

# **MD Outdoors Customer User Guide**



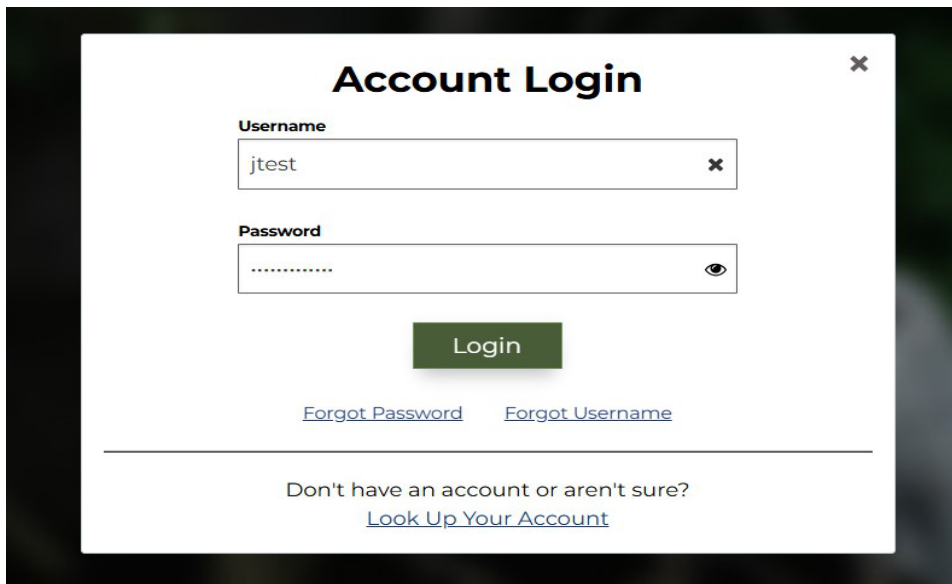
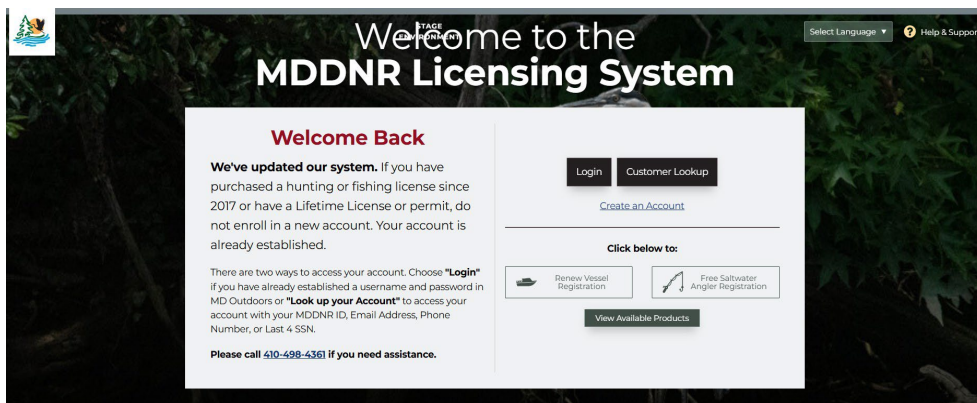
# Welcome to MD Outdoors!

This guide will help you to access and navigate through the website.

## Logging On

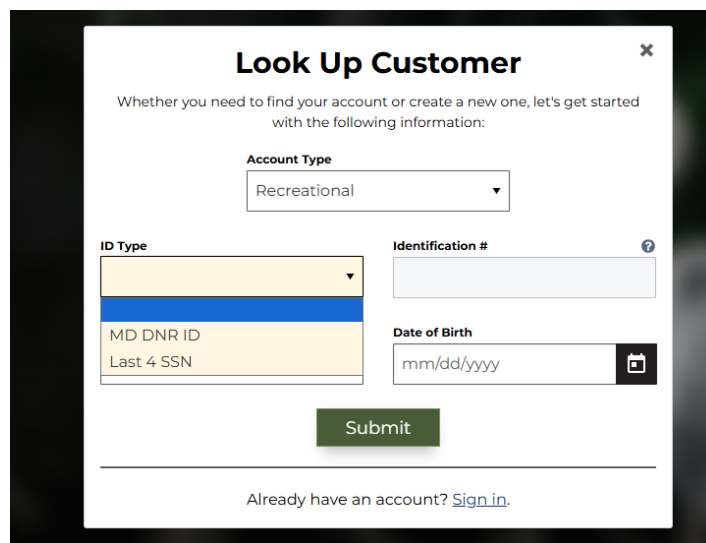
<https://mdoutdoors.maryland.gov>

There are two ways to access your account. Choose "**Login**" if you have already established a Username and Password in MD Outdoors, or "**Look up your Account**" to access your account with your MD DNR ID, or Last 4 SSN.

