



# DHCD PROJECT PORTAL GRANTS MANAGEMENT SYSTEM

## TRAINING MODULE 2. REGISTRATION & LOGIN

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### PART I. NEW USER REGISTRATION & APPROVAL PROCESS

#### A. Preface and Other Resource Links

**NOTE: DHCD Project Portal users who had accounts in the old system DO NOT need to register again.** Account information and credentials, including usernames and password, have been copied into the new IGX version of the system.

**REMINDER:** the DHCD Project Portal system supports funding programs for nonprofit organizations and local governments. It **DOES NOT include resources for for-profit businesses or individuals seeking housing assistance.** Other funding programs and eligibility can be found on the [Maryland Department of Housing and Community Development](#) website, including resources for [Homeownership and Resting Solutions](#).

Information about the funding programs supported in the DHCD Project Portal system can be found in the [Community Development – Funding and Support Programs](#) section of the DHCD website.

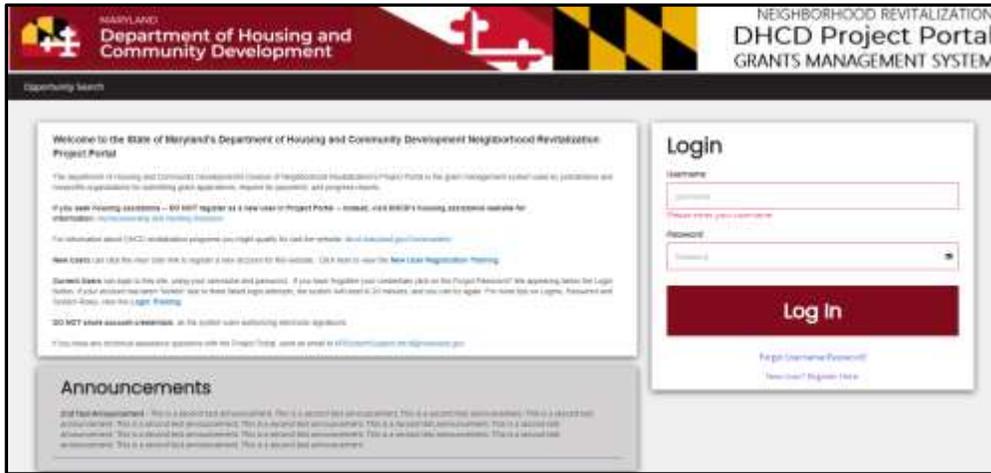
#### B. System Login Page

DHCD Project Portal’s entry point is the Login page. This is main page of the website. You will need log into the system with an active user account to access anything further.



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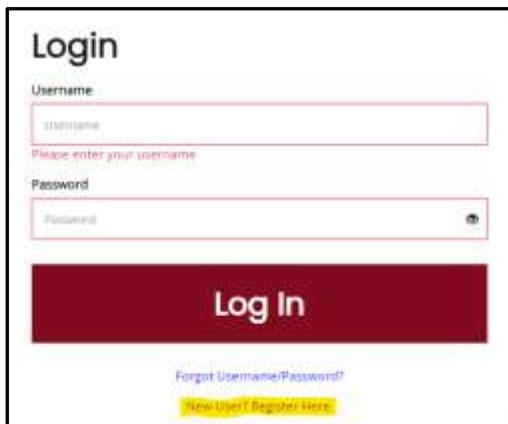


In addition to the login fields, instructions and resource links, this Login page also displays an “Announcements” window, where news is published about application openings, closings and submission due dates, training opportunities, award announcements, scheduled maintenance and other important information.

### C. New User Registration

Persons from Non-Profit Organizations or Local Governments who: (a) do not have an active account in the DHCD Project Portal system; and (b) wish to apply to a funding opportunity supported by the system; and/or (c) need access to an existing set of applications and award records should register as a New User, following these steps:

1. Click on the “New User? Register Here” link that appears under the Login button.





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### 2. Complete the New User Registration Form:

### New User Registration

If you are seeking housing assistance -- **DO NOT** register as a new user in this DHCD Project Portal system, Visit DHCD's housing assistance website for information and resources: [Homeownership and Renting Solutions](#)

If you have an existing account and forgot your username or password -- **DO NOT** register another new user account. Instead close this form and click on the "Forgot Username/Password" link.

