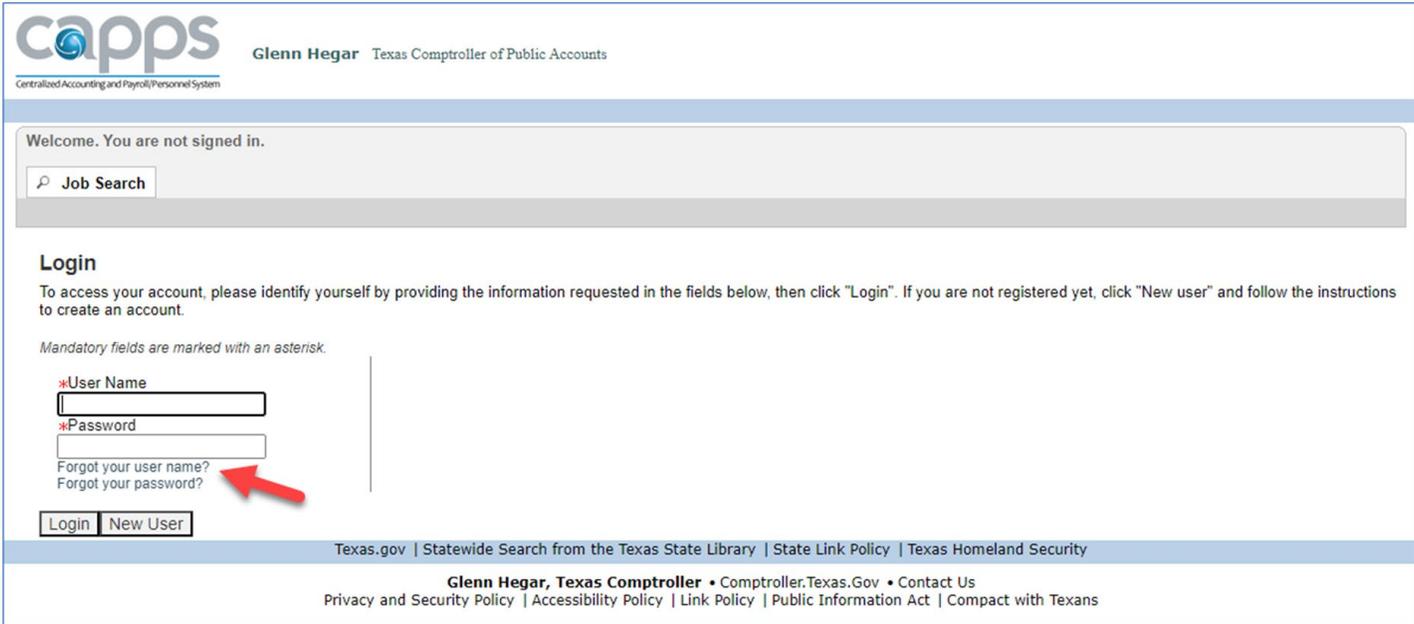


Candidate Forgot User Name

Candidate uses the *Forgot Your User Name* link:

When the candidate does not know their User Name or wants to confirm their User Name, it can be recovered by providing the email address associated with the account. It will be emailed, so the candidate must have access to the email address provided.

