



The Source

Your need to know info for 9/1



Your New HHSC Email Address

The evening of Monday, Sept. 11, you will get your new @hhsc email address.

Your new @hhsc email address will NOT affect any of the IT resources you use today. Your current login and password are NOT changing.



Action

Confirm your new @hhsc email address [here](#).

Log off your computer or tablet before you leave work Monday, Sept. 11.

Log in Tuesday, Sept. 12, with the same email address/user ID and password you have been using.

If a box appears asking for your password:

- **Replace your current email address with your new @hhsc address.**

- **Enter the same password you've been using.**

Visit the [IT FAQs for Transformation](#) page to learn more - including info about agency-issued mobile devices, email signature blocks, and updating the Outlook Global Address List or your Auto-Complete List.



Contact

Work at a **DSHS state hospital**? HHSC IT Customer Service Help Desk:

- 512-438-4720 (Toll Free: 1-888-952-4357)
- Email: Help@hhsc.state.tx.us

Work at a DSHS Austin-area office or a Health Service Regional Office? DSHS IT Help Desk:

- 512-776-7341
- Email: ITHelpDesk@dshs.texas.gov

[Transformation website](#) | [Send us your questions about HHS Transformation](#)