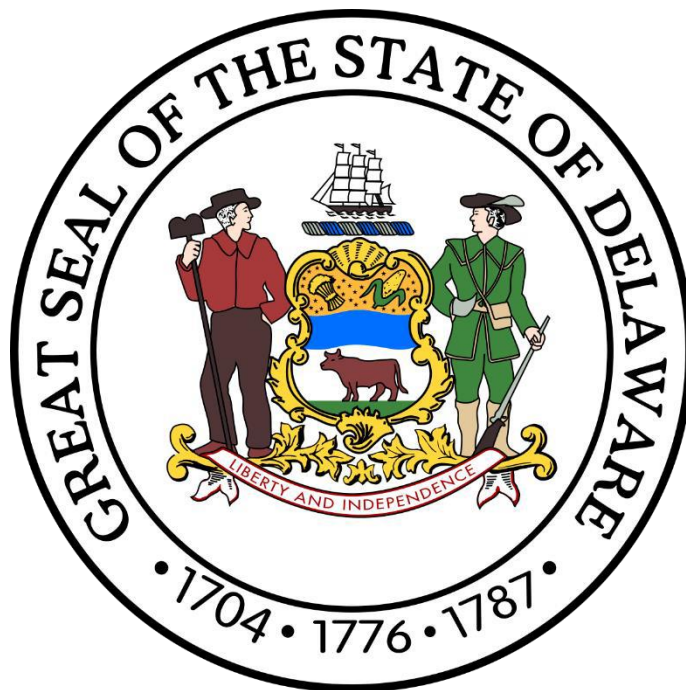


State of Delaware

Grant-In-Aid

My.Delaware Identity Provider User Guide



Delaware General Assembly
411 Legislative Avenue
Dover, Delaware 19901
(302) 744-4200
GIA_Support@Delaware.gov

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 Grant-In-Aid application, we have moved away from Oracle Single Sign On (SSO), to a more streamlined identity provider – My.Delaware. 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 Grant-In-Aid application, you will follow a similar login process as you normally have. Once logged in, you will be directly navigated to your Grant-In-Aid dashboard where you can create and submit Grant-In-Aid applications.

My.Delaware State of Delaware Login: <https://my.delaware.gov>

Returning Users – My.Delaware Activation and Initial Login

As a returning Grant-In-Aid application user, you already have an SSO account that you use to log in to your Grant-In-Aid dashboard. This SSO account has been converted into an My.Delaware user account. Once our team performs the switch from SSO to My.Delaware, you will receive an automated email asking you to activate your new My.Delaware account. Once activated, you will be directed to your My.Delaware dashboard.

Step 1: Activate Your My.Delaware Account

You will receive an activation email sent to the email address associated with your SSO user account on the evening of August 4th, 2021. Click the link in the generated email to activate your My.Delaware account.

Welcome to My.Delaware!

Hi [REDACTED]

Your My.Delaware.gov account has been created.

Click the following link to activate your account:

Activate Account

This link expires in 30 days.

Your username is [REDACTED]

Your organization's sign-in page is <https://my.delaware.gov>

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 your My.Delaware account information, such as password, password recovery information, and security image (the forgot password SMS, 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

