How to Create and Link a TxT Account to RSD Connect

What is TxT?

TxT is ***your*** account for Texas government and an official way to handle your Texas to-dos like driver license/ID renewal and replacement, vehicle registration renewal, and more.

What do I Need to Log Into RSD Connect with TxT?

To create or link an existing TxT account with RSD Connect, please have this information available:

- Email Address
- Phone Number
- Residential Address
- Mailing Address
- Driver License **OR** State ID
    - Driver License or State ID Number (“Identification Number”)
    - Driver License or State ID Audit Number
    - Driver License or State ID Expiration Date
- LTC/CAP ID Number
- Social Security Number (SSN)

Name Differences

There may be differences between your name on your TxT account and the name you have provided as a part of your LTC or CAP applications before.

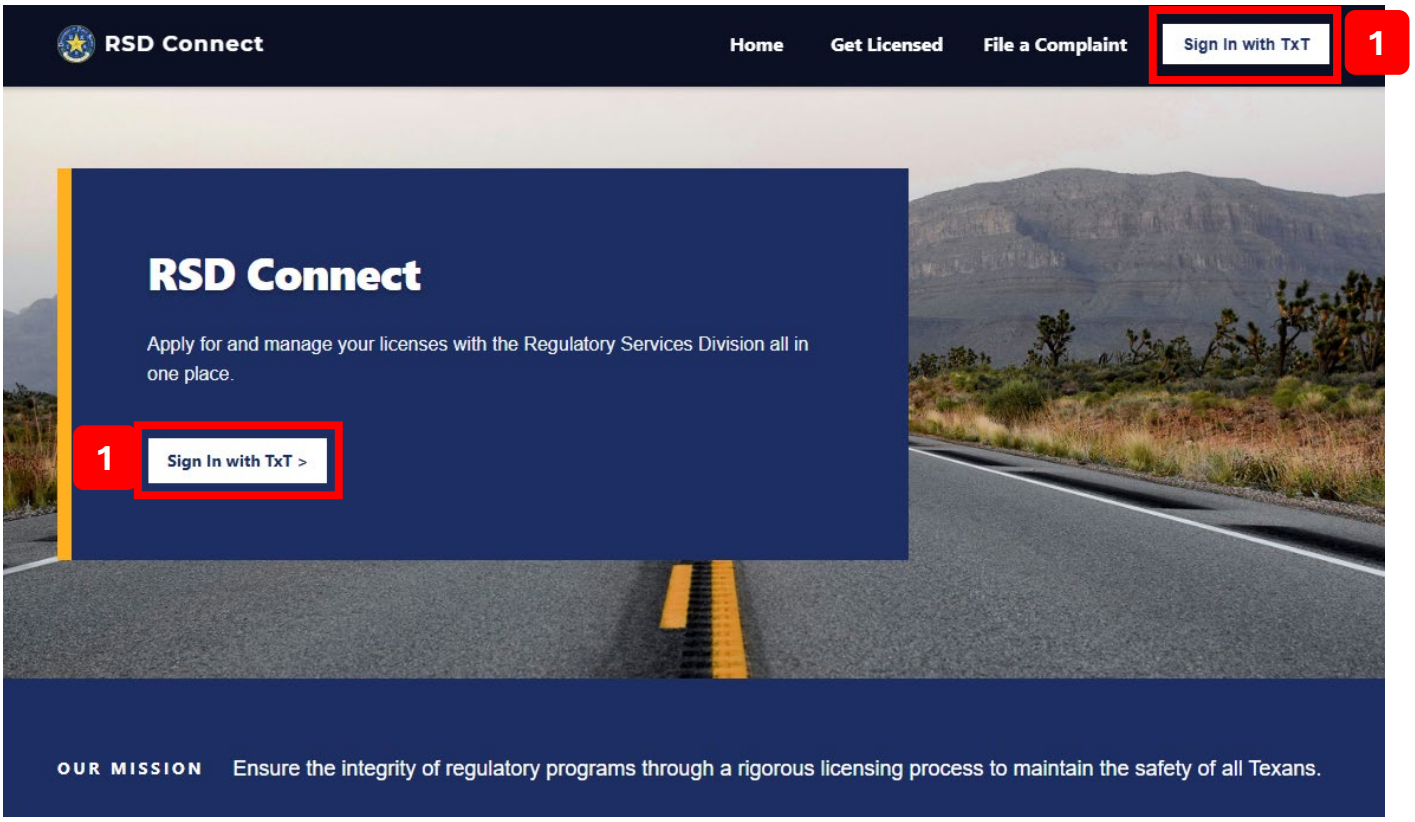
To claim your LTC/CAP licenses and applications, make sure your name in TxT exactly matches the name on your LTC/CAP licenses and applications.

If your name in TxT does not match what you have provided on prior LTC or CAP applications, your account will not link properly.

If your name in TxT and on your LTC/CAP license do not match and…	What you should do:
Your name on your TxT account is accurate	Contact RSD to request a name change.
Your name on your TxT account is NOT accurate	Contact TxT to deactivate your current TxT account and create a new account. Please reference https://www.texas.gov/help-support/

Signing into RSD Connect with TxT

Step	Action
1	To log into RSD Connect, go to RSDConnect.dps.Texas.gov and click on either button that says “Sign In with TxT” highlighted in red boxes below.

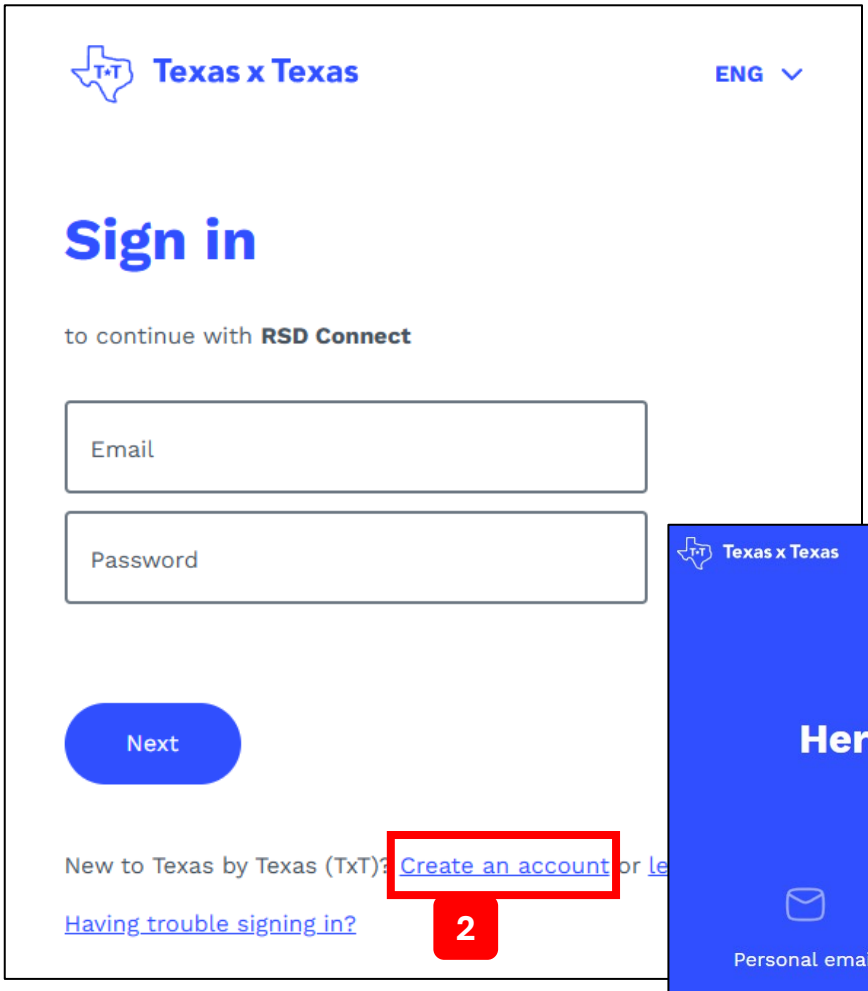


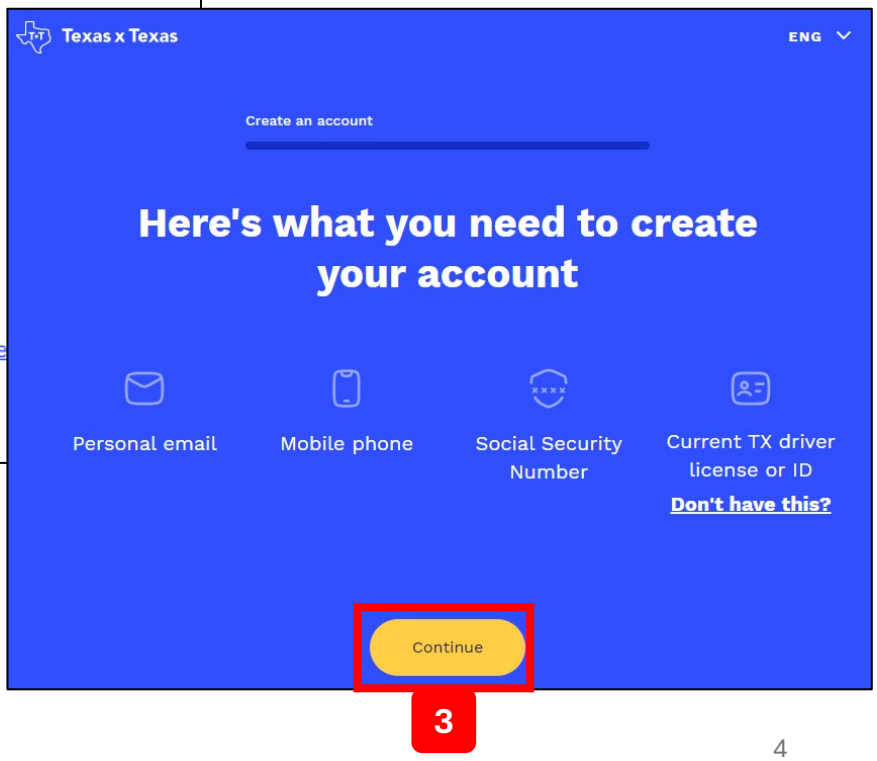
If you <u>do not</u> have a TxT Account yet, follow the instructions on the next page to create one.

If you have a TxT Account already, skip to STEP 12.

