New User Login

After a new user is added in webSUB, they will receive three emails. The first e-mail will provide the user’s login name, the second email will provide their temporary password, and the third Welcome email will provide a link to the webSUB Login page.

Example of first email:

Hello Amrita Koul,

A new TxDMV User account has been created for you.

Your username is: ANGOU1

For security reasons, your password will arrive in a separate email. Once you have your username and password, you should log into the application. You will be required to change your password the first time you log into the system.

Example of second email:

A temporary password has been assigned to you to use with your TxDMV account.

Your password is: 1w6309de31

Your username will arrive in a separate email. Once you have your username and password, you should log into the application. You will be required to change your password the first time you log into the system.
Example of third email:

Welcome to the Texas Department of Motor Vehicles (TxDMV.)

When you signed up for an account, you should have received two emails* (one containing your username and another with your password).

To access your account, please click on the link below and enter your username and password.

https://webdev-nts.txdmv.gov/WebHub

*Note: You may need to check your spam folder to locate the emails, depending on your mailbox settings.

The following will assist a user when initially logging into webSUB:

1. Select the link provided in the third (Welcome) email. Enter the Username (from the first email), and the user’s temporary password (from the second email) and click “Login.”
2. The webSUB Home page will appear. To create a new password click “Change Password”.

3. Enter the user’s temporary password in the “Current Password” field.

4. Create a new password and enter it in the “New Password” field. Confirm the new password by entering the new password again in the “Confirm Password” field, and click “Change Password.” A new page will appear stating the password has been successfully changed.
Forgot Password

Users can change their password at any time by accessing the “Forgot Password” link on the webSUB Login Page, and following the steps below:

1. Click “Forgot Password.”

2. The Forgot Password page will appear. Enter the user’s Username and click on “Reset Password”. You will receive an email with a Forgot Password link. This email will be sent to the existing email address associated with the user.

3. Click on the link within the email, and it will take you to a page where you can change your password.
4. Enter your new password in the “New Password” field, then reenter it again in the “Confirm Password” field and click “Change Password”. A new page will appear stating the password has been successfully changed.
Expired Password

Passwords are set to expire every 97 days. If a user’s password has expired upon logging into webSUB, they will be redirected to the Change Password page. They may update their password by following the steps below:

1. Within the Change Password page, enter the user’s current password in the “Current Password” field.

![Change Password Page Screenshot]

2. Create a new password and enter it in the “New Password” field. Confirm the new password by entering the new password again in the “Confirm Password” field, and click “Change Password.” A new page will appear stating the password has been successfully changed.

![Password Successfully Changed Screenshot]