



# 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.

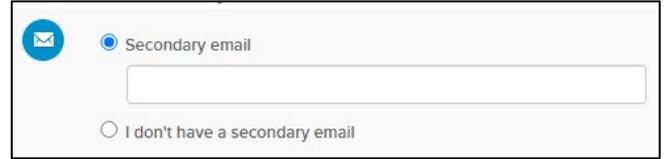
If accessing off the State network, you will first be prompted to enter your State Email Address and Network Password before the Welcome message is delivered.

The screenshot shows the login interface for the Delaware Identity System. At the top is the 'id.delaware.gov' logo. Below it is a circular placeholder for a user profile with a question mark. The heading is 'Delaware ID Sign in'. There are two main input sections: 'Username' with the instruction 'Usually Your State Email Address' and a text box containing 'firstname.lastname@delaware.gov'; and 'Password' with the instruction 'Your State Email Password' and a masked password field. A 'Remember me' checkbox is located below the password field. A large blue 'Sign In' button is at the bottom. A link for 'Need help signing in?' is at the very bottom.

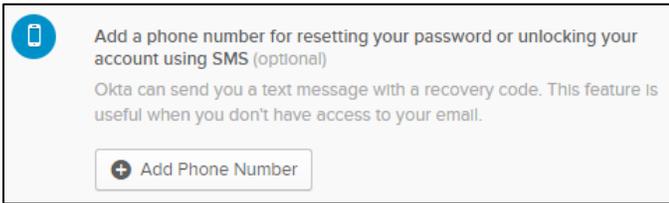
The screenshot shows the 'Welcome to State of Delaware!' account creation page. The heading is 'Welcome to State of Delaware!' with the sub-heading 'Create your State of Delaware account'. The page is divided into three main sections for backup options. The first section is for a secondary email, with a radio button selected for 'Secondary email' and an empty text box, and an option for 'I don't have a secondary email'. The second section is for adding a phone number for SMS, with a radio button selected for 'Add a phone number for resetting your password or unlocking your account using SMS (optional)' and a button labeled '+ Add Phone Number'. The third section is for adding a phone number for voice call, with a radio button selected for 'Add a phone number for resetting your password or unlocking your account using Voice Call (optional)' and a button labeled '+ Add Phone Number'. Below these sections is a section for choosing a security image, with the instruction 'Click a picture to choose a security image' and a grid of 12 different images. A 'Create My Account' button is located at the bottom right of the page.

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

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.



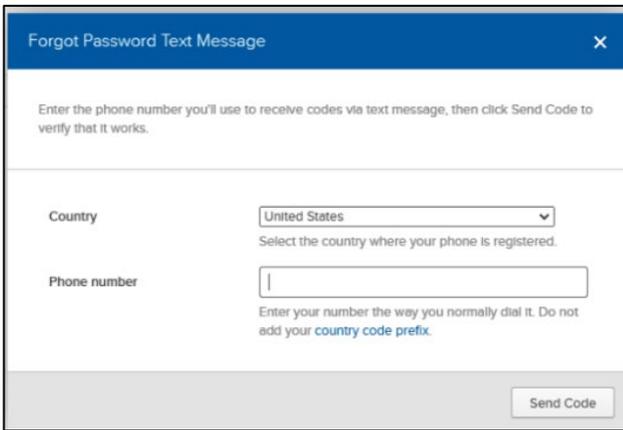
The screenshot shows a form with a radio button selected for "Secondary email" and an empty text input field. Below it is another radio button labeled "I don't have a secondary email".



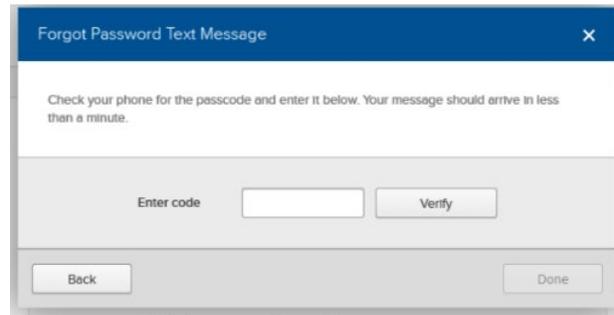
The screenshot shows a form with a blue header containing a phone icon and the text: "Add a phone number for resetting your password or unlocking your account using SMS (optional). Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email." Below the text is a button labeled "+ Add Phone Number".

