

# How to Change Your Password

## Contents

Reset Your Network Password .....	1
Complete Password Security Questions .....	4

**PLEASE NOTE:** If you access Travis County email from your phone, **turn your phone off while updating your password.** Once the password update process is complete, turn your phone back on and you will be prompted to enter the new password to access your email.

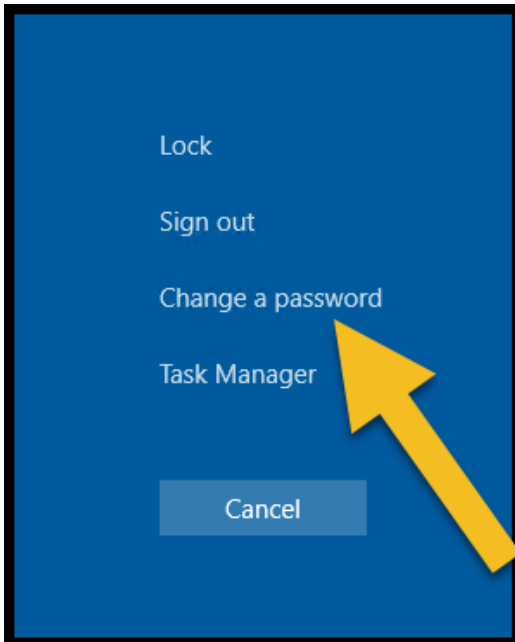
Turning your phone off BEFORE updating your password will help you to avoid getting locked out of your account.

## Reset Your Network Password

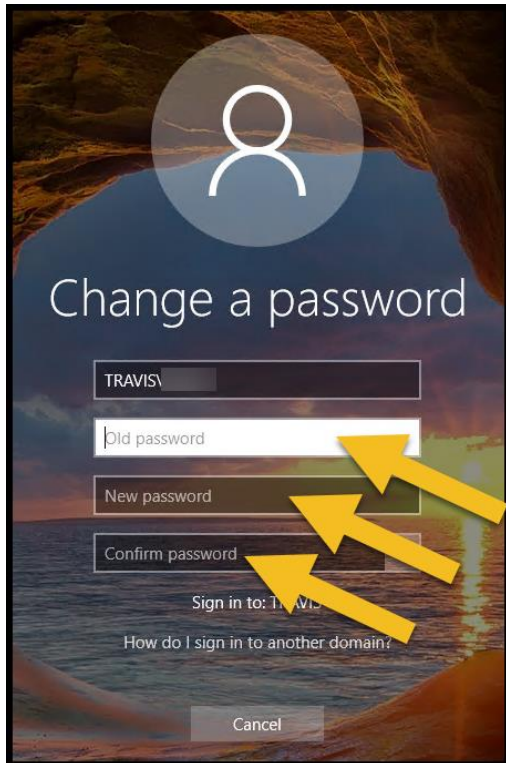
1. **Close Outlook and Lync/Skype.**
2. From a Travis County computer, **press Ctrl+Alt+Delete.**



