DTC Employee Self Service

DTC Employee Self Service

<u>Having trouble accessing Employee Self Service:</u>

1. **Can't see the DTC Employee Self Service tile**: After you register, it takes **<u>24 to 48 hours</u>** for the tile to appear under <u>https://my.Delaware.gov</u>.   Clear your Internet browser cache (Chrome or Edge) by opening the browser and hold the CTRL+ Shift+ delete keys on your keyboard. Cell phone users should open the browser and click Settings to clear the browsing history.

   a. Did you complete the Registration Process?
   You must go to the personal email you used to Register and click the green button that says **Activate Account** <u>before</u> you can log in. If you don't see the email contact PeopleSoft Help Desk 302-760-2220 to request a new Activation Account email. The activation links will expire in 30 days.

      If you do not see a **security image** when you login, you must complete **Step (b)** also.
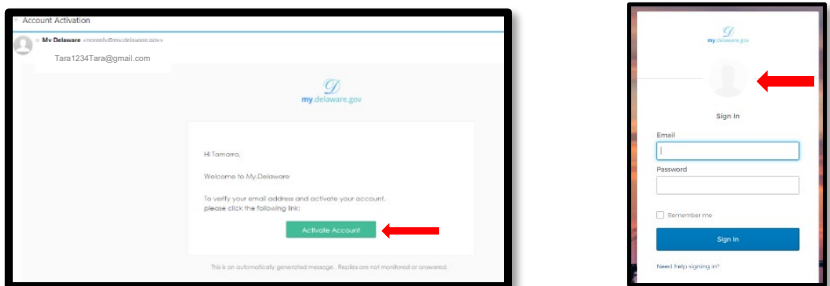
   b. Log back into My.Delaware.gov and enter your cell phone number in case you forget your password. Also select the image that will display when you login (required).   It will display every time you enter your personal email login on this website.
   Click **Create My Account**.
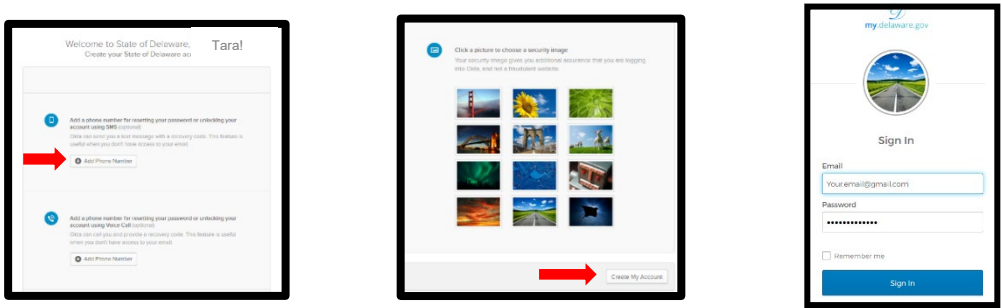
   c. Make sure you have a **Home email address** in Personal Details of Employee Self Service. The Home email listed must match the one you are using to login the system. You can't login if you share the same email with another DTC or State employee.
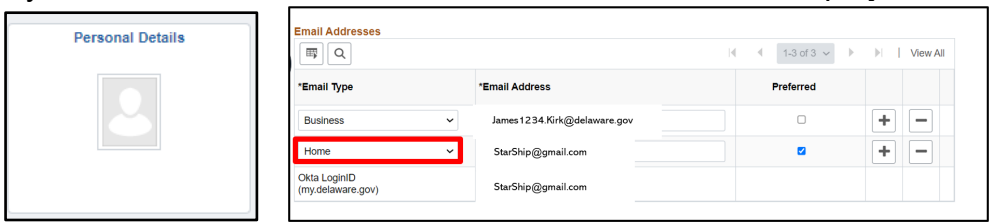
2. **Password Reset or Expired:** Employees can reset their password and/or unlock their account if they have <u>set up password recovery</u> through the phone or email. Passwords expire every 90 days.

   a. Go to https://my.delaware.gov
   b. Click **Need Help Signing In?**
   c. Click the **Forgot Password** link -or-
   d. Click **Unlock account** if your account is locked but you remember your password.
   e. Enter your **Home email** and click **one** of these options:
      SMS(Text), or **Voice Call** or **email** to receive the reset code.

