

How to Set Up Your User Account at TDI

Texas Department of Insurance (May 2008)

Beginning in June 2008, some programs that are available to you on the Texas Department of Insurance (TDI) website require you to first set up a user account. You can set up your own account by using the **TDI Public Account Management** facility which is also available on the TDI website.

The **Account Management** facility also allows you to request certain roles that you might need in order to use a TDI web-based program. For example, some users of a particular TDI web program might require a Customer role, while other users might require an Insurance Agent role.

The four sections below explain how to:

- create your TDI user account
- request roles in TDI web-based programs
- edit your TDI user account
- deal with a lost password

Create Your TDI User Account

1. Use your browser (e.g., Internet Explorer or Firefox) to go to the TDI Public Account Management **User Login** screen, at <https://apps.tdi.state.tx.us/EAU/login.do>.
2. In the **User Login** screen, click **Create a new account** :

TDI Public Account Management
User Login

Your Email Address	<input type="text"/> (case-sensitive)
Password	<input type="password"/> <input type="checkbox"/> Check here if you lost your password
	<input type="button" value="Log in"/> <input type="button" value="Reset"/>

Unauthorized use of the **TDI Public Account Management** program is prohibited by Texas and US law. Usage may be subject to security testing and monitoring. Misuse of this program is subject to criminal prosecution.

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- The **Create User Account** screen appears. Enter your user name, email address, and password, as instructed on the screen. Make sure the email address you enter is correct. (If it is entered incorrectly, you won't be able to change it - you'll have to create another account with the correct email address.) Click the **Create account** button :

TDI Public Account Management
Create User Account

User Name (5 character min)	<input type="text" value="John Q. Public"/>
EMail Address (see info below)	<input type="text" value="johnqp@somewhere.com"/>
Password (see requirements below)	<input type="password" value="....."/>
Re-enter password	<input type="password" value="....."/>
<input type="button" value="Create account"/>	<input type="button" value="Reset"/>

Email address info

- your email address will be used as your login ID
- email address is case-sensitive

Password requirements

- 8 to 16 characters
- 3 of these character types: lower (abc...), upper (ABC...), number (123...), special (!@#...)
- no more than 3 consecutive characters of username

- The **User Role Requests** screen appears. If you are ready to request user roles, please proceed to the instructions in the next section, and skip to step 3 in that section.

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Request Roles in TDI Web-Based Programs

1. Use your browser to go to the TDI Public Account Management **User Login** screen, at <https://apps.tdi.state.tx.us/EAU/login.do>.
2. Enter the email address and password which you used to create your TDI account, and click **Log in** :

TDI Public Account Management
User Login

Your Email Address	<input type="text" value="johnqp@somewhere.com"/> (case-sensitive)
Password	<input type="password" value="••••••••"/> <input type="checkbox"/> Check here if you lost your password
<input type="button" value="Log in"/> <input type="button" value="Reset"/>	

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3. The **User Role Requests** screen appears. At the bottom of this screen, the **Roles Available for Request** table shows roles that you can request. To request one or more of the roles in this table, check the checkbox in the left-hand column for each role you want; and then click **Add selected roles to my profile** below the table :

TDI Public Account Management

User Role Requests for TDI Public Applications

| My Account | Logout

You are logged in as: **John Q. Public**

Granted Roles

Application	Role Code	Role Description
-------------	-----------	------------------

Requested Roles (Please allow 1 to 3 business days for processing)

Application	Role Code	Role Description
-------------	-----------	------------------

Rejected Roles

Application	Role Code	Role Description
-------------	-----------	------------------

Roles Available for Request

	Application	Role Code	Role Description	Role Grant Type
<input checked="" type="checkbox"/>	Windstorm Inspection	Requestor	user requests info about windstorm inspections	user role request is automatically granted
<input type="checkbox"/>	Windstorm Inspection	Inspector	Insurance Inspector for windstorm damage	user role request is subject to review by administrator

Add selected roles to my profile

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4. The three tables at the top of the **User Role Requests** screen show the status for any roles you have requested. Roles you requested that are automatically approved will show up immediately in the **Granted Roles** table :

TDI Public Account Management

User Role Requests for TDI Public Applications

| My Account | Logout

You are logged in as: **John Q. Public**

Granted Roles

Application	Role Code	Role Description	
Windstorm Inspection	Requestor	user requests info about windstorm inspections	Go to app

Requested Roles (Please allow 1 to 3 business days for processing)

Application	Role Code	Role Description
-------------	-----------	------------------

Rejected Roles

Application	Role Code	Role Description
-------------	-----------	------------------

Roles Available for Request

	Application	Role Code	Role Description	Role Grant Type
<input type="checkbox"/>	Windstorm Inspection	Inspector	Insurance Inspector for windstorm damage	user role request is subject to review by administrator

Add selected roles to my profile

5. Roles that are subject to approval by TDI will now show up in the **Requested Roles** table in this screen. Within 1-3 business days, each of these roles will be either approved or rejected. Once that has happened, if you log in again and return to this screen, you will see those roles shown in either the **Granted Roles** table or the **Rejected Roles** table.
6. You can repeat this process to request additional roles, at any time.

