

Maryland Benefits 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

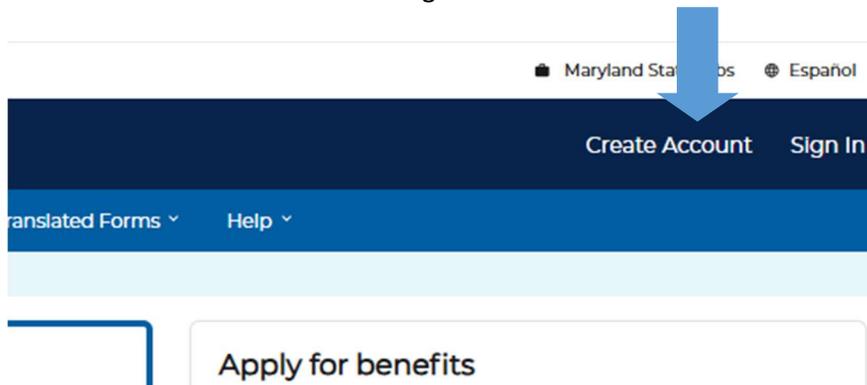
System Check

- 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



Account Registration

If you are just getting started, you can create an account to apply for benefits. To create an account you'll need access to an email account.

With a Maryland Benefits account you can:

- Apply for some services (Child Support, Food, Cash, Energy, Medical, Assistance for older adults and people with disabilities)
- Get information on your case
- Manage your account information

Let's get started with a Maryland Benefits account



Please make note of the following important guidelines:

Select **“I am creating an account for myself or my family”** and **Continue**.

Adhere to the Password Rule: 9-15-character minimum, contains at least one number (0-9), one uppercase (A-Z), one lowercase (a-z), one special character, and the password must NOT contain your Username.

Please follow the helpful arrows to complete the registration



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

[<Go Back](#)

Two blue arrows point to the first radio button and the "Continue" button respectively.

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

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

Please follow these steps to update your address:

1. Select the "I don't have a permanent address" radio button.
2. Enter your institution's address as the Mailing Address.
3. Click "Continue."

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

Enter the city you live in

State

Delaware

Zip code

Enter your zip code

My home address is different than my mailing address

Continue

Skip

Complete the contact section by adding the office phone number, the mobile phone number (optional), and select the primary phone. Once complete, select **Create Account**

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

The screen will refresh with a "You've successfully created your account" message:



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](#)

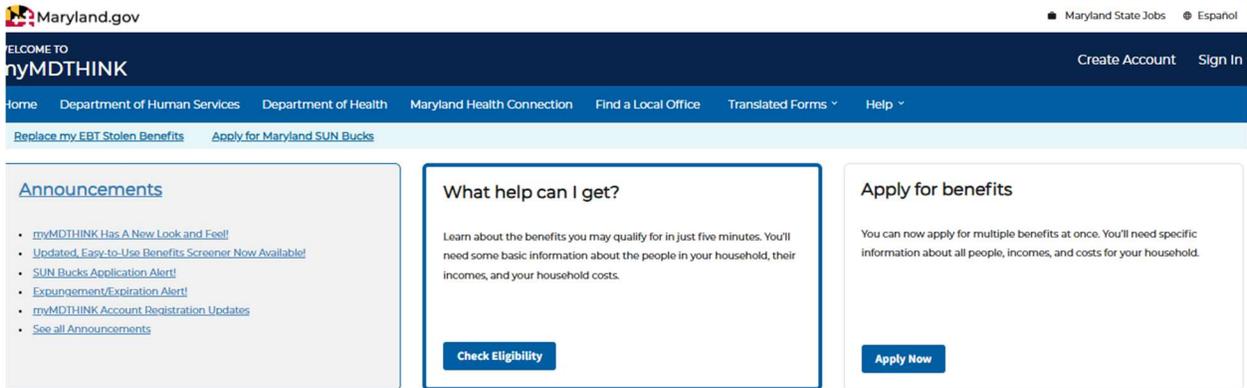
You've successfully created your account

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 **Maryland Benefits Account Activation Notification**. Click on the link in the email to activate your account, then follow the prompts to sign into Maryland Benefits Consumer Portal.

An **One Time Passcode (OTP)** will be sent to your email which is valid for 5 minutes (you may copy and paste the code). Please enter the code in the passcode field. Once you click **Submit Passcode**, you will be logged into the Maryland Benefits Consumer Portal.



