myDHR User Account Instructions

Thank you for submitting your request to process for CPS Background Clearances access through the myDHR portal. Please review the following checklist to ensure successful navigation within the CPS Portal

System Check

- The Portal applications can only be processed on a tablet, laptop, or desktop computer. Applications cannot be processed on a cell phone.
- Turn off Pop-up Blocker (required to download applications)

- Access the portal using Google Chrome or Microsoft Edge
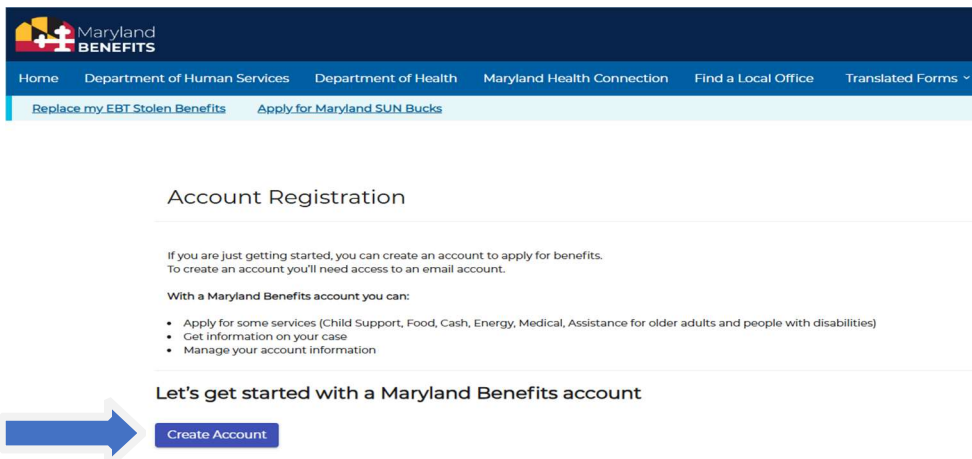- Make sure that your Internet connection is secured (https://)

Select the following links to create a CPS background Clearance Portal Account

https://benefits.maryland.gov/home/#/

Select "Create Account" next to "Sign In"
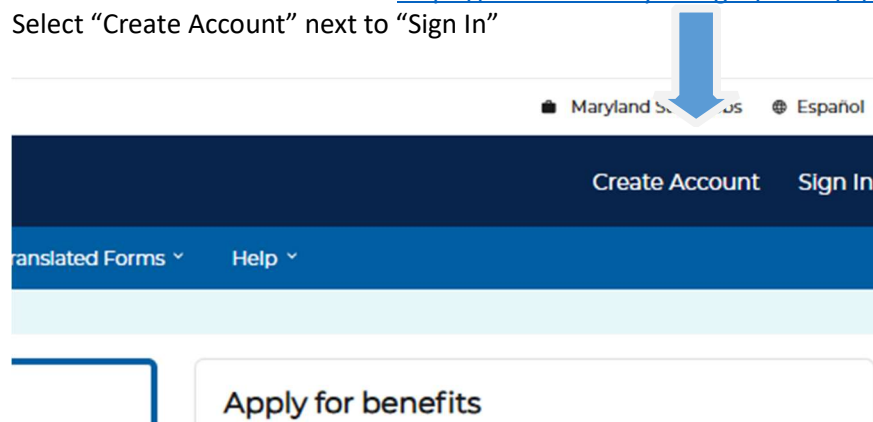
Click the **Create Account** button to begin the account registration process.

