LTSSMARYLAND: USER MANUAL FOR THE LOGIN PROCESS

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Introduction

The Sign-on page for LTSSMaryland has been updated to get a new look, additional features, and better security. Please note that the overall process for logging in has remained similar to the previous system.

This manual explains the following scenarios:

1. How a new user can get their account set up for the first time and access LTSSMaryland
2. How to login to the system (for your regular use)
3. How to change / manage your password

Note: Users of the MyLTSS portal can continue using existing methods for accessing the system. Features and updates listed in this manual do not apply to the MyLTSS portal.

1 Initial Account Setup (Create New User Account)

To create a new user account, you will need to complete the following steps:

1. Contact LTSSMaryland's Helpdesk and provide your email address.
    a. **Note**: The email address used for your account must be unique within LTSSMaryland. You cannot use an email address that is also used by another user in your agency for their LTSSMaryland account.
2. Helpdesk creates an account for you in the system.
    a. **Note**: Helpdesk identifies the user name for your account based on the established standard naming conventions.
3. Once an account is created, system sends an email to your registered email address prompting you to confirm the account creation.
    a. The contents of the email you receive from LTSSMaryland will look similar to the figure below.

Figure 1.1 Email prompting user to confirm account creation in LTSSMaryland

4. Click 'Confirm Account Creation' link.
    a. **Note:** If you do not select this link in a timely manner (i.e. within 48 hours since it was sent to you), it will expire.
    b. . In such cases, you will have to use the 'Forgot Password' from the SSO login page.

5. Upon selection, the link opens the account set up page of LTSSMaryland in your web browser. You can now setup a password for your account.

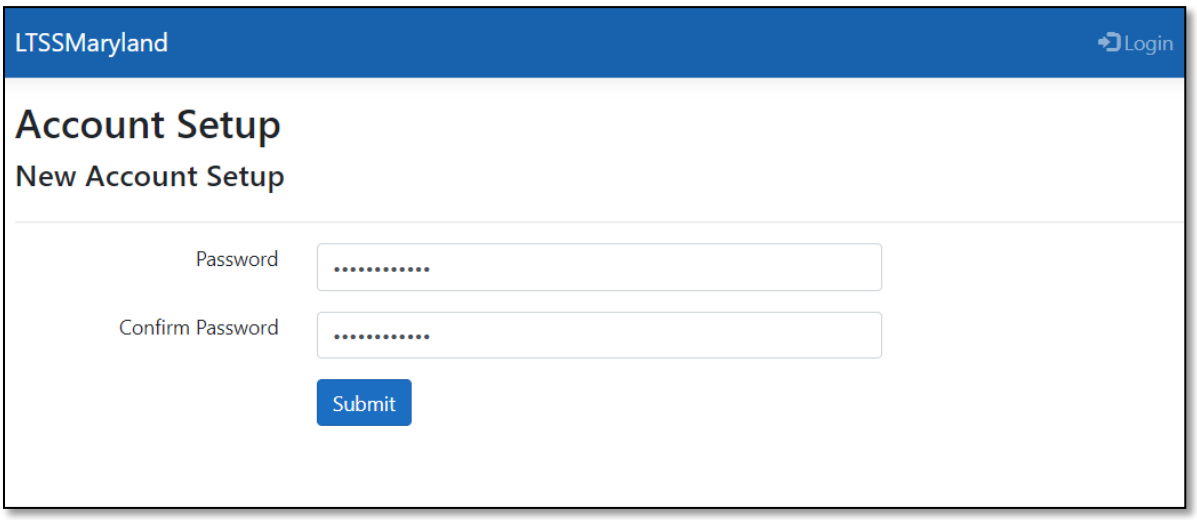

Figure 1.2 Set up Password for a new account

    a. The password should adhere to the following restrictions:
        - Be at least 12 characters long
        - Have at least one upper case, one lower case, and one number
        - Have a minimum one non-alphanumeric character (i.e. period, comma, underscore, etc.)
        - Have no Blank Spaces
        - Have no sensitive Information (i.e. no username, phone number, or email address)
        - Should be different than the passwords used in the last four years for your account *(this rule is not applicable when you are setting up your account for the first time).*

    b. **Note**: If you try to set a password that doesn't meet one or more restrictions, the system displays an error messages indicating the restriction(s). An example of the error messages displayed where the password doesn't meet several criteria is shown in the following figure:

