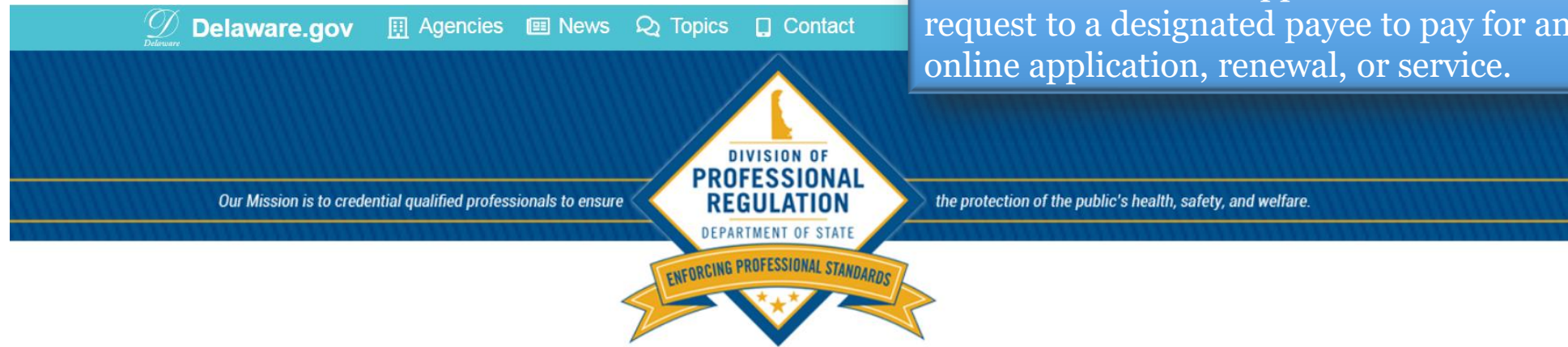# Welcome to **DELPROS:**
# **DEL**AWARE **P**ROFESSIONAL **R**EGULATION **O**NLINE **S**ERVICES!

This instructional guide will provide you with instructions on the Delegate Payment process as a Delegated Payer.



DELPROS allows an applicant to submit a request to a designated payee to pay for an online application, renewal, or service.

**Division of Professional Regulation**
Department of State
Our Mission is to credential qualified professionals to ensure the protection of the public's health, safety, and welfare.
ENFORCING PROFESSIONAL STANDARDS

## Search & Verify License
Look up public information on professional licenses and applicants.

**GO**

## Apply/Manage a License and Service Requests
File a new license application, manage existing licenses, request license services or initiate service requests.

**GO**

## File a Complaint
File a complaint against a Delaware person or business.

**GO**

After an application is submitted, the applicant can delegate a payer to pay for the application by clicking on the **DELEGATE** button.

Once the delegate button is selected, it is the applicant's responsibility to ensure that the payment is accepted and paid by the delegate.

## Nicole Tester`s Cart

**PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.**
If you want to return to your application, simply click on the DASHBOARD link located at the top of the page.
To continue paying, select **Proceed to Payment Gateway** button.
To select a third party as a Delegate to pay a fee on your behalf, click the **Delegate** button.
**ALL PAYMENTS ARE NON-REFUNDABLE.**

Cart #X-2019-08-20_10-27-34

| Items | Checkout | Confirmation |

Select Payment Method: | Credit/Debit Card

Amount: | $72.00

Back | Delegate | Proceed to Payment Gateway

# The applicant enters the **Third-Party Payer** Name and Email then clicks SUBMIT.

The applicant will be asked to confirm. After confirmation, the Delegated Payer will receive an email notice that he or she has been selected to pay the application fee.

| | |
|---|---|
| Select Payment Method: | Credit/Debit Card |
| Amount: | $72.00 |

Back    Delegate    Proceed to Payment Gateway

## Delegate Status

Enter the name and email address of the Third Party payer. An email will be sent to the requested payer stating you have delegated them as a third party to pay the selected fee(s). The third party payer must accept the fee(s) to pay on your behalf. After acceptance of the fee(s) by the third party, the fee will no longer show in your Cart and the Delegate "status" will be updated to Delegate Fee.
**If the fee remains unpaid, you can resend the email to the delegated third party or you can opt to pay the fee yourself.**

Third Party Name: 

Email: 

Submit

# After delegating the fee, the applicant's **Cart** page will show the Delegate Status as "Fee Delegation Pending"

Applicant is responsible to ensure the payment is made. If the delegated payer has not paid the applicant can contact designee to reassign payment back to him or herself.

