

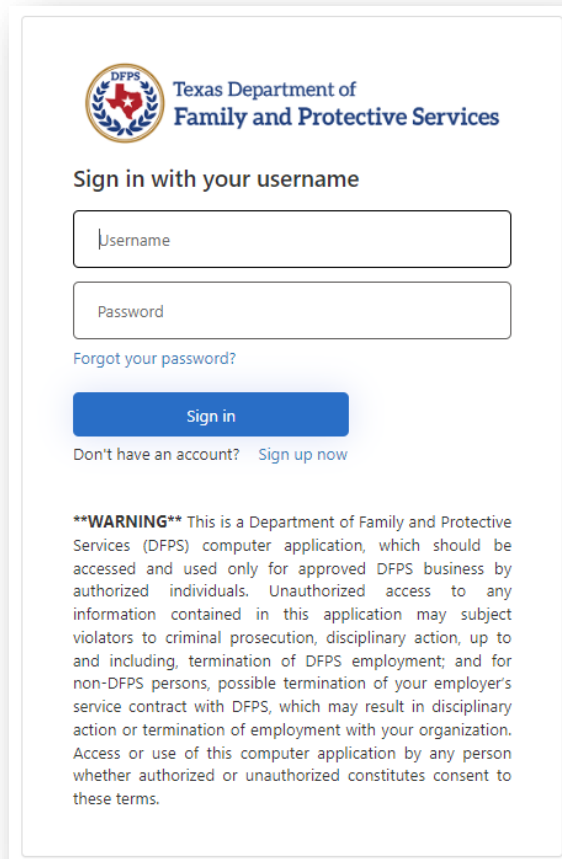
Caregiver Training Hub: Azure Password Reset Process


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.



 Texas Department of
Family and Protective Services

Sign in with your username

[Forgot your password?](#)

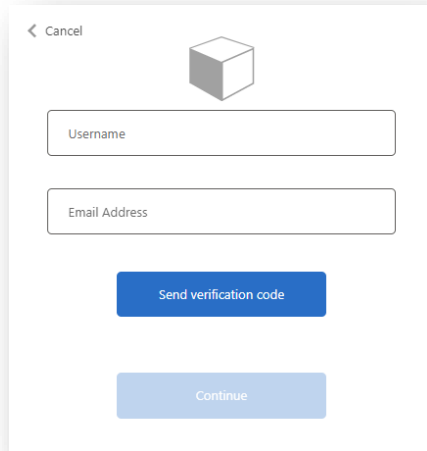
[Sign in](#)

Don't have an account? [Sign up now](#)

****WARNING**** This is a Department of Family and Protective Services (DFPS) computer application, which should be accessed and used only for approved DFPS business by authorized individuals. Unauthorized access to any information contained in this application may subject violators to criminal prosecution, disciplinary action, up to and including, termination of DFPS employment; and for non-DFPS persons, possible termination of your employer's service contract with DFPS, which may result in disciplinary action or termination of employment with your organization. Access or use of this computer application by any person whether authorized or unauthorized constitutes consent to these terms.

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

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



Cancel

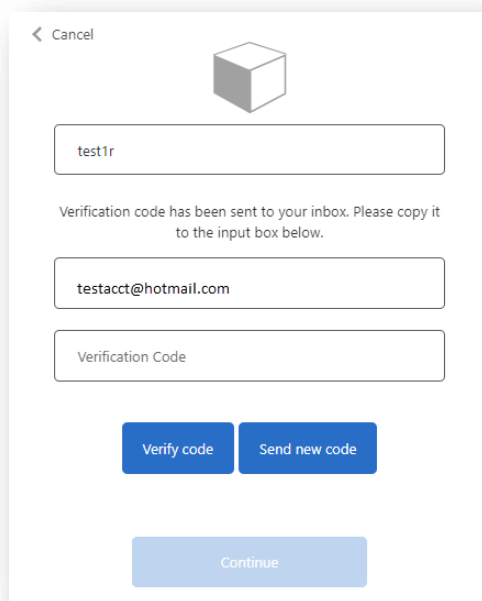
Username

Email Address

Send verification code

Continue

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."



Cancel

test1r

Verification code has been sent to your inbox. Please copy it to the input box below.

testacct@hotmail.com

Verification Code

Verify code

Send new code

Continue

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**.

A mobile app screen for email verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field containing "test1r". A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this is another text input field containing "testacct@hotmail.com". Underneath is a third text input field labeled "Verification Code". At the bottom are two blue buttons: "Verify code" and "Send new code". At the very bottom is a light blue button labeled "Continue".


7. Click **Continue**.

A mobile app screen showing the result of the verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below it is a text input field containing "test1r". A message states: "E-mail address verified. You can now continue." Below this is a text input field containing "testacct@hotmail.com". At the bottom are two blue buttons: "Change e-mail" and "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.

< Cancel




Verification is necessary. Please click Send button.

Send verification code

Continue

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

< Cancel




Verification code has been sent to your inbox. Please copy it to the input box below.

Verify code Send new code

Continue

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

< Cancel



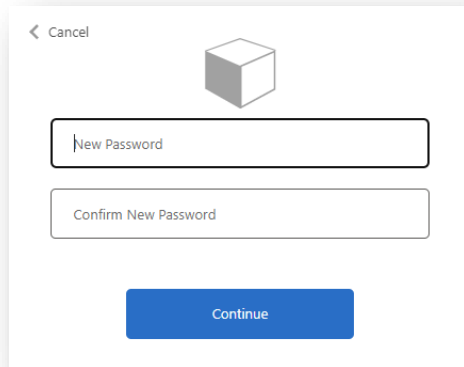
E-mail address verified. You can now continue.

Change e-mail

Continue

12. Click **Continue**.

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

A screenshot of a mobile application interface for password reset. At the top left, there is a back arrow and the text "Cancel". In the center, there is a 3D cube icon. Below the icon are two text input fields. The first field is labeled "New Password" and the second field is labeled "Confirm New Password". At the bottom of the form is a blue button with the text "Continue".

< Cancel

New Password

Confirm New Password

Continue

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