Caregiver Training Hub: Azure Password Reset Process

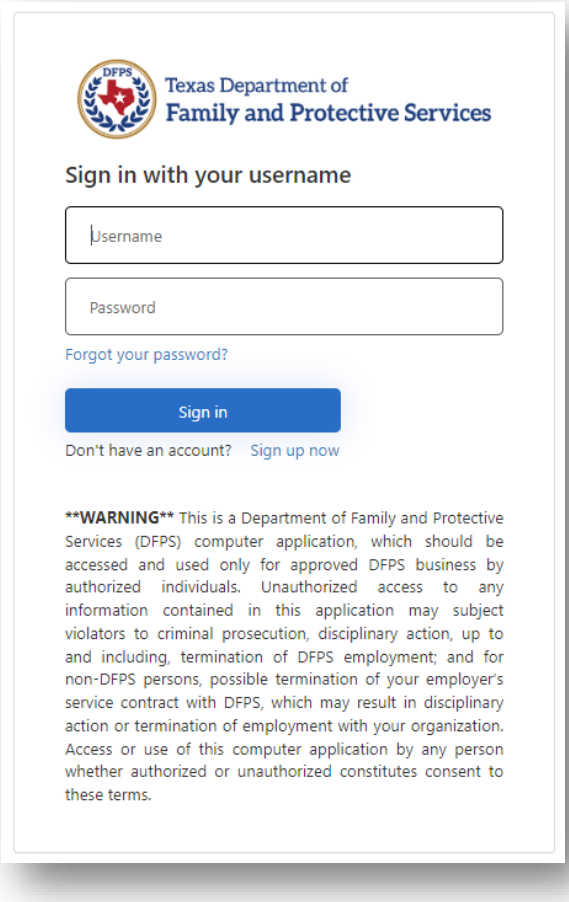
Validation

1. Verify web address being used is: https://traininghub.dfps.texas.gov/
2. For security purposes, confirm/verify user's information:
    - Last four digits of SSN/ITIN
    - DOB
    - Email
    - Route ticket to FIRE Team queue if unable to verify: Caregiver Training

Password Reset:

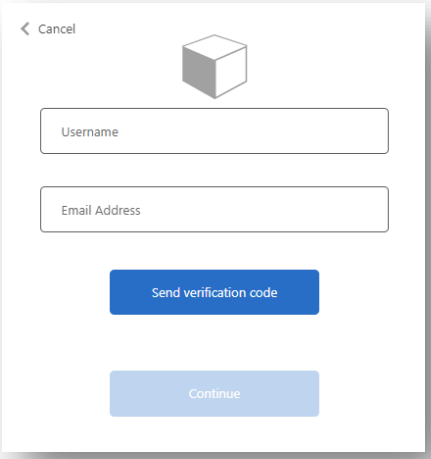
1. Go to the Caregiver Training Hub site: https://traininghub.dfps.texas.gov/

2. The **Sign in** page will display.

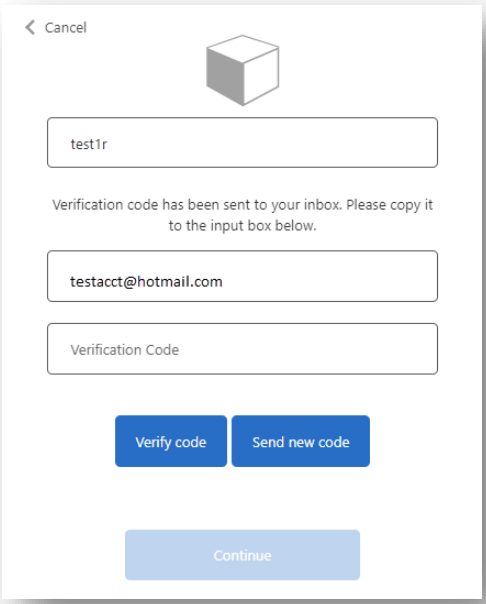


3. To reset your password, click the **Forgot your password** link.

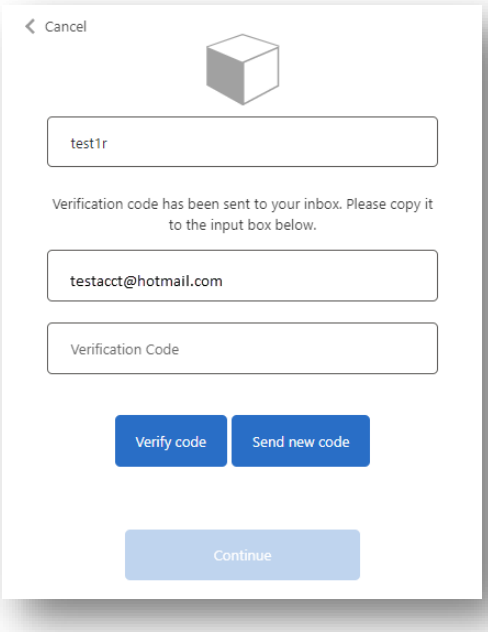
4. Enter **Username** and **Email Address.**



