CAPPS Career Section – Unlock Account or Reset/Request Password

Unlock CAPPS Career Section Account

1. If your CAPPS Career Section account is locked wait 5 minutes then your account will unlock.
   Note: You may receive an email letting you know your account has been locked.

2. After 5 minutes, follow the instructions below to reset/request your password.
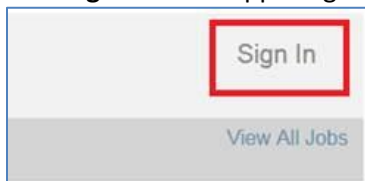
Reset/Request Password

1. Go to the external DPS website (www.dps.texas.gov) and click **Employment**.

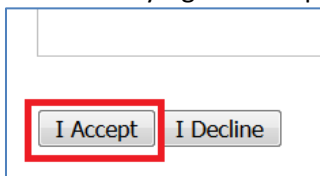
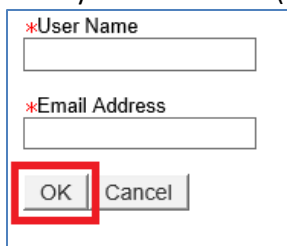2. Click on **External & Internal Job Opportunities** link.

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

   a. If the Privacy Agreement page displays, click **I Accept** in the lower left-hand corner.

4. Enter your User Name (for DPS employees this may be your CAPPS user ID) and Email Address and click **OK**.
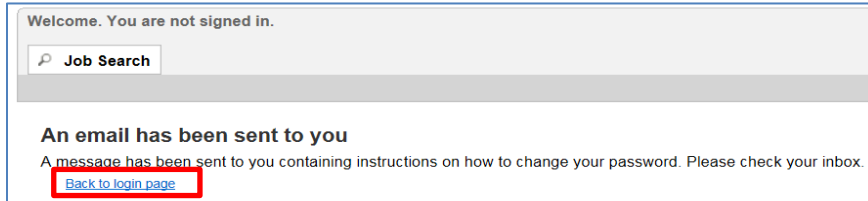
a. If you're not sure of your User Name, go back to the Login page and click on **Forgot your user name?** Then enter your email address and click **Validate**.

Email Address
[   ]
[Validate] [Cancel]

        i. If the system finds a match, your User Name will display.
        ii. If the system doesn't find a relevant match, you will get a message 'The action cannot be completed. The system cannot find a relevant match.' You'll need to provide additional information so the system can identify your unique candidate record.

5. The following page will display, click **Back to login page** link.
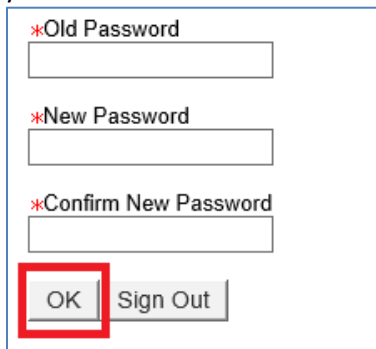
Welcome. You are not signed in.

🔍 **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

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

7. 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**.

＊User Name
[   ]
＊Password
[   ]
Forgot your user name?
Forgot your password?

[Login] [New User]

8. 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 create a new password. Then click **OK**.

＊Old Password
[   ]

＊New Password
[   ]

＊Confirm New Password
[   ]

[OK] [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

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

＊User Name
[   ]
＊Password
[   ]
Forgot your user name?
Forgot your password?

[Login] [New User]