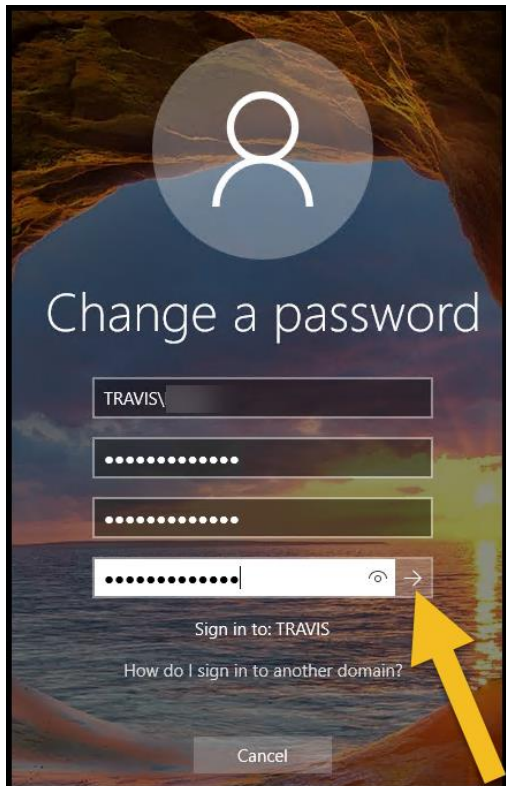
3. Click **"Change a password"**



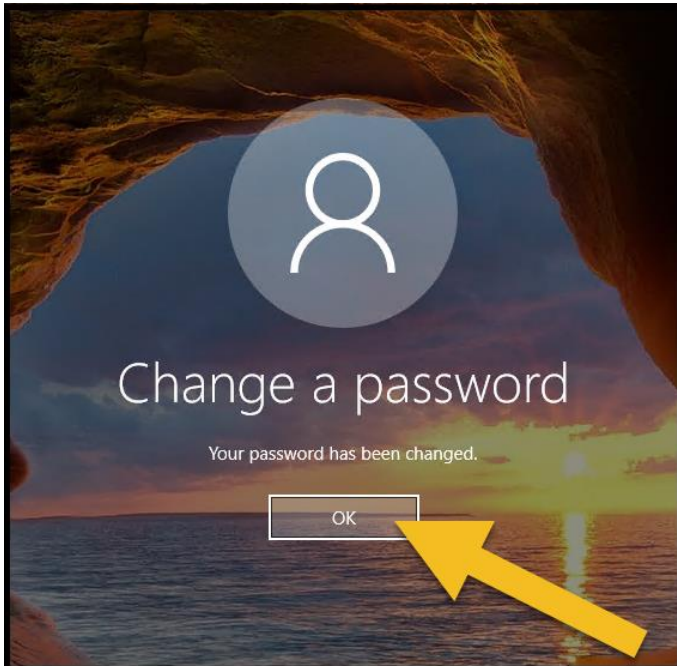
4. On the page that appears:
  - a. Enter your **old** password.
  - b. Enter your **new** password.
  - c. Enter your **new** password again.



5. Hit Enter or **click the arrow button**.



6. A page will appear, confirming that your password has successfully been changed. **Click OK.**



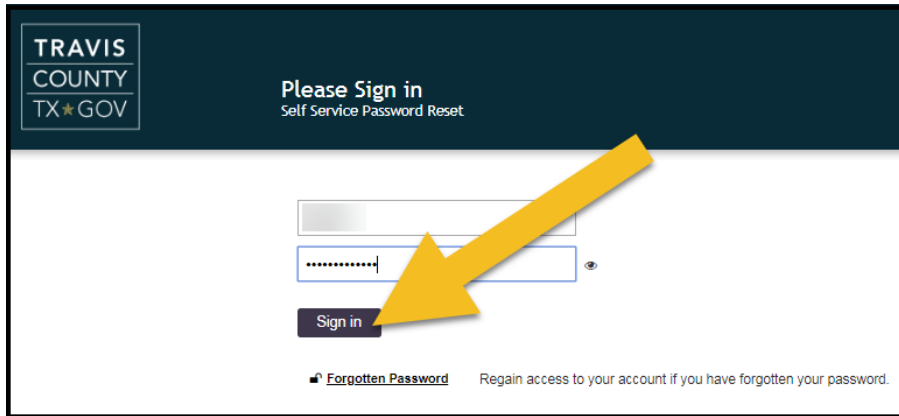
7. That's it, you're done! **You do not need to restart your machine.**

**Please note:** You will also need to update your password on:

- Any mobile device where you access Travis County email.
- Any other workstation or laptop that you use.

## Complete Password Security Questions

1. Navigate to [SSPR.traviscountytx.gov](https://SSPR.traviscountytx.gov) from a Travis County computer.
2. Enter your network **username and password** in the boxes provided.
3. **Click Sign in.**