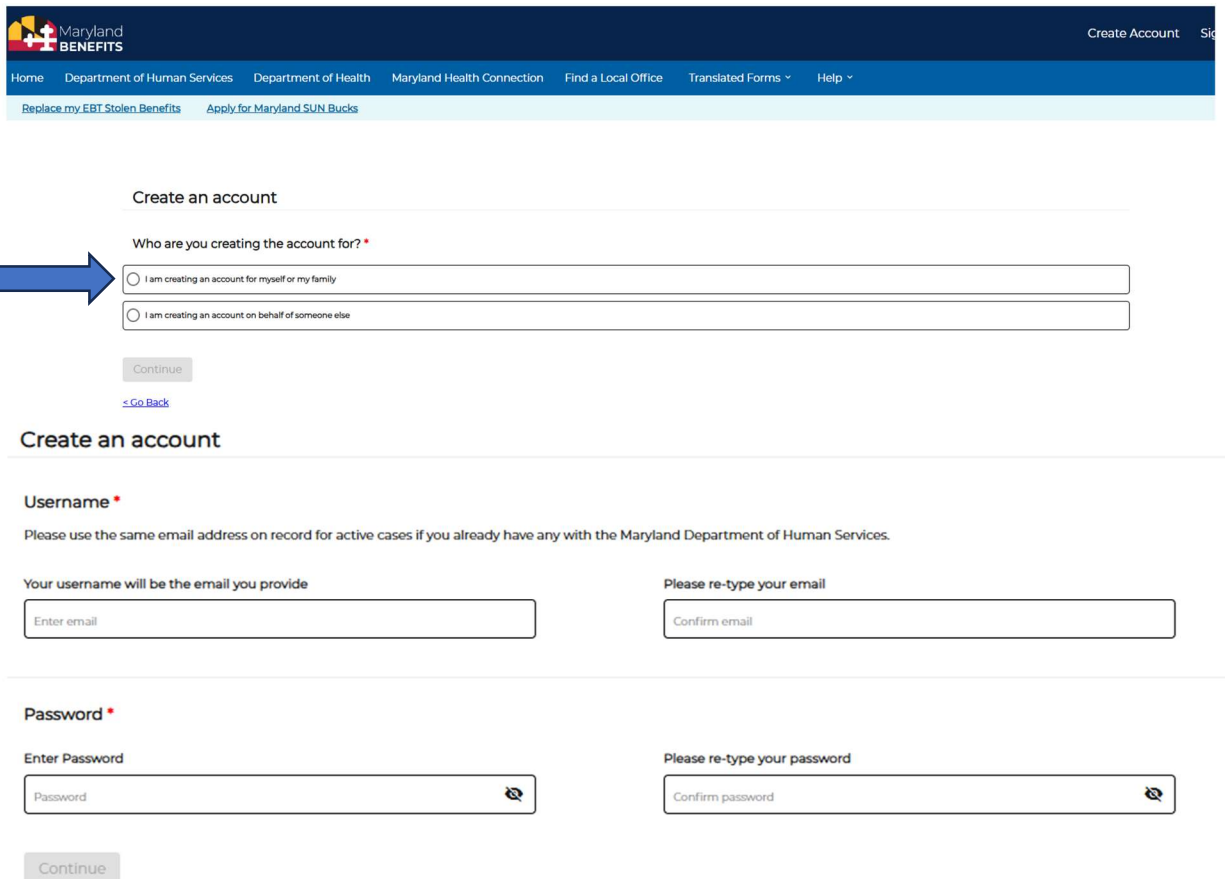# Please make note of the following important guidelines:

Select **"Yes"** for "Are your applying for yourself?" and enter your **agency** email address, address, and phone number.

Adhere to the Password Rule:14-character minimum 20 characters maximum, combination of two capital letters, two lower case, two numbers, and two special characters (cannot contain "&" or "+") Note: Do not include and character sequences that resemble your name or email address.

The system will not prompt you to correct errors to the rule, so you must be sure to create your password correctly!

Maryland
BENEFITS

Create Account   Sig

Home   Department of Human Services   Department of Health   Maryland Health Connection   Find a Local Office   Translated Forms ⌄   Help ⌄

Replace my EBT Stolen Benefits   Apply for Maryland SUN Bucks

Create an account

Who are you creating the account for? *

○ I am creating an account for myself or my family

○ I am creating an account on behalf of someone else

Continue

< Go Back

Create an account

Username *

Please use the same email address on record for active cases if you already have any with the Maryland Department of Human Services.

Your username will be the email you provide

Enter email

Please re-type your email

Confirm email

Password *

Enter Password

Password 👁

Please re-type your password

Confirm password 👁

Continue

Create a password that complies with the rules

Password *

✅ Must be between 9 and 15 characters
✅ Contain at least one number (0-9)
✅ Contain at least one uppercase (A-Z)
✅ Contain at least one lowercase (a-z)
✅ Contain at least one special character (~!@#$%^*_+-=()/\][;:?,./>*)
✅ The new password must not contain your Username

Enter Password

| ············ | 👁️‍🗨️ |

Please re-type your password

| ············ | 👁️‍🗨️ |

Continue

< Go Back

Complete the required fields as indicated with a red (*) as shown below.

Tell us about yourself

What's your name

First Name *

| Enter your first name |

Middle Name

| Enter your middle name |

Last Name *

| Enter your last name |

Suffix

| Select ▾ |

When were you born?
Month/Day/Year

| MM/DD/YYYY 📅 |

What's your gender?

| ○ Female |
| ○ Male |

Continue

< Go Back

Enter:

- First Name
- Last Name
- Date of Birth
- Gender

Select "Continue" to advance to the next screen

Check "I don't have a permanent address" and complete the mailing address section using your office address.

