

## **IMS Account Frequently Asked Questions**

Q: Can one individual have two IMS Accounts?

A: No, one IMS account is assigned per individual. However, the individual can have multiple applications they access within the IMS system.

Q: Will center administrators be able to access, change or upload personal information or documents or view certificates for their employees?

A: No, individuals are not permitted to allow anyone else to use their IMS account.

Q: Do all employees working with young children need to create an IMS account in order to access their qualification certificates?

A: It is recommended that all employees who have qualification certificates already in the system obtain an IMS account and access the system in order to review their profile, update personal information and print certificates.

Q: I already have an IMS account and need to request the Delaware First Online Application icon, what do I need to do?

A: Applicants should go into their IMS account and click on “Request Application” and choose “Delaware First” from the drop down menu.

Q: I have an existing IMS account, but I have not accessed it for a while, and I am unable to log in. How do I gain access to my existing IMS account?

A: Passwords for IMS accounts expire every 90 days. Click on the “Forgot Password” link directly under the “Sign On” button and follow the steps provided to reset your password.