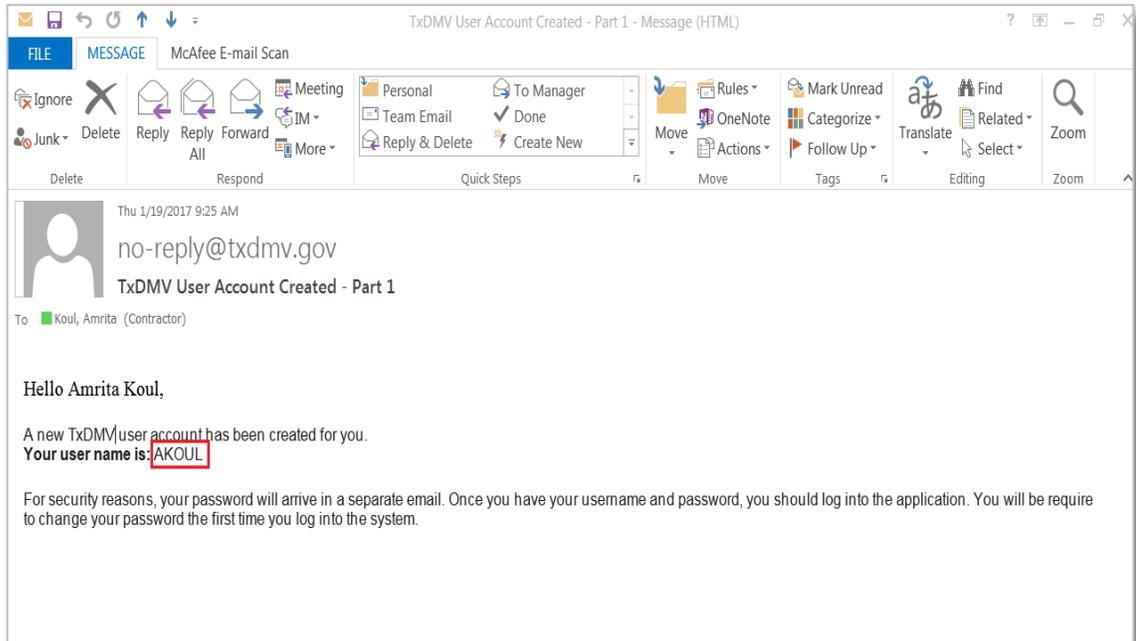




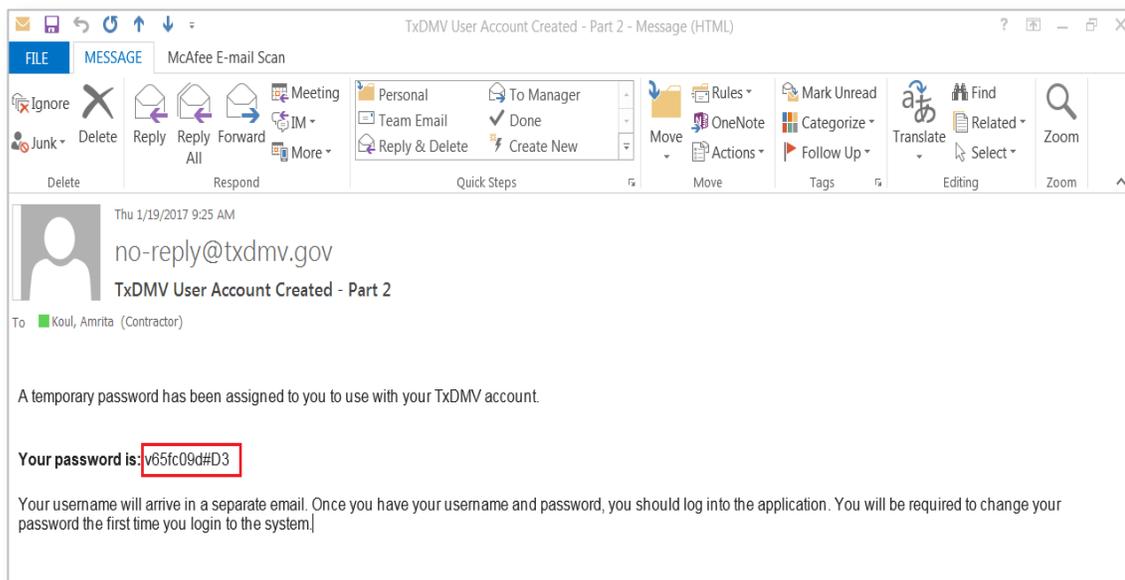
## New User Login

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.