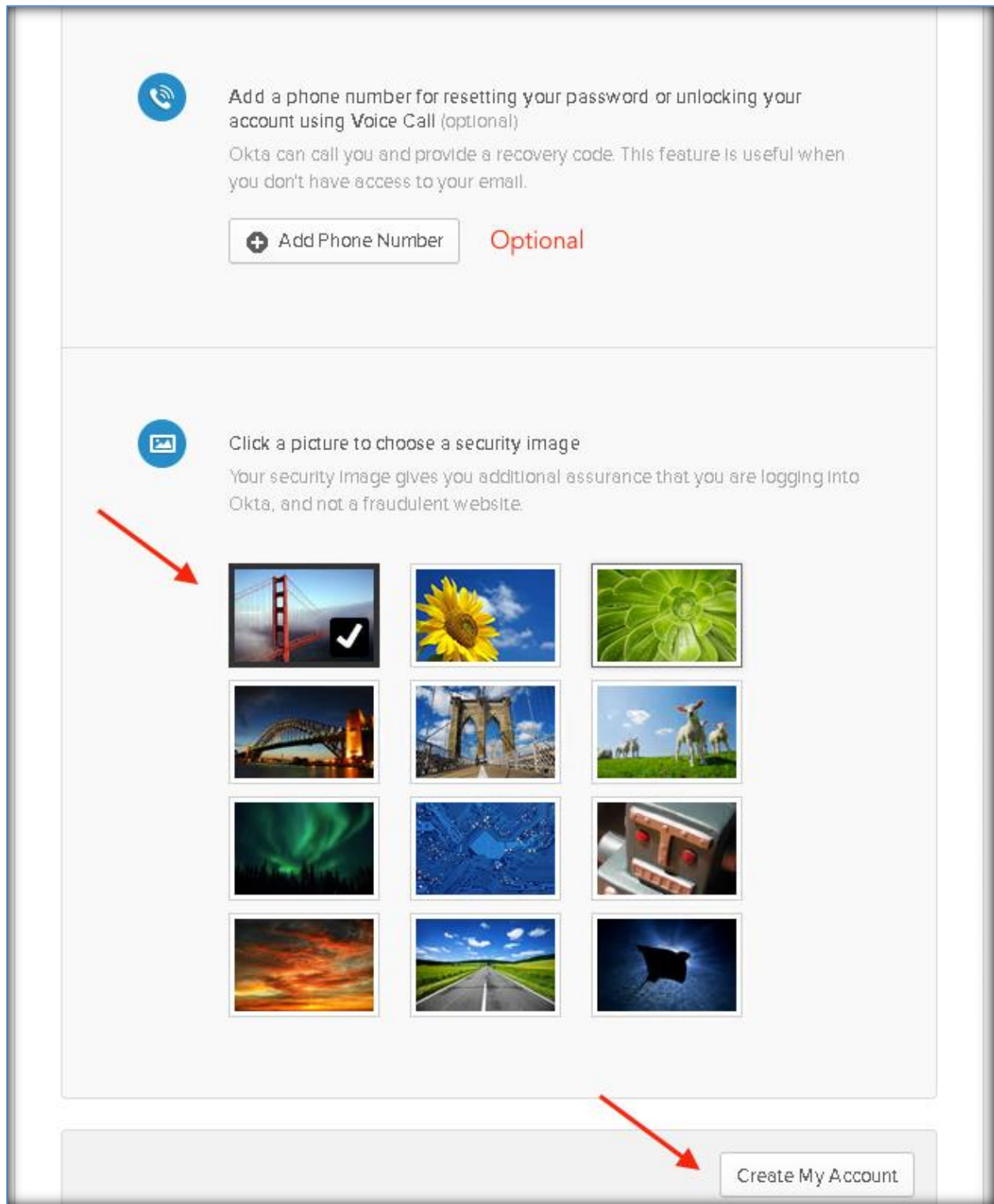
Repeat new password



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.

Optional



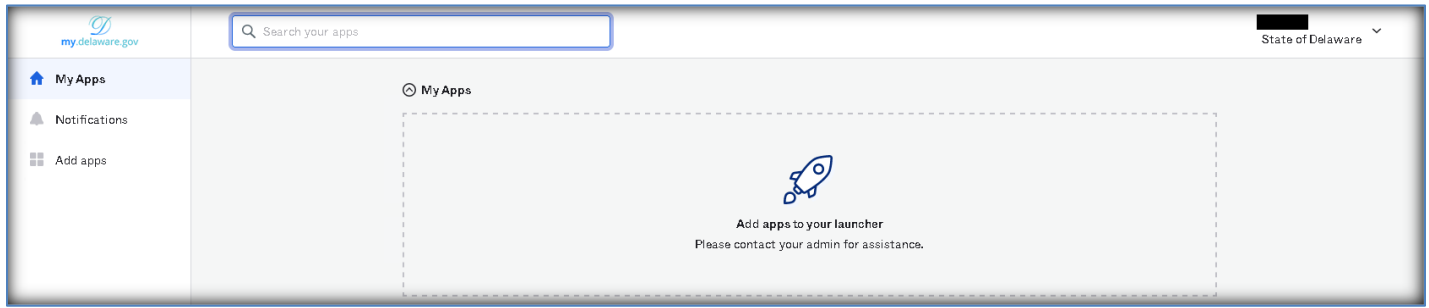
Step 3: Click the “Create My Account” Button

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 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 5: Navigate to the Grant-In-Aid Website

After your My.Delaware account has been activated and you have been navigated to your My.Delaware dashboard, you are safely logged in to My.Delaware. Manually navigate to the Grant-In-Aid website URL (<https://gia.delaware.gov>).

