DELPROS Online Portal – Manage Profile

Profile Management

This screen illustrates the steps users must follow to update contact information in the DELPROS portal.

DELPROS PORTAL

HOME   LICENSE LOOK-UP   FILE A COMPLAINT   LOG IN

Recommended browsers - The following browsers are recommended when using DELPROS:
Chrome, Safari, Firefox, or Edge.
Click HERE for browser download instructions.

New Users

Create a New Account

Click REGISTER below to create a new DELPROS account.

Use this option if you are a new customer, or if you are an existing licensee or applicant, but have not yet created a DELPROS user account.

Usernames and Passwords created prior to June 29, 2020 for previous licensure system will not work in DELPROS. You must register as a new user in DELPROS.

FACILITY REGISTRATION : If you have been designated to manage your facility's license/application record, **you** must be a registered DELPROS user. If you have not yet registered yourself as a user, complete the registration process and then follow the instructions in the link below to associate yourself to the facility.

DELPROS Registration and Facility Management Guide

REGISTER

Existing Users

Log in here if you have already created a DELPROS user account.

Usernames and Passwords created prior to June 29, 2020 for previous licensure system will not work in DELPROS. You must register as a new user in DELPROS.

FACILITY MANAGEMENT: If you have been designated to manage your facility's license/application record, follow the instructions in the link below to associate yourself to the facility.

DELPROS Registration and Facility Management Guide

Login

Email
*
Password
*

LOGIN

Forgot Password?

1. Login with your existing email on file and password**.**

NOTE: Use **Forgot Password?** if you do not remember your password.

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Profile Management

This screen illustrates the steps users must follow to update contact information in the DELPROS portal.

DELPROS PORTAL

DASHBOARD   LICENSE LOOK-UP   FILE A COMPLAINT   SERVICE REQUEST   CONTINUING EDUCATION   🛒 1

MANAGE PROFILE
MANAGE FACILITY
LOGOUT

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See be
License or view your License(s) and/or Applications.

Use the Cart Link to navigate to the cart to pay pending fees.

Facility Management

If you have been designated to manage your facility's license/application record, follow the instructions in the Facility Management link below to associate yourself to the facility.

DELPROS Registration and Facility Management Guide

Are you applying for a new facility license? Click here to create your Facility Account in DELPROS by clicking before starting your application.

2. From the navigation bar, hover over the person icon and click **MANAGE PROFILE** from the drop-down.

Profile Management

This screen illustrates the steps users must follow to update contact information in the DELPROS portal.

DELPROS PORTAL

NT

NIKOLE TESTER

████████████2@gmail.com

Personal Information

To add or revise your personal information, click the EDIT THIS INFORMATION link. Once you have made the desired updates, click the SAVE button. Note that fields with (*) are required.

Please be advised, should you change your email address this will also become your new user ID to access DELPROS.

If you are updating your profile as part of a License Application, close this tab or click on the previous "New License Application" tab and Refresh the screen to see your updated profile and continue your application. Do not click the back button.

✏ EDIT THIS INFORMATION

🔒 RESET YOUR PASSWORD

First Name
NIKOLE

Middle Name

Last Name
TESTER

Email
* ████████████2@gmail.com

Primary Phone
* 3023333333

Secondary Phone Number

Social Security Number

Birth Date
* 01/01/████

Gender
Female

CANCEL   SAVE

Submit Confirmation

Is this SSN correct? You will not be able to update your SSN once it has been saved.

CANCEL   CONTINUE

3. Click **Edit this Information** in the Personal Information section.

4. Update appropriate contact information and then click **Save.**
- Email
- Primary Phone
- Secondary Phone
- Birth Date
- Gender

NOTE: You can ONLY change your SSN if one was NOT already provided. Otherwise, the SSN field will not show here. After SSN is entered you must confirm the update.

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Profile Management

This screen illustrates the steps users must follow to Reset Password in in the DELPROS portal.

