## How to report TULIP technical issues

Please select one of the categories below for the issue you are facing and send us an email to TULIP Support. **DO NOT** include personally identifiable information (e.g., SSN) or any HIPAA information.

**1) I Can't reset my password:**
Please Click on link below to reset your password
https://txhhs.force.com/TULIP/s/login/ForgotPassword

**2) I did not receive email to reset the password:**
Please allow at least 30 minutes to get a password reset link to your email address and check your Junk/Spam Folder. If you still don't see password reset email from TULIP, please use below catalog to submit request to TULIP Support at Tulip_support@hhs.state.texas.gov.

| Email Subject Line: | Password Reset |
|---|---|
| Your full name: | |
| Your TULIP login email address: | |
| Call back Phone Number: | |
| Additional Comments: | |

**3) I need to change the email address for my TULIP account**

Please email Tulip Support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Email Address Change |
|---|---|
| Your Full name: | |
| Your Current email address: | |
| New email address you want to be associated with your TULIP contact: | |
| Call back phone #: | |
| Additional Comments: | |

## 4) Tulip Registration Instructions
Please click on the below link to find Tulip Registration Instructions
https://txhhs.my.salesforce.com/sfc/p/#U0000000YOJn/a/t0000000KTF7/Zhu.6BzO5N7ThfCeQgU_16T0E4PwvRQNX6Ch2vtuAjw

## 5) I can't log in
Please use below link to register to TULIP if this is the first time you are trying to log in to TULIP.
https://txhhs.force.com/TULIP/s/login/SelfRegister
If you forgot your password, please refer above scenario 1 and 2

## 6) Need registration code for Business Entity? or not able to find my Business Entity in the registration Screen?

Please email Tulip Support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Registration Code |
|---|---|
| Business Entity EIN#: | |
| Tulip Business Entity Name: | |
| Your Full Name | |
| Your contact email address: | |
| Call back phone #: | |
| Additional Comments: | |

## 7) Payment Processing Issue

Please email Tulip Support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Payment Issue |
|---|---|
| Application Number: | |
| Call back phone #: | |
| License#: | |
| Tulip Business Account Name | |
| Facility ID | |

| Copy of Payment Receipt or screenshot of error message if you see any while processing the payment | |
| --- | --- |
| Additional Comments: | |

## 8) I don't see my renewal

Please email Tulip Support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Renewal |
| --- | --- |
| License# or Facility ID: | |
| Call back phone #: | |
| Tulip Business Account Name: | |
| Facility/Agency Name | |
| License Expiration Date: | |
| Additional Comments: | |

## 9)  I am unable to save ownership hierarchy, or I am not able to submit applications for a Business Entity or I cannot submit Change applications for Agency or Facility or I cannot view Facilities /Agencies under Facility/Agency details

If you are having issue with any of the above, it means you do not have access to Submit Applications for the Business Entity/Agency/Facility.

Please reach of to the security authority for the respective Business Entity/Agency/Facility and request them to given access to submit applications (Please ask them to refer Item 11 on how to give access to submit applications). If you are unaware of who the security authority is, please send us an email with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Unable to submit Application |
| --- | --- |
| License# or Facility ID: | |
| Call back phone #: | |
| Tulip Business Entity Name: | |

| | |
|---|---|
| Facility/Agency Name: | |
| Error message if any: | |
| Additional Comments: | |

## 10) I need to be added as a security Authority for a Business Entity/ Agency/Facility

If you know who the existing Security Authority for a Business Entity/Agency/Facility is, please reach out to them to get yourself added as a Security Authority. If you are unaware of who the Security Authority is, please reach out to Tulip Support with below details at Tulip_support@hhs.state.texas.gov

| | |
|---|---|
| Email Subject Line: | Need Security Authority Access |
| Business Entity EIN#: | |
| Tulip Business Entity Name: | |
| Facility ID/License # | |
| Facility/Agency Name: | |
| Your Full Name | |
| Your contact email address: | |
| Call back phone #: | |
| Additional Comments: | |

## 11) As a Security Authority I need to Add/Remove Users Entity Access for Business Entity/Agency/Facility

To Add/Remove Users Access for Business Entity/Agency/Facility, please follow below steps.

