MFA for the TDIS Employee Dashboard

Getting Started Guide

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MFA Getting Started Guide

1. Texas.gov Digital Identity Solution

The Texas.gov Digital Identity Solution provides multi-factor authentication (MFA), password synchronization and single sign-on (SSO) access so users can easily and securely access their available services and systems.

Multi-factor authentication is a way of verifying a user's identity with multiple pieces of evidence. For the CAPPS IAM implementation of Texas.gov Digital Identity Solution, this means first providing your user ID and password and then providing a second method of authentication, which could include a one-time passcode (OTP) via SMS/text or email.

2. Overview

This guide is intended to assist users with the multi-factor authentication process. It provides an overview of how to enroll an account and how to complete the MFA process to access the Texas.gov Digital Identity Solution (TDIS) Employee Dashboard.

3. Enrolling Your Texas.gov Digital Identity Solution Account

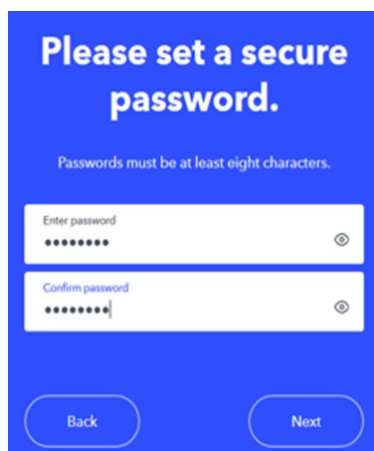A Texas.gov Digital Identity Solution account has been created for you.

Your user ID is: [your work email address[1]].

1. Access the link sent to your work email from no-reply@myaccess.dir.texas.gov.

    NOTE: If you accidentally deleted the email with the link, try to recover the email by searching your email's **Recently Deleted** folder. If you cannot recover the email with the link, please ask your organization's delegated admin to send you a new enrollment link via email.

    NOTE: This link expires in 72 hours and is only valid for one use.

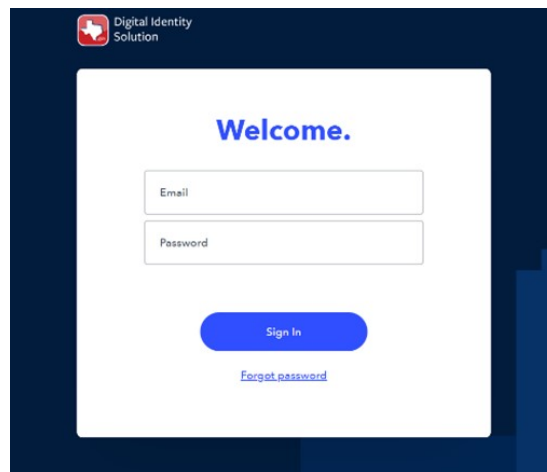2. Click the link in the email and set a secure password to gain access to your account.

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[1] The user ID will be the work email address for all active employees. For terminated users, it will be their personal email address as listed in the CAPPS system.
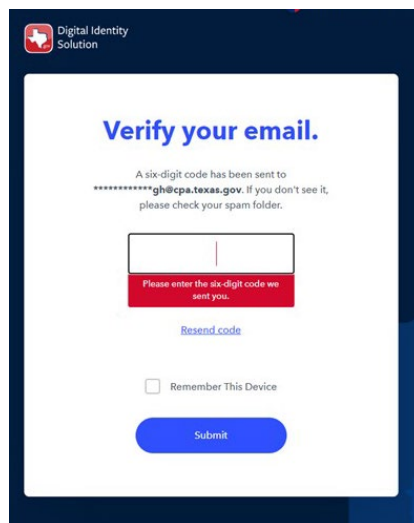
> **NOTE:** Secure password requirements:
> - A minimum of eight characters.
> - At least one lower-case character.
> - At least one upper-case character.
> - At least one number.
> - No white space/blanks.
> - At least one special character from this set: . [@ ! # $ ^ & + =] (_ -) {