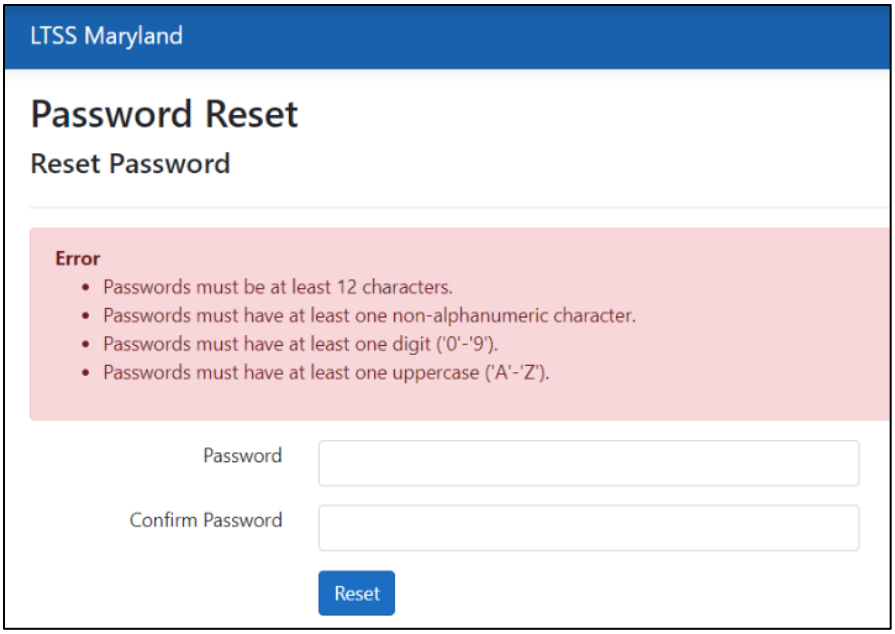

Figure 1.3 *Error messages displayed when a password fails multiple eligibility criteria – Example*

6. Once the initial account setup is complete, you will receive a welcome email as verification.

Figure 1.4 *Confirmation sent to users upon verifying email address*

7. You can start accessing the system with your username/email and password. Steps for doing so are listed in the following section.

2 Login to the System

To access LTSSMaryland, Provider Portal, or LTSSMaryland Training site, you can continue to follow the steps that you did in the old system – use your credentials in the sign-on page of LTSSMaryland and access the system.

With this upgrade, there are two ways for logging in to the account. You can use:

1. LTSSMaryland username and password
2. Email address registered with the LTSSMaryland and password *(new feature introduced in this upgrade).*

2.1 Login with username/password

To login to your account with username/password, follow the steps below:

1. Navigate to ltssmaryland.org.
2. In the login page, enter your username and password, and click Login.

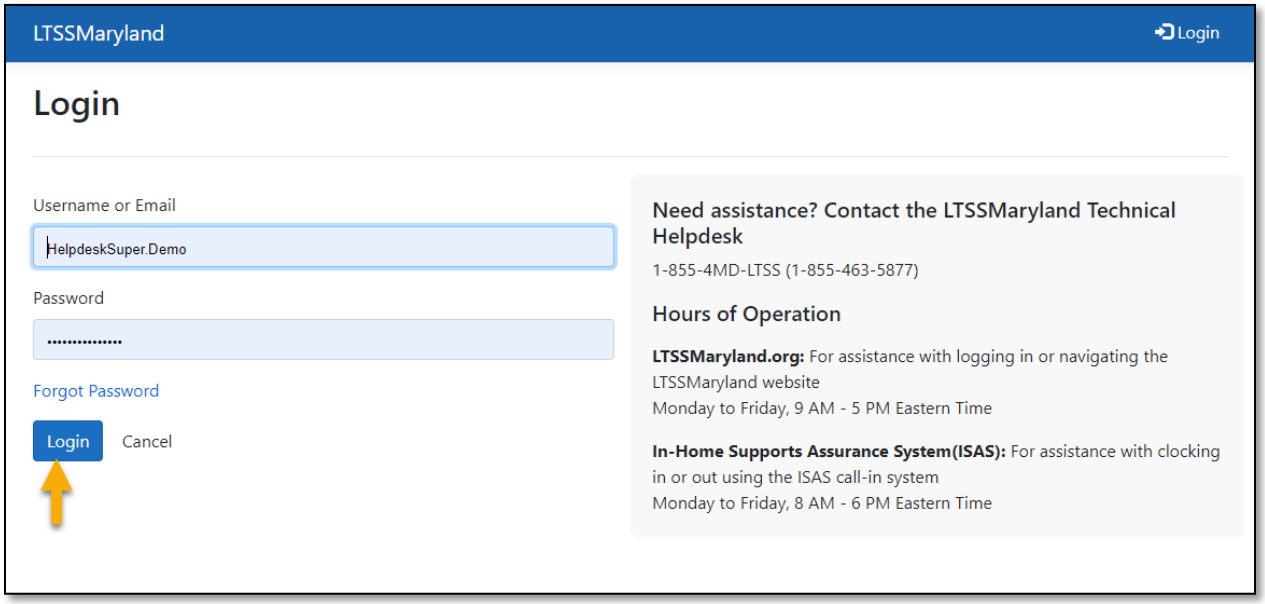

***Figure 2.1** Login page for LTSSMaryland, with username and password filled in*

3. System verifies the credentials entered.
4. If the login is successful, system displays the "My Sites" page. Select the site you want to access the dropdown list.
    a. **Note**: If you have access to just one site, system will skip this page *(this is similar to previous functionality).*
    b. **Note**: If this page is visible for you and you are a Provider (or a user who primarily access just Provider Portal), choose "LTSS Maryland".
    c. "LTSSMaryland Training" will navigate you to the Training environment.

