



SREC Portal User Guide

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Helpful Tips

Breadcrumb Usage: The PSC Portal includes breadcrumb navigation, allowing you to track your location within the application submission process. Click any part of the breadcrumb to return to a previous screen. An example is shown below:

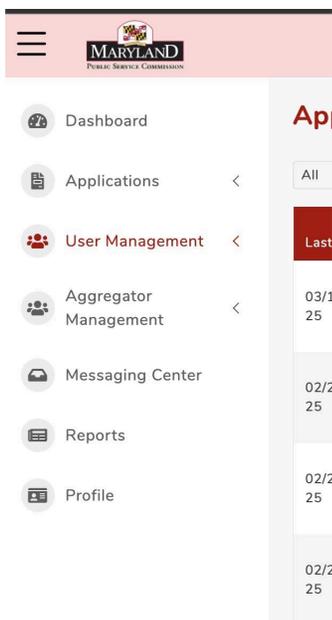


File Format: Ensure that test files are submitted in the correct format with required fields. Acceptable file formats include: XLSX, XLS, PDF, DOC, DOCX, and image formats (JPG, PNG)

Validation Rules: Some fields may have validation requirements (e.g., date formats, mandatory fields). Always check for errors before submitting.

Automatic Saving: The system automatically saves your progress when navigating between tabs of the application, ensuring no data is lost.

Hamburger Menu: There's a hamburger menu in the top-left corner to expand or collapse the menu for easy access to different sections. Selecting a menu option will take you directly to that page. If a section has subcategories, clicking it will expand additional options. The active page is highlighted in red, making it easy to track where you are in the portal. An example is shown below:



Account Management Module

Resetting Password For Existing Accounts (Have an Account in Previous System)

Step 1: Click on the following link to access the **test version** of the Brighter Tomorrow application: [Brighter Tomorrow \(Testing Environment\)](#)

Step 2: On the login page, click the **“Forgot Password?”** option.



MARYLAND
PUBLIC SERVICE COMMISSION

Sign In

Welcome to the Maryland Public Service Commission's
Brighter Tomorrow Web Portal

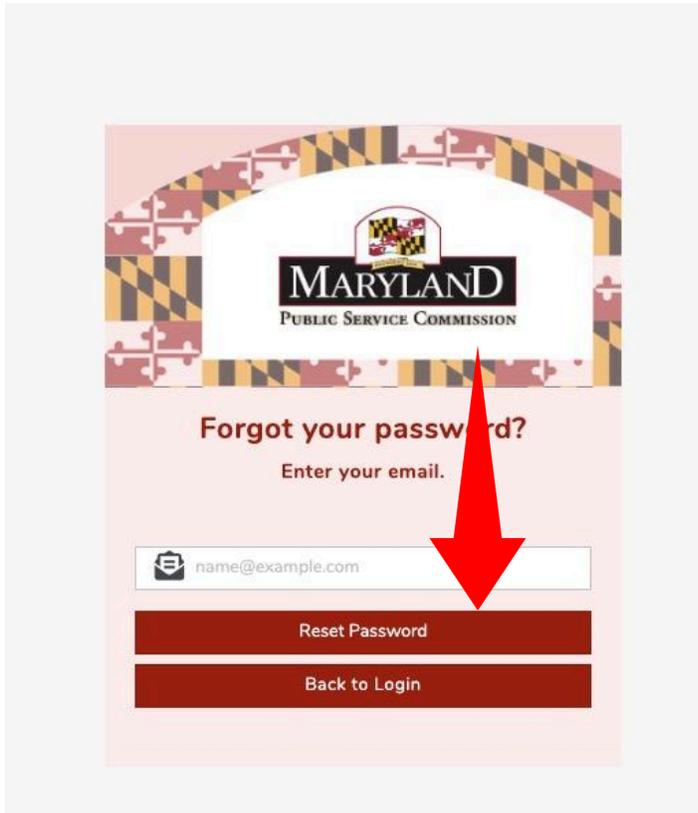
Email Address
Enter Email Address

Password
Enter Password

[Register as a new user](#) [Forgot Password ?](#)

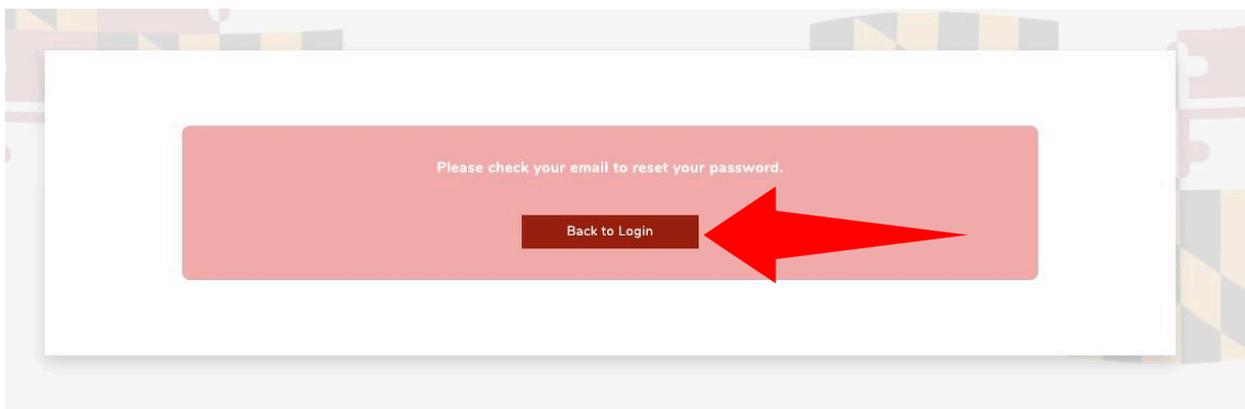
Submit

Step 3: Enter your registered **Email** and click the **“Reset Password”** button.



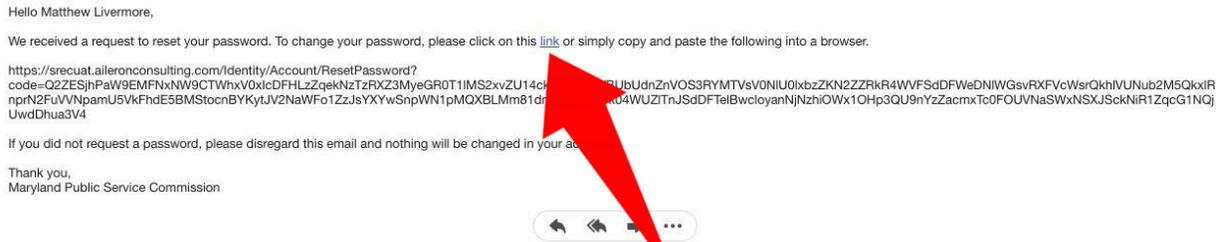
The screenshot shows the Maryland Public Service Commission password reset page. At the top is the logo. Below it, the text reads "Forgot your password?" followed by "Enter your email." There is a text input field containing "name@example.com". Below the input field are two buttons: "Reset Password" and "Back to Login". A large red arrow points from the top of the input field down to the "Reset Password" button.

Step 4: Click the **“Back to Login”** button to return to the login page.

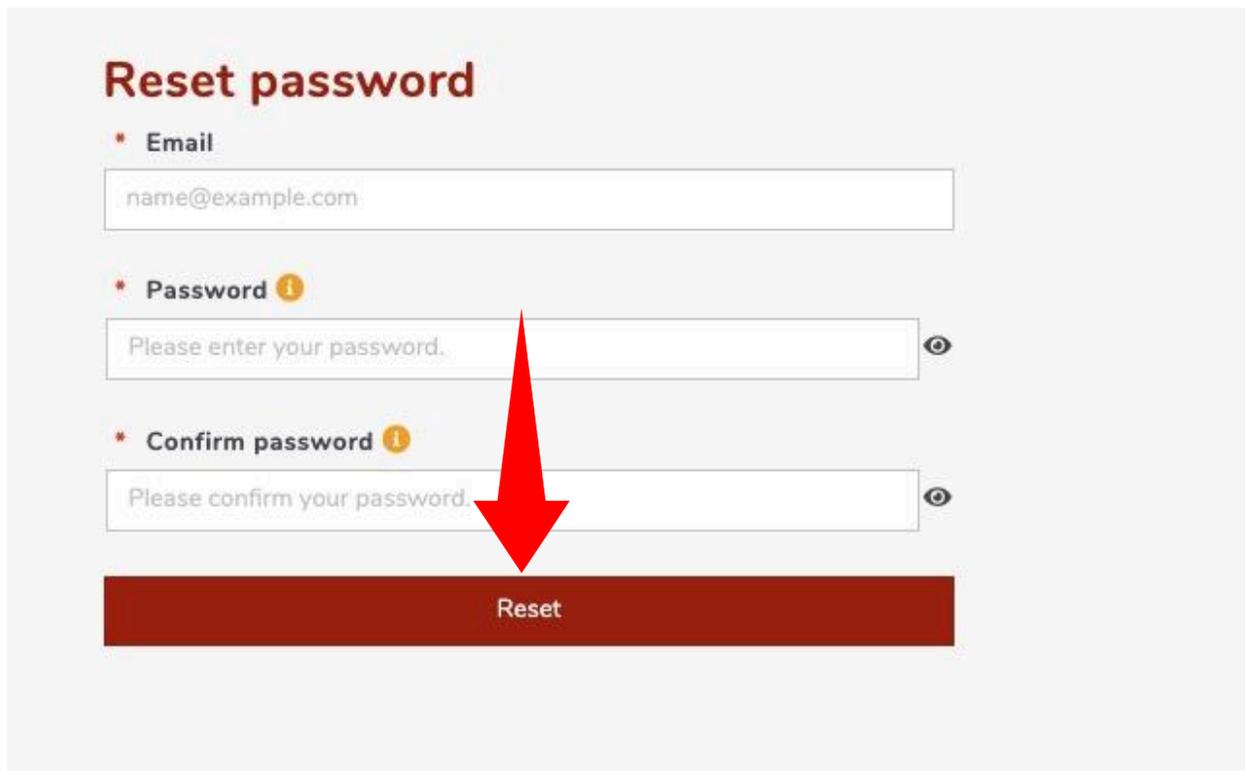


The screenshot shows a confirmation message in a red box: "Please check your email to reset your password." Below the message is a "Back to Login" button. A large red arrow points from the right side of the screen towards the "Back to Login" button.

Step 5: If your email is associated with an existing account, you will receive an email with password recovery instructions. Check your inbox and click the link provided in the email.



Step 6: Enter your **Email** and the **new password** you'd like to set, then click the **“Reset”** button.



Reset password

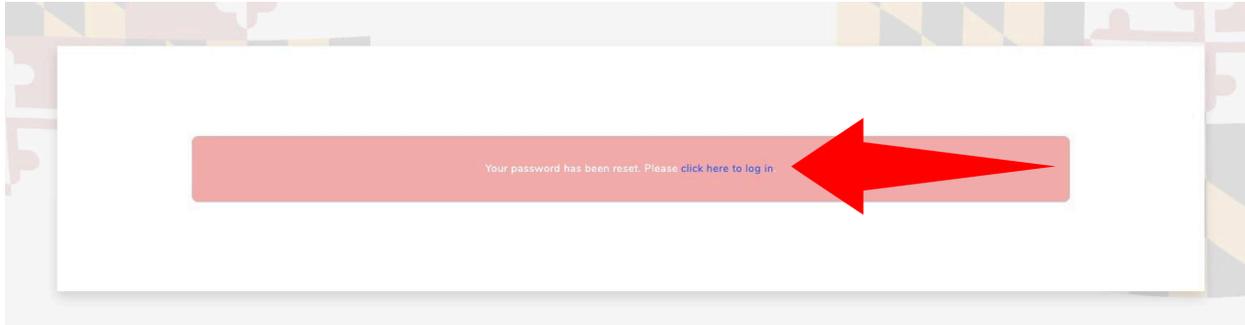
* **Email**

* **Password** ⓘ

* **Confirm password** ⓘ

Reset

Step 7: Click the “Click here to log in” text to return to the login page and sign in with your new credentials.



Registering for New Brighter Tomorrow Portal Account

Step 1: Click on the following link to access the test version of the Brighter Tomorrow application:

- [Brighter Tomorrow \(Testing Environment\)](#)

Step 2: Click on the “Register as a New User” button.



MARYLAND
PUBLIC SERVICE COMMISSION

Sign In

Welcome to the Maryland Public Service Commission's
Brighter Tomorrow Web Portal

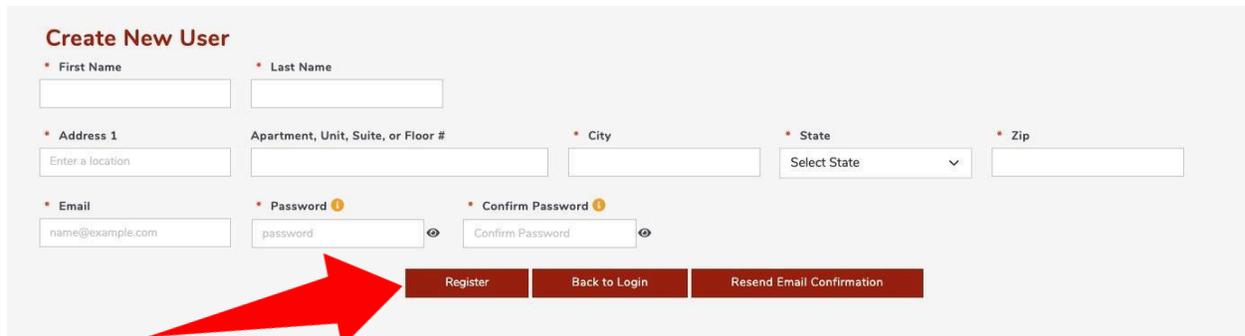
Email Address
Enter Email Address

Password
Enter Password

[Register as a new user](#) [Forgot Password ?](#)

Submit

Step 3: Enter all required details, including your First Name, Last Name, Address, Email, and Password. Click the “Register” button.



Create New User

* First Name * Last Name

* Address 1 Apartment, Unit, Suite, or Floor # * City * State * Zip

* Email * Password * Confirm Password

[Register](#) [Back to Login](#) [Resend Email Confirmation](#)

Step 4: If you have previously registered but cannot log in, click “Resend Email Confirmation” and follow the instructions on screen.



Create New User

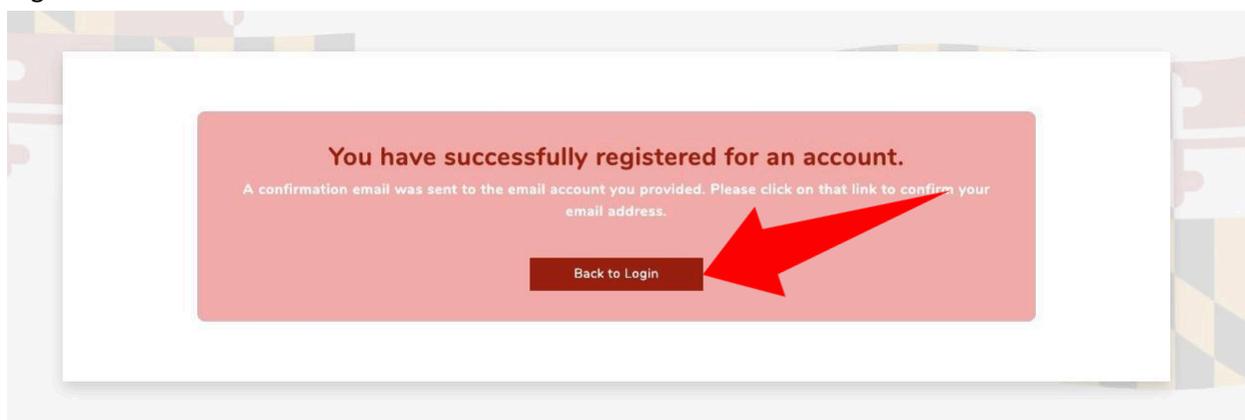
* First Name * Last Name

* Address 1 Apartment, Unit, Suite, or Floor # * City * State * Zip

* Email * Password * Confirm Password

[Register](#) [Back to Login](#) [Resend Email Confirmation](#)

Step 5: After successful registration, you will see a “Registration Successful” message. Click the “Back to Login” button.