To register a new user account, complete the form. To assist in the approval of your request, include the name of the DHCD Program or funding opportunity in the "Notes" field.

Required fields are marked with a red asterisk (\*)

|  |   |
|--|---|
| First Name *   | Middle Name                               |
| <input type="text"/>                                       | <input type="text"/>                      |
| Last Name *  | Prefix *      Suffix                      |
| <input type="text"/>                                       | <input type="text"/> <input type="text"/> |
| Title *  |   |
| <input type="text"/>                                       |   |
| Organization UEID  | Organization FEIN *                       |
| <input type="text"/> <input type="button" value="Search"/> | <input type="text"/>                      |
| Organization Name *  |   |
| <input type="text"/>                                       |   |
| Organization Address *                                     | Organization Address Line 2               |
| <input type="text"/>                                       | <input type="text"/>                      |
| City *   | State *                                   |
| <input type="text"/>                                       | <input type="text" value="Maryland"/>     |
| Zip Code *   | County *                                  |
| <input type="text"/>                                       | <input type="text"/>                      |
| Email *  | Phone *                                   |
| <input type="text"/>                                       | <input type="text"/>                      |
| Phone 2  | Fax                                       |
| <input type="text"/>                                       | <input type="text"/>                      |
| Cell Phone   | Website                                   |
| <input type="text"/>                                       | <input type="text"/>                      |
| Username *   |   |
| <input type="text"/>                                       |   |
| Password *   | Verify Password *                         |
| <input type="text"/>                                       | <input type="text"/>                      |
| Notes * (Funding Programs of Interest)                     |   |
| <input type="text"/>                                       |   |



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Fill-out as much of the form as possible, providing your **Name, Title, Organization Fed ID and Name, Address, Phone and Email** address; create a **Username** and a **Password** for your account; and then (to assist our staff ) enter a brief **Note** about the funding program or application you are interested in, or existing awards you will need access to.

**Required fields** are marked with a **red asterisk (\*)**. You will not be able to submit your new user registration if any of these required fields are not filled-in, including the Notes.

The **Username** you create must **not** be the same as your email address.

The **Password** you create:

- Must be at least eight (8) characters in length; and
- Must contain at least one Uppercase letter; and
- Must contain at least one Lowercase letter; and
- Must contain at least one Number, or Special Character (such as #, !, %, etc.)

*Usernames and Passwords are Case-Sensitive.*

3. **Submit the New User Registration form** by clicking the ‘Register’ button at the bottom.

Upon successful submission of the form, you will receive a confirmation email (sent to the email address provided). The sender address from the DHCD Project Portal is “<mailto:noreply-mddhcd@intelligrants.com>”. If you do not receive the submission confirmation, check your “Spam” folders.

**NOTE: You will not be able to access the system immediately** after submitting the new user request. Your request must first be reviewed and approved by system administrators.

### D. Registration Review and Approval

New User Registration submissions are received and reviewed by system administrators to: (a) determine program eligibility; (b) avoid account duplication; (c) to ensure the proper organization and user role set-up; and (d) complete the new user’s assignment to existing records and open funding opportunities.

New User requests are processed on a first-in, first-out basis. Depending on the volume of submission, this review and approval process may take several business days.

If there are questions about the organization or funding program eligibility, this review may take more time. You may be contacted for more information.

**Upon approval** of your new user account, you will receive a system email as notification. You can then proceed to log into the system and access your records.



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If your new user request is **not approved**, you will also receive a system email as notification. Most declined user requests are due to ineligibility or because there is already a pre-existing account for the person.

System Administrators will attempt to provide those declined requests with clarification and follow-up, as needed.

### E. Third-Party and For-Profit User Access

In some cases, an eligible applicant or awardee organization will want to grant access to a third-party actor, like a partner, contractor or consultant. This person may be affiliated with a for-profit businesses, or may be an employee of a separate nonprofit or government organization.

If you are seeking access to the DHCD Project Portal system in service of a separate applicant organization, **before** you complete a New User Registration form, follow these instructions:

1. Have an **authorized person** from applicant or awardee non-profit send a direct email to [NRSystemSupport@dhcd.maryland.gov](mailto:NRSystemSupport@dhcd.maryland.gov)
2. Have the authorized person list the Name, Title, and email address of the person who needs a new account and/or needs access to the organization's record.
3. Have the authorized person list the specific application or award numbers (ID's) to which the new person will need access.
4. Have the authorized person CC the email addresses of the third-party person.