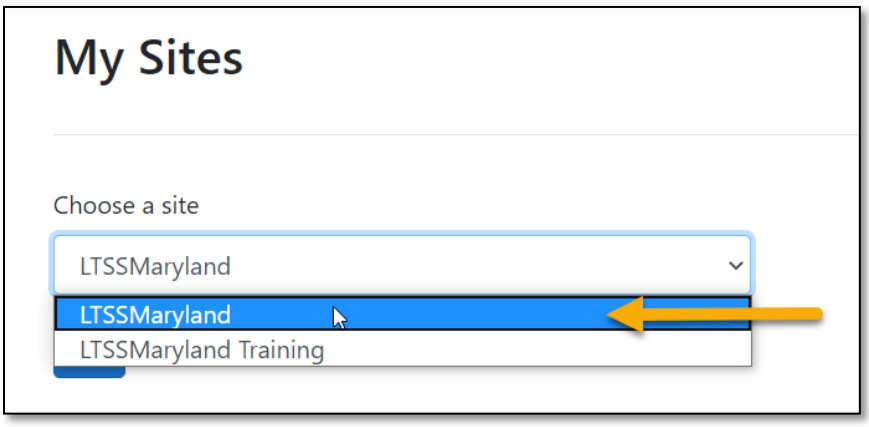

Figure 2.2 *My Sites Page, with list of sites*

5. Click 'Go' after choosing a site and you will be directed to "LTSS Maryland" or "LTSS Maryland – Training" depending upon the selection you make.

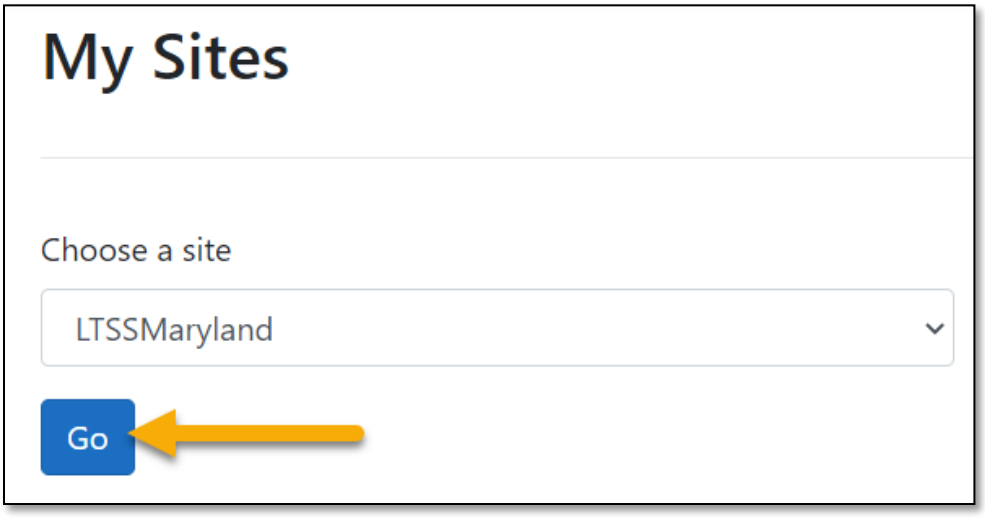

Figure 2.3 *My sites page, with "LTSSMaryland" selected*

2.2 Login with email address

To login to your account with email address, follow the steps below:

1. Navigate to ltssmaryland.org.
2. In the login page, enter your email address and password, as shown in the figure below.
    a. **Note**: Use the email address registered with the system i.e. the one for which you receive system emails for resetting password. The email address listed on your Staff Profile in the system (LTSS/Provider Portal) may be different from the one linked to the SSO

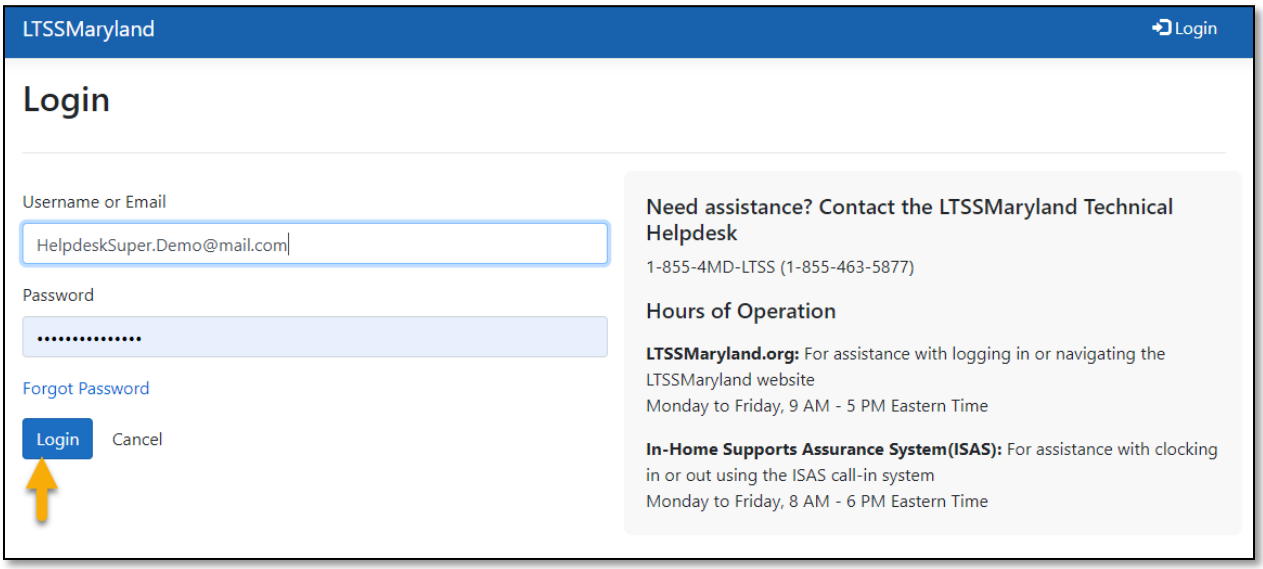

Figure 2.4 *Login page for LTSSMaryland, with email address and password filled in*

3. Click "Login". System verifies the credentials entered.
4. If the login is successful, system displays the "My Sites" page. Select the site you want to access the dropdown list.
    a. **Note**: If you have access to just one site, system will skip this page *(this is similar to how the old system worked).*
    b. **Note**: If this page is visible for you and you are a Provider (or a user who primarily access just Provider Portal), choose "LTSS Maryland".
5. Click 'Go' after choosing a site and you will be directed to "LTSS Maryland" or "LTSS Maryland – Training" depending upon the selection you make.