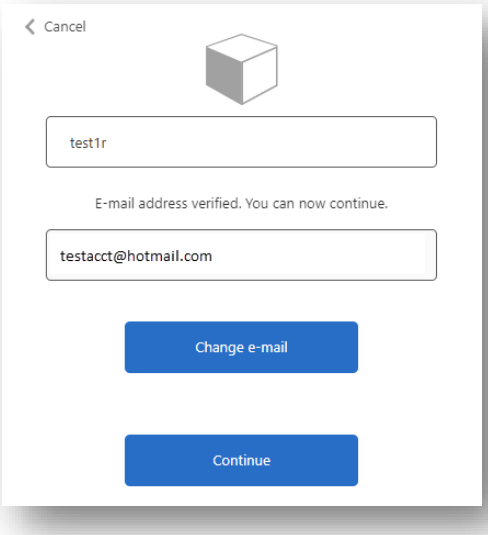
5. Click the **Send Verification Code** button, then you will receive a verification message stating "Verification code has been sent to your inbox. Please copy it to the input box below."



6. Enter the verification code and click the **Verify Code** button.
   Note: If you need a new verification code, or code is expired, click **Send New Code.**

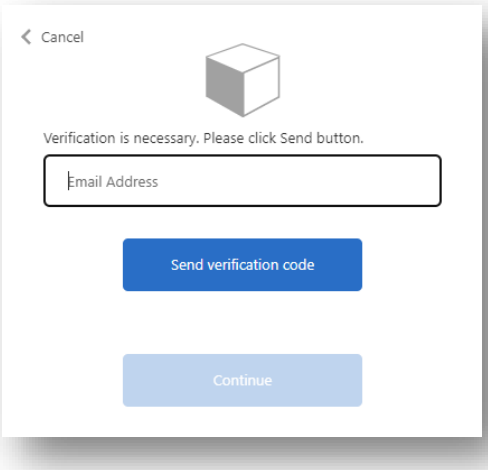


7. Click **Continue.**

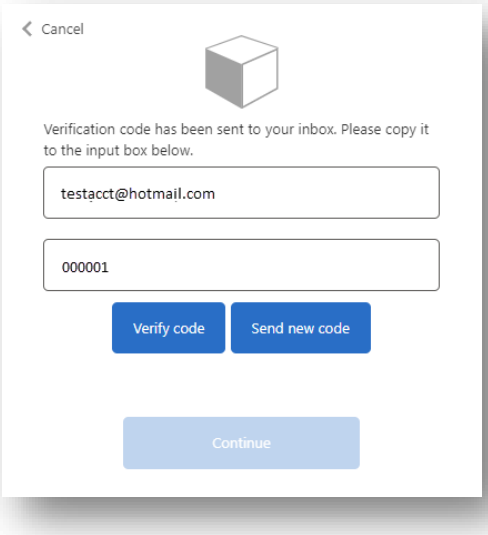


8. You will then receive a message stating “Verification is necessary. Please click Send button.”

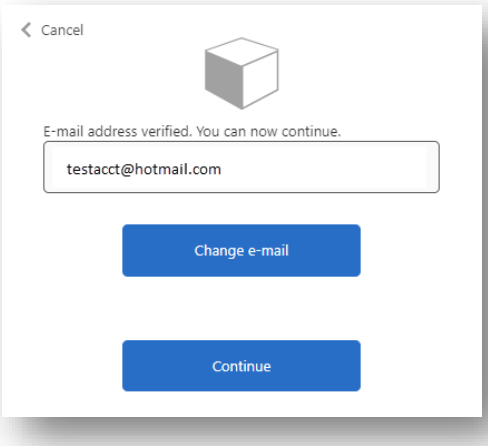
9. Enter **Email address** and click the **Send Verification Code** button.



10. Enter verification code and click on **Verify Code** button.

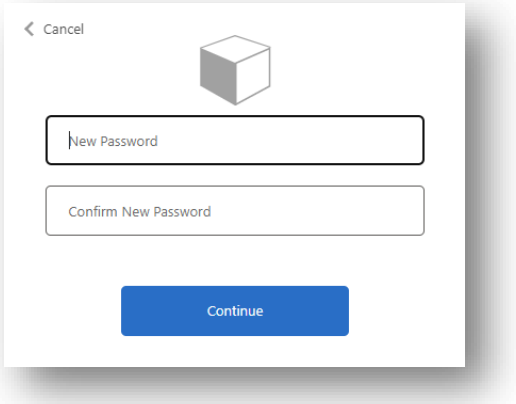


11. You will receive a message stating “E-mail address verified. You can now continue.”



12. Click **Continue.**

13. Enter **New Password** and **Confirm New Password.**



14. Click **Continue**. On successful password reset, you will be navigated to the Caregiver Training Hub.