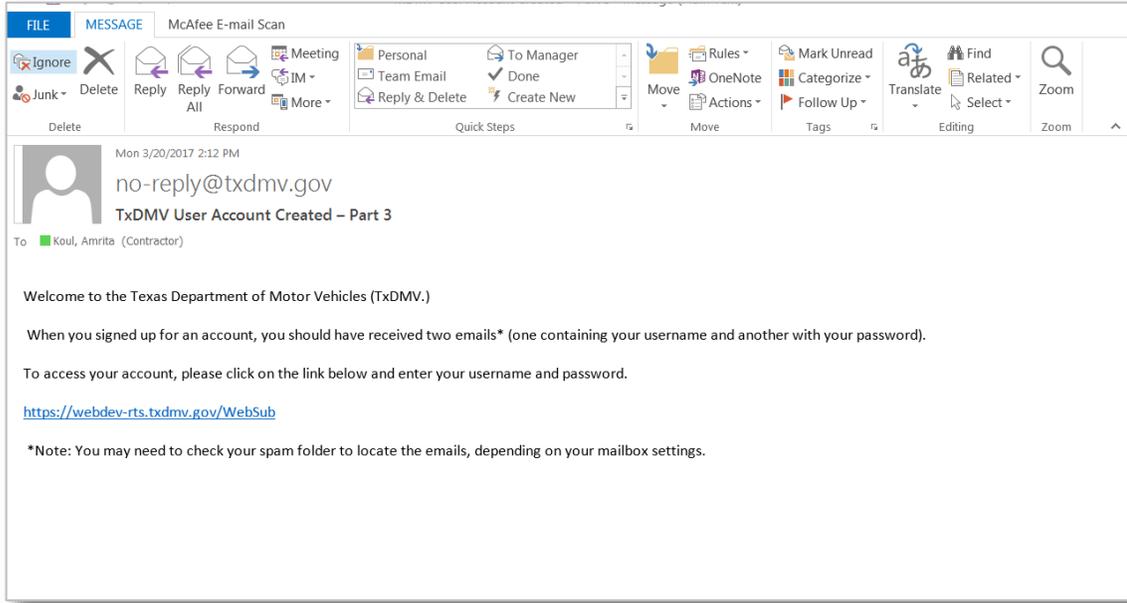
Example of first email:



Example of second email:

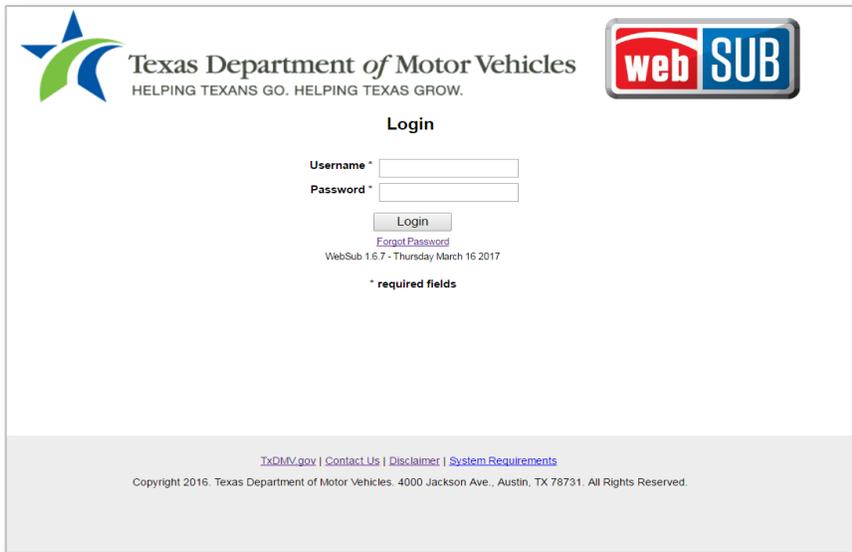


Example of third email:

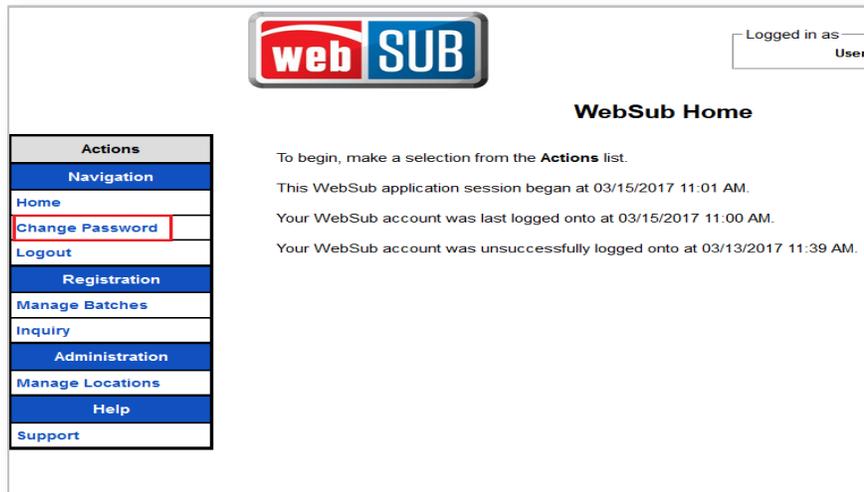


The following will assist a user when initially logging into webSUB:

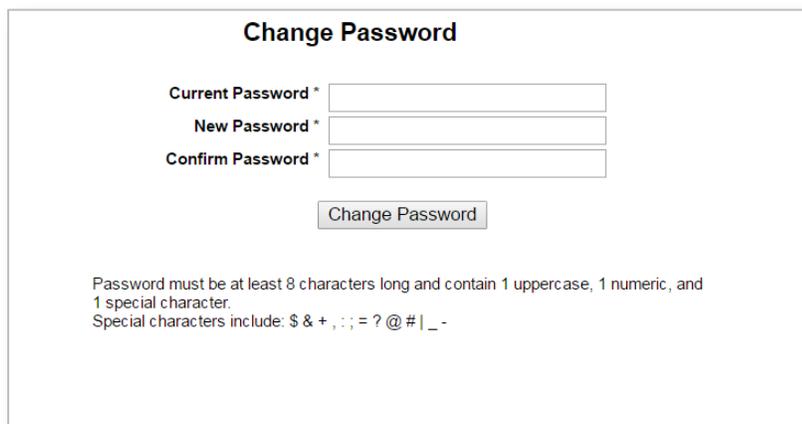
1. Select the link provided in the third (Welcome) email. Enter the Username (from the first email), and the user’s temporary password (from the second email) and click “Login.”



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.



