

Guidance on Navigating the OSD Certification Application Portal

Thank you for applying for certification. Below are some tips to help you navigate the new online certification application portal.

Please be advised that all applicants are required to use the portal to apply, even if you have previously submitted a paper application.

Things to do **BEFORE** applying:

- Review the [Policy and Eligibility Requirements](#)
- Review the [Supporting Documents Checklists](#) to identify which supporting documents you will need to upload
- Need additional information? See the [Frequently Asked Questions \(FAQ's\)](#)

IMPORTANT

Prior to creating your log-in, ensure you have a State of Delaware account for your email, see instructions below on how to create your Delaware Digital Identity at My.Delaware.gov.

Are you currently certified?

If Yes, your information was migrated to the new system. **Please use the same email address that was on file for your firm to ensure your profile appears.** Let us know if you are unsure which email address is on file. This applies to firms who currently have an active certification. If you are not sure, view the [State of Delaware Directory of Certified Businesses](#). If your firm is listed, your information is in the new system.

*If you were previously certified but your certification expired, your profile is not in the new system. You will need to create a new profile.

Helpful Tips for NEW APPLICANTS/APPLICATIONS


- Complete each section in order, do not skip through sections. The information entered is used to auto-populate forms and helps the system know which documents you are required to upload.
- **Do Not** leave any information blank in the 'Primary Owners' section. This information will auto-populate to the affidavit.
- **Do Not** use the 'Update NAICS Codes' section in the dashboard. This section is only for certified firms who seek to add additional codes **outside of the**

application process. There is a 'NAICS Codes' section in the application section, enter your information here to be reviewed by the administrator.

Helpful Tips for RENEWAL APPLICATIONS

- The process for renewals opens 45 days prior to your expiration date. **Renewals can only be done once your renewal period has been opened.** You will receive an email notification when your renewal period is open.
- If your firm is certified as both OSD and SBF, two separate rows will appear on your dashboard (one for each certification), you can either; renew each certification separately or, use the OSD certification row to renew both certifications at the same time. Be sure to check the SBF (Small Business) box!
- **Do Not** use the 'Update NAICS Codes' tab in the dashboard. This section is only used for certified firms who seek to add additional codes **outside of the renewal process.** Use the 'NAICS Codes' tab in the application section, enter your information here to be reviewed by the administrator.

IMPORTANT TIPS

- The system will automatically time out when there is five (5) minutes of inactivity. If you receive an error message, close the browser and try again later. This can also happen whenever there are system updates. Thank you for your patience.
- Click the  icon if you need assistance with any section.
- When uploading documents, please read the instructions carefully to ensure you are uploading the documents correctly. For example, if you enter three years of tax information in the 'Gross Sales' tab, the system is expecting three separate document uploads. Upload three separate documents where appropriate; see below. **Do Not** upload three years of tax documents under one file location

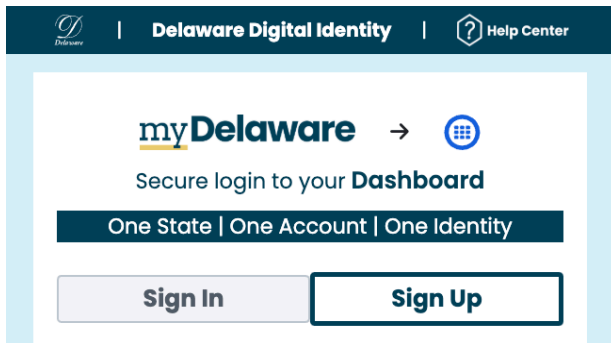
Gross Sales	Current	Financial Report: first page of your firm's tax returns (gross receipts) (1120, Schedule C of 1040)	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>
Gross Sales	Last Year's	Financial Report: first page of your firm's tax returns (gross receipts) (1120, Schedule C of 1040)	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>
Gross Sales	Financial Report from Two Years Ago:	first page of your firm's tax	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>

Access the portal at <https://business.delaware.gov/osd/>

Create Your Delaware Digital Identity at My.Delaware.gov

1. Using an Internet connected device, visit the website: <https://my.delaware.gov/>

Click on the **Sign Up** button, to the right of the Sign In button.

A screenshot of the myDelaware.gov Sign Up form. The form is titled "Secure login to your Dashboard" and "One State | One Account | One Identity". It includes fields for Email, Password, and Confirm Password. The Password field has a list of requirements: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Does not include your first name. Below these are fields for Primary phone (Optional), Legal First Name, Middle Name (Optional), Legal Last Name, Street Address, City, Zip Code, State (dropdown), Country (dropdown), and Account Purpose (dropdown). The Account Purpose dropdown is highlighted with a red arrow. At the bottom of the form is a "Sign Up" button and a link "Already have an account?".

