WebAgent
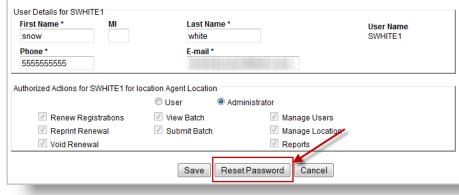## Web-based Motor Vehicle Registration and Titling

Reset Password

If a user does not remember their password and has not set up or does not remember their challenge responses, an Administrator of WebSub can reset the user's password.

Step 1. The Administrator for the user's location or the County Administration location logs in.

Step 2. Select "Manage Users" from the Actions Menu.

If a county is resetting a password, select "Manage Locations," find the correct location, and select "View Users."

Step 3. Find the user that needs their password reset and select "Modify."
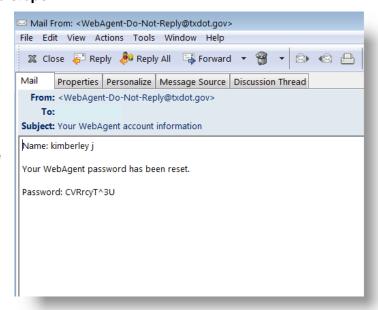
Step 4. Select "Reset Password" in the middle of the screen.

An e-mail will be generated from WebSub to the e-mail address listed for that user containing their first name, last initial and a temporary password.

Add / Modify User

User Details for SWHITE1

First Name * : snow
MI :
Last Name * : white
User Name : SWHITE1
Phone * : 5555555555
E-mail * :

Authorized Actions for SWHITE1 for location Agent Location
○ User   ● Administrator

☑ Renew Registrations   ☑ View Batch   ☑ Manage Users
☑ Reprint Renewal   ☑ Submit Batch   ☑ Manage Location
☑ Void Renewal   ☑ Reports

[Save] [Reset Password] [Cancel]

Add/Modify User Page

The user will then need to follow these steps:

Step 1. Log in to WebSub with your username and the temporary password from the e-mail.

Step 2. Select "Support" from the Actions Menu.

Step 3. Select "Change Password" under the "Manage Your Userid" section.

Step 4. Login to password management with your username and temporary password.

Step 5. Reset your password to one that meets the criteria and that you will remember.

Mail From: <WebAgent-Do-Not-Reply@txdot.gov>
File Edit View Actions Tools Window Help
✕ Close Reply Reply All Forward

Mail | Properties | Personalize | Message Source | Discussion Thread

From: <WebAgent-Do-Not-Reply@txdot.gov>
To:
Subject: Your WebAgent account information

Name: kimberley j

Your WebAgent password has been reset.

Password: CVRrcyT^3U

Sample Reset Password E-mail

Rev. 9/12

Texas Department of Motor Vehicles
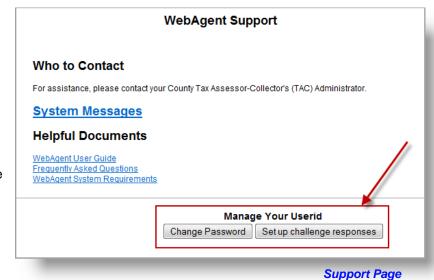
Step 6. Select "Change Password."

Step 7. Click "Continue" and then "Please click here to close this window and return to WebAgent."

Step 8. The password is now updated and next time you log in, you will use your new password.

Take this time to set up your challenge responses or reset them if you have forgotten them:

Step 1. Select "Set up challenge responses" under the "Manage your Userid" section on the Support page.

Step 2. Log back in to Password Management using the n*ew* Password. Click "Login."

Step 3. Answer at least two challenge questions and click "Save Responses."

Step 4. Click "Continue" to logout of Password Management.

WebAgent Support

Who to Contact

For assistance, please contact your County Tax Assessor-Collector's (TAC) Administrator.

System Messages

Helpful Documents

WebAgent User Guide
Frequently Asked Questions
WebAgent System Requirements

Manage Your Userid

[Change Password] [Set up challenge responses]

Support Page

Step 5. Click "Please click here to close this window and return to WebAgent."

Texas Department *of* Motor Vehicles