DELPROS PORTAL

DASHBOARD   LICENSE LOOK-UP   FILE A COMPLAINT   SERVICE REQUEST   CONTINUING EDUCATION   🛒 1
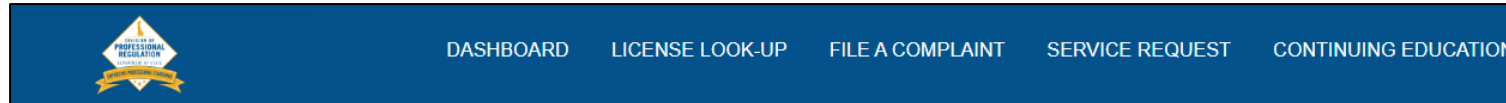
NIKOLE TESTER
~~~~~~~~~2@gmail.com

5. You can request a password reset by clicking **Reset Your Password** in the Personal Information section.

Personal Information

To add or revise your personal information, click the EDIT THIS INFORMATION link. Once you have made the desired updates, click the SAVE button. Note that fields with (*) are required.

Please be advised, should you change your email address this will also become your new user ID to access DELPROS.

If you are updating your profile as part of a License Application, close this tab or click on the previous "New License Application" tab and Refresh the screen to see your updated profile and continue your application. Do not click the back button.

First Name
NIKOLE

Last Name
TESTER

Middle Name
-

Email
~~~~~~~~~2@gmail.com

Primary Phone Number
3023333333

Secondary Pho
-

NOTE: Your SSN will display only the last 4 digits only it has already been provided.

Social Security Number
*****3124

✏️ EDIT THIS INFORMATION

🔒 RESET YOUR PASSWORD

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Profile Management

This screen illustrates the steps users must follow to Reset Password in in the DELPROS portal.

DELPROS PORTAL

DASHBOARD   LICENSE LOOK-UP   FILE A COMPLAINT   SERVICE REQUEST   CONTINUING EDUCATION

Reset Password

Before entering your email/username to reset your password, follow these suggested steps below to prevent errors:
- First clear your web browser cache. Click **HERE** for instructions.
- After clearing your web browser cache, close the browser completely, then open a new window.
- Request the password reset link to be sent to your email.
- Copy and paste the password reset link into your browser, rather

Please enter the email/username used for your DELPROS account and click the Submit button to reset your password.

A link with instructions will be sent to your registered email. **Your reset link can only be used once and is valid for only 24 hours.**

