

For issue with the (Forefront) - Application and Network Access Portal

1. Be sure to use OAS\ in front of your user ID
2. Check that password is correct (*be sure cap lock is not on*)
3. *If Authentication continue to fail move to step 4*
4. Contact the DHMH help desk at 410-767-6534. **Let the representative know that you would like to have your "ACTIVE DIRECTORY ACCOUNT" reset.**
5. The help desk will reset your Active Directory Account and give you a generic password

**Note: This password is TEMPORARY; to request a pin number used to change your password go to the following link:**

<https://rqs.dhmh.maryland.gov/changepassword/>

- Your pin number and an additional link will be sent to your email address,
- Follow the instructions to enter your pin #, current/generic password, and create and confirm a personal password

**Note: Please be sure to only use the required specified symbols only**

*The full version of instructions that were sent out on October 22, 2014 is attached to this email.*

Please contact Lorraine Underwood, Jia Soellner or Alyse Weinstein if you have any additional problems.

*Thank You,*

*Lorraine*