You have successfully registered for an account.

A confirmation email was sent to the email account you provided. Please click on that link to confirm your email address.

[Back to Login](#)

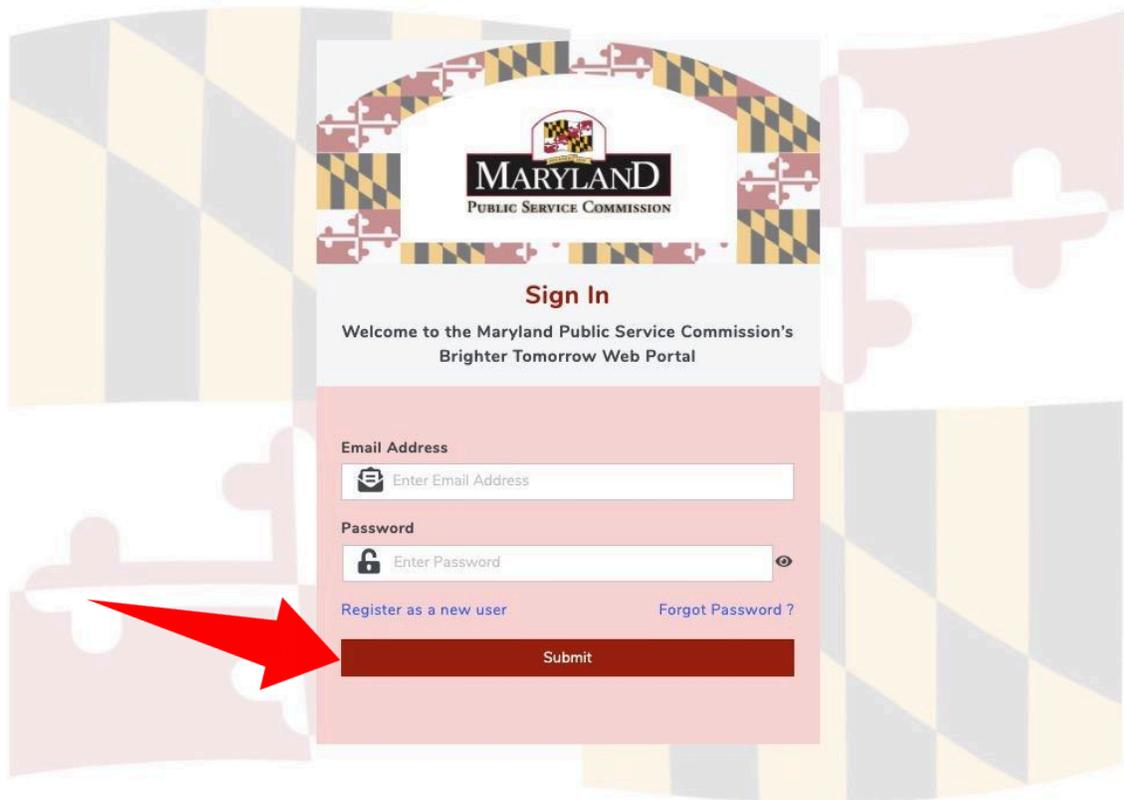
Application Module

Submit an Initial Application for Review by PSC

Step 1: Use the following link to access the test version of the Brighter Tomorrow application:

- [Brighter Tomorrow \(Testing Environment\)](#)

Step 2: Enter your email address and password for your registered account. Click the “Submit” button.



MARYLAND
PUBLIC SERVICE COMMISSION

Sign In

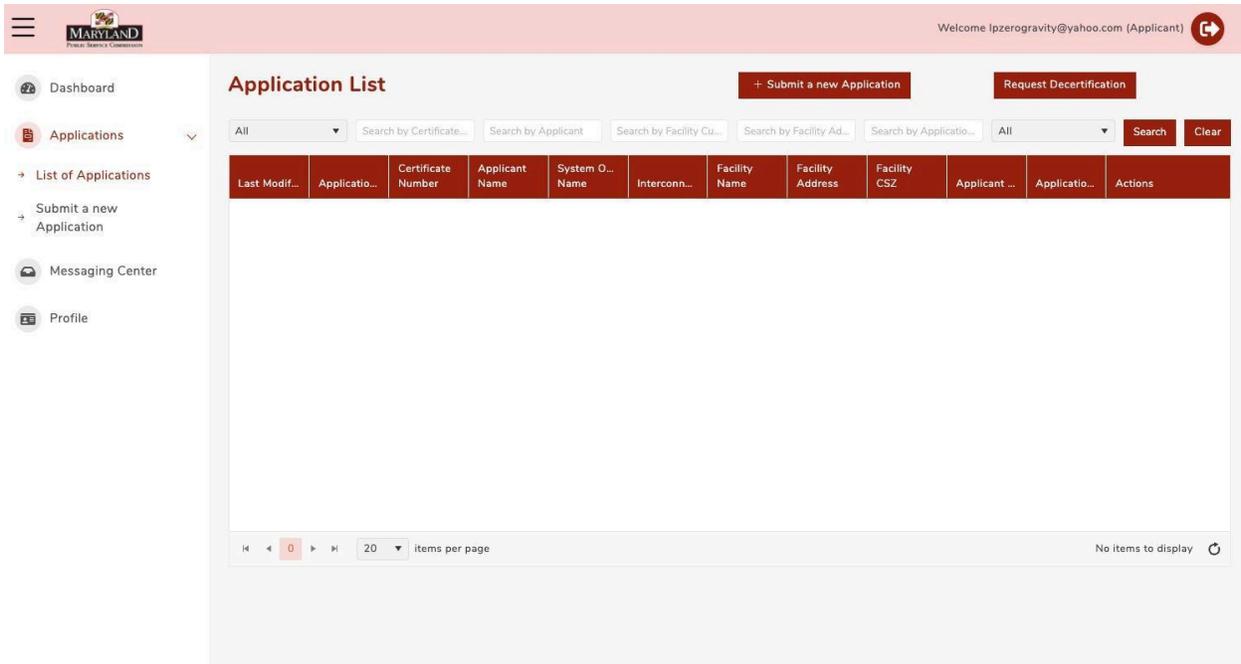
Welcome to the Maryland Public Service Commission's
Brighter Tomorrow Web Portal

Email Address

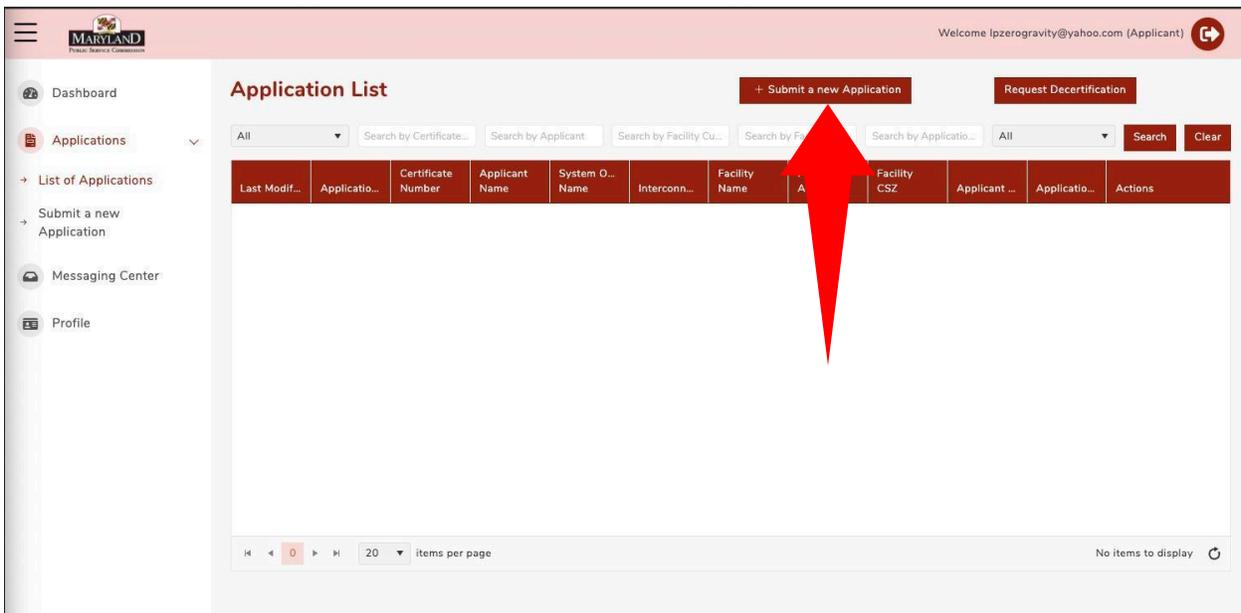
Password

[Register as a new user](#) [Forgot Password ?](#)

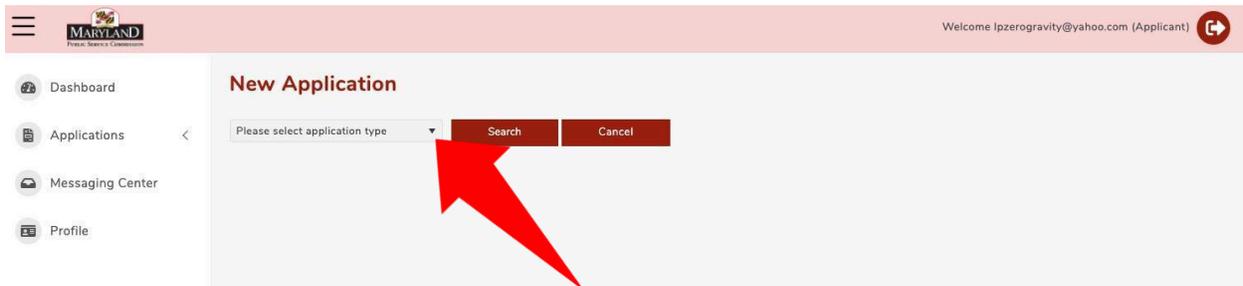
Step 3: Once logged in, you will be taken to the application list page. Here, you will see a list of applications that are either approved, decertified, or under review by PSC.



Step 4: To create a new application, click the “Submit a New Application” button.



Step 5: Select the type of application you want to submit from the dropdown menu.

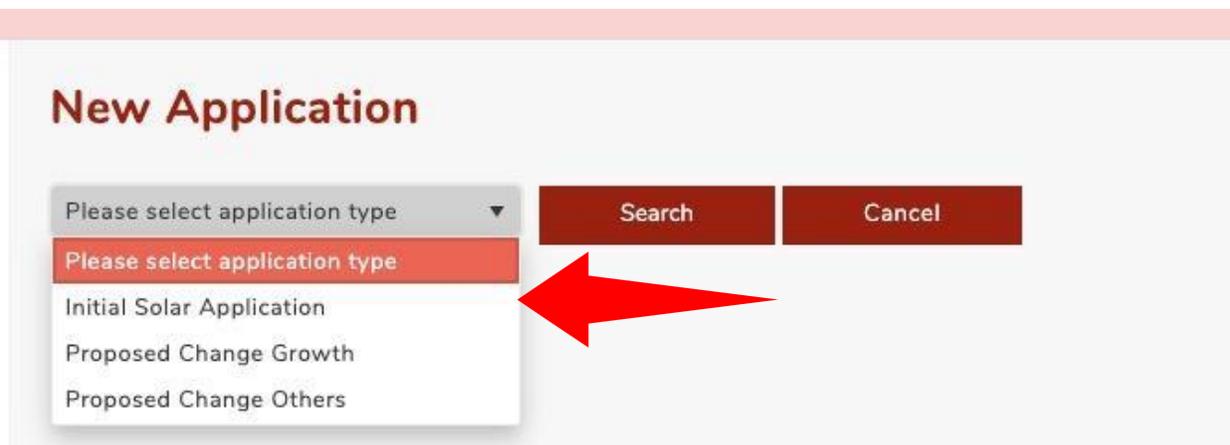


Step 6: Click on the dropdown and select “Initial Solar Application.”

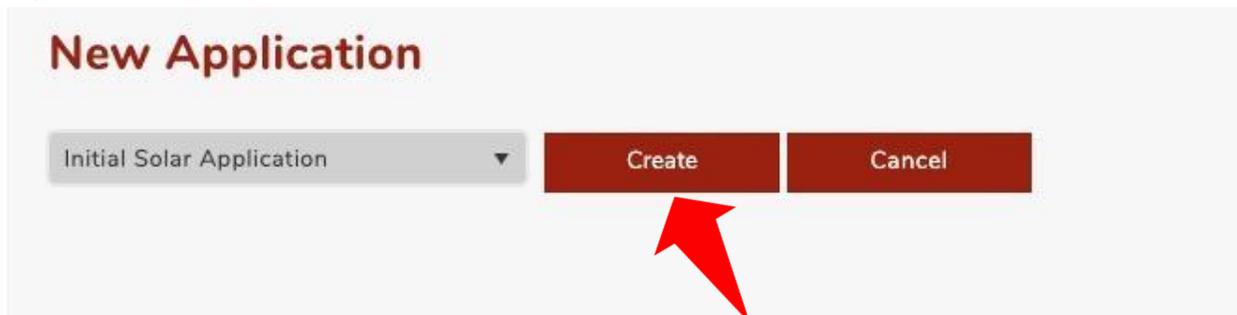
Note: During testing, only the Initial Application is being evaluated. If you select “Proposed Change Growth” or “Proposed Change Others,” you will be required to enter a valid Certificate Number from an existing application before submission.

Application Types:

- Initial Application: This is the first step in the certification process. A new application is required to register a solar facility for the Brighter Tomorrow Program.
- Proposed Change Growth: This option is for making capacity increases to an already certified solar facility. To submit a Proposed Growth application, you must provide the Certificate Number of an existing approved application.
- Proposed Change Others: This option is for updating details related to an already certified facility (e.g., ownership changes, system modifications). A valid Certificate Number must be entered to proceed with a Proposed Change application.