Creating a New TxT Account – Create TxT Account Page

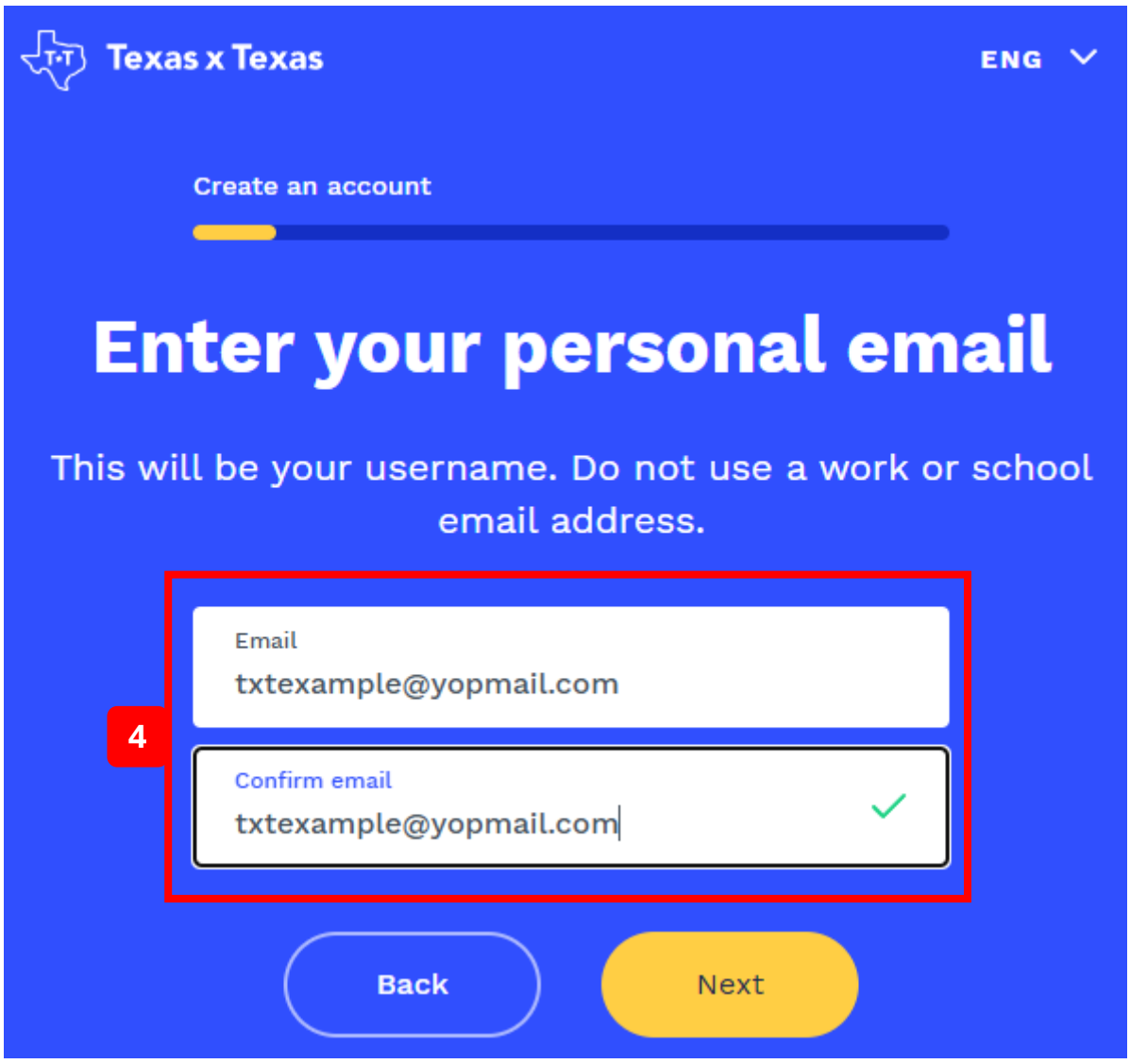
Step	Action
2	Select “Create an account” hyperlink. You will then be put on the TxT create account page.
3	Select the “Continue” button.





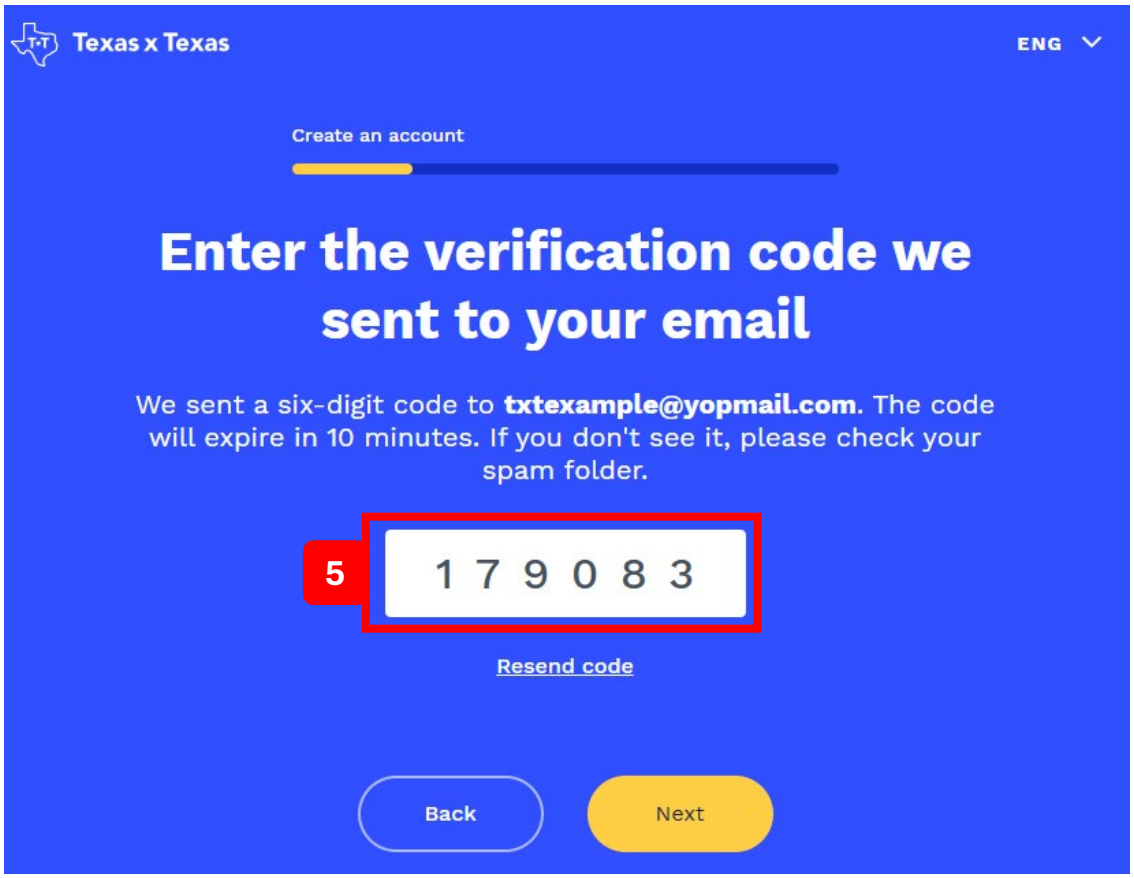
Creating a New TxT Account – Email Address

Step	Action
4	Enter your personal email. **DO NOT USE** a work or school email. If you know the email you used previously to submit an LTC or CAP application, use that email.



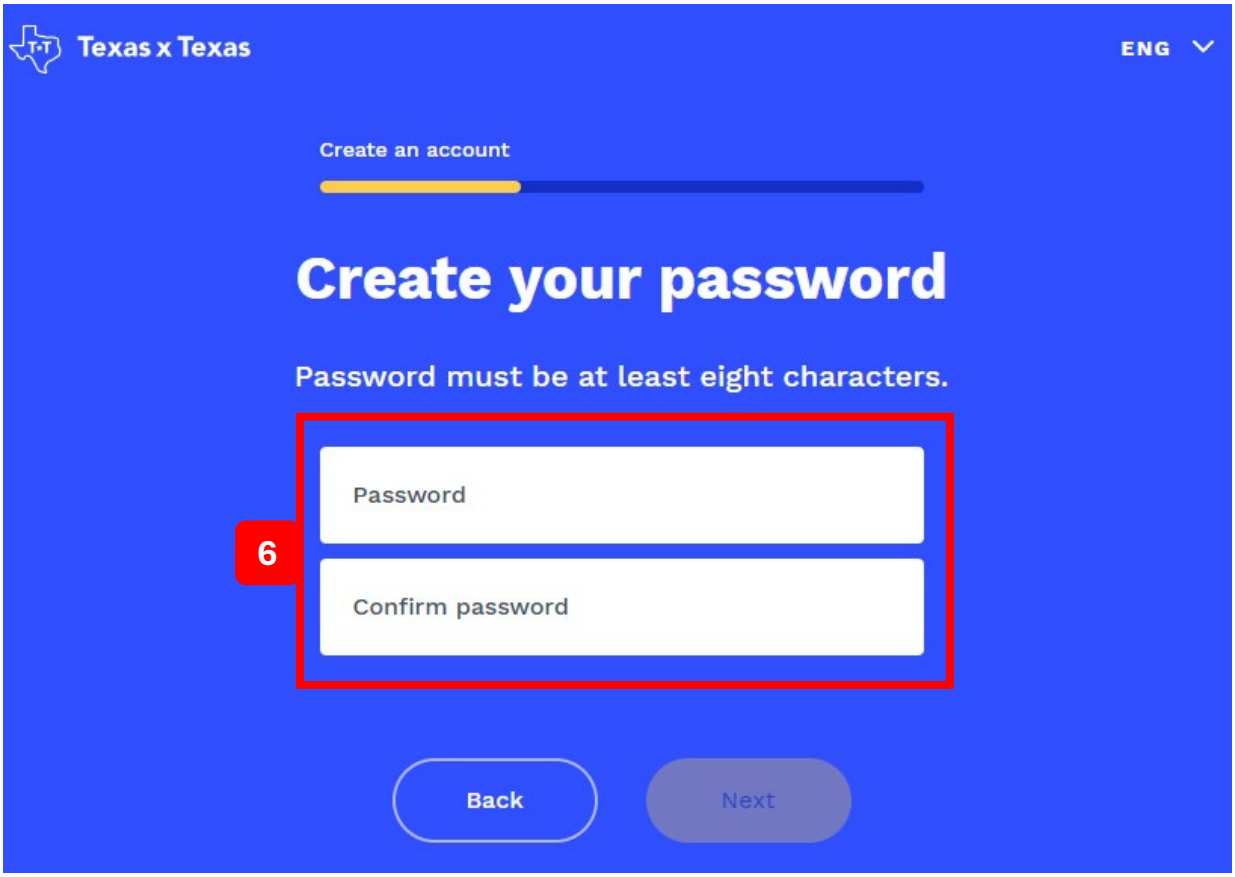
Creating a New TxT Account – Email Address Verification

Step	Action
5	TxT will send a verification code to the email you provided. Type that verification code here.