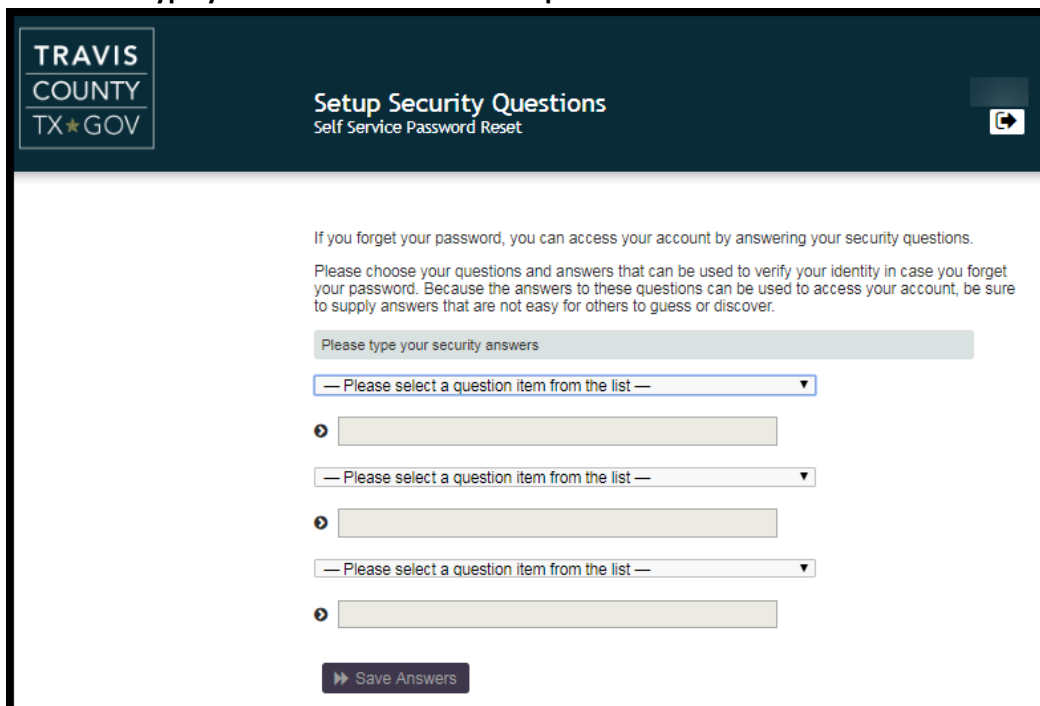
TRAVIS COUNTY TX GOV

Please Sign in  
Self Service Password Reset

Sign in

[Forgotten Password](#) Regain access to your account if you have forgotten your password.

4. This will take you to the Setup Security Questions page. Select a question from each of the three drop-down menus and **type your answer into the boxes provided.**



TRAVIS COUNTY TX GOV

Setup Security Questions  
Self Service Password Reset

If you forget your password, you can access your account by answering your security questions.  
Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

Save Answers

5. Once you've selected and answered all three questions, a blue message will appear at the top that says "Your answers meet the requirements." When that appears, **click the Save Answers button.**

TRAVIS COUNTY TX GOV

## Setup Security Questions

Self Service Password Reset

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

In what city were you born?

.....

What is your childhood pet's name?

.....

What is the first name of the oldest of your...

.....

Save Answers

6. You will see a message confirming that your questions and answers have been saved. **Click Continue** to go to the Self Service home page, or **click the Sign Out button at the top right of the screen.**

TRAVIS COUNTY TX GOV

## Success

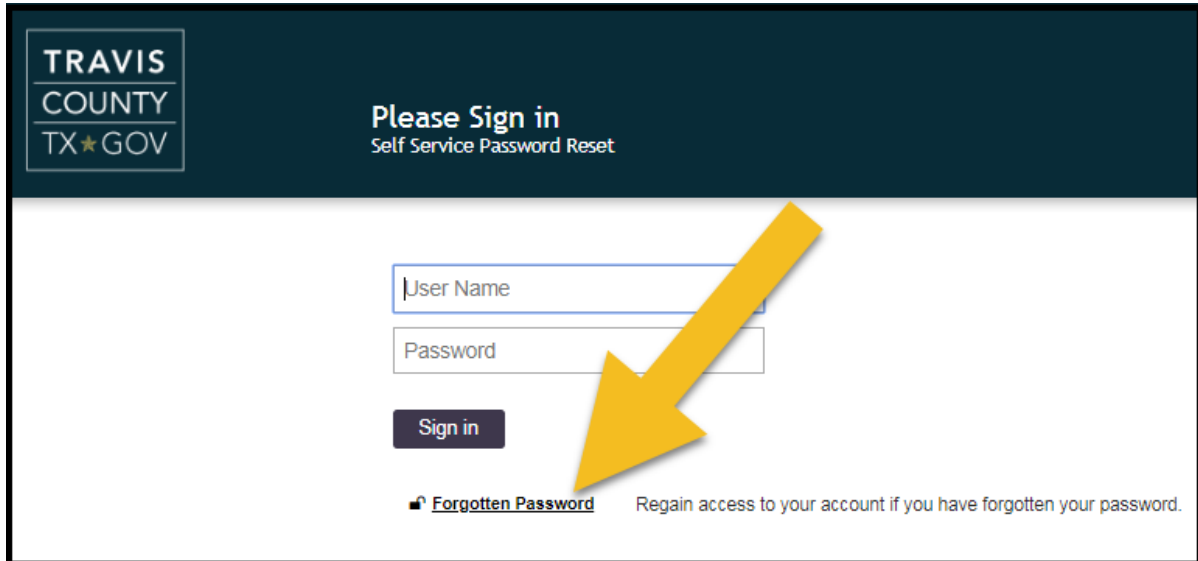
Self Service Password Reset

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

Continue

## Resetting a Forgotten Password

1. Navigate [SSPR.traviscountytx.gov](https://SSPR.traviscountytx.gov) from a Travis County computer.
2. Click on **Forgotten Password**.