The screenshot shows the 'Account Login' form. It has a title bar with a close button. The form contains two input fields: 'Username' with the text 'jtest' and a clear button, and 'Password' with masked characters and a toggle visibility button. Below the fields is a green 'Login' button. At the bottom, there are links for 'Forgot Password' and 'Forgot Username', and a link for 'Look Up Your Account' under the heading 'Don't have an account or aren't sure?'.

## Look Up Customer

Click on “**Customer Lookup**”.



The screenshot shows a web form titled "Look Up Customer" with a close button (X) in the top right corner. Below the title is a sub-header: "Whether you need to find your account or create a new one, let's get started with the following information:". The form contains four input fields: "Account Type" (a dropdown menu with "Recreational" selected), "ID Type" (a dropdown menu with "MD DNR ID" and "Last 4 SSN" options), "Identification #" (a text input field with a help icon), and "Date of Birth" (a text input field with a calendar icon and a placeholder "mm/dd/yyyy"). A green "Submit" button is located below the "ID Type" and "Date of Birth" fields. At the bottom of the form, there is a link: "Already have an account? [Sign in.](#)".

Enter the requested information based on **Account Type**, the **ID type** selected, along with **Last Name** and **Date of Birth**, then click “**Submit**”.

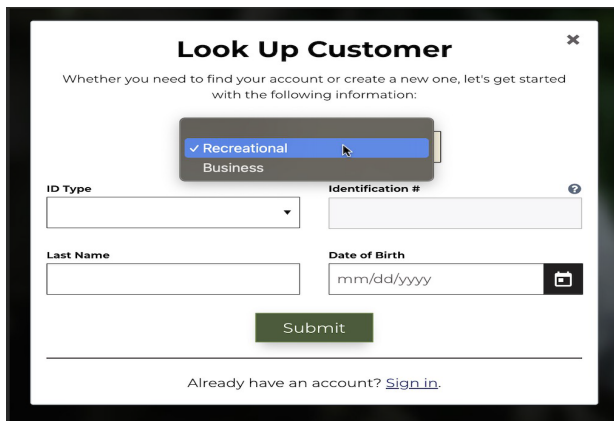
If your information is found in the system but online login is not yet set up, you will be redirected to your profile to update it with the required information. After you verify your information and create a username and password, check the attestation box, the captcha box, and click “**Verify & Continue**”, your online account creation is complete.

Or if based on the information provided an account exists with a Username and Password, a notification will appear on screen saying, “*Based on our records, a customer record may already exist with a username and password*”.

If your account exists already, but you do not remember the Username or Password then it can be retrieved using the **Forgot Password** or **Forgot Username** feature.

## Create an Account

If you are a new user and do not have an account, click on “**Create an Account**”.



**Look Up Customer** ✕

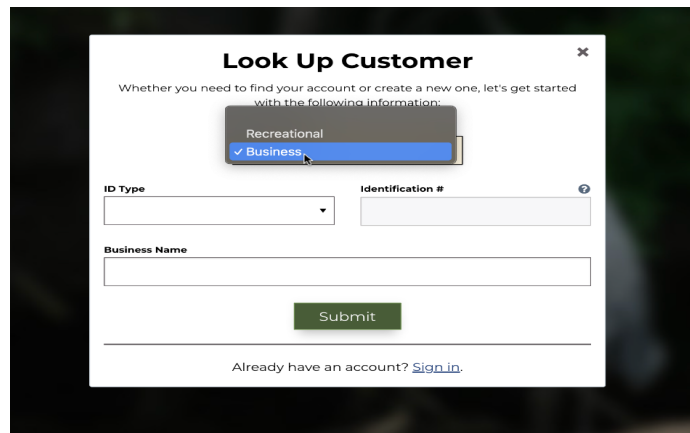
Whether you need to find your account or create a new one, let's get started with the following information:

☒ Recreational  
☐ Business

ID Type ▼  
 Identification # ?

Last Name   
 Date of Birth  📅

Already have an account? [Sign in.](#)



**Look Up Customer** ✕

Whether you need to find your account or create a new one, let's get started with the following information:

☐ Recreational  
☒ Business

ID Type ▼  
 Identification # ?