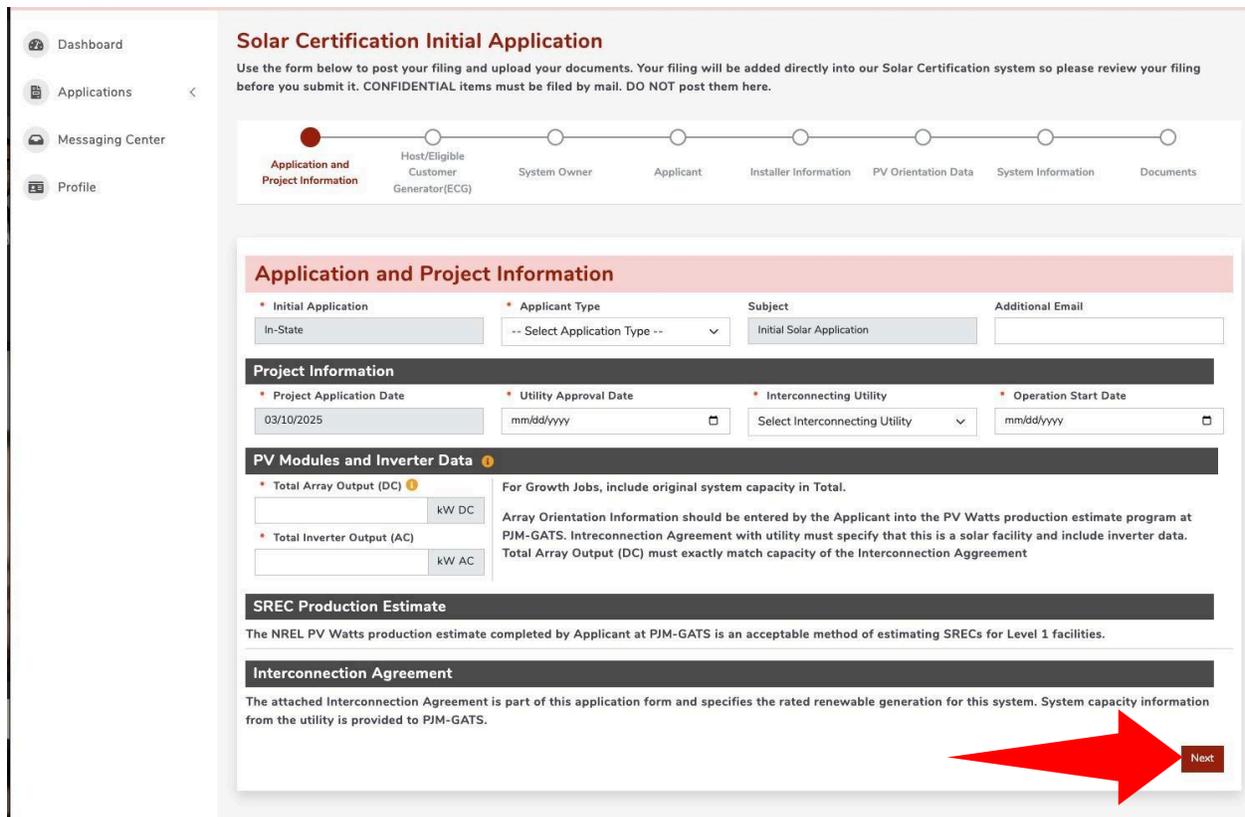


Step 7: Click the “Create” button.



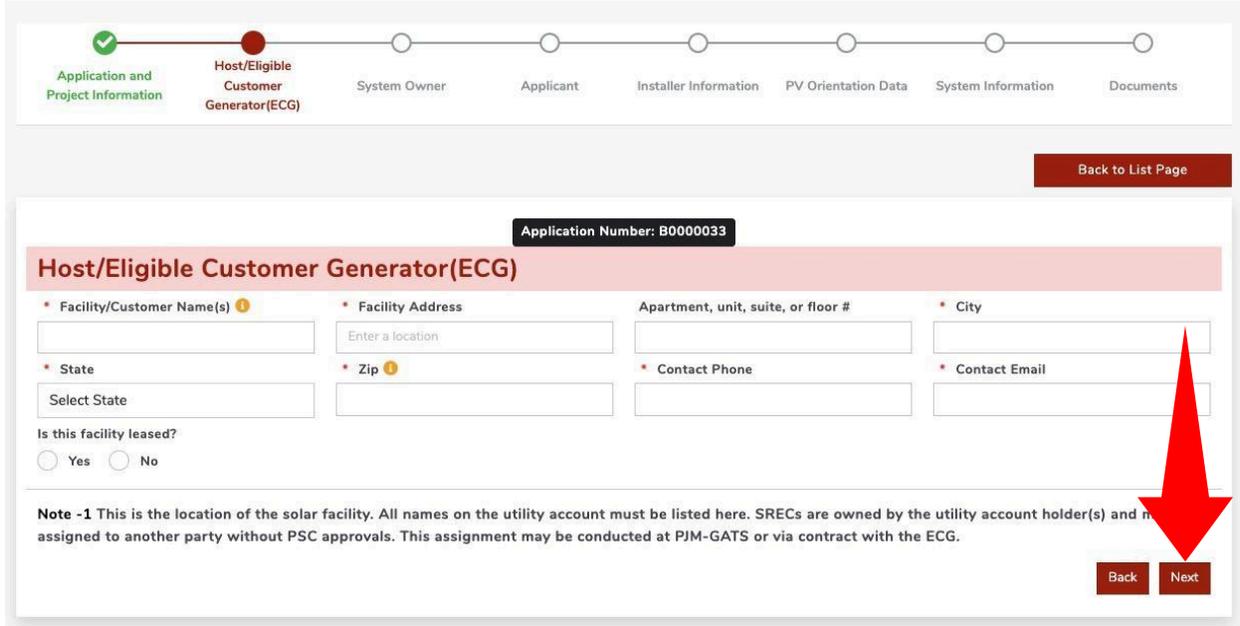
Step 8: The application contains multiple sections. The first section is Application and Project Information. Make sure to fill out all the required fields (marked with an asterisk “*”). Click “Next” to proceed.

Note: The application is not viewable by PSC until you submit it. The application will be auto saved, allowing you to return later if needed.



Step 9: Fill out the Host/Eligible Customer Generator (ECG) section. Read the note at the bottom of the section. Click “Next” to proceed.

Note: The entire application uses Google Address API to automatically populate address fields as you type. Matching addresses will appear in a dropdown, allowing you to select the correct one for accuracy.



Application Number: B0000033

Host/Eligible Customer Generator(EGC)

* Facility/Customer Name(s)

* Facility Address Apartment, unit, suite, or floor #

* State * City

Select State * Zip * Contact Phone

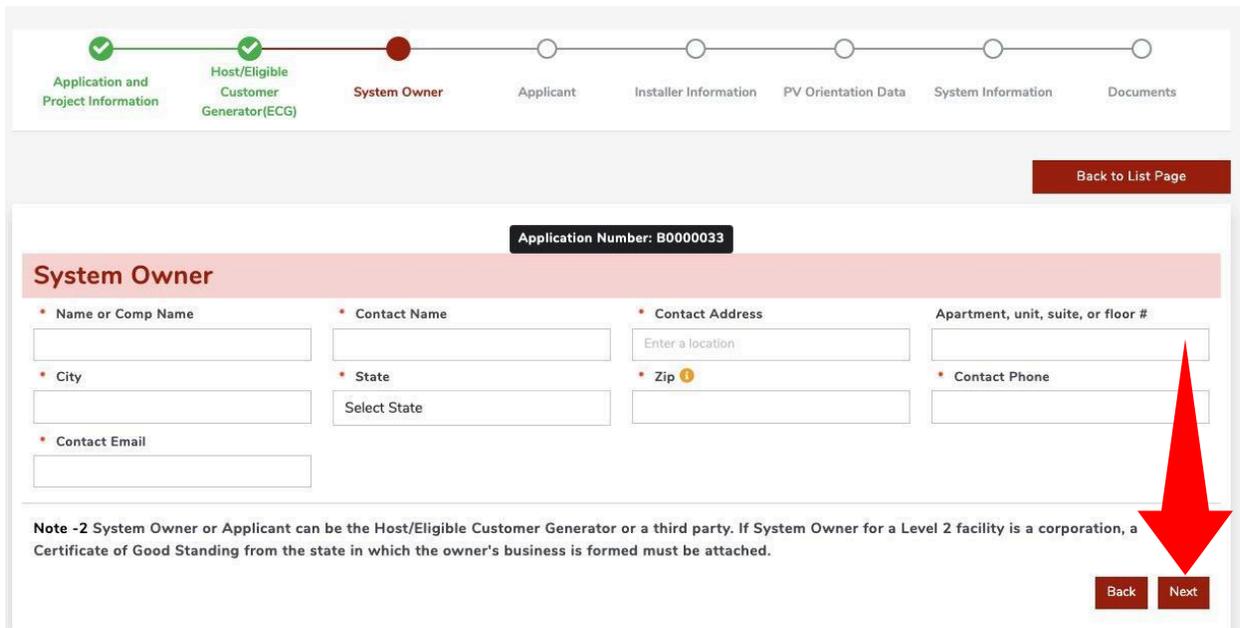
* Contact Email

Is this facility leased?
 Yes No

Note -1 This is the location of the solar facility. All names on the utility account must be listed here. SRECs are owned by the utility account holder(s) and not assigned to another party without PSC approvals. This assignment may be conducted at PJM-GATS or via contract with the ECG.

[Back](#) [Next](#)

Step 10: Complete the System Owner section. Read the note at the bottom of the section. Click “Next” to proceed.



Application Number: B0000033

System Owner

* Name or Comp Name

* Contact Name

* Contact Address Apartment, unit, suite, or floor #

* City * State

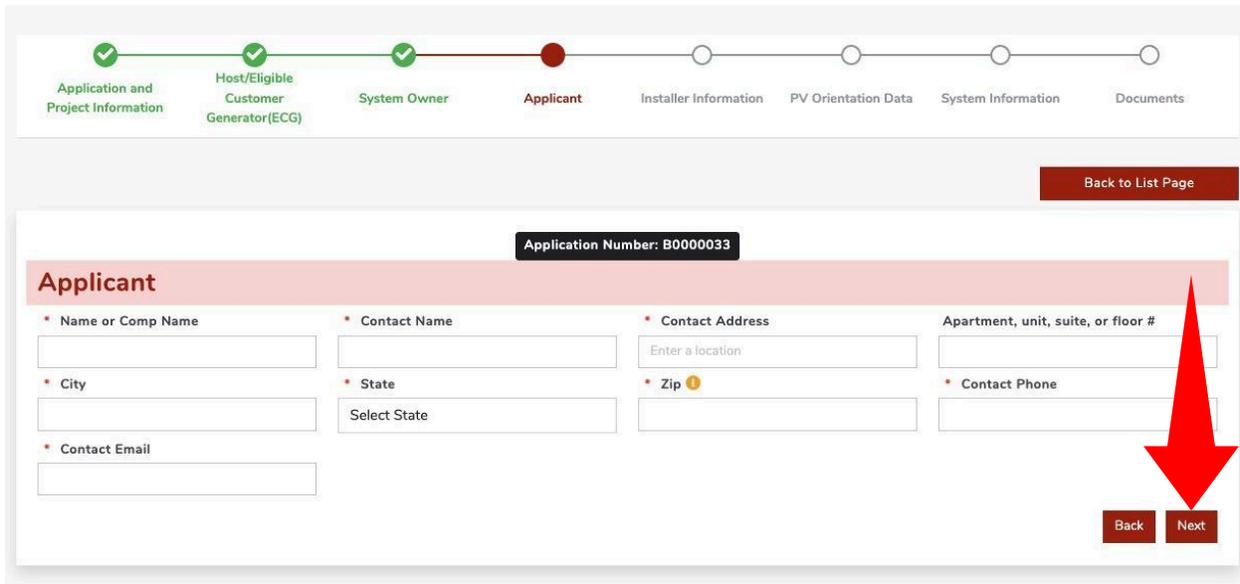
Select State * Zip * Contact Phone

* Contact Email

Note -2 System Owner or Applicant can be the Host/Eligible Customer Generator or a third party. If System Owner for a Level 2 facility is a corporation, a Certificate of Good Standing from the state in which the owner's business is formed must be attached.

[Back](#) [Next](#)

Step 11: Fill in the Applicant section. Click “Next” to proceed.



Application and Project Information Host/Eligible Customer Generator(ECG) System Owner **Applicant** Installer Information PV Orientation Data System Information Documents

Back to List Page

Application Number: B0000033

Applicant

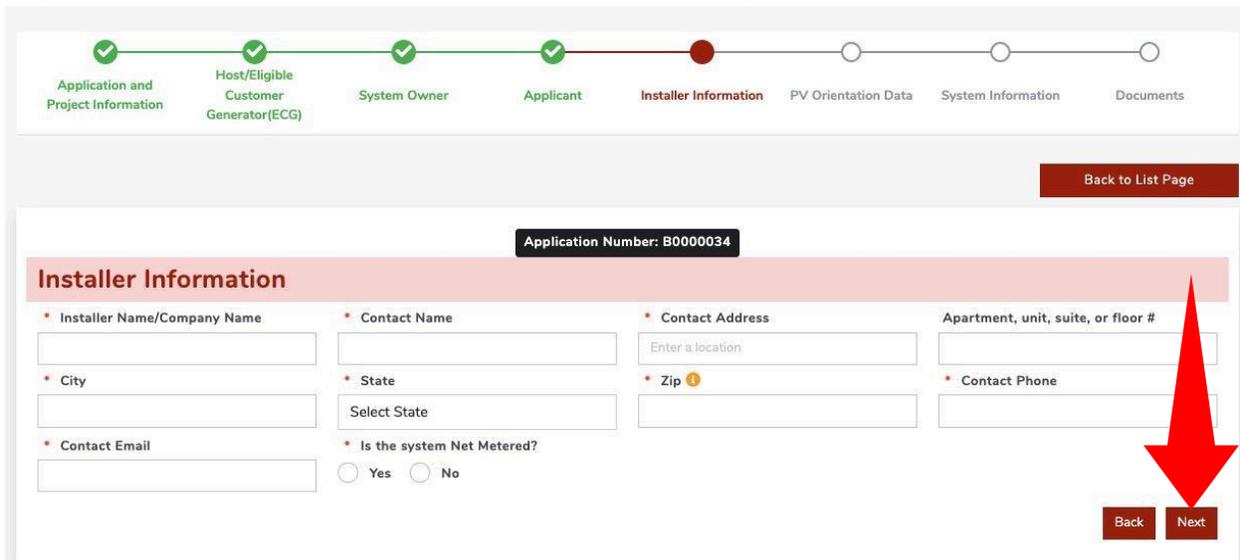
* Name or Comp Name * Contact Name * Contact Address Apartment, unit, suite, or floor #

* City * State * Zip * Contact Phone

* Contact Email

Back Next

Step 12: Fill in the Installer Information section. Click “Next” to proceed.



Application and Project Information Host/Eligible Customer Generator(ECG) System Owner Applicant **Installer Information** PV Orientation Data System Information Documents

Back to List Page

Application Number: B0000034

Installer Information

* Installer Name/Company Name * Contact Name * Contact Address Apartment, unit, suite, or floor #

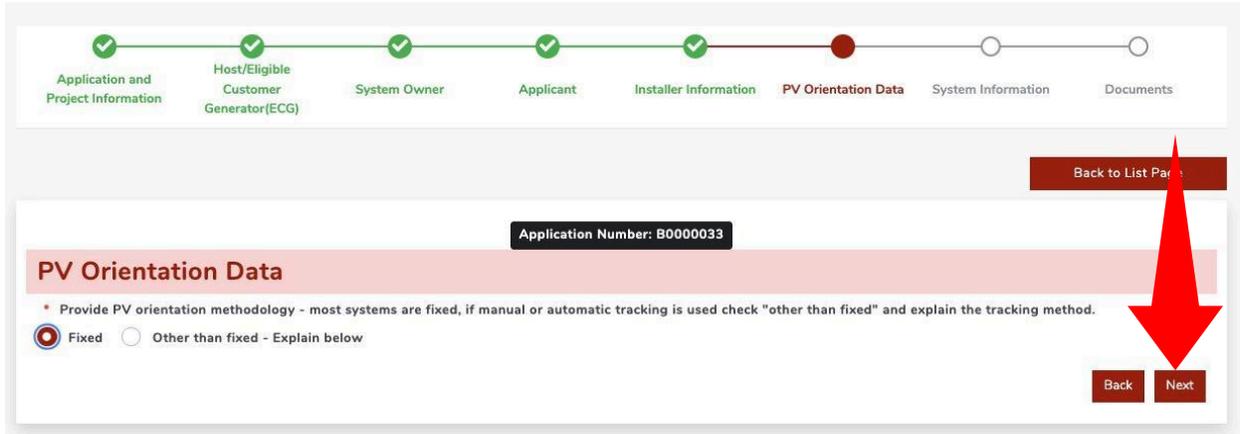
* City * State * Zip * Contact Phone

* Contact Email * Is the system Net Metered?

