



## DEPARTMENT OF HEALTH

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# LTSSMaryland New Staff Activation, Password, and Troubleshooting User Guide

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# New Staff Activation and Password Setup

## Special Instructions: For DDA and Provider Portal users

**Users Impacted:** CCS, Regional Office, Providers (in Provider Portal) Users  
Long-term Solution - Planned for future software release

Some DDA and Provider Portal users are unable to complete all of the steps for self-service account registration contained in this document. If you are part of this group, use the below instructions to create accounts for your agency's staff.

1. Agency Administrator should create a new staff profile for the staff
  - a. You **will not** be able to edit the "Login Information" in the staff profile to create a username for your staff
2. Email the LTSSMaryland helpdesk with the new staff's full name and email address requesting that the helpdesk activate the staff person's login account
3. The helpdesk will respond informing you when the account has been created
  - a. At this time, instruct the new staff to check their email account to find the account activation email

## Setting Up a New Staff Profile

When setting up a new staff profile within LTSSMaryland, Administrators will check the 'Allow login' box as seen in the Figure 1 below, create a login name for their staff and reenter the login email that should match the email address provided in the beginning of the staff profile. LTSSMaryland will automatically verify that the login name provided is unique within the system and if not will prompt the user with an error.

Login names should follow this naming convention:

firstname.lastname

Please append a single digit if a duplicate entry is found:

firstname.lastname1

Previously Administrators had to first fill in the primary sections of the staff profile and then contact the Help Desk to request a login name and password setup for that staff. Changes have been made so that going forward, this will no longer be necessary.

Figure 1.

**Login Information**

Allow login

Login Name: \*

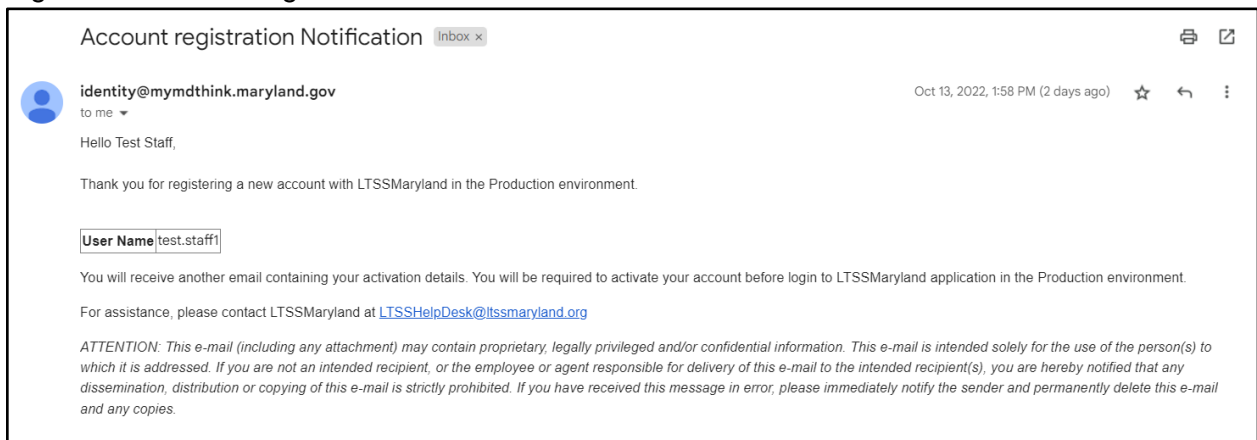
Login Email: \*

LTSSMaryland will also automatically verify that matching email addresses have been provided. After clicking the 'Save' button located on the staff profile page, if valid information was entered, then two emails will be triggered to the new staff, which will be covered in the following section.

