

# 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

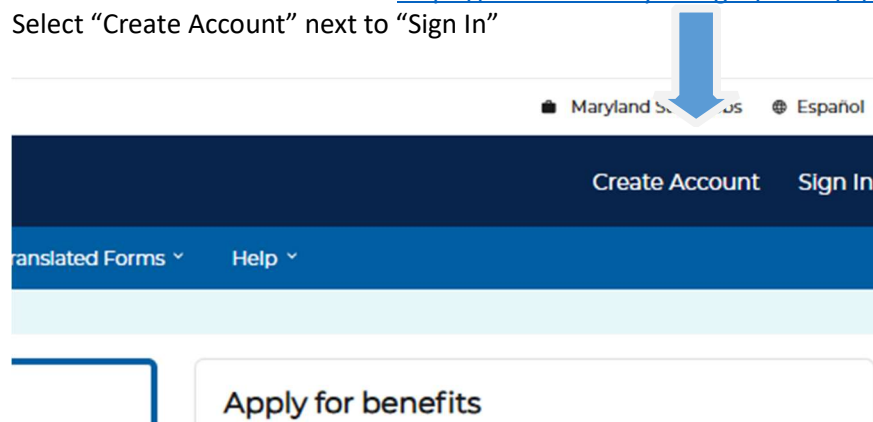
## System Check

- 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://)

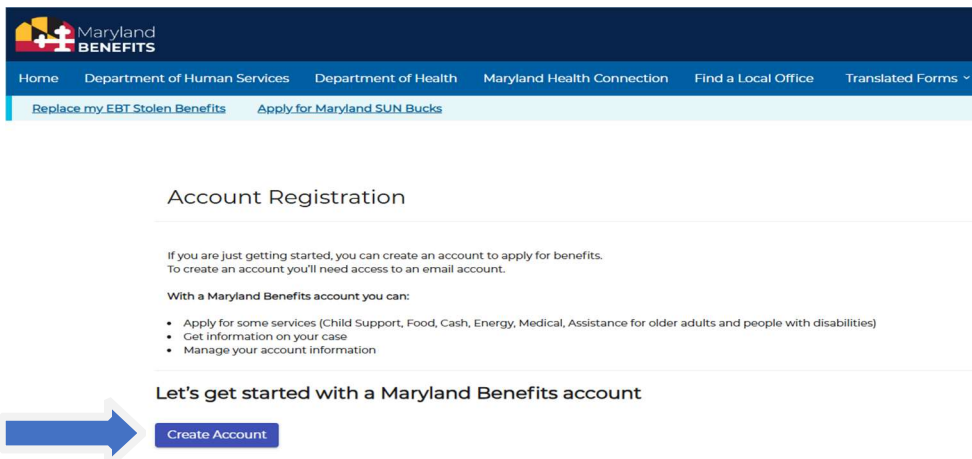
Select the following links to create a CPS background Clearance Portal Account

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

Select "Create Account" next to "Sign In"



Click the **Create Account** button to begin the account registration process.



