

Job Aid: How to Use the OSD Application Portal

Before You Begin

- ✓ Ensure you have a stable internet connection
- ✓ Use a supported browser (Chrome, Edge, or Firefox recommended)
- ✓ Read policy and eligibility information on website
- ✓ Gather required documents (PDF format only) **SEE CHECKLISTS**
- ✓ Have your email address ready for account verification by creating a State of DE SSO Account (My Delaware) **SEE INSTRUCTIONS**

Step 1: Access the Portal

1. Go to OSD website (www.business.delaware.gov/osd) to access application portal
2. Select “Sign Up”.
3. Enter your email address and create a password. 
4. Check your email and click the verification link.

 **Tips:** Save your username and password in a secure location.

Other users can be added to the account after primary contact is set up.

Your email address must be registered with the State of DE; see instructions to create a State of DE SSO Account

Step 2: Sign In

1. Return to the portal homepage.
2. Select “Sign In.”
3. Enter your email and password.
4. View your Company Dashboard. Ensure the basic details in your Company Profile are correct

If you forget your password, select “Forgot Password” and follow the prompts.

Step 3: Start a New Application

1. From the dashboard, select “My Application.”
 2. Select “New Application” on Application List 
 3. An application number will generate
 4. Enter all required information and upload all required documents
-

Step 4: Complete Application Sections

- Applicant Category
- Business Details
- Primary Owners
- Products and Services
- NAICS Codes
- Agreements
- Shares/Stocks
- Denials
- Debarments
- Existing Certificates
- Business Industry
- Decision Authority
- Gross Sales
- Legal/Accounting/Banking Services (Optional)
- Sales (Optional)
- Other Details (Optional)
- About OSD (Optional)
- Affidavit
- Upload Documents

✓ Complete all required fields (marked with an asterisk *). A green check mark will appear once section is complete.

✓ Use “Approve/Next” to save information

✓ Click ‘?’ in each section if assistance is needed

 Tip: You can log out and return later—your saved draft will remain.

Step 5: Upload Required Documents

1. Ensure you select the appropriate section to upload your documents.
2. Select “Choose File”,
3. Choose the correct file from your computer.
4. You will receive confirmation once your file is uploaded successfully.

PDF format required.

Documents are required to be uploaded in sections that contain a red asterisk.

File size limits apply (5 MB max).

For the affidavit, go to Affidavit section, click ‘download’ to download form, upload it to the appropriate section once signed and notarized.

Step 6: Review and Submit

1. Select “Preview” to review all sections for accuracy.
2. Confirm all required fields and attachments are complete.
3. Select “Submit Application.”

 Important: Applications cannot be edited after submission. Be sure to review all information before hitting ‘Submit’. You will receive a confirmation email after submission.

Step 7: Check Application Status

1. Log in to the portal.
2. Application status can be viewed on the dashboard in the ‘Status’ column

 Tip: Review and processing can take 4 to 8 weeks from date of submission.

Monitor your email for portal messages or requests for additional information.

Responding to Clarification Requests

1. Log in to the portal.
2. Select 'My Application'. A message will appear regarding clarification, click 'OK'.
3. On your dashboard, select the application needing clarification
4. Click section where you see the exclamation point (!)
5. Type your answer AND upload document(s) if required.

Questions must be answered and documents must be uploaded (if requested) for application to be placed back into the queue for review.

Supporting Documents Checklists

All applicants are required to submit the supporting documents listed below unless otherwise indicated. Any deficiency may delay the certification process.

A site visit may be requested and scheduled by OSD once the completed application and appropriate supporting documentation are received.

- **BUSINESS GOVERNANCE DOCUMENTS**

Please use the checklist below to identify which documents you are required to upload. Specific documents are required according to how your business entity is formed.