Where are you currently living?

☐ I don't have a permanent address

What's your home address?

[Enter your home address]   Apt
                                   [Apt. No.]

City   State   Zip code
[Enter the city you live in] [Delaware ▼]   [Enter your zip code]

☐ My home address is different than my mailing address

[Continue] [Skip]

Completing the contact section by adding the office phone number, the mobile phone number (optional), and the primary phone.

How would you like to be contacted?

Providing phone number is optional, providing it can help you if you need to reset your password. It can also help us contact you in a more timely manner.

What's your mobile phone number?   What's your home phone number?
[What's your mobile phone number?]   [What's your home phone number?]

What's your work phone number?   Which one is your primary phone?
[What's your work phone number?]   [Select ▼]

[Create Account]

< Go Back

After completing the mandatory fields click the **Create Account** button

The screen will refresh with a notification displaying the following screen:

Maryland.gov

WELCOME TO
myMDTHINK

Home   Department of Human Services   Department of Health   Maryland Health Connection   Find a Local Office   Translated F

Replace my EBT Stolen Benefits   Apply for Maryland SUN Bucks

You've successfully created your account

Next steps:
► Activate your account. You should've received an email with a link.
► Login to your account and start your benefits application.

An activation link will be sent to your email address from mydhrbenefits@benefits.maryland.gov with the Subject line **myMDTHINK Account Activation Notification**. Click on the link in the email to activate your account, then follow the prompts to register and Sign into the myMDTHINK Consumer Portal as shown below.

A Passcode will be sent to your email which is valid for 5 minutes. Please enter it in the Passcode field. Once you click Submit Passcode you will be logged into the myMDTHINK Consumer Portal. Select "Sign In"
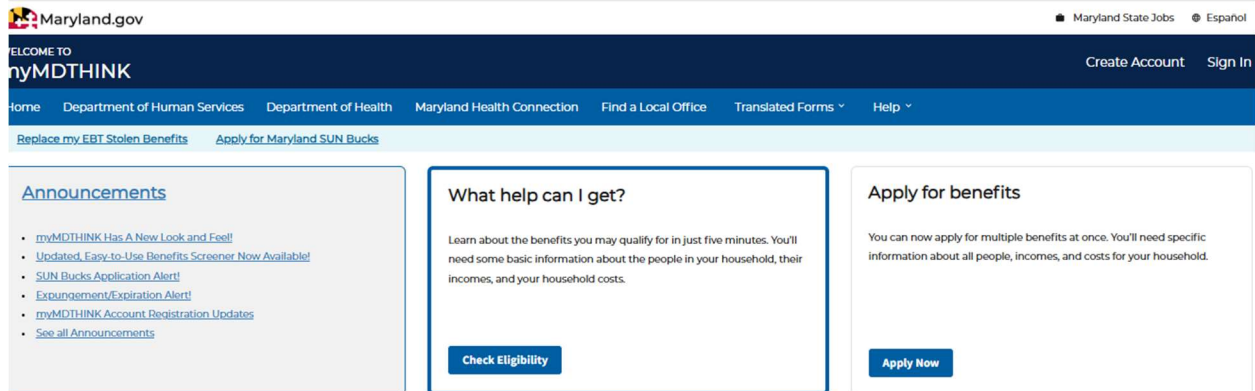
Select the "Login to Maryland Benefits" button

Enter your email address and password

A passcode may be sent to your email inbox. Enter the passcode a submit the passcode

One Time Passcode (OTP)

We sent a passcode to your email. It's good for 60 minutes. Please check your inbox (and spam folder) and enter it below. You can ask for another if needed

OTP received:

Submit passcode

Send a new passcode

Enter the passcode and select your name next to the notifications link. Select "My Account" below you name. Select "Organization Employee Clearance

