Grant-In-Aid (GIA) is an appropriation made by the General Assembly to support the activities of non-profit organizations that provide services to the citizens of Delaware. The purpose of this funding is to provide supplemental funding to service agencies and should not be construed as a sole source of funding. For additional information, visit https://gia.delaware.gov.

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My.Delaware - Overview

To better provide quality services for the citizens of Delaware, and to increase the efficiency of the Delaware GIA application, the State of Delaware has moved away from using Oracle Single Sign On (SSO), to a more streamlined identity provider – My.Delaware (https://my.delaware.gov). With My.Delaware, your identity is secured with one trusted platform, allowing you to access all your State of Delaware applications with one login. When logging into the GIA system, you will follow a similar login process as you normally have. Once logged in, you will be directly navigated to your GIA dashboard where you can create and submit GIA applications.

Returning Users – My.Delaware Activation and Initial Login

As a prior applicant, your organization already had an SSO account that it was using to log in to the GIA system. This SSO account has been converted into a My.Delaware account. Once the Information Technology (IT) team performed the upgrade from SSO to My.Delaware in August of 2021, you should have received an automated email asking you to activate your new My.Delaware account. Once the activation process is completed, you will then be directed to your My.Delaware dashboard and then be able to access your GIA dashboard by logging into your GIA account directly at https://gia.delaware.gov.

If you did not receive an activation email, it is possible that the email address associated with your former SSO account is outdated (for example, that individual no longer works for your organization or the email account is no longer accessible) or your email provider may have routed the activation email to your spam folder.

Activation emails can be resent, but only to the SSO email address on file at the time of the conversion and are only valid for 30 days. For security reasons, IT is unable to redirect activation emails to different email addresses other than what was on file. If your organization no longer has access to the email account originally associated with your SSO registration, you will need to create a new My.Delaware account (see page 8 of this guide for how to complete this process).

If you would like to see if it’s possible to have an activation email resent to you, please email GIA_Support@Delaware.gov, or contact the Office of the Controller General at (302) 744-4200, for assistance in determining the SSO email address on file at the time of the conversion. Once an activation email is received, follow the below steps to complete your account activation.

Step 1: Activate Your My.Delaware Account
You will receive an activation email sent to the email address associated with your SSO user account. Click the green “Activate Account” button in the generated email to activate your My.Delaware account.
Step 2: Enter New My.Delaware Account Information

When you click the “Activate Account” button in your generated email, you will be navigated to a screen that allows you to enter and create your new My.Delaware account information. This includes a new password, password recovery information, and security image (the forgot password SMS (text message), and forgot password phone information is optional).

Welcome to State of Delaware, [Redacted]
Create your State of Delaware account

Enter new password

Password requirements:
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords

Repeat new password

Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don’t have access to your email.

[Add Phone Number] Optional
Step 3: Click the “Create My Account” Button
After you have entered your My.Delaware account information, click the “Create My Account” button.

Step 4: Land on Your My.Delaware Dashboard
After your My.Delaware account has been created, you will automatically be navigated to the My.Delaware dashboard. This dashboard allows you to see the State of Delaware applications that you currently have access to, as well as gives you the ability to add other State of Delaware applications for quick and easy access from your My.Delaware dashboard.
Step 5: Navigate to the GIA Website
After your My.Delaware account has been activated and you have navigated to your My.Delaware dashboard (see above), you are safely logged in to My.Delaware and completed the account setup process. Now, manually navigate in your web browser to the GIA website URL (https://gia.delaware.gov).

Step 6: Click the green “Login” Button
Click the green “Login” button on the GIA landing page. Enter your newly created My.Delaware credentials and at this point you should be automatically navigated to your GIA dashboard.
Returning Users – Login Process After Initial Activation

Once you have activated your My.Delaware account and made it to your GIA dashboard, you have completed the initial login process. From then on, you can simply navigate to the GIA website URL (https://gia.delaware.gov), click the green “Login” button, enter your My.Delaware credentials, and you’ll automatically be routed to your GIA dashboard.

Step 1: Navigate to the GIA Website
Using your web browser, navigate to the GIA website URL (https://gia.delaware.gov).

Step 2: Click the green “Login” Button
Click the green “Login” button on the GIA landing page.

Step 3: Enter Your My.Delaware Credentials
Enter your My.Delaware username, password, and submit the form to log into your My.Delaware account. After successfully logging into My.Delaware, you will be automatically navigated to your GIA dashboard page.
New Users – Register/Login Steps

For new users, the registration process couldn’t be simpler. Using your web browser, navigate to the GIA website URL (https://gia.delaware.gov). Click the blue “Register” button to enter your new My.Delaware account information, including your My.Delaware login credentials. This will be your user account information for access to all State of Delaware applications that are currently using the My.Delaware identity provider.

**Step 1: Navigate to the GIA website**
https://gia.delaware.gov

**Step 2: Click the blue “Register” Button**
Click the blue “Register” button on the Grant-In-Aid landing page.

**Step 3: Enter Your My.Delaware Credentials and Personal Information**
Enter your email address, password, and other personal information for your new account – some fields are required fields which are denoted by an asterisk (*).
Step 4: Click the “Register” Button
Click the “Register” button to submit the form and register your My.Delaware account.

Step 5: Receive Auto-Email and Activate Your My.Delaware Account
You will receive an activation email sent to the email address associated with the My.Delaware account information you just provided.
Step 6: Click the “Activate Account” Button  
Click the “Activate Account” button in the automated email to activate your new My.Delaware account.

Step 7: Land on Your My.Delaware Dashboard  
After your My.Delaware account has been created, you will automatically be navigated to your My.Delaware dashboard. This dashboard allows you to see State of Delaware applications that you currently have access to, as well as give you the ability to add other State of Delaware applications for quick and easy access from your My.Delaware dashboard.

Step 8: Navigate to the GIA Website  
Navigate to the GIA website URL (https://gia.delaware.gov).

Step 9: Click the green “Login” Button  
Click the green “Login” button on the Grant-In-Aid landing page. Enter your newly created My.Delaware credentials.

Step 10: Enter Your My.Delaware Credentials and Land on Your GIA Dashboard  
Enter your My.Delaware username, password, and submit the form to log into your My.Delaware account. After successfully logging into My.Delaware, you will be automatically navigated to your GIA dashboard page.
Self Service

Forgot Password

Step 1: Navigate to the My.Delaware Website
https://my.delaware.gov

Step 2: Click the “Need help signing in?” Link
Step 3: Click the “Forgot password?” Link

Step 4: Reset Your Password

- To reset via text message (if you have already set it up), click the “Reset via SMS” button
  - After clicking the button, enter the verification code that was sent to the phone number associated with your SMS account settings. Click the “Verify” button after entering the code provided.
- To reset using a phone call (if you set it up when setting up your account or after using your profile, click the “Reset via Voice Call” button.
- To reset your password using your primary email (or secondary email if you set it up on your profile), type your email in the “Email” field and click on the “Reset via Email” button.
- **Note: The “Email” field is required for all three password reset options.**
Unlock Account
If you need to unlock your account, you can simply follow the same steps mentioned above in Steps 1-4 under “Forgot Password”. You have the same options available to you for “Unlock Account” as you do for “Forgot Password”.

Legislative Information Systems (LIS) Helpdesk
If you require additional technical assistance after following the steps contained in this User Guide, you will need to contact the LIS Helpdesk at (302) 744-4260, or by email at LIS.Helpdesk@Delaware.gov.