Yes No

Back Next

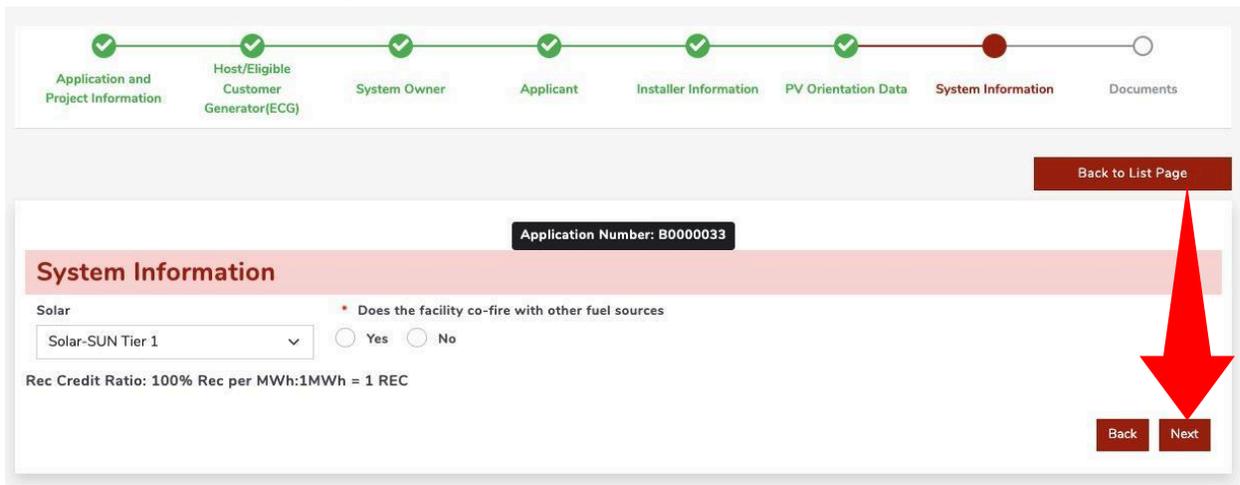
Step 13: Fill in the PV Orientation Data section. Click “Next” to proceed.



The screenshot shows a progress bar at the top with eight steps: Application and Project Information, Host/Eligible Customer Generator (ECG), System Owner, Applicant, Installer Information, PV Orientation Data (highlighted in red), System Information, and Documents. Below the progress bar is a "Back to List Page" button. The main form area has a header "PV Orientation Data" and "Application Number: B0000033". A note states: "Provide PV orientation methodology - most systems are fixed, if manual or automatic tracking is used check 'other than fixed' and explain the tracking method." There are two radio buttons: "Fixed" (selected) and "Other than fixed - Explain below". At the bottom right are "Back" and "Next" buttons. A large red arrow points to the "Next" button.

Step 14: Fill in the System Information section. Take note of the REC Credit Ratio. Click “Next” to proceed.

Note: If you qualify for the Brighter Tomorrow Program, you may be asked additional questions which are shown in the second image below.



The screenshot shows a progress bar at the top with eight steps: Application and Project Information, Host/Eligible Customer Generator (ECG), System Owner, Applicant, Installer Information, PV Orientation Data, System Information (highlighted in red), and Documents. Below the progress bar is a "Back to List Page" button. The main form area has a header "System Information" and "Application Number: B0000033". There is a "Solar" dropdown menu with "Solar-SUN Tier 1" selected. A note states: "Does the facility co-fire with other fuel sources" with "Yes" and "No" radio buttons. Below this, it says "Rec Credit Ratio: 100% Rec per MWh:1MWh = 1 REC". At the bottom right are "Back" and "Next" buttons. A large red arrow points to the "Next" button.

[Back to List Page](#)

Application Number: B0000035

System Information

Solar Yes No * Does the facility co-fire with other fuel sources

Rec Credit Ratio: 100% Rec per MWh:1MWh = 1 REC

Brighter Tomorrow Program

Are you interested in participating in the Brighter Tomorrow Program?

Yes No

Is the solar facility located on a rooftop or a parking canopy?

Yes No

Is the solar facility located on a brownfield?

Yes No

Is the intent of this solar facility used for aggregate net metering?

Yes No

Is this a community solar facility?

Yes No

Is this a colocated facility?

Yes No

[Back](#) [Next](#)

Step 15: On the Document Upload screen, upload the necessary files for your application. Click the “Document Type” dropdown and select the appropriate document category. Click “Choose File” and select the required file from your computer. Click the “Save & Upload File” button.

Application Number: B0000033

Documents

1 For each document you are uploading, follow these steps -

Step 1: Please select the Document type.

Step 2: Click on the Browse button to upload the document.

Step 3: Click on the Save & Upload button once you have selected the document.

NOTE: You can only upload one document for each type.

Select Document Type

Required Documents To Upload:

- [Interconnection Agreement](#)
- [As Built Drawing](#)
- [Certificate of Good Standing](#)

Document Type	Document Name	Uploaded Date	Delete
No Data Found			

Choose File

1 **2** **3**

[Save & Upload](#)

[Back](#) [Save](#)

Step 16: If the upload is successful, the file will appear in the table. You can delete the file and re-upload if necessary. Required documents are highlighted in red.

Required Documents To Upload:
As Built Drawing
Certificate of Good Standing

Document Type	Document Name	Uploaded Date	Delete
Interconnection Agreement	Misc. File.jpg	03/10/2025	

Step 17: Once all required documents are uploaded, click “Send to Administrator” to submit the application for review. Alternatively, you can click “Save” to return later and complete the submission.

Back to List Page

Application Number: B0000033

Documents

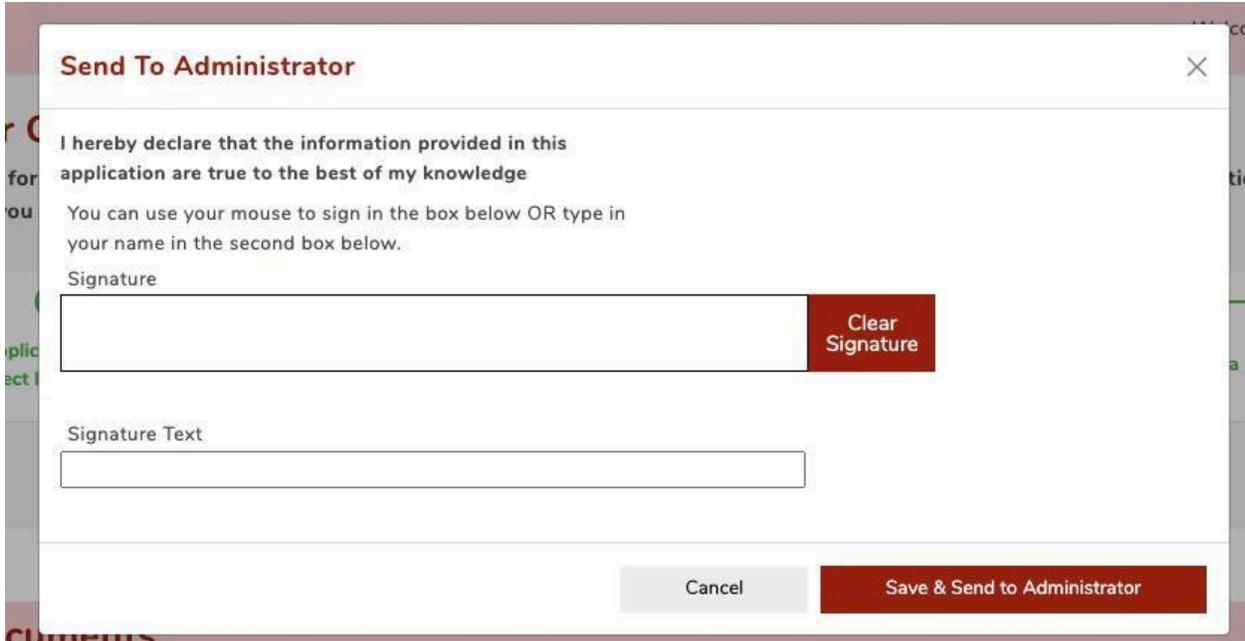
For each document you are uploading, follow these steps -
 Step 1: Please select the Document type.
 Step 2: Click on the Browse button to upload the document.
 Step 3: Click on the Save & Upload button once you have selected the document.
NOTE: You can only upload one document for each type.

Select Document Type: Choose File: No file chosen Save & Upload

Document Type	Document Name	Uploaded Date	Delete
As Built Drawing	1.pdf	03/10/2025	
Certificate of Good Standing	2.pdf	03/10/2025	
Interconnection Agreement	Misc. File.jpg	03/10/2025	

Back Save Send to Administrator

Step 18: To finalize submission, you must electronically sign the application by either drawing your signature or typing your full name. If needed, click “Clear Signature” to re-enter your signature.



Send To Administrator [X]

I hereby declare that the information provided in this application are true to the best of my knowledge

You can use your mouse to sign in the box below OR type in your name in the second box below.

Signature

Signature Text

Step 19: Once submitted, a success message will appear at the top of the screen confirming that your application has been sent.

Solar Certification Initial Application

Use the form below to post your filing and upload your documents. Your filing will be added directly into our Solar Certification system so please review your filing before you submit it. CONFIDENTIAL items must be filed by mail. DO NOT post them here.

Send To Administrator Successfully 

✓
Application and
Project Information

✓
Host/Eligible
Customer
Generator(ECG)

✓
System Owner

✓
Applicant

✓
Installer Information

✓
PV Orientation Data

✓
System Information

✓
Documents

Sent to Administrator

Print

Back to List Page

Application Number: B0000033

Documents

i For each document you are uploading, follow these steps -

Step 1: Please select the Document type.

Step 2: Click on the Browse button to upload the document.

Step 3: Click on the Save & Upload button once you have selected the document.

NOTE: You can only upload one document for each type.

Select Document Type v

Choose File

No file chosen

Save & Upload

Document Type	Document Name	Uploaded Date	Delete
As Built Drawing	1.pdf	03/10/2025	✕
Certificate of Good Standing	2.pdf	03/10/2025	✕
Interconnection Agreement	Misc. File.jpg	03/10/2025	✕

Back

Attested and signed by : 

Step 20: Click the "Print" button to save or print your application for your records.

Solar Certification Initial Application

Use the form below to post your filing and upload your documents. Your filing will be added directly into our Solar Certification system so please review your filing before you submit it. CONFIDENTIAL items must be filed by mail. DO NOT post them here.

Send To Administrator Successfully


 Application and Project Information


 Host/Eligible Customer Generator(ECG)


 System Owner


 Applicant


 Installer Information


 PV Orientation Data


 System Information


 Documents

[Sent to Administrator](#)

[Print](#)

[Back to List Page](#)

Application Number: B0000033

Documents

! For each document you are uploading, follow these steps -

Step 1: Please select the Document type.

Step 2: Click on the Browse button to upload the document.

Step 3: Click on the Save & Upload button once you have selected the document.

NOTE: You can only upload one document for each type.

Select Document Type
Choose File
No file chosen
Save & Upload

Document Type	Document Name	Uploaded Date	Delete
As Built Drawing	1.pdf	03/10/2025	✖
Certificate of Good Standing	2.pdf	03/10/2025	✖
Interconnection Agreement	Misc. File.jpg	03/10/2025	✖

[Back](#)

Attested and signed by : 

Step 21: Click the “Back to List Page” button to return to the application dashboard. From here, you can submit additional applications or track the status of submitted applications.

Solar Certification Initial Application

Use the form below to post your filing and upload your documents. Your filing will be added directly into our Solar Certification system so please review your filing before you submit it. CONFIDENTIAL items must be filed by mail. DO NOT post them here.

Send To Administrator Successfully

✓
Application and
Project Information

✓
Host/Eligible
Customer
Generator(ECG)

✓
System Owner

✓
Applicant

✓
Installer Information

✓
PV Orientation Data

✓
System Information

✓
Documents

[Sent to Administrator](#)

Print
[Back to List Page](#)

Application Number: B0000033

Documents

i For each document you are uploading, follow these steps -

Step 1: Please select the Document type.

Step 2: Click on the Browse button to upload the document.

Step 3: Click on the Save & Upload button once you have selected the document.

NOTE: You can only upload one document for each type.

Select Document Type Choose File No file chosen Save & Upload

Document Type	Document Name	Uploaded Date	Delete
As Built Drawing	1.pdf	03/10/2025	✕
Certificate of Good Standing	2.pdf	03/10/2025	✕
Interconnection Agreement	Misc. File.jpg	03/10/2025	✕

[Back](#)

Attested and signed by : 



Step 22: Once PSC reviews your application and acts, you will receive an email notification with further instructions, if applicable.

My Pending Tasks

--All--
--All--

You do not have any pending tasks.

Application List
[+ Submit a new Application](#)
[Request Decertification](#)

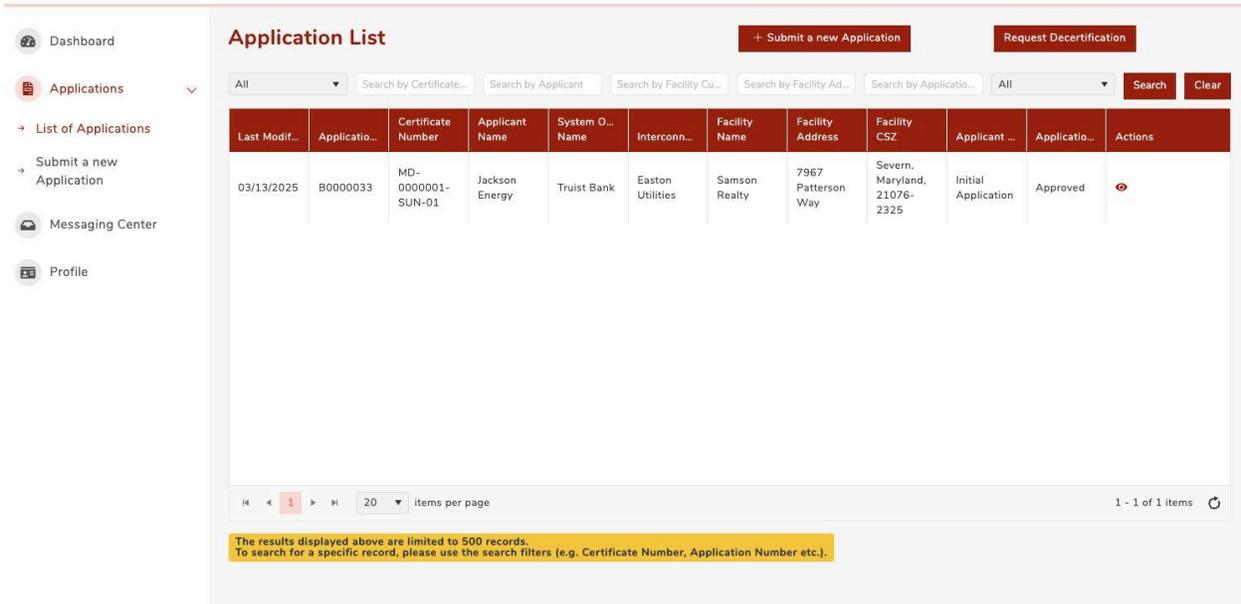
All
Search by Certificat...
Search by Applicant
Search by Facility C...
Search by Facility A...
Search by Applicati...
All
Search
Clear

Last Modi...	Applicatio...	Certificate Number	Applicant Name	System O... Name	Interconn...	Facility Name	Facility Address	Facility CSZ	Applicant ...	Applicatio...	Actions
03/10/2025	B0000033		Jackson Energy	Truist Bank	Easton Utilities	Samson Realty	7967 Patterson Way	Severn, Maryland, 21076-2325	Initial Application	Submitted	

1
20 items per page
1 - 1 of 1 items

Download Certificate and Letter of Acceptance

Step 1: After logging in, navigate to the Application module.

