

## Self-reset password

CIPMS system allows you to reset your password by yourself without requesting Help Desk. In order to enable the feature, user has to setup Password Management questions and answers.

If you have not logged into your account for a long time, your account may be deactivated. The log in screen will bounce back because it does not recognize your credential. If you are trying to use “Forgot Password?” feature, you will get the warning pop up window. Please contact CIPMS Help Desk to reactivate your account.

The screenshot shows a web browser window with the URL <http://cipms.houstonx.gov/cc/cm/login.jsp>. The browser's address bar and menu bar are visible. The page content includes the City of Houston logo at the top right. Below the logo is a login form with the following elements:

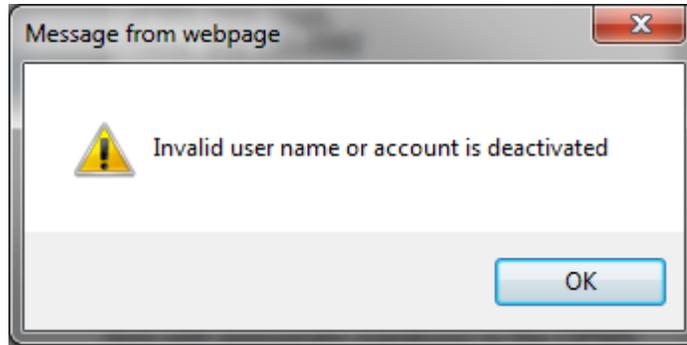
- Username field:  with a dropdown arrow and a close button (X). Below the field, there is a hint: "(e.g. john.doe OR john.doe@houstonx.gov)".
- Password field:
- Login button:
- Reset button:
- [Forgot Password?](#) link: A red arrow points to this link.
- [Have trouble with scroll bars, pop-up?](#) link: A blue underlined link.

To the right of the login form is a blue box with the text "CIP Management System" and "Login" over a cityscape background. Below this box is a white box with the following text:

CIPMS Help Desk:  
Phone: 832-395-2082  
Email: [cipms-help@houstonx.gov](mailto:cipms-help@houstonx.gov)

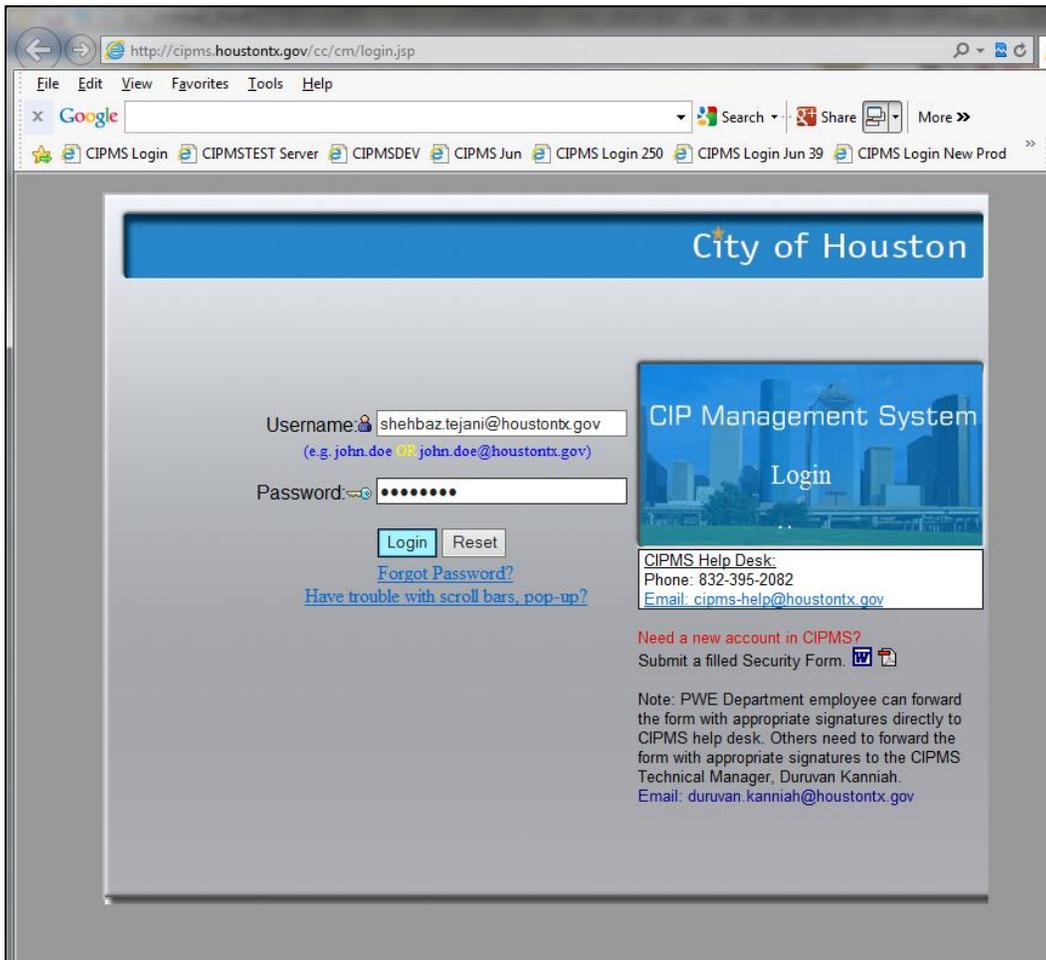
Need a new account in CIPMS?  
Submit a filled Security Form.  