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 the email address and password that was used to create the account



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)

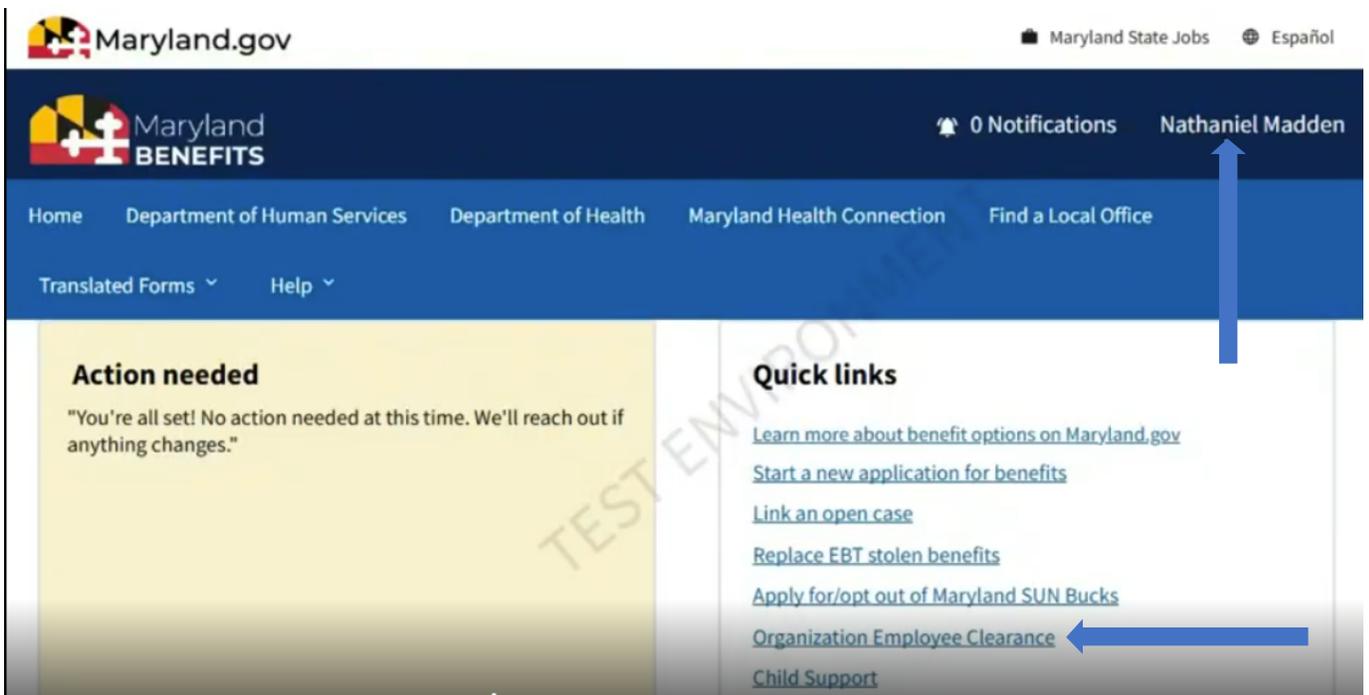
We sent a passcode to your email. It's good for 60 minutes. Please check your inbox (and spam folder) and enter it below. You can ask for another if needed

OTP received:

[Submit passcode](#)

[Send a new passcode](#)

Click on your name (top right) next to the notifications link. Select **"My Account"** below your name. Select **"Organization Employee Clearance"** within the **Quick Links** section.



The screenshot shows the Maryland.gov website interface. At the top left is the Maryland.gov logo. To the right are links for "Maryland State Jobs" and "Español". Below this is a dark blue navigation bar containing the "Maryland BENEFITS" logo, a notification bell icon with "0 Notifications", and the user name "Nathaniel Madden". A blue arrow points to the user name. Below the navigation bar is a light blue menu bar with links for "Home", "Department of Human Services", "Department of Health", "Maryland Health Connection", and "Find a Local Office". Below the menu bar are "Translated Forms" and "Help" dropdown menus. The main content area is divided into two columns. The left column has a yellow background and is titled "Action needed" with the text: "You're all set! No action needed at this time. We'll reach out if anything changes." The right column is titled "Quick links" and contains a list of links: "Learn more about benefit options on Maryland.gov", "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", and "Child Support". A blue arrow points to the "Organization Employee Clearance" link.

Under **Maryland Services** within the **Child Protective Services** drop down, click on **Summer Camp Background Clearance**

The screenshot shows the 'MARYLAND SERVICES' page. A dropdown menu is open under 'Child Protective Services', listing options: 'Know the Signs of Child Abuse & Neglect', 'How to Report Child Abuse & Neglect', 'CPS Background Search', and 'Summer Camp Background Clearance'. A blue arrow points to the 'Summer Camp Background Clearance' option. The footer contains links for 'DHS Main Office', 'Child Support', 'Family Investment', and 'Other Important Links', along with social media icons for Facebook, Twitter, and Instagram.

On the page below, 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!

[Home](#) [Messages](#) [Applications](#) [Account](#)

Start a New Application

A grid of six green buttons: 'Family Investment', 'Report A Change', 'Redetermination', 'Emergency Assistance', 'Child Support', and 'Organization Employee Clearance'. A blue arrow points to the 'Organization Employee Clearance' button.

Emergency assistance application should be used to apply for assistance with Eviction/Foreclosure, and assistance with 1st month rent, Utilities shut off and Burial Assistance.

Hover over the buttons above for a brief description of the application.

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.