## User Notification via Email

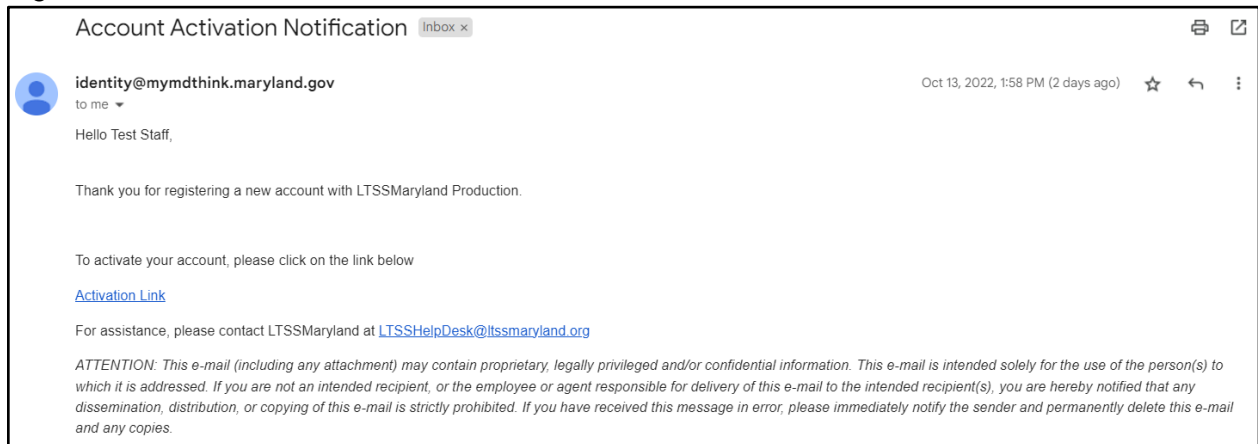
The first email, shown in Figure 2 received by the new staff will be an account registration notification. This informs the staff that they have been registered with LTSSMaryland and provided them with their user name/login name to be used when logging into the LTSSMaryland system.

Figure 2. Account Registration Notification



The second email received by the new staff will be the account activation notification. This email provides the staff with an activation link that can be used to direct them to LTSSMaryland, where they can set up their password.

Figure 3. Account Activation Notification



## Password Setup

After clicking the activation link, the user will be presented with the password setup page. Specific criteria must be followed when setting up a password, as seen in the screenshot below. If any of the criteria are not following, when trying to proceed the user will be presented with an error message letting them know which criteria(s) they failed to meet.

Please use the following criteria as you create your new password. It cannot contain your username.

- At least 14 characters and no more than 20
- At least two (2) Upper Case letters
- At least two (2) Lower Case letters
- At least two (2) Numbers
- At least two (2) Special Character (Example: %, #, !, >)
- No spaces

Passwords cannot be re-used and should not be shared. A password change will be required every 60 days.

Figure 4. MD THINK Account Activation

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## myMDTHINK Account Activation

Password Policy Rules

The new password must not contain your Username.  
The new password must be a combination of letters, numbers, and special characters.  
The new password must contain at least Two:

- Uppercase letters.
- Lowercase letters.
- Numbers.
- Special characters. (-!@#\$\$%^\*\_+.-=|/\|[:;?,.)

The new password must be between Fourteen (14) but not exceed twenty (20) characters long.  
The new password cannot contain blank space (the Space Bar key).  
The new password cannot be any one of the previous twenty four (24) passwords and cannot be a password that has been used in the last twelve months.  
The new password must differ from your previous password by at least two (2) characters.

Email/Username:\*

Enter New Password:\*

[Show/Hide Password](#)

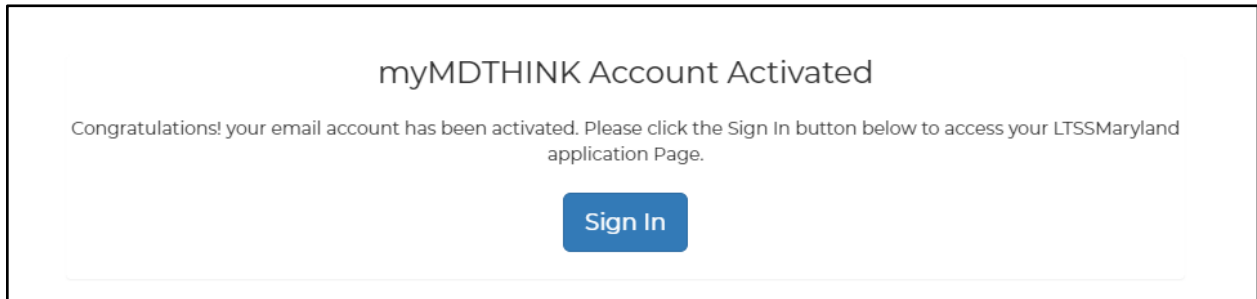
Confirm Password:\*

[Show/Hide Password](#)

Submit

After successfully setting up a password, the user will receive the confirmation message seen in the figure below. Click the 'Sign In' button to proceed to the LTSS *Maryland* login page.

