



CENTRALIZED ACCOUNTING & PAYROLL/PERSONNEL SYSTEM

## CAPPS Desk Aid

# Recovering CAPPS Career Section User Name

**Note:** This Desk Aid was written to the specifications of CAPPS Central Agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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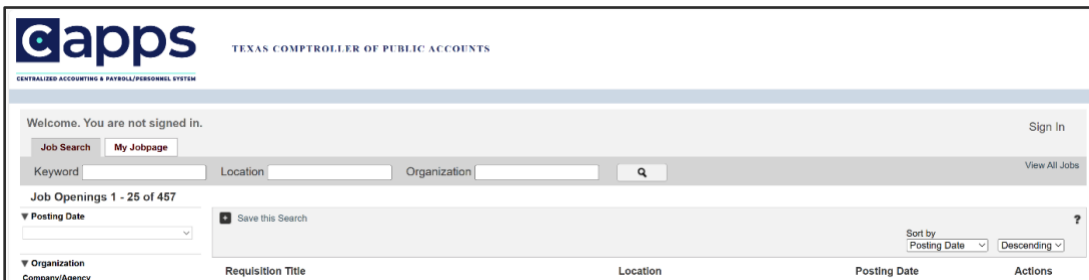
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## Overview

When a CAPPS Career Section candidate needs to recover a user name, they can do so through self-service functionality. After providing the account email address on the *CAPPS Career Section Login* page, the user name is sent to the email address associated with the account. However, if the account does not exist, a new account needs to be created.

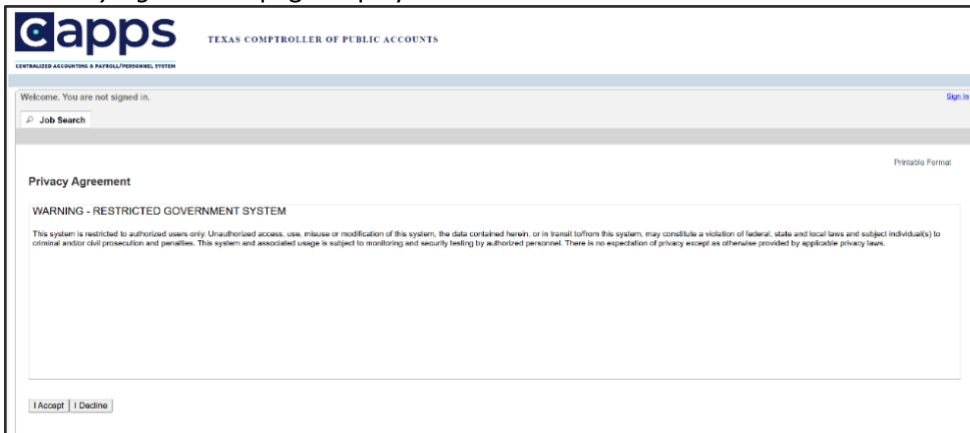
## Recovering a CAPPS Career Section User Name

Open the external CAPPS Career [Job Openings](#) page.



