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Delaware First Online Application
Online Help and Resources

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IMS Account Access

Step by Step Instructions:

- o Request an IMS account by going to:
  https://pubapps.doe.k12.de.us/sso/petitionacctdpec.aspx
    - Fill out requested information
    - Click on "Accept Terms" and select "Submit"
    - Wait until you receive an email your request has been received
    - Next, wait until you receive a second email confirming IMS Account access has been approved
- o Access IMS by going to the Department of Education Website at:
  https://www.doe.k12.de.us/
    - Click on the IMS icon at the top right of the DOE Website homepage
    - Once in IMS, type in username and temporary password sent to you in the email confirmation. This will prompt you to create a permanent password.
    - Login to the IMS with your Sign On ID and new permanent password.
    - Click on the Delaware First logo to access the online application

FAQs:

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 info or documents or view certificates for their employees?
A: No, you are not permitted to allow anyone else to use your 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.

Application Assistance

Step By Step Instructions:

- Once in the IMS System, click on the Delaware First logo to access the online application
- Complete each page of the Profile tab
- Complete each page of the Education tab
- Complete each page of the PD (Professional Development) Training tab
- Complete each page of the Experience tab
- Access the "Upload" tab to upload documentation (see Upload Documents for more information)
- Access the Apply tab and complete the information for the qualification you are applying for
- Submit new application

FAQs:

Q: Why can't I change my first or last name in my profile?
A: The system limits the ability for anyone to change a legal name. Please send proof of name change (marriage certificate, etc.) via U.S. mail to the Delaware First Office and we will make the change in the system for you.

Q: Will I be able to view past trainings, education and experience in my profile?
A: Yes, you will be able to view training, education and experience that was previously in the DE First database prior to the activation of the online application portal.

Q: Can an applicant start an online application and then come back to it later?
A: Yes the applicant can start the online application, save it, and come back to it at a later date to complete and apply.

Q: If I don't have a home computer, where can I go to publicly access the Online Application?
A: All public libraries in Delaware have Internet access which you can access if you have a library card for the library you visit. You may obtain a free library card at the library by showing them a photo ID and two other forms of identification (bills, etc.).

Q: Who do I call if I have general questions about the Delaware First Online Application or other Delaware First matters?
A: You might try one of the following options:
   (1) Visit the FAQs page of the Delaware First website here.
   (2) Email your questions/concerns to the Delaware First via email at delawarefirst@doe.k12.de.us.
   (3) Call the Delaware First Office at 302-735-4236

Q: If I have my college/degree information in DEEDS, do I still need to have an official transcript sent to Delaware First?
A: No, if your college/degree information already exists in DEEDs, you do not need to have your college submit an official transcript.

Q: How do I submit my experience if I work different hours in the summer and winter months?
A: You would need to submit two separate Verification of Experience forms, one for hours worked in the summer months and one for the hours worked in the winter months.

Q: What if I submit an application and then realize that I didn't upload or enter all my information?
A: Please verify all information is entered and is correct before submitting your application. Once you have officially applied (by hitting "Submit Application") your information cannot be changed until a decision is made on that application. If information is missing from this application, your application will likely be denied and you would need to reapply for that qualification at a later date.

Q: How do I enter and upload student teaching experience?
A: The applicant's "student teaching experience" is typically listed on their official college transcript, therefore they would not need to submit a Verification of Experience form for student teaching.

