

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 on next page 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 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

- Documents must be submitted in PDF format and should be smaller than 5MB. If you have issues with uploading documents, email them to osd@delaware.gov.
- When naming your documents, use letters and numbers. Using certain symbols may cause upload errors.
- 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)	Choose File No file chosen	Upload
Gross Sales	Last Year's Financial Report: first page of your firm's tax returns (gross receipts) (1120, Schedule C of 1040)	Choose File No file chosen	Upload
Gross Sales	Financial Report from Two Years Ago: first page of your firm's tax	Choose File No file chosen	Upload

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