

DELPROS PORTAL DASHBOARD – REGISTRATION AND FACILITY MANAGEMENT

Quick Reference Guide

June 2020



DELPROS User Registration

This DELPROS self help user guide will assist you in registering as a new user and navigation your DELPROS e-License Dashboard.



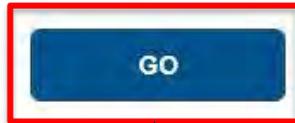
Search & Verify License

Look up public information on professional licenses and applicants.



Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.



1. Click the **GO** button.



File a Complaint

File a complaint against a Delaware person or business.



DELPROS User Registration

This section illustrates how to create a new user account in DELPROS.

Choose the option below that applies to you:

1. If you are already a registered user in DELPROS, login to your e-License Dashboard and then proceed to Slide 9 to **Associate to an Existing Facility**.

2. If you are **not** a registered user in DELPROS and you **do not** have an existing license or application submitted, from the DELPROS portal, then proceed to Slide 7 to register as New User with the **I Don't Have a License** option.

3. If you are **not** a registered user in DELPROS but you **have** have an existing license or application submitted, from the DELPROS portal, then proceed to Slide 4 to register as an Existing User with the **I Have a License** option.

I Have a License – DELPROS User Registration

Complete the below steps to register as a new user with a license or application.



New Users

Create a New Account

Register here for a new DELPROS account.

If you currently have a license or previously applied for a license or certificate in Delaware and do not have a login through this portal, please select "I have a License".

If you currently do not have a license or have not previously applied for a license or certificate in Delaware, please select "I don't have a License".

If you have previously submitted a Service Request using a DELPROS account, login as an Existing User.

If you do not have a DELPROS account and wish to submit a Service Request, please select "I don't have a License" to create a DELPROS account.

Existing Users

Login

Email

*

Password

*

LOGIN

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



1. If you have an existing **Individual** license, click the **I HAVE A LICENSE** button.

I Have a License – DELPROS User Registration

Complete the below steps to register as a new user with a license or application.

DELPROS PORTAL

User Registration

Register here for a new DELPROS user account associated with your existing Delaware professional license(s). All fields marked with an (*) are required.

In the "First Name" and "Last Name" fields, you must enter each name as it appears on your current professional license.

If you do not have the required security code, click the **OBTAIN SECURITY CODE** button. You will be required to enter your exact email address that is on file for your current professional license.

2. Fill in the required information in the applicable fields (required fields are marked with an asterisk)

Click **OBTAIN SECURITY CODE** if you do not have one. See next slide.

3. Click the **Submit** button.

4. Proceed to Slide 9 to Associate to an Existing Facility.

First Name * **Last Name** *

Security Code * **OBTAIN SECURITY CODE**

Date of Birth *

Email *

Password * **Confirm Password** *

Password must contain:

- More than 10 Characters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Number
- 1 Special Character (e.g. \$%^@#)

Password must not contain:

- User's First and/or Last Name

SUBMIT

Legal Information: Delaware public records law requires state agencies to disclose public records, including electronic records. Therefore, information submitted to this portal is subject to disclosure pursuant to a public records request unless the information is exempted from disclosure pursuant to state or federal law. Please be advised that the law requires us to disclose the records despite your requests to keep information confidential.

I Have a License – DELPROS User Registration

This section shows how to Request your Security Code.

DELPROS PORTAL

Request Security Code

Request your security code by entering the email address that DPR has on file. This is the email address associated with your license.

Email

Email

*

SUBMIT

If you have an existing **Contact** with a matching email address, the security code will be sent via email

I Don't Have a License – DELPROS User Registration

Complete the below steps to register as a new user without a license or application.



New Users

Create a New Account

Register here for a new DELPROS account.

If you currently have a license or previously applied for a license or certificate in Delaware and do not have a login through this portal, please select "I have a License".

If you currently do not have a license or have not previously applied for a license or certificate in Delaware, please select "I don't have a License".

If you have previously submitted a Service Request using a DELPROS account, login as an Existing User.

If you do not have a DELPROS account and wish to submit a Service Request, please select "I don't have a License" to create a DELPROS account.

Existing Users

Login

Email

*

Password

*

LOGIN

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

I HAVE A LICENSE

I DON'T HAVE A LICENSE

2. Click the I DON'T HAVE A LICENSE button.

I Don't Have a License – DELPROS User Registration

Complete the below steps to register as a new user without a license or application.

DELPROS PORTAL

User Registration

Register here for a new DELPROS user account.

Enter all required information and ensure that you provide your social security number (SSN), if you have a SSN. If you do not have a SSN, when you begin a new application you are required to check the box that states "I do not have a social security number."

You can manage and change your email address and phone information from the Manage Profile option on your Dashboard.

* First Name Middle Name

* Last Name

Social Security Number I don't have a Social Security Number

* Date of Birth

* Email * Confirm Email

* Password * Confirm Password

3. Complete the required information in the applicable fields (required fields are marked with an asterisk)

4. Click the **Submit** button.

5. Proceed to Slide 9 to Associate to an Existing Facility.

SUBMIT

Password must contain:

- More than 10 Characters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Number
- 1 Special Character (e.g. \$%^@#)

Password must not contain:

- User's First and/or Last Name

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to state or federal law. Please contact the Delaware Department of Transportation if you believe that your information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please note that the law requires us to disclose the records despite your requests to keep information confidential.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

The screenshot shows the DELPROS Portal dashboard. On the left, a grey box contains the text 'DELPROS PORTAL'. The main content area has a teal header with 'Delaware.gov' and navigation links for Agencies, News, Topics, and Contact. Below this is a dark blue navigation bar with links for DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, and CONTINUING EDUCATION, along with a shopping cart icon. A user profile icon is on the right. The main content area features a 'Welcome to your DELPROS Dashboard' message, instructions on how to use the site, a button for 'APPLY FOR A NEW LICENSE', and a section for 'New License Applications'. A dropdown menu is open from the user profile icon, showing options for 'MANAGE PROFILE', 'MANAGE FACILITY' (highlighted with a red box), and 'LOGOUT'.

1. Navigate to the DELPROS Portal.

2. Click the **MANAGE FACILITY** link.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

Manage Facility

To apply for a new Facility License click on the button below.

[+ APPLY FOR A NEW LICENSE](#)

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

▼

Add New Facility

To add a new Facility, complete the information fields. Select the type of ownership from the 'Registered As' dropdown menu. Each field noted with "*" is a required field. Once you have completed all of the information, click 'Submit' when completed.

The account alias will be used to identify specific Facility if you manage multiple Facility with the same name.

3. Click the carat (^) icon to expand the Associate to an Existing Facility section.



Note: If you manage more than one facility, you will need to repeat Steps 3 to 6 on Slides 10 to 11 to associate yourself to each facility you manage.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

4. Enter the **Security Code** associated with the Facility

5. Enter the **Facility Name** as it appears on the license.

6. Click the **Submit** button.

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

Security Code
* 0079030

Facility Name
* Marvel Universe x

SUBMIT REQUEST SECURITY CODE



Note: If you do not have the Facility Security Code, you can click the REQUEST SECURITY CODE button*, enter the Facility email address that is on file with the Division of Professional Regulation or FEIN Number, and the Security Code will be emailed to you. If you receive an error stating that your information cannot be found, you will be advised to contact the Board office.

Associating to an Existing Facility – Requesting Security Code

Follow the below steps to request the Facility Security Code be emailed to you.

DELPROS
PORTAL

Facility Security Code

In order to obtain the Security Code for a Facility, enter the email address or FEIN on file for the Facility and click 'Submit'. The Security Code will be sent to the email address on file for that business in DELPROS. If you are still having trouble registering the Facility please contact Customer Service by email at customerservice.dpr@delaware.gov or by phone at (302) 744-4500.

Email FEIN

* Facility Email

SUBMIT

1. Click **Email** or **FEIN** then enter the facility email or FEIN number.

2. Click the **Submit** button.

Associating to an Existing Facility

Complete the following steps to add an existing facility.

DELPROS
PORTAL

Manage Facility

Business	Business Alias	Security Code	First Name	Last Name	Phone	Fax	Business Email	Edit
Delpro Motorcycle Club		00DrSti	Daniel	Mark	(910) 000-1144		daniel@delpromotorcycleclub.com	 
Marvel Industries		0009374	Mark	Webb	(912) 345-6789		mark@marvelindustries.com	 

The **Security Code** is used to retrieve the applicable existing Facility information.