2. Complete the registration form filling in the blanks with

- Email*: must be a UNIQUE-to-YOU (not shared) personal account (see important note below)
- Password: must meet the requirements listed
- Primary phone (suggested, though optional)
- Name: use your legal identity (name as it appears on a government photo identity document such as driving permit or passport)
- Your mailing address
- Select your State from the drop-down menu
- Select your Country from the drop-down menu

***IMPORTANT:** You will need to be able to access this personal email account to read/respond to email sent to you during this sign up and activation of your Delaware Digital Identity (your my.delaware.gov account).

3. For Account Purpose, select the option "For Myself" to set up a Delaware Digital Identity for your personal use, **unless** you are signing up at the direction of an employer or for your business.

A screenshot of the "Account Purpose" dropdown menu. The menu is open, showing four options: "For Myself", "For Myself", "For My Business", and "Third Party Admin". A red arrow points to the first "For Myself" option.

4. Click on the **Sign Up** button at the bottom to continue account set up...

5. Next, you are presented with the Security Methods widget. You must set up multiple security methods to protect your identity.

These methods, called “factors” also allow you to manage your own access. **You must have at least email and phone set up** so you can change your password AND so you can unlock access to your own account.

Email set up is required. Click “Set Up” to proceed.

You are instructed to check your email for an Account Activation email from My Delaware.

Click on the green Activate Account button to continue setting up your identity account. Or you can request a code which will appear in a browser window

After you set up email recovery, you see the Security methods widget displays the remaining three options.

The screenshot shows the 'myDelaware' logo at the top left. Below it, the email address '@ mydelawareuser@gmail.com' is displayed. A message states: 'Security methods help protect your State of Delaware account by ensuring only you have access.' Under the heading 'Set up required', there are four options, each with a 'Set up' button: 1. 'Email' (with an envelope icon): 'Verify with a link or code sent to your email. Used for recovery.' 2. 'Okta Verify' (with a checkmark icon): 'Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access.' 3. 'Phone' (with a phone icon): 'Verify with a code sent to your phone. Used for access or recovery.' 4. 'Security Question' (with a question mark icon): 'Choose a security question and answer that will be used for signing in. Used for access.' At the bottom left is a 'Back to sign in' link.

Welcome to My.Delaware! - Account Activation

Inbox x

My Delaware NoReply@my.delaware.gov vi... 10:19 AM (1 minute ago) ☆ 😊 ↩ ⋮
to me ▾

myDelaware

Hi Mydelaware,

Welcome to My.Delaware

To verify your email address and activate your account, please click the following link:

Activate Account

This link expires in 30 days.

Your username is mydelawareuser@gmail.com
Your organization's sign-in page is <https://my.delaware.gov>

This is an automatically generated message . Replies are not monitored or answered.

myDelaware



@ mydelawareuser@gmail.com

We sent an email to mydelawareuser@gmail.com. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)

[Return to security methods list](#)
[Back to sign in](#)

myDelaware



@ mydelawareuser@gmail.com

Enter this code on the sign up page.