3 Manage Password

MDH's policy requires passwords in LTSSMaryland be changed once every 90 days. If the password for your account is not modified within this period, the current password expires - you have to reset the password of your account. This section explains how you can reset your password.

Note: If you don't have access to "My Sites" page, the only way to update your password is by selecting "Forgot Password" link on the login page.

3.1 Reset Password after expiration/Forgot Password

To reset your password because it has expired or you don't remember it anymore, follow the steps below:

1. Navigate to ltssmaryland.org.
2. On the login page, click 'Forgot Password' link, as shown below

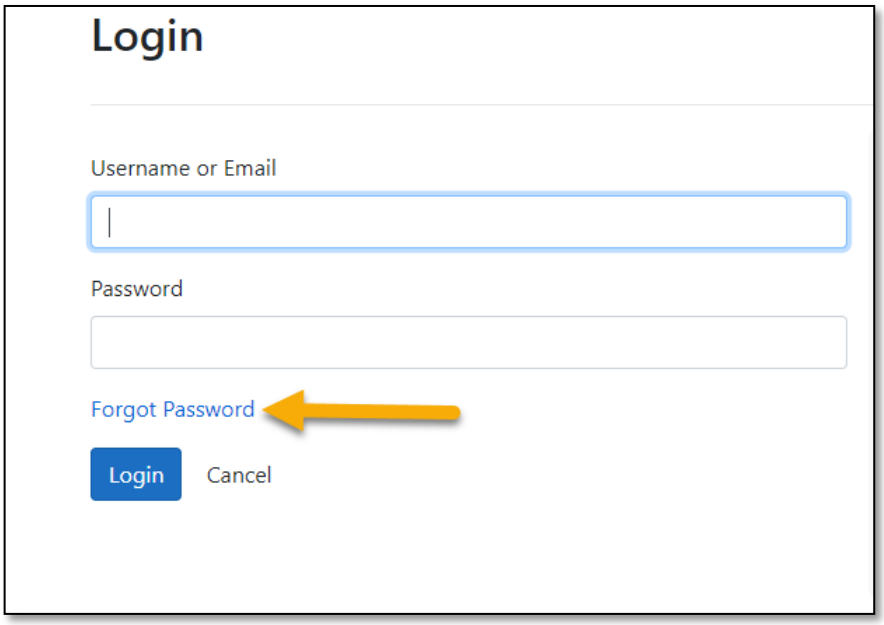

Figure 3.1 *Forgot Password link on the login page*

3. You will be prompted to enter your email address. Enter your email address **(1),** click Submit **(2)**
    a. **Note**: Use the email address that you used for creating your account with LTSSMaryland. The email address listed on your Staff Profile in the system (LTSS/Provider Portal) maybe different from the one linked to the SSO

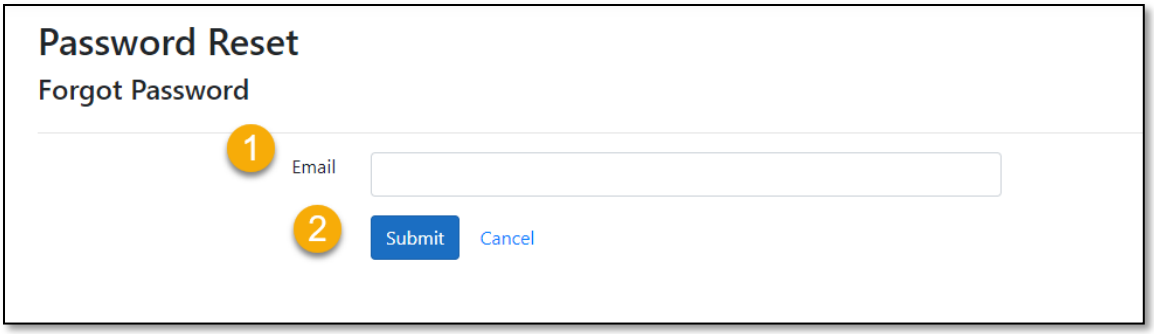

Figure 3.2 *Password Reset page, prompting user to enter email address*

4. You will receive an email from LTSSMaryland to reset your password. Click on 'Reset Password' link in the email.
    a. If you do not click on this link within 10 minutes, it expires. In such cases, you have to redo the steps i.e. click on 'Forgot Password' on LTSSMaryland and enter your email address again.

Figure 3.3 *Email with "Reset Password" link*

5. The link opens the “Password Reset” page. Enter your new password in the “Password” box (1) and do it once more in the “Confirm password” box (2). Click Reset button (3).