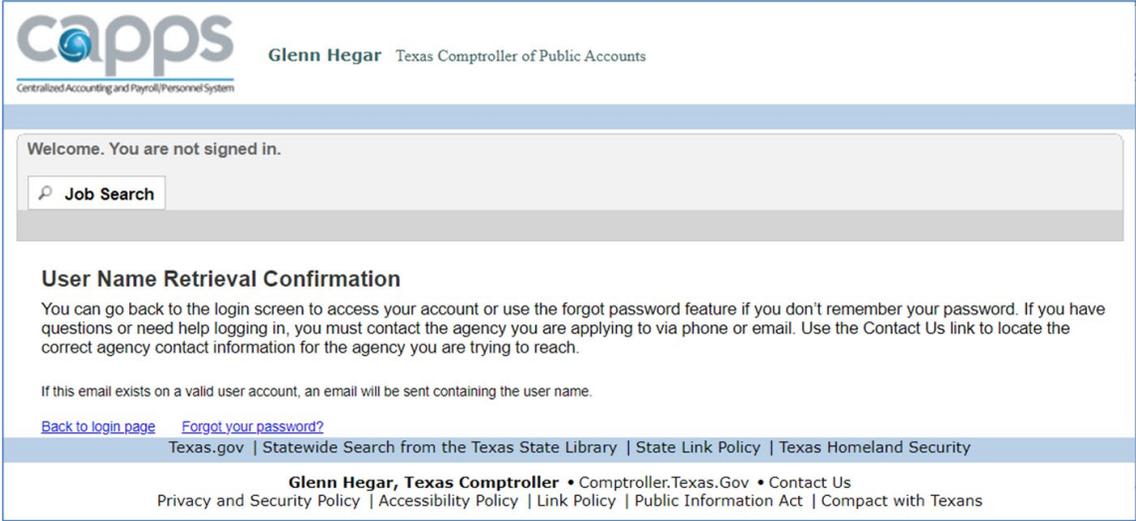
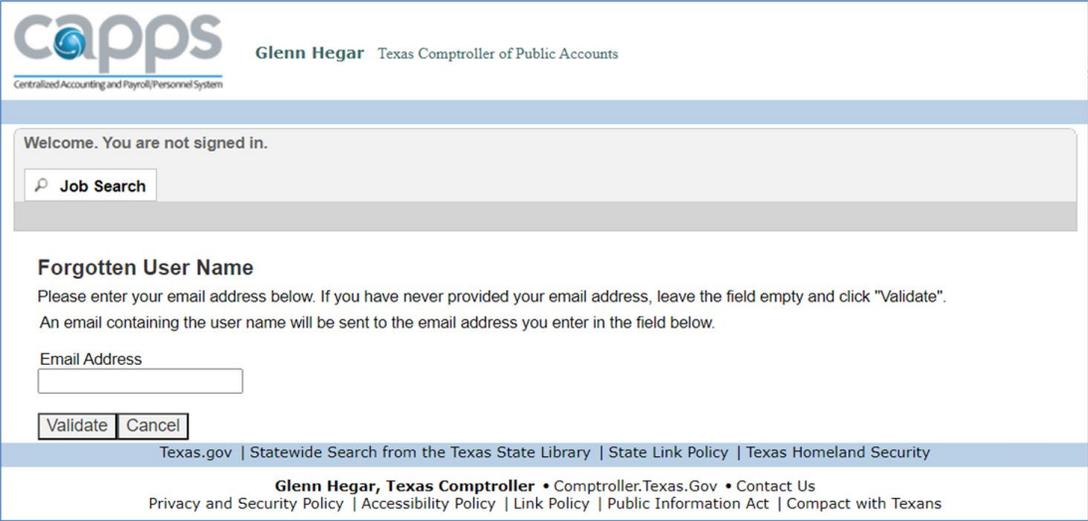
The Forgot your user name? link is displayed beneath the Password textbox on the login page.



The screenshot shows the Capps login page. At the top left is the Capps logo with the text "Centralized Accounting and Payroll/Personnel System". To the right of the logo is "Glenn Hegar Texas Comptroller of Public Accounts". Below the header is a grey bar with "Welcome. You are not signed in." and a "Job Search" button. The main section is titled "Login" and contains instructions: "To access your account, please identify yourself by providing the information requested in the fields below, then click 'Login'. If you are not registered yet, click 'New user' and follow the instructions to create an account." Below this is a note: "Mandatory fields are marked with an asterisk." There are two input fields: "User Name" and "Password", both with red asterisks. Below the "Password" field are two links: "Forgot your user name?" and "Forgot your password?". A red arrow points to the "Forgot your user name?" link. At the bottom of the login section are "Login" and "New User" buttons. The footer contains links for "Texas.gov", "Statewide Search from the Texas State Library", "State Link Policy", and "Texas Homeland Security". Below that is "Glenn Hegar, Texas Comptroller" with links for "Comptroller.Texas.Gov", "Contact Us", "Privacy and Security Policy", "Accessibility Policy", "Link Policy", "Public Information Act", and "Compact with Texans".