Note: PWE Department employee can forward the form with appropriate signatures directly to CIPMS help desk. Others need to forward the form with appropriate signatures to the CIPMS Technical Manager, Duruvan Kanniah.  
Email: [duruvan.kanniah@houstonx.gov](mailto:duruvan.kanniah@houstonx.gov)



Please follow the below steps to setup your self-reset password feature.

1. Enter your username and a password and then click on Login.



The following screen appears if you have not setup the self-reset-password.

It appears that you have NOT set up your security question to take control on your 'self-service password reset' option.

Please [click here](#) to set your security question.



2. Click on “[click here](#)” link to set up a security question for your self-service password reset.

**CIPMS**

**Secured self-service password reset page....**

If you are not "[shehbaz.tejani@houstontx.gov](#)", please [go back to login page](#).

It appears that you have NOT set up your security question to take control on your "self-service password reset" option.

Select a security question:  ▼

Type your answer:

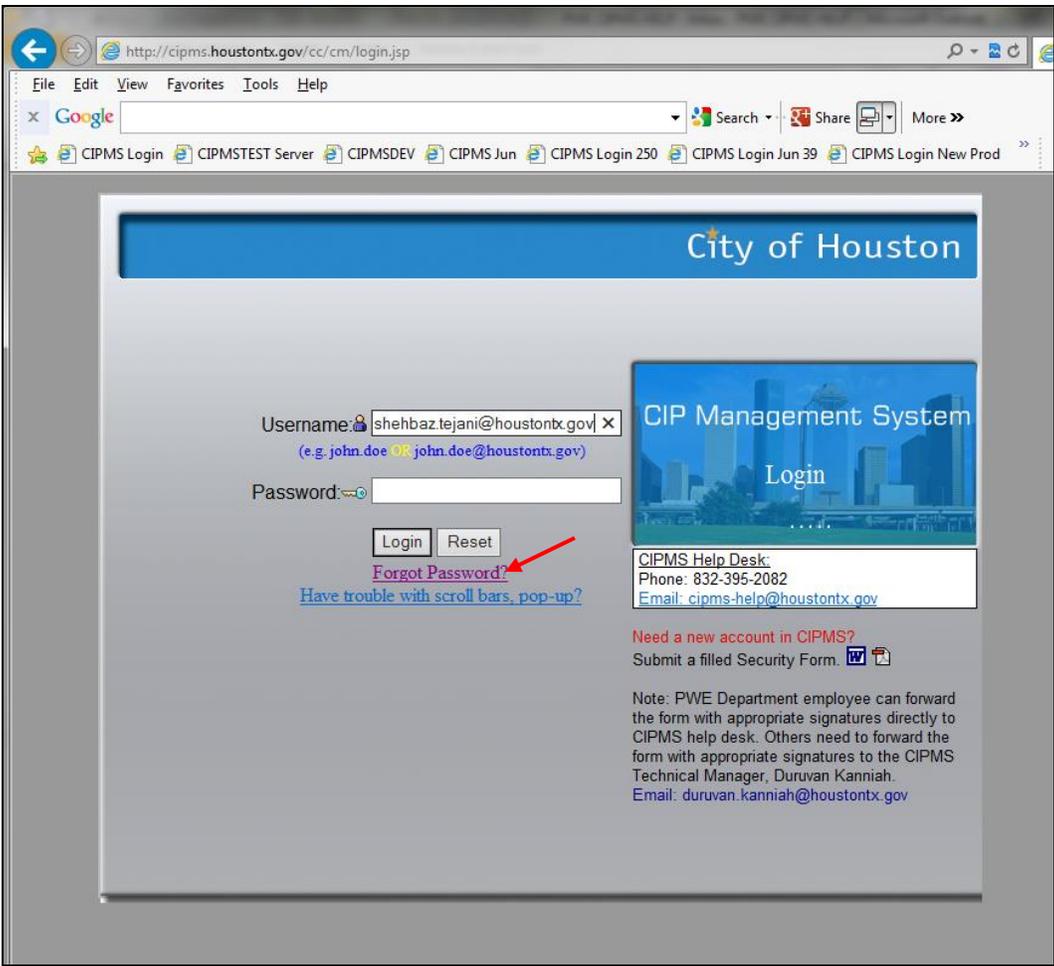
3. Select a security question, provide an answer which you could remember easily and others don't know, and then click Save.