## Requesting a User Name

1. Select **Sign In** at the top right of the page.  
A *Privacy Agreement* page displays.



2. Select **I Accept** to proceed.  
The *CAPPS Career Section Login* page displays.



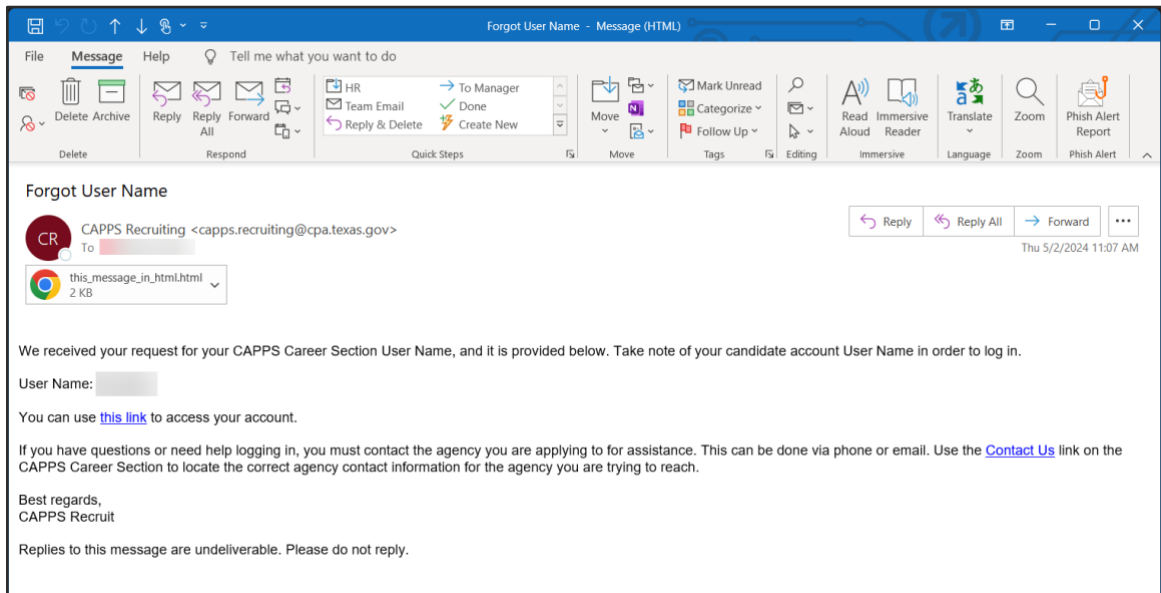
3. Select the [Forgot your user name?](#) hyperlink.  
The *Forgotten User Name* page displays.



4. Enter the EMAIL ADDRESS associated with the candidate account.
5. Select **Validate**.  
The *User Name Retrieval Confirmation* page displays with a message confirming:
  - The request was made.
  - An email containing the user name will be sent if the account associated with the provided email address exists.

## Forgot User Name Email

An email containing the recovered user name is sent to the email address associated with the account if the user name exists in *CAPPS Recruit*. Use the user name received in the email to log in to the account in the *CAPPS Career Section*.



The email:

- May take up to ten minutes to be received.
- Will come from [capps.recruiting@cpa.texas.gov](mailto:capps.recruiting@cpa.texas.gov).
- Contains the user name associated with the email address.
- Provides a hyperlink to the *CAPPS Career Section* where users can log in.

## Tips and Troubleshooting

General information and suggestions regarding login issues:

- The *CAPPS Career Section* is **not** optimized for mobile use.
  - Use a desktop or laptop to recover a user name and reset a password.
  - Use the most recent browser version.
- CAPPS Career Section candidate accounts will lock after multiple unsuccessful login or password recovery attempts.
  - A notification email will be sent to the email address associated with the locked account.
  - The account will unlock automatically after five minutes.
  - Use of an **incorrect** user name, password, access code, and/or email address all have the potential to lock an account.
  - Some candidates have multiple accounts with different login credentials.
- Common issues for recovering a user name and password:
  - Once the *Email sent* page displays, it is recommended to close the browser tab or window.
  - Password resets require the use of the [Forgot Your Password?](#) hyperlink for a successful password reset.
  - If a *Forgot Your User Name* email is not received, the email address did not match a candidate account. The candidate account may have been created using a different email address.
  - Exercise caution if using a saved user name and/or password.
  - If a CAPPS Career Section password is saved, update the saved passwords after resetting the account password.
  - Verify the user name and password are for CAPPS and not for a different company's Career Section.
- Regarding email addresses associated with *CAPPS Career Section* candidate accounts, keep in mind the following:
  - If a user name **and** password are **known**, the user can log in to the account to update the email address for the candidate account.
  - If a user name **or** password is **unknown**, it can be recovered by providing an email address associated with the candidate account. An access code is emailed, so access to the email address is necessary to receive the email.
  - If the user name **and** password are **unknown** and access to the email address associated with the candidate account is unavailable, a new candidate account needs to be created with an email address where access is available.

## Revision History

Date	Description of Change	Changed By
Jan. 15, 2026	Initial release.	G. Banata