   Note: If you don't receive the 6-digit code in a couple seconds, click send the code again.
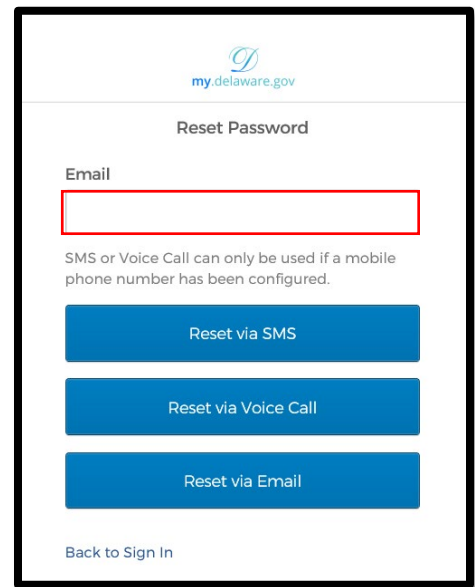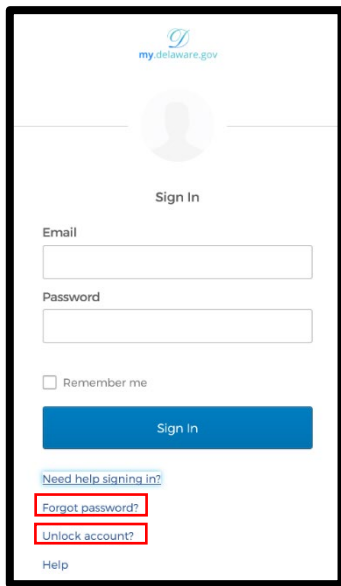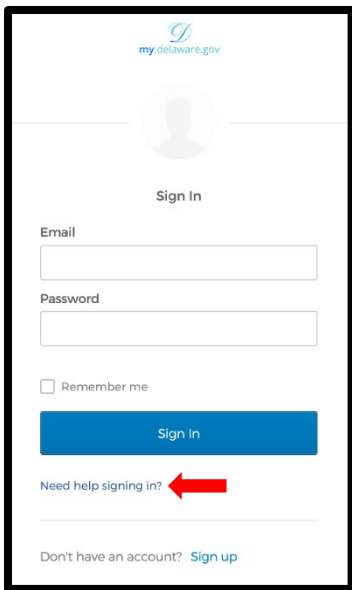
   f. Enter the code you received, click **Verify** then create a new password and click Reset Password.
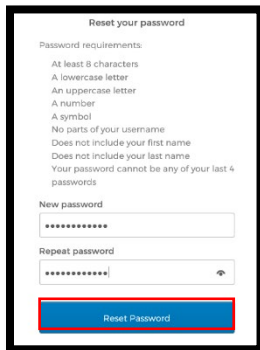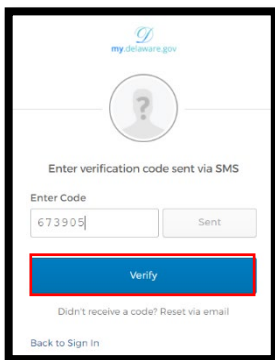
Password requirements:
  i. At least 10 characters
  ii. A lowercase letter
  iii. An uppercase letter
  iv. A number
  v. A symbol
  vi. No parts of your personal email name
  vii. Does not include your first or last name
  viii. Can not be any of your last 4 passwords

3. **my.delaware.gov Settings:** You can change your information by logging into your account, opening the **settings menu** from the right corner of screen and providing a new name, email or address. However, your **Login Id** will always be **the first email address you registered with**, to change your Login email, contact PeopleSoft Help Desk 302-760-2220.