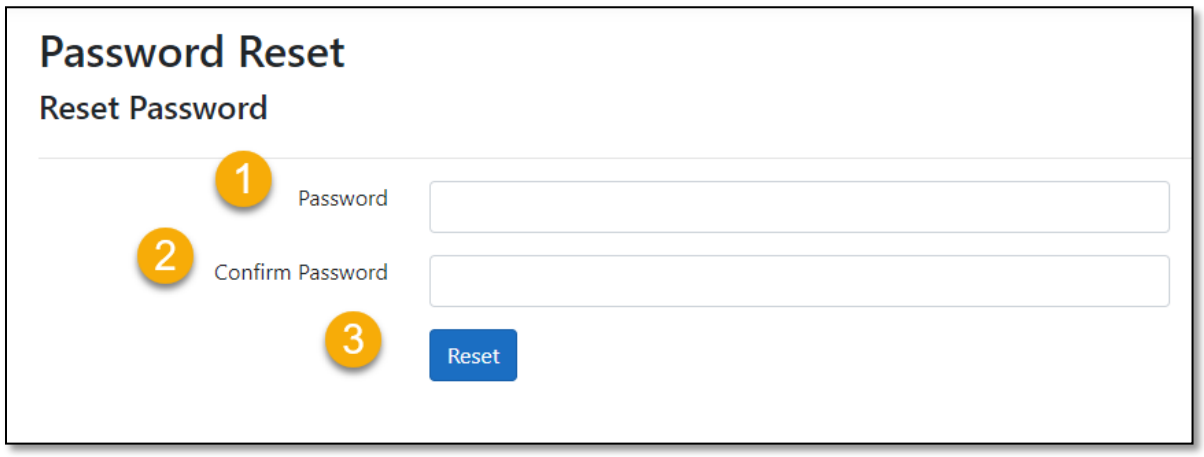

Figure 3.4 *Password Reset page, where user can set the new password*

   a. The password should adhere to the following restrictions:
      - Be at least 12 characters long
      - Have at least one upper case, one lower case, and one number
      - Have a minimum one non-alphanumeric character (i.e. period, comma, underscore, etc.)
      - Have no Blank Spaces
      - Have no sensitive Information (i.e. no username, phone number, or email address)
      - Should be different than the passwords used in the last four years for your account
      - **Note**: If you try to set a password that doesn’t meet one / more restrictions, system displays an error messages indicating the restriction(s).

6. Once you have met the password requirements and clicked on Reset, system resets your password.
   a. System displays a confirmation message indicating this, as shown in the following figure.
   b. Select “Click here to log in” to go back to ltssmaryland.org and you can log in using your new password.

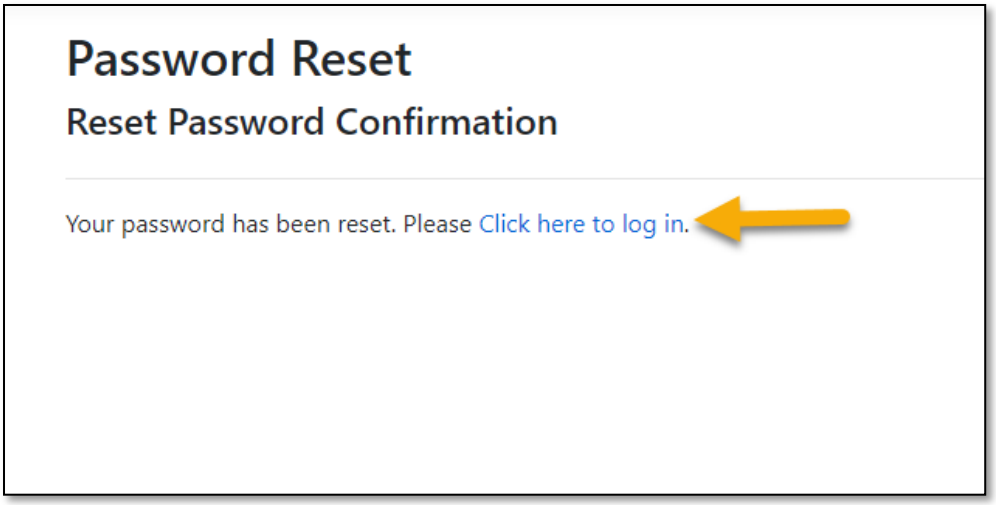

Figure 3.5 *Password Reset Confirmation Message*

3.2 Change Account Password

The method explained in this section is only available to users with access to "My Sites" page. If you are one such user, this method comes in handy when you want to quickly reset your current password directly from the LTSS system.

To change your current account password, follow the steps below:

1. Navigate to ltssmaryland.org and login with your credentials.
2. Select your username displayed on the top right corner the page **(1)**.
3. Click on 'Password' **(2)** as shown in the figure below.