Business Name

Already have an account? [Sign in.](#)

For an individual account you will need to select account type: **Recreational**. Once you provide the information and click “**Submit**” it will check if the account exists. If it does not, you will need to click “**Enroll Now**”. (Please note, Business and Recreational accounts are not the same).

Once you successfully enter all the required information, your account will be complete. During the account creation process, you will be able to request to receive either text message and/or email communication from MD Outdoors. Enabling this will provide you with two ways to reset your password or recover your username for future reference.

To enable **Text Validation Code**, please check the box for “**Text messaging to cell number is authorized**” during account creation.

✓ Residency Verification

✓ Identification Information

✓ Residency

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### What is your contact information?

**Email Address**

Your email address will be used to send you information about your account activity, including sales transaction receipts, temporary license box below if you would also like to receive information about promotions and upcoming recreational opportunities.

☒ The department is authorized to send additional information about upcoming recreational opportunities, promotions and upcoming recreational opportunities.

**Phone Number**

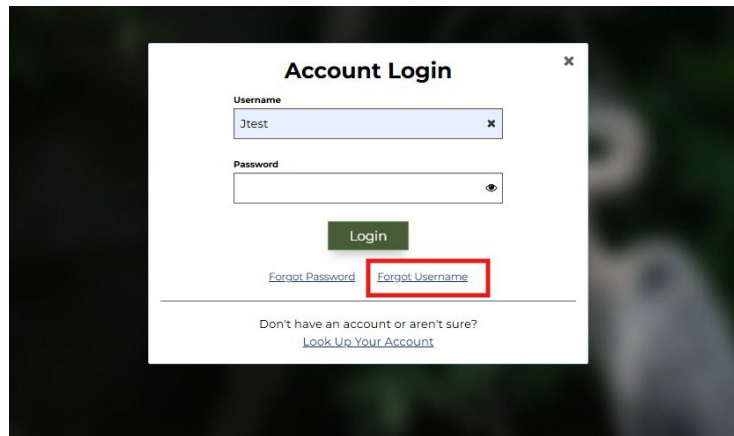
**Phone Number Type**

[+ Add Phone Number](#)

☒ Text Messaging to Cell Number is Authorized

## Forgot Username

If you forget your Username, you can still access your account. From the Login page, click **“Login”** and click on **“Forgot Username”**.



**Account Login**

**Username**

**Password**

[Login](#)


[Forgot Password](#) [Forgot Username](#)

Don't have an account or aren't sure?  
[Look Up Your Account](#)

Provide required information of Identification number (MD DNR ID, or Last Four SSN), Last Name, Date of Birth and click on **“Recover”**.

### Forgot Username?

Please enter the following information to recover your username:

<b>ID Type</b> Last 4 SSN ▼	<b>Identification #</b> Last Four (xxxx)
<b>Last Name</b> <input type="text"/>	<b>Date of Birth</b> mm/dd/yyyy 

### What's the best way to reach you?

Let us know where to send your information:

☐ Email ☒ Text Message (data rates may apply)

We'll send a recovery code to the phone number we have on file: \*\*\*-\*\*\*-5210

### Verify your identity

Please enter the verification code sent to \*\*\*-\*\*\*-5210

**Verification Code**

[Resend verification code](#)

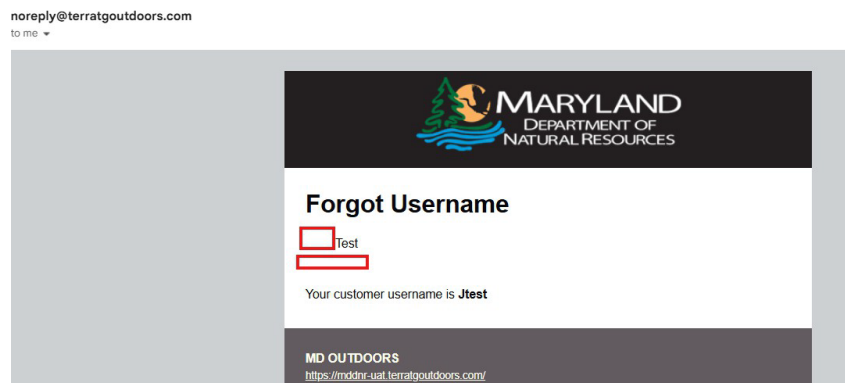
### Recovered Username

You've successfully recovered your username. Please use this to login:

Username j 1

If you select text message as the best way to reach you, you will receive a text with a verification code. Once you enter the verification code and click on “**Verify**”, you will see a notification with your **Username** upon your selection.

