

## DHMH CRF CPEST Program

### Forefront Access Troubleshooting Guide

Please follow the instructions below to troubleshoot your access to Forefront. When attempting to log into Forefront, you may receive the error message, "Authentication Failed". This message appears for one of the following reasons: (1) your password and/or user\_ID was entered incorrectly, or (2) your password has expired.

**Please note: Forefront passwords expire every 45 days.** Changing it before it expires will eliminate the need to contact the DHMH IT department for reinstatement and users are strongly encouraged to change their passwords at the first of every month using the following protocol:

#### Changing your password before it expires

1. Click on the link below to request a pin number.  
<https://rqs.dhmh.maryland.gov/changepassword/>
  - Enter your user ID (do not put OAS\ in front of it)
  - Type in the characters in the picture
  - An email will be generated and sent to you with a **pin number** and **web link**
2. Click on the web link provided in the email
3. Complete the following information as requested:
  - Enter the **Pin Number** provided in the email from
  - Enter your **Current Password** (You don't need to call DHMH IT department for this password)
  - Using the "Password Rules", enter a **New Password**. Note that (@,#,\$,^,!,&,+ =) are the valid special characters to be used.
  - Reenter your **New Password** for confirmation
  - Click the submit button
    - A message will appear confirming that the password change was successful.
    - The New Password should now be used to sign-on to your Forefront account

#### Ensuring you've entered the correct User ID and password

1. Check that **OAS\** is typed in front of your user ID (no space between characters)
2. Check that your password is typed correctly (*Note: Ensure caps lock is not on*)

**Please note: if the incorrect password and/or user ID is entered more than three times the authentication will fail because of invalid sign-on attempts.**

### Changing password once “Authentication Failed” message has be confirmed

1. Contact the DHMH help desk at 410-767-6534
2. Tell the representative that you would like to have your “**ACTIVE DIRECTORY ACCOUNT**” reset. The representative will reset our Active Directory Account and give you a generic password. Record the generic password for later use
3. Click the link below to request a pin number used to change your password:  
<https://rgs.dhmf.maryland.gov/changepassword/>
  - \*You will be prompted to enter your user name and characters in a “captcha” image to reset your password.
    - Enter your user ID (do not put OAS in front of it)
    - Type in the characters in the picture
    - An email will be generated and sent to you with a **pin number** and an additional **web link**
4. Write down the pin number
5. Click the link located above your pin number
6. Complete the information as requested with the following information:
  - Enter the **Pin number** provided in the email
  - Enter the Generic/Current password
  - Using the “Password Rules”, enter a **New Password**. Note that (@,#,\$,^,!,&,+ =) are the valid special characters to be used.
  - Reenter your **New Password** for confirmation
    - A message will come up confirming the password change was successful.
    - The new password can be used to sign-on to your Forefront account

**For additional assistance or inquiries about accessing Forefront, you may contact:**

**Lorraine Underwood** – [Lorraine.Underwood@maryland.gov](mailto:Lorraine.Underwood@maryland.gov) / 410-767-0791

**Jia Soellner** – [Jia.Soellner@maryland.gov](mailto:Jia.Soellner@maryland.gov) / 410-767-0815