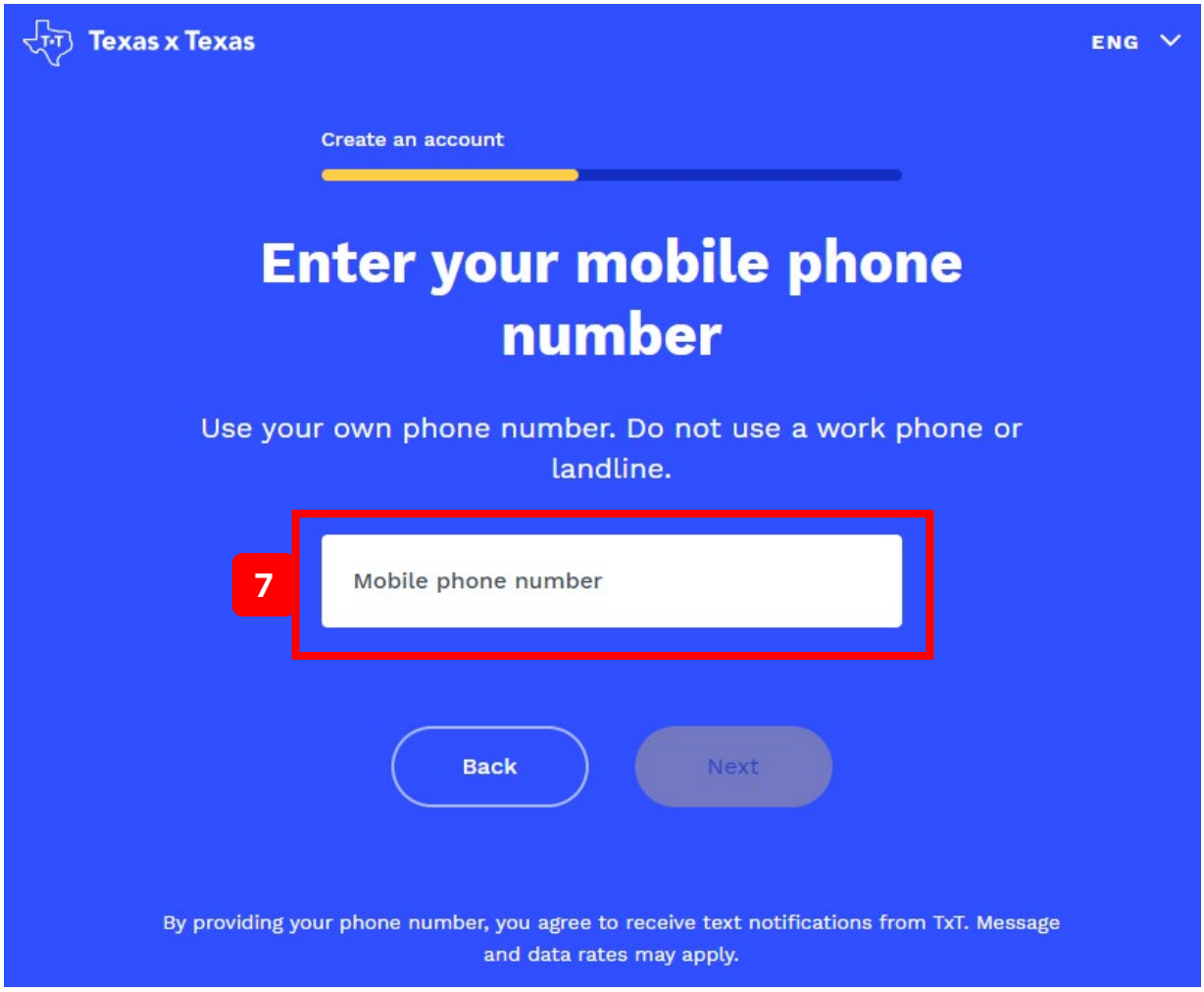
Creating a New TxT Account – Password

Step	Action
6	Provide a password that is at least 8 characters long.



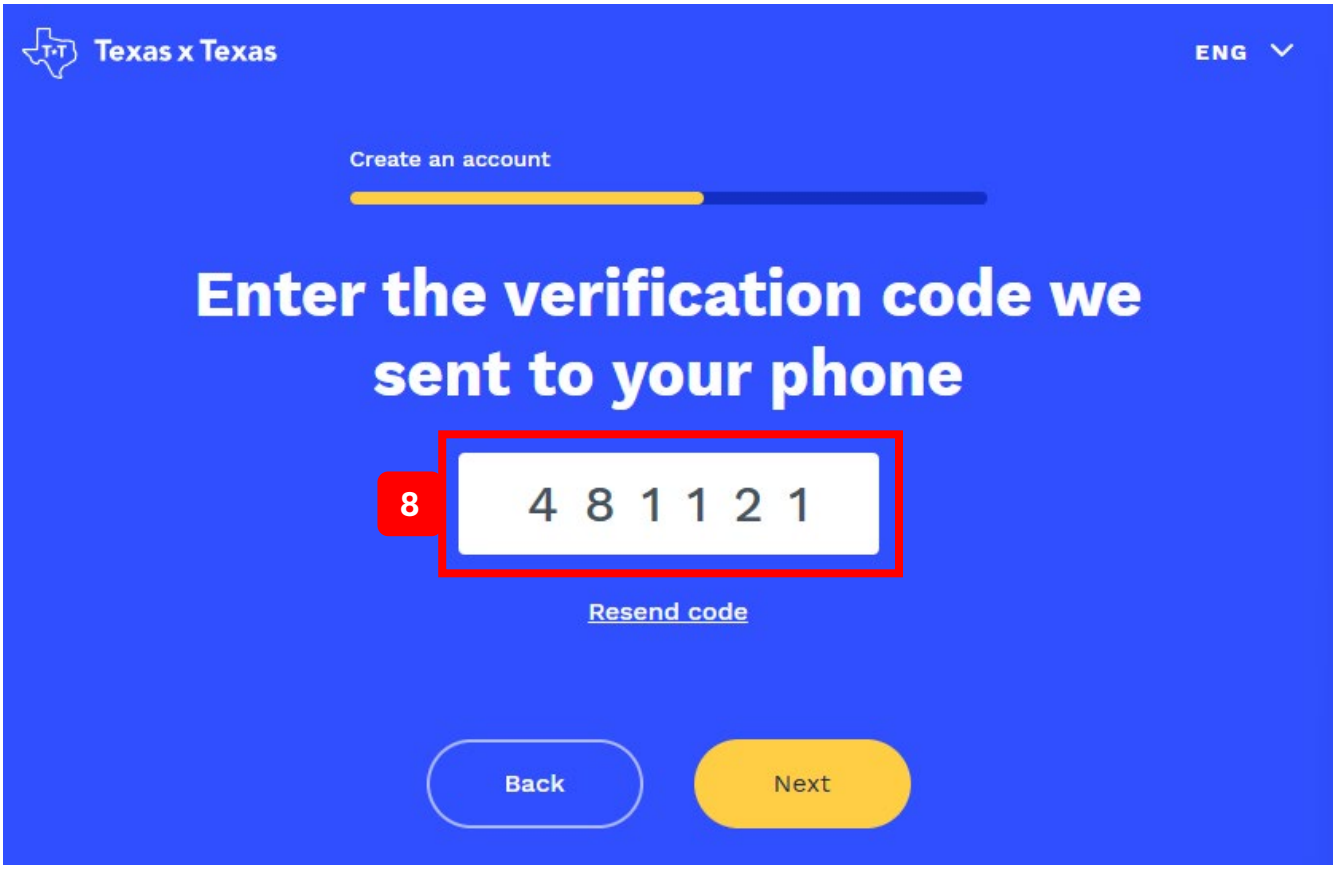
Creating a New TxT Account – Phone Address

Step	Action
7	Provide a mobile phone number. **DO NOT USE** a work or landline phone number.



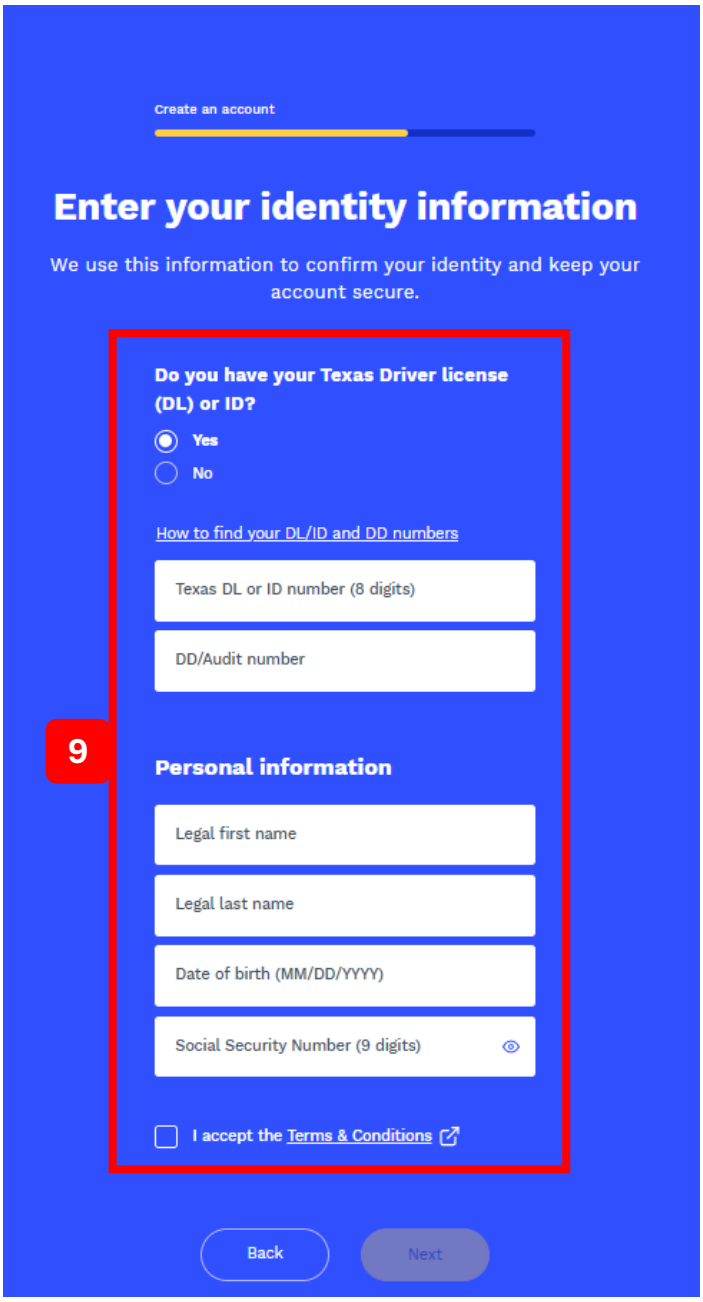
Creating a New TxT Account – Phone Address Verification

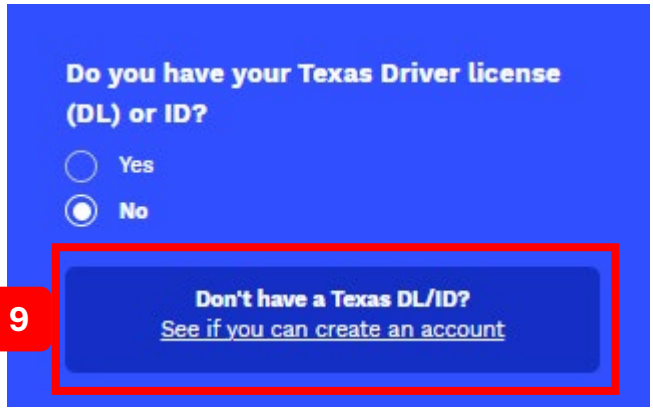
Step	Action
8	Enter the verification code that was sent to the phone number that you provided.