Sole Proprietor: Franchise agreements (if any)

Partnership/LLP: Partnership agreement (including any amendments)
Buyout rights and Profit-Sharing Arrangements
Franchise agreements (if any)

Corporation/S Corp: Articles of Incorporation
Minutes of the Last Annual Shareholders Meeting
Minutes of the Last Board of Directors Meeting
Bylaws and All Bylaw Amendment
Copy of Most Recent Stock Ledger
Franchise Agreement (if any)

Limited Liability Corp.: Operating Agreement with list of members ownership amount of each member and capitalization
Franchise Agreement, (if any).
*Sole Member LLC must submit a Sole Member Operating Agreement.

- **STATE OF DELAWARE BUSINESS LICENSE**

Current State of Delaware license required for all Delaware based businesses and for out-of-state businesses currently performing work in Delaware. See the Division of Revenue, Licensing and Registration website for more information at: <https://onestop.delaware.gov/>.

- **PROFESSIONAL LICENSES (if applicable)**

Relevant professional or trade licenses, certificates, documents of training, and degrees held by the 51% owner(s) or by the company based upon the 51% owner(s) status for such license or certificate (i.e. Electrician, HVAC, engineer, medical profession, attorney, cosmetologist).

Contact the Division of Professional Regulations at: <https://dpr.delaware.gov/>

- **OUT OF STATE DIVERSE BUSINESS APPLICANTS**

Out of state applicants must submit a copy of their home state certification. Home state is the location of the company headquarters, NOT the state of formation. Must be a state level certification. OSD will accept Nation Minority Supplier Development Council (NMSDC), Women's Business Enterprise National Council (WBENC), Small Business Administration (SBA) veteran certification in lieu of home state.

- **SMALL BUSINESS FOCUS (SBF) APPLICANTS**

Provide the first page of the past three (3) years of your firm's tax returns. (gross receipts) (1120, Schedule C of 1040). Note: *If your business is new or has been in operation less than three years, you are not required to provide tax documents. However, you must still complete this section in the application portal.

- **DIVERSE BUSINESS APPLICANTS**

Diversity Status Verification Documents

OSD may seek from each 51% owner, a copy of materials to document U.S. Citizenship, permanent residency, ethnicity, gender, veteran status, and Disability status. Below is a non-exhaustive list of possible additional materials that may be requested.

In addition to the list below, if OSD requests of a vendor to provide supporting documents, such vendor may elect to provide the requested documents and any other documentation for review by OSD for consideration to support the individual's standing; such other documentation may or may not be determined to suffice.

U.S. Citizenship or Permanent Residency - U.S. birth certificates; U.S. permanent resident card; U.S. passport; U.S. tribal membership card

Ethnic Minorities - Documents of ethnicity may include the birth certificate of the applicant, U.S. Passport identifying foreign place of origin, and/or tribal registry card.

- If applicant's birth certificate does not identify ethnicity, then also provide the birth and/or death certificates of applicant's parent(s) as named on applicant's birth certificate. If parent(s)'s documentation does not identify ethnicity, continue in parental lineage with birth or death certificates. If the document identifies 'colored' or any other mark that is not specifically naming an ethnicity, the applicant will inform OSD which ethnicities apply.
- ***If Native American**, please provide a current tribal membership card from a North American tribe or nation which is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians, and/or is recognized by the State of Delaware.

- Or other government issued documentation that demonstrates ethnicity to the satisfaction of OSD.

Gender - Women may provide birth certificates or current U.S. Passports identifying female gender.

