## New Employee Self Service Instructions

Need Help with My.Delaware.Gov

## Having trouble accessing Employee Self Service:

- 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 before 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.

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- 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.

Personal Details				M	1-3 of 3 ∨	▶   View All
	*Email Type		*Email Address		Preferred	
	Business	~	James1234.Kirk@delaware.gov		0	+ -
	Home	~	StarShip@gmail.com			+ -
	Okta LoginID (my.delaware.gov)		StarShip@gmail.com			







- 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 <u>one</u> 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.

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		Reset Password Email
Sign In	Sign In	
Email	Email	SMS or Voice Call can only be used if a mobile phone number has been configured.
Password	Password	Reset via SMS
Remember me	Remember me Sign In	Reset via Voice Call
Need help signing in?	Need help signing in? Forgot password?	Reset via Email
Don't have an account? Sign up	Unlock account? Help	Back to Sign In

f. Enter the code you received, click **Verify** then create a new password and click Reset Password.

Didn't receive a code? Reset via email		Reset Password		
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		Repeat password		
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er Code		New password		
Lines vermeation	CODE JEINE VIA DIVID	passwords		
Entor vorification	codo contivia SMS	Your password cannot be a	Your password cannot be any of your last 4	
		Does not include your last n	Does not include your last name	
		Does not include your first r	name	
		No parts of your username		
	2	A number		
		An uppercase letter		
_		A lowercase letter		
		At least 8 characters		
my delaware sov		Password requirements:		
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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**.

my delaware gov	Q Search your apps			Tara State of Delaware
會 My Apps Work	Account			Tara Megee
Add section 🕀	1 Personal Information	on Ec	Change Password	Settings
Notifications	First name	Tara	Password requirements: At least 8 characters	Preferences Sign out
Add apps	Last name	Megee	A lowercase letter An uppercase letter A number	
	Okta username	Tara12345Tara@gmail.com	A symbol No parts of your usemame	
	Primary email	Tara12345Tara@gmail.com	Does not include your first name Does not include your last name Your parsaund reach the are of your last 4 parsaunces	
	Secondary email		Your pessword carries de any or your lass 4 passwords -	
	Primary phone	3025551212	Current password	
	Mobile phone		New password	
	Country	USA	Confirm new password	
	State	Delaware		
	Middle name	Ann	Cha	nge Pessword
	Zip code	19966		
	City	Bowers Beach	Forgot Password Text Message	
	Street address	123 Main Street	Okta can send you a text message with a recovery code. This feeture a you don't have access to your email.	s useful when
	D Security Image	Ear	Country US	
ast sign in: a few seconds ago			(302) 555-1212	

**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: <u>https://open.omb.delaware.gov/ePaySelfService.shtml</u>.

**DTC Pension** and DTC pension paycheck views <u>*cannot*</u> be loaded into My.Delaware.gov.

( <b>my</b> .delaware.gov	Q  Search your apps					
My Apps     Work     Add section ①		My Apps ⓒ Work				
Notifications		 Delaware .gov	 DTC Employee Self Service	DCSS App Services	 DCSS Customer Portal	 Pension Self-Service
Add apps		Welcome to Delaware	DTC Employee Self Service	DCSS App Services	DCSS CPortal	Pension Self Service QA
		Add section				



To remove an App, click the **3 dots**, click **edit** when the App details box appears, then click **Remove**.

My Apps	Sort *	×	×
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My DTC Employee DCSS Governor Self Service Customer Portal	-	DCSS CPortal	DCSS CPortal
My Governor DTC Employee Self DCSS CPortal Service		Launch App	• This app is managed by your admin. Please contact them if you have any
Add section		This app is managed by your admin.     Please contact them if you have any	questions.
		questions.	O Automatica and approximate approximate
		2.560	8 Remove Cancel Save
	Remove app	×	
	This action will remove DCSS CPortal fro	m your dashboard.	
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- End of Procedure-