Creating a New TxT Account – Identity Information

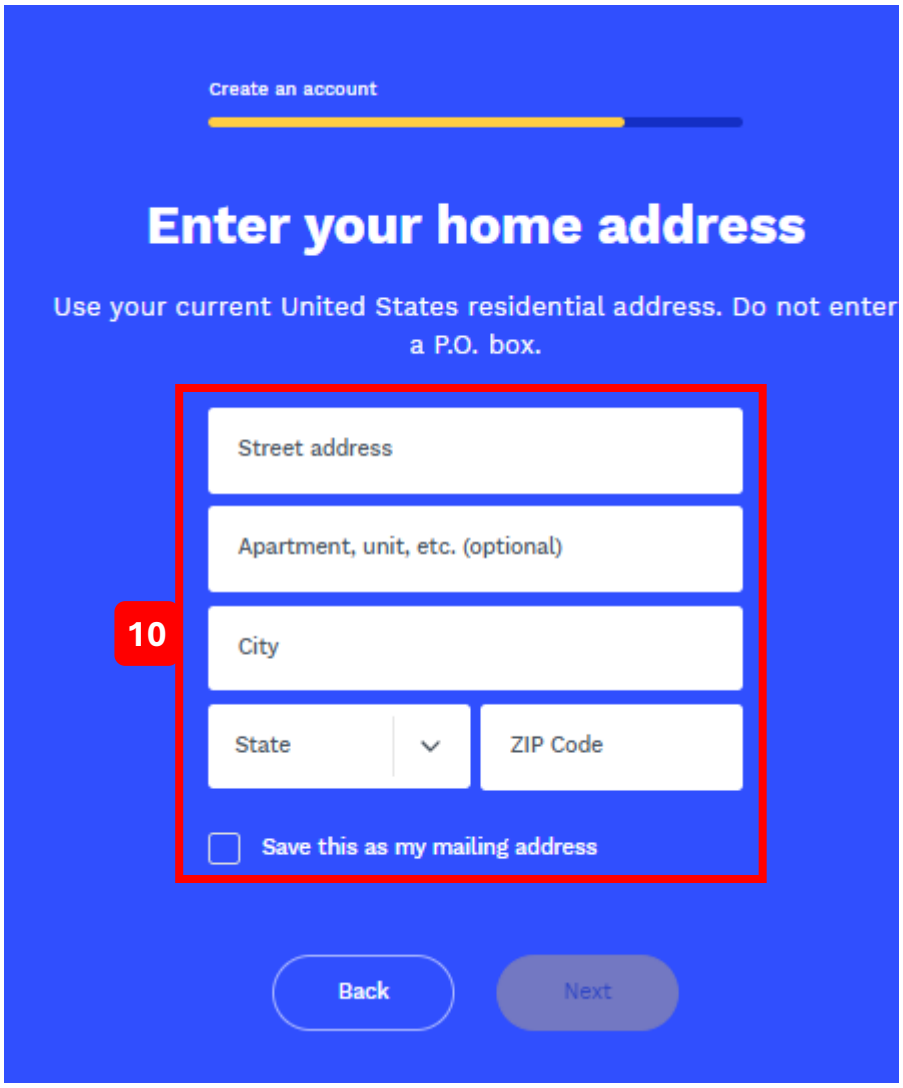
Step	Action
9	Enter in the following identity information. If you do not have a Texas Driver license or ID click the “See if you can create an account” hyperlink to see if you can still create a TxT account.





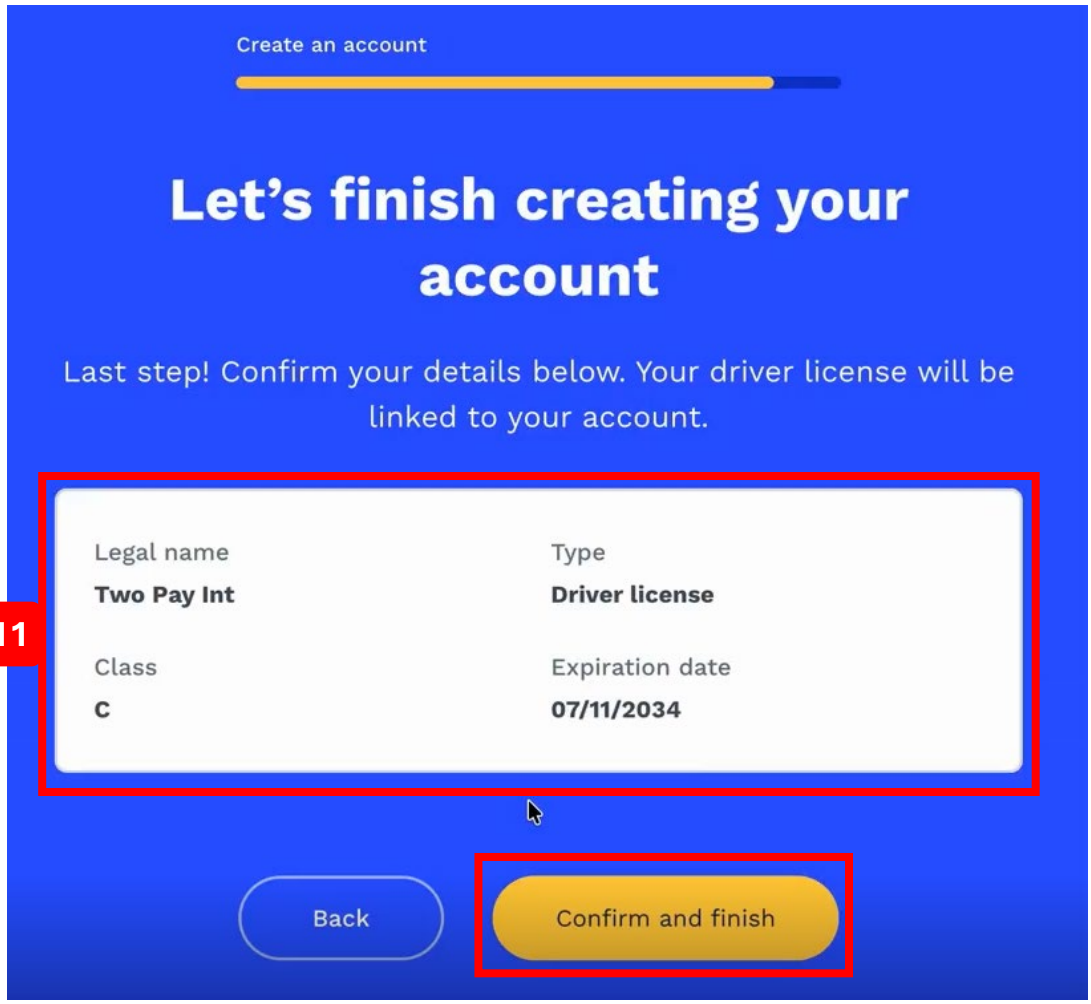
Creating a New TxT Account – Residential and Mailing Address

Step	Action
10	Enter your residential address. If you select the “Save this as my mailing address” checkbox, it will make your mailing address the same as your residential address.



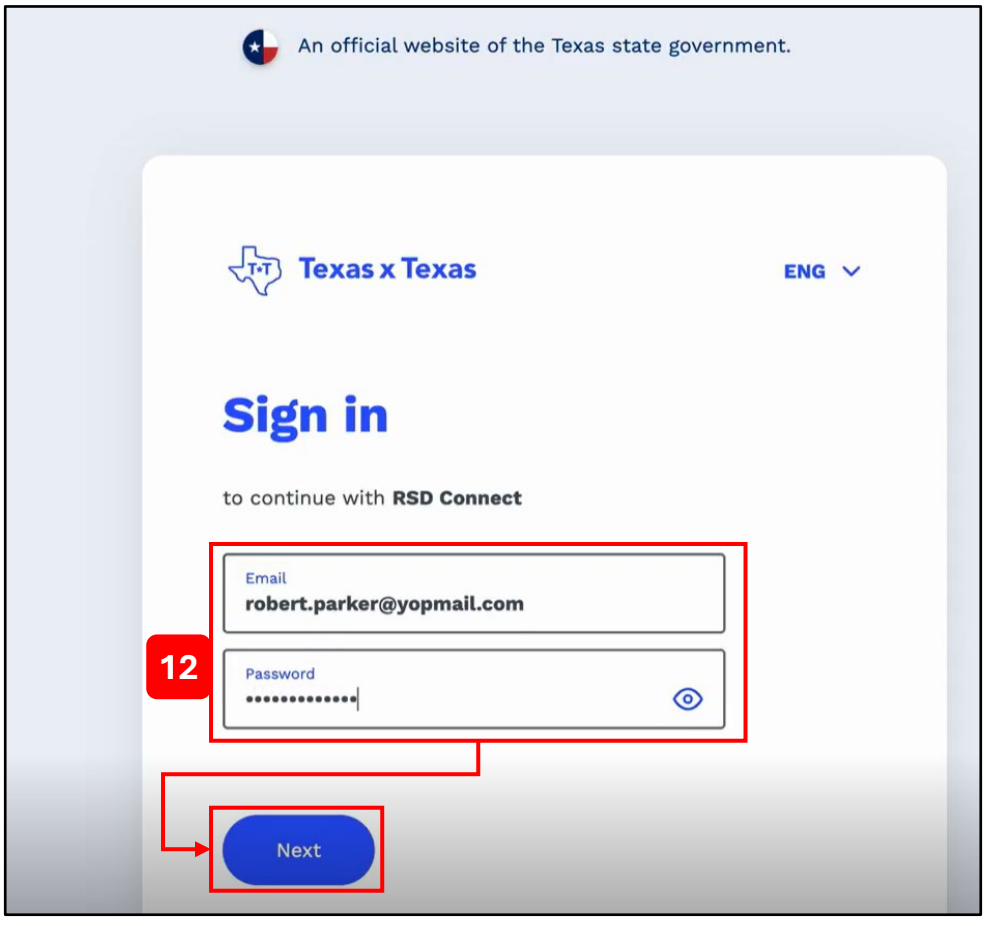
Creating a New TxT Account – Driver License/State ID Confirmation

Step	Action
11	Confirm that the Information on the screen matches what is on your Driver License or State ID. Click the “Confirm and finish” button.