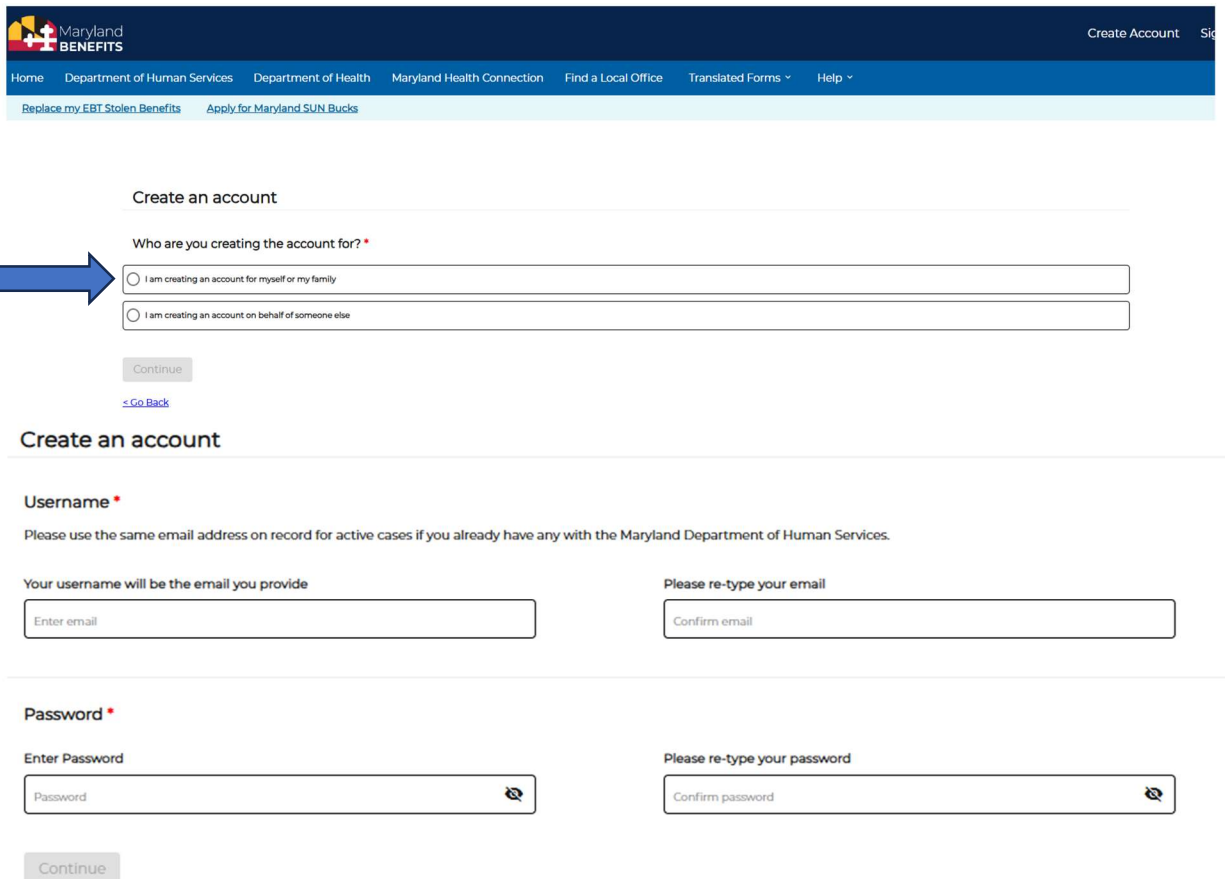
## Please make note of the following important guidelines:

Follow these helpful  
arrows to complete  
registration.

Select **“Yes”** for “Are you 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 any 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 Sign In

[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](#)

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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](#)

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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

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**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 \*

Middle Name

Last Name \*

Suffix

When were you born?

Month/Day/Year

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

City

Enter the city you live in

State

Delaware

Apt

Apt. No.

Zip code

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 mobile phone number?

What's your home phone number?

What's your home phone number?

What's your work phone number?

What's your work phone number?

Which one is your primary phone?


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](#)

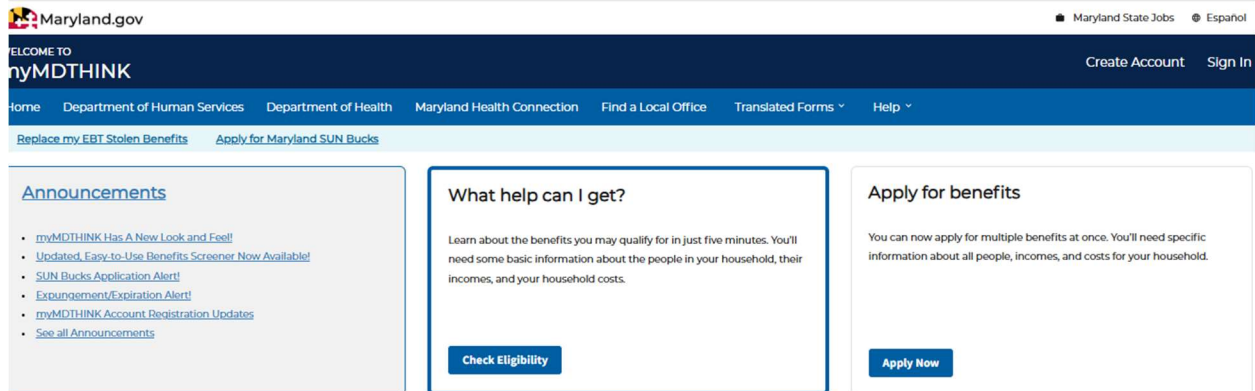
### You've successfully created your account

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](mailto: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



Which account do you want to log into?

Food, cash, or energy assistance, or medical assistance for older adults and people with disabilities.

Log in to your Maryland Benefits account where you can access your information related to your food, cash, energy, or medical assistance case or application.

Login to Maryland Benefits



Enter your email address and password



## Please sign in

We need a little more information. To keep your information safe, please sign in to your account. If you don't have one yet, you can create one now.