## Nicole Tester`s Cart

**PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.**
If you want to return to your application, simply click on the DASHBOARD link located at the top of the page.
To continue paying, select the appropriate fees or fines you wish to pay by marking the checkbox located next to the fee, and then press the CONTINUE button.
**ALL PAYMENTS ARE NON-REFUNDABLE.**

Cart #X-2019-08-20_10-27-34

| Items | Checkout | Confirmation |

Fees

| | Type | Licensee Name | Amount | Amount Outstanding | Fee Type | Delegate Status |
|---|---|---|---|---|---|---|
| ☐ | ACGME Training | Nicole Tester | $72.00 | $72.00 | New Application | Fee Delegation Pending |

**CONTINUE**

# Delegated Payer will receive an email notice that he or she has been selected to pay an application fee

Delegated Payers will need to create an account, if they have not already done so. Once the account is created, the payer will navigate back to this email to pay the fee.

Dear Donna Ellis,

You have been designated as the third party payer by Fresh Prince in the amount of $69 for payment of Apprentice Electrician New Application fee on APP-000006304. In order to accept this request and pay, you must be a registered user in DELPROS. If you need to register, click Here.

Click HERE to register in DELPROS.

To accept the fee and make the payment, click Pay Delegate Fee.

Click HERE to navigate back to pay the fee after registering.

Sincerely,

DIVISION OF PROFESSIONAL REGULATION

To become a registered user as a Delegated Payer, click on **GO** from the
**Apply/Manage a License and Service Requests**
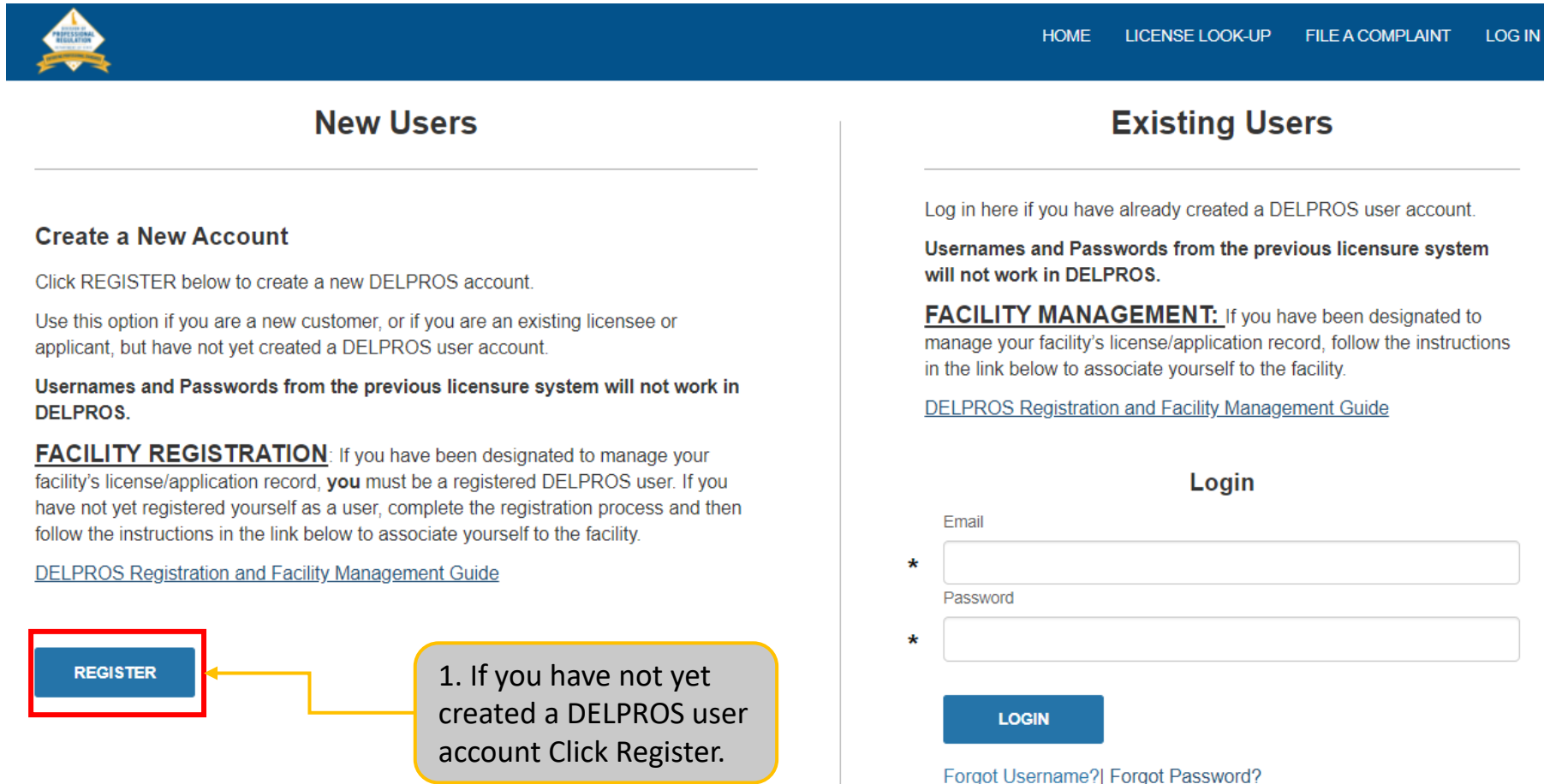


## Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO

# DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

# DELPROS User Registration

Complete the below steps to register as a new DELPROS user.



HOME    LICENSE LOOK-UP    FILE A COMPLAINT    LOG IN

## User Registration

**Use the search box below to determine if a user record already exists.** For best results, search by a license number or your first and last name. If searching by your license number, enter the license number exactly as it appears on your license, i.e. XX-0000000. Do not enter XX0000000.

Select your user information from the search results list. If no record is found, select the My Information Not Found option.

Search License By Number/Applicant Name/Licensee Name

Kendra Tester

KENDRA T. TESTER, APP-000001383, Veterinarian CSR

My Information Not Found

2. Type in your Name or License Number. Select your user information.

**NOTE:** If you are a new user and do not already have a license or application in DELPROS, select the My Information Not Found option.

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# DELPROS User Registration

As a new user after selecting **My Information Not Found**, follow the system prompts to complete the registration process.

HOME    LICENSE LOOK-UP    FILE A COMPLAINT    LOG IN

## User Registration

Use the search box below to determine if a user record already exists. For best results, search by a license number or your first and last name. If searching by your license number, enter the license number exactly as it appears on your license, i.e. XX-0000000. Do not enter XX0000000.

Select your user information from the search results list. If no record is found, select the My Information Not Found option.

3. **Enter** the required information.

Search License By Number/Applicant Name/Licensee Name

My Information Not Found

Click Edit to change your selection    EDIT

## Your Information

Enter the required information and click the Proceed button. Follow system prompts to complete your registration. If you need to update the information provided, click the Edit button. After updating the information, click the Proceed button.

**FACILITY REGISTRATION:**
If you have been designated to manage your facility's license/application record, you must be a registered DELPROS user. If you have not yet registered yourself as a user, complete this registration process and then follow the instructions in the link below to associate yourself to the facility.

DELPROS Registration and Facility Management Guide

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

\* First Name

Middle Name

\* Last Name

Suffix
-None-

Social Security Number

☐ I don't have a Social Security Number

\* Date of Birth

\* Email

4. Click **Proceed.**

\* Phone

PROCEED

# DELPROS User Registration

**Your Information**

If the information you enter does not match any user profile in DELPROS, the system will prompt you to enter a new password to complete your registration.

First Name
* Susan

Middle Name
P.

Last Name
* LastName27995

Suffix
-None-

Social Security Number
[REDACTED]

☐ I don't have a Social Security Number

Date of Birth
* [REDACTED]

Email
* [REDACTED]

as a user, complete this registration process and then follow the instructions in the link below to associate yourself to the facility.

DELPROS Registration and Facility Management Guide

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

Phone
* [REDACTED]

EDIT

Enter your password information to register. The email address you provided above will be your DELPROS username and the email for all future correspondence from the Division.

5. Enter the password you would like to use.

* Password

Confirm Password

Password must contain:
☐ More than 10 Characters
☐ 1 Uppercase Letter
☐ 1 Lowercase Letter
☐ 1 Number
☐ 1 Special Character (e.g. $%^@#)
Password must not contain:
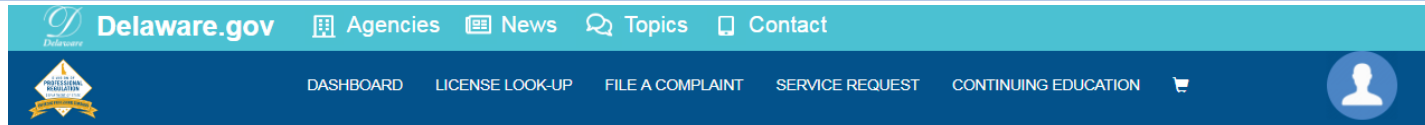☐ User's First and/or Last Name

6. Confirm your password by re-entering it.

7. Click the **Submit** button.

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose most electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Delaware law requires us to disclose the records despite your requests to keep information confidential.

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

SUBMIT

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# After registration, the delegated payer will be logged into his or her own **DELPROS Dashboard**.

After the assigned payer has registered or logged into DELPROS, the **Cart** page will display the following:



Fee Delegation Page: To ACCEPT or DECLINE the Fee.

Fee Delegation Page: After fee is ACCEPTED.

After acceptance of the delegated fee(s), the payer's **Cart** page will show all the delegated fees to be paid.

**Note:** Payment is made online by Credit/Debit Card only.



John Doctor1's Cart

PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.
If you want to return to your application, simply click on the DASHBOARD link located at the top of the page.
To continue paying, select the appropriate fees or fines you wish to pay by marking the checkbox located next to the fee, and then press the CONTINUE button.
ALL PAYMENTS ARE NON-REFUNDABLE.

Cart #X-2019-08-20_09-59-08

Items | Checkout | Confirmation
Fees

| | Type | Licensee Name | Fee Type | Amount | Amount Outstanding | Delegate Status |
|---|---|---|---|---|---|---|
| ☐ | Physician Assistant | John Doctor1 | New Application | $203.00 | $203.00 | |
| ☐ | ACGME Training | John Doctor2 | New Application | $72.00 | $72.00 | Delegated Fee |
| ☐ | ACGME Training | John Smith | New Application | $72.00 | $72.00 | Delegated Fee |

CONTINUE

The delegate payer can select the fees he or she wants to pay for. The delegated fees can be paid at once or at different times.

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Once the payer has accepted the delegated fee the applicant will receive an email notification.

If the payment is not paid, the application will remain in a "Pending Payment" status.

**STATE OF DELAWARE**

Dear Homes For You

Your delegation request for Broker New Application fee on APP-000003351 was accepted by Steve McGee on 4/14/2020.

The Delegated Fee has been accepted and moved to the Delegate's Cart for payment. If the fee is not paid you will need to contact the Delegate directly or request that they delegate the fee back to you.

Sincerely,

DIVISION OF PROFESSIONAL REGULATION

# DELEGATING A FEE BACK TO THE REQUESTOR OR TO A NEW DELEGATE.

Use the next set of instructions to delegate a fee back to the requestor or to delegate the accept fee to a new delegate.

If you have accepted a fee delegated to you and need to delegate the fee back to the requestor or a new delegate, from your cart check the fee and click continue, then DELEGATE.

## MARY SABATELLI LASTNAME50997`s Cart

**PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.**
If you want to return to your home page, simply click on the DASHBOARD link located at the top of the page.
To continue paying, select the appropriate fees or fines you wish to pay by marking the checkbox located next to the fee, and then click the CONTINUE button.
**ALL PAYMENTS ARE NON-REFUNDABLE.**
Important! Do not save your credit card or any other information on a public computer!

### Cart #X-2022-01-19_02-49-32

| Items | Checkout | Confirmation |

▾ Fees

| | Type | | Licensee Name | Fee Type | Amount | Amount Outstanding | Delegate Status |
|---|---|---|---|---|---|---|---|
| ☐ | Chiropractor | | Mary LastName85522 | New Application | $257.00 | $257.00 | Delegated Fee |

# DELEGATING A FEE BACK TO THE REQUESTOR OR TO A NEW DELEGATE.

After clicking "Delegate" you will need to enter the name and email address of either the requestor or the new delegate fee payer.

Cart #X-2022-01-19_02-49-32

Items | Checkout | Confirmation

Select Payment Method: Credit/Debit Card

Amount: $257.00

Back | Delegate | Proceed to Payment Gateway

**Click DELEGATE.**

## Delegate Status

Enter the name and email address of the Third Party payer. An email will be sent to the requested payer stating you have delegated them to pay the selected fee(s) on your behalf. The delegate must accept the request before making payment. Once accepted, the fee will no longer show in your Cart and the Delegate 'Status' will be updated to Delegate Fee.

**If the fee remains unpaid, you can resend the email to the delegated third party or you can opt to pay the fee yourself.**

**Then click Submit to confirm.**

Third Party Name:

Email:

Submit

# DELEGATING A FEE BACK TO THE REQUESTOR OR TO A NEW DELEGATE.

The requestor or new delegate fee payer will receive the email that a fee has been delegated to them.

Dear Mary Lastname50997,

You have been designated as the third party payer by SHEENA LASTNAME in the amount of $257 for payment of Chiropractor New Application fee on APP-000002484. In order to accept this request and pay, you must be a registered user in DELPROS. If you need to register, click Here.

To accept the fee and make the payment, click Pay Delegate Fee.

If the fee was delegated to a new user, they will have to Register as instructed in the email.

If the fee was delegated back to the requestor, he or she must click on the Pay Delegate Fee link.

# DELEGATING A FEE BACK TO THE REQUESTOR OR TO A NEW DELEGATE.

After clicking on Pay Delegate Fee, (either the requestor or the new delegate) he or she will see the screen to accept or reject the request.

## Fee Delegation Page

**Please click on the appropriate button to accept or decline the fee delegation request from SHEENA LASTNAME.**

Number : APP-000002484
License Type : Chiropractor
Fee Type : New Application
Fee Amount : 257.0

If you do not see an option to accept or decline the delegation request, the request has already been accepted or the Fee has been paid by the requestor. If you have already accepted this request, click on the Cart to view unpaid fees and make payment.

**ACCEPT**      **REJECT**

> The fee is accepted, and the below screen will display.

## Fee Delegation Page

**Please click on the appropriate button to accept or decline the fee delegation request from SHEENA LASTNAME.**

Number : APP-000002484
License Type : Chiropractor
Fee Type : New Application
Fee Amount : 257.0

*You have successfully accepted the fee delegation request. Click HERE to proceed with payment.*

If you do not see an option to accept or decline the delegation request, the request has already been accepted or the Fee has been paid by the requestor. If you have already accepted this request, click on the Cart to view unpaid fees and make payment.

> The payer, then clicks on the HERE link to navigate to the cart to pay the accepted fee.