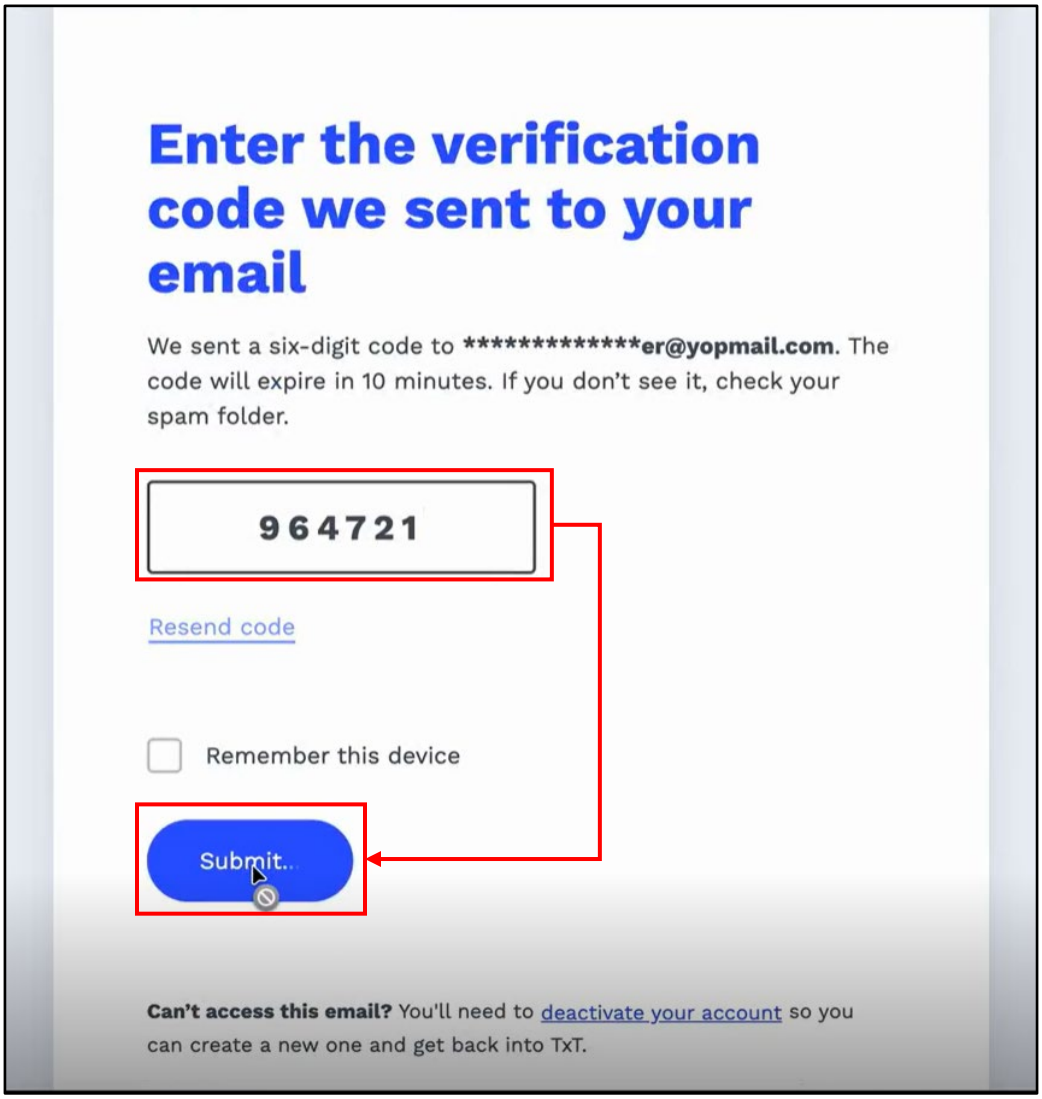
Signing in to RSD Connect with TxT Account – TxT Sign In Page

Step	Action
12	On the sign-in screen, enter your email address and password for your TxT account, then select Next. TxT sends a six-digit verification code to your email address.



Signing in to RSD Connect with TxT Account – Log In Authentication

Step	Action
3	Enter the six-digit code that was sent to your email address and click Submit.

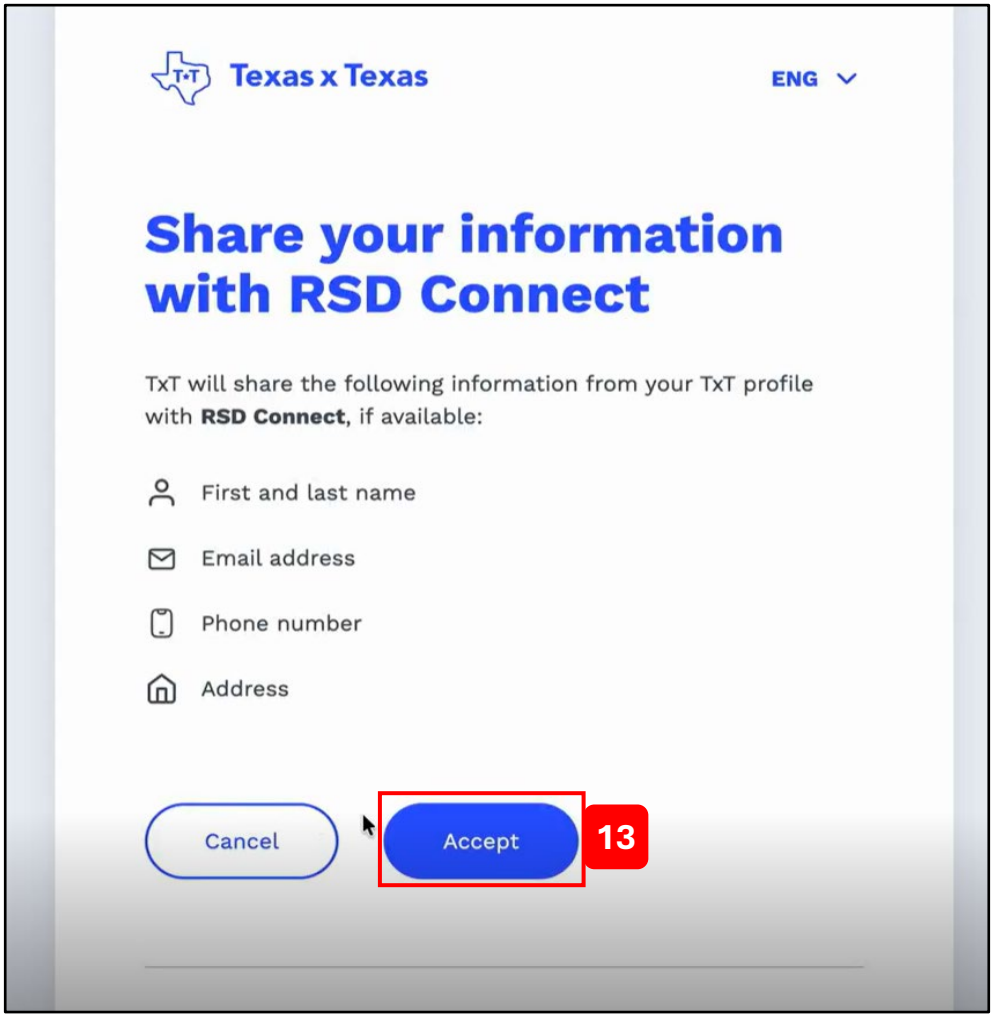


Note:

If you cannot access the email address linked to their account, you will need to deactivate your TxT account and create a new TxT account. Contact TxT Technical Support for assistance.

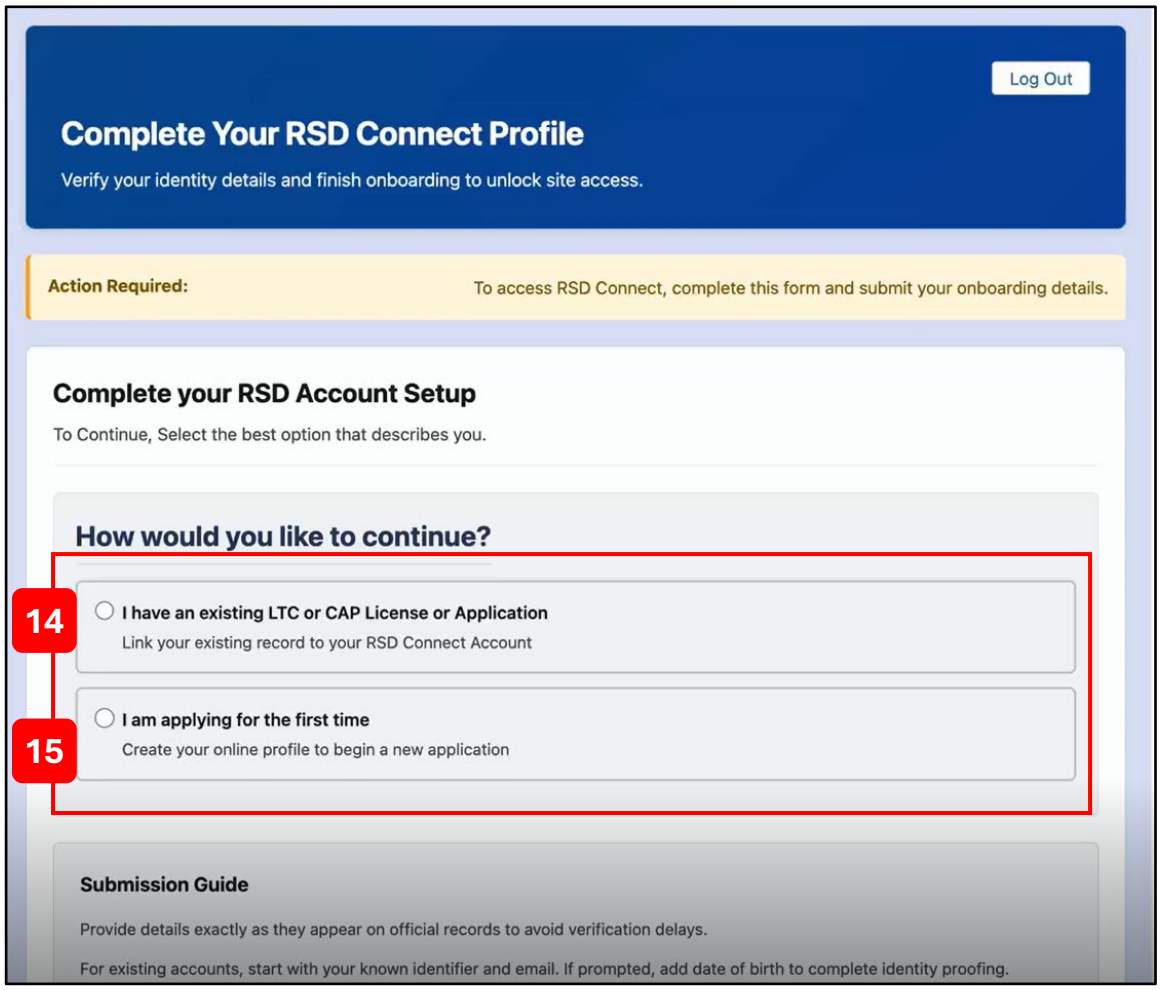
Signing in to RSD Connect with TxT – Automatic Account Linking

Step	Action
13	Click "**Accept**" to share your information from TxT with RSD Connect to link the account. RSD Connect checks whether the verified First Name, Last Name, and Email Address from TxT matches information that DPS has about your LTC or CAP licenses and applications. • If First Name, Last Name, and Email Address match **exactly**, RSD Connect automatically links your TxT account to your existing record. • If you are automatically linked, you will be logged in and see your RSD Connect Dashboard. • If you **ARE NOT** automatically linked, you will need to provide some more information to RSD Connect.



