



How to Obtain Registration Information & Create an AccessMCG Account



1. To create an AccessMCG account, call MC311 at 240-777-0311 or toll free at 1-877-613-5212 to request an AccessMCG username/ID and temporary password.
2. Once you have your username and password, go to <http://www.montgomerycountymd.gov/accessmcg/activateme>.
3. Enter your username/ID and temporary password, plus your birth date in the format shown (e.g., MM/DD/YYYY) and the last 4 digits of your social security number.
4. Create a permanent username and password at this step. For your username, enter your email address. To create your password, you need to follow the requirements of the AccessMCG system that are designed to protect your information. Note that you cannot click the *Continue* button at the bottom of the screen until you meet the password requirements:

Password rules:

- Password is case sensitive.
 - Must be at least 8 characters long and include 1 number (not more than 6 numbers).
 - Must have at least 1 symbol (not more than 6 symbols).
 - Must not repeat any character more than 6 times or any character sequentially more than 4 times.
 - Must not include part of your name or username or the words "password test."
 - Must not include a common word or commonly used sequence of characters.
 - Cannot have more than 6 characters from your current password.
5. Once you have completed Step 4 and pressed *Continue*, a code will be sent to your email address which you must enter at that point. (*Tip*: Can't find the email with the code? Check your Spam or Trash folders.) To enter the code, you can either: (a) close the current screen that asks for the code, open the email sent to you, then click the email link to take you back to the registration process, or (b) if you have the ability to open your email account while leaving the current screen open (the one that asks you to enter the code), you can cut and paste the code from your email into the code box and continue your registration.
 6. After entering the code in Step 5, you must agree to comply with the County's security procedures and press *Continue*. Wait a few minutes while your account configures.
 7. Respond to three security questions that appear on the screen. When deciding which questions to respond to, select those that will be easiest to remember. In the future, if you have trouble logging in to the system, you will be asked these questions, so you may want to write down your answers in a safe location. It may take up to two hours for your account to take effect.
 8. Go to www.montgomerycountymd.gov/accessmcg and log on using your permanent username (email address) and the permanent password you created. You will see the AccessMCG home page with the applications that apply to you.

Need help? If you have difficulties establishing your password, or if you have other questions related to using the online system, please call the County's 311 Customer Service Center between the hours of 7:00 a.m. and 7:00 p.m. Monday through Friday at **1-877-613-5212** (closed holidays). Additional support is available at: AccessMCGSupport@montgomerycountymd.gov