

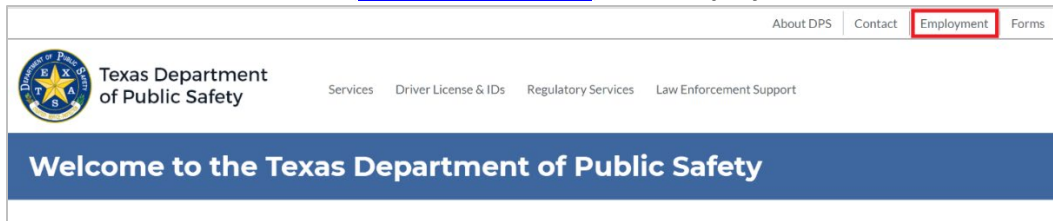
CAPPS Career Section – Unlock Account or Reset Password

Unlock CAPPS Career Section Account

- If your CAPPS Career Section account is locked, 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

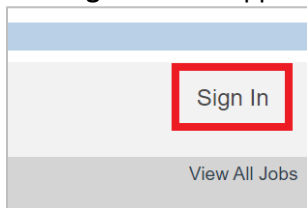
1. On the external DPS website (www.dps.texas.gov), click **Employment**.



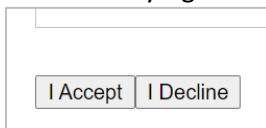
2. Click **Job Opportunities** link.



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



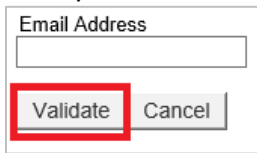
- a. If the Privacy Agreement page displays, click **I Accept** in the lower left-hand corner.



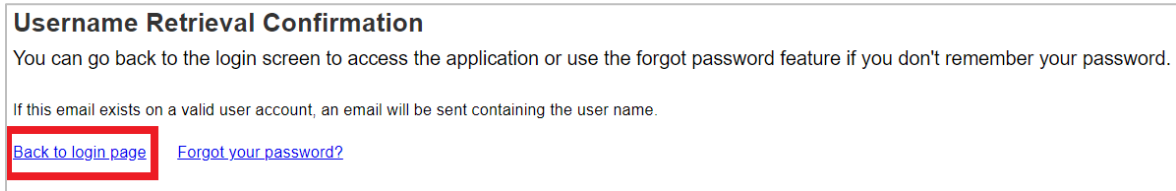
4. If you forgot your User Name, click **Forgot your user name?** link. If you just need to reset your password, skip to step 5.



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



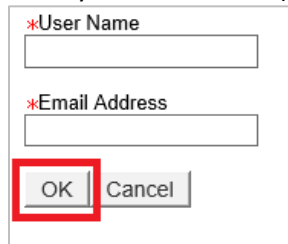
- b. If your email exists on a valid user account, an email will be sent containing the User Name. Click **Back to login** page link.



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

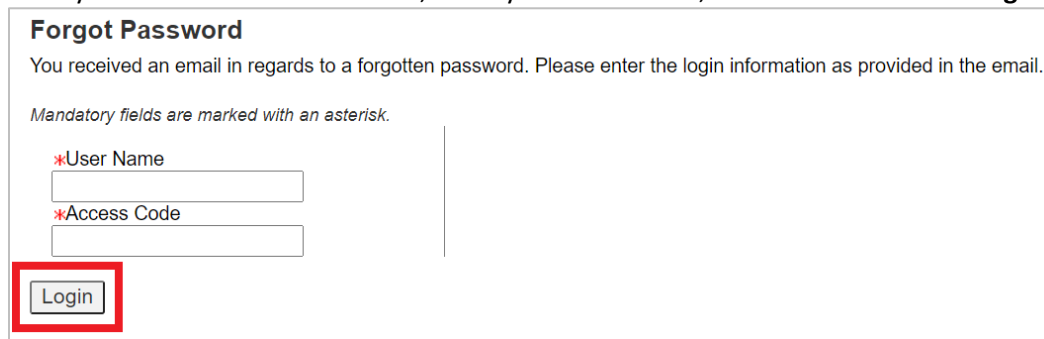


6. Enter your User Name (for DPS employees this may be your CAPPS user ID), Email Address and click **OK**.



7. 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.

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



9. 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

10. 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?