User Guide for New and Renewing Applicants to the MPDU sales program for the AccessMCG Extranet Portal and DHCA’s secure MPDU Application Portal.

Purpose: The MPDU Office no longer accepts paper applications. To apply you will need to create an online account through Montgomery County’s web portal called AccessMCG Extranet in order to use the MPDU Application Portal. If you have completed both the First Time Homebuyer class and the Orientation Seminar within the past two years you will be able to apply to the MPDU sales program or renew your MPDU certificate through this secure portal.

If you received the link to this document, it is because the MPDU program has found you eligible to continue with the MPDU application process. Please do not share this link with someone who you believe will be applying. Instead, tell them to go to the MPDU website at www.montgomerycountymd.gov/MPDU to learn about program eligibility and required classes. The MPDU office recommends that new applicants and renewing certificate holders visit the MPDU website for information about How to Apply or How to Renew your MPDU certificate and take the required steps.

Questions: After you read these instructions please keep this document open as your reference guide. If you have questions, please call 311 (within Montgomery County) or (240) 777-0311, or create an MC311 Service Request, and indicate that you need assistance with the MPDU Application Portal instructions.

Read the following instructions carefully:

1. Go To Access MCG Extranet by clicking here: AccessMCG Extranet website

2. Select Register New User.

The Registration Type screen will open.

3. Near the top of the page, skip the message stating “Read this First: . . .”

4. Go to: “If you are registering for personal, individual purpose and not for business purpose:"

5. Under Your Role, select the circle next to Individual and then click on Select Individual Role button.
Steps to Access MCG Extranet and the MPDU Application Portal

New User Registration Screen window will open.

6. Complete the required fields. **You must provide the same information that you entered when you signed up for the First Time Homebuyer class and the Orientation Seminar:**
   - E-mail Address
   - First and Last Name
   - Telephone Number
   - Street Address, City, State, Zip Code
   - If you are asked to complete the Business/Company field, enter “County Individual”

7. Create a **password** with at least 8 characters, including 1 number and 1 symbol.
   - Your password cannot be your name or e-mail
   - Enter the same password in New Password and Confirm Password.

8. Once required fields are complete, select the **Create** button at the bottom left.


9. Open your email and find the notification message from AccessMCG.*
   Copy the security code and paste it in the box.
   Click **Enter** and the Confirmation window will appear. Then select Agree.
   *If you don’t see the message within 15 minutes, check your spam or junk mail folder.
The Setup Password Responses window will appear

10. Set up your secret questions and answers to help you manage your account in the future.

Click the drop-down arrow next to each blank field. This will provide you with several questions. Select a different question for each field. Type your answer. (Your response is case sensitive.) It should be something that you will remember.

Click **Save Responses**

The Confirmation Password Responses window will appear

- Please write your responses in a safe place for future reference.
- If you forget your password:

Please go to the [AccessMCG Extranet website](#) and select the **Forgot Password?** button at the bottom left.
Your profile will be created within 15 minutes to one hour

11. Go back to Go To AccessMCG Extranet by clicking here:
   AccessMCG Extranet website

   Note: We recommend adding this link to your favorites or bookmarking it for future reference.

   Enter Your Email and new Password (from Step # 7) and select Log In).

The AccessMCG Extranet Portal will open

12. Once you are logged into the AccessMCG Extranet Portal:
   • Select the MPDU Application Portal.

13. Once you open the MPDU Application Portal you will be able to take the MPDU Application Tutorial, submit your MPDU application and upload the required documents to submit with your application.
   • If you are new applicant, click on the I’m an Applicant blue banner. You will be asked to validate your account by entering the Orientation ID you received when you registered for the Orientation Seminar.
   • If you are a current certificate holder, or if your certificate has expired, click on the I’m a Certificate Holder blue banner. You will be asked to enter your social security number and your 5-digit MPDU certificate number.