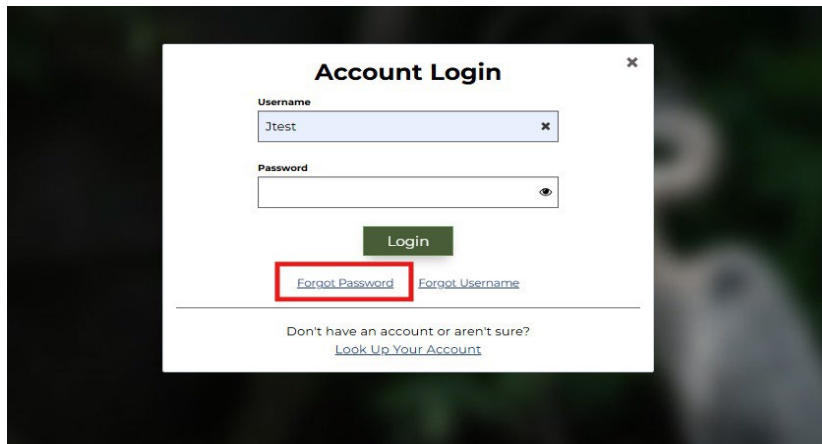
If you select the email option, you will receive your **Username** in email.



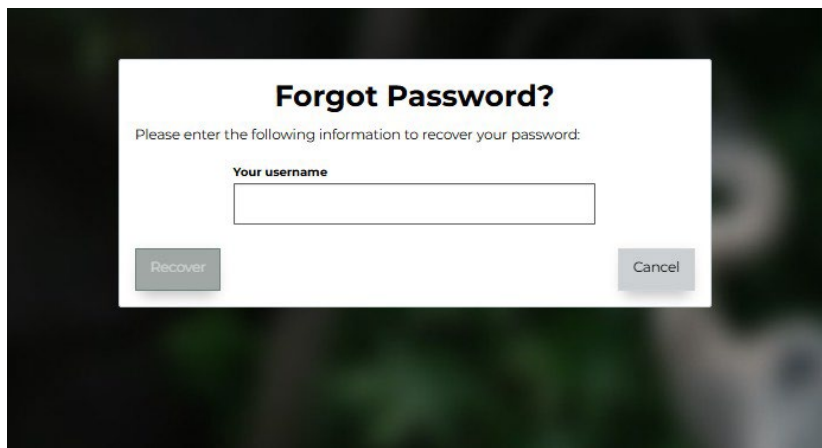
Once you get the **Username** you can go back to the “**Login**” page.

## Forgot Password

If you forget your password, please click **“Forgot Password”**. Enter your username and click **“Recover”**.

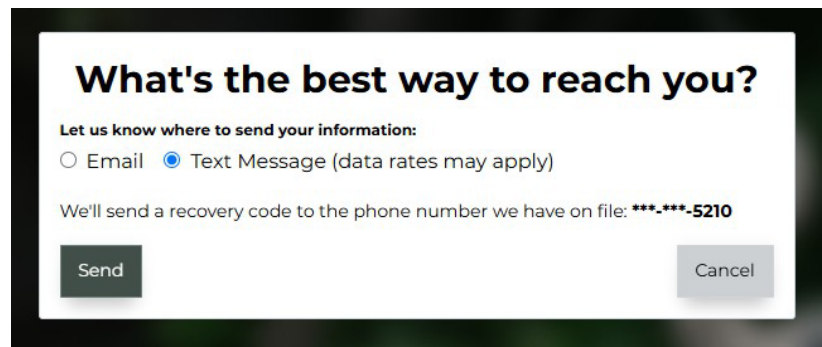


The image shows a web form titled "Account Login". It has a close button (X) in the top right corner. The form contains two input fields: "Username" with the text "Jtest" and a clear button (X), and "Password" with a toggle icon. Below the fields is a green "Login" button. A red rectangle highlights the "Forgot Password" link, which is next to the "Forgot Username" link. At the bottom, there is a link "Look Up Your Account" under the text "Don't have an account or aren't sure?".