> **NOTE**: Your password must **NOT** contain your username, email address, first name, last name or any other easily identifiable personal information.
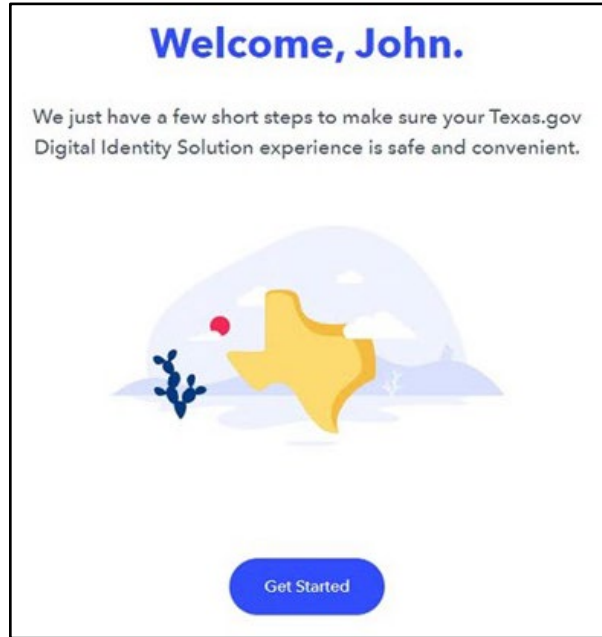
3. Enter your new credentials (work email and TDIS password).

4. Complete the MFA process by entering the verification code you receive in your work email.
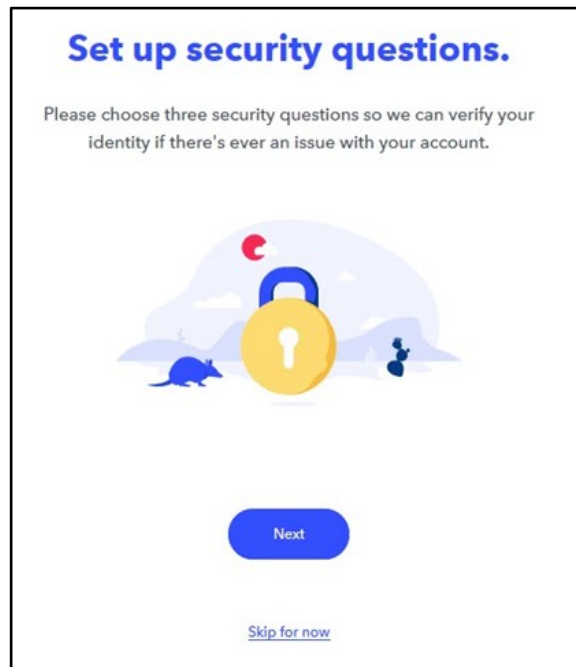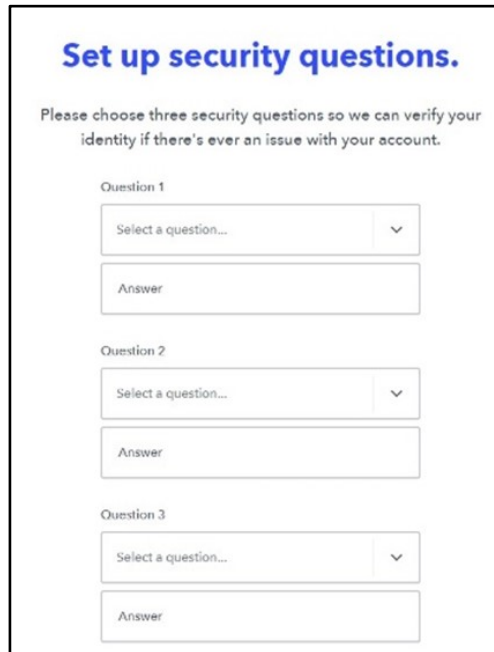
5. Click **Get Started** on the Welcome page.