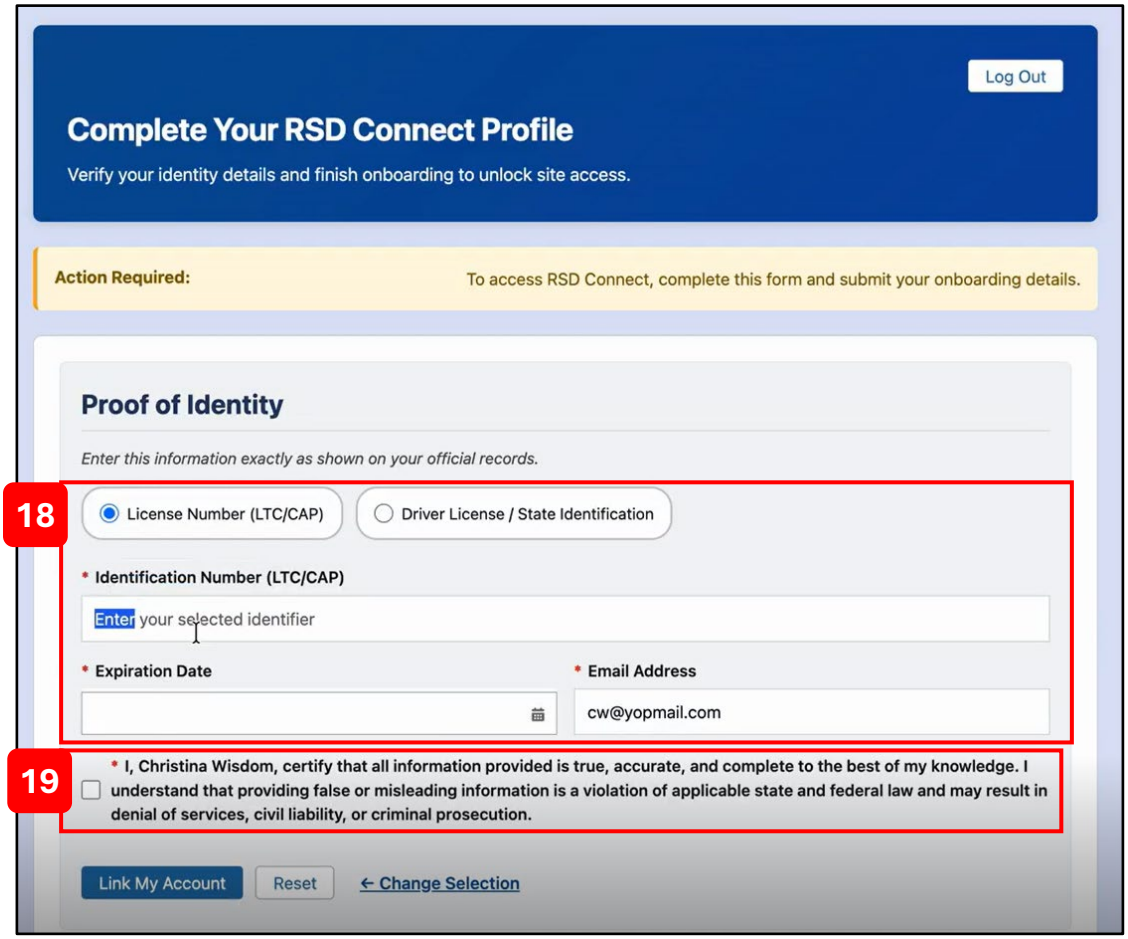
Signing in to RSD Connect with TxT Account – Linking Option

Step	Action
14	If RSD Connect cannot find a license or application that matches your TxT information, the *Complete Your RSD Connect Profile* page displays.
15	Select "I have an existing LTC or CAP License or Application" if you have applied for an LTC or CAP license/certificate before. Select "I am applying for the first time" if you have **NEVER** applied for an LTC or CAP license/certificate. **DO NOT select this option if you already have an LTC or CAP license or application.**



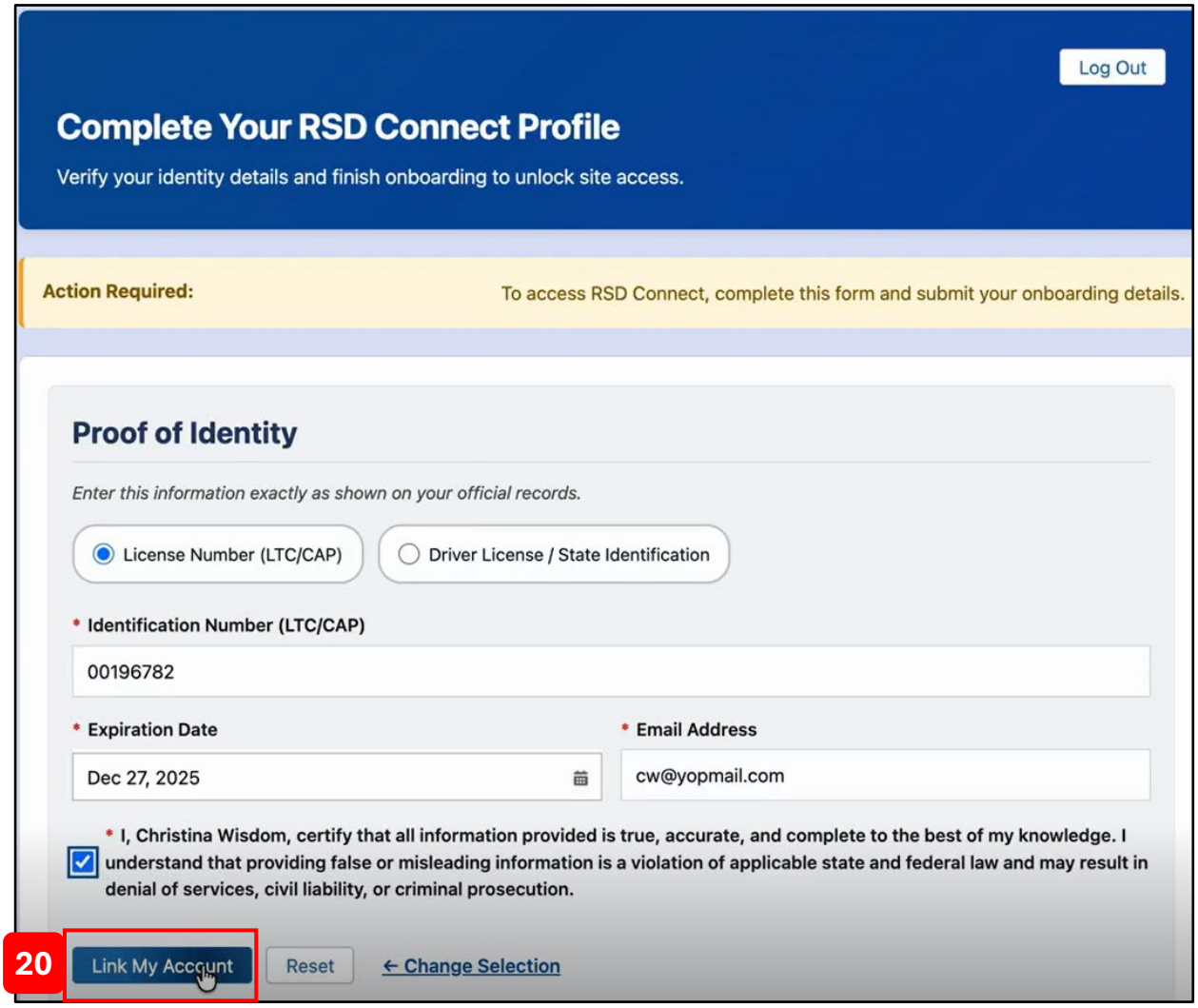
Signing into RSD Connect with TxT Account – Linking Option (Existing)

Step	Action
16	If you select "*I have an existing LTC or CAP License or Application",* the *Proof of Identity* page will appear.
17	You can either provide information about your LTC/CAP License information **OR** your Driver License/State ID. Select the one you would like to use.
18	Enter following required fields: a. Identification Number (LTC, CAP, Driver License, or State Identification Number) b. State of Issue (Driver License or State ID Option ONLY) c. Expiration Date d. Email Address
19	Confirm and check the required certification checkbox.



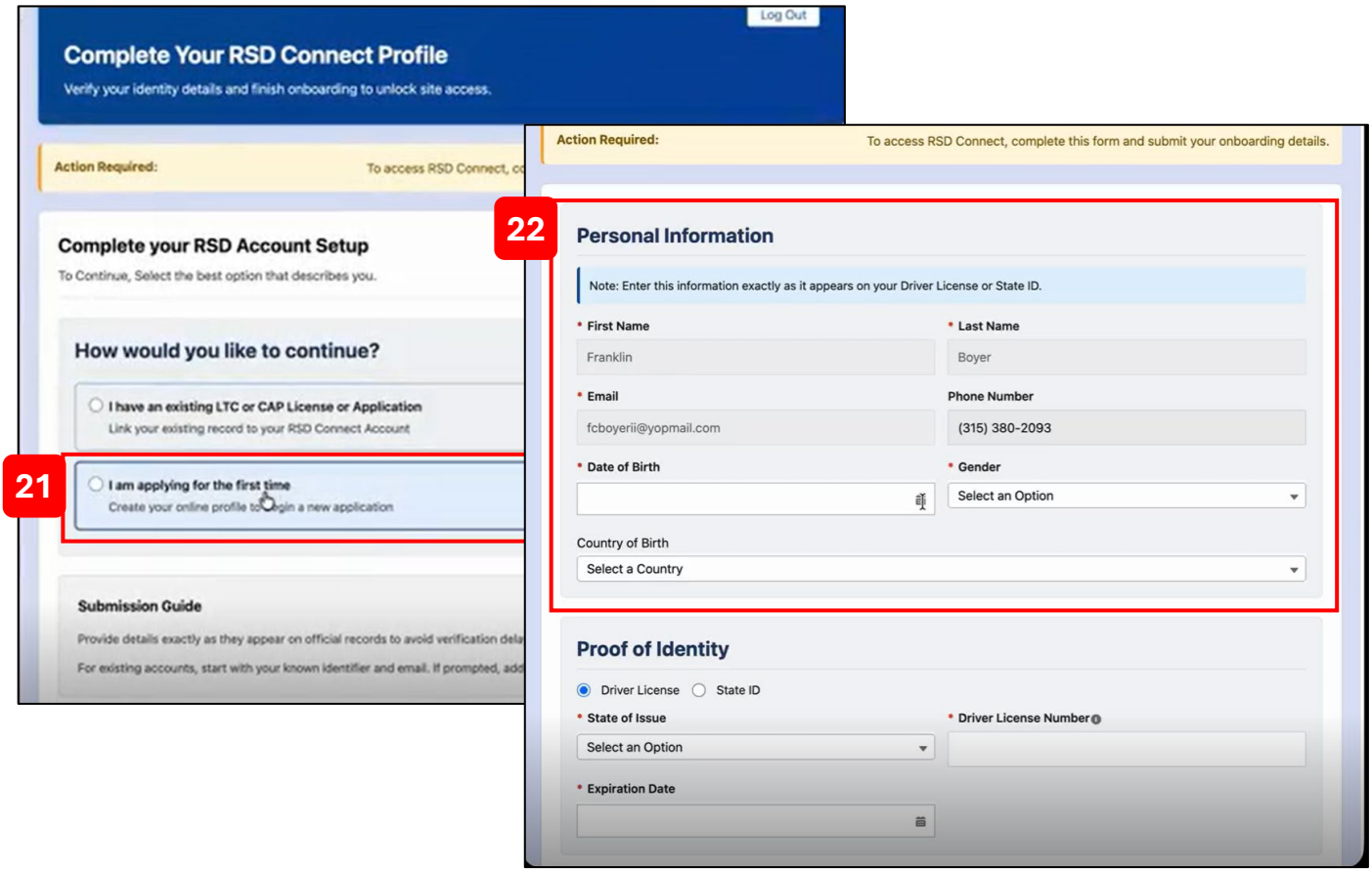
Signing into RSD Connect with TxT Account – Linking Option (Existing)