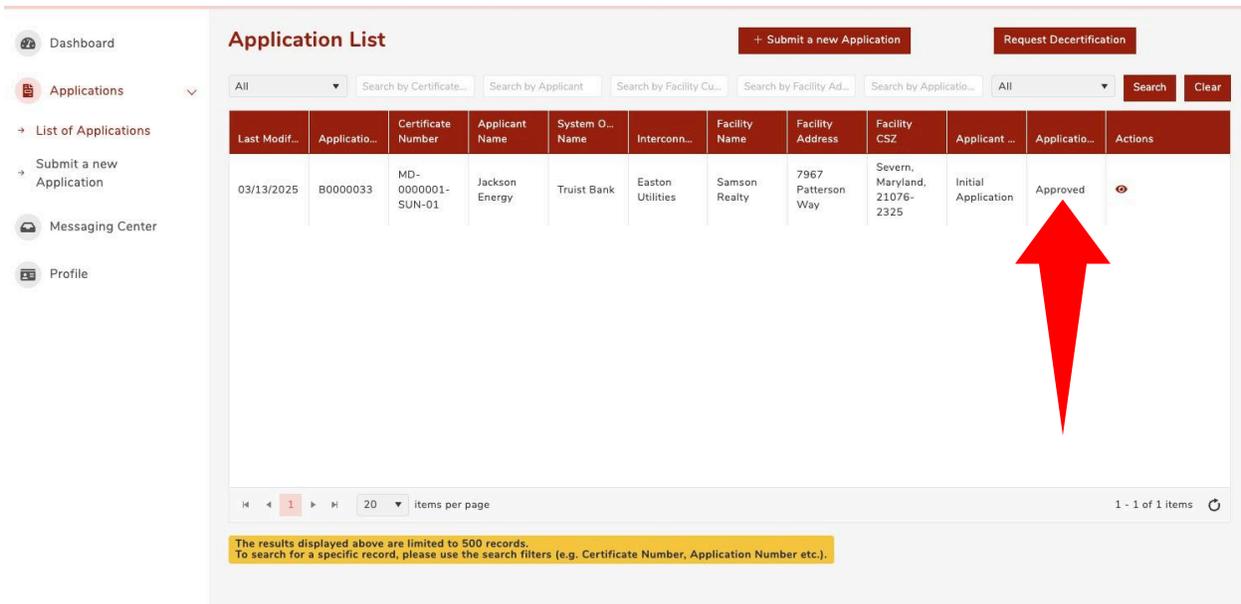


The screenshot shows the 'Application List' interface. On the left is a navigation menu with 'Dashboard', 'Applications', 'List of Applications', 'Submit a new Application', 'Messaging Center', and 'Profile'. The main area contains a table with the following data:

Last Modif...	Applicatio...	Certificate Number	Applicant Name	System O... Name	Interconn...	Facility Name	Facility Address	Facility CSZ	Applicant ...	Applicatio...	Actions
03/13/2025	B0000033	MD-0000001-SUN-01	Jackson Energy	Truist Bank	Easton Utilities	Samson Realty	7967 Patterson Way	Severn, Maryland, 21076-2325	Initial Application	Approved	

At the bottom of the table, there is a pagination control showing '1' of 1 items and a note: 'The results displayed above are limited to 500 records. To search for a specific record, please use the search filters (e.g. Certificate Number, Application Number etc.).'

Step 2: Confirm that the status of your application is Approved.



This screenshot is identical to the one above, but with a large red arrow pointing to the 'Approved' status in the 'Applicatio...' column of the table row.

Step 3: Click the eye icon next to your approved application to view its details.

- [Dashboard](#)
- [Applications](#)
 - List of Applications
 - Submit a new Application
- [Messaging Center](#)
- [Profile](#)

Application List

[+ Submit a new Application](#)
[Request Decertification](#)

All

All
Search
Clear

Last Modif...	Applicatio...	Certificate Number	Applicant Name	System O... Name	Interconn...	Facility Name	Facility Address	Facility CSZ	Applicant ...	Applicatio...	Actions
03/13/2025	B0000033	MD-0000001-SUN-01	Jackson Energy	Truist Bank	Easton Utilities	Samson Realty	7967 Patterson Way	Severn, Maryland, 21076-2325	Initial Application	Approved	

1 - 1 of 1 items
↻

The results displayed above are limited to 500 records. To search for a specific record, please use the search filters (e.g. Certificate Number, Application Number etc.).



Step 5: To download the Certificate, click the “Download Certificate” button. The file will automatically download and be saved in your computer’s Downloads folder.

Solar Certification Initial Application

Use the form below to post your filing and upload your documents. Your filing will be added directly into our Solar Certification system so please review your filing before you submit it. CONFIDENTIAL items must be filed by mail. DO NOT post them here.

Application and Project Information Host/Eligible Customer Generator(ECG) System Owner Applicant Installer Information PV Orientation Data System Information Documents

Application Approved (Admin FN Admin L.N)

Download Letter of Acceptance **Download Certificate** Print Back to List Page

Certificate Number: MD-0000001-SUN-01 Application Number: 00033

Application and Project Information

* Initial Application In-State	* Applicant Type Entity	* Applicant Jackson Energy	Subject Initial Solar Application
Additional Email			

Project Information

* Project Application Date 03/10/2025	* Utility Approval Date 03/06/2025	* Interconnecting Utility Easton Utilities	* Operation Start Date 03/26/2025
---	--	--	---

PV Modules and Inverter Data

* Total Array Output (DC) 20000.0000 kW DC	For Growth Jobs, include original system capacity in Total. Array Orientation Information should be entered by the Applicant into the PV Watts production estimate program at PJM-GATS. Interconnection Agreement with utility must specify that this is a solar facility and include inverter data. Total Array Output (DC) must exactly match capacity of the Interconnection Agreement
* Total Inverter Output (AC) 20000.0000 kW AC	

SREC Production Estimate

The NREL PV Watts production estimate completed by Applicant at PJM-GATS is an acceptable method of estimating SRECs for Level 1 facilities.

Interconnection Agreement

The attached Interconnection Agreement is part of this application form and specifies the rated renewable generation for this system. System capacity information from the utility is provided to PJM-GATS.

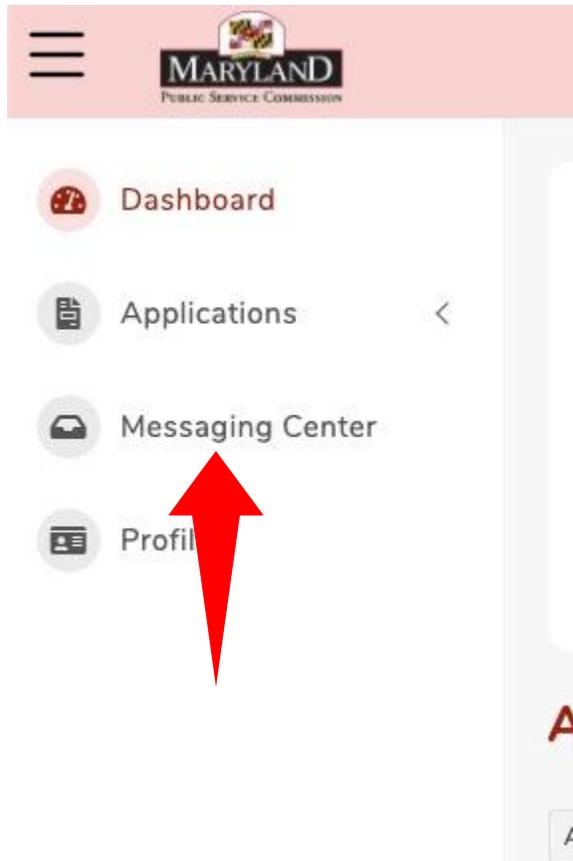
Next

Messaging Module

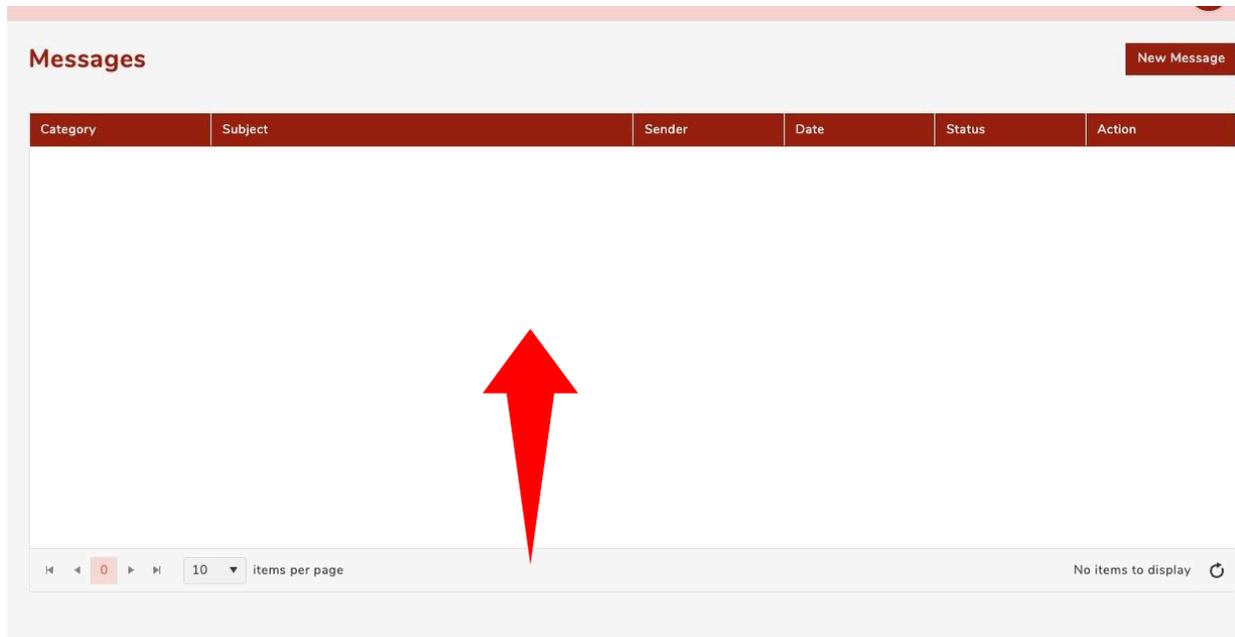
Send Messages To PSC Admin and PSC Staff

Step 1: Confirm that you are logged into the portal.

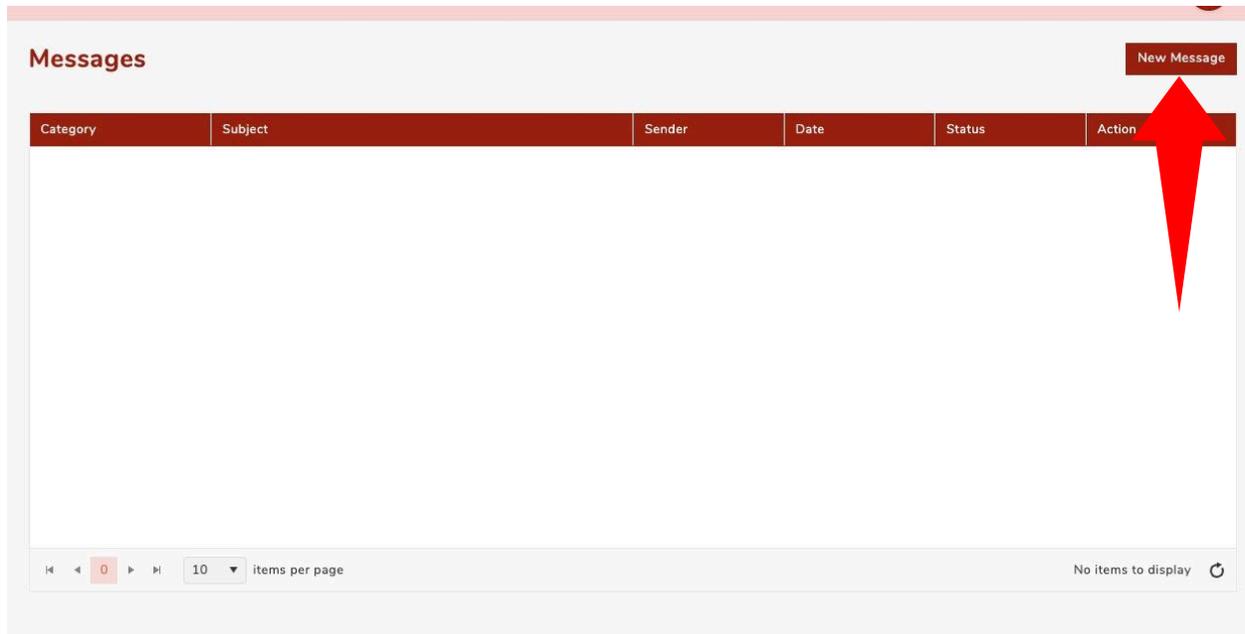
Step 2: On the left-hand hamburger menu, click Messaging Center.



Step 3: Here, you will see all messages you have sent and received. You will also receive email notifications when a new message is received.

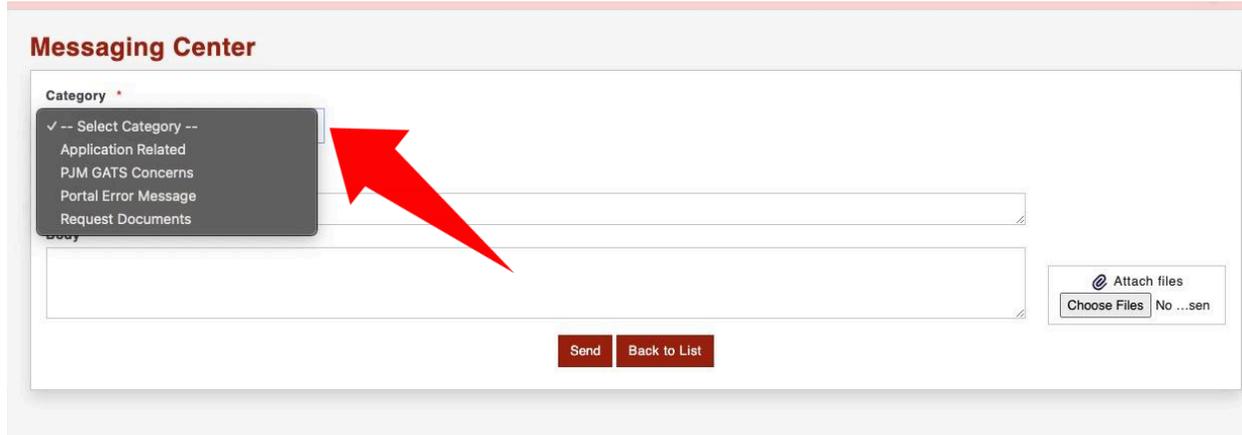


Step 4: To send a new message, click the “New Message” button.



