Login Tips

How do I log in to my account?

Select Login\Create Account and enter the user name and password you selected when you registered.

If you have not selected a user name or password on this site since April 10, 2017, you must create a new account.

Why have I not received my password/user name recovery email?

It may be due to the following reasons:

- The email will be sent to your email address on file; if you have changed your email address recently, call (800) 242-3062 to speak to a Customer Service Representative
- The email may have gone to your spam or bulk folders
- You may need to add noreply@thecb.state.tx.us to your address book

Why am I locked out of my account?

- The security question answers must be entered as created
- The password is case sensitive and must be entered as created
- If you have failed to successfully log in to your account more than three times, call (800) 242-3062 to speak to a Customer Service Representative

Why is the temporary password emailed to me not working?

When pasting a copied temporary password into the Password field, ensure there are no blank spaces before or after your temporary password entry.

If you have requested multiple password recovery emails, use the temporary password provided within the password recovery email with the most recent date and time stamp.

Can I use my automated telephone system personal identification number (PIN) to access my account information online?

No, only the user name and password you selected when you registered will allow you to successfully log in to your account.

I have forgotten my security question answers.

If you are uncertain of what the appropriate answer is, call (800) 242-3062 to speak to a Customer Service Representative.