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Editing Your TDI User Account

You can change the user name and password in your TDI user account.

Please note that you cannot change your email address, as it is used as your unique identifier. If your email address has changed, you will need to create a new account using your new email address (see the **Create Your TDI User Account** section above). Similarly, if you created a new account but entered your email address incorrectly, you will need to create a new account using your correct email address. You can reuse your old user name and password for the new account if you wish.

To change your user name or password:

1. Use your browser to go to the TDI Public Account Management **User Login screen**, at <https://apps.tdi.state.tx.us/EAU/login.do>.
2. Enter the email address and password which you used to create your account, and click **Log in**.
3. The **User Role Requests screen** appears. In the menu bar at the top of the screen, click **My Account**:

TDI Public Account Management
User Role Requests for TDI Public Applications

User Roles | **My Account** | Logout

You are logged in as: **John Q. Public**

Granted Roles			
Application	Role Code	Role Description	
Windstorm Inspection	Requestor	user requests info about windstorm inspections	Go to app

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- The **Edit User Account** screen appears. To change your user name, use the **Change Username** form at the top of the screen. To change your password, use the **Change Password** form at the bottom of the screen. Provide the required entries for the form you are using, and then click the Submit button which is just below that form. Make sure you don't click the button on the *other* form (if you do, you'll get an error message). Here's an example of a username change:

The screenshot shows the 'TDI Public Account Management' interface. At the top, there is a blue header with the text 'TDI Public Account Management' and 'Edit User Account'. Below this is a navigation bar with 'My Account' and 'Logout' links. The main content area is titled 'Change Username'. It contains a form with three input fields: 'Email Address (see note below)' with the value 'johnqp@somewhere.com', 'User Name' with the value 'Jonathan Public', and 'Please enter password' with a masked password of ten dots. Below the form are two buttons: 'Change Username' (highlighted with a red box) and 'Reset'. A text box below the form contains the following message: 'Your email address is used to uniquely identify you, and as such, once you create an account, you cannot edit your email address. If you need to specify a new email address, please log out and then create a new account for this. We apologize for any inconvenience.'

- The **User Role Requests** screen appears. You can now use this screen to request roles if you want.

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What if I Lose My Password ?

If you lose your password, you can request a new one as follows:

1. Use your browser to go to the TDI Public Account Management **User Login** screen, at <https://apps.tdi.state.tx.us/EAU/login.do>.
2. Enter the email address which you used to create your account, and check the checkbox labeled **Check here if you lost your password**. Then click the **Log in** button :

The screenshot shows the 'TDI Public Account Management User Login' interface. It features a blue header with the title. Below the header is a form with three main sections: 'Your Email Address' with a text input field containing 'johnqp@somewhere.com' and '(case-sensitive)' to its right; 'Password' with an empty text input field; and a checkbox labeled 'Check here if you lost your password' which is checked. Below these fields are two buttons: 'Log in' (highlighted with a red box) and 'Reset'. At the bottom of the form is a button labeled 'Create a new account'.

3. A message will appear on the screen explaining that a temporary password was just emailed to the email address you entered.
4. You will receive an email from TDI titled "TDI Account Info". Your temporary password will be shown in the body of this email.
5. Use your browser to return to the TDI Public Account Management **User Login** screen, at <https://apps.tdi.state.tx.us/EAU/login.do>.
6. Enter the email address which you used to create your account, then enter the temporary password from the email. (You can type it into the login form, or copy it from the email and then paste it into the form.) Make sure that **Check here if you lost your password** is not checked. Click the **Log in** button.

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- The **Edit User Account** screen appears. In the **Change Password** form, enter the temporary password from the email for **Old Password**. Then enter a new password of your choosing in the indicated fields for the new password, and click the **Change Password** button :

The screenshot shows the 'TDI Public Account Management Edit User Account' interface. At the top, a blue header contains the text 'TDI Public Account Management' and 'Edit User Account'. Below this is a message box with orange text: 'Your password needs to be changed before you can continue. Please use the form below to change it.' The main heading is 'Change Password'. The form consists of three input fields with blue labels: 'Old Password', 'New Password (see reqts below)', and 'Re-enter password'. Each field contains a series of black dots. Below the fields are two buttons: 'Change Password' (highlighted with a red border) and 'Reset'. At the bottom, a box titled 'Password requirements' lists three bullet points: '8 to 16 characters', '3 of these character types: lower (abc...), upper (ABC...), number (123...), special (!@#...)', and 'no more than 3 consecutive characters of username'.

- The **User Role Requests** screen appears. You can now use this screen to request roles if you want.