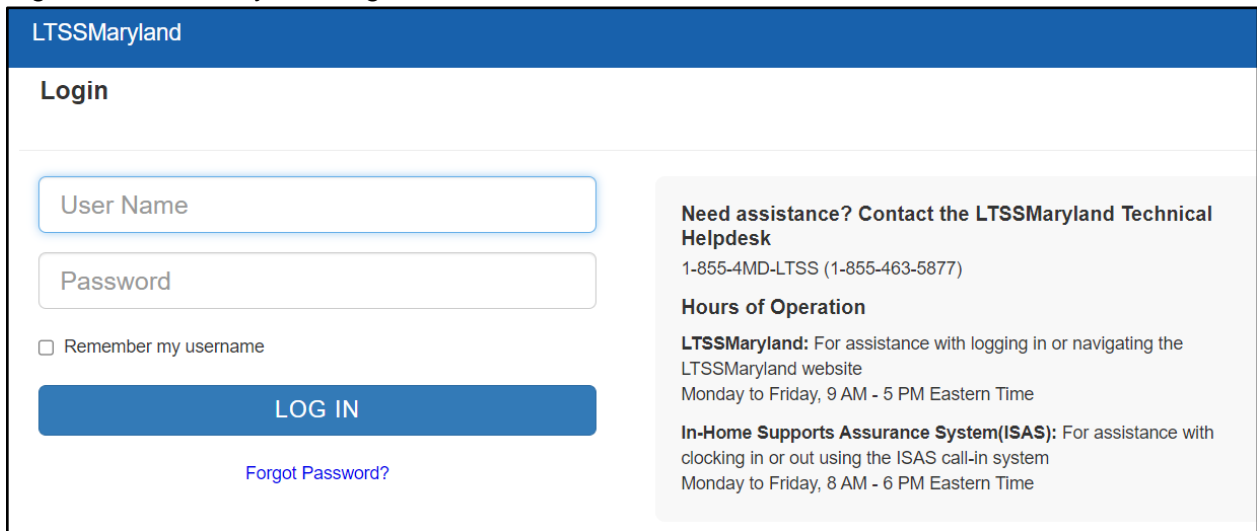
Figure 5. MD THINK Account Activated



## Logging In

To log into *LTSSMaryland*, enter the user name that was provided in your account registration notification email. Then enter the unique password that you set up during your activation process. Click the 'Log In' button to enter the *LTSSMaryland* system. In the event you incorrectly enter your login information three times, your account will be locked. You should use the Forget Password link on the log in page.

Figure 6. LTSSMaryland Log-In



## Reactivating an Inactive Account

If you have a staff member who has not logged in 90 days, their profile will automatically be deactivated. In the event a staff has been inactivated for any reason, an administrator can reactivate their account by navigating to their Staff Profile. From the Staff Profile, please click Edit, and change the 'Status' field to Active and remove the information in the 'Inactive Date' field. The administrator should then notify that staff that their account has been activated again and the staff should utilize the 'Forgot Password' function located on the login page to reestablish a new password. In the event the staff does not remember their login name, that

information can be retrieved by the administrator from within the Staff Profile. There is no longer a need to contact the Help Desk during initial staff creation or reactivation of a staff.

Figure 7. Staff Profile

The screenshot shows a web form titled "Staff Profile" with a blue header and a "Cancel" button on the left and an "Edit" button on the right. Below the header is a "Staff Information" section. Underneath, there is a "General Information" section with the following fields:

- Prefix: [Empty text box]
- First Name: \* [Text box containing "Test"]
- Last Name: \* [Text box containing "Staff"]
- Suffix: [Empty text box]
- Business Title: \* [Text box containing "Case Managerf"]
- Business Credential (e.g.; RN, MSW): [Empty text box]
- Email Address: [Text box containing "testemail@gmail.com"]
- Status: \* [Dropdown menu showing "Inactive" with a red arrow pointing to it]