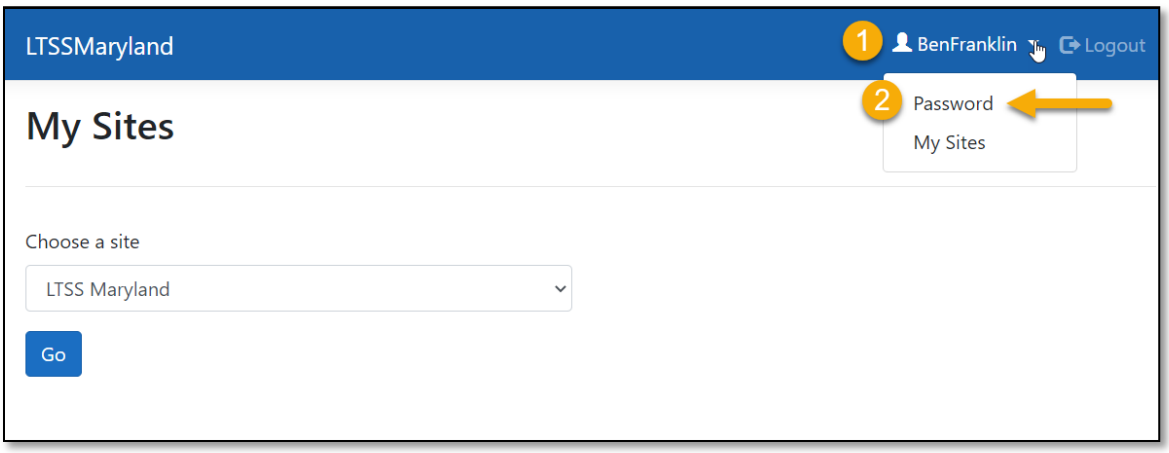

Figure 3.6 *Navigation for Password management screen from "My Sites" page*

4. Type in your Current Password and then New Password. Click 'Update Password' as shown in figure below

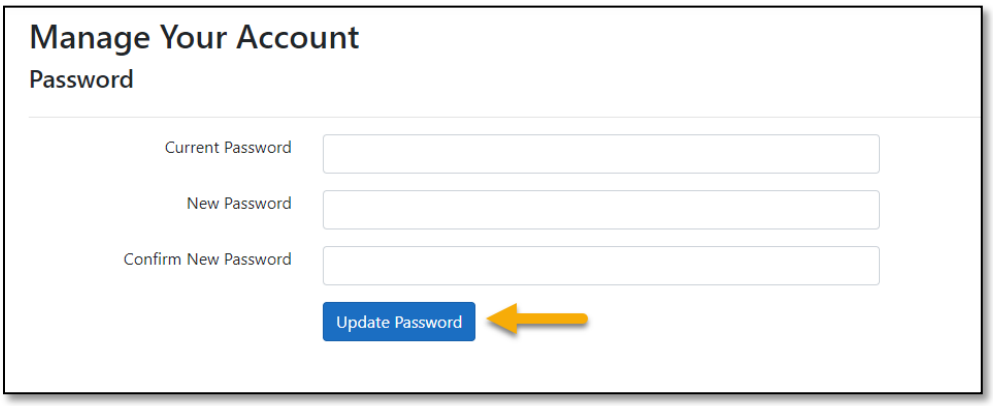

Figure 3.7 *Values needed for updating current password*

b. The password should adhere to the following restrictions:
   - Be at least 12 characters long
   - Have at least one upper case, one lower case, and one number
   - Have a minimum one non-alphanumeric character (i.e. period, comma, underscore, etc.)
   - Have no Blank Spaces
   - Have no sensitive Information (i.e. no username, phone number, or email address)
   - Should be different than the passwords used in the last four years for your account
   - **Note**: If you try to set a password that doesn't meet one / more restrictions, system displays an error messages indicating the restriction(s).

5. Once the validation for “Current Password” has passed and the new password meets the required restrictions, system displays a confirmation message, as shown below.

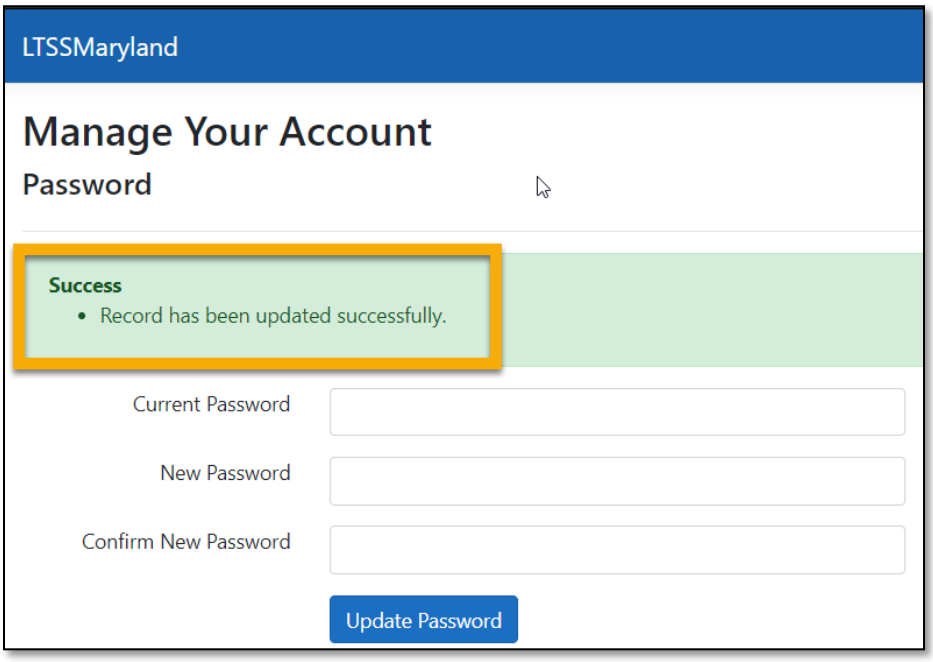

Figure 3.8 *Confirmation message displayed once current password is reset*

6. Your new password now takes into effect.

7. System also sends a notification to your email address, confirming that your account’s password has been updated.

Figure 3.9 *Notification email sent after successful password update*

3.3 Navigate to “My Sites” page

You can quickly navigate back to “My Sites” page from the password reset page by selecting the site name of “LTSSMaryland” on the top banner (Option 1), or by choosing “My Sites” (Option 2).