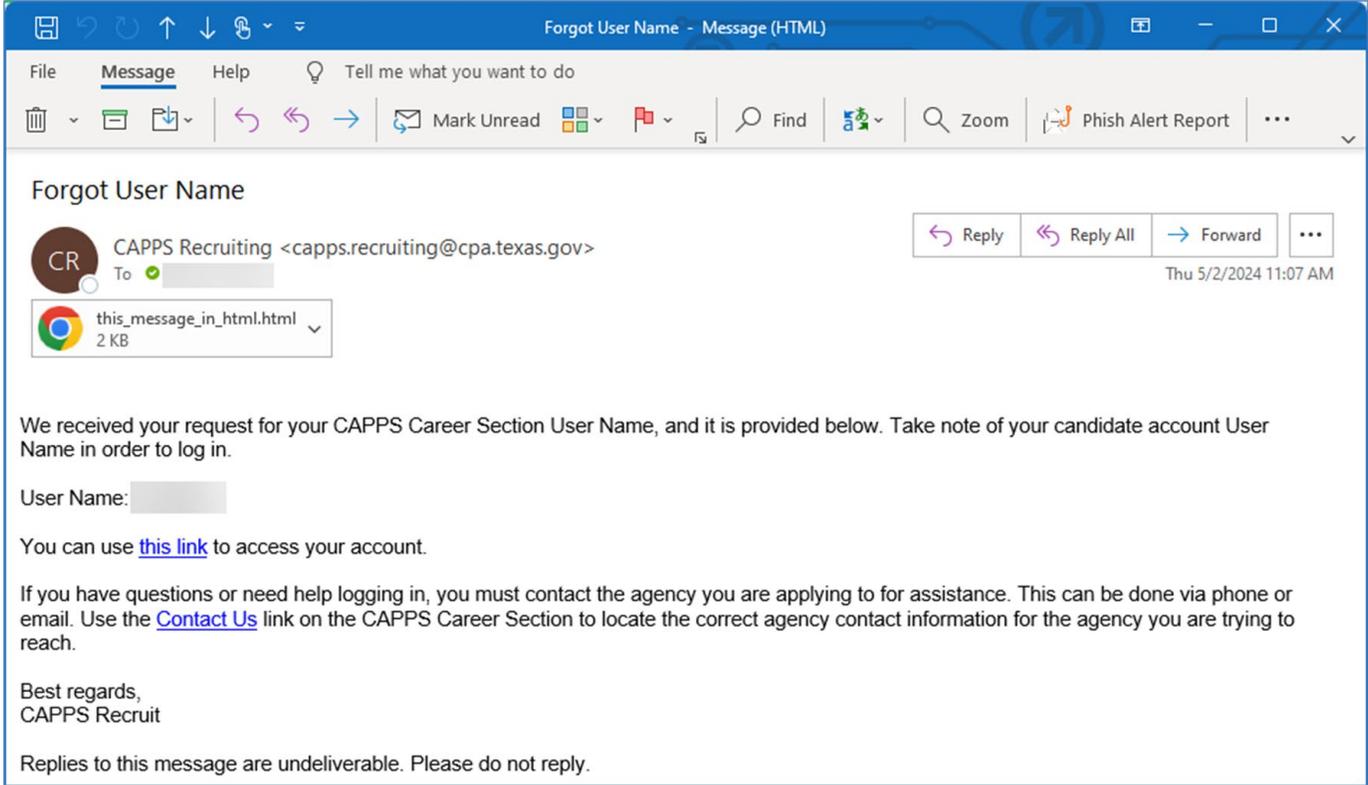
Candidate Forgot User Name – Continued

After selecting the *Forgot Your User Name?* link, the candidate enters the email address associated with the candidate account and selects the Validate button. The candidate will receive a confirmation message that an email was sent to the email address provided.



Candidate Forgot User Name – Email Message

The candidate is sent an email from CAPPS Recruiting that confirms their request and provides their username and a link to the Career Section login page.



Candidate Forgot Password

Candidate uses the Forgot Your Password link:

CAPPS Career candidates occasionally forget or need to reset the password for their candidate account. The password can be reset through self-service functionality on the CAPPS Career Section Login page by providing the candidate account's email address and user name.

The Forgot your password? Link is displayed below the Password textbox on the login page.