846220

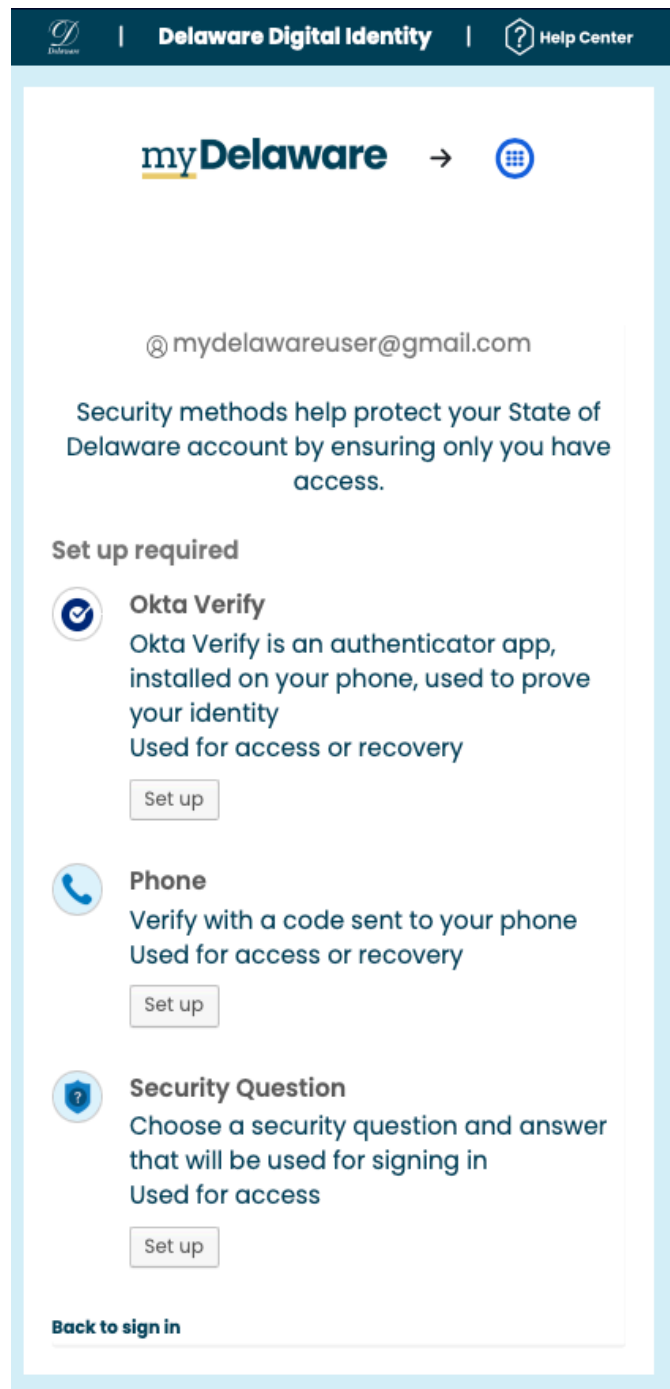
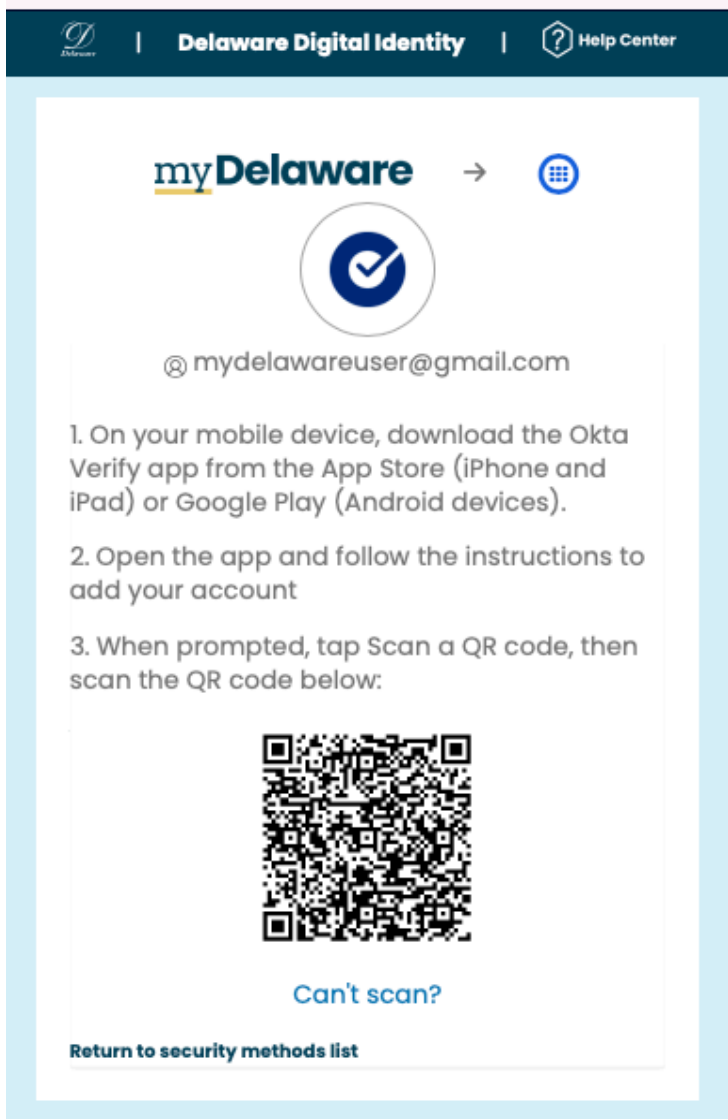
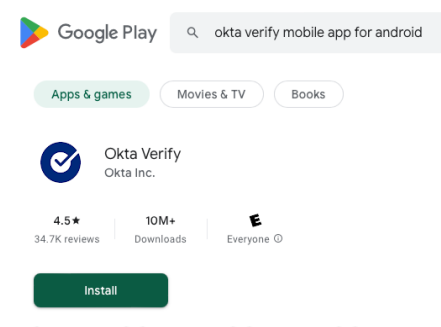
Request from:

SAFARI on Mac OS X
Okta Dashboard
Milton, Delaware, United States

If you didn't request this code, you can ignore this message. Your account is safe and can only be accessed with this code.