Step 6: Click the green “Login” Button

Click the green “Login” button on the Grant-In-Aid landing page.



Returning Users – Login Process After Initial Activation

Once you have activated your My.Delaware account and made it to your Grant-In-Aid dashboard, you have completed the initial login process. From then on, you can simply navigate to the Grant-In-Aid website URL (<https://gia.delaware.gov>), click the “Login” button, and enter your My.Delaware credentials.

Step 1: Navigate to the Grant-In-Aid Website

Navigate to the Grant-In-Aid website URL (<https://gia.delaware.gov>)

Step 2: Click the green “Login” Button

Click the green “Login” button on the Grant-In-Aid 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 Grant-In-Aid dashboard page.

New Users – Register/Login Steps

For new users, the registration process couldn't be simpler. After navigating to the Grant-In-Aid website URL (<https://gia.delaware.gov>), you can click the "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 leveraging the My.Delaware identity provider.

Step 1: Navigate to the Grant-In-Aid 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 (*).

my.delaware.gov

Email

[Redacted Email]

.....

Primary phone

First name *

Middle name

Last name *

Street address *

City *

Zip code *

State Delaware ▾

Country USA ▾

* indicates required field

Register

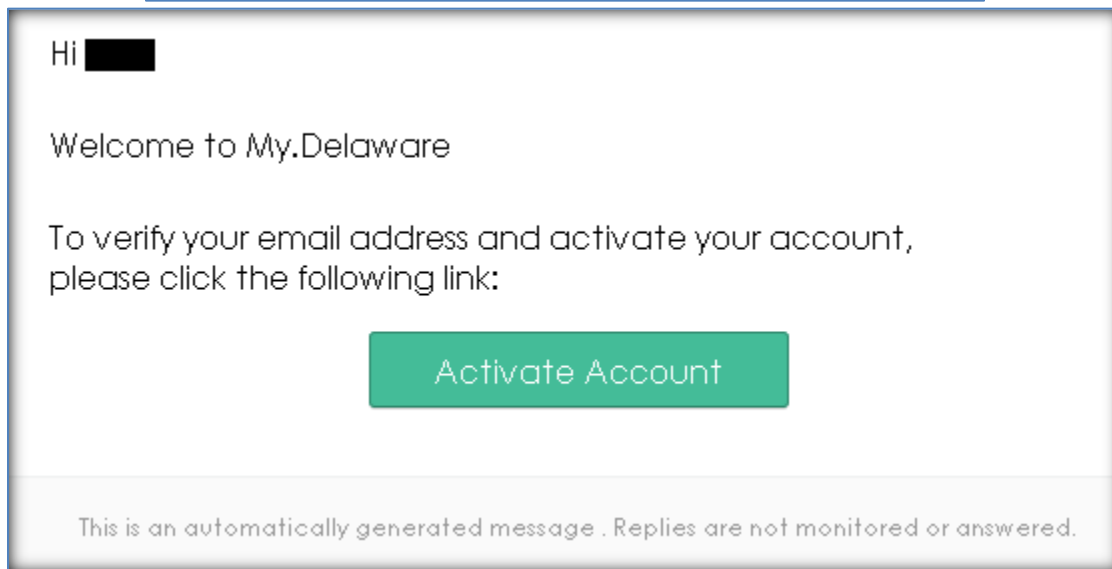
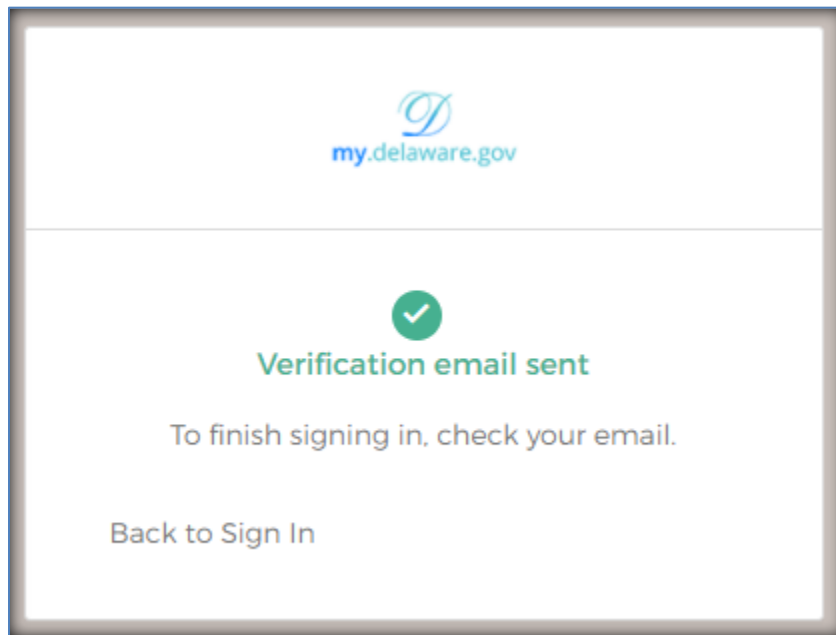
[Back to Sign In](#)

