

# RULIS: Password Reset Process (External Users)

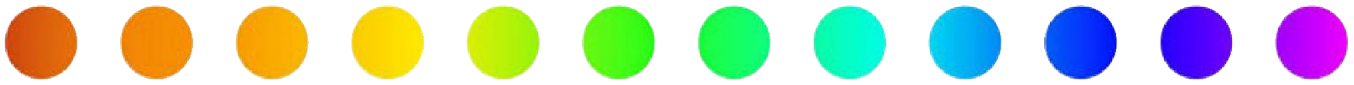
A RULIS Job Aid

## Roles Impacted

External Consultants  
Utility Owner

## Last Revised

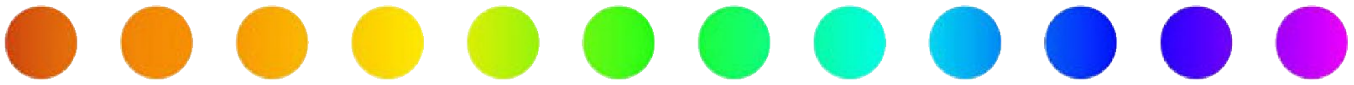
January 2024



## Introduction

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The Utility Permit module of RULIS includes functionality for external users to create and manage individuals and companies. This job aid provides instructions to successfully reset your password for the RULIS system and guidelines for account retention and password requirements.



## Resetting Your Password

When in need of resetting your Password for RULIS, follow the steps below.

1. Click the URL link from the RULIS.TxDOT.gov website and click Utilities.

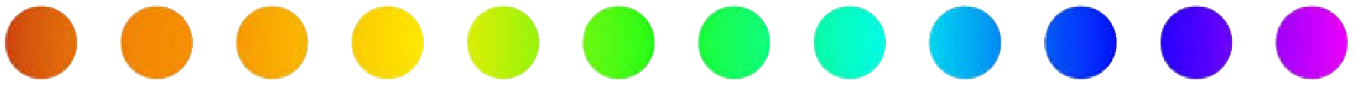
The **Sign On** page appears. Enter your email address and click **Next**.

The screenshot shows a white rectangular box with a black border. At the top center, the text "Sign On" is displayed in a large, black, sans-serif font. Below this, the label "EMAIL ADDRESS" is positioned above a light blue input field containing the text "wrobins". At the bottom center of the box is a blue button with the word "Next" in white text.

2. To reset your Password, choose one of the following:

- Select **Change Password** if users know their current Password.
- Select **Trouble Signing On** if users do not know their current Password or if their account was locked.

The screenshot shows a white rectangular box with a black border. At the top center, the text "Sign On" is displayed in a large, black, sans-serif font. Below this, the label "EMAIL ADDRESS" is positioned above a light blue input field containing the text "wrobins". Below that, the label "PASSWORD:" is positioned above another light blue input field. At the bottom center of the box is a blue button with the text "Sign On" in white. At the very bottom of the box, there are two lines of smaller text: "Change Password? | Trouble Signing On?" and "Don't have an account? Register now".



## Change Password

1. Select Change Password
2. Enter your current Password and verify new Password and click **Submit**.

The screenshot shows a 'Change Password' form with the following elements:

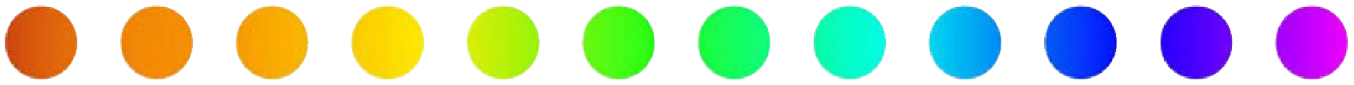
- Title: Change Password
- Instruction: Please enter your current password and verify your new password.
- Fields: CURRENT PASSWORD, NEW PASSWORD, CONFIRM NEW PASSWORD
- Buttons: Submit, Cancel

## Trouble Signing On

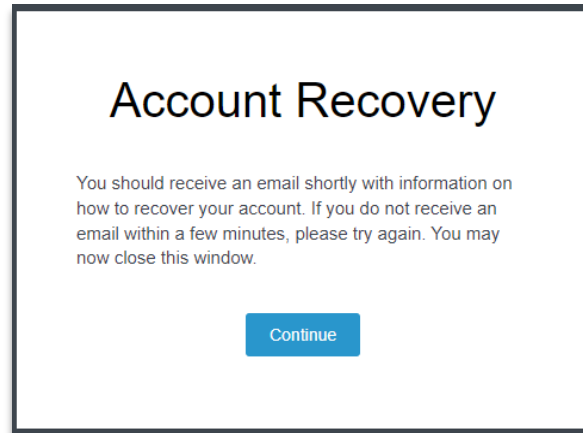
1. Select Trouble Signing On
2. Follow the prompts for the Account Recovery process.

The screenshot shows an 'Account Recovery' form with the following elements:

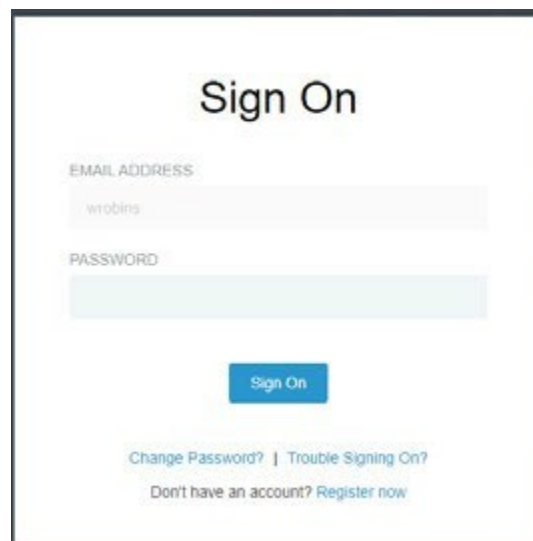
- Title: Account Recovery
- Progress indicators: 1 Request, 2 Validate, 3 Recover
- Instruction: Enter your username to reset your password or unlock your account.
- Field: USERNAME (containing 'jrobins')
- Buttons: Send Request, Cancel

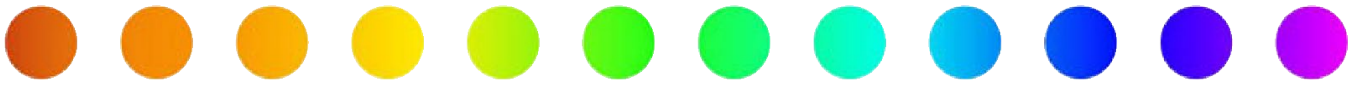


3. A link to reset your Password will be sent to your Email Account from [identityservices@txdot.gov](mailto:identityservices@txdot.gov).



4. Once received, the user will be prompted to create a new Password. Once the Password is accepted, **Log In** with your email address and newly created Password.





The Password based on **TxDOT IT** requirements:

- Password **minimum** length should be 16 characters and the **maximum** length is 32 characters
- Password must **not** be the same as the last 24 passwords used.
- The **minimum** length of time after a Password change before the user is allowed to change the Password again is 1 day.
- The **maximum** length of time that a user can continue using the same Password before it must be changed is 90 days.
- The **maximum** length of time an account can remain inactive is 180 days before the user is locked out.
- Users are required to log in every 180days to **maintain** their account in active status. Accounts will be automatically locked after 180 days of inactivity. If prompted to contact the site or system administrator, email [ROW\\_Applications\\_Helpdesk@txdot.gov](mailto:ROW_Applications_Helpdesk@txdot.gov) for assistance.