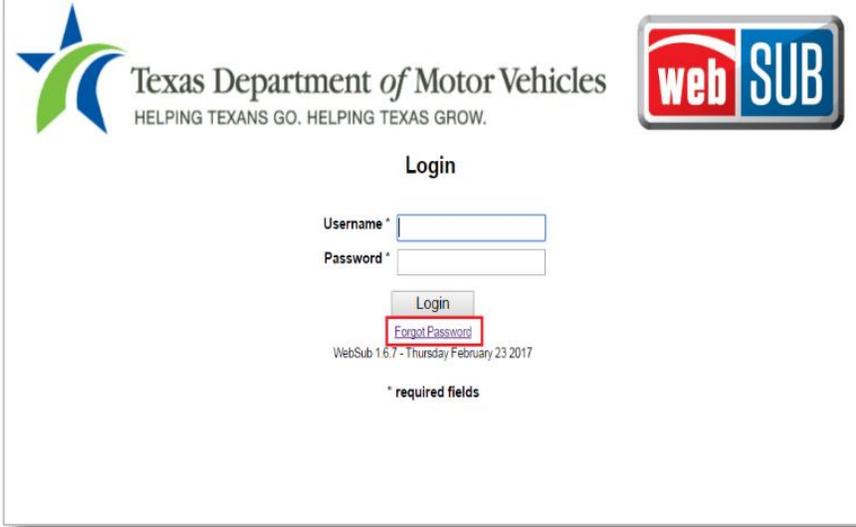
4. Create a new password and enter it in the “New Password” field. Confirm the new password by entering the new password again in the “Confirm Password” field, and click “Change Password.” A new page will appear stating the password has been successfully changed.



## 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.”



Texas Department of Motor Vehicles  
HELPING TEXANS GO. HELPING TEXAS GROW.

web SUB

Login

Username \*

Password \*

Login

Forgot Password

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\* required fields

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.



Texas Department of Motor Vehicles  
HELPING TEXANS GO. HELPING TEXAS GROW.

web SUB

Forgot Password

Username \*

Reset Password Cancel

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.



The screenshot shows the "Change Password" form on the Texas Department of Motor Vehicles web SUB portal. The page header includes the TDMV logo and the slogan "HELPING TEXANS GO. HELPING TEXAS GROW." The "web SUB" logo is in the top right corner. The form title is "Change Password". It contains two password input fields: "New Password" and "Confirm Password", both with masked characters. A "Change Password" button is located below the fields and is highlighted with a red rectangular border.

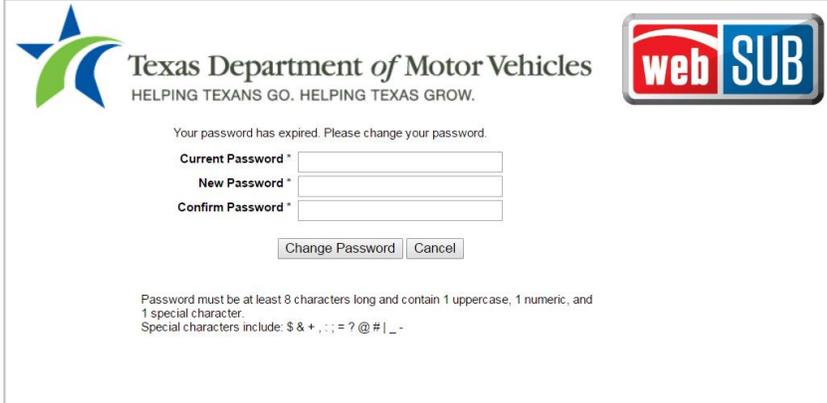


The screenshot shows the confirmation page after a password change. The page header is identical to the previous screenshot. The main heading is "Password Successfully Changed". Below this heading, there is a link that says "Please [Login](#)".

## 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.



The screenshot shows the "Change Password" page. At the top left is the Texas Department of Motor Vehicles logo (a stylized star) and the text "Texas Department of Motor Vehicles HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the "web SUB" logo. The main content area contains the message "Your password has expired. Please change your password." followed by three input fields: "Current Password \*", "New Password \*", and "Confirm Password \*". Below these fields are two buttons: "Change Password" and "Cancel". At the bottom, there is a password requirement note: "Password must be at least 8 characters long and contain 1 uppercase, 1 numeric, and 1 special character. Special characters include: \$ & + , ; = ? @ # | \_ -".

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.



The screenshot shows the "Password Successfully Changed" page. At the top left is the Texas Department of Motor Vehicles logo and the text "Texas Department of Motor Vehicles HELPING TEXANS GO. HELPING TEXAS GROW." At the top right is the "web SUB" logo. The main content area contains the message "Password Successfully Changed" and a link that says "Please [Login](#)".