



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: Applications to the MPDU Sales Program are only accepted online. To apply you will need to first create an online account through Montgomery County’s AccessMCG Extranet, then take the application tutorial and finally upload your application information. Only individuals that validate their attendance at the First-Time Homebuyer class and the Orientation Seminar receive a link to set up an Extranet account. Please do not share this link. **Applying without a class validation will delay your MPDU certification.**

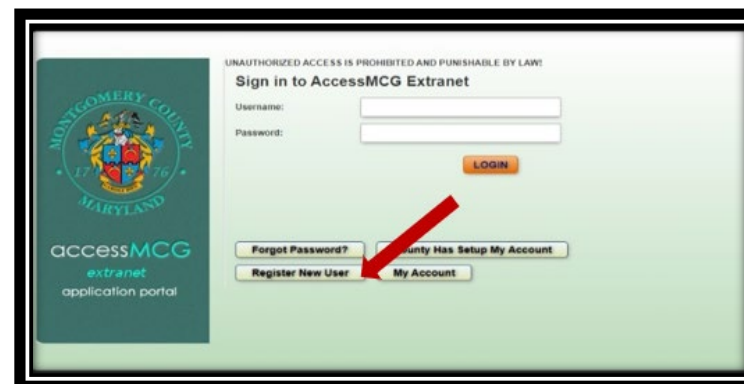
Note: **Do not create an AccessMCG Extranet account if you have created one in the past.** Go directly to AccessMCG Extranet Portal by clicking [here](#). Enter your username (email address) and password. If you have forgotten your password, click the “Forgot Password?” button on the Extranet login page and follow the steps to reset your password. Then click on the MPDU Application Portal as shown on the last picture of this document. 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.

Read the following instructions carefully. The portal is best accessed from one of the following internet browsers: Google Chrome, Microsoft Edge, or Safari. There may be technical difficulties using other internet browsers.

1. Go To AccessMCG Extranet Portal 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.





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
- When 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.

Registering with County for a Business Reason? Please Read!

Email Address		* This will be your login id.
First name		*
Last name		*
Telephone Number		*
Business/Company	County Individual	*
Department		
Job Title		
Street Address		*
City		*
State		*
Zip Code		*
New Password		* Please check Password Rules above to make sure your password meets the requirements
Confirm Password		

Required field

The Security Code Notification will appear. Open another tab in your browser.

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.

To verify your identity, a security code has been sent to your email address. Please enter the security code here. Note: In case you cannot enter the security code right away, the email contains details to enter code at later time.

Code



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**

Setup Password Responses
AccessMCG Extranet Account Self Service

In the event that you forget your password, you can recover your password by answering questions known only to you.

WARNING Please make sure to remember the answers. This is **CRITICAL**.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

Question1 **What is the name of your favorite pet?**

Answer1

Question2 **What city or town were you born in?**

Answer2

Question3 **In what city or town was your first job?**

Answer3

Note: Answers are not case sensitive.

Save Responses Clear Cancel Home

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.

Confirm Password Responses
AccessMCG Extranet Account Self Service

Be sure your answers and questions are correct.

WARNING Please make sure to remember the answers. This is **CRITICAL**.

Check the spelling and punctuation. In the event you forget your password, you will need to type in the exact answers to the questions below.

What is the name of your favorite childhood friend?
[Redacted]

What city or town were you born in?
[Redacted]

What is your youngest sibling's middle name?
[Redacted]

Sign in to AccessMCG Extranet

Your Email: [Text Box]

Password: [Text Box]

Log in

Forgot Password? County Has Setup My Account

Register New User My Account



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.

- **New Applicants**, click on the **'I'm an Applicant** blue banner. You will be asked to **validate your account**. Must **enter your Orientation ID** you received when you registered for the Orientation Seminar and must use the **same name and email that you used to sign up for all MPDU classes**.
- **Returning Applicants with a current, expired or denied certificate**, click on the **'I'm a Certificate Holder or Previous Applicant** blue banner. You will be asked to **enter your social security number and your 5-digit MPDU certificate number**.

