

DELPROS PORTAL DASHBOARD – REGISTRATION AND FACILITY MANAGEMENT

Quick Reference Guide

January 2021



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.

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 and then proceed to Slide 10 to **Associate to an Existing Facility**.

2. If you are **not** a registered user in DELPROS proceed to Slide 4 to register as New User.

DELPROS User Registration

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



[HOME](#)

[LICENSE LOOK-UP](#)

[FILE A COMPLAINT](#)

[LOG IN](#)

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.

Username 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.

Username 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.



[HOME](#) [LICENSE LOOK-UP](#) [FILE A COMPLAINT](#) [LOG IN](#)

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

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

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.

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 *	Susan	Middle Name	P.
Last Name *	LastName27995	Suffix	-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

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

Your Information

Enter the required information and click the Proceed button. Follow system prompts to complete your registration.

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.

[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]	<input type="checkbox"/> I don't have a Social Security Number
Date of Birth * [Redacted]	Email * [Redacted]
Phone * [Redacted]	<input type="button" value="EDIT"/>

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.

Password	Confirm Password
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- 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 make certain public records available to the public. Therefore, information submitted through this web site may be subject to disclosure pursuant to state or federal law. If you are submitting information that is confidential or otherwise exempted from disclosure pursuant to state or federal law, you may request that we keep the information confidential. We are required to disclose the records despite your requests to keep information confidential.

I'm not a robot 

reCAPTCHA
Privacy - Terms

5. Enter the password you would like to use.

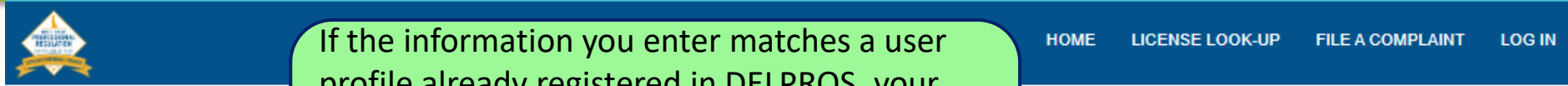
6. Confirm your password by re-entering it.

7. Click the **Submit** button.

7. Once registered, proceed to Slide 10 to **Associate to an Existing Facility**.

DELPROS User Registration

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



User Registration

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.

Use the search box below to find a user profile by license number, enter the license number

or your first and last name. If searching by your license

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

SUSAN P. LASTNAME27995, [Redacted] Pharmacist

Click Edit to change your selection

EDIT

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).

Email (Username)
* [Redacted]@gmail.com

1. Enter your Password to login.

Password
*

NOTE: The Password reset link is only valid for 24 hours and can be used only once.

LOGIN

2. If you do not remember your Password, Click **Forgot Password** to have it reset.

Forgot Password?

DELPROS User Registration – My Information Not Found

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

The screenshot shows the DELPROS User Registration interface. 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 this, there is a search box with the placeholder text "Search License By Number/Applicant Name/Licensee Name". A red box highlights the search results, which include "My Information Not Found". A blue callout box points to this result with the text "1. Enter the required information." and an "EDIT" button. Below the search results, there is a section titled "Your Information" with a form containing several fields: First Name, Middle Name, Last Name, Suffix (a dropdown menu), Social Security Number, Date of Birth, Email, and Phone. A red box highlights the "PROCEED" button at the bottom of the form. A blue callout box points to this button with the text "2. Click Proceed." Another green callout box points to the "My Information Not Found" result with the text "As a new user after selecting My Information Not Found, follow the system prompts to complete the registration process." A third green callout box points to the "PROCEED" button with the text "After entering all required information, you will be prompted to create your new user password. See Slide 7." The "Your Information" section also includes instructions: "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." There is also a section for "FACILITY REGISTRATION" and a "NOTE" at the bottom.

As a new user after selecting My Information Not Found, follow the system prompts to complete the registration process.

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. XX0000000. 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:
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.

* 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.

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

Associating to an Existing Facility

Complete the following steps to add an existing facility.

The screenshot shows the DELPROS Portal interface. 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 and a user profile icon. The user profile icon is open, showing a dropdown menu with three options: "MANAGE PROFILE", "MANAGE FACILITY" (highlighted with a red box), and "LOGOUT". The main content area features a "Welcome to your DELPROS Dashboard" heading, followed by instructions on how to use the site's navigation and a button labeled "+ APPLY FOR A NEW LICENSE". Below this is a section for "New License Applications" with a note about editing or withdrawing applications.

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.

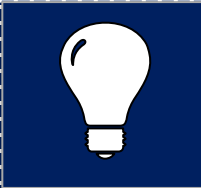
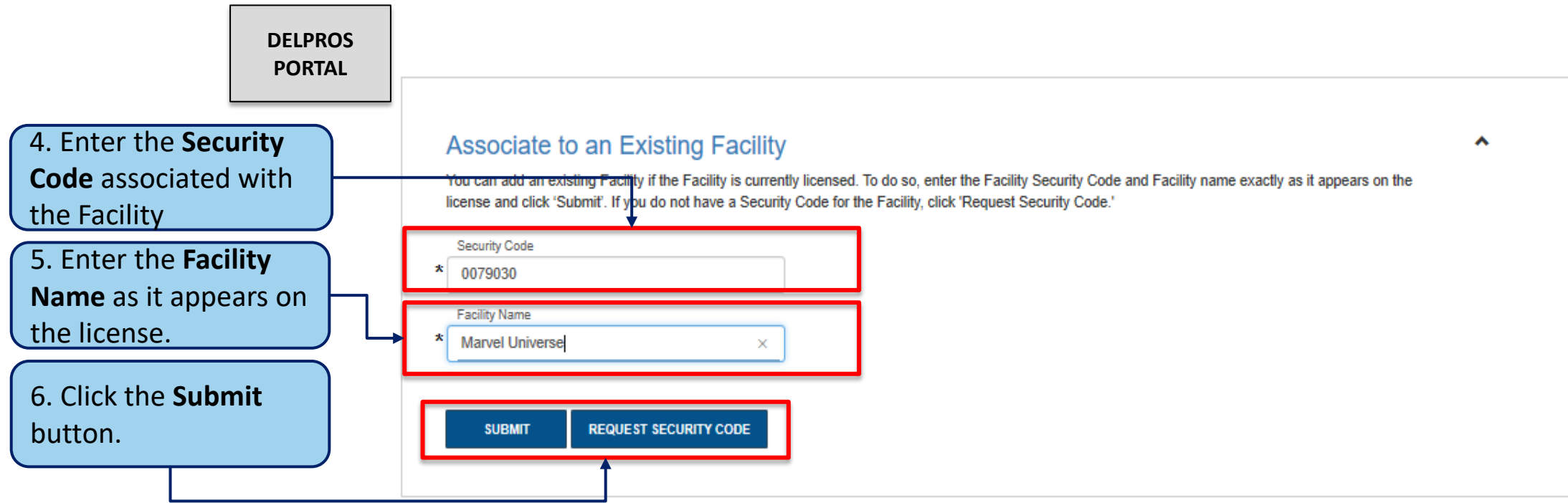
3. Click the carat (^) icon to expand the Associate to an Existing Facility section.



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

Associating to an Existing Facility

Complete the following steps to add an existing facility.



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.