**Email address:**

**Password:**



**Sign in**

[Forgot password?](#)

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

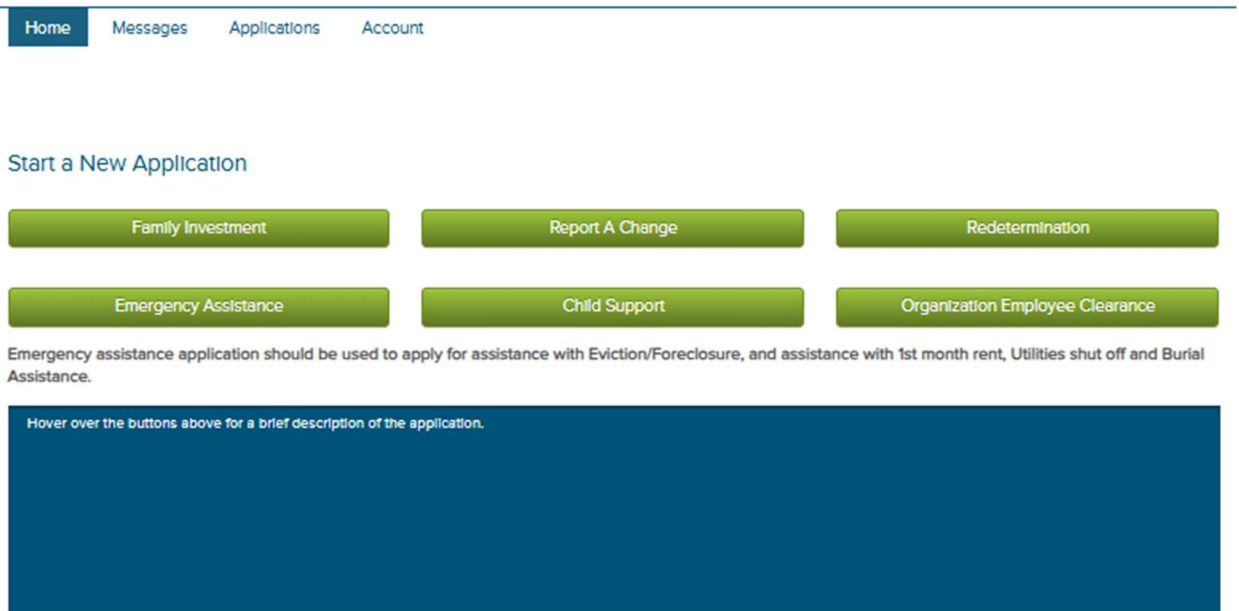
The screenshot shows the Maryland Benefits Consumer Portal dashboard. The user is logged in as Linda Kirchner, with 0 notifications. The dashboard includes a navigation bar with links to Home, Department of Human Services, Department of Health, Maryland Health Connection, Find a Local Office, Translated Forms, and Help. A yellow box on the left indicates "Action needed" with the message: "You're all set! No action needed at this time. We'll reach out if anything changes." A "Quick links" section on the right contains several links: "Start a new application for benefits", "Link an open case", "Replace EBT stolen benefits", "Apply for opt out of Maryland SUN Bucks", "Organization Employee Clearance" (highlighted with a blue arrow), "Child Support", and "Check Eligibility". Below the quick links, there's a section for "Benefits" with a message: "You're not signed up for any Maryland Benefits program yet. Don't see your benefit? Link a case". At the bottom, there are sections for "Applications", "Messages", and "Notices", each with a plus sign to expand.

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



Select CPS Employment Background Clearance Application, select "Organization Employee Clearance"

Welcome to your personal myDHR Account Page. Use the helpful features below to manage your account, apply for DHS services, monitor your case status(es), manage your case activity, and more!





STOP! Do not enter any data on the following screen.  
Sign out of the application and follow the instructions below in yellow.

Home Translate to Spanish Español Other Languages Help Nathaniel

Maryland.gov Department of HUMAN SERVICES

myDHR Account Page

Sign Out

State of Maryland-Child Protective Services Program  
CONSENT FOR RELEASE OF INFORMATION  
CPS BACKGROUND/ADAM WALSH BACKGROUND CLEARANCE REQUEST

PLEASE COMPLETE THIS FORM ON LINE AND THEN PRINT

Part 1: PURPOSE OF SEARCH

A. RELEASE TO SELF:

☐ 1. To determine if I have been found responsible for an "indicated" disposition for a child abuse or neglect investigation.

☐ 2. To determine if I have any remaining appeal rights.

B. RELEASE TO AN AGENCY/INDIVIDUAL RELATED TO:

☐ Adoption\*

☐ Foster Care

☐ Kinship Care

☐ International Adoption

☐ School Personnel\*

☐ Institutional Employee\*

☐ CASA

☐ Custody Evaluation

☐ Day Care Center

☐ Family Day Care

☐ Community Mgmt. Entity

☐ DHS Child Placement Agency\*

☐ Youth Camp Personnel Administrator\*

☐ Youth Camp Worker/Volunteer\*

☐ Individual Clearance\*

☐ Other (Specify)

County \*

City \*

Agency/Individual Name \*

Name Of Agency Representative

**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:



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.