Welcome, John.

We just have a few short steps to make sure your Texas.gov Digital Identity Solution experience is safe and convenient.

Get Started

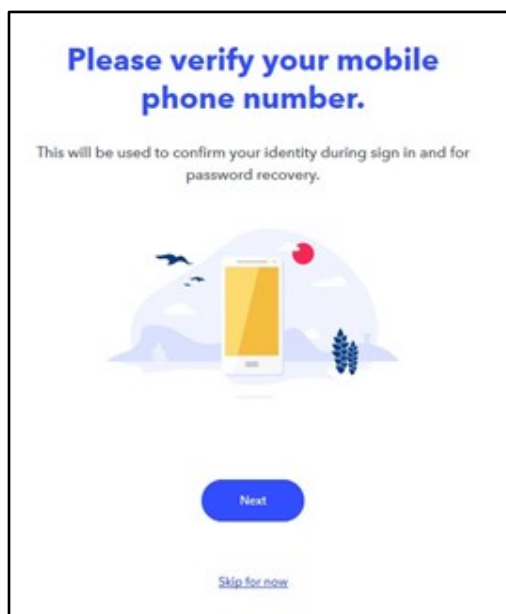6. Set security questions. Click **Next** to proceed with setting up security questions.

> NOTE: By clicking **Skip for now**, you can set up security questions at a later by time by visiting your **Account Settings** page in the TDIS Employee Dashboard.
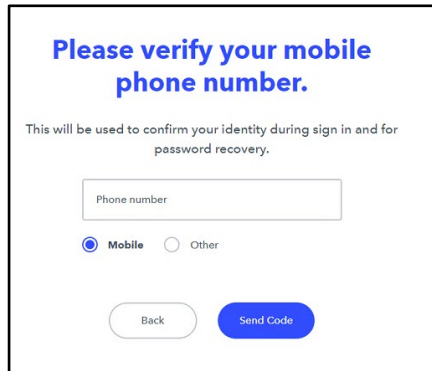

Set up security questions.

Please choose three security questions so we can verify your identity if there's ever an issue with your account.

Next

Skip for now

7. Select three security questions to complete.

Set up security questions.

Please choose three security questions so we can verify your identity if there's ever an issue with your account.

Question 1

Select a question... ⌄

Answer

Question 2

Select a question... ⌄

Answer

Question 3

Select a question... ⌄

Answer

8. Next, you will register and verify a mobile phone number via a one-time passcode. Click **Next** to proceed with registering a phone number. Please note: Registering a phone number is optional. SMS/text will be an MFA option if a mobile phone number is registered to your profile. By clicking **Skip for now**, you can register a phone number later by visiting your **Account Settings** page on the TDIS Employee Dashboard.

Please verify your mobile phone number.
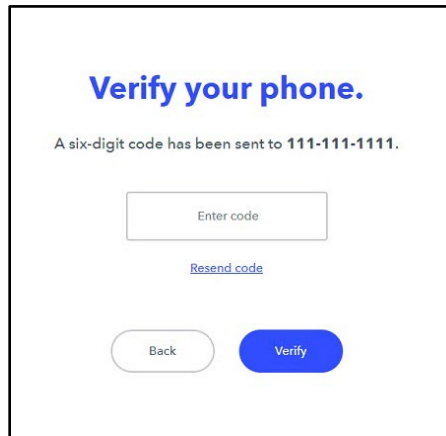
This will be used to confirm your identity during sign in and for password recovery.

