

# DELPROS PORTAL DASHBOARD – REGISTERED USERS

## Service Requests

Quick Reference Guide

June 2020



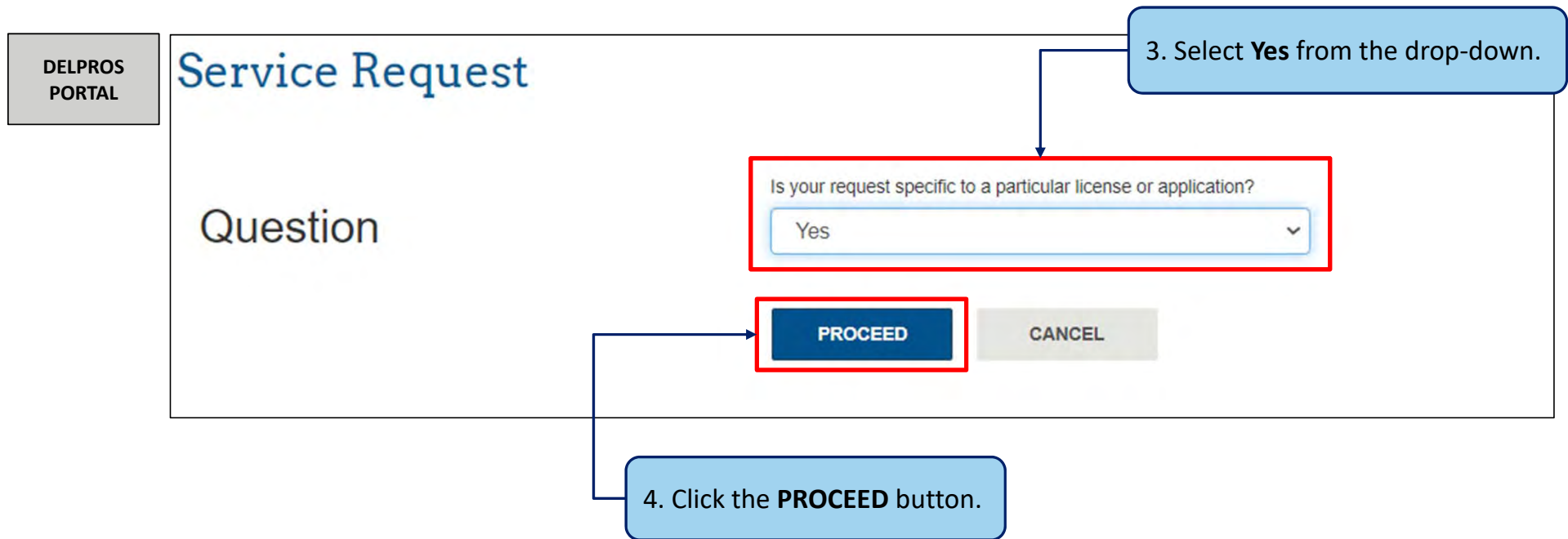
# Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard

The screenshot displays the Delaware.gov DELPROS PORTAL interface. The top navigation bar includes links for Agencies, News, Topics, and Contact. Below this, a secondary navigation bar contains Dashboard, License Look-up, File a Complaint, Service Request (highlighted with a red box), and Continuing Education. A user profile icon is visible on the right. The main content area features a 'Welcome to your Service Request Dashboard' message and a prominent '+ APPLY FOR A NEW SERVICE REQUEST' button (also highlighted with a red box). Two callout boxes provide instructions: '1. Click the Service Request tab in the Navigation bar.' and '2. Click the APPLY FOR A NEW SERVICE REQUEST button.'

# Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard



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## Service Request

### Your Information

Provide the License Type, Board, Service Request Type to Raise the Service Request.

Board  
Dietitians/Nutritionists

Type  
Dietitian/Nutritionist

Service Request Type  
Inactive License Request

PROCEED CANCEL

5. Select the values from the drop-down for the **Board**, **Type** and **Service Request Type**.

6. Click the **PROCEED** button.

# Submit a Service Request

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Board  
Dietitians/Nutritionists

Type  
Dietitian/Nutritionist

Service Request Type  
Inactive License Request

7. Select the license or application for the request.

Select	License Number	Board	License Type
<input checked="" type="checkbox"/>	DN-0000003	Dietitians/Nutritionists	Dietitian/Nutritionist

CANCEL SAVE AND CONTINUE

8. Click the **SAVE AND CONTINUE** button.



**Note:** Only licenses or applications that meet the requirements of the Service Request type will appear

# