#### **TECHNICAL ASSISTANCE GUIDE**

## WELCOME!

Thank you for submitting your application to become a Twogether in Texas Service Provider. Your profile has been activated and you will be receiving a confirmation email from <u>Confirmation@ TwogetherinTexas.com</u>. To reset the temporary password form the system to a password of your choice, go to <u>http://twogetherintexas.com</u>

. Click on tab. Enter the same **e-mail address** you provided to HHSC and the temporary password you were issued from <u>Confirmation@TwogetherinTexas.com</u>. You will be immediately prompted to change the temporary password to a personal password of your choice with the following guidelines:

Ch	ange Password		×
	old/temporary password: New Password: Confirm Password:	(Rules for password)	
L		Submit Cancel	

Mustcontain a capital letter

Must be minimum of eight (8) characters with a maximum length of thirtytwo (32) characters

One (1) cha**acter must be lower case** 

 $\Box$ One (1) character must be a number OR special character (only @ # \$ % ^ & \* () is allowed)

Consecutive duplicate letters or numbers are not allowed (For example: 1122..., aabbcc)

**EXAMPLE of workable password:** Btbtr0ym#1(**Be t**ransformed **b**y the **r**enewing **0**f **y**our **m**ind)

Once you have successfully gained entry, please use the guidelines within this Technical Assistance Guide to navigate the web portal.

Certificates obtained via the web portal should only be issued to couples who receive training in the skillsbased and research-based marriage preparation curriculum you have registered. Additionally, certificates can only be issued to couples who have been educated in <u>at least</u> 8 hours of the registered curriculum. The curriculum must cover communication skills, conflict management skills, and other key elements of a healthy marriage.

We trust that the guidelines in the paragraph above will be followed and look forward to partnering with you!

If you have any questions or concerns, please do not hesitate to contact us at <u>hmp@hhsc.state.tx.us</u> or 512-206-5594. Thank you for your support of Twogether in Texas! We look forward to working with you!

#### Sincerely,

Texas Health and Human Services Rehabilitative and Social Services Healthy Marriage Programs Unit Mail Code 2010 909 West 45th Street, Bldg. #5 Austin, Texas 78751 (512) 206-5172 Monday - Friday 8:00 a.m. to 5:00 p.m. hmp@hhsc.state.tx.us TwogetherinTexas: Learn to Love for Life http://www.twogetherintexas.com/UI/HomePage.aspx

#### FREQUENTLY ASKED QUESTIONS

#### 1. I have not received my email from Confirmation@TwogetherinTexas.com. What should I do?

If you do not receive the email from <u>Confirmation@TwogetherinTexas.com</u> in your inbox, check your "junk email" or "SPAM" email box. If <u>Confirmation@TwogetherinTexas.com</u> is in your "junk email" or "SPAM" email box, white list it by clicking on "never block sender" or "not spam". If you are on a network and do not receive the email at all, contact your system administrator and have him white list <u>Confirmation@TwogetherinTexas.com</u> on the server.

#### 2. I cannot log on to the system...it's not accepting my user id and password. What should I do?

The system resets passwords every 90 days for security purposes. It will notify you of the reset 5 days prior; however, if you do not change your password in that 5 day notification period the system automatically resets your password. See page 16 and follow the instructions for 'Forgot Your Password'. The system will send you a temporary password which you can then use as your "old/temporary password" to reset your new password. Also, the system is case sensitive, so make sure all characters in your user id and password are always the same when logging on to the system. **EXAMPLE:** Mickey#1

#### 3. I am no longer with the organization that I registered. What should I do?

Notify HHSC via email at hmp@hhsc.state.tx.us and inform them to either deactivate the account or update it to reflect the current status.

# 4. I have more people in my organization that need access to the account to print certificates. Should I sign them all up online?

No, simply notify HHSC via email at hmp@hhsc.state.tx.us and they will add the individuals to your account.

#### 5. The system is not accepting my new password when prompted to change it. What should I do?

- If you copy and paste the computer generated password to log in, copy it backwards, i.e. right to left, instead of left to right. Sometimes copying and pasting the password creates an invisible space in the box which will cause the system to reject the temporary Twogether password and not allow you to log in. If you're still having problems, you can also type the password manually.
- Once you get a new password, you will be prompted to create a new one. Your "old" password is the temporary Twogether password; your "new" password is one you will create. If the system keeps rejecting the new password you have created, try Btbtr0ym#1 as a default.
- You can always log in and create a new password later. It helps to change just one thing from your old password. For example, if your password is Mickeymouse#27, then make the new password Mickeymouse#28.
- Do not include a space when creating a new password.

## 6. Can I produce certificates before the end of the class?

We have found that it is advantageous to you and the couples you serve, to print out the certificates for them either before they complete the class but not later than 48 hours following the final class. If a couple does not complete the class, simply go into the system and electronically void the certificate you generated for them.

#### **ACCESS THE WEB PORTAL**

After your Twogether in Texas on-line application has been processed, you will receive a confirmation email from 'Confirmation@ twogetherintexas.com'. This email will contain a temporary password along with instructions for logging on to the web portal and changing the temporary password to one of your choice. Twogether in Texas can be accessed by typing the following URL into a standard web browser: <u>http://www.TwogetherInTexas.com</u>. This will open the Twogether in Texas home page as shown to the right. Once you have successfully changed your password, you are fully operational as a service provider. For more information on how to 'Change Password' visit Page 15 of this guide.



**Note:** <u>Your password will be reset every 90 days for security purposes</u>. Please remember your user id and password. This information is not stored in a database; therefore, Twogether in Texas staff will not be able to access it.

#### ATTENDANCE RECORDING (CREATE CERTIFICATES)

The Attendance Screen is the home page for Service Providers. When a Service Provider logs into the application, the Attendance Recording Form will be displayed on the screen. Service providers will feed information related to trainings provided by them into this form. Couples' names will be captured for the purpose of certificate printing and county clerk's authentication.

Before or after training, service providers will log into the application using their security credentials and enter the information of all the couples who will attend or have already attended their workshop. This process will bind the names of the couples to the certificate number assigned to them. A couple's certificate number will be unique and will be used to identify them in the system. If certificates have been pre-printed and a couple does not attend the workshop, the couple's certificate will need to be voided (see page 8).

Once this data is captured, completed certificates can be printed from the system. In addition, once the data is captured and submitted to the system, the service provider submitting the information will not be able to change the names of a couple on the certificate issued to them; instead, the incorrect certificate will need to be voided (see page 6) and a new certificate created by following the 'Attendance Recording' procedures below.

#### To enter information into the Attendance Recording Form:

1 Once you are logged in, you will be directed to the Attendance Recording Form as shown below:

## Attendance Recording Form

Trainer Name: *	Gordon	Training completion date: *	02/08/2017			
Curricula: *	Prepare/Enrich	No. of Couples: 1				
Zip Code: *	77580	Language:	Spanish			
			Generate			
This is a reminder to have all your participants fill out the online customer satisfaction survey at: http://sgiz.mobi/s3/Twogether-in-Texas-Customer-Satisfaction-Survey						

<sup>1</sup> To add up to five Applicants, enter a number in the number of Couples box. For more than five couples, please click on <u>Attendance Template</u> and save the excel spreadsheet to a place on your computer. [Please do not change the format on the "Attendance Template" because the first and last names will not appear when you upload the data.] Open the downloaded template; fill in the details of each couple, then name and save the file. This spreadsheet is limited to a maximum of couples. When you have completed the spreadsheet, click on "Browse" button below and select the saved file that you have created. Then, click the Upload button below (the authenticate password is the same as the one you use to logon to Twogether in Texas) and follow the on-screen prompts to print out a certificate for each couple.

\* REOUIRED

Browse... No file selected.

Attendance Recording

Upload

#### If you have uploaded the Attendance Template, it should look like the following:

······································							
	Certificate No.	Applicant1 First Name	Applicant1 Last Name	Applicant2 First Name	Applicant2 Last Name	Engaged	
1	2307026	AFN1	ALN1	AFN2	ALN2		
2	2307027	AFN3	ALN3	AFN4	ALN4		
3	2307028	AFN5	ALN5	AFN6	ALN6		
4	2307029	AFN7	ALN7	AFN8	ALN8		
5	2307030	AFN9	ALN9	AFN10	ALN10		
6	2307031	AFN11	ALN11	AFN12	ALN12	-	
•						•	

Submit

OR - Enter information into the six fields visible on the screen and click 'Generate'. A table with rows equal to the value entered in the 'No. of Couples' field will be displayed.

**Attendance Recording Form** 

т	rainer Name:	Jim Bob	Training	completion date:	09/03/2011 📑	
	Curricula:	PREP		No. of Couples:	2	
	Zip Code:	78596		Language:	Spanish	2
					Generate	
_	Attendance Recor	ding				
	Certificate No. 🔺	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832					
2	2041833					
					Add More	Submit

2 Enter the names of the couples attending the training and set the status of the 'Engaged' checkbox (checked or unchecked) for each couple as appropriate. Attendance Recording Form

т	rainer Name:	Jim Bob	Training c	ompletion date:	09/03/2011	
	Curricula:	PREP		No. of Couples:	2	
	Zip Code:	78596		Language:	Spanish	
					Generate	
	Attendance Record	ling				
	Certificate No. 🔺	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	Bill	Miller	Jane	Smith	
2	2041833	Ron	Williams	Diane	Jones	V
1						
					Add More S	5ubmit

To add another row to the table, click the 'Add More' button. 3

## Attendance Recording Form

т	rainer Name:	Jim Bob	Training o	completion date:	09/03/2011	
	Curricula:	PREP		No. of Couples:	3	
	Zip Code:	78596		Language:	Spanish	<b>~</b> ]
					Generate	
	Attendance Recor	ding				
	Certificate No. 🔺	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	Bill	Miller	Jane	Smith	
2	2041833	Ron	Williams	Diane	Jones	
3	2041834		This is the nev	vrow		
1						
-						Submit
					Add More	Submit

4 To submit the entered information, click 'Submit'. Attendance Recording Form

T						
	rainer Name:	Jim Bob	Training	completion date:	09/03/2011 🔤	
	Curricula:	PREP		No. of Couples:	3	
	Zip Code:	78596		Language:	Spanish	<b>~</b> ]
					Generate	- 1
					Generate	
- /	Attendance Recor	ding				
	Certificate No. 🔺	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Engaged
1	2041832	Bill	Miller	Jane	Smith	
2	2041833	Ron	Williams	Diane	Jones	<b>V</b>
2	2041834	David	Jones	Martha	Williamson	
3						
3						
3						
3			][			
3						
3						
3						
3						
3						
3						
3						
-						
3						

#### 5 The print certificate screen will be displayed. Print Certificate

Print Certifica	te				
Certificate No. 🔺	Groom First Name	Groom Last Name	Bride First Name	Bride Last Name	Print
2041835	Bill	Miller	Jane	Smith	Print
2041836	Ron	Williams	Diane	Jones	Print
2041837	David	Jones	Martha	Williamson	Print
🛛 🖣 First 🔌 Prev	vious Page 1 of 1	l 🕨 Next 🕅 Last	<i> Refresh</i>		Displaying 1 - 3 of 3

Navigate from one page of the 'Print Certificate' screen to the next or previous page using the revious and Links.

6 To print a certificate, click the '**Print**' button beside it. The certificate will be displayed in a new window.

Oer	lificate of
	Completion
	This certificate is awarded to
	BILL MILLER & JANE SMITH
	Premarital Education Course
Official Signature	twogether
	PROVIDED BY
	PREP

7 Click the Print button in the new window as well so that the certificate number is assigned with the Issue and Expiry date to the web portal and will then print to the printer.



**Note:** Although married couples or singles can be entered into our database, the certificates issued are for Premarital Education; therefore, 'Premarital Education Course' is stated on the certificate.

Additionally, **the system will time out after 10 minutes of usage (even when being used)**. You can always submit the information in small batches and then create more by entering in your class information exactly the same and clicking generate. That will bring up your class roster and you can then opt to "Add More".

#### ATTENDANCE RECORDING (VOIDING A CERTIFICATE)

The system allows the voiding of any certificates that are either unused or reflects an error (i.e. misspelled name). The 'Void Certificate' menu item will help a user void any certificate number. Once the certificate number is voided, the certificate can no longer be un-voided or authenticated.

#### To void a certificate:

1 Once you are logged in, click on '**Void Certificate**' from the menu items appearing on the sidebar.

ha				English	Espanol   Contact Us   Site Map
twogether	ΤW	OGET	HER	IN	<b>TEXAS</b>
For Couples				For Providers	Logest
Rartson, Program 6. Service	FreeMarris VentArea	Baudday Parriage Looks	PAQ	Ragistor ai a Presider	Sgula
Attendance Recording	Attend	anco Boco	rding Eor	122	
Update My Profile	Attend	ance Reco	raing For	m	
Print Certificate				and the second se	73
Change Password	Trainer to	KID4:	Training	rempletion date:	12
Void Certificate 🔶	Eurrh	cula:		No. of Cooples:	
	Zip C	nde:		Language:	English 🔛
					Generate

2 The following 'Search Void Certificate' screen will be displayed:

Search Void Certificate

twogether	TWOGET	HER	IN TE	XAS
For Couples			For Providers	Legent
Packares, Programmer In Section	Provident to Deadthy Northge Your Bross Linky	FAU	Degither ai a Presider	trys In
Attendance Recording	Generals Maid Cast	141 A -		
Update My Profile	Search Vold Cert	ificate		
Print Certificate	Certificate No. :			
Change Password	Groom First Name ±			
Void Certificate	Groom Last Name :			
	Bride First Name +			
	Bride Last Name :			
	Certificate No.Issue Dole :		13	
	Note:Enter data in one search field to ve	orify a certificate. Enterin	g data in multiple search fir	ılda seli

3 Enter data in one search field of the 'Search Void Certificate' screen to verify a certificate. Entering data in multiple search fields may produce an invalid search.

Ocarcii volu	Gertificate			
Certificate No. :	2041837			
Groom First Name :				
Groom Last Name :				
Bride First Name :	david			
Bride Last Name :				
Certificate No.Issue Date				
	Search			
Search Certificate				
Certificate No. Name 🔺		Issue Date	Exp. Date	Void
	There is no record match	ing this criteria.		

#### 4 A 'Certificate List' based on the search criteria entered will be displayed on the screen. Search Void Certificate

ceran	Icate No. : 2041837				
Groom Fir	st Name :				
Groom La	stName :				
Bride Fir	stName :				
Bride La	stName :				
Certificate M	No.Issue : Date :				
	Search				
Search Certil	ficate				
Certificate No.	Name 🔺	Issue Date	Exp. Date	Void	
🗄 Issue Date: (	None) (1 Record)				
2044.027	DAVID JONES & MADTHA MALLIAMS	SON			
2041037	DAVID JONES & MARTINA VILLIAMS				
2041037	DA VID JONES & WAR I HA VWILLAWS				
2041037	DA YID JOINES & MARK I HA YWLLIAWG				
2041637	DA YID JONES & WAR I HA YWLLIAWS				
2041637	DA YID JONES & WAR THA YWLLIAWS				
2041637	DA YID JOINES & MARK I HA YWLLIAWG				
2041037	DA YID JONES & MAR I HA YWLLIAWS				
2041037	DA YID JONES & MAR I FIA YWLLIAWS				
2041037	DA YID JONES & MAR I FIA YWLLIAWS				
2041037	DA YID JONES & MAR I FIA YWLLIAWS				
2041037	DA YID JONES & MAR I HA YWLLIAWS				

Navigate from one page of the 'Certificate List' screen to the next or previous page using the Previous and Links.

5 To void a certificate, check the 'Void' checkbox beside it and click 'Submit'. Any number of certificates may be voided at one time.

earch						
Certifica	ate No. :	2041837				
Groom First	Name :					
Groom Last	Name :					
Bride First	Name :					
Bride Last	Name :					
Certificate No	Issue :			0		
	Date	Search				
Search Certific	ate					
ertificate No.	Name 🔺		Issu	e Date	Exp. Date	Void
Issue Date: (No	ne) (1 Reco	rd)				
<b>Issue Date: (No</b> 041837	ne) (1 Reco	rd) S & Martha Willia	MSON check the	'Void'	checkbox	
Issue Date: (No 041837	ne) (1 Reco	rd) S & MARTHA VMLLIA	MSON check the	'Void'	checkbox	♥
Issue Date: (No 041837	ne) (1 Reco	rd) S & MARTHA VMLLIA	MSON check the	'Void' ick 'Su	checkbox	

Search Void Certificate

6 The message 'Certificate(s) successfully updated' will be displayed on the screen.

ertificate No.	Name 🔺	Issue Date	Exp. Date	Void
Issue Date: (	None) (1 Record)			
041837	Certificate Information			۳
	Certificate(s) successfully updated.			
	ОК			

#### **ATTENDANCE RECORDING (PRINTING A CERTIFICATE)**

The system also allows the user to print certificates that have previously been printed or need to be printed on an individual basis.

#### To print a certificate:

1 Once you are logged in, click on '**Print Certificate**' from the menu items appearing on the sidebar.

twogether	TW	OGET	HER	English I	Espanol   Contact US   Site Mo
For Couples				For Providers	Legent
Barbara, Hongrassa B Garatena	President to Year Area	Healthy Marriage	FAQ	Register at a Provider	Sign In
Attendance Recording	Attende	Basa Basar	ding Eor	199	
Update My Profile	Attenda	ance Recor	ang ron	m	
Print Certificate 🔸 🛑	-		-		
Change Password	Trainer Nar	Het	Training	completion date:	1.1
Void Certificate	Currica	ifat		No. of Couples:	1. A A A A A A A A A A A A A A A A A A A
	e) gis	dei		Language:	English
					Generate

2 The following 'Search Print Certificate' screen will be displayed:

twogether	TWC	)GET	HER	trgish   tspan	I   Conflact Us   Site Ma
For Couples				For Providers	Logout
Barbare, Despace 8 Sectors	Providence in Your Areas	Healthy Harman	690	Resident an	Sign In
Attendance Recording	Conroh	Castificate			
Update My Profile	Search	Centificate			
Print Certificate	Certific	ate No. :			
Change Password	Groom Firs	tName i			
Void Certificate	Groom Las	tName :			
	Bride Firs	t Name :			
	Bride Las	t Name :			
	Certificate N	Date :		3	
	Note Enter data in	Search one search field to ver	ify a certificate. Ent	ering data in multiple search fie	rids will

Enter data in one search field of the 'Search Print Certificate' screen to verify a certificate. Entering data in multiple search fields may produce an invalid search.

#### 3 Click 'Search'.



4 A 'Certificate List' based on the search criteria entered will be displayed on the screen.

#### **Search Certificate**

C	ertificat	e No. :	2041834				
Groo	m First N	lame :					
Groo	om Last N	lame :					
Brid	le First N	lame :					
Bri	de Last N	lame :					
Certifi	cate No.I	ssue :			-		
			Search				
Search	Print Cert	ificate					
Certificate	No. N	ame 🔺			Issue Date	Exp. Date	Print
3 Issue D	ate: (None	e) (1 Reco	rd)				
2041834	D	AVID JONE	S & MARTHA WILLI	AMC/ONL			Deint
				ANSON			Print
				ANISON			Prim
				AMSON			Print
				AMSON			Print
				AMSON			Print
				AINSON			Print
				AINSON			Print
				AMSON			Print
				AWSON			Print
				AWSON			Print
				AWSON			PUIL
				ANSON			2001
				ANSON			2001
				ANSON			2001
				ANSON			2001
				AMSON			
				AMSON			Phil
				AMSON			Print
				AMSON			
				ANSON			
				ANSON			
				ANSON			
First	Previou	s Page 1	of 1 → Nex	t ⊯ Last @	Refresh		Displaying 1 - 1 of

5 Navigate from one page of the 'Certificate List' screen to the next or previous page using the

- Previous and Next Links.
- 6 To print a certificate, click the '**Print**' button. The certificate will be displayed in a new window.

### Search Certificate

Groom L	rstName : astName :					
Bride Ei	rst Name :					
Bride L	ast Name :					
Certificate	No.Issue : Date :	Search		2		
Search Prin	t Certificate	3				
Certificate No.	Name 🔺			Issue Date	Exp. Date	Print
∃ Issue Date:	(None) (1 Red	ord)				
2041034	DAVID JOH	IES & IVIAR I HA	A WILLIAMSON			Print
						T I
					click th	ne 'Print' butto
					click th	ne 'Print' butto
					click th	ne 'Print' butto
					click th	ne 'Print' butto
					click th	ne 'Print' butto
					click th	he 'Print' butto
					click th	ne 'Print' butto
					click tř	ne 'Print' butto

From the new window, select your 'Print' option and print the certificate.

Click the Print button	in the new window
	Sompleuo
	We want to be anything
	This certaincate is awarded to
	DILL MILLER & JANE SMITH
	For completion of an 8-hour Premanital Education Course
Official Signature	Dat
	twogether

\_\_\_\_\_

#### **UPDATE PROFILE**

Registered users of the Twogether in Texas application can update their own profiles by accessing the 'Update My Profile' module of the application. Users will be able to update/alter only those data fields pertaining to their profiles that are not security driven. The editable data fields are as follows:

Prefix, First name, Middle name, Last Name, Suffix, Mailing Address 1, Mailing Address 2, State, County, City, Zip Code, Phone Number, Fax Number, and Cell Number NOTE: The system tracks you by your email address. To change your email address, contact: <u>hmp@hhsc.state.tx.us</u> to notify HHSC of your new email address and you will be issued a new temporary password, which you can change by following the instructions on page 1.

#### To update your user profile:

1. Once you are logged in, click on 'Update My Profile' from the menu items appearing on the sidebar.

len l			English I Eisean	IT Contact Us 1 Site Pla
twogether	TWOGET	IER	IN TE	XAS
For Looples			For Franklers	tagost.
Parlaner, Program &	Prevention institute Viceouse Units	1942	Basgister an a Provider	Tops Da
Attendance Recording Update My Profile	Search Certificate			
Print Cortificato	Certificate No. 1			
Change Password	Grappo Piret Name 1			
Void Certificate	Groom Last Name 1			
	Bride First Name 3			
	Bride Last Name :			
	Certificate No.Lanus		125	
	Note:Enter data is one search field to yearth	y a pertificate. Enterin	g data in realitiple search fie	áda mill

2. The following screen will be displayed:

;
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v
¥
Y
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3. Update data in the editable data fields and click 'Submit'.

Prefix	0	1
First Name	GORDON	*
Middle Name		
Last Name	LEEKS	*
Suffix	~	1
Mailling Address1	909 w 45th Street	*
Mailling Address2		
State	TEXAS	*
County	TRAVIS	*
City	AUSTIN	*
Zip Code	78751	*
Phone Number	(512)206-5594	*
Fax Number		
Cell Number	(512)555-1212	
	Submit 🗲	

## **Update Profile**

The message 'User Profile successfully updated' will be displayed. 4.

#### **Update Profile** . .

User Profile successfu	lly updated.	
Prefix	0	1
First Name	GORDON	*
Middle Name		
Last Name	LEEKS	*
Suffix	~	Ì
Mailling Address1	909 w 45th Street	*
Mailling Address2		
State	TEXAS	*
County	TRAVIS	*
City	AUSTIN	*
Zip Code	78751	*
Phone Number	(512)206-5594	*
Fax Number		
Cell Number	(512)555-1212	
	Submit	

#### **CHANGE PASSWORD**

The Change Password utility provides users with the functionality to change their own passwords as needed to a personal password of their choice with the following guidelines:

Mustcontain a capital letter

 $\Box$ Must be minimum of eight (8) characters with a maximum length of thirty-two (32) characters

 $\Box$ One (1) character must be lower case

 $\square$  One (1) character must be a number OR special character (only @ # \$ % ^ & \* () is allowed)

Consecutive duplicate letters or numbers are not allowed (For example: 1122..., aabbcc)

**EXAMPLE of workable password:** Btbtr0ym#1(Be transformed by the renewing **0**f your mind)

**Note:** First time users of the application will be prompted to change the temporary password emailed to them and create a new password in accordance with the rules specified above. Users will be prompted 5 days prior to the completion of the 90 day password expiration period to change their password. Users who do not change their password by the end of the 90 day period will automatically have their password reset. Go to page 16 and follow the instructions for 'Forgot Your Password' if your password has been reset without notification.