Step 5: First, select the category of your message.

Note: Depending on the selected category, Facility Address, Certification Number, and Application Number may be optional fields. However, providing this information will help PSC respond more quickly and accurately. If you are requesting a document, Document Type may also be required. The Google Address API will suggest facility addresses as you type and the Certificate Number will also be suggested.



Messaging Center

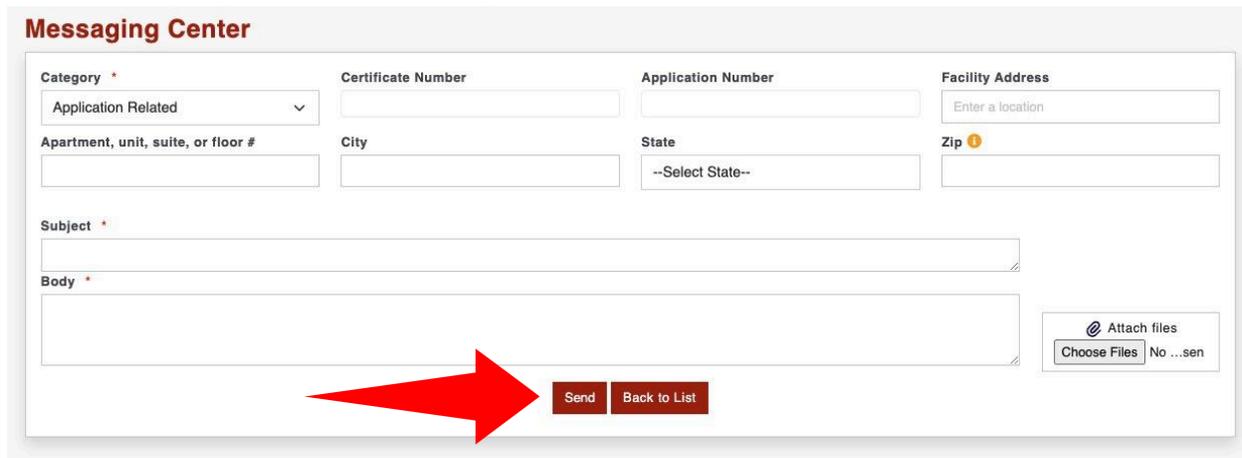
Category *

- ✓ -- Select Category --
- Application Related
- PJM GATS Concerns
- Portal Error Message
- Request Documents

Attach files
Choose Files No ...sen

Send Back to List

Step 6: Enter the details into the Subject and Body fields. You may also attach any necessary files. Click the “Send” button to submit your message to PSC Staff and Admin.



Messaging Center

Category *
Application Related

Certificate Number

Application Number

Facility Address
Enter a location

Apartment, unit, suite, or floor #

City

State
--Select State--

Zip

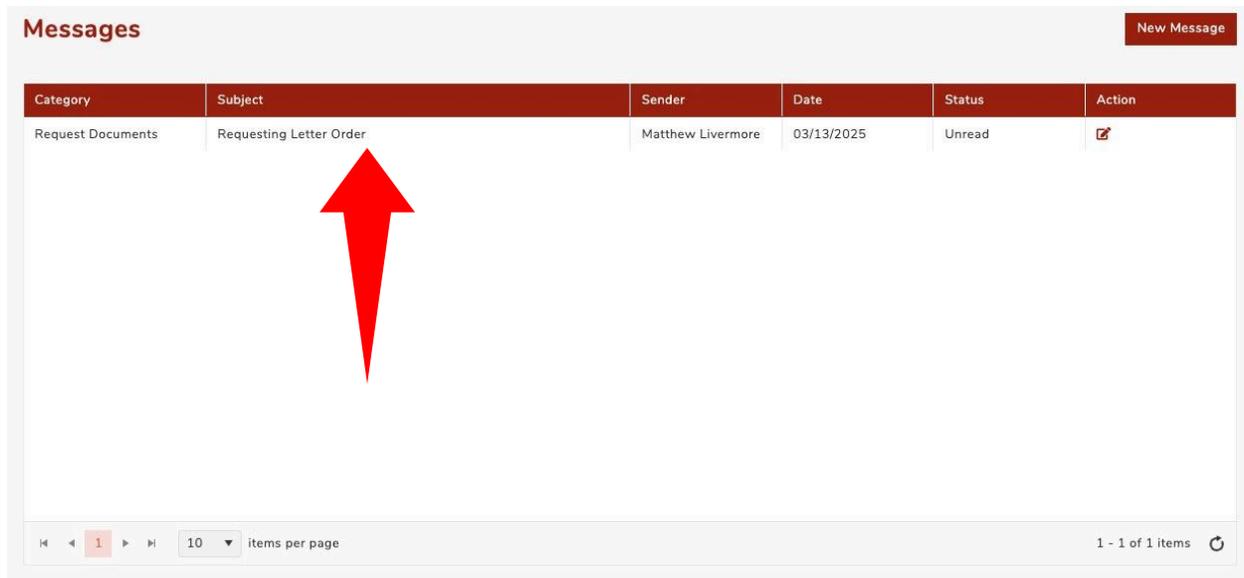
Subject *

Body *

Attach files
Choose Files No ...sen

Send Back to List

Step 7: Once sent, your message will appear in the message list, showing its status. The status will indicate whether your message has been read or not.



Messages New Message

Category	Subject	Sender	Date	Status	Action
Request Documents	Requesting Letter Order	Matthew Livermore	03/13/2025	Unread	

10 items per page 1 - 1 of 1 items

View Messages From PSC Admin and PSC Staff

Step 1: When you receive a response from PSC Admin or Staff, you will receive an email notification at your registered email address.

Step 2: The entire message content will be shown in the email.

Dear Matthew Livermore,

Hi Matt, Attached is your letter order. Thanks

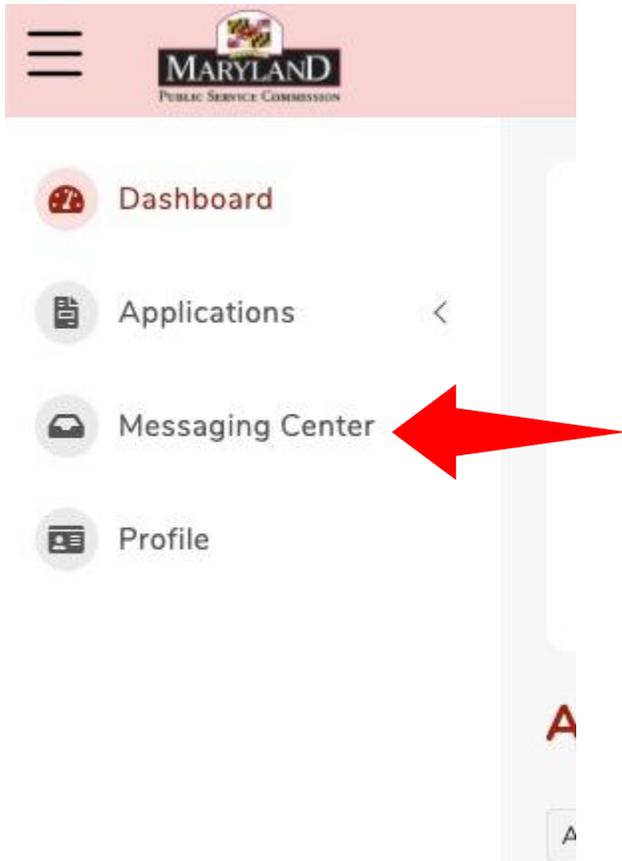
Thank you,
Messaging Center,
Maryland Public Service Commission



Certificate_... .pdf

1.4kB

Step 3: If you'd like to view or respond to the message in the application, log in and go to the Messaging Center.



Step 4: Click the pencil and pad icon to open the message.

Messages New Message

Category	Subject	Sender	Date	Status	Action
Request Documents	Requesting Letter Order	Matthew Livermore	03/13/2025	Unread	

10 items per page 1 - 1 of 1 items

Step 5: Messages are displayed in descending order. You can increase the message viewing area by dragging the message box or scrolling to view the entire conversation.

Messaging Center

Category: Request Documents
 Certificate Number: MD-0000001-SUN-01
 Application Number: B0000033
 Facility Address: 7967 Patterson Way
 Apartment, unit, suite, or floor #:
 City: Severn
 State: Maryland
 Zip: 21076-2325

Document Type: Letter Order

Admin FN Admin LN at 03/13/2025 02:03:41 AM
 Hi Matt,

Document Name	Uploaded Date
Certificate_B0000033.pdf	3/13/2025 2:03:41 AM

you at 03/13/2025 01:58 AM
 Hello,

Subject: Requesting Letter Order

Body:
 Attach files
 Choose Files No ...sen

Send Back to List

Step 6: To respond, type a new message in the Body textbox and click the “Send” button. You can also attach any necessary files before sending.

Messaging Center

Category * Request Documents	Certificate Number MD-000001-SUN-01	Application Number B0000033	Facility Address 7967 Patterson Way
Apartment, unit, suite, or floor #	City Severn	State Maryland	Zip ⓘ 21076-2325

Document Type *
Letter Order

Document Name	Uploaded Date
Certificate_B0000033.pdf	3/13/2025 2:03:41 AM

you at 03/13/2025 01:58:24 AM

Hello,

Subject *
Requesting Letter Order

Body *

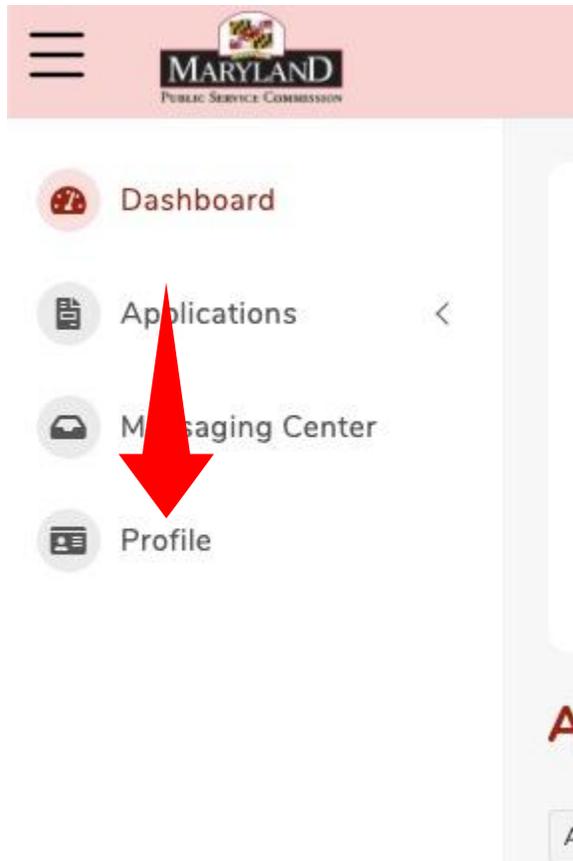


Profile Management Module

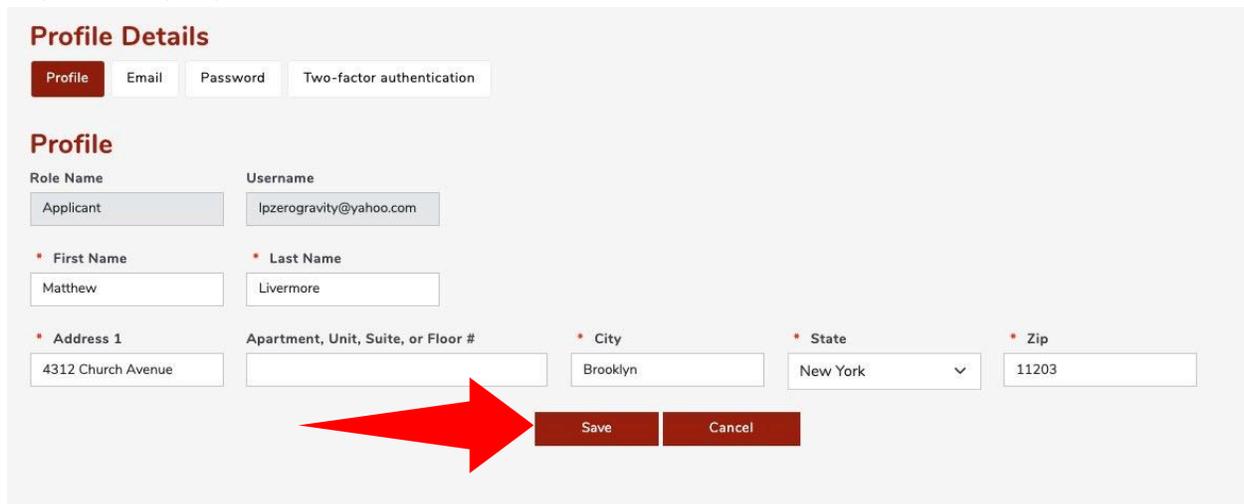
Modify Profile Details

Step 1: Ensure you are logged into the portal.

Step 2: Click the Profile tab in the hamburger menu.



Step 3: Modify any of the available details and click the “Save” button.



Profile Details

Profile | Email | Password | Two-factor authentication

Profile

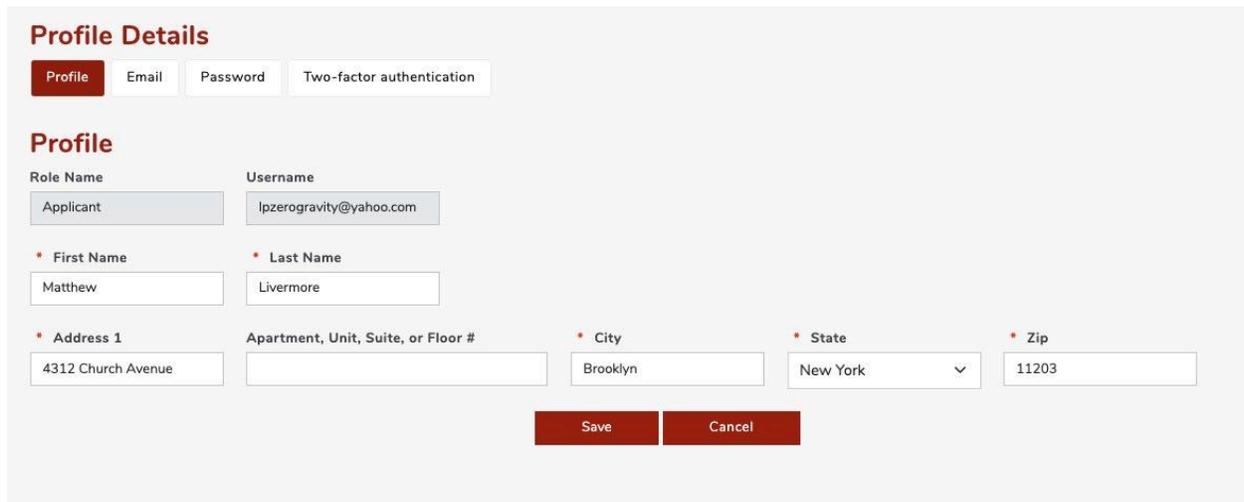
Role Name: Applicant | Username: lpzerogravity@yahoo.com

* First Name: Matthew | * Last Name: Livermore

* Address 1: 4312 Church Avenue | Apartment, Unit, Suite, or Floor #: | * City: Brooklyn | * State: New York | * Zip: 11203

Save | Cancel

Note: The Role Name field can only be edited by PSC Admin. If you need to change your username, navigate to the Email tab.