The screenshot shows the CAPPS Career Section Login page. At the top left is the CAPPS logo with the text "Glenn Hegar Texas Comptroller of Public Accounts" and "Centralized Accounting and Payroll/Personnel System". Below the logo is a navigation bar with a "Job Search" button. The main content area is titled "Login" and contains the following text: "Welcome. You are not signed in." followed by a "Job Search" button. Below that is the "Login" section with the instruction: "To access your account, please identify yourself by providing the information requested in the fields below, then click 'Login'. If you are not registered yet, click 'New user' and follow the instructions to create an account." Below this is a note: "Mandatory fields are marked with an asterisk." There are two input fields: "*User Name" and "*Password". Below the "*Password" field are two links: "Forgot your user name?" and "Forgot your password?". A red arrow points to the "Forgot your password?" link. At the bottom of the form are "Login" and "New User" buttons. The footer contains the text: "Texas.gov | Statewide Search from the Texas State Library | State Link Policy | Texas Homeland Security" and "Glenn Hegar, Texas Comptroller • Comptroller.Texas.Gov • Contact Us" followed by "Privacy and Security Policy | Accessibility Policy | Link Policy | Public Information Act | Compact with Texans".

Candidate Forgot Password – Continued

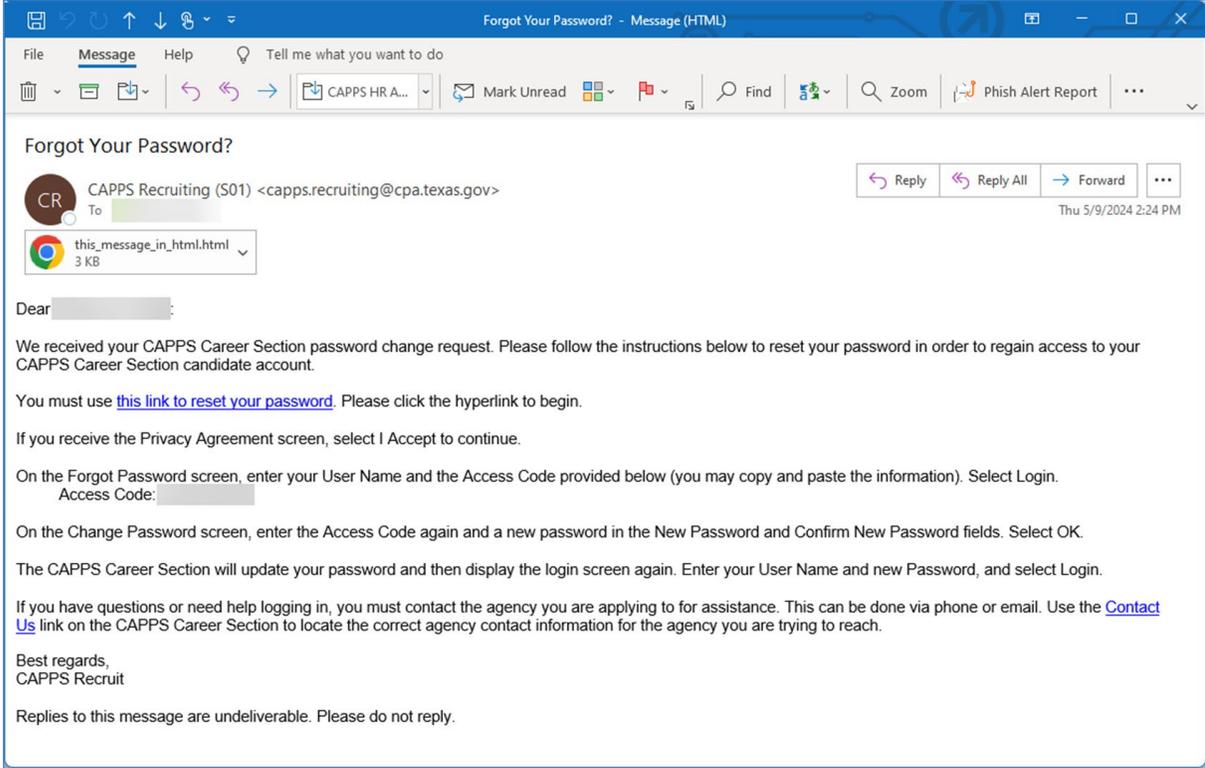
After selecting the Forgot your password? link, the candidate enters their User Name and associated email address and selects the OK button. The candidate will receive a confirmation message that an email was sent to the email address provided.

