## How to Register for a MyDelaware Account

Use a web browser (Chrome, Edge, Safari, Firefox) to open <u>https://my.delaware.gov</u> Follow the directions below or watch the <u>registration demonstration video</u> if you prefer.

1 - Click on the green **Sign Up** button to create your account.

		Sign In		
Ema	il			
Pass	word			
				0
5				
		Sign in		
Forge	ot password			
Unlo	ck account?			
	Don't have a	in account?	Sign up	

Figure 1 - Sign in Window

2 - Fill out the registration form Use ONLY an email account belonging to you, that you can access.

Create Account	Street address	<b>NOTE</b> : If you don't have
	City	your own UNIQUE (not
Password 💿	ZIP Code	shared) email account,
Password requirements: • At least 10 characters • A lowercase letter • A number • A symbol • No parts of your username • Does not include your first name • Does not include your last name	State Select an Option Country Select an Option Account Purpose Events an Option	online before you begin registration. To be able to activate your account, you must
Primary phone Optional	Register Already have an account?	verify you own this email by opening the message from
First name		MyDelaware, then click
Middle name Optional		that email.
Last name		

Figure 2 – Left- Top portion of Create Account Window Figure 3 – Right – Lower portion of Create Account Window

3 – Click the blue **Register** button.

4 –Secure your access and set multifactor authentication (MFA) methods.

## IMPORTANT: The first factor, email, is REQUIRED to activate your account.

It also allows you to unlock your own account and/or reset your password by yourself. You must be able to access your personal email (on this computer or on a smartphone) to set this factor up because you must open an email and click on the button/link provided.

## Beginning with **Email**, click the **Set Up** button.

56	ecure access and set multifactor
	authentication methods
	Ø mydelawareuser@gmail.com
Verify y at le Securi I	our email, create your password, set up east one more authentication factor. ity methods help protect your account by ensuring only you have access.
Set up	required
	Email Verify with a link or code sent to your email Used for recovery Set up
۲	Okta Verify Okta Verify is an authenticator app, installed on your phone, used to prove your identity Used for access or recovery
C	Set up Phone Verify with a code sent to your phone Used for access or recovery
0	Security Question Choose a security question and answer that will be used for signing in Used for access
	Set up

Figure 4 - Security and MFA Authentication Set Up Window

5 – The **Verify with your Email** window shows myDelaware sent you email. Open/go to your email account. You MUST open the email from MyDelaware and click the green **Activate Account** button to prove you own your email address, linking your account.



6 – Next, Set up phone authentication (can choose SMS text message or a Voice Call);

Set up phone authentication	-
mydelawareuser@gmail.com	Set up phone authentication
Enter your phone number to receive a verification code via SMS.	mydelawareuser@gmail.com
0.010	A code was sent to your phone. Enter the
• SMS	code below to verify.
○ Voice call	Carrier messaging charges may apply
Country	Enter Code
United States	1
Phone number	
+1	Verify
Receive a code via SMS	Return to authenticator list
	Back to sign in
Return to authenticator list	Buck to sign in

**NOTE:** You must have access to respond by phone to set up this security method.

*Figure 7 - Set up phone authentication window and window to verify the phone by entering the code received.* 

## 7 – Set up Okta Verify

**NOTE:** This method requires first installing the Okta Verify application on your smartphone. You must be on a computer/laptop/tablet AND scan the QR code displayed with your smartphone's Okta Verify app to set up this method. Also, if you lose access to your smartphone or change your mobile number, you will need to access your account using another factor and then remove this factor and set it up again with your new mobile device/number. Please assure you have several factors set up to access your account.



Figure 8 - Set up Okta Verify Window

8 – **Set up a Security Question** (NOTE: this method can ONLY be used for access. You cannot unlock your account or reset your password with this method, so please be sure to **set up phone authentication** and/or **Okta Verify**).



Figure 9 - Set up Security Question

7 - After you complete sign-up, you will see the myDelaware dashboard whenever you log into your myDelaware account. Any applications you need to access via your myDelaware identity will appear on the dashboard after they are assigned to you.



Figure 10 - Screenshot of new user's my. Delaware dashboard.