* Email/Username

SUBMIT

6. Enter your **Email/Username.** (Username is the email address used to register with DELPROS.) Click SUBMIT.

Password Reset Result

An email has been sent to you at ▓▓▓▓▓▓▓▓▓▓▓2@gmail.com. Click on the link in the email to complete the Password reset. For further assistance, please contact Customer Service at customerservice.dpr@delaware.gov or call (302)744-4500.
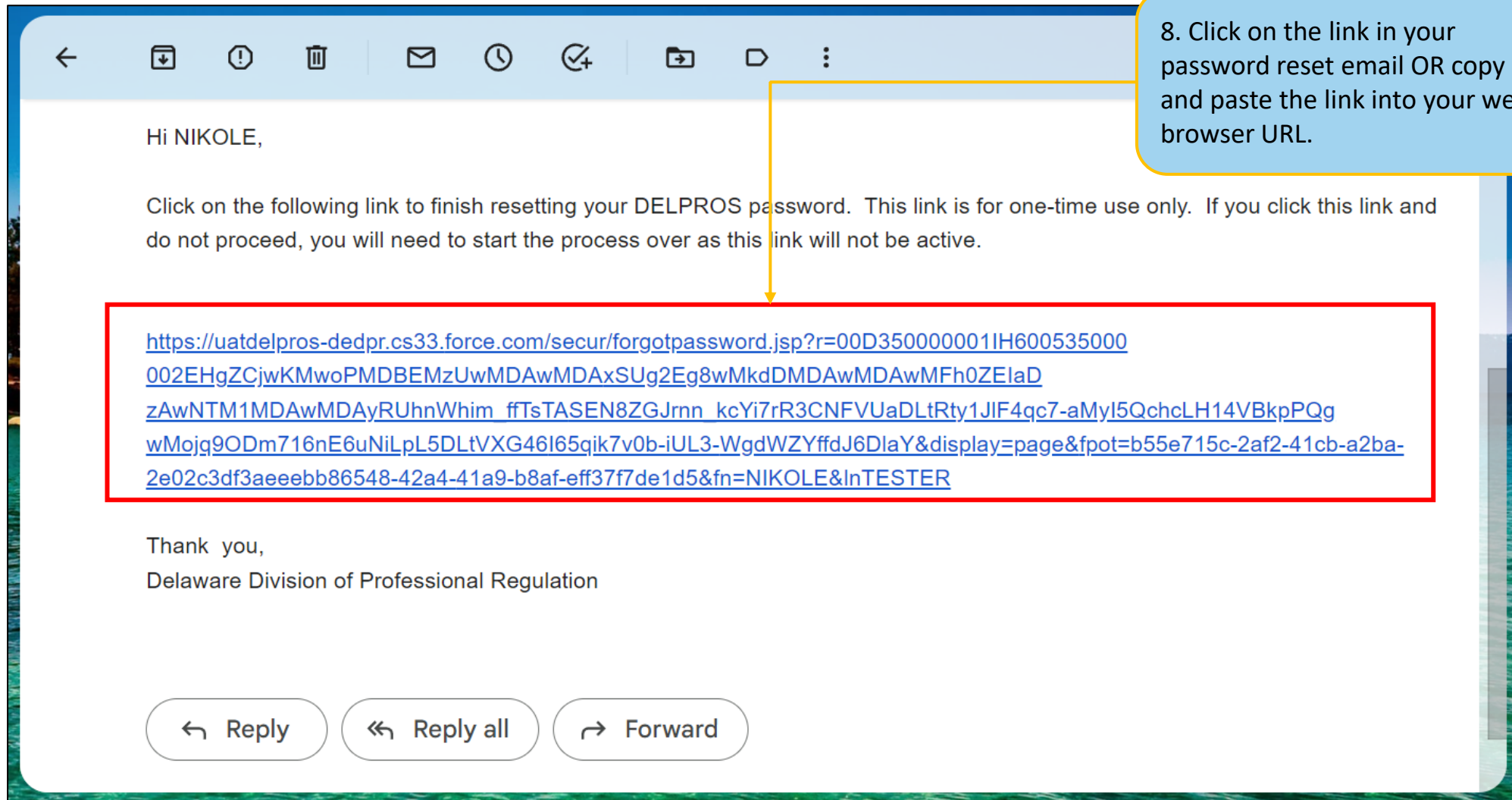
OK

7. Click **OK.** Email will be sent to user with link to complete the password rest.

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Profile Management

This screen illustrates the steps users must follow to Reset Password in in the DELPROS portal.

DELPROS PORTAL

8. Click on the link in your password reset email OR copy and paste the link into your web browser URL.

Hi NIKOLE,

Click on the following link to finish resetting your DELPROS password. This link is for one-time use only. If you click this link and do not proceed, you will need to start the process over as this link will not be active.

https://uatdelpros-dedpr.cs33.force.com/secur/forgotpassword.jsp?r=00D350000001IH600535000 002EHgZCjwKMwoPMDBEMzUwMDAwMDAxSUg2Eg8wMkdDMDAwMDAwMFh0ZElaD zAwNTM1MDAwMDAyRUhnWhim_ffTsTASEN8ZGJrnn_kcYi7rR3CNFVUaDLtRty1JlF4qc7-aMyI5QchcLH14VBkpPQg wMojq9ODm716nE6uNiLpL5DLtVXG46I65qik7v0b-iUL3-WgdWZYffdJ6DlaY&display=page&fpot=b55e715c-2af2-41cb-a2ba-2e02c3df3aeeebb86548-42a4-41a9-b8af-eff37f7de1d5&fn=NIKOLE&lnTESTER

Thank you,
Delaware Division of Professional Regulation

↩ Reply   ↩ Reply all   → Forward