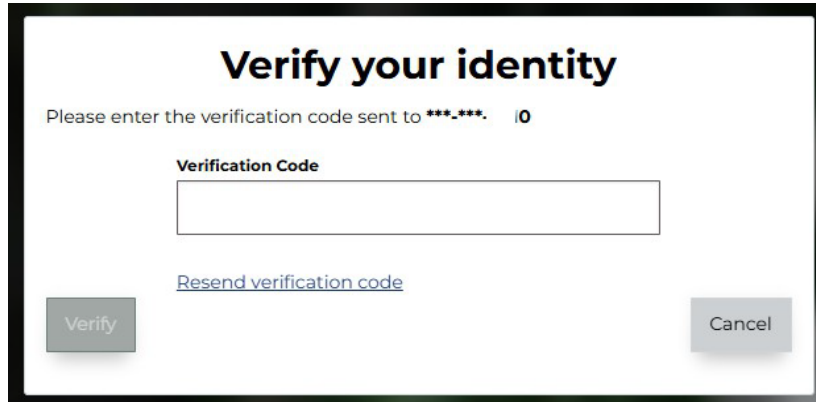
The image shows a web form titled "Forgot Password?". It has a subtitle "Please enter the following information to recover your password:". Below this is a label "Your username" and a text input field. At the bottom, there are two buttons: "Recover" and "Cancel".

You will receive either a text with validation code, or an email with a link which will allow you to reset your **Password**.



The image shows a web form titled "What's the best way to reach you?". It has a subtitle "Let us know where to send your information:". Below this are two radio buttons: "Email" and "Text Message (data rates may apply)". The "Text Message" option is selected. Below the radio buttons is a text input field with the value "\*\*\*-\*\*\*-5210". At the bottom, there are two buttons: "Send" and "Cancel".

When selecting the **text** option, you will need to enter the verification code to proceed with resetting your password.



**Verify your identity**

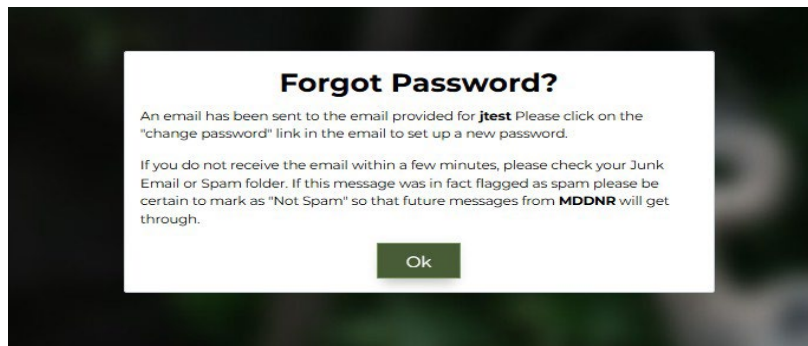
Please enter the verification code sent to \*\*\*.\*\*\*. 10

**Verification Code**

[Resend verification code](#)

Verify Cancel

When selecting the **email** option, you will need to click on the link in the email you receive.



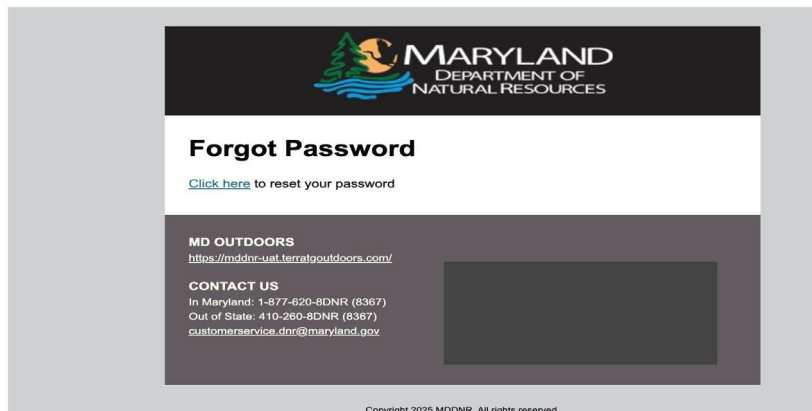
**Forgot Password?**

An email has been sent to the email provided for **test**. Please click on the "change password" link in the email to set up a new password.

If you do not receive the email within a few minutes, please check your Junk Email or Spam folder. If this message was in fact flagged as spam please be certain to mark as "Not Spam" so that future messages from **MDDNR** will get through.