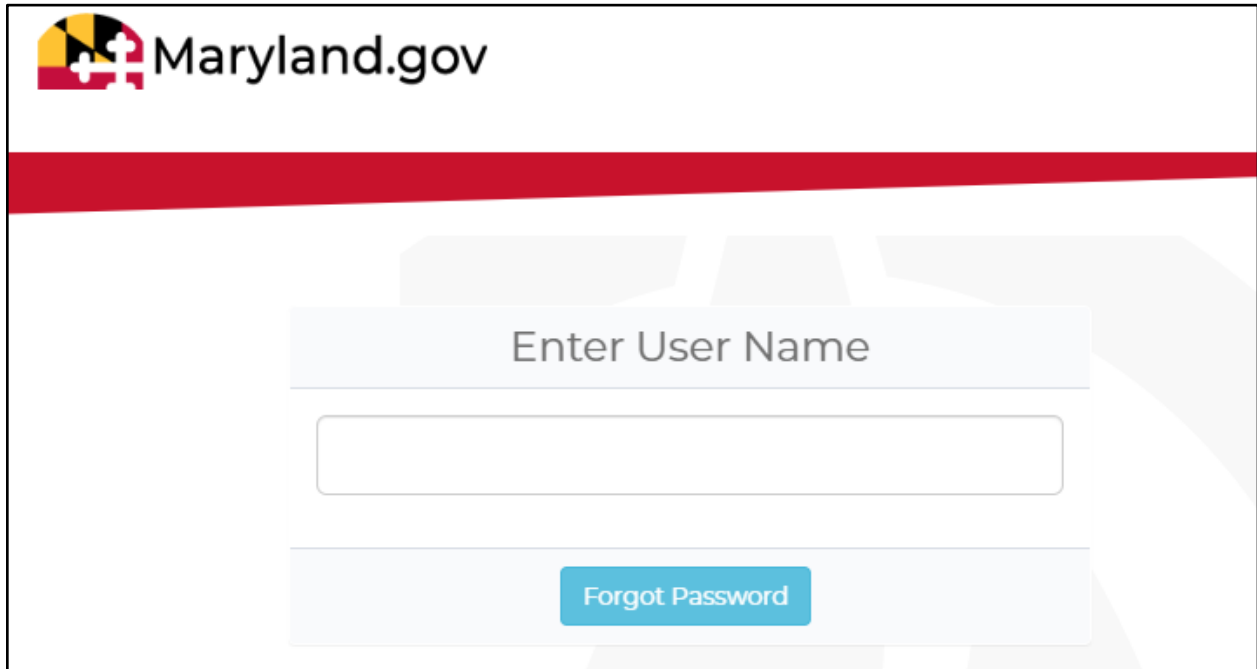
Below the Status field, there is a checked checkbox labeled "Check if there is a change in status" and a disclaimer: "Disclaimer: By marking the staff inactive, all current assignments for the staff member will be removed." Below this, there is an "Inactive Date:" field with a calendar icon and the date "10/03/2022". At the bottom, there is an "Agency:" field with a dropdown menu showing "Maryland Department of Health (MDH)" and a "Select" button, and a "Supervisor:" field with a dropdown menu.

## Forgot Password

At any time, in the event that you forgot your password or need to reset your password for whatever reason, click the 'Forgot Password' link located on the login page of *LTSSMaryland*, as seen in the Figure 6 above.

The first step in the forgot password process is to enter your user name and then click the 'Forgot Password' button as seen in the figure below.

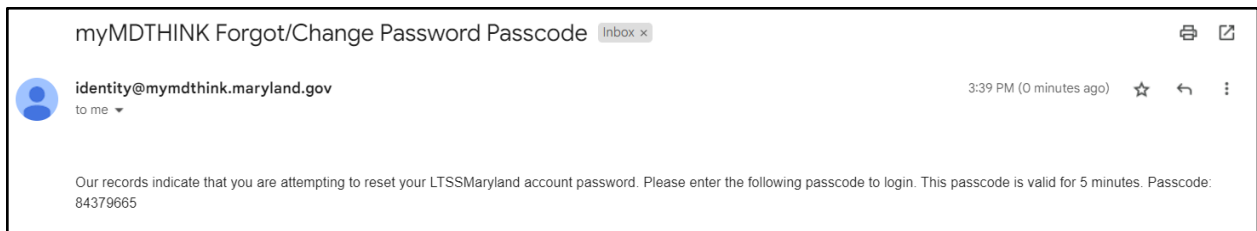
Figure 8. MD THINK Forgot Password 'Enter User Name'



The screenshot shows the Maryland.gov logo at the top left. Below it is a red horizontal bar. The main content area is white with a light gray background pattern. A large, light gray box contains the text "Enter User Name" in a bold, dark gray font. Below this text is a white text input field with a thin gray border. At the bottom of the light gray box is a blue button with the text "Forgot Password" in white.