TRAVIS COUNTY TX★GOV

Please Sign in  
Self Service Password Reset

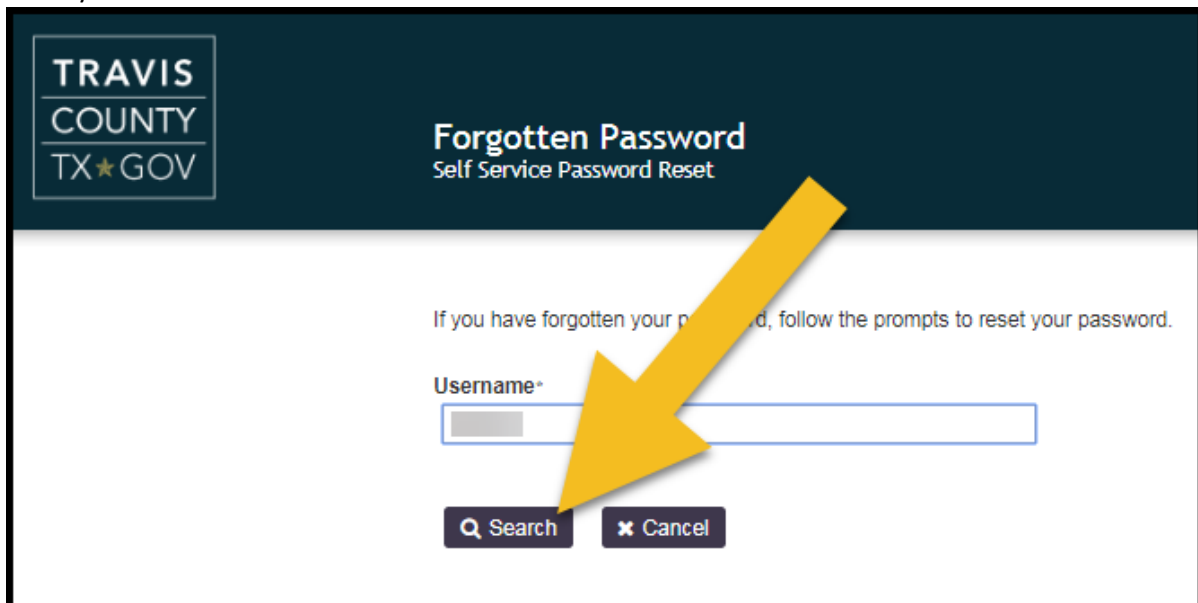
User Name

Password

Sign in

[Forgotten Password](#) Regain access to your account if you have forgotten your password.

3. Enter your **network username** and click **Search**.



TRAVIS COUNTY TX★GOV

Forgotten Password  
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username\*

Search Cancel

4. This will produce the security questions you set up. **Type your answers** for each question into the boxes provided, then **click Check Answers**.

TRAVIS COUNTY TX GOV

## Forgotten Password

Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is the first name of the oldest of your siblings?

In what city were you born?

✓ Check Answers    ✕ Cancel

5. Now you will create a new password. **Type your new password into BOTH of the boxes provided**. Follow all of the password requirements that appear on that page.

## Change Password

Self Service Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

Please type your new password

New Password

Confirm Password

▶ Change Password    ✕ Cancel

6. Once you've entered your new password into both boxes, a blue message will appear just above that says "New password accepted." **Click the Change Password button.**

**Change Password**  
Self Service Password Reset

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

New password accepted, please click change password

**New Password**  Strength: Strong

**Confirm Password**

[▶ Change Password](#) [✕ Cancel](#)

7. Wait while the system processes your new password. It might take several minutes – **DO NOT refresh the page.**

**TRAVIS COUNTY TX GOV**

**Please Wait**  
Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

Progress bar: [Blue segment] [Empty boxes]

8. Once you see the confirmation page that says "The password has been changed successfully," be sure to **click the Sign Out icon** at the top right of the page before closing your browser.

**TRAVIS COUNTY TX GOV**

**Success**  
Self Service Password Reset

The password has been changed successfully.

[▶ Continue](#)

Sign Out icon (arrow pointing to it)