6. Set up Okta Verify, if you have a smartphone, to access or recover your account.

BEFORE clicking “Set Up”, download the Okta Verify app from either Apple App Store or Google Play. You will need to be able to point your camera at the QR code displayed during set up.



Once Okta Verify is set up, the Security Methods widget displays the two remaining options you can set up.

Setting up at least one Phone option is strongly recommended.

7. Phone set up widget offers two options. Select “SMS” (text message) or “Voice call” (delivers a spoken code by phone call)

“SMS” requires a phone number that can receive a code via text message.

“Voice call” can deliver a verbal code to any landline phone number, including one which requires dialing an extension.

The screenshot shows the 'Set up phone authentication' screen for SMS. At the top is the 'myDelaware' logo and a user icon. Below is a phone icon and the title 'Set up phone authentication'. The email address '@ mydelawareuser@gmail.com' is displayed. The instruction 'Enter your phone number to receive a verification code via SMS.' is shown. There are two radio buttons: 'SMS' (selected) and 'Voice call'. A 'Country' dropdown menu is set to 'United States'. Below is a 'Phone number' field with a '+1' prefix and a text input box. A dark blue button labeled 'Receive a code via SMS' is at the bottom, along with a link 'Return to security methods list'.

The screenshot shows the 'Set up phone authentication' screen for a voice call. It has the same header and email address as the SMS screen. The instruction is 'Enter your phone number to receive a verification code via voice call.' The 'Voice call' radio button is selected. The 'Country' dropdown is set to 'United States'. The 'Phone number' field is split into two parts: a '+1' prefix and a text input box, followed by an 'Extension' text input box. A dark blue button labeled 'Receive a code via voice' is at the bottom, along with a link 'Return to security methods list'.

Each phone number you set up will be tested (a code will be sent by SMS or Voice call) to verify the number (see widget for verifying, below left).

The screenshot shows the verification screen for SMS. It has the same header and email address. The message 'A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply' is displayed. There is an 'Enter Code' label above a text input box. A dark blue button labeled 'Verify' is at the bottom. At the very bottom are links for 'Return to security methods list' and 'Back to sign in'.

NOTE: Your account can have multiple phone factors, but only one can be set up at activation. A second option can be added in Settings later. If you set up both, you can always choose between your phone methods when you need to verify (see widget example, right).

The screenshot shows the verification screen for a voice call. It has the same header and email address. The message 'Send a code via SMS to +1 XXX-XXX-0205. Carrier messaging charges may apply' is displayed. A dark blue button labeled 'Receive a code via SMS' is shown, with the text 'Receive a voice call instead' below it. At the bottom is a link 'Verify with something else'.

After setting up a Phone factor, the Security Methods widget displays any remaining factors you can set up, such as Security Question.

8. Security Question set up widget offers two options.

“Choose a security question” offers a drop-down menu of dozens of questions on different topics (see partial list, right), and field for typing the unique Answer.

myDelaware →

@ mydelawareuser@gmail.com

☒ Choose a security question
☐ Create my own security question

Choose a security question

What is the food you least liked as a child? ▾

Answer

Verify

[Return to security methods list](#)
[Back to sign in](#)

myDelaware →

@ mydelawareuser@gmail.com

☒ Choose a security question
☐ Create my own security question

Choose a security question

What is the food you least liked as a child? ▴

What is your favorite movie quote?

What was the mascot of the first sports team you played on?

What music album or song did you first purchase?

What is your favorite piece of art?

What was your grandmother's favorite dessert?

What was the first thing you learned to cook?

What was your dream job as a child?

Where did you meet your spouse/significant other?

“Create my own security question” supplies a field to type the question and a field to supply the answer. Reminder: clicking the “eyeball” (circled in red, below) will show masked characters allowing you to check your typing.

myDelaware →

Set up security question


@ mydelawareuser@gmail.com

☐ Choose a security question
☒ Create my own security question

Create my own security question

What is my cat's nickname?