The user will receive an email for a forgot/change password passcode. The passcode will be valid for 5 minutes and should be used in the password reset process.

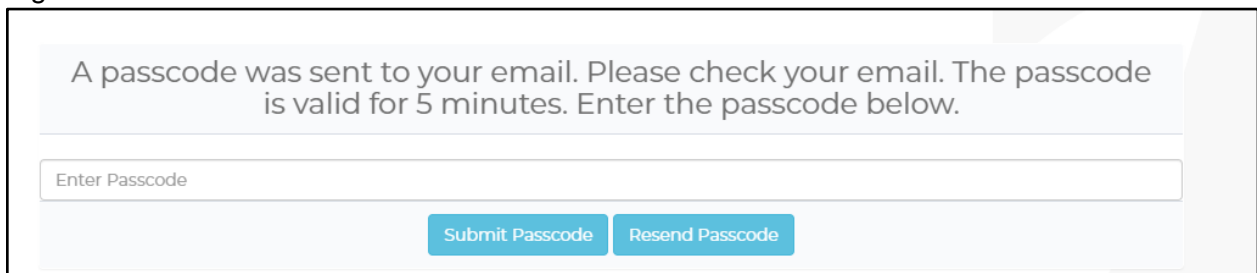
Figure 9. MD THINK Forgot/Change Password Passcode



The screenshot shows an email interface. The subject line is "myMDTHINK Forgot/Change Password Passcode" with an "Inbox x" indicator. The sender is "identity@mymdthink.maryland.gov" with a blue profile icon and "to me" below it. The time is "3:39 PM (0 minutes ago)" with icons for star, reply, and more options. The body text reads: "Our records indicate that you are attempting to reset your LTSSMaryland account password. Please enter the following passcode to login. This passcode is valid for 5 minutes. Passcode: 84379665".

Take the passcode provided in the email mentioned above and enter it into the 'Enter Passcode' text box, as seen in the figure below. If you did not receive the passcode email, it can be resent by clicking the 'Resend Passcode' button. Once you have entered your passcode, click the 'Submit Passcode' button to proceed to the next step in the password reset process.

Figure 10. Passcode Sent



The screenshot shows a confirmation message in a light gray box: "A passcode was sent to your email. Please check your email. The passcode is valid for 5 minutes. Enter the passcode below." Below this message is a white text input field with the placeholder text "Enter Passcode". At the bottom of the light gray box are two blue buttons: "Submit Passcode" and "Resend Passcode".



The user will be taken to the same password set up page as seen when they were setting up their first password during the account registration process. Follow the steps previously outlined and provided on the password reset page to set up a new password. At this point, the user can follow the regular sign-in process.

Figure 11. MD THINK Account Activation

Maryland.gov

### myMDTHINK Account Activation

Password Policy Rules

The new password must not contain your Username.  
The new password must be a combination of letters, numbers, and special characters.  
The new password must contain at least Two:

- Uppercase letters.
- Lowercase letters.
- Numbers.
- Special characters. (~!@#\$\$%^\*.\_+=[]\|;:?.)

The new password must be between Fourteen (14) but not exceed twenty (20) characters long.  
The new password cannot contain blank space (the Space Bar key).  
The new password cannot be any one of the previous twenty four (24) passwords and cannot be a password that has been used in the last twelve months.  
The new password must differ from your previous password by at least two (2) characters.

Email/Username:\*

Enter New Password:\*

[Show/Hide Password](#)

Confirm Password:\*

[Show/Hide Password](#)

# Troubleshooting

## Trouble logging in for the first time

1. Please navigate to [ltss.health.maryland.gov](https://ltss.health.maryland.gov) and click 'Forgot Password,' enter the Login Name.
  - a. Make sure you are using your Login Name as it was set up in your profile. In most instances this will be your *first.last* name and **not** your email address
  - b. If you don't your user name check your account registration email, have your admin check your staff profile, or contact the help desk at [ltshelpdesk@itssmaryland.org](mailto:ltshelpdesk@itssmaryland.org)
2. An email should be sent to you with a passcode.
3. Enter the passcode and then proceed with the password reset prompts given to you.
4. If you are still unable to access LTSS please send an email to [ltshelpdesk@itssmaryland.org](mailto:ltshelpdesk@itssmaryland.org).