   You can also change **personal** information, your **security image**, and **contact methods** by clicking **Edit.**
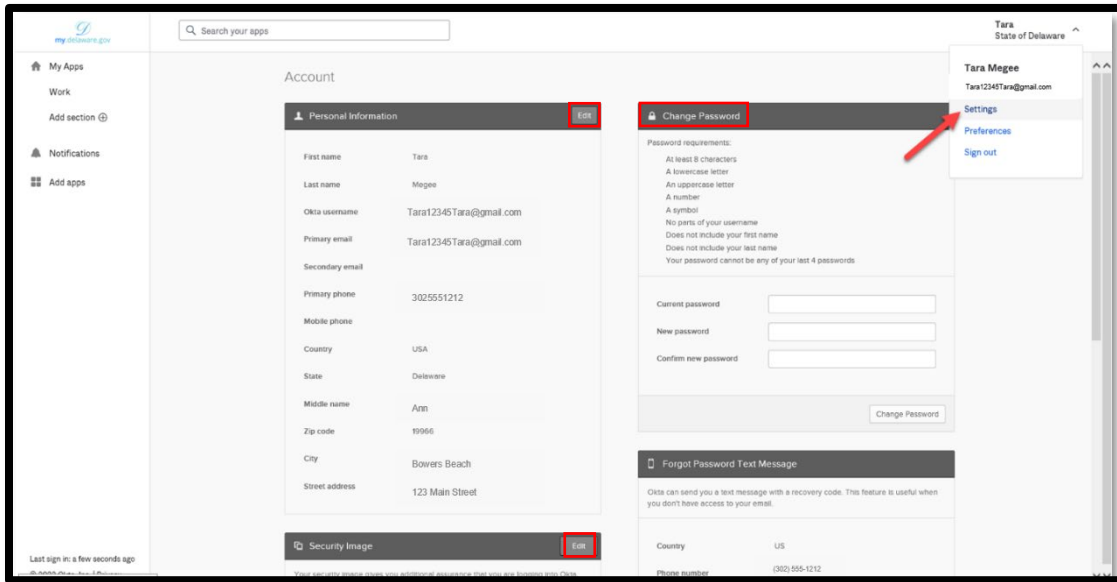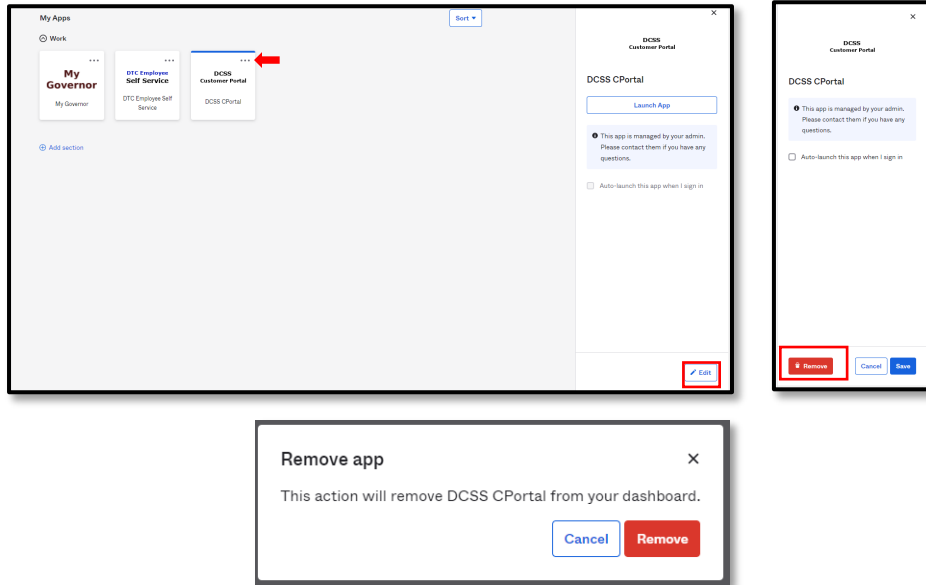

4. **Adding or Removing Apps:** The Apps are links to other State of Delaware agencies. You cannot remove the My Governor or the DTC Employee Self Service App.

   Important Note: If you have a **State of Delaware Pension** use your pension login to add your DTC Employee Self Service App, do not create a new My.Delaware.gov account, for more information, click here: https://open.omb.delaware.gov/ePaySelfService.shtml.

   DTC Pension and DTC pension paycheck views _cannot_ be loaded into My.Delaware.gov.
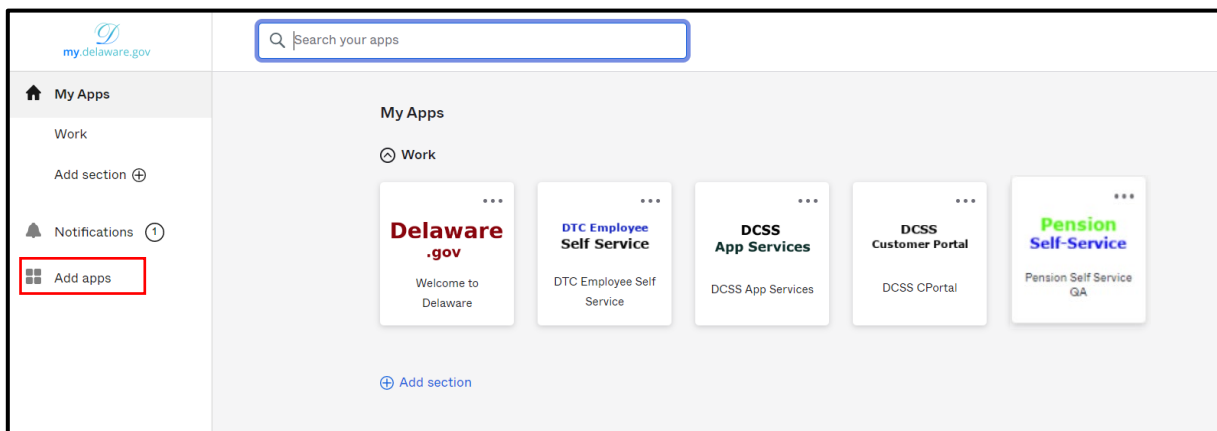
To remove an App, click the **3 dots**, click **edit** when the App details box appears, then click **Remove**.

- End of Procedure-