#### To change your password:

1. Once you are logged in, click on 'Change Password' from the menu items appearing on the sidebar.

Attendance Recording	Attendence Recording Form					
Update My Profile	Allendance Recording Form					
Print Certificate						
Change Password 🛶	Iraining completion date:					
Void Certificate	Curricula: No. of Couples:					
	Zip Code: Language: English					
	Generate					

2. The following screen will be displayed:

Attendance Recording	Ohomma Baseyyard				
Update My Profile	Change Password				
Print Certificate		(rules for password)			
Change Password	Old Pacemond				
Void Certificate					
	New Password				
	Carfirm Darsward				
	Submit Cancel				

3. Enter your old password in the 'Old Password' field.

If you need to refer to the rules governing passwords in the Twogether in Texas application, click '(rules for password)'.

Password Guidlines Minimum Length: 8 characters Maximum Length: 32 characters Upper Case: Minimum 1 Lower Case: Minimum 1 Number: Minimum 1	Close window X
Minimum Length: 8 characters Maximum Length: 32 characters Upper Case: Minimum 1 Lower Case: Minimum 1 Number: Minimum 1	Password Guidlines
	Minimum Length: 8 characters Maximum Length: 32 characters Upper Case: Minimum 1 Lower Case: Minimum 1 Number: Minimum 1
Only the following Special Characters @ # \$ % ^ & * ( ) Minimum 1 Allow Consecutive Duplicate Letters/Numbers: No Expiration: 90 days Password Reuse: Not one used that matches the last 8 occurrences	Only the following Special Characters @ # \$ % ^ & * ( ) Minimum 1 Allow Consecutive Duplicate Letters/Numbers: No Expiration: 90 days Password Reuse: Not one used that matches the last 8 occurrences

- 4. Enter 'New Password' in accordance with the guidelines above and confirm it by reentering it into the 'Confirm New Password' field.
- 5. If, at any time, you wish to clear any or all of the password fields and start over, click 'Cancel'.
- 6. If you would like to save your new password, click 'Submit'. Your new password will be created.
- **Note:** Passwords that have not been changed in 11 months will receive the following notice: In order to provide quality service, we want to ensure that the information posted about you on our webpage is the most current and, if applicable, your name will appear on a business card when couples search for a list of providers in your area. Our records indicate that you have not logged in to the Twogether in Texas website in over eleven months. If you do not login within the next 30 days, your account with Twogether in Texas will be deactivated. To avoid deactivation of your account, simply login and change your password.

If the password has not been changed after receiving the above notice, the account will be deactivated. Your information will be maintained on file; however, you will not be able to generate certificates for couples that have completed your class and, if applicable, your name will not appear on a business card when couples search for a list of providers in their area.

#### FORGOT YOUR PASSWORD

Access the Twogether in Texas home page by copying the following URL into a standard web browser:<u>http://www.TwogetherInTexas.com</u>. The Twogether in Texas Home Page will be displayed.

1 Click on the '**Registered Users**' tab from the menu items appearing on top.



2 The following screen will be displayed:

For Couples			For Providers		
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3 If you have forgotten your Password, want to reset your password, or you password has been automatically reset after 90 days, click on '**I forgot / change your password**'. The following screen will be displayed:



- 4 Enter your User ID (which is your email address) and click '**Submit**'. A temporary password will be emailed to you shortly.
- 5 Once you receive your temporary password. Access the Twogether in Texas website.
- 6 Click on "**Registered Users**", key in your user-id and temporary password.
- 7 You will be prompted to change your temporary password as per the state password guidelines. **Note:** Your "old password" will be your temporary password that was emailed to you.