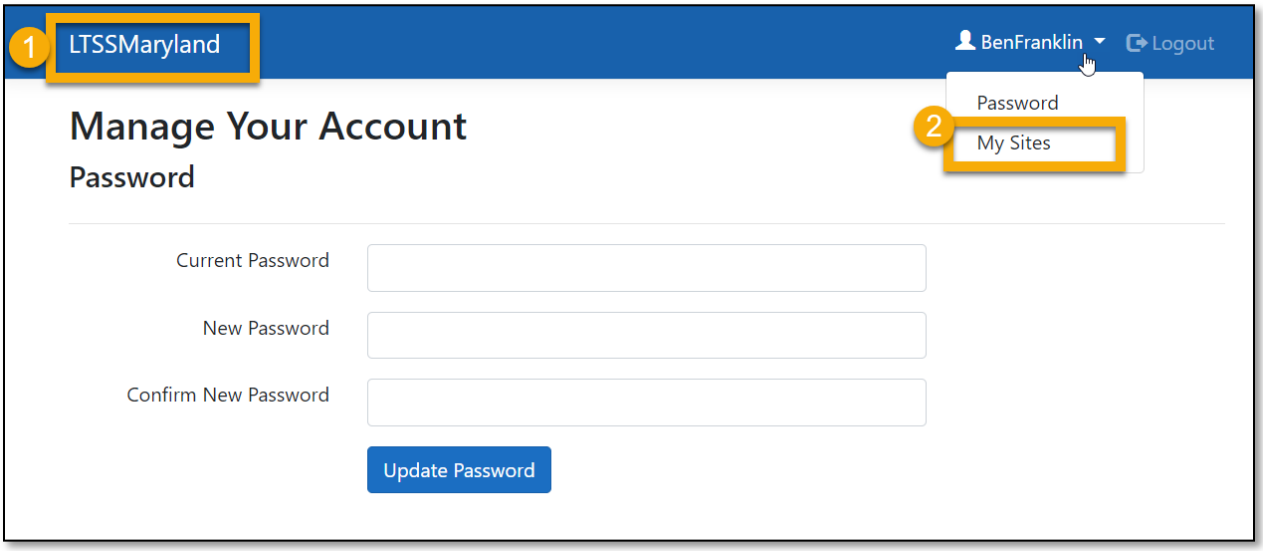

Figure 3.10 *Navigation to “My Sites” page*

4 Handling expired links / tokens

System send a link to your email address for various scenarios, such as validating email address during initial account creation and when resetting password. If you don't click the link within the allocated time *(48 hours for the account creation link; 10 minutes for password reset),* the link expires.

Selecting an expired link will display an error message, like the one shown below:

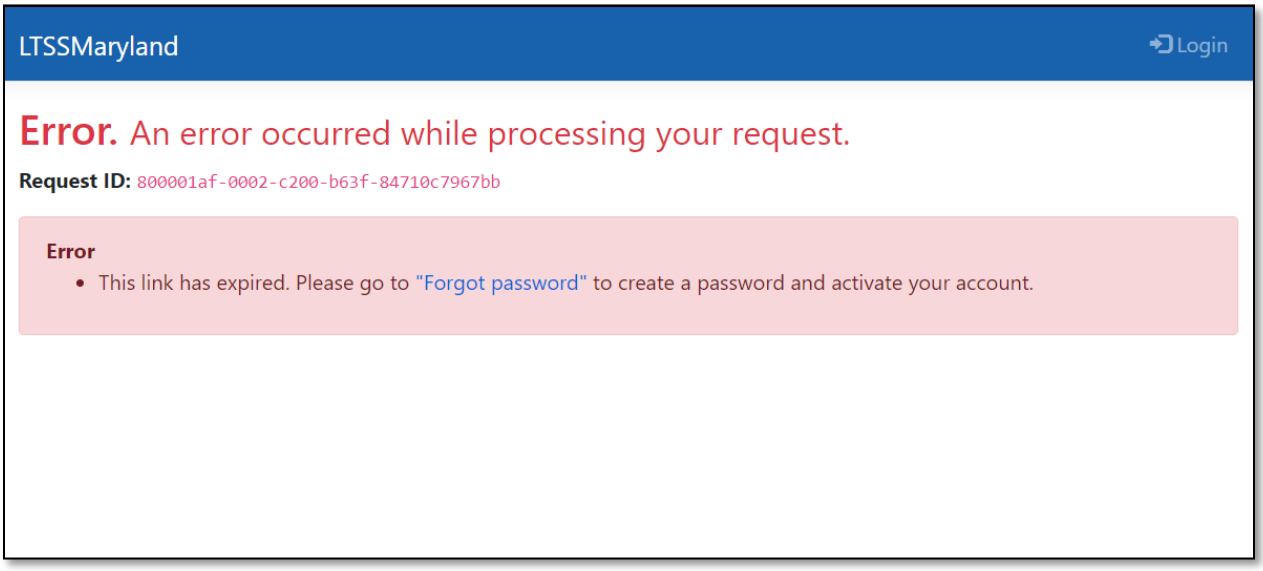

Figure 4.1 *Error message (an example) displayed upon selecting an expired link*

In such scenarios, you should follow the instructions provided in the error message.