Step	Action
20	Select the "*Link My Account" button* to complete the process. If there is matching information in RSD Connect, you will be redirected to your home dashboard. **If there is a not an exact match of your information, you will receive an error message. Contact the RSD Contact Center to update your information so that you may link your account.**



Signing into RSD Connect with TxT Account – Linking Option (New)

Step	Action
21	If you select "*I am applying for the first time*", the Personal Information and Proof of Identity page will appear.
22	Complete the required fields (marked with a red asterisk) and optional fields on the "Personal Information" section: a. First Name b. Last Name c. Email d. Date of Birth e. Phone Number f. Gender g. Country of Birth

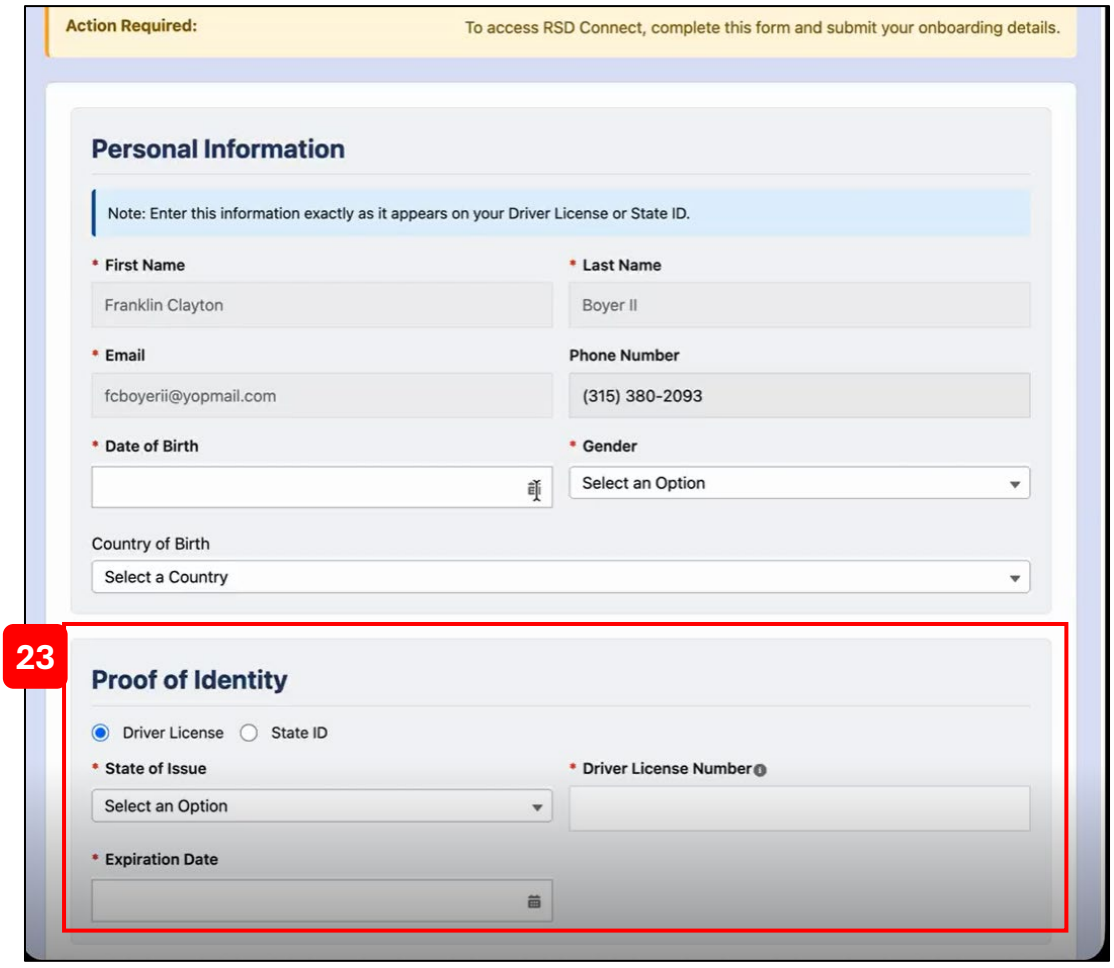


Note:

Enter the information exactly as it appears on your Driver License or State ID.

Signing into RSD Connect with TxT Account – Linking Option (New)

Step	Action
23	Select whether you will be providing a Driver License OR State ID and enter the following required information: • State of Issue • Driver License Number or State ID Number • Expiration Date

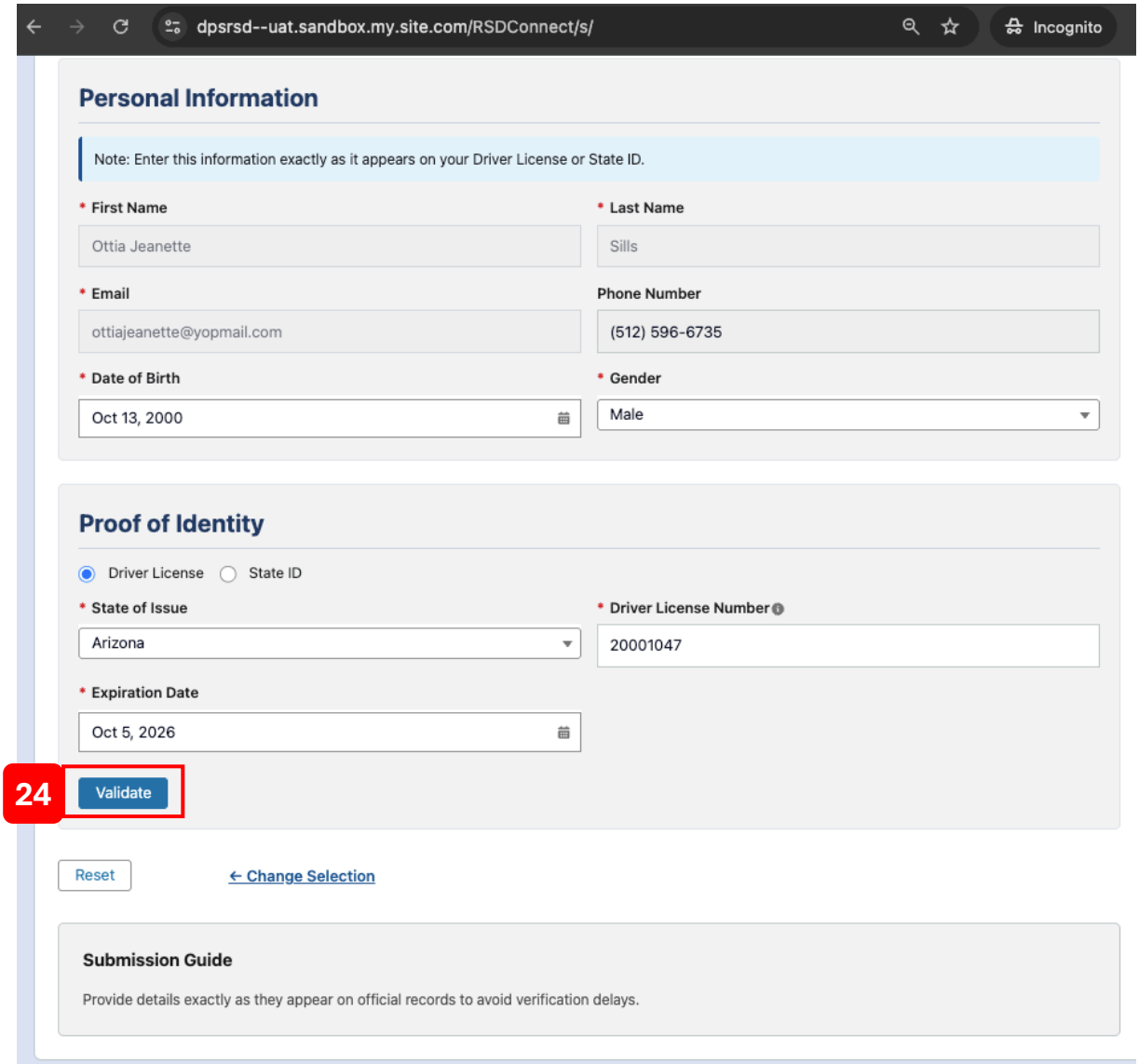


Note:

If a Texas Driver License is provided, once the required fields are entered, select "Verify." If you try to continue before clicking "Verify," you will see an error message: "Please validate your Proof of Identity."

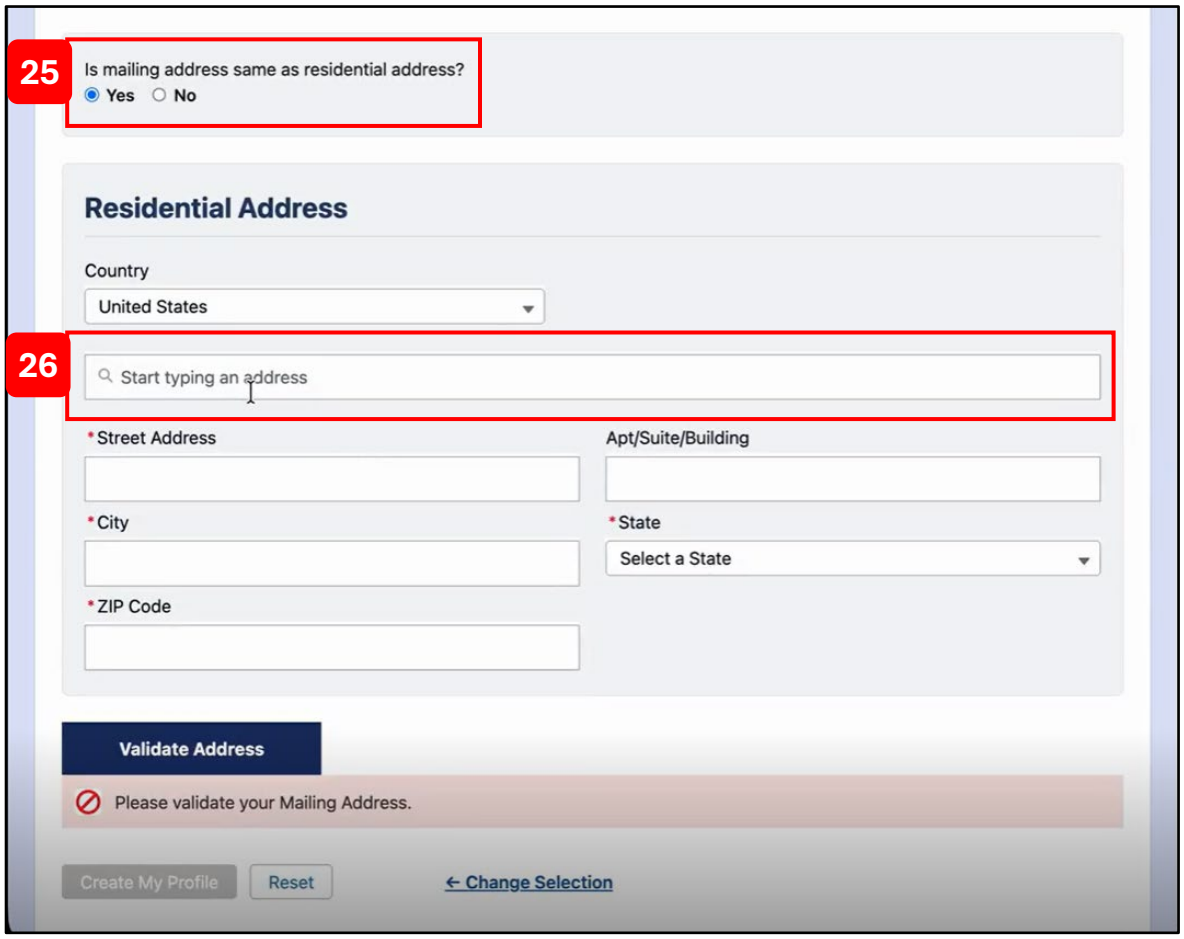
Signing into RSD Connect with TxT Account – Linking Option (New)

Step	Action
24	If you provided a Texas Driver License or State ID you will need to select the “Validate” button to validate your Driver License or State ID information.