Profile Details

Profile | Email | Password | Two-factor authentication

Profile

Role Name: Applicant | Username: lpzerogravity@yahoo.com

* First Name: Matthew | * Last Name: Livermore

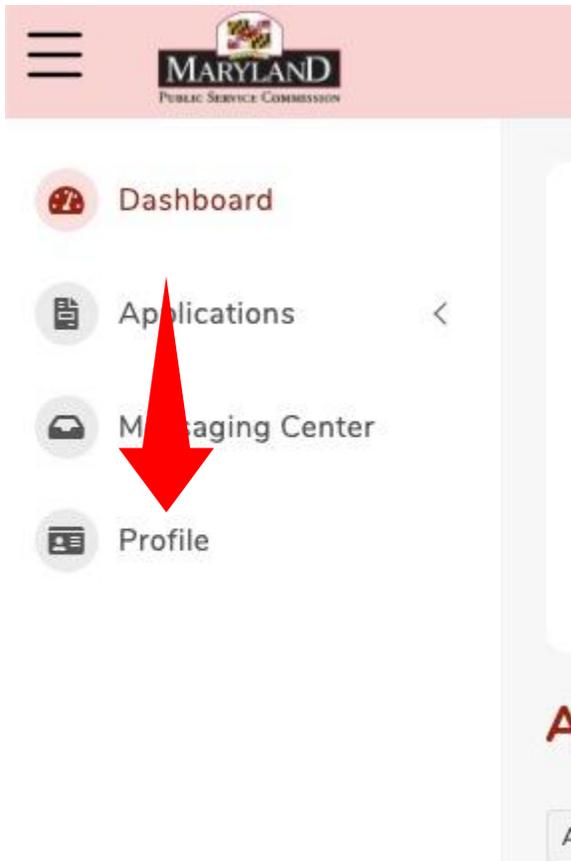
* Address 1: 4312 Church Avenue | Apartment, Unit, Suite, or Floor #: | * City: Brooklyn | * State: New York | * Zip: 11203

Save | Cancel

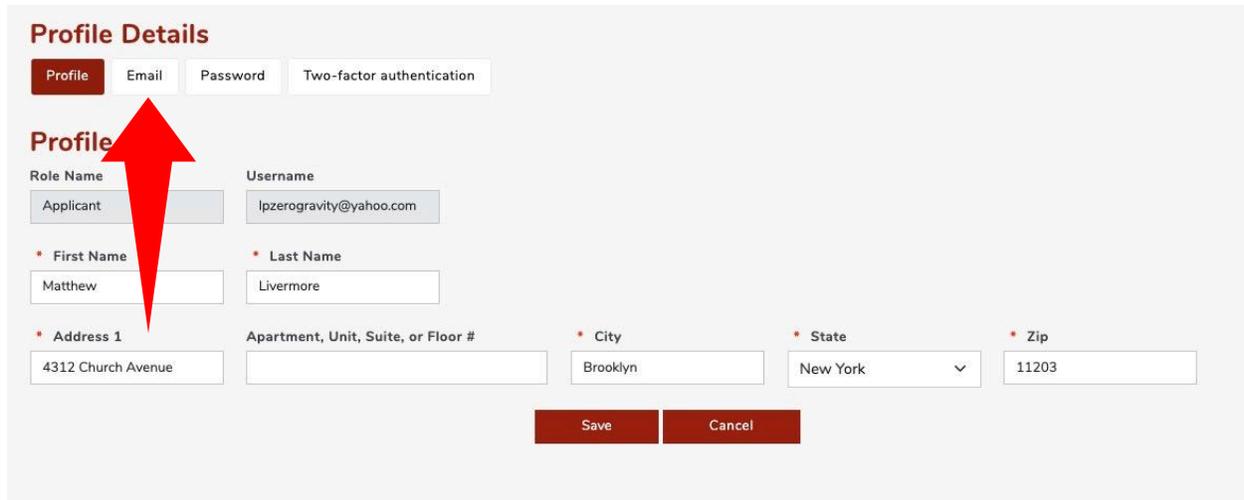
Change Email Address

Step 1: Ensure you are logged into the portal.

Step 2: Click the **Profile** tab in the **hamburger menu**.



Step 3: Click the **Email** tab.



Profile Details

Profile | **Email** | Password | Two-factor authentication

Profile

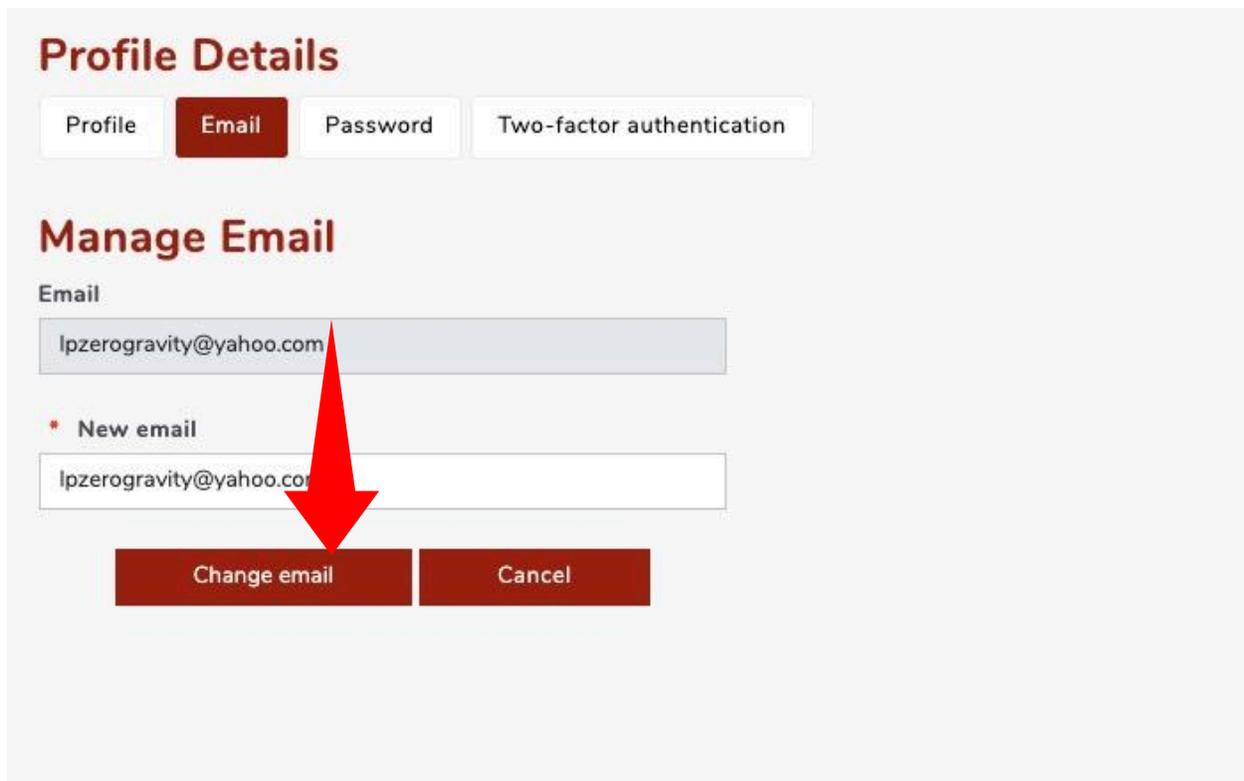
Role Name: Applicant | Username: lpzerogravity@yahoo.com

* First Name: Matthew | * Last Name: Livermore

* Address 1: 4312 Church Avenue | Apartment, Unit, Suite, or Floor #: | * City: Brooklyn | * State: New York | * Zip: 11203

Save | Cancel

Step 4: Enter the new email address you want to use and click the **“Change Email”** button.



Profile Details

Profile | **Email** | Password | Two-factor authentication

Manage Email

Email: lpzerogravity@yahoo.com

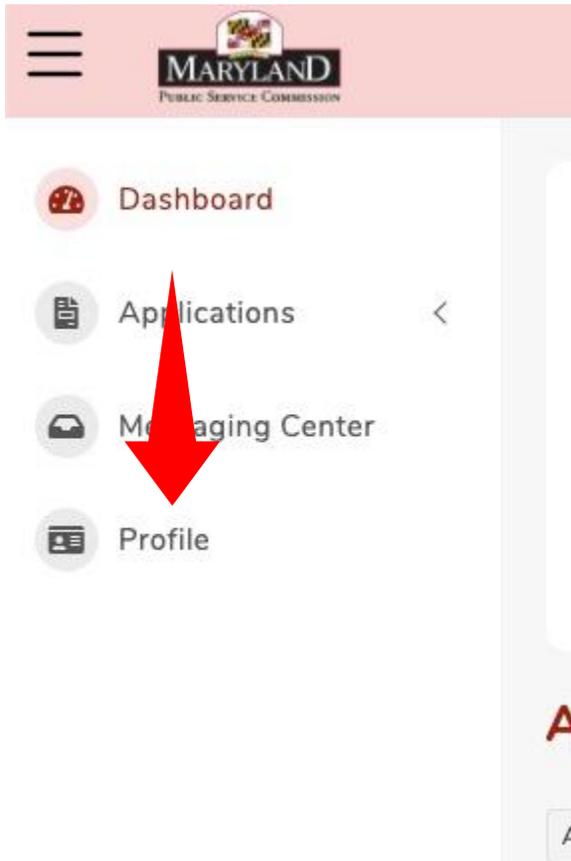
* New email: lpzerogravity@yahoo.com

Change email | Cancel

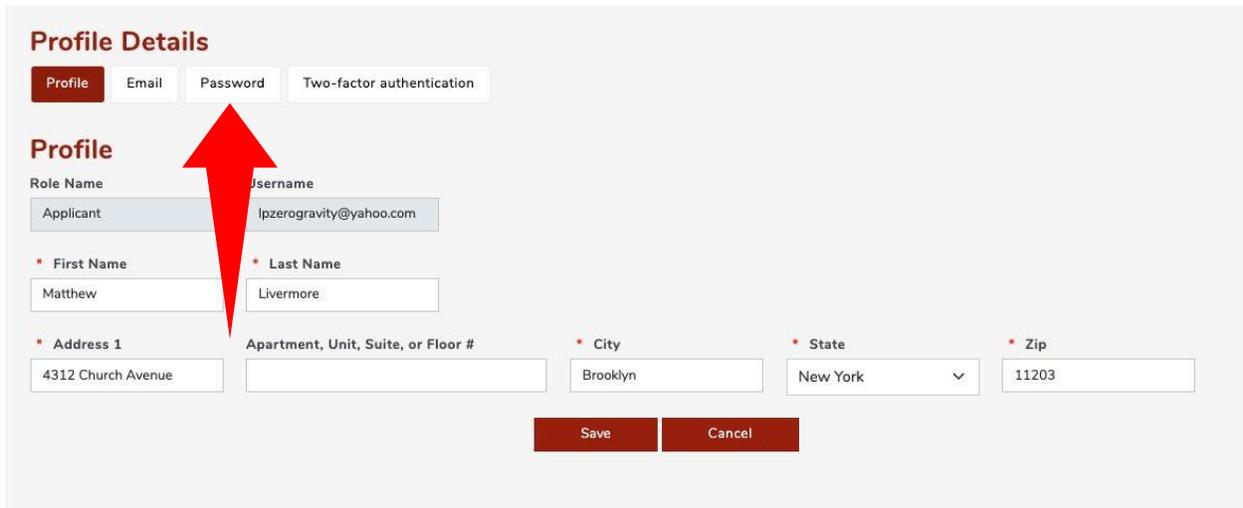
Change Password

Step 1: Ensure you are logged into the portal.

Step 2: Click the **Profile** tab in the hamburger menu.



Step 3: Click the **Password** tab.



Profile Details

Profile | **Email** | Password | Two-factor authentication

Profile

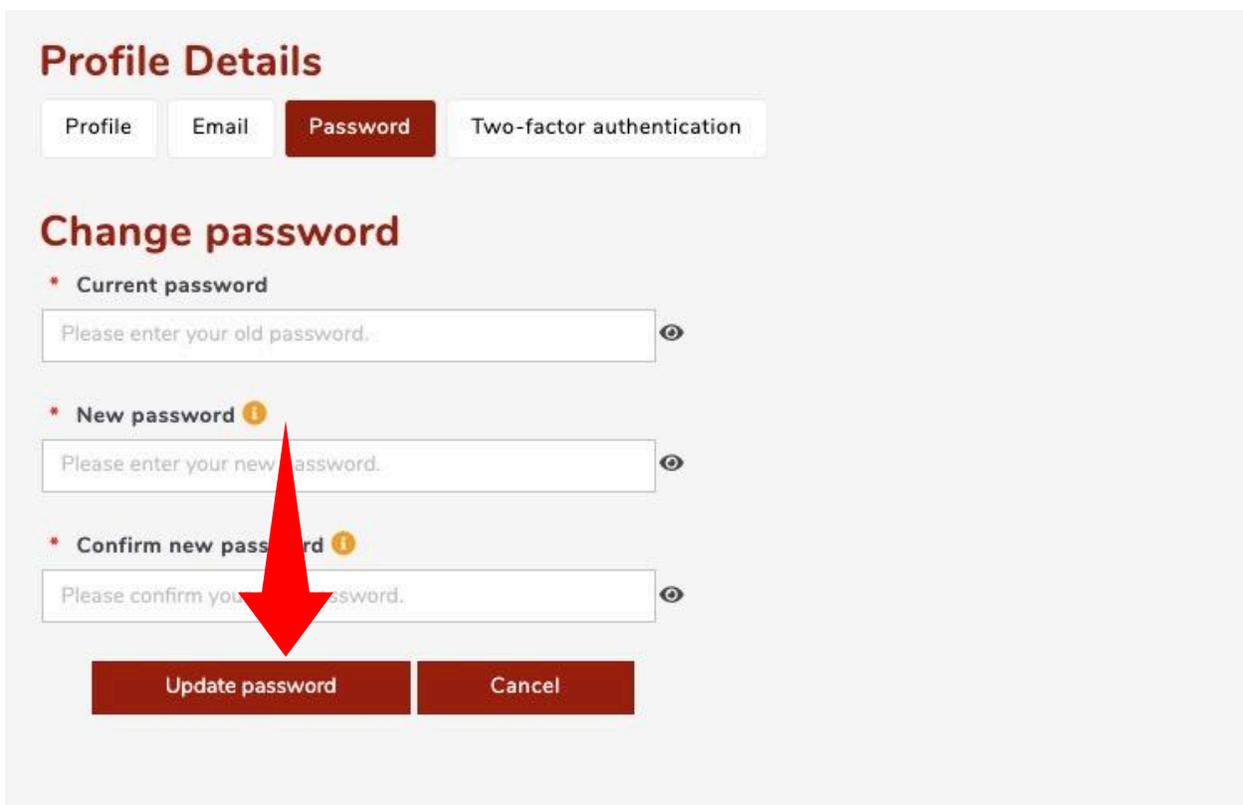
Role Name: Applicant | Username: lpzerogravity@yahoo.com

* First Name: Matthew | * Last Name: Livernore

* Address 1: 4312 Church Avenue | Apartment, Unit, Suite, or Floor #: | * City: Brooklyn | * State: New York | * Zip: 11203

Save | Cancel

Step 4: Enter your **current password** and **new password**, then click the **“Update Password”** button.