- Login to Tulip Portal and Click on Other Actions
- Click on Mange Entity Facility/Agency Access (Here you will be able to view all users who have access to your Business Entity/Agency/ Facility)
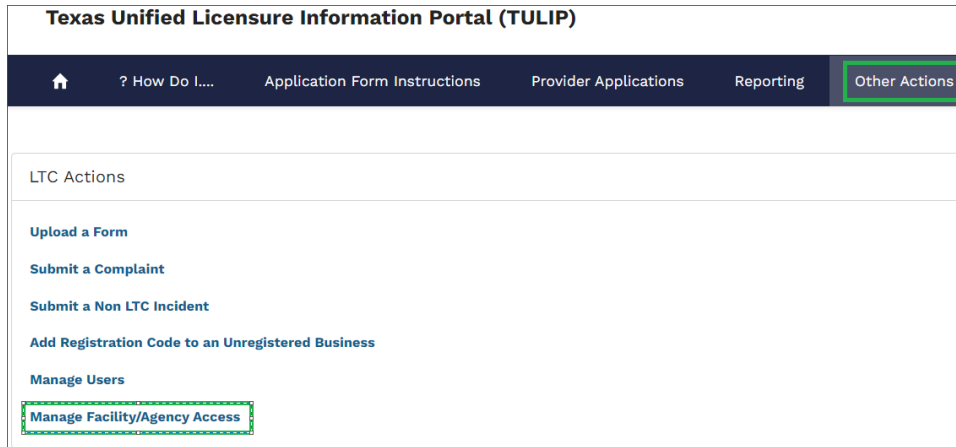
- To give Access to a user, click on New, enter the name of the Business Entity/Agency/Facility to which you are a security Authority, Search the user's name in the contact and check the check boxes required to give access and click on Save.
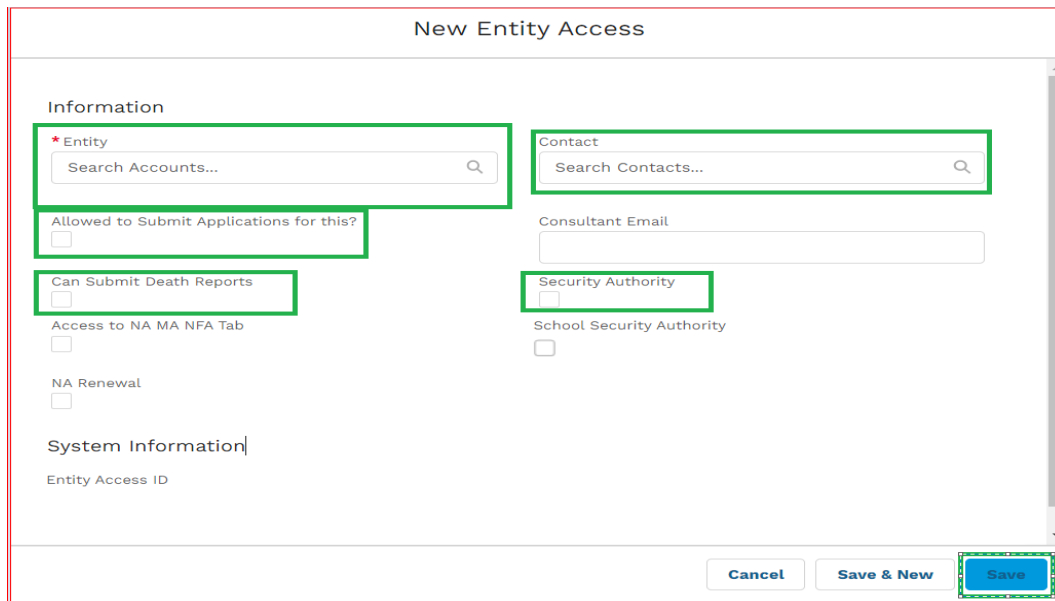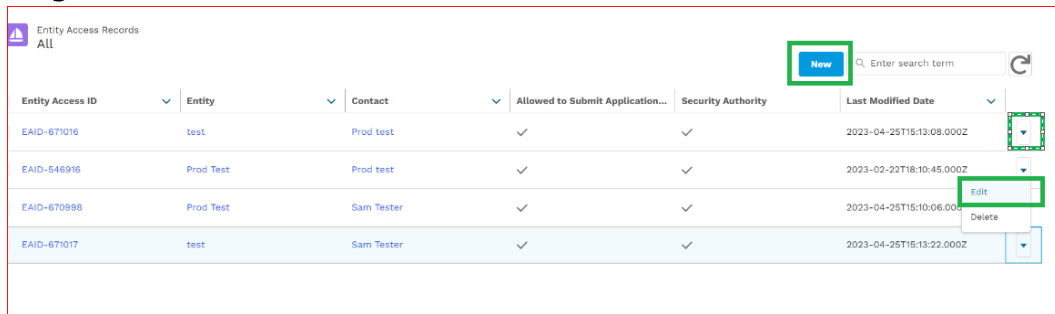




