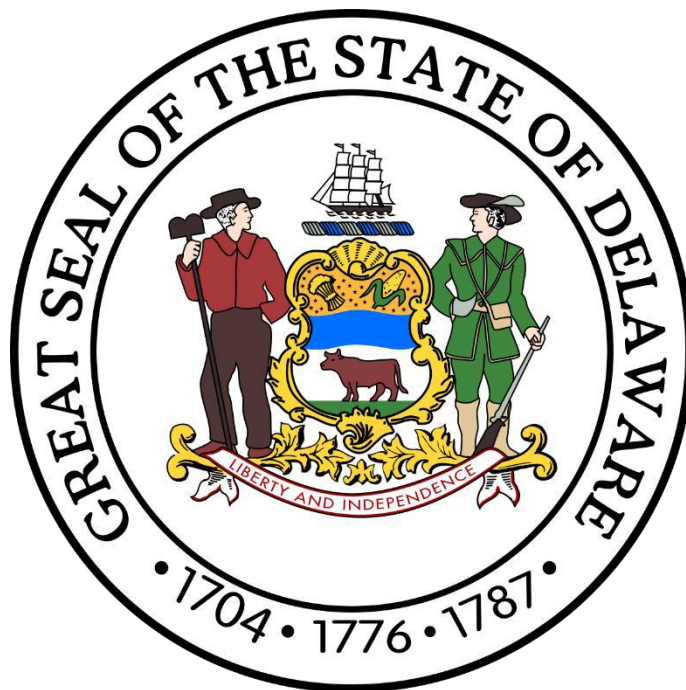


State of Delaware

Grant-In-Aid

My.Delaware Identity Provider User Guide



Office of the Controller General
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 GIA application, the State of Delaware has moved 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. Once logged in, you will be directly navigated to your GIA dashboard, where you can create and submit GIA applications. Users will be prompted to enter additional security

Beginning October 28, for ALL new and existing constituent users:

1. **Extended Password Life:** The identity team has received both user and application owner feedback about the short password expiration limits which effectively triggered a password change each time for constituents who don't visit often. To improve user experience, the team is proposing a 25-month password life as a first step to enhance the myDelaware experience. The risks associated with such a long password expiration period will be mitigated by the user of Multifactor authentication (MFA) during the login process.
2. **MFA Requirement:** All login sessions will require the user to validate that it is really them with an additional factor. **NOTE:** The solution supports multiple MFA options: SMS, Voice, OktaVerify (smartphone app, push notification), and Security Question.

New Users – Register/Login Steps

For new users 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 to access all State of Delaware applications 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, denoted by an asterisk (*).

The screenshot shows the 'Create Account' form on the my.delaware.gov website. The form includes the following fields: Email *, Password *, Primary phone *, Legal First name *, Legal Middle name, Legal Last name *, Street address *, City *, and Zip code *. Below these are dropdown menus for State (Delaware), Country (USA), and Account Purpose (For Myself). A blue 'Register' button is at the bottom, with a 'Back to sign in' link below it.

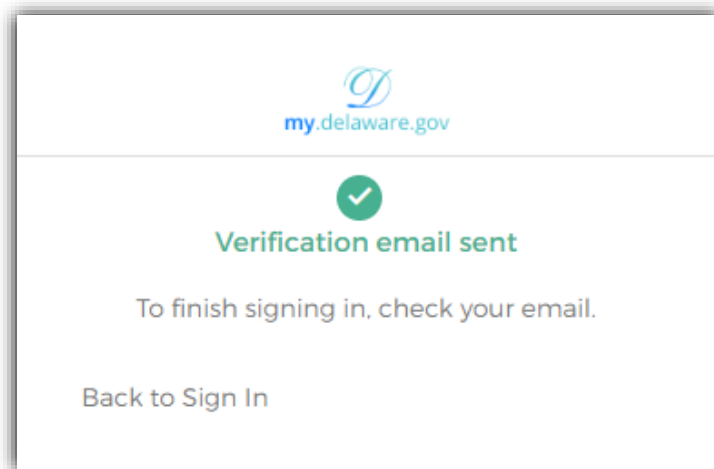
This screenshot is identical to the previous one, but the 'Account Purpose' dropdown menu is open, showing three options: 'For Myself' (selected), 'For Myself', and 'For My Business'. A note below the dropdown states '* Indicates required'. The 'Register' button is partially obscured by the dropdown menu.

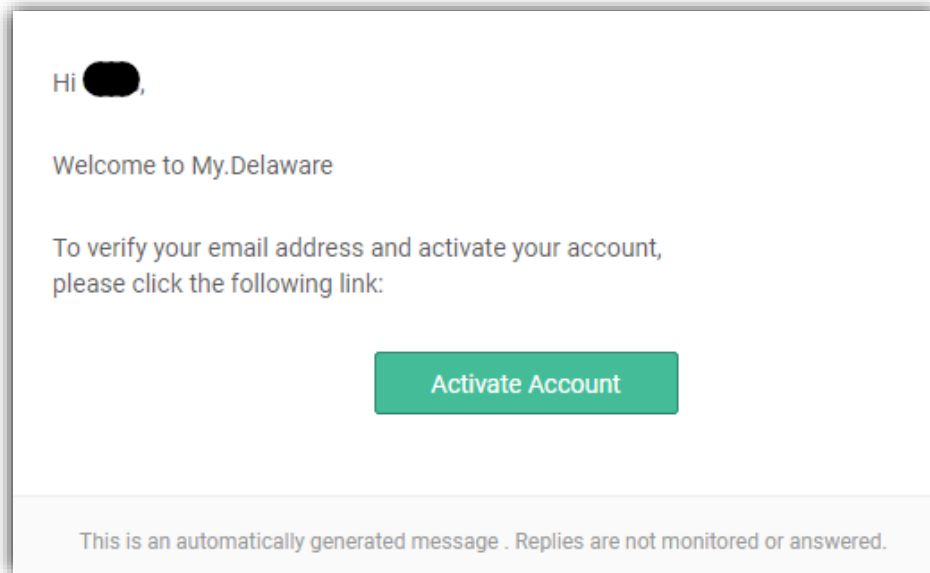
Step 4: Click the blue “Register” Button

Click the blue “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.



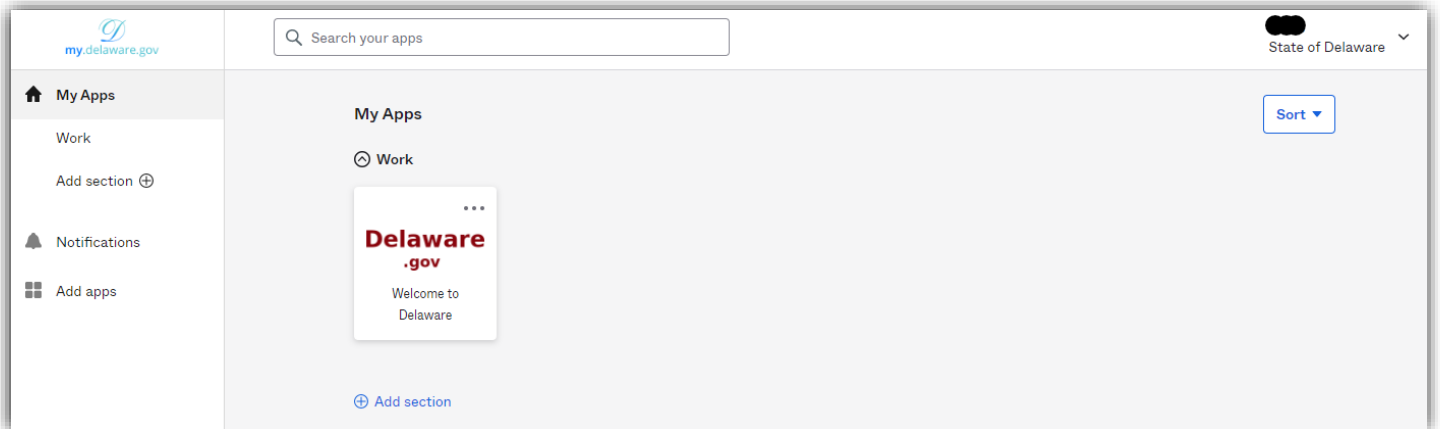


Step 6: Click the “Activate Account” Button

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

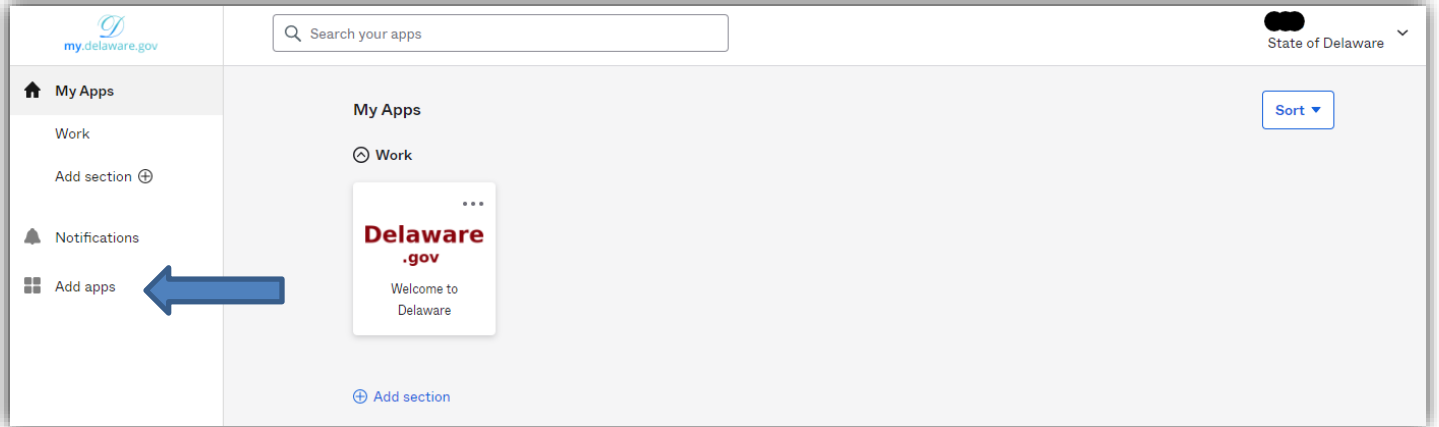
Step 7: Land on Your My.Delaware Dashboard

After your My.Delaware account has been created by clicking the “Activate Account” button in Step 6, 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.

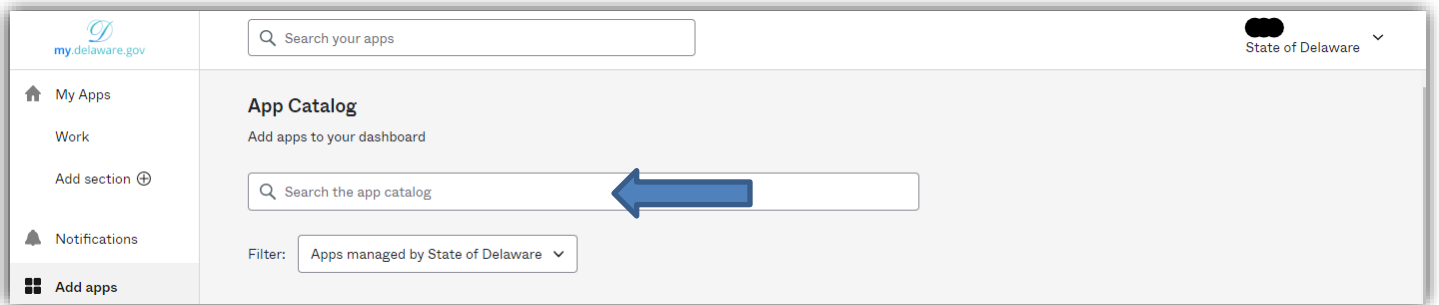


Step 8: Add the GIA App to Your My.Delaware Dashboard

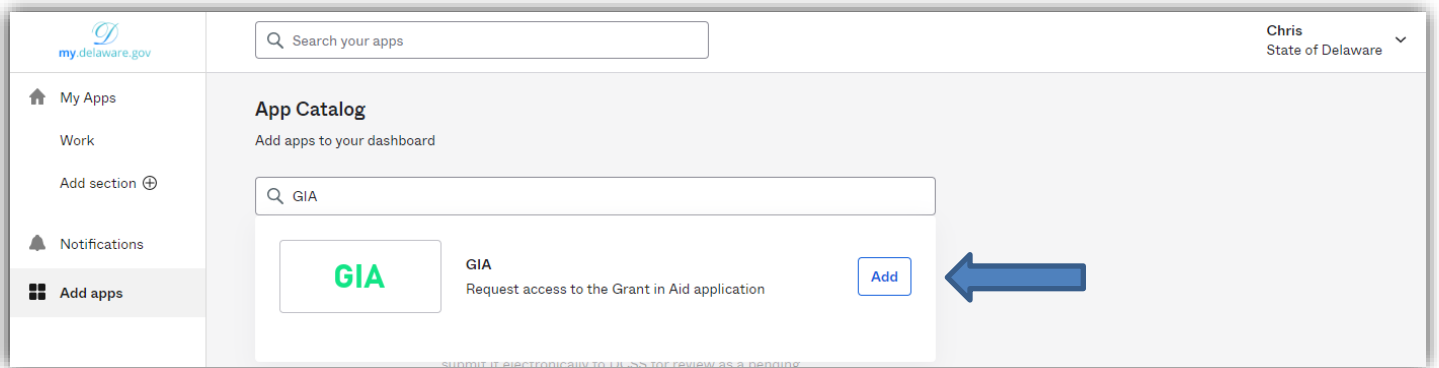
Once at your My.Delaware Dashboard, on the left-hand side, click the “Add apps” button.



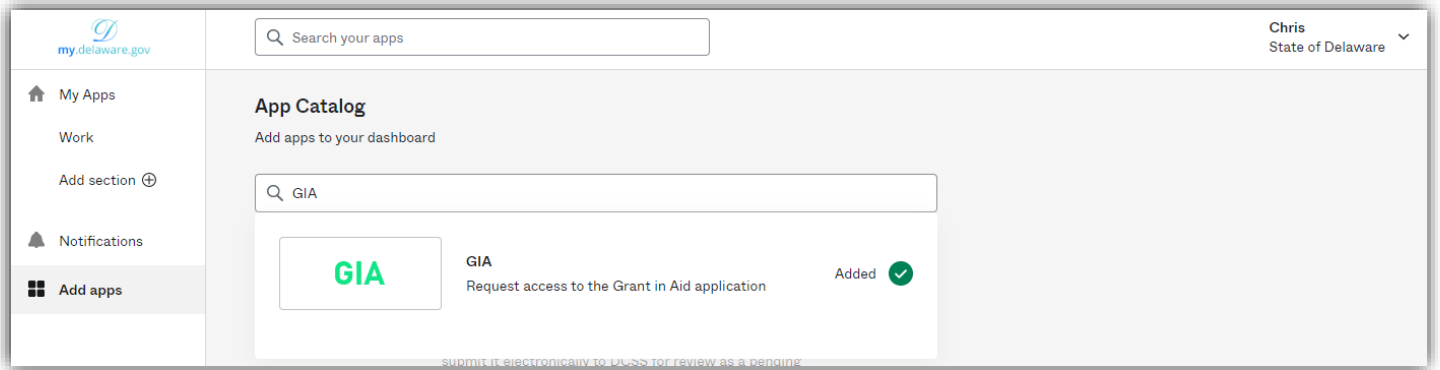
This will change your screen to bring up the App Catalog. Type **GIA** in the “Search the app catalog” in the text box.



Once the green GIA box appears in the App Catalog, click the “Add” button.



Once clicked, you should see the word “Added” along with a green checkmark.



Step 9: Navigate to the GIA Website

Navigate to the GIA website URL (<https://gia.delaware.gov>).

Step 10: 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 11: 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. An Account Information screen (like the one below) may appear asking you to confirm your information the first time you log in. Click the “Close” button.

ACCOUNT INFORMATION	
User Name	cwr221@gmail.com
Email Address	cwr221@gmail.com
First Name	Chris
Middle Name	
Last Name	Ross
Address	411 Legislative Ave
City	Dover
State	
Zip Code	19901
PO Box	
Country	US

By clicking the "Update Information" button, you will be logged out of Grant-In-Aid and redirected to Delaware SSO

[Update Information](#) [Close](#)

Once you click the “Close” button, the Grant-In-Aid Dashboard should now appear.

Mark Lewis | Sign Out

Grant In Aid

START A NEW APPLICATION | FISCAL YEAR 2023

- GRANT IN AID APPLICATION [Get Started](#)
- VETERANS APPLICATION [Get Started](#)
- SENIOR CENTER APPLICATION [Get Started](#)

MY APPLICATIONS

[All](#) [Current](#) [Previous](#)

ADDITIONAL INFORMATION

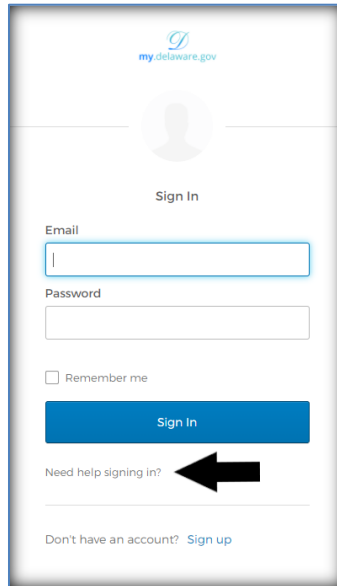
Self Service

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

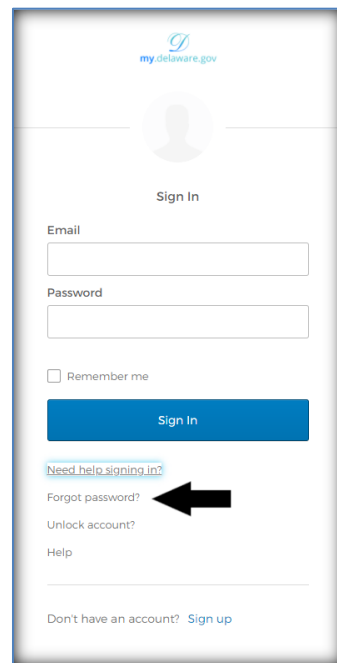
Remember me

Sign In

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 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.

- 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 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.
- **** Note: The “Email” field is required for all three password reset options.**

my.delaware.gov

Reset Password

Email

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

Reset via Email

Reset via SMS

Reset via Voice Call

[Back to Sign In](#)

Unlock Account

If you need to unlock your account, you can 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 – Technical Assistance

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