***Individuals with Disabilities** - one (1) of the following:

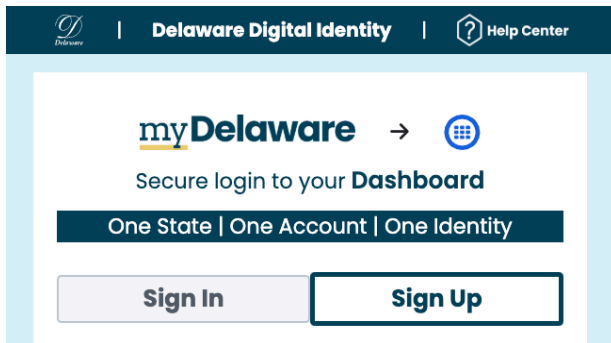
- A Certificate of Disability from the Delaware (or their home state's) Department of Labor, Division of Vocational rehabilitation, (The Disability itself need not be revealed); or
- A Certificate of Disability from the Delaware (or their home state's) Division of the Visually Impaired, (The Disability itself need not be revealed); or
- A letter from the U.S. Social Security Administration documenting that named individual is eligible to receive Social Security Disability Income. (the Disability itself and the dollar amount of the SSDI can be redacted); or
- A letter from a Medical Doctor (M.D.) documenting the person's name and the fact that they have a Disability and the duration of the Disability. (The Disability itself need not be revealed); or
- Any other documentation of disability for review by the Office of Supplier Diversity for consideration to support the individual's standing as an Individual with Disability; such other documentation may or may not be determined to suffice. The Office of Supplier Diversity may outreach to local and national resource partners to verify the example of any other documentation without sharing the actual documents.

***Veterans and Service-Disabled Veterans** - The DD214 form for the applicant; If Service Disabled, then documentation from the Veterans Administration documenting the fact. (The Disability itself need not be revealed)

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.



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 from the "For Myself" option in the dropdown to the "Account Purpose" field in the registration form on the right.A screenshot of the myDelaware.gov registration form. The form is titled "Secure login to your Dashboard" and "One State | One Account | One Identity". It includes fields for Email, Password, Confirm Password, 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 "Sign Up" button is at the bottom. A link "Already have an account?" is at the very bottom.

