Register for Your “Delaware ID” on the Delaware Identity System

The State of Delaware’s new Delaware Identity System Single Sign-On solution is a required front-end to Delaware’s digital government plans. When fully implemented, state workers will simply login with their “Delaware ID” at ID.Delaware.gov to validate their identity to securely access state systems and applications from any device, anytime, anywhere.

Register at ID.Delaware.gov
This first set of registration steps will allow you to reset, unlock, or update a password when needed. Complete as many of these backup options as you can.

Open a web browser (IE, Edge, Chrome, Firefox, Safari), navigate to https://id.delaware.gov

If connected to the state network (at the office, VPN, Entrust, etc.), a “Welcome to State of Delaware!” message will display.

If accessing off the State network, you will first be prompted to enter your State Email Address and Network Password before the Welcome message is delivered.
In the “Secondary email” section, enter an email address you ALWAYS have access to. If you are locked out of your State accounts you can receive a message at this email, allowing you to reset, unlock or update your password.

To receive text/SMS messages for resetting your password or to unlock your account, select “Add a phone number... using SMS”.

Enter a phone number that can receive text/SMS messages. And confirm you entered your phone number correctly by providing the code your phone received.

You may choose to receive a “Voice call” to assist with resetting or unlocking your account.

(CAUTION: Your Office Phone will not always be available when you connect, so it’s not recommended to use it. IMPORTANT: Do NOT use your office phone if you are taking calls over Jabber Softphone. You can’t get those calls without being logged in/connected to the State of Delaware network!)
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Lastly, choose a security image to associate with your “Delaware ID”, you will see this image on your login widget at id.delawar.gov.

To complete this portion of registration, select the button “Create My Account”.

You just completed your Registration with Delaware ID! Next you will establish the Multi-Factor Authentication (MFA) you will use to authenticate when logging into your applications. Adding this additional authentication factor layer lessens our risks associated with hacking and phishing attacks.
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There are three (3) MFA set up options available:

- Okta Verify is recommended for the best user experience, however this does require an install of the Okta Verify application on your mobile device.

- SMS Authentication will send a text message to a mobile phone.

- Voice Call Authentication will provide voice instructions.

It is highly suggested that two forms of MFA be established.

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**Okta Verify Setup**

Select **Setup** under the “**Okta Verify**” option.

Identify whether you are using an iPhone or Android option, Select Next.

You will be prompted to download and install Okta Verify on your IOS or Android smartphone.

Once the download completes, Okta will present a QR code on the screen, simply open the app and enable your camera to capture the QR code. This links your smartphone to your “Delaware id”.

Continue to set up at least ONE other factor, such as a SMS or Voice Call Authentication.
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SMS Authentication Setup

Select Setup under the “SMS Authentication” option.

You will be prompted to enter a Phone Number (ensure it that can receive text/SMS messages).

You MUST select the “Get SMS Code” button. Only after you select the button will a code be sent via text message to the phone number you entered.

Enter that code in the “Enter Code” field.

Voice Call Authentication Setup

Select Setup under “Voice Call Authentication”.

Enter a Phone Number and select the “Call” button. You will receive a phone call, to the number entered. The Voice attendant will relay a code.

Enter that code in the “Enter Code” field.

Select Verify.

(IMPORTANT: Do NOT use your office Jabber Softphone number for Voice Call verification. You have NO access to get calls by Jabber Softphone when you are NOT connected to VPN.)
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That’s it, you are now fully Register and Activated with id.Delaware Multi-Factor Authentication.

You will receive a confirmation email, titled MFA Factor Enrolled, from Delaware Identity System.


Delaware ID Video Demonstrations For State Workers