

External User Sign in Guide

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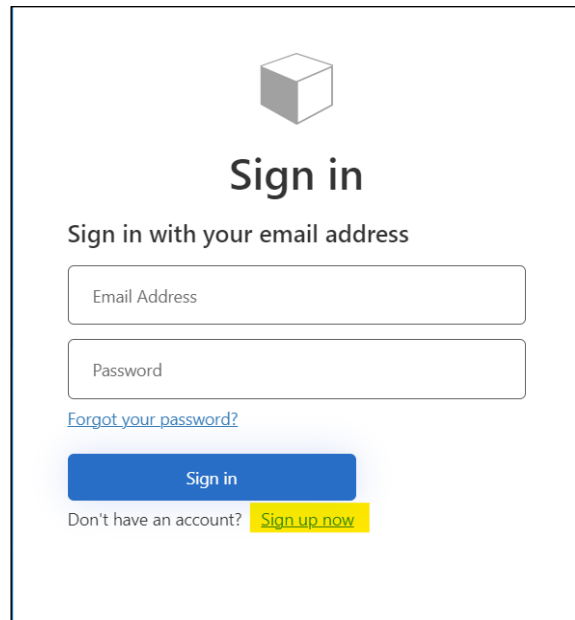
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Sign In/Create Account

The Microsoft Sign in and 2-factor authentication can be reached by selecting 'Sign in' on any of the Maryland Department of Housing and community Development (DHCD) portal home pages. Use the link provided to display the specific portal's Home page.

Sign in Home Page

After selecting 'Sign in' on the portal page, the Microsoft Sign in page is displayed.



The screenshot shows the Microsoft Sign in interface. At the top center is a 3D cube icon. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the instruction "Sign in with your email address" is shown. There are two input fields: the first is labeled "Email Address" and the second is labeled "Password". Below the password field is a blue link that says "Forgot your password?". A blue "Sign in" button is positioned below the links. At the bottom, the text "Don't have an account?" is followed by a yellow button labeled "Sign up now".

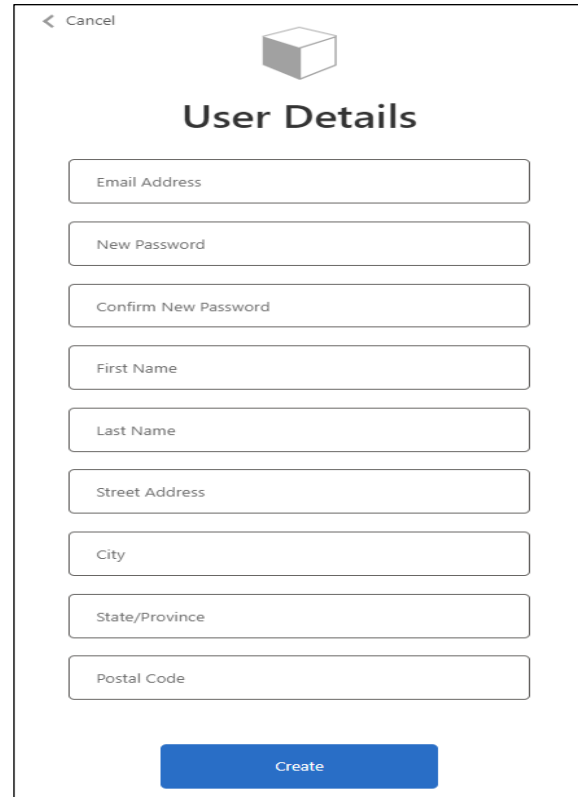
Sign in

If a user does not have an existing account, click the **Sign up now** link to create an account.

Create an Account

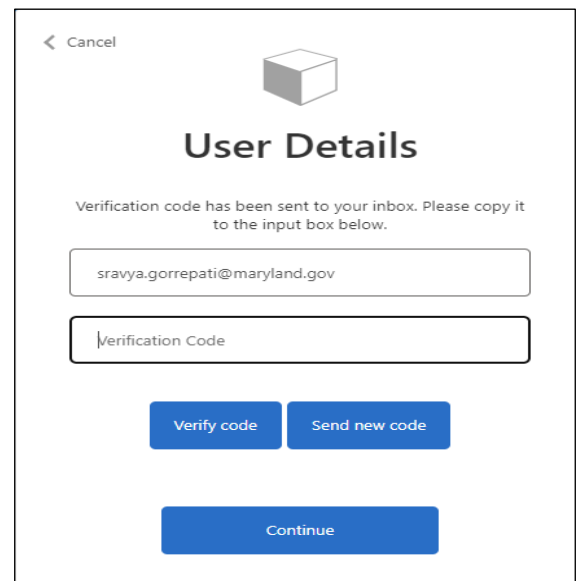
Enter all the required information and create and confirm a password with 8 characters including one uppercase letter, one special character, and one numeric character, then click **Create**.