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

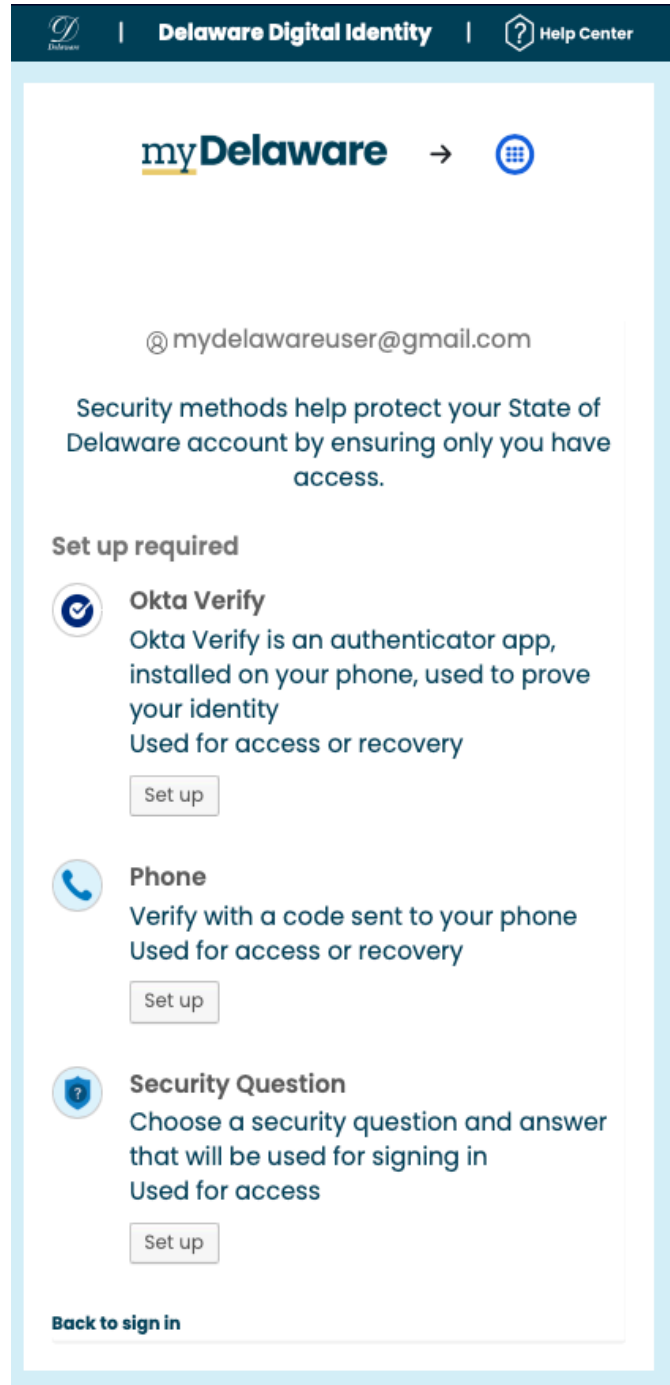
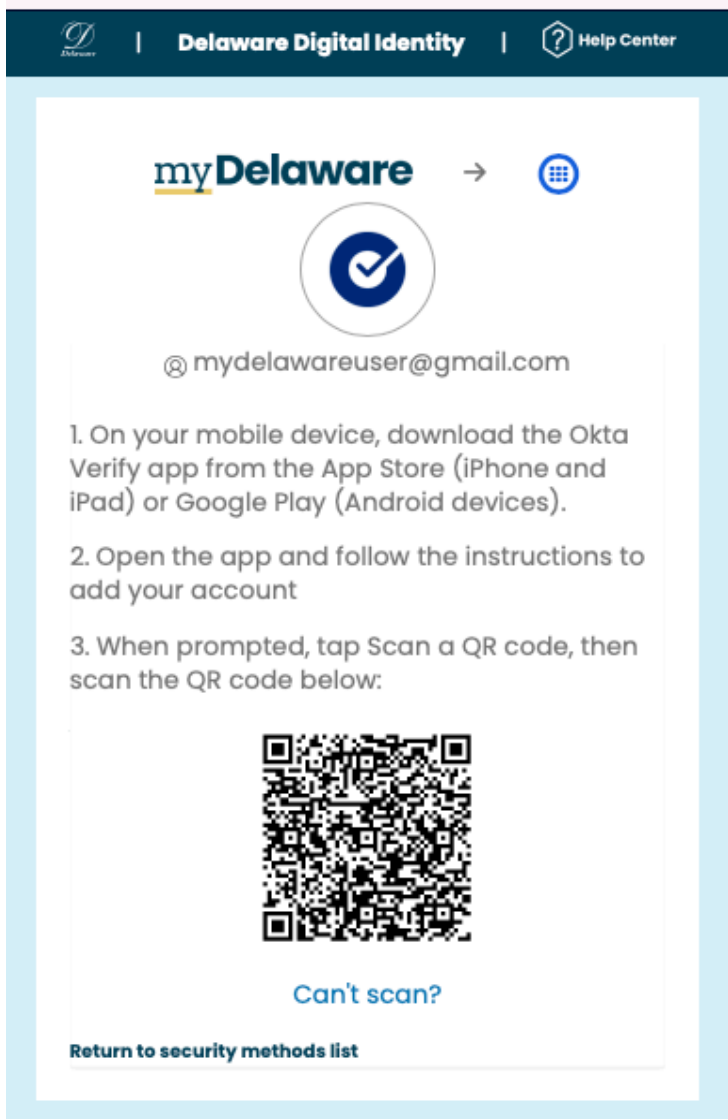
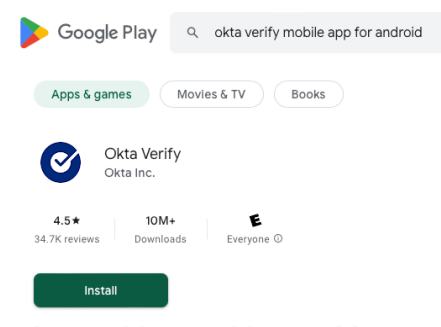
Request from:

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 radio buttons are 'SMS' and 'Voice call' (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' is displayed, followed by 'Carrier messaging charges may apply'. There is a dark blue button labeled 'Receive a code via SMS'. Below it is the text 'Receive a voice call instead'. 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 

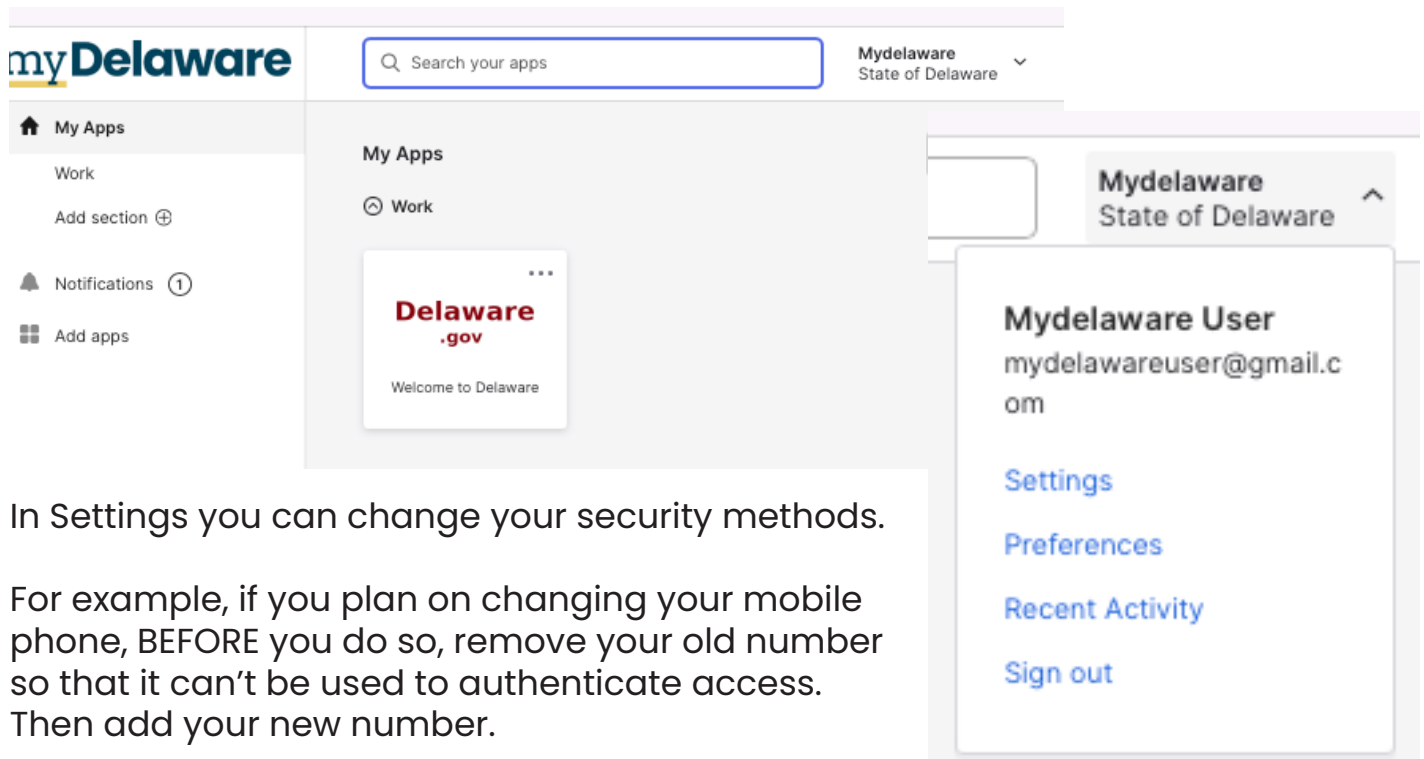
Verify

[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.

