



# County Human Resources Information System

Password Reset





The image shows a screenshot of the CHRIS Central login page. At the top left is the official seal of Bexar County, Texas, featuring a star and the text 'THE STATE OF TEXAS' and 'COUNTY OF BEXAR'. To the right of the seal are two input fields for 'User ID \*' and 'Password \*', followed by a 'Log on' button. Below the login fields are four links: 'Forgot your password? [Click here to reset](#)', 'Need Logon Instructions? [Click here](#)', 'Need help resetting your password? [Click here](#)', and 'Need more help? [Contact Us](#)'. A large orange arrow points from the text on the right to the 'Click here to reset' link. The main title 'CHRIS Central' is prominently displayed in the center, with 'CHRIS' in large blue letters and 'Central' in a smaller, italicized orange font. Below the title are two service options: 'Employee Self Service' with 'ESS' underneath, and 'Manager Self Service' with 'MSS' underneath. At the bottom center is a VeriSign Trusted logo with the text 'VERIFY' and 'ABOUT SSL CERTIFICATES' below it.

If you have forgotten your password, click on the link '**Click here to reset**'



**Logon Help**

Personal information → Confirmation

**Having trouble logging in?**

Provide the following information to receive a new password

Logon ID: \*

Last Name: \*

First Name: \*

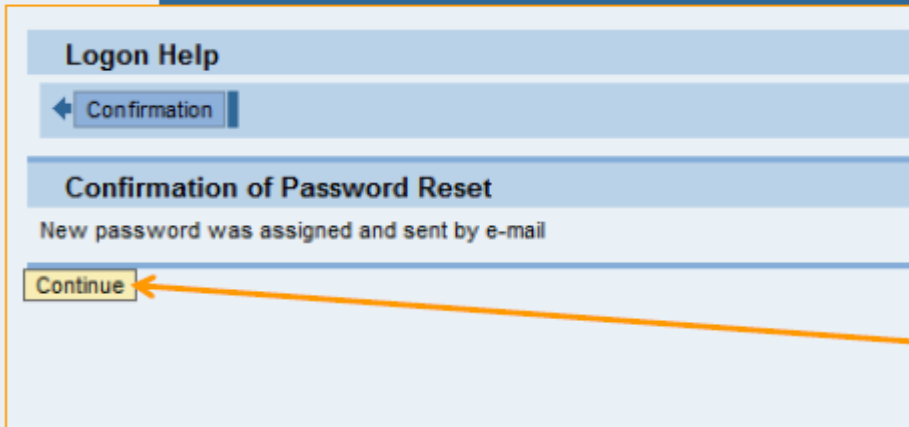
E-Mail: \*

- Enter your User ID, Last Name, First Name, and the e-mail address that is on file in the system.

- *If you have not yet specified an e-mail address through the 'Personalize' link inside of ESS (or have no access to e-mail at all) you will need to call the BCIT service desk at 210-335-0222.*

- Click the 'Submit' button





When you see the 'Confirmation' screen, click 'Continue'. This will take you back to the ESS logon screen.

- Within a few minutes you will receive an e-mail containing your temporary password and instructions on how to logon.





Please remember  
your password and  
always  
keep it secure!

For help with technical problems  
please contact the BCIT service desk at:

Phone: 210-335-0222

or

Ticket: <https://bcitsm.service-now.com/sp>