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

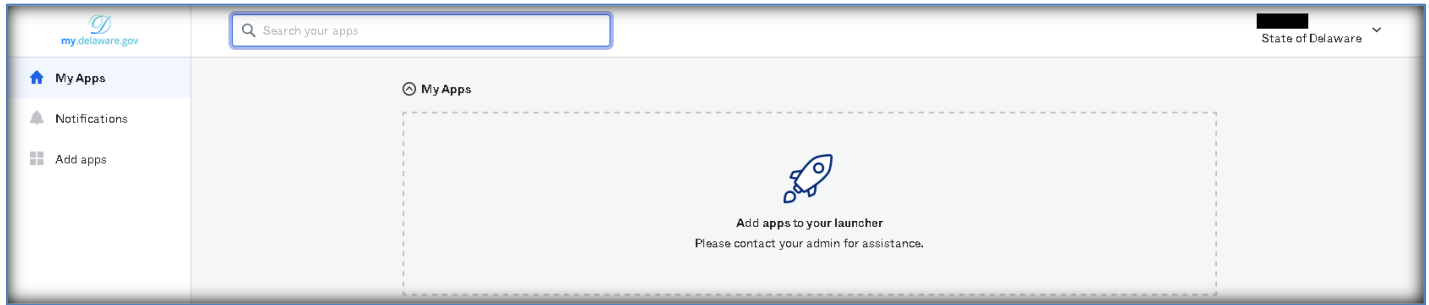
Click the “Activate Account” button in the automated email to activate your new My.Delaware account.

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: Click the “Add Apps” Button

Now that you have created and activated your new My.Delaware account and landed on your My.Delaware dashboard, you need to add the Grant-In-Aid application to your dashboard. Click the “Add Apps” button on the left navigation pane.



Step 9: Search and Add the “GIA” Application Tile

In the search box, type “GIA”. Once the “GIA” tile appears, click the “Add” button directly to the right of it. This will add the Grant-In-Aid application to your My.Delaware dashboard landing page, allowing for quick click-to-access from your My.Delaware dashboard to your Grant-In-Aid application dashboard.

Step 10: Navigate to the Grant-In-Aid Website

Navigate to the Grant-In-Aid website URL (<https://gia.delaware.gov>).

Step 11: Click the green “Login” Button

Click the green “Login” button on the Grant-In-Aid landing page.



New Users – Already Have My.Delaware Account

If you are a new Grant-In-Aid user but already have a My.Delaware account, you can add the Grant-In-Aid application tile to your My.Delaware account dashboard for quick and easy access to the Grant-In-Aid application.

Step 1: Navigate to the My.Delaware Website

<https://my.delaware.gov>

Step 2: Click the “Add Apps” Button

Click the “Add Apps” button on the left navigation pane.

Step 3: Search and Add the “GIA” Application Tile

In the search box, type “GIA”. Once the “GIA” tile appears, click the “Add” button directly to the right of it. This will add the Grant-In-Aid application to your My.Delaware dashboard landing page, allowing for quick click-to-access from your My.Delaware dashboard to your Grant-In-Aid application dashboard.



Step 4: Navigate to the Grant-In-Aid Website

Navigate to the Grant-In-Aid website URL (<https://gia.delaware.gov>).

Step 5: Click the green “Login” Button

Click the green “Login” button on the Grant-In-Aid landing 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



my.delaware.gov




Sign In

Email

Password

Remember me

Need help signing in? 

Don't have an account? [Sign up](#)

Step 3: Click the “Forgot password?” Link

my.delaware.gov

Sign In

Email

Password

Remember me

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

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.**

Reset Password

Email

SMS or Voice Call can only be used if a mobile phone number has been configured.

[Reset via SMS](#)

[Reset via Voice Call](#)

[Reset via Email](#)

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.