The screenshot shows the Capps login page with the 'Forgot Your Password?' section. The header includes the Capps logo and 'Glenn Hegar Texas Comptroller of Public Accounts'. Below the header is a 'Job Search' button. The main content area contains the 'Forgot Your Password?' heading, instructions to enter user name and email address, and a note that mandatory fields are marked with an asterisk. There are two input fields: '*User Name' and '*Email Address'. At the bottom of the form are 'OK' and 'Cancel' buttons. The footer contains links to Texas.gov, Statewide Search, State Link Policy, and Texas Homeland Security.

The screenshot shows the Capps login page with the 'Email sent!' confirmation message. The header is identical to the previous screenshot. Below the header is a 'Job Search' button. The main content area contains the 'Email sent!' heading, instructions that password change instructions have been sent to the email address, and a note to check the spam folder or use the 'Forgot Your Password' link again. There are links for 'Reset' and 'Back to login page'. The footer contains links to Texas.gov, Statewide Search, State Link Policy, Texas Homeland Security, Glenn Hegar, Texas Comptroller, Comptroller.Texas.Gov, Contact Us, Privacy and Security Policy, Accessibility Policy, Link Policy, Public Information Act, and Compact with Texans.

Candidate Forgot Password – Email Message

The candidate is sent an email from CAPPS Recruiting that confirms their request and provides their username and a link to complete resetting their password as well as a single-use Access Code.