Profile Details

Profile | Email | **Password** | Two-factor authentication

Change password

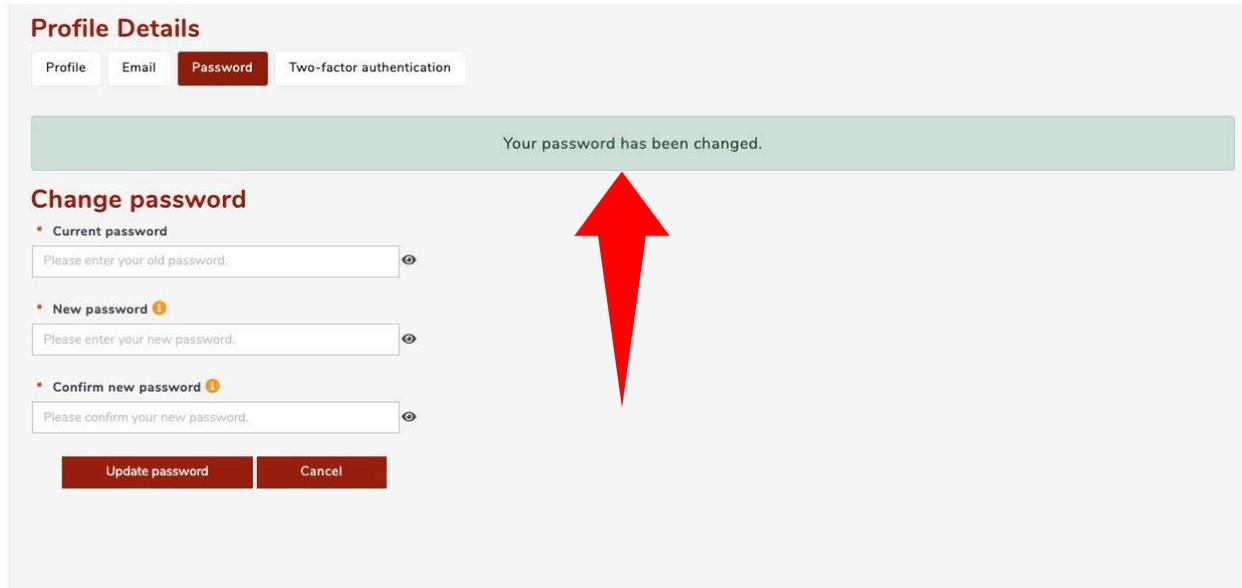
* Current password: Please enter your old password.

* New password: Please enter your new password.

* Confirm new password: Please confirm your password.

Update password | Cancel

Step 5: A green success message will appear, confirming that your password has been successfully changed.



Profile Details

Profile | Email | **Password** | Two-factor authentication

Your password has been changed.

Change password

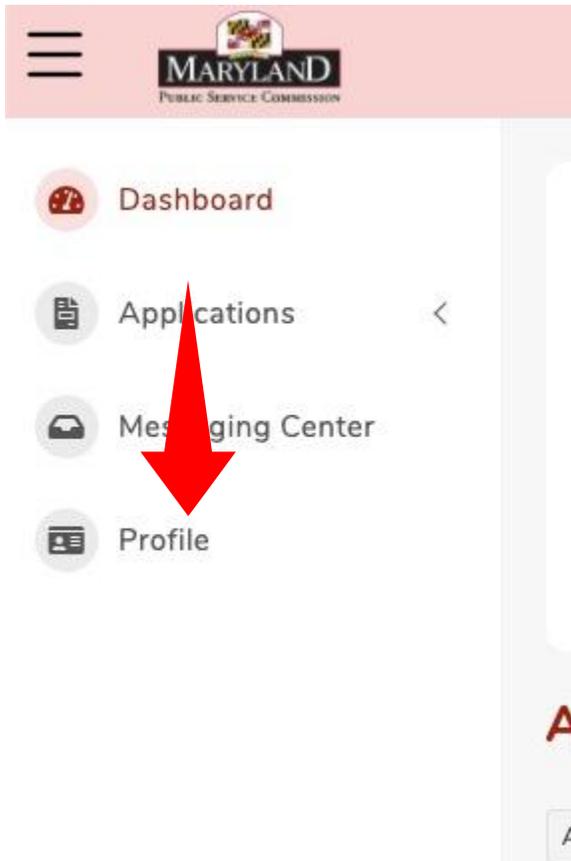
- * **Current password**
Please enter your old password.
- * **New password** ⓘ
Please enter your new password.
- * **Confirm new password** ⓘ
Please confirm your new password.

Enable Two-Factor Authentication - Optional

Two-Factor Authentication is an optional feature that you can use for added security.

Step 1: Ensure you are logged into the portal.

Step 2: Click the **Profile** tab in the hamburger menu.



Step 3: Click the **Two-Factor Authentication** tab.

Profile Details

Profile | Email | Password | **Two-factor authentication**

Profile

Role Name: Applicant
Username: lpzerogravity@yahoo.com

* First Name: Matthew
* Last Name: Livermore

* Address 1: 4312 Church Avenue
Apartment, Unit, Suite, or Floor #:
* City: Brooklyn
* State: New York
* Zip: 11203

Save | Cancel



Step 4: Click the “Setup Two-Factor Authentication” button.

Profile Details

Profile | Email | Password | **Two-factor authentication**

To add a Two-Factor authentication mechanism, please click on this button below.

Setup Two-Factor Authentication



Step 5: Follow the on-screen instructions and click the “Verify” button.

Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for **Android** and **iOS** or Google Authenticator for **Android** and **iOS**.
2. Scan the QR Code or enter this key `41an s137 h4et v4eg i2vs igkh cmhc eagq` into your two factor authenticator app. Spaces and casing do not matter.

[Learn how to enable QR code generation.](#)



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

* Verification Code

Please enter the code.

Verify



Step 6: A green success message will appear, along with a set of **recovery codes**. Save these **securely** to regain access if needed.

Profile Details

Profile | Email | Password | **Two-factor authentication**

Your authenticator app has been verified.

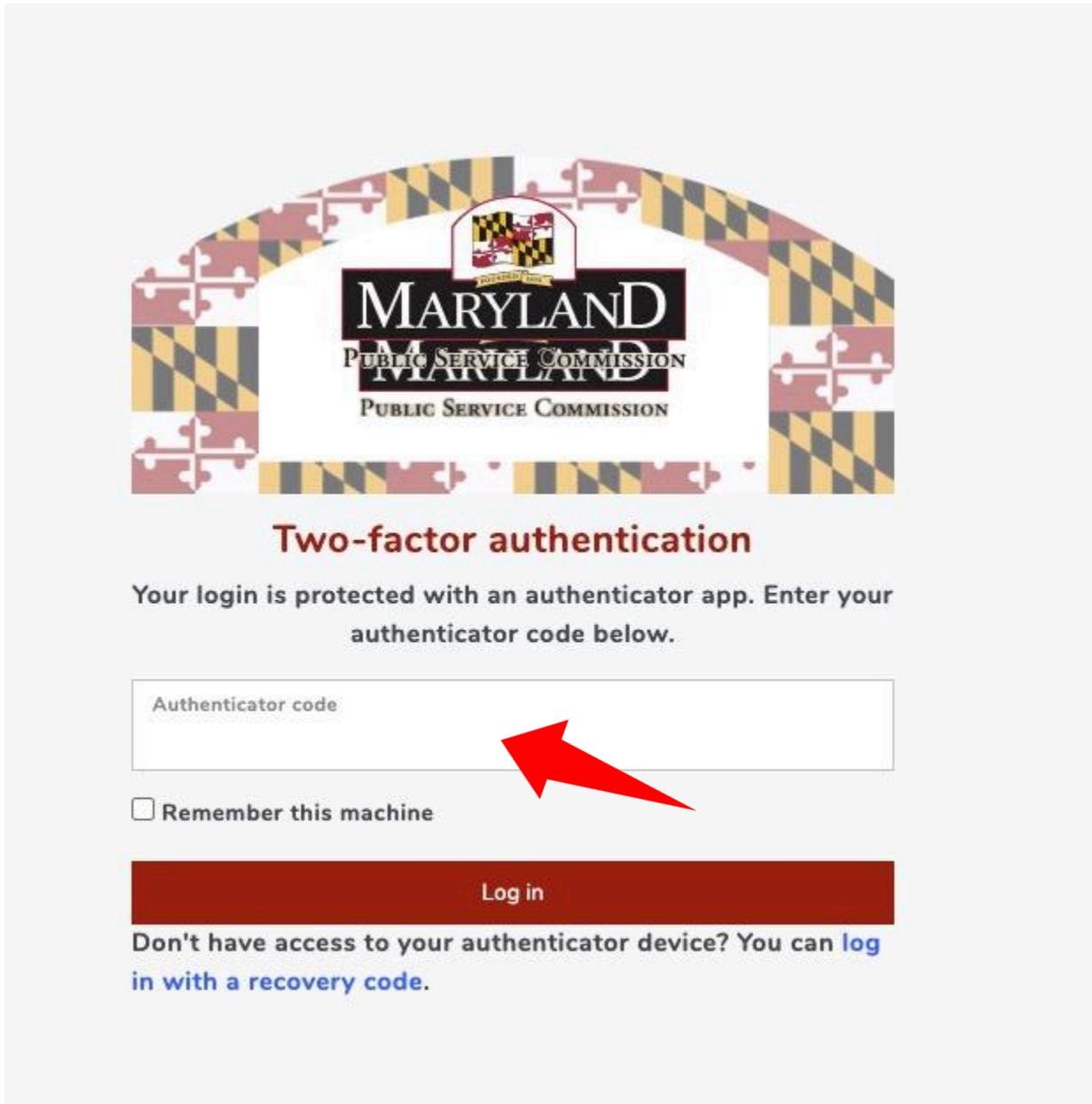
Recovery codes

Save these codes in a safe place.

If you lose your device and don't have the recovery codes you will lose access to your account.



Step 7: After enabling two-factor authentication, you will be prompted to enter an **authentication code** generated by your phone's **authentication app** when logging in.



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Two-factor authentication

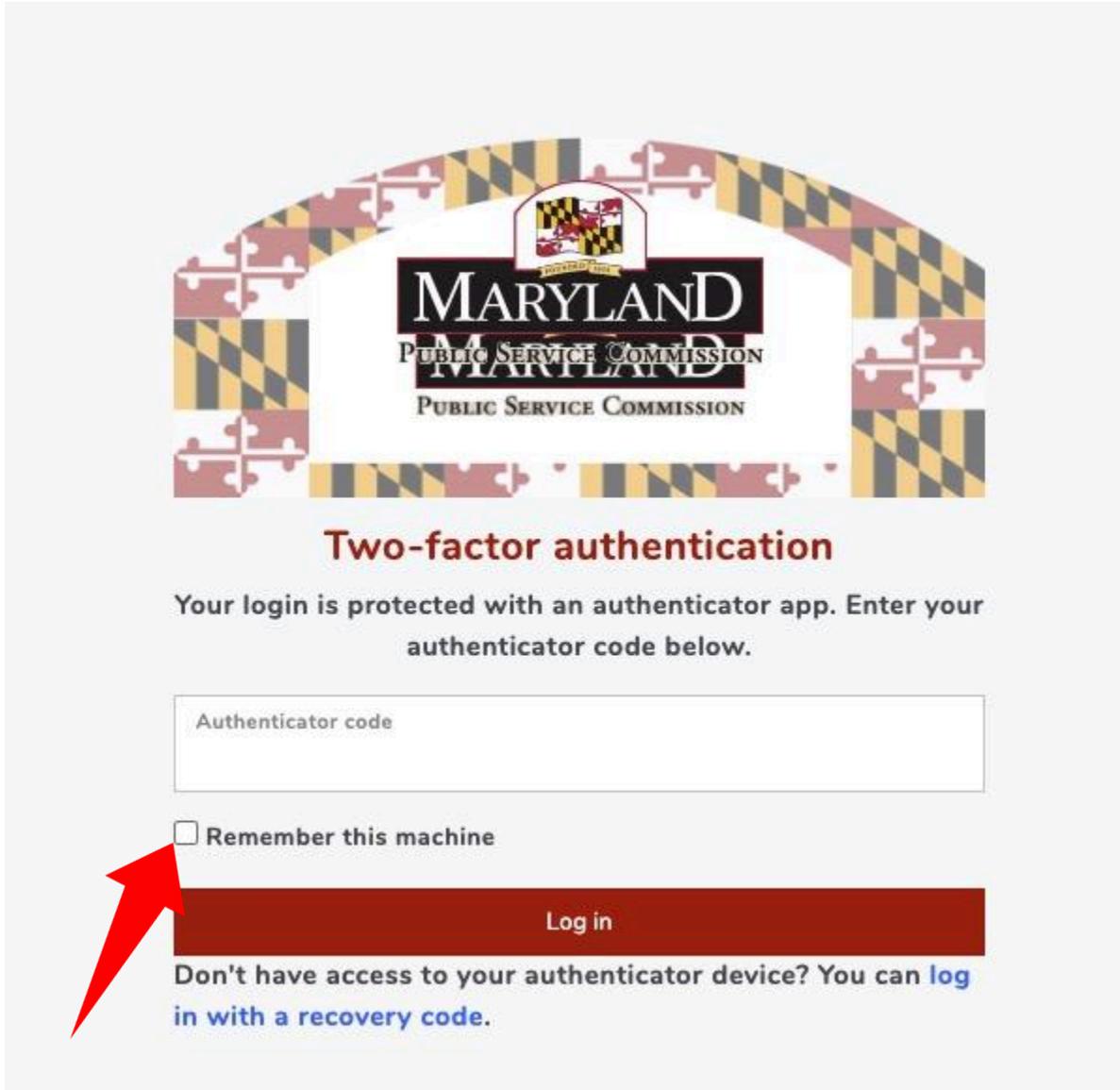
Your login is protected with an authenticator app. Enter your authenticator code below.

Remember this machine

Log in

Don't have access to your authenticator device? You can [log in with a recovery code](#).

Step 8: You can select **“Remember This Machine”** to bypass authentication on the same device in the future. If you lose access to your phone, you can use the **recovery codes** from Step 6 to log in.



The screenshot shows the Maryland Public Service Commission login interface. At the top is the agency logo. Below it, the text reads "Two-factor authentication" in a large, bold, dark red font. Underneath, a message states: "Your login is protected with an authenticator app. Enter your authenticator code below." This is followed by a white text input field with the placeholder text "Authenticator code". Below the input field is a checkbox labeled "Remember this machine". A large red arrow points to this checkbox. Below the checkbox is a dark red "Log in" button. At the bottom, there is a link: "Don't have access to your authenticator device? You can [log in with a recovery code.](#)"



Document Revision Summary

Modified Date	Description	Modified By
3/10/25	Drafted original document.	Aileron Consulting (M. Pallapolu, S. Ramiah)