For example, the error message in the picture prompts the you to go to "Forgot password" option. You can do so by simply selecting the "Forgot password" link in the error message. This directs the you to the "Password Reset" page. From here, you can follow the steps for resetting password explained in section 3.1

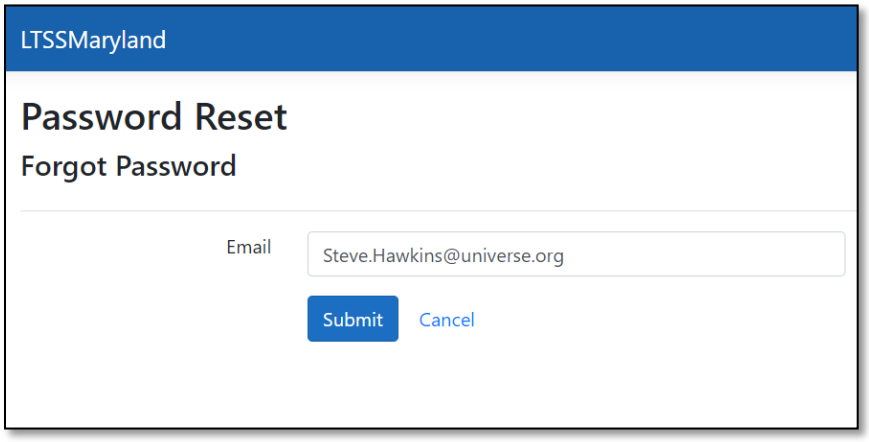

Figure 4.2 *Password Reset page, prompting user to enter email address*

5 Helpdesk Details

Please reach out to LTSSMaryland's technical helpdesk to set up account for new users in your agency, and if you face any issues in accessing the system. Potential issues include:

1. Getting locked out of the account.
    a. System will lock your account if you attempt to login with an incorrect password three consecutive times.
    b. **Note:** Once your account is locked, you will NOT be able to login - even if you enter the correct combination of username and password. Helpdesk has to unlock your account.
2. Account was deactivated and you want to activate it again
3. Other technical issues.

Latest contact information and hours of operation could be found on the login page of LTSSMaryland, as shown in the figure below.

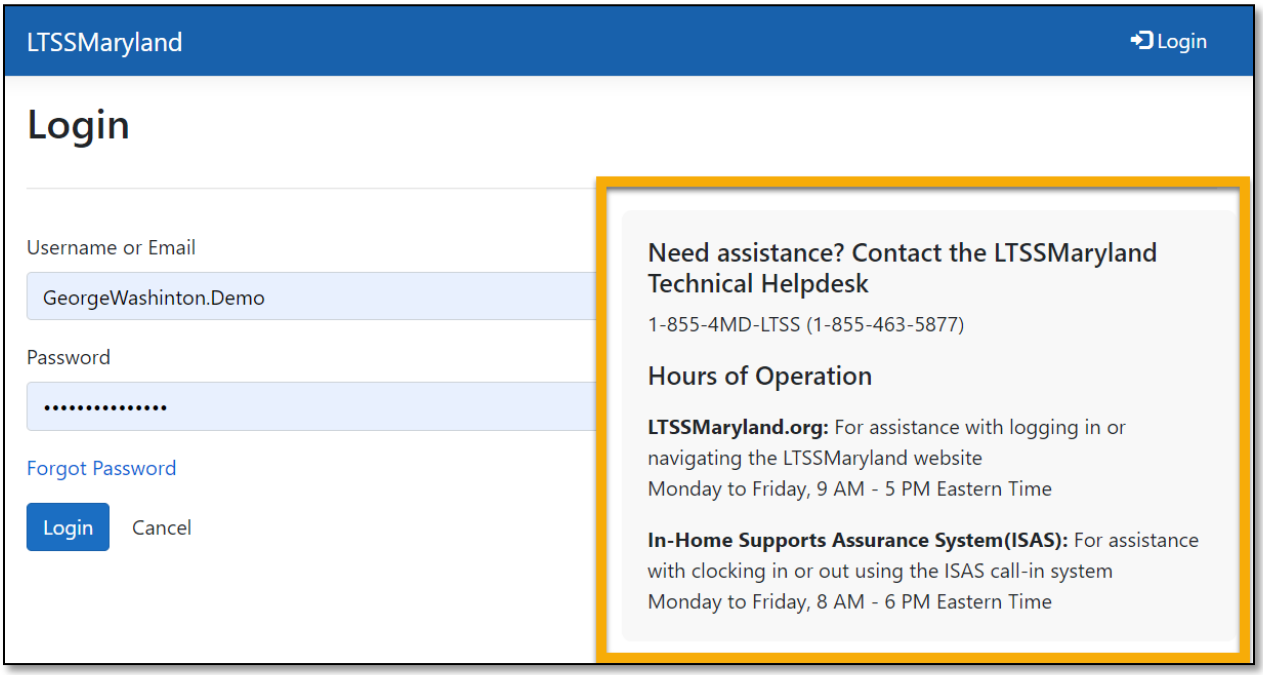

Figure 5.1 *Login page of LTSSMaryland, with helpdesk details highlighted*