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.



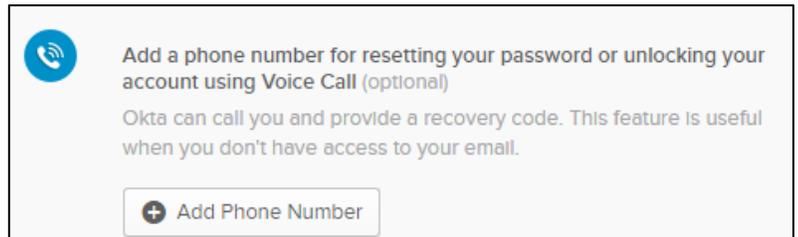
The screenshot shows a form titled "Forgot Password Text Message" with a close button. The instructions say: "Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works." There are two fields: "Country" with a dropdown menu set to "United States" and "Phone number" with an empty input field. A "Send Code" button is at the bottom right.



The screenshot shows a form titled "Forgot Password Text Message" with a close button. The instructions say: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." There are two input fields: "Enter code" and "Verify". "Back" and "Done" buttons are at the bottom.

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

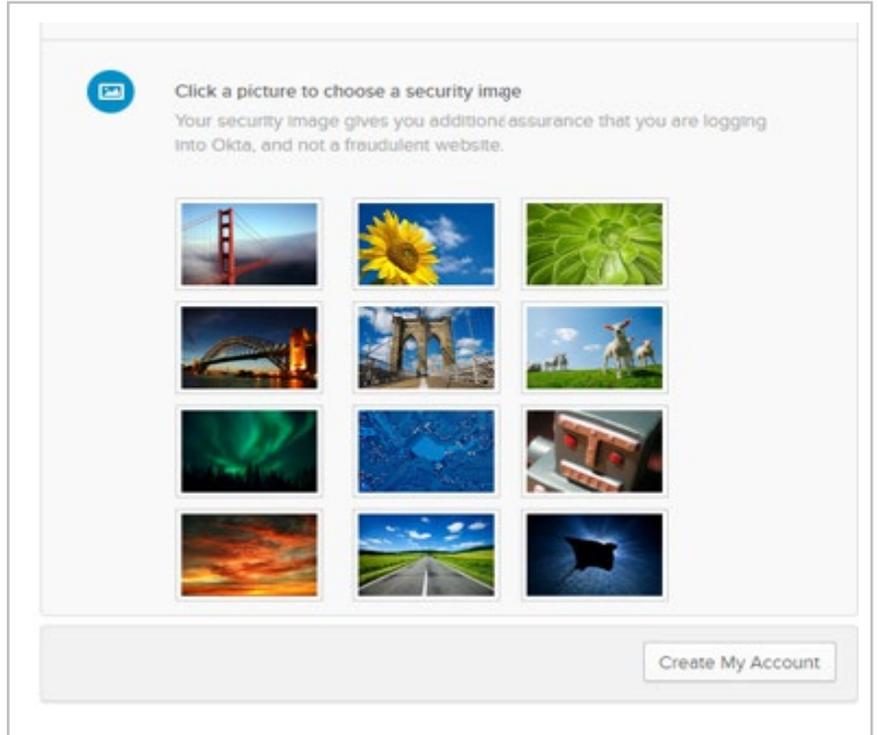
**(CAUTION:** Your Office Phone will not always be available when you connect, so it's not recommended to use it. **IMPORTANT:** Do NOT use your office phone if you are taking calls over Jabber Softphone. You can't get those calls without being logged in/connected to the State of Delaware network!)



The screenshot shows a form with a blue header containing a phone icon and the text: "Add a phone number for resetting your password or unlocking your account using Voice Call (optional). Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email." Below the text is a button labeled "+ Add Phone Number".

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”.