Uploading Documents

- It is best to have all your documents (driver's license, HS transcript, HS diploma, signed and completed Employment Verification forms and training certificates) in pdf files in one place on your computer, so you can easily browse your computer and upload them to the online application. Note: The system only lets you upload pdf files.
- College transcripts cannot be uploaded, as they must be officially submitted via US Mail or electronically (see FAQs)
- Local libraries can provide access to the Internet and scanners to assist you in applying and uploading documents. When visiting, look for the library's Public Computer Access Area or a Open Computer Lab (also known as Inspiration Space - where assistance is provided in completing, uploading documents, etc.)
  - List of Local Libraries - https://lib.de.us/list-of-libraries
  - Inspiration Space – availability varies by library – available Dover Public Libraries on Mondays 9am-1pm
  - Most library services are free – may be minimal cost for copies
  - General questions or need assistance at a library Call Alta Porterfield at 302-922-0753

FAQs:

Q: Does the high school transcript need to be official and sent by the high school?
A: No the high school transcript or diploma can be uploaded by the individual and does not need to be an official copy.

Q: Do I need to upload individual professional development training certificates, or can I scan them all together and upload?

A: You can scan up to 15 training certificates together and upload as one document. Another option is to obtain a copy of your professional development training transcript and upload that document.

Q: Can I scan documents and upload to the Online Application at a public library?
A: All public libraries have computers and scanners which will allow you to scan a document and upload it to the application. It is best if you come with copies of the items you need to upload, otherwise there may be a small charge to copy these items. The copy of the document would then be scanned and uploaded.

Q: Can I take a photo of my document and upload it via my phone?
A: No, photos taken with cell phones are not acceptable as they are not in a pdf format. However, if you download one of the free pdf scanner apps to your phone, you can use that to take a photo of your document.

Q: Are there any free scanning apps that I can download and use from my home?
A: Yes there are free PDF scanning apps available for iPhone or Android devices available on the Internet.

Q: Are there any documents that cannot be scanned and uploaded?
A: Official college transcripts cannot be uploaded. Please mail official, sealed transcripts to Delaware Department of Education, Attn: Delaware First, 401 Federal Street, Dover, DE 19901; or your college/university may email an electronic version of your official college transcript via a secure server to delawarefirst@doe.k12.de.us.

Q: Can I upload Verification of Employment forms from two or more different employers?
A: Yes, you have the option to submit up to five different Verification of Employment forms documenting your work experience.

Application Status and Printing Certificates

Step by Step Instructions for Checking Application Status:

- o Once in the Online Application, click on "Checking Status of Application"
- o One of the following should be listed in the "Status" column:
  - Application Pending: The application has been submitted successfully and you will receive our auto reply via email
  - Issued: An email will be sent stating you have been approved and your certificate is ready to print in the "Certificates" Section.
  - Denial: Your application has been denied for some reason. Click on the button in the "Reason" column for more information.
  - Missing Details: Your application is missing documentation or other information. Click on the button in the "Reason" column for more information.

Step by Step Instructions for Downloading and Printing Certificates:

- o Click on the "Certificate" tab
- o Choose the qualifications certificate you wish to print
- o Click on "Download Certificate"
- o Click "Print"

FAQs:

Q: Will applicants be able to view their Delaware First application status online?
A: Yes, applicants can click on the "Status" tab to see approved or denied applications, as well as any applications that are missing information.

Q: How do I get a copy of my qualifications certificate mailed to me?
A: DE First will no longer mail copies of certificates as all certificates are able to be printed via the online application. See "Step by Step Instructions for Downloading and Printing Certificates"

System Capabilities
Q: Can an applicant view their career lattice or step level?
A: Currently an applicant cannot view career lattice or step level, but we hope to add that functionality to the online application in the future.

Other Helpful Website Links/Resources
- DIEEC - http://www.dieec.udel.edu/
- OCCL - https://kids.delaware.gov/occl/occl.shtml
- DEAEYC - https://deaeyc.org/
- DOE Website - https://www.doe.k12.de.us
- DE First webpage - https://www.doe.k12.de.us/delawarefirst
- De First Online Application PowerPoint - https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/534/DE%201st%20Online%20application%20-%20OEL%205.pdf
- Libraries in Delaware having computer and scanner access – https://lib.de.us/list-of-libraries/
- Libraries – Inspiration Space - https://lib.de.us/is/