Next

Skip for now

9. Enter your phone number and click **Send code**.

10. Next, enter the OTP code. Please note: One-time passcodes expire in five minutes. If the code expires before you enter it, click **Resend code** to receive another OTP. Click **Verify** to proceed.
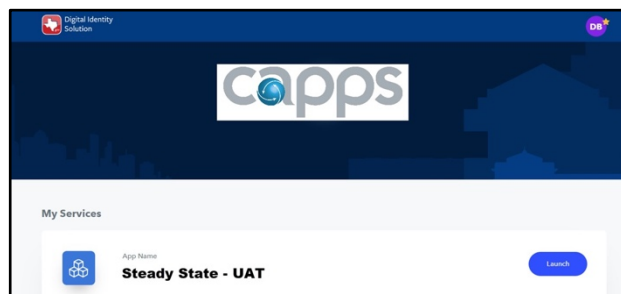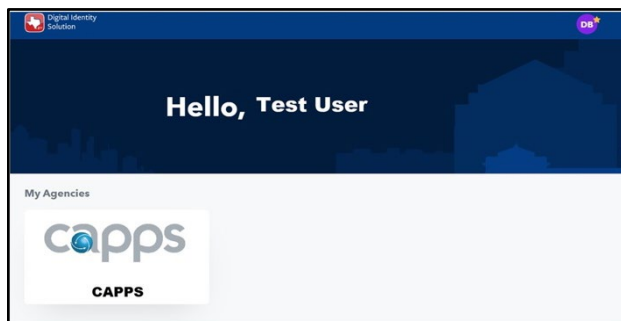

11. The account enrollment process is now complete. Welcome to the **Employee Dashboard**!

4. **MFA for** the **Texas.gov Digital Identity Solution Employee Dashboard**

Once you have an account, you may access the TDIS Employee Dashboard through the TDIS employee portal. Use the Employee Dashboard to access the CAPPS application(s).

1. Begin by visiting https://myaccess.texas.gov/portal/sign-in?welcome=tdis. Next, enter your work email and TDIS password. Click **Sign In**. If you forgot your password, click **Forgot Password** to set a new password.
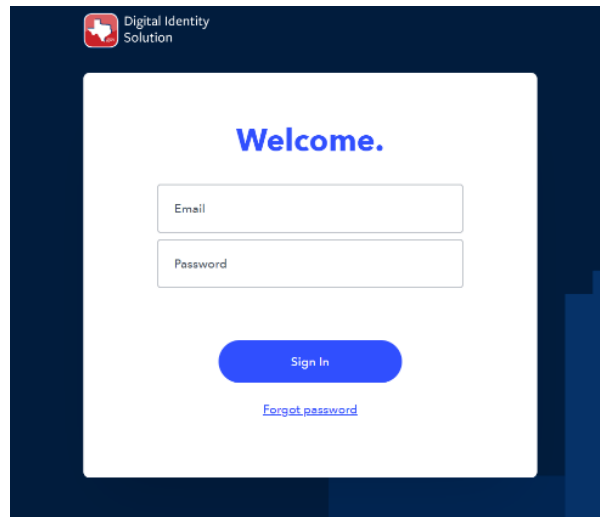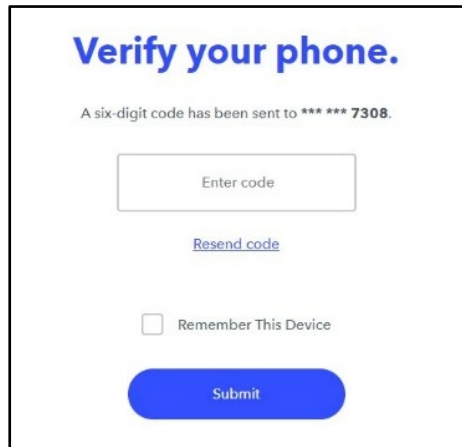

2. You will be prompted to verify your identity by providing a numeric one-time passcode via your preferred MFA method. Please note: Options will vary depending on which MFA methods you've registered. If you no longer have access to the phone number or email address you used to set up your MFA, please contact your organization's delegated admin for assistance. Once you've made your MFA selection, click **Send Code**.
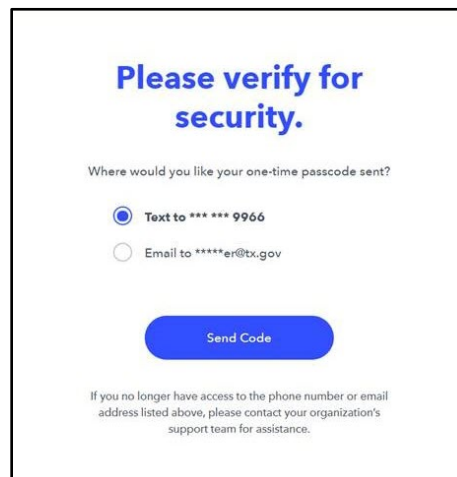
3. Verify your identity with an OTP. Enter the code and then click **Submit** to proceed. Please note: This passcode expires in five minutes. If the passcode expires before it is entered, you may request a new OTP by clicking **Resend code**.

4. After you verify your identity with this passcode, you will gain access to your TDIS dashboard. The MFA process is now complete. Welcome to your TDIS Employee Dashboard!
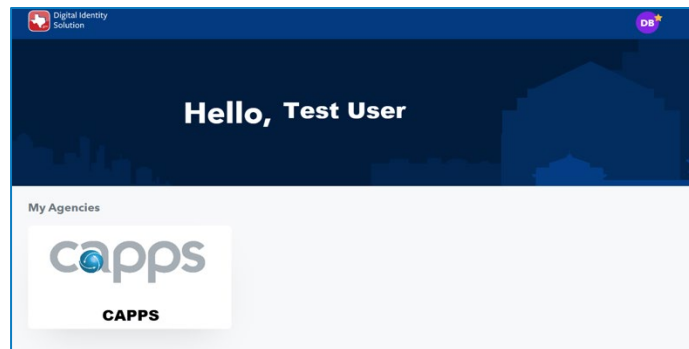
5. **Support**

If you experience a technical issue, please contact your organization's delegated admin.
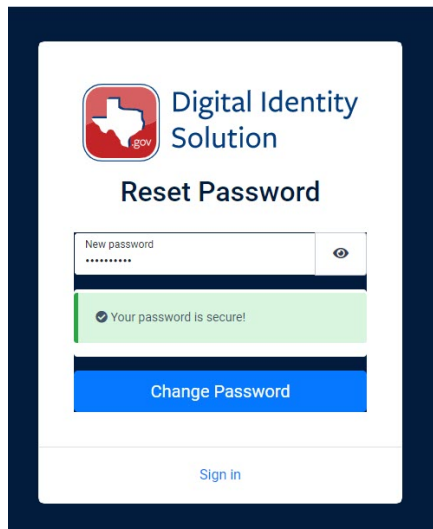
6. **Appendix**

6.1 MFA Considerations

- One-time passcodes (OTPs) are sent by the Texas.gov Digital Identity Solution (no-reply@myaccess.dir.texas.gov).
- OTPs are numeric.
- OTPs expire in five minutes.
- After three incorrect MFA passcode attempts, the user is locked out of their Texas.gov Digital Identity Solution account.
- OTPs can be sent a maximum of three times per MFA attempt.

6.2 Important Information

- A user's password will be the same password used through the single sign-on process for CAPPS application(s).
- The password expiration timeframe is **60 days**. Users will receive notifications via email from no-reply@myaccess.dir.texas.gov to reset their passwords one week and one day before password expiration and will also be notified when their password has expired.
- The account enrollment link expires in 72 hours and is only valid for one use.
- When you enter a password, you will see a green success message if your password meets the required criteria. Ensure that you click **Change Password** to proceed with the password change.

6.3 Link to TDIS Employee Dashboard

Link: https://myaccess.texas.gov/portal/sign-in?welcome=tdis