A verification code will be sent to the email provided. The **User Details** page displays with a space to enter the verification code.



The screenshot shows a mobile application screen titled "User Details" with a "Cancel" button in the top left corner. At the top center is a 3D cube icon. Below the title are several input fields: "Email Address", "New Password", "Confirm New Password", "First Name", "Last Name", "Street Address", "City", "State/Province", and "Postal Code". At the bottom center is a blue "Create" button.

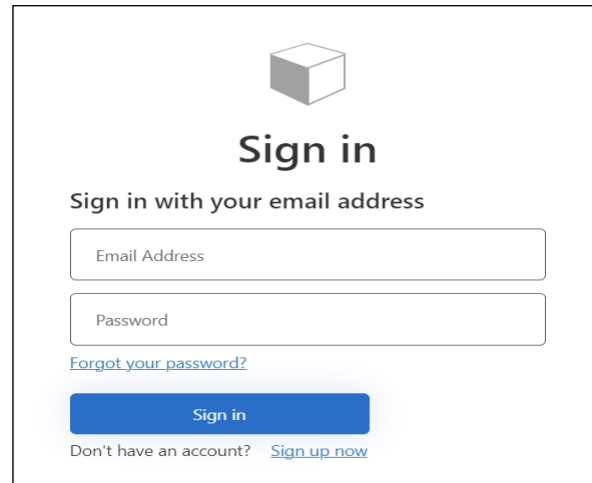
Enter the verification code received in the email and click **Verify code**. Click **Continue** to display the **Sign in** page.



The screenshot shows the same "User Details" screen, but now it includes a verification step. Below the "Email Address" field, there is a text message: "Verification code has been sent to your inbox. Please copy it to the input box below." The "Email Address" field now contains the text "sravya.gorrepati@maryland.gov". Below this is a "Verification Code" input field. At the bottom, there are two blue buttons: "Verify code" and "Send new code", and a larger blue "Continue" button at the very bottom.

Sign in

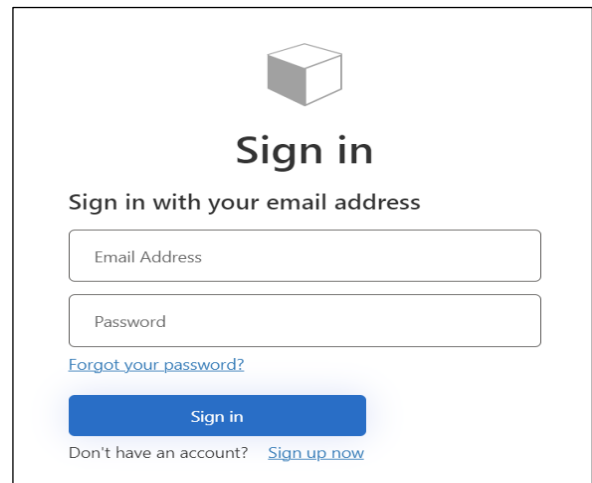
To sign in, enter email address and password selected during account creation and click **Sign in** to display the portal **Home** page.



The image shows a sign-in screen with a white background and a blue cube logo at the top center. Below the logo is the text "Sign in" in a large, bold, black font. Underneath is the instruction "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a blue link that says "Forgot your password?". At the bottom, there is a blue button labeled "Sign in" and a link that says "Don't have an account? Sign up now".

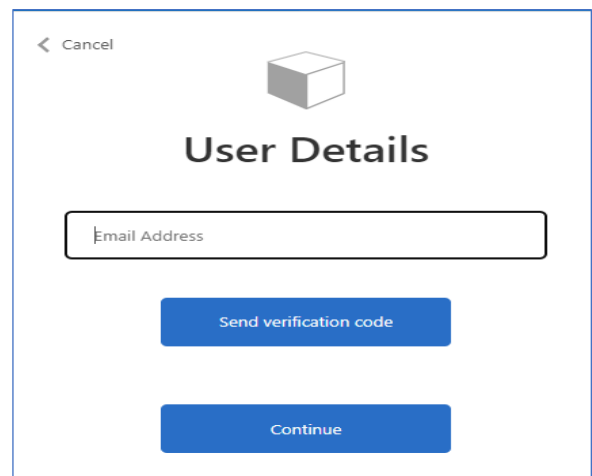
Change/Forgotten Password

To change your password or if you forgot your password, click the **Forgot your password?** link to display the **User Details** page for email address verification.



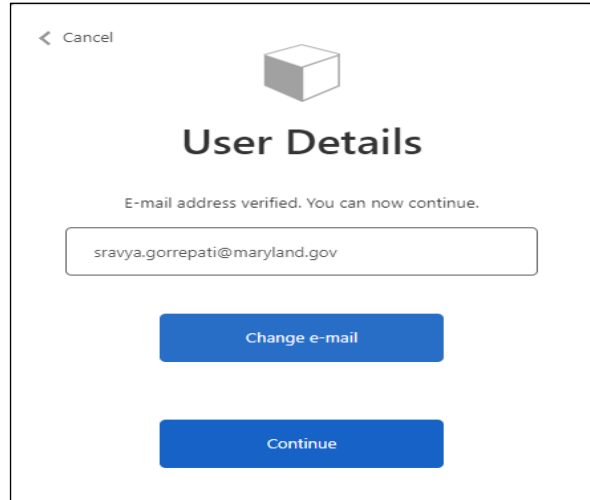
The image shows a sign-in screen identical to the one above. It features the blue cube logo, the text "Sign in", and the instruction "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a blue link that says "Forgot your password?". At the bottom, there is a blue button labeled "Sign in" and a link that says "Don't have an account? Sign up now".

Enter the email address provided during account creation and click **Send verification code**, then click **Continue** to verify the email address and display the **User Details** page showing the verified email address.



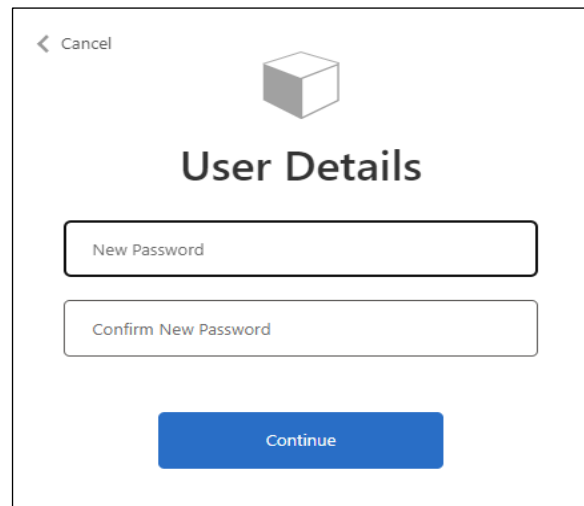
The image shows a "User Details" screen with a white background and a blue cube logo at the top center. Below the logo is the text "User Details" in a large, bold, black font. There is a single input field labeled "Email Address". Below the input field are two blue buttons: "Send verification code" and "Continue". In the top left corner, there is a blue link that says "< Cancel".

If the email address was not verified, a new email address may be entered by clicking **Change e-mail** to redisplay the **User Details** page for email address verification. If the email address is verified, select **Continue** to display the **User Details** page to enter a new password.



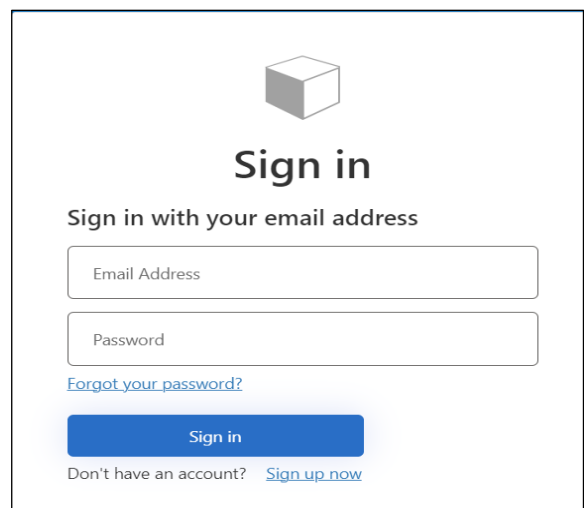
The screenshot shows a mobile application screen titled "User Details". At the top left is a back arrow and the word "Cancel". Below that is a 3D cube icon. The main heading is "User Details". A message states "E-mail address verified. You can now continue." Below this is a text input field containing the email address "sravya.gorrepati@maryland.gov". There are two blue buttons: "Change e-mail" and "Continue".

Provide and confirm a new password and click **Continue** to display the **Sign in** page.



The screenshot shows a mobile application screen titled "User Details". At the top left is a back arrow and the word "Cancel". Below that is a 3D cube icon. The main heading is "User Details". There are two text input fields: "New Password" and "Confirm New Password". Below these fields is a blue button labeled "Continue".

Enter the email address and new password, then click **Sign in** to display the portal Home page.



The screenshot shows a mobile application screen titled "Sign in". At the top is a 3D cube icon. The main heading is "Sign in". Below it is the text "Sign in with your email address". There are two text input fields: "Email Address" and "Password". Below the "Password" field is a blue link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in". Below the button is the text "Don't have an account?" followed by a blue link that says "Sign up now".