Upon receipt of this email, the system administrator can determine what actions need to be taken. If an account does not yet exist, the administrator will instruct the third-party person to now register as a new user and to include the application or award ID in the "Notes" field of the Registration Form.

## PART II. LOG IN & ACCOUNT RECOVERY

### A. Logging into the DHCD Project Portal

Persons from Non-Profit Organizations or Local Governments who have an active account in the DHCD Project Portal system can log into the system by following these steps:

1. Go to the DHCD Project Portal website at <https://projectportal.dhcd.state.md.us>.
2. Enter your account Username and Password and then click the Log In button.



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The screenshot shows a login form with the following elements:

- Login** (Section Header)
- Username** label above a text input field.
- Please enter your username (Error message below the Username field)
- Password** label above a text input field with a visibility toggle icon.
- Log In** button (Red background, white text)

## B. Failed Login and Account “Lock”

As a security feature, the DHCD Project Portal system allows only three (3) attempts at Login. If you fail to enter the correct username and password three times, you will get a message that your “Account has been Locked” and to contact a system administrator.

To avoid an account “Lock” here are some **TIPS**:

1. Username and Passwords are case-sensitive and must be typed exactly as they appear, saved on the user’s account profile.
2. It is best to **manually-type your login credentials**.
3. **DO NOT** copy-and-paste from emails or other documents. Extra characters – including blank spaces – can be captured when copying text, causing mismatch and login failure.
4. Once successfully logged-in, your web browser may prompt you to save and store your login credentials.

**If you fail to login and receive the on-screen “Locked” message**, you should leave the website and close the web browser window or tab. After waiting approximately 20 minutes, the “lock” will be removed, allowing you to return and try again.

If you still cannot remember your password or username and cannot login in, use the reset tools described in the next two sections.

## C. Forgotten Password

You can receive a temporary password by following these steps:

1. Click on the “Forgot Username/Password?” link that appears below the Log In button



2. Enter the email address and username associated with your account and then click the Email button.



# DHCD PROJECT PORTAL GRANTS MANAGEMENT SYSTEM TRAINING MODULE 2. REGISTRATION & LOGIN

Instructions:

- Please enter in the email and username of the forgotten password.
- An email will be sent to the corresponding email and username to help reset the forgotten password.

### Forgot Password

Email

Username

Forgot Username

3. The system will reset your account with a new, auto-generated “temporary password” and send a message containing this new password to your email address.
4. When you receive this email, you may attempt to login with the Username and the new Temporary Password. **Be careful when typing this case-sensitive temporary password. It will only work one (1) time.** If you are unable to login using the temporary password or if you type it incorrectly, you will need to start this process over again.

If you provide the wrong Email address or Username you will get an error.

If you cannot remember your username, try the next section.

## D. Forgotten Username

You can receive a temporary password by following these steps:

1. Click on the “Forgot Username/Password?” link that appears below the Log In button

[Forgot Username/Password?](#)

[New User? Register Here.](#)

2. Click on the “Forgot Username” link that appears under the Username field.



# DHCD PROJECT PORTAL GRANTS MANAGEMENT SYSTEM TRAINING MODULE 2. REGISTRATION & LOGIN

Instructions:

- Please enter in the email and username of the forgotten password.
- An email will be sent to the corresponding email and username to help reset the forgotten password.

### Forgot Password

Email

Username

[Forgot Username](#)

3. Enter the Email address associated with your account and click the Email button.
4. The system will a message containing your account's username to your email address.

If you provide the wrong Email address you will get an error.

**If you cannot remember your username or the Email address** associated with your account, then please contact [NRSystemSupport@dhcd.state.md.us](mailto:NRSystemSupport@dhcd.state.md.us) for assistance.

## E. Expired Passwords

**NOTE:** In accordance with Maryland State Information Technology & Security policies, system passwords expire every Forty-five (45 days) and will need to be updated.

If your password has expired, the system will allow you to login; but will then open directly on your Account Profile and prompt you to change your password before doing anything else.