

Service Request: Criminal History Waiver Request
Professions: All individual license professions

Allows users who are registered but not yet submitted an application to request a waiver for criminal history according to [HB 404 – DE Fair Chance Licensing Act, § 8735 \(x\) \(1\)](#).

1. User navigates to delpros.delaware.gov, clicks GO on Apply/Manage a License and Service Requests.
2. If already a registered user, log in with email/username and password under Existing Users on Right.
3. If not a registered user, click Register under New Users on the left.

Recommended browsers - The following browsers are recommended when using DELPROS: Chrome, Safari, Firefox, or Edge. Click [HERE](#) for browser download instructions.

New Users

Create a New Account

Click REGISTER below to create a new DELPROS account.

Use this option if you are a new customer, or if you are an existing licensee or applicant, but have not yet created a DELPROS user account.

Usernames and Passwords created prior to June 29, 2020 for previous licensure system will not work in DELPROS. You must register as a new user in DELPROS.

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 the registration process and then follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

REGISTER

Existing Users

Log in here if you have already created a DELPROS user account.

Usernames and Passwords created prior to June 29, 2020 for previous licensure system will not work in DELPROS. You must register as a new user in DELPROS.

FACILITY MANAGEMENT - If you have been designated to manage your facility's license/application record, follow the instructions in the link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

Login

Email *

Password *

LOGIN

4. From the DELPROS Dashboard, click Service Request in the top blue banner:

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT **SERVICE REQUEST** CONTINUING EDUCATION

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.

Use the [Cart Link](#) to navigate to the cart to pay pending fees.

Facility Management

If you have been designated to manage your facility's license/application record, follow the instructions in the Facility Management link below to associate yourself to the facility.

[DELPROS Registration and Facility Management Guide](#)

Are you applying for a new facility license? Click [here](#) to create your Facility Account in DELPROS by clicking before starting your application.

Status Legend

Click the following link for application and license status descriptions: [Status Legend](#)

RECOMMENDED BROWSERS - The following browsers are recommended when using DELPROS: Chrome, Safari, Firefox, or Edge. Click [HERE](#) for browser download instructions.

+ APPLY FOR A NEW LICENSE

5. Click Apply for a New Service Request:

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT **SERVICE REQUEST** CONTINUING EDUCATION

Welcome to your Service Request Dashboard

RECOMMENDED BROWSERS - The following browsers are recommended when using DELPROS: Chrome, Safari, Firefox, or Edge. Click [HERE](#) for browser download instructions.

+ APPLY FOR A NEW SERVICE REQUEST

Service Request

You must provide all of the information that is requested in each section of the Service Request. Once the Service Request is complete and submitted, the appropriate Board will review your Request. You will be contacted by email when the Request is complete.

***Note: You cannot save your request and return to it at another time.**

Use the [Cart Link](#) above to navigate to the cart to pay pending fees.

All Service Requests you have submitted are listed below.

6. Select the answers to the Questions, then click Proceed:
 - Request specific to a license or application = NO
 - Profession = Profession in which the user will seek licensure (i.e., Salesperson license for Real Estate)
 - Service Request Type = Criminal History Waiver Request

Service Request

Question

Provide the Profession and Service Request Type

Is your request specific to a particular license or application?

Profession

Service Request Type

7. Answer the Questions, which will require user to select Profession again and then the specific license type:

Service Request

Criminal History Waiver Request

To request a waiver of your criminal history record per **House Bill 404**, the Delaware Fair Chance Licensing Act.

Questions

Answer all required questions and provide all required supporting documents for a criminal history waiver request.

Your waiver request must be granted approval by the Board.

Select your profession:

Select your license type:

List all criminal offenses in which you are requesting a waiver:

8. Based on the profession selected the user will upload the required documents.

Service Request

Criminal History Waiver Request

To request a waiver of your criminal history record per **House Bill 404**, the Delaware Fair Chance Licensing Act.

Attachments

Upload the requested Document(s) by clicking the **Choose File** button under each submission, then click the **Upload** button. Repeat this process to upload multiple files. After upload of all files, click **Save** to continue.

Files must be less than 20 MB in size.

***Required** **Explanation of Criminal Offenses** Uploaded Documents

Upload a detailed, signed letter of explanation regarding all criminal charges in which you are requesting a waiver.

No file chosen

Additional Documentation for Consideration Uploaded Documents

Upload any additional documentation for consideration of your waiver request, e.g., personal or professional letters of reference.

No file chosen

***Required** **Criminal History Record Documentation** Uploaded Documents

Upload all relevant documentation regarding the final disposition of the criminal conviction(s) for all criminal offenses you listed in this waiver request.

No file chosen

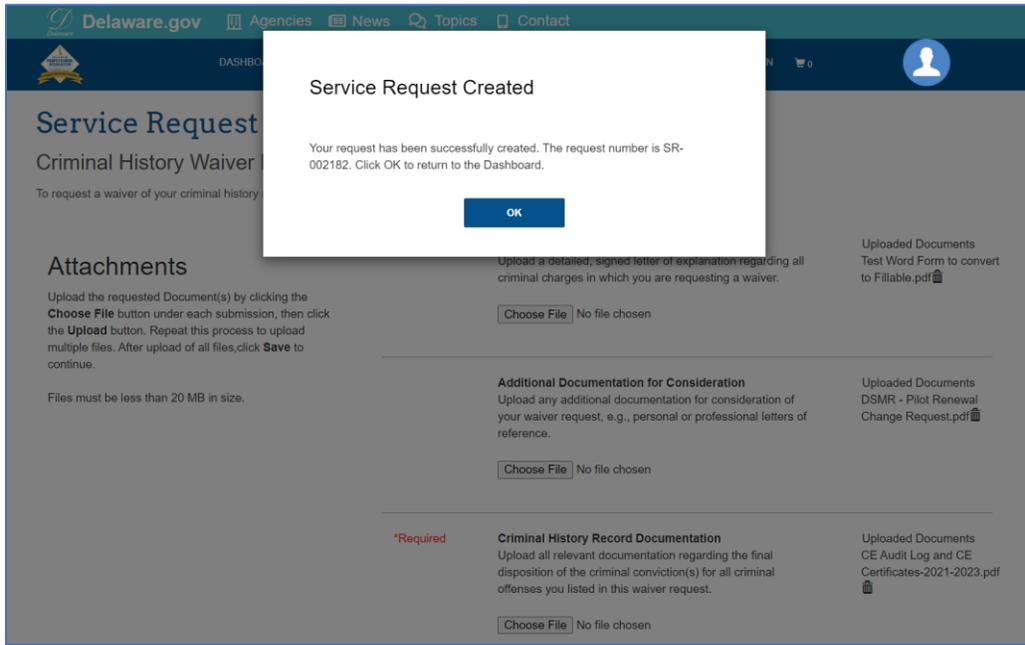
NOTE:
Additional Documentation for Consideration is NOT required.

NOTE: If profession requires a CBC, then the submission is the standard Criminal Background Check.

***Required** **Criminal Background Check**
 Complete the Criminal History Record Check Authorization form, **HERE**, to request the State of Delaware and Federal Bureau of Investigation criminal background checks. Follow the instructions on the authorization form to arrange to be fingerprinted.

Acknowledge

9. After uploading all documents, click SUBMIT. Message will display that the SR has been created:



10. After submission of SR and clicking OK, the user will be returned to the SR Dashboard and the new Criminal History Waiver Request SR will display:

