

CAPPS Career Section

Candidate

Frequently Asked Questions

Q: I can't log in to my CAPPS Career Section account.

A: If you do not already have an account, you will need to create one. If you already have an account, go to the Texas Department of Public Safety [Career Opportunities](#) page and click on the 'How to Unlock CAPPS Career Section Account' instructions.

Q: What do I do if my CAPPS Career Section Account is locked out?

A: Wait about 5 -15 minutes and then try again. If you do not remember your password, use the "Forgot Password" link to reset your password or go to [Career Opportunities](#) page and click on 'How to Unlock CAPPS Career Section Account' instructions.

Q: I forgot my User ID/email address, how do I log in?

A: If you know your email address, use the 'Forgot Username' link to obtain your User ID. If you *do not* remember your email address, you must create a new account.

Q: Who do I contact to inquire about the Trooper Trainee position?

A: Contact 1-866-TX-TROOP (1-866-898-7667) or visit our [Become a Texas State Trooper](#) link.

Q: I am a current employee and I did not receive an email with a CAPPS Career Section account

A: If you applied for a position with another agency that already uses CAPPS Recruit, and you used your DPS email address, you already have an account. Examples of other agencies that use CAPPS Recruit include any of the Health and Human Service agencies, Texas Comptroller of Public accounts, TxDOT, and TxDMV.

Q: I missed the deadline – can I still apply?

A: As with any position, once a closing date has passed, no application will be accepted or considered. Please continue to visit our [Texas Department of Public Safety Career Opportunities site](#) and apply for new jobs as they become available.

Q: Can I apply for DPS job openings through Work in Texas?

A: Yes.

Note: To determine qualifications, DPS job postings require responses to supplemental questions. Work in Texas online applications do not include the required supplemental questions; therefore, if you choose to apply through Work-In-Texas, you will be sent an email asking you to log in to CAPPS Career Section and complete the supplemental questions. If the questions are not completed, the application may be considered incomplete. CAPPS Career Section is the preferred online application method.