Answer

..... 

Verify

[Return to security methods list](#)
[Back to sign in](#)

myDelaware →

Set up security question


@ mydelawareuser@gmail.com

☐ Choose a security question
☒ Create my own security question

Create my own security question

What is my cat's nickname?

Answer

Fuzzy 

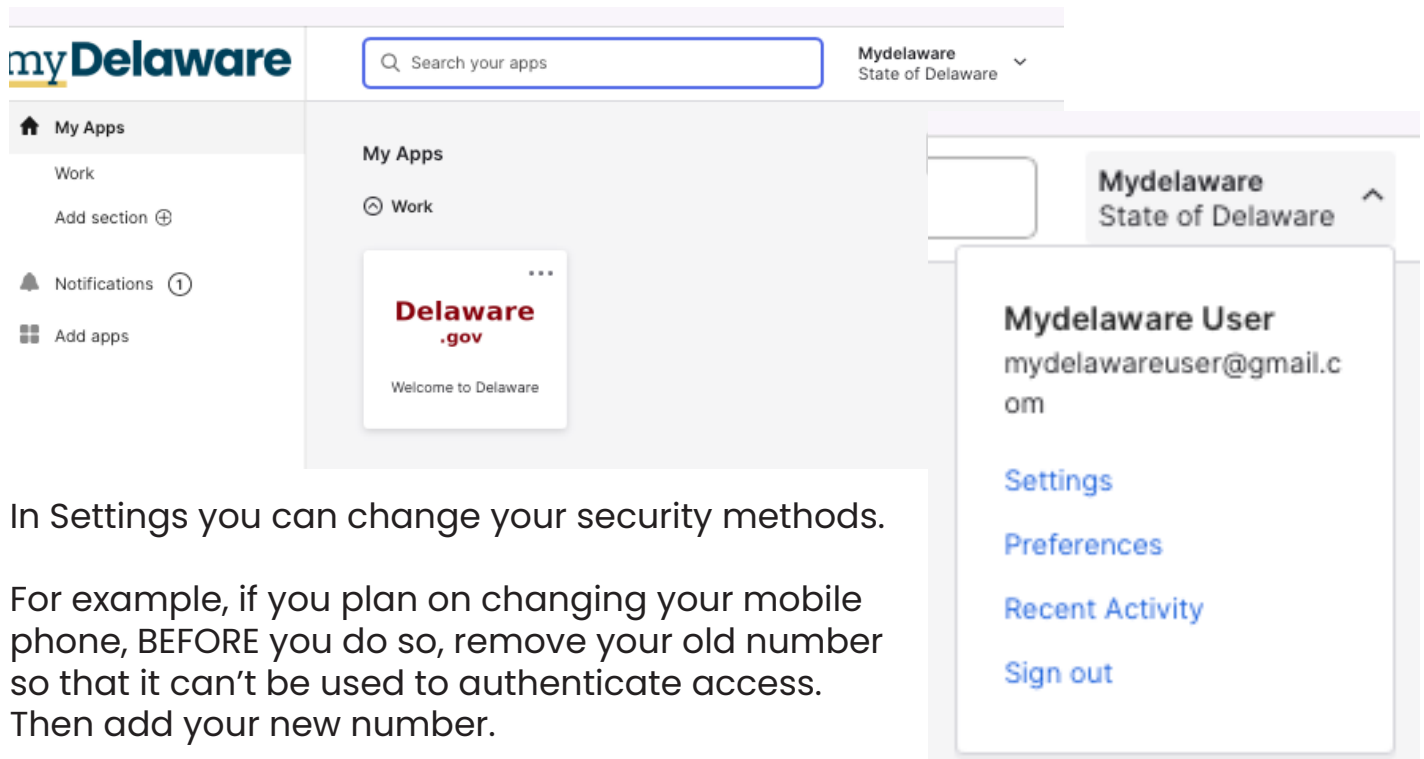
Verify

[Return to security methods list](#)
[Back to sign in](#)

When you have completed setting up your Security Methods and verified them, the my.Delaware dashboard displays.

Any applications you are assigned will appear, usually within 24–48 hours.

Note that your username appears in the upper right corner. Clicking on the down arrow reveals a menu where you can manage your account.



In Settings you can change your security methods.

For example, if you plan on changing your mobile phone, BEFORE you do so, remove your old number so that it can't be used to authenticate access. Then add your new number.

Settings is also where you can set a language preference, update your personal information, or change your password.