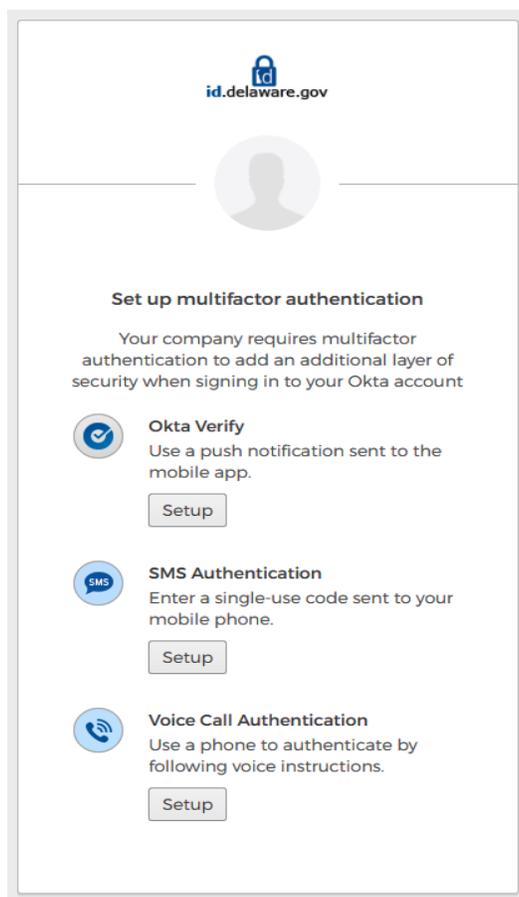
You just completed your Registration with Delaware ID! Next you will establish the Multi-Factor Authentication (MFA) you will use to authenticate when logging into your applications. Adding this additional authentication factor layer lessens our risks associated with hacking and phishing attacks.

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

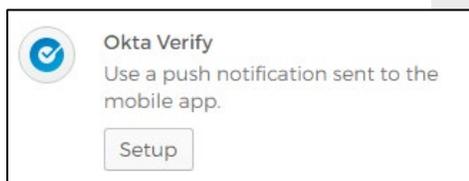
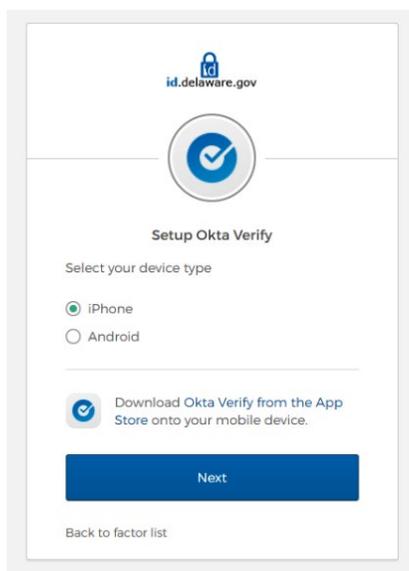
There are three (3) MFA set up options available:

- 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.



## 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”.

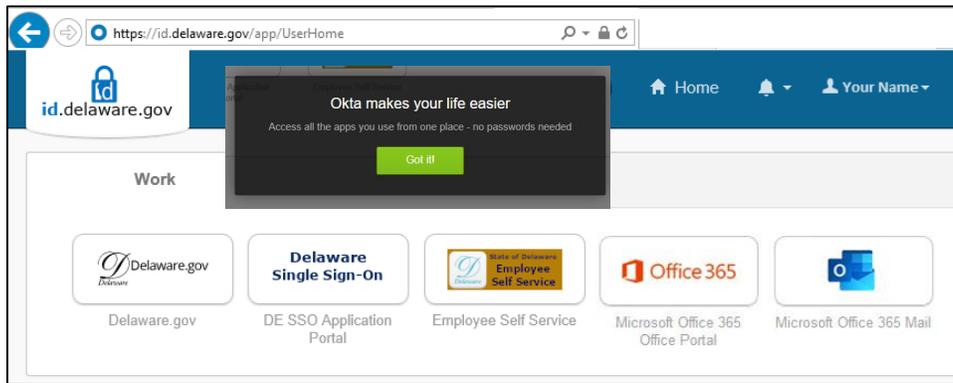
Continue to set up at least ONE other factor, such as a SMS or Voice Call Authentication.





# Register for Your "Delaware ID" on the Delaware Identity System

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.

Find additional information at <https://dti.delaware.gov/state-agencies-portal/id-delaware-gov/>.

View instructional videos at <https://dti.delaware.gov/state-agencies-portal/id-delaware-gov/id-delaware-gov-resources/>.

## Delaware ID Video Demonstrations For State Workers



Initial Registration Process



Self-Service Password Reset



Accessing SSO



Self-Service Unlock User Account



Sign-in Experience



Application Dashboard