**CIPMS**

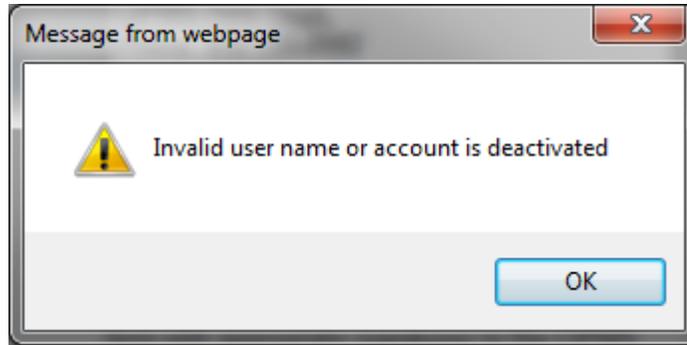
**Secured self-service password reset page....**

Successfully saved

- 4. Whenever you forget your password, you can reset it yourself by entering your username and click on "Forgot Password?".



If you accidentally enter the short-form like john.doe instead of john.doe@houstonx.gov, you will get warning pop-up as following.



5. Enter the full username and click on "Forgot Password?" and answer the security question and click on "Submit" button. Click on "Reset Password" button. A temporary password will be sent through your email.

**CIPMS**  
**Secured self-service password reset page....**

If you are not "[shehbaz.tejani@houstontx.gov](#)", please [go back to login page](#).

Hint: What was your childhood nickname?

Type your answer:

**CIPMS**  
**Secured self-service password reset page....**

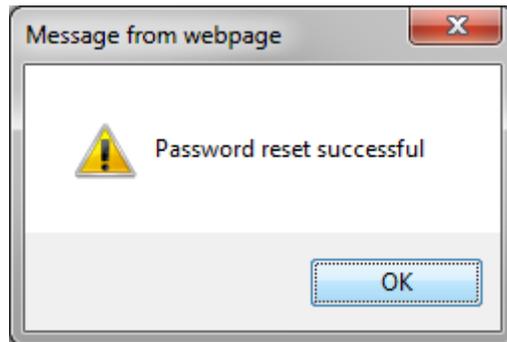
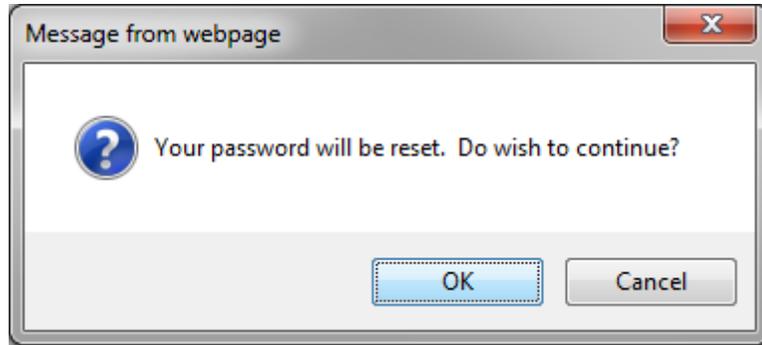
If you are not "[shehbaz.tejani@houstontx.gov](#)", please [go back to login page](#).

Your are enabled.

Please click below to reset your password:

Your new password will be emailed to your address: [shehbaz.tejani@houstontx.gov](#)

If your email is incorrect, please contact [CIPMS Help Desk](#)



6. Enter your credentials (with a temporary password). You can change your password by clicking on [Admin](#) link and [Change Password](#) tab (recommend). The new password has to have at least one number in it and at least 8 characters long.
7. If this does not work, please contact CIPMS Help desk via [cipm-help@houstontx.gov](mailto:cipm-help@houstontx.gov) or call (832) 395-2082 for further assistance.