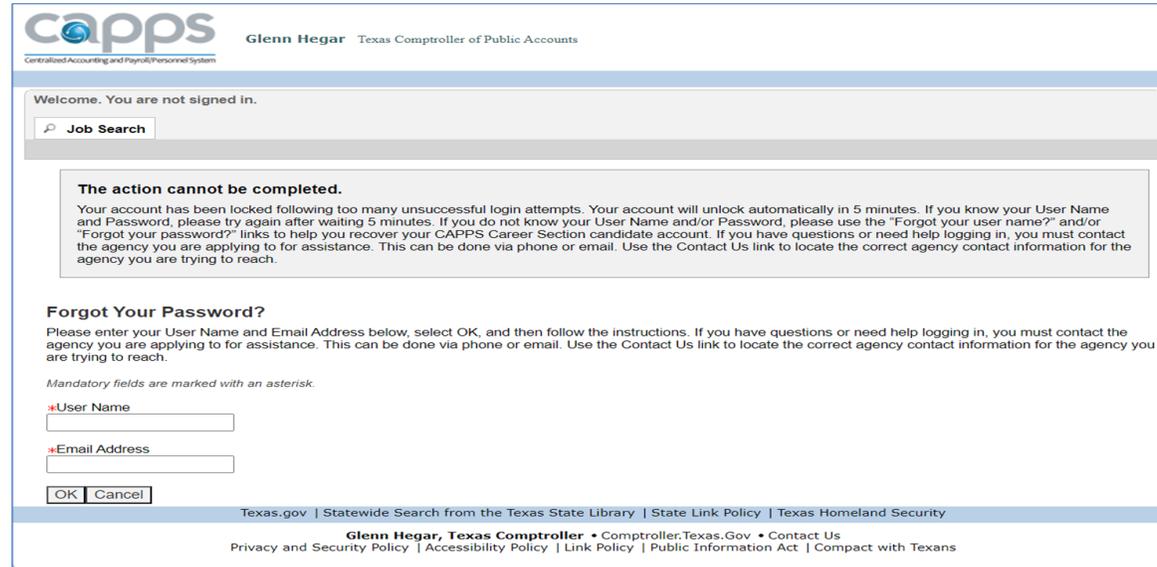


Candidate Account Locked

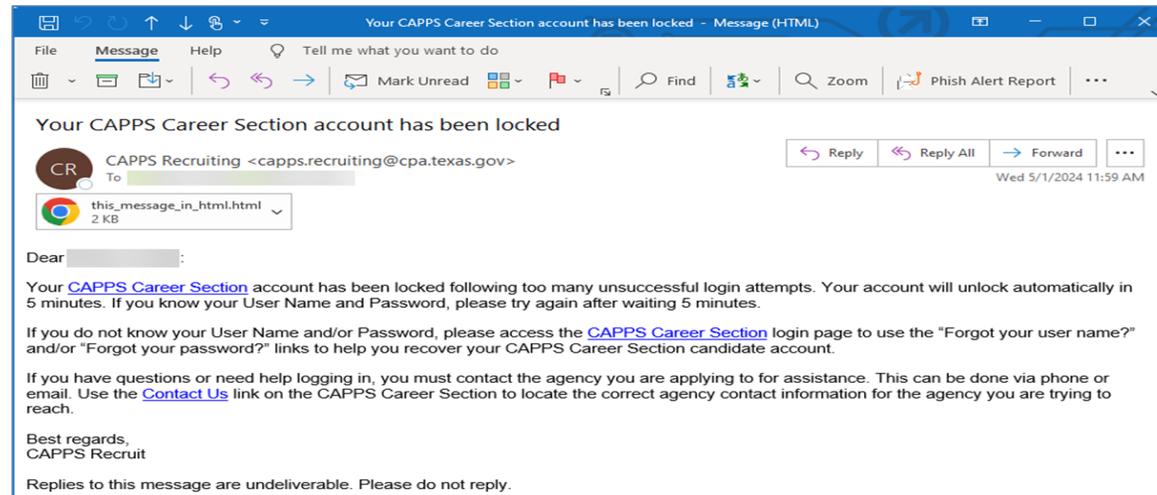
- On the login screen, a candidate's account is locked after 3 unsuccessful login attempts.
- The lock message does not display on-screen when the candidate has locked themselves out of their account.
- The locked account will generate an account locked email message.
- The account is temporarily locked for 5 minutes. The candidate can try again after 5 minutes.
- During the temporary lock, candidate cannot use "Forgot my password?"

Candidate Account Locked – Continued

When the account is locked, and the candidate visits the Forgot your password link, a warning message is displayed, “The action cannot be completed.”



When the account is locked, the candidate is sent an email from CAPPs Recruiting indicating that their account has been locked and that the candidate must wait five minutes before attempting to access the Career Section.



Career Section General Troubleshooting

- The CAPPS Career Section is not optimized for mobile use.
- Please use a desktop or laptop to reset your password.
- Use the most recent browser version.
- Your CAPPS Career Section candidate account will lock after multiple unsuccessful login or password recovery attempts. Your account will unlock automatically in five (5) minutes. You will receive a notification email at the email address associated with the locked account.
- If your account locks, you may not be using the correct User Name, correct password or Access Code, and/or email address.
- Use the Forgot your user name? link on the Login page, if you need to recover or want to confirm the User Name associated with an email address.
- Some candidates have multiple accounts with different login credentials.

Career Section User Name Troubleshooting

- If you know your User Name and Password, you may login to update your email address for your CAPPS Career Section candidate account.
- If you do not know your User Name, you may recover it by providing your email address. The User Name will be emailed to you. You must have access to the email address to receive the email.
- If you do not know your password, you may recover it by providing your User Name and email address. An access code will be emailed to you. You must have access to the email address to receive the email.
- If you do not know your User Name and password, and you also cannot access the email address associated with your candidate account, you will need to create a new candidate account with an email address that you can access.

Career Section Password Troubleshooting

- When using the Forgot your password? feature, once you receive the Email sent! message, we recommend that you close the browser tab or window.
- You must use the link in the Forgot Your Password? email for a successful password reset.
- If you do not receive a Forgot Your Password? email, then the user name and email address combination did not match a candidate account. We recommend using the Forgot your user name? link to recover your user name.
- Exercise caution if using a saved user name and/or password.
- Use the Access Code to reset your password. Do not use a previously saved password.
- The access code is provided in the forgot password email, it is best practice to copy the access code making sure no additional spaces are included.
- If you wish to save your CAPPS Career Section password, update your saved passwords after you reset your password.
- Other companies use the same software, and you may have saved a user name and password for a different company's Career Section.