Under **Maryland Services**, click on Summer Camp Background Clearance

Select CPS Employment Background Clearance Application, select" Organization Employee Clearance"
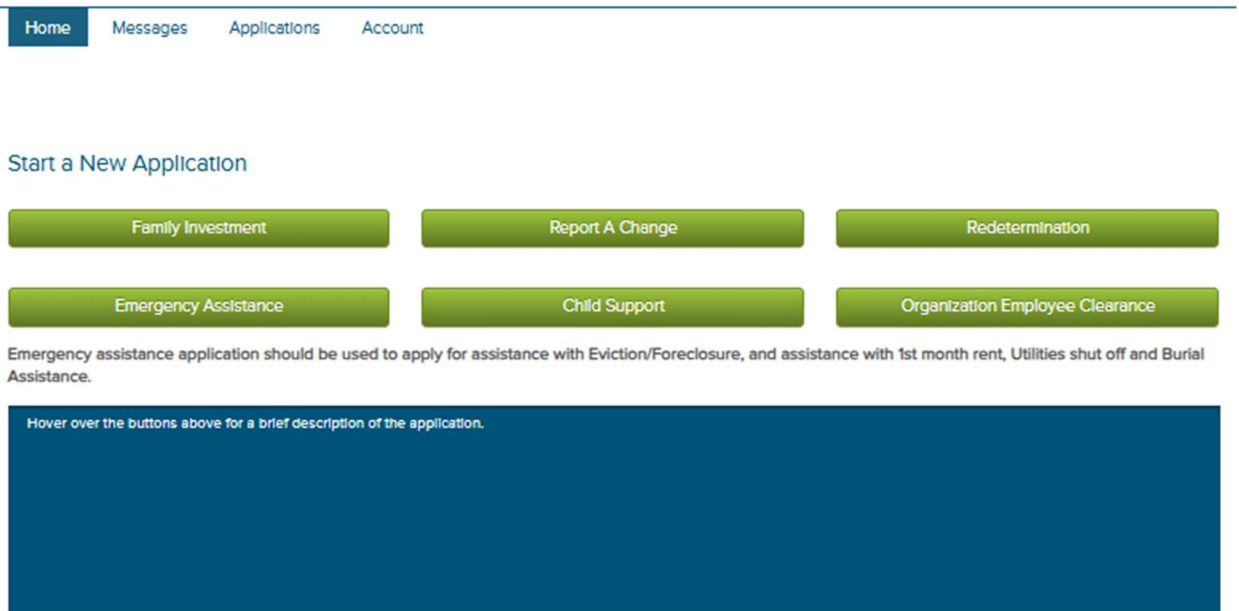
STOP! Do not enter any data on the following screen. Sign out of the application and follow the instructions below in yellow.

You have completed the registration process Click on the link below and complete the Google form. It will notify SSA that you have completed the MyDHR registration process and your account will be activated by the SSA Administrator to provide you with access to the myDHR Entry feature.

https://forms.gle/XcfK5WRdfrBnbNZv9

This process may take up to 5 business days

You will receive the following email confirming your account activation:

Maryland
DEPARTMENT OF HUMAN SERVICES

Email date : 3/10/2025 1:17:29 PM

Subject: CPS Clearance - Added as a 'DHS Child Placement Agency'

Dear DHS Child Placement Agency,

Your myDHR account has been activated to allow processing of your organizations' employee applications. It is your responsibility to upload the notarized request for all your applicants. After your applicant has saved their request online, or you assist them and you receive their notarized document, please complete the application process by following these steps:

Note: If you have the notarized application but the applicant did not apply on the myDHR portal, you must first add the application to the system by going to 'New Application' under your myDHR account and putting in all their information. This will create their application online.

Submit For Clearance:

1. Scan the *original* signed and notarized application (save to your computer).
2. From your myDHR account, locate and open the application.
3. Click the **ADD** button (next to FILE UPLOAD), browse to find the saved copy of the application, **SAVE**.
4. Check the box -**Notarized Document Received and Attached**.
5. Select **SUBMITTED** for decision type.
6. You may add comments or notes for yourself (note application # discrepancies).
7. Click **COMPLETE** at the bottom of the screen.

DHR will then process your clearance request and the results will show up on your myDHR HOME Page under 'DHR Processed'.

You will also receive an email result for each applicant to keep for your records with the original notarized document. You no longer mail your new employees - notarized applications to DHR. If you have mailed any applications to DHR, they will be returned to you to enter and upload.

Void Duplicate Applications:

1. Locate and open the Duplicate application from your home screen.
2. Pick 'APPLICATION VOIDED' for decision type.
3. Click 'COMPLETE'.

Hired Status Correction: (If you accidentally chose 'Hired')

1. Locate and open the 'Hired' application from your home screen.
2. Check the box -Notarized Document Received and Attached (must be included).
3. Select **SUBMITTED** for decision type.
4. You may add comments or notes for yourself.
5. Click **COMPLETE** at the bottom of the screen.

Please remember your email and password for future use of the myDHR account for organization administration activities.

NOTE: If you try to log in to your account from another device other than the one used to activate your account, you will receive an authentication code in your email that you will need to use on the myDHR site for access.

For Additional Information Please refer to the following link

http://dhs.maryland.gov/child-protective-services/background-search/#youth-camp

The Portal Administrator will contact you to schedule a Google Meeting orientation on using the application.