## You did not receive the activation link

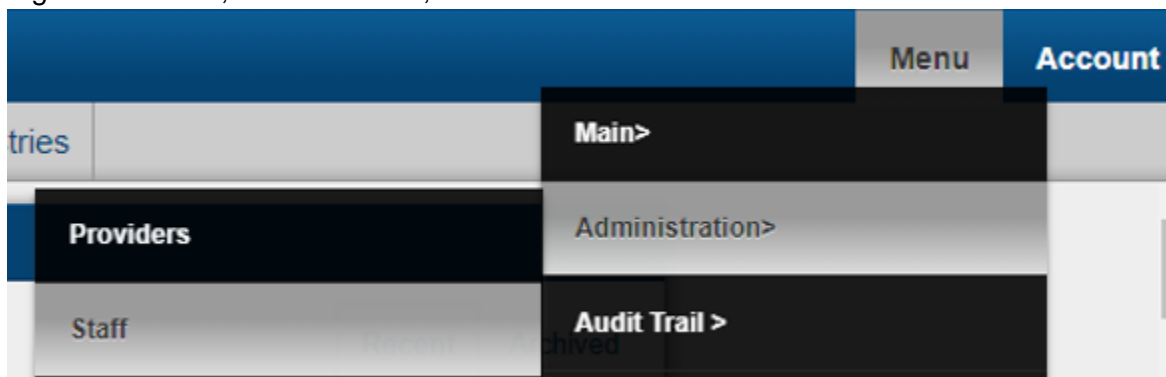
In most instances, you should click Forgot Password and complete the appropriate steps. This will resolve the majority of problems. However, if this does not work, either your Admin or the Help Desk should pull up the Staff Profile and make sure the profile is active, has an email address on file, the Allow Login checkbox is checked, and there is a Login Name and Login Email. If necessary, the person validating should provide the Login Name and then you can use the 'Forgot Password' function on the login page.

For specific steps, please see below.

(If the user is INACTIVE they will need to reach out to their supervisor or Admin to reactivate the account. The Help Desk will only activate Admin staff profiles, unless otherwise authorized by MDH.)

To find the Staff Profile, go to the STAFF tab in LTSS and enter the username and click SEARCH.

Figure 12. Menu, Administration, then click Staff.



This will bring up the staff profile. Search for the person using their last name and first name. If the profile does not return, check the "Inactive" status search.

Figure 13. Staff Search

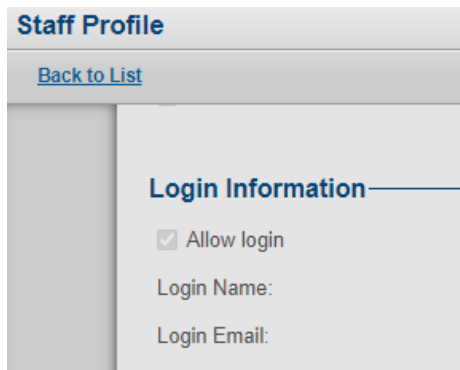
Click DETAILS under the Action column to display the entire staff profile.

Figure 14. Search returned with Active accounts.

Full Name	Business Title	Role	Status	Provider Name	Supervisor	Email Address	Telephone	Allow Login	Actions
DeAnna Hardy	Help Desk	Database Administrator/SAS Help Desk Help Desk, System Administrator, Staff Management	Active	System		dhardy@gantech.net		Yes	<a href="#">Details</a>

Figure 15. Verify status is ACTIVE.

Figure 16. Verify ALLOW LOGIN is checked and USERNAME is populated. This should follow previous format guidelines for all new users..



The screenshot shows a web interface for a 'Staff Profile'. At the top, there is a header 'Staff Profile' and a link 'Back to List'. Below this, the 'Login Information' section is visible, containing a checked checkbox for 'Allow login', and labels for 'Login Name:' and 'Login Email:'.

**Staff Profile**

[Back to List](#)

**Login Information**

Allow login

Login Name:

Login Email: