

DELPROS PORTAL DASHBOARD – REGISTERED USERS

Registering in DELPROS

Quick Reference Guide

December 2020



Welcome to the DELPROS Online Portal!

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.

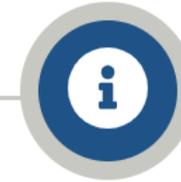
GO



Apply/Manage a License and Service Requests

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

GO



File a Complaint

File a complaint against a Delaware person or business.

GO

1. Click the **GO** button.

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 under **Existing Users**.

2. If you are **not** a registered user in DELPROS proceed to the next slide to register as New User.

DELPROS User Registration

Complete the below steps to register as a new DELPROS user.



New Users

Create a New Account

Click REGISTER below to create a new DELPROS account.

Use this option if you are a new customer, or if you are an existing licensee or applicant, but have not yet created a DELPROS user account.

Usernames and Passwords from the previous licensure system will not work in DELPROS.

FACILITY REGISTRATION: If you have been designated to manage your facility's license/application record, **you** must be a registered DELPROS user. If you have not yet registered yourself as a user, complete the registration process and then follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

REGISTER

1. If you have not yet created a DELPROS user account Click Register.

Existing Users

Log in here if you have already created a DELPROS user account.

Usernames and Passwords from the previous licensure system will not work in DELPROS.

FACILITY MANAGEMENT: If you have been designated to manage your facility's license/application record, follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

Login

Email

*

Password

*

LOGIN

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

DELPROS User Registration

Complete the below steps to register as a new DELPROS user.



User Registration

Use the search box below to determine if a user record already exists. For best results, search by a license number or your first and last name. If searching by your license number, enter the license number exactly as it appears on your license, i.e. XX-0000000. Do not enter XX0000000.

Select your user information from the search results list. If no record is found, select the My Information Not Found option.

Search License By Number/Applicant Name/Licensee Name
Kendra Tester
KENDRA T. TESTER, APP-000001383, Veterinarian CSR
My Information Not Found

NOTE: If you are a new user and do not already have a license or application in DELPROS, select the My Information Not Found option, then SKIP to Slide 9.

2. Type in your Name or License Number. Select your user information.

DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

Search License By Number/Applicant Name/Licensee Name

Susan P. LastName27995, A1- [REDACTED] Pharmacist

Click Edit to change your selection

EDIT

Your Information

Enter the required information and click the Proceed button. Follow system prompts to complete your registration. If you need to update the information provided, click the Edit button. After updating the information, click the Proceed button.

FACILITY REGISTRATION:

If you have been designated to manage your facility's license/application record, you must be a registered DELPROS user. If you have not yet registered yourself as a user, complete this registration process and then follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

3. Enter the required information to complete your registration.

First Name	Middle Name
* Susan	P.
Last Name	Suffix
* LastName27995	-None-

Social Security Number	<input type="checkbox"/> I don't have a Social Security Number
* Date of Birth	* Email
* Phone	PROCEED

4. Click the Proceed button.

DELPROS User Registration

Your Information

If the information you enter does not match any user profile in DELPROS, the system will prompt you to enter a new password to complete your registration.

Follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

First Name * Susan Middle Name P.

Last Name * LastName27995 Suffix -None-

Social Security Number [Redacted] I don't have a Social Security Number

Date of Birth * [Redacted] Email * [Redacted]

Phone * [Redacted]

Enter your password information to register. The email address you provided above will be your DELPROS username and the email for all future correspondence from the Division.

5. Enter the password you would like to use.

* Password [Redacted] * Confirm Password [Redacted]

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

6. Confirm your password by re-entering it.

7. Click the **Submit** button.

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose most documents and records, including electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Delaware law requires us to disclose the records despite your requests to keep information confidential.

I'm not a robot  reCAPTCHA Privacy - Terms

DELPROS User Registration

The screenshot shows the DELPROS User Registration page. At the top, there is a navigation bar with links for HOME, LICENSE LOOK-UP, FILE A COMPLAINT, and LOG IN. The main heading is "User Registration". Below the heading, there is a search box with the text "Use the search box below to search for a user profile by license number, enter the license number or your first and last name. If searching by your license number, enter the license number." The search results show "SUSAN P. LASTNAME27995, [REDACTED] Pharmacist". A green callout box explains: "If the information you enter matches a user profile already registered in DELPROS, your DELPROS login information will appear and you will be required to enter your password. If you forgot your password, click the Forgot Password button." Below the search results, there is a message: "A user record with the information provided above is already registered in the system. Below is your username. Enter your password and click Login to access your license(s)." The login form has two fields: "Email (Username)" with the value "[REDACTED]@gmail.com" and "Password". A blue callout box says "1. Enter your Password to login." Below the password field is a "LOGIN" button and a "Forgot Password?" link. A second blue callout box says "2. If you do not remember your Password, Click **Forgot Password** to have it reset." A green callout box with a red border contains a note: "NOTE: The Password reset link is only valid for 24 hours and can be used only once."

DELPROS User Registration – My Information Not Found

The screenshot shows the 'User Registration' page with a search box containing 'My Information Not Found'. A callout box explains that as a new user, the user should follow system prompts. A second callout points to the search results, instructing the user to '1. Enter the required information.' Below this is the 'Your Information' form, which includes fields for First Name, Last Name, Middle Name, Suffix, Social Security Number, Date of Birth, Email, and Phone. A 'PROCEED' button is highlighted with a callout box instructing the user to '2. Click Proceed.' The page also features a navigation bar with 'HOME', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', and 'LOG IN'.

HOME LICENSE LOOK-UP FILE A COMPLAINT LOG IN

User Registration

Use the search box below to determine if you have a record in the system by license number or your first and last name. If searching by your license number, enter the license number exactly as it appears on your license, i.e. XX-0000000. Do not enter XX0000000.

Select your user information from the search results list. If no record is found, select the My Information Not Found option.

Search License By Number/Applicant Name/Licensee Name

My Information Not Found

Click Edit to change your selection

EDIT

Your Information

Enter the required information and click the Proceed button. Follow system prompts to complete your registration. If you need to update the information provided, click the Edit button. After updating the information, click the Proceed button.

FACILITY REGISTRATION:

After entering all required information, you will be prompted to create your new user password. See Slide 7.

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

* First Name Middle Name

* Last Name Suffix -None-

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

* Date of Birth * Email

* Phone

PROCEED

1. Enter the required information.

2. Click Proceed.