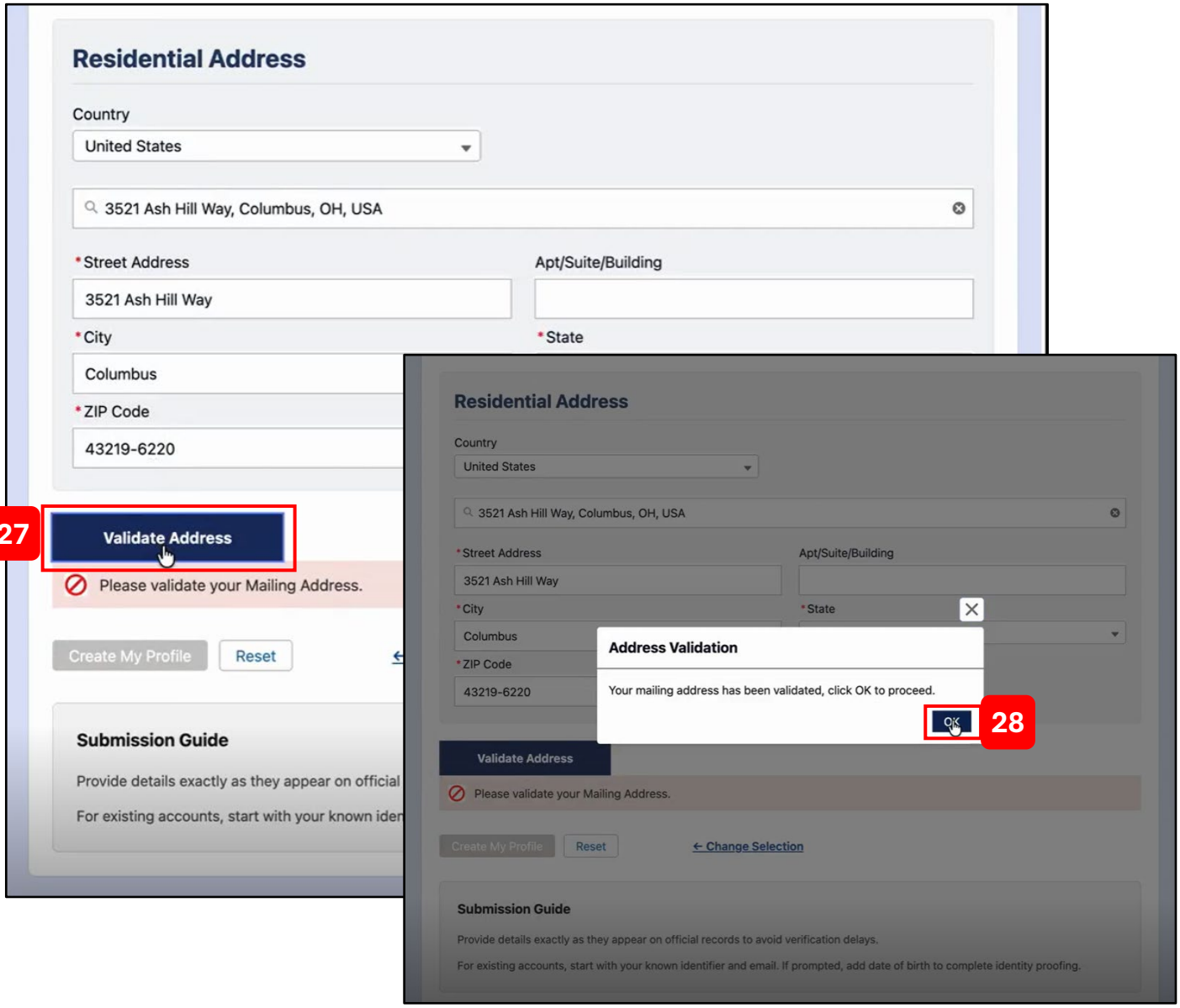
Signing in to RSD Connect with TxT Account – Linking Option (New)

Step	Action
25	Select “Yes” if your mailing address is the same as your residential address. Select “No” if it is different.
26	Complete the Residential Address section by searching your address in the “Start typing an address” field and selecting the matching address. If the mailing address is different, provide the mailing address in the same format as the residential address.



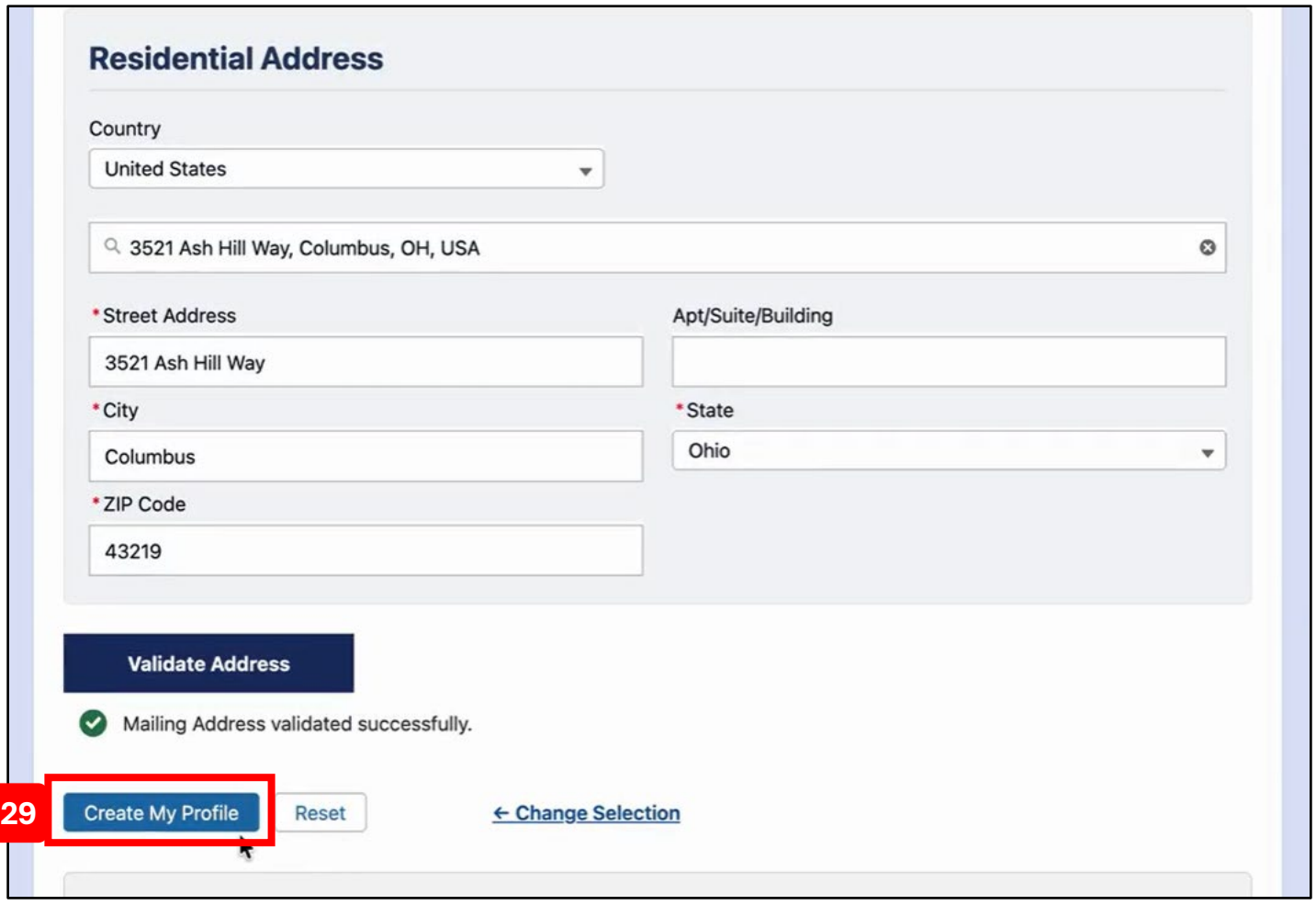
Signing in to RSD Connect with TxT Account – Linking Option (New)

Step	Action
27	Select the “Validate Address” button to validate your mailing address. • A confirmation window displays: “Your mailing address has been validated, click OK to proceed.”
28	Select the “OK” button.



Signing in to RSD Connect with TxT Account – Linking Option (New)

Step	Action
29	Click Create My Profile to finish creating your RSD Connect account and log in. You will be redirected to your RSD Connect Home Dashboard.



Notes & FAQs

FAQs

Q: What information does RSD Connect utilize to link a TxT account?
A: RSD Connect uses the First Name, Last Name, and Email Address from TxT to link to existing RSD records (e.g., licenses and applications).

Q: What information does TxT send to RSD Connect after verifying identity?
A: TxT sends First Name, Last Name, and Email, along with phone number and address if available.

Q: How does RSD Connect decide whether to automatically link my TxT account?
A: RSD Connect links automatically when your First Name, Last Name, and Email from TxT match **exactly** with an existing RSD record.

Q: What happens if there's no automatic match?
A: You will be taken to the "Complete Your RSD Connect Profile" screen and can choose to link an existing record if you have applied before **OR** create a new account in RSD if you have not applied before.

If you are not able to link to an existing license or application, your First Name, Last Name, or email in TxT may not match what RSD has on file.

If you try to create a new account and receive an error, this may mean that RSD Connect has an existing license or application that could be linked to your account, but it does not exactly match the first name, last name, and email you are using for your TxT account. Please contact the RSD Contact Center to update your information.

Q: What should I do if I can't access the email I used to create a TxT account?
A: You should contact the Texas.gov Help Desk. You may need to deactivate your existing account so you can create a new one and regain access to TxT. Once they have a TxT account linked to an updated email address, they can attempt to link or create their new account with RSD Connect.

Q: What if the information I provided still doesn't match an RSD record?
A: If the mismatch is due to the name on the existing RSD record, you should contact RSD so they can evaluate your situation and determine if TxT needs to be updated or if you need to request a name change with RSD. If the name on the TxT account is incorrect, you should contact the Texas.gov Help Desk to update it. If the name in RSD records is incorrect, the user should request a name change with RSD.