- To remove access to Submit applications for a user, please click on Edit and Uncheck "Allowed to submit applications", Uncheck "Security Authority" to remove user as security authority, uncheck "Can submit

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Death Reports" to remove access to submit death Reports.



- You can also delete Entity Access to remove access for a user.

If you still have issues in adding/removing a user's access as a security Authority, please reach out to TULIP Support with below details at Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Need to Add Entity Access |
|---|---|
| Business Entity EIN#: | |
| Tulip Business Entity Name: | |
| Facility ID/License # | |
| Facility/Agency Name: | |
| Your Full Name | |
| Your contact email address: | |
| Call back phone #: | |
| Additional Comments: | |

**12) As a Security Authority, Approving/Rejecting/Managing Users access to Business Entity**

As a Security Authority, you can approve/Reject/Mange Users for your Business Entity. To do this all by yourself, please go through below steps

- Login to Tulip Portal
- Click on Manage Users

- In the contact Records you will have 5 options, Active, Pending, Rejected, Deactivated and Other.
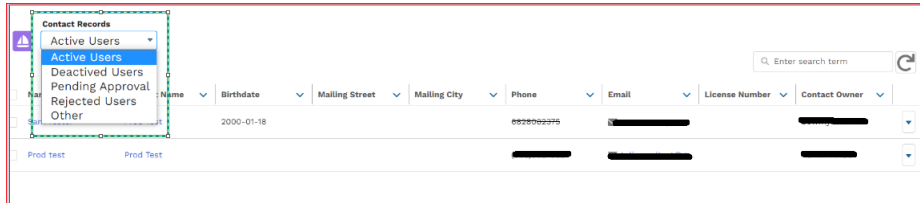


- Active and Other are the users who are having access to your Business Entity you can simply refer Item 10 above to remove/add Access to these users
- Pending are the users who requested access to your Business Entity, you can click on the contact record and approve/reject the user.
- In the above step, if a user's access is rejected to a Business Entity, those users will be in Rejected Users.
- Deactivated Users are the ones whose access is deactivated.

If you still have questions in Managing users Access, please reach out to Tulip support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Manage Users |
|---|---|
| Business Entity EIN#: | |
| Tulip Business Entity Name: | |
| Your Full Name | |
| Your contact email address: | |
| Call back phone #: | |
| Additional Comments: | |

## 13) How do I report an Issue to Tulip Support:

Please email Tulip Support with below details at
Tulip_support@hhs.state.texas.gov

| Email Subject Line: | Brief Description of the issue |
|---|---|
| Your TULIP Full Name: | |
| Your TULIP Login email address: | |
| Call back phone #: | |
| Facility ID/License # | |

| | |
|---|---|
| Business Entity Name: | |
| Screenshot of the issue you are facing | |
| Additional Comments: | |
| EAID, if known: | |
| Additional Comments: | |

If you have technical difficulty navigating your TULIP account/application and have issues related to one or more categories given above, please use the related template while drafting your email to the TULIP support mailbox (HHSC TULIP Support TULIP_Support@hhsc.state.tx.us). The purpose of each template is to ensure the TULIP support staff receives all necessary information to expedite issue handling. Please attach relevant screen shots of the issue as ne