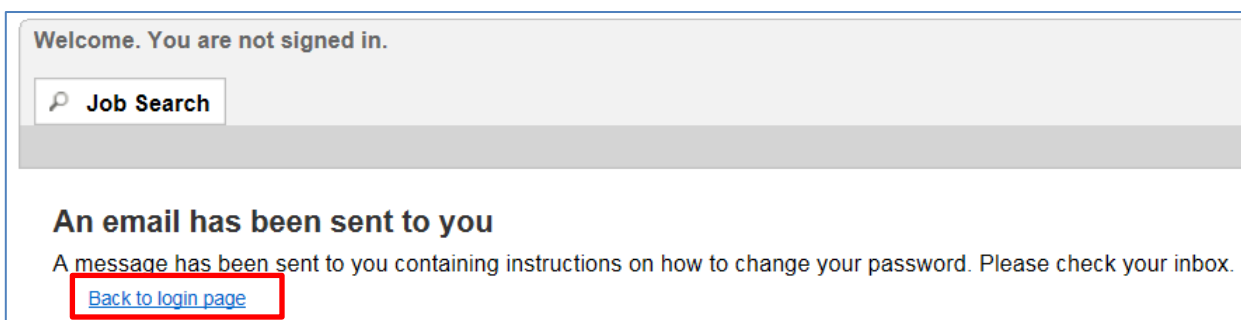
4. Click 'I Accept' in the lower left-hand corner:



3. Enter your User Name (which is your CAPPs user ID - not your ACID) and Email Address and click 'OK':

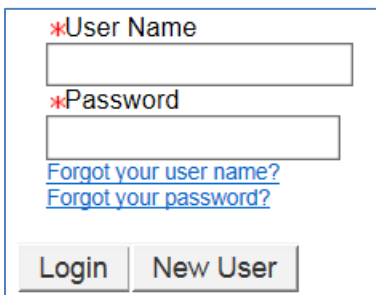
A screenshot of a login form. It has two input fields: '*User Name' and '*Email Address'. Below the fields are two buttons: 'OK' and 'Cancel'.

4. The following page will display, click 'Back to login page' link.



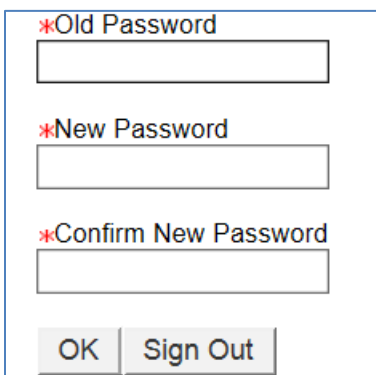
5. You should receive an email which contains a temporary access code. If not, check your junk email folder. The temporary access code is only good for 24 hours.

6. Go back to the login page and enter your User Name and copy and paste the temporary access code from the email you received and then click 'Login':



A screenshot of a login form. It features two input fields: the first is labeled '*User Name' and the second is labeled '*Password'. Below the password field are two blue links: 'Forgot your user name?' and 'Forgot your password?'. At the bottom of the form are two buttons: 'Login' and 'New User'.

7. The Change Password page will display. Under Old Password, paste the temporary access code from the email you received. Under New Password, you'll need to set a new password (your new password can be the same as your CAPPs password). Then click 'OK'.



A screenshot of a 'Change Password' form. It contains three input fields: the first is labeled '*Old Password', the second is labeled '*New Password', and the third is labeled '*Confirm New Password'. At the bottom of the form are two buttons: 'OK' and 'Sign Out'.

New password criteria:

- i. Passwords must be at least 8 characters
- j. Passwords must contain 1 Uppercase letter and 1 lowercase letter
- k. Passwords must contain at least 1 numeric character
- l. Passwords must contain at least 1 special character: ! # \$ % & () * + , - . / : ; < = > ? @ [] _ ' { } ~
- m. Passwords cannot contain the user's first or last name, corresponding user name or email address.
- n. Passwords can only contain 2 identical consecutive characters
- o. Passwords must be unique from the past 24 passwords

User-defined passwords will expire every 90 days