Ok

noreply@terratgoutdoors.com  
to me ▾



**MARYLAND**  
DEPARTMENT OF  
NATURAL RESOURCES

**Forgot Password**

[Click here](#) to reset your password

**MD OUTDOORS**  
<https://mdnr-ua1.terratgoutdoors.com/>

**CONTACT US**  
In Maryland: 1-877-620-8DNR (8367)  
Out of State: 410-260-8DNR (8367)  
[customerservice.dnr@maryland.gov](mailto:customerservice.dnr@maryland.gov)

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Once you enter the new **Password**, click “**Reset**”.

**Password Reset Successful**

**Reset Password**

Username

Password

Passwords must be at least 12 characters and contain: one number, one special character and cannot be the same as your last 24 passwords, or used within the last 4 years

Confirm Password


**Password Reset Successful**

Your password has been successfully reset.

## Customer Homepage

Upon signing into your account, current licenses will appear under **Active Privileges**. The customer home page will list up to 3, and if you would like to view more licenses, click on **“View All Privileges”** for additional details.

**John Test**  
2930923  | Resident

 Active account


 [HOME](#)

 **YOUR ACCOUNT**

[Your Profile](#)

[Hunter Education and Certifications](#)

[Customer Group](#)

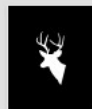
 **LICENSES, TAGS, PERMITS, & APPLICATIONS**

[Order History](#)

[View & Print Active Privileges](#)

[View Commercial Licenses](#)

### Active Privileges



**Full Season Hunting 2024/2025 - Adult**

VALID DATES 08/01/2024 – 07/31/2025



**Bow Stamp 2024/2025**

VALID DATES 08/01/2024 – 07/31/2025



**365 Non-Tidal Fishing**

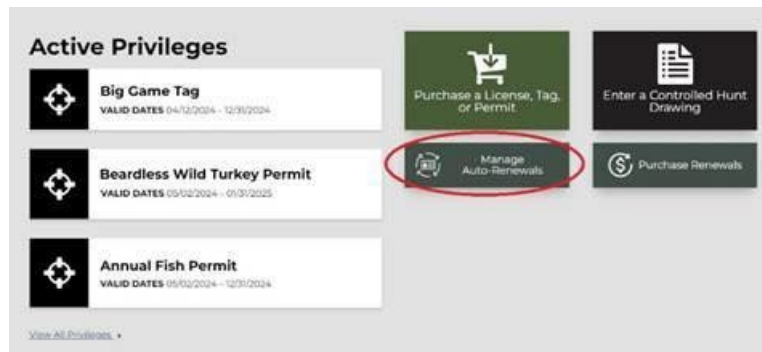
VALID DATES 04/21/2025 – 04/20/2026

[View All Privileges](#) ▶

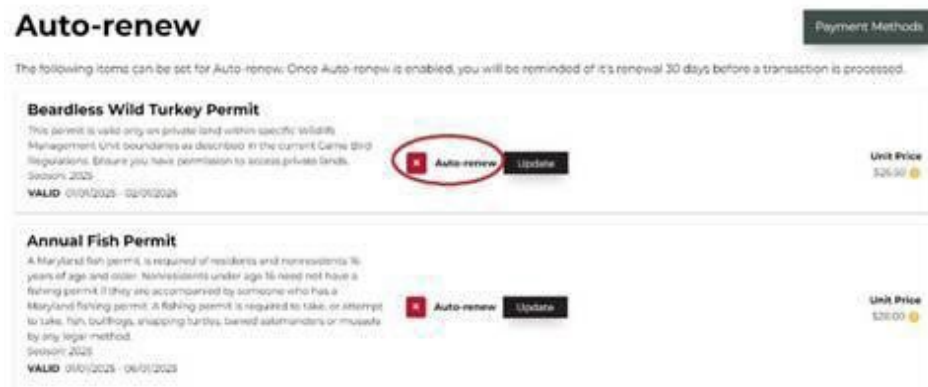
## Activate Auto Renewal

A new option available is **Auto Renewal** which automatically renews a selected privilege while providing a reminder of an upcoming renewal 30 days prior to charging your payment method.

To configure this option from the **Home** page, click the “**Manage Auto-Renewals**” button in the **Active Privileges** area, or click “**Auto-Renew**” under **Licenses, Tags, Permits & Applications** in the left menu bar.



After adding a payment method, click the **Auto-Renew**  for the privilege you want to auto renew.



To activate the **Auto-Renew** feature, you must add a Payment Method in your profile.

For additional assistance, please contact the MD Outdoors Helpdesk.

**410-498-4361**

Email: [mdoutdoors@maryland.gov](mailto:mdoutdoors@maryland.gov)