

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

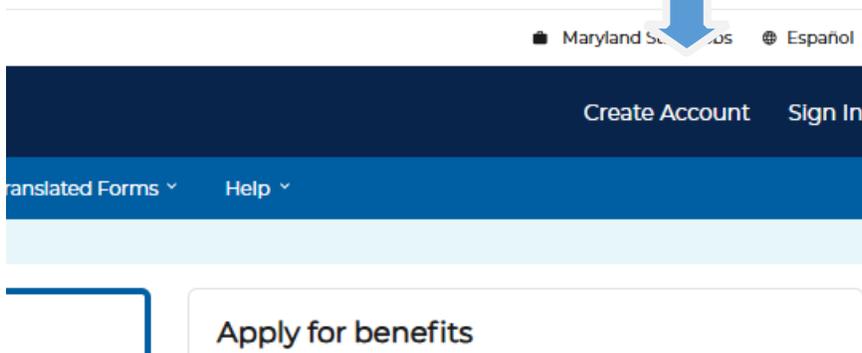
System Check

- 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://mymdthink.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 an MDThink 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 an MDThink account



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 **personal** 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!

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

Please re-type your email

Password *

Enter Password

Please re-type your 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

SKIP the following screen

Where are you currently living?

I don't have a permanent address

What's your home address?

Apt

City

State

Zip code

My home address is different than my mailing address

Continue

Skip



Completing the contact section is optional

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 work phone number?

Which one is your primary phone?

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:

The screenshot shows the Maryland.gov logo at the top left. Below it is a dark blue banner with the text "WELCOME TO myMDTHINK". Underneath the banner is a navigation bar with links: Home, Department of Human Services, Department of Health, Maryland Health Connection, Find a Local Office, and Translated F. Below the navigation bar are two links: "Replace my EBT Stolen Benefits" and "Apply for Maryland SUN Bucks".

You've successfully created your account

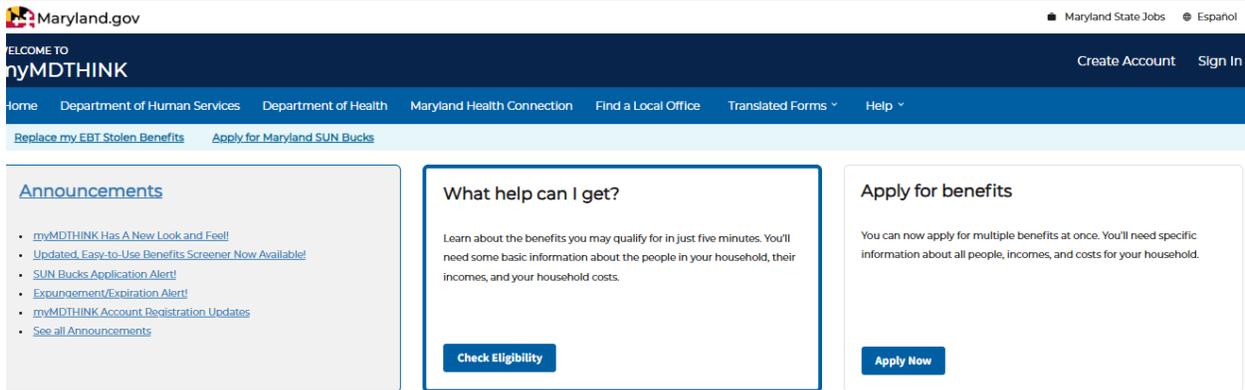
Next steps:

- ▶ 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 identity@mymdthink.maryland.gov with the Subject line **myMDTHINK Account Activation Notification**. Click on the link in the email to activate your

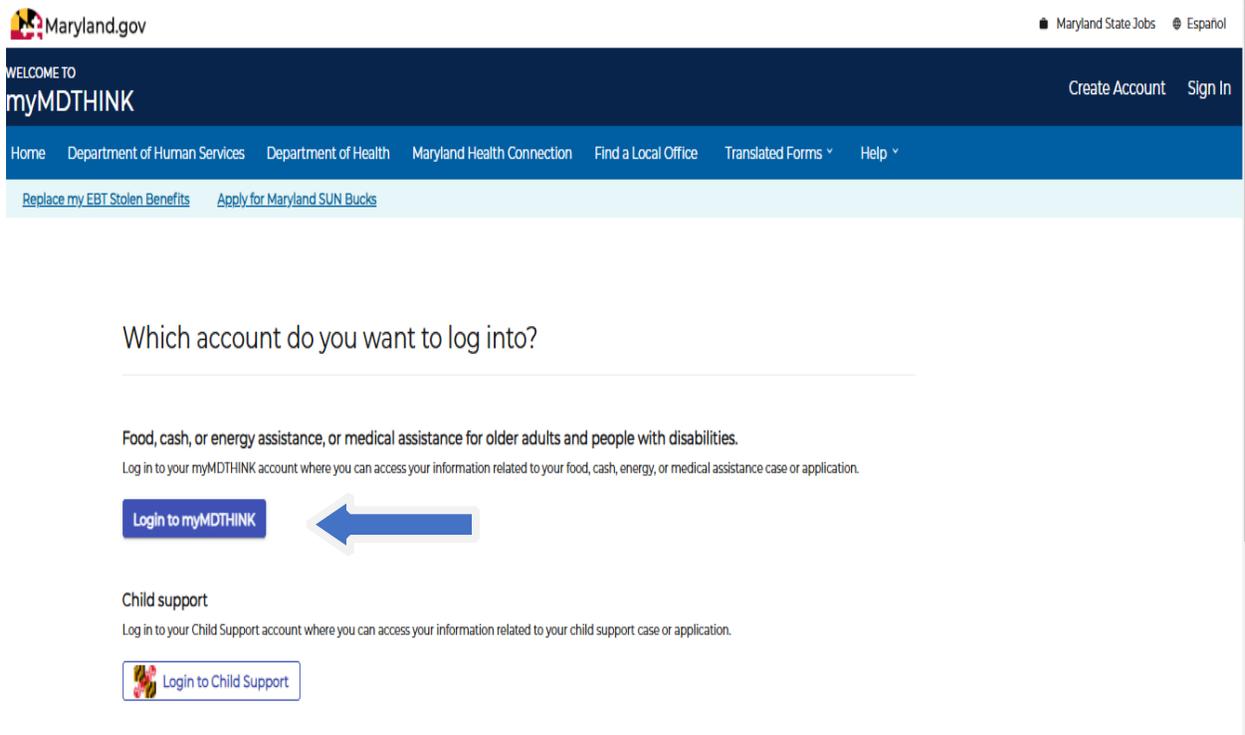
account, then follow the prompts to register and Sign into the myMDTHINK Consumer Portal as shown below.

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”



The screenshot shows the myMDTHINK homepage. At the top, there is a navigation bar with the Maryland.gov logo, "WELCOME TO myMDTHINK", and links for "Create Account" and "Sign In". Below this is a secondary navigation bar with links for "Home", "Department of Human Services", "Department of Health", "Maryland Health Connection", "Find a Local Office", "Translated Forms", and "Help". A light blue banner contains links for "Replace my EBT Stolen Benefits" and "Apply for Maryland SUN Bucks". The main content area is divided into three columns: "Announcements" with a list of links, "What help can I get?" with a "Check Eligibility" button, and "Apply for benefits" with an "Apply Now" button. A blue arrow on the right points to the "Sign In" link in the top navigation bar.

Select the “Login to myMDTHINK” button



The screenshot shows the login selection screen. At the top, there is a navigation bar with the Maryland.gov logo, "WELCOME TO myMDTHINK", and links for "Create Account" and "Sign In". Below this is a secondary navigation bar with links for "Home", "Department of Human Services", "Department of Health", "Maryland Health Connection", "Find a Local Office", "Translated Forms", and "Help". A light blue banner contains links for "Replace my EBT Stolen Benefits" and "Apply for Maryland SUN Bucks". The main content area has a heading "Which account do you want to log into?" followed by two options: "Food, cash, or energy assistance, or medical assistance for older adults and people with disabilities." with a "Login to myMDTHINK" button, and "Child support" with a "Login to Child Support" button. A blue arrow on the right points to the "Login to myMDTHINK" button.

Enter your email address and password

Login to Your Account

Username:

Password:



[I've forgotten my password](#)

SIGN IN

[Create an account](#)

[Sign-In Help Videos](#)

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

Enter Passcode

Submit Passcode

Resend Passcode

[Forgot Password?](#)

Under **Services**, click on Organization Employee Clearance

WELCOME TO myMDTHINK

0 Notifications

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

[Replace my EBT Stolen Benefits](#)

What help do you need?
Learn about the services we offer for people in your household.
[Check Eligibility](#)

- Food Assistance
- Cash Assistance
- Medical Assistance
- Energy Assistance
- Child Support
- Re-Entry Passport
- Organization Employee Clearance**

Apply for benefits
You can now apply for multiple benefits at once. You'll need specific information about all people in your household.
[Apply Now](#)

Hello Eddie

Services ▾

View Your Program Details ▾

Upload Documents ▾

Manage Your myMDTHINK Account ▾

Get More Information

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!

Home Messages Applications Account

Start a New Application

Family Investment Report A Change Redetermination

Emergency Assistance Child Support Organization Employee Clearance

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:

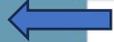
- 1. To determine if I have been found responsible for an "indicated" disposition for a child abuse or neglect investigation.
- 2. To determine if I have any remaining appeal rights.

B. RELEASE TO AN AGENCY/INDIVIDUAL RELATED TO:

<input type="radio"/> Adoption*	<input type="radio"/> CASA	<input type="radio"/> Youth Camp Personnel Administrator*
<input type="radio"/> Foster Care	<input type="radio"/> Custody Evaluation	<input type="radio"/> Youth Camp Worker/Volunteer*
<input type="radio"/> Kinship Care	<input type="radio"/> Day Care Center	<input type="radio"/> Individual Clearance*
<input type="radio"/> International Adoption	<input type="radio"/> Family Day Care	<input type="radio"/> Other (Specify)
<input type="radio"/> School Personnel*	<input type="radio"/> Community Mgmt. Entity	
<input type="radio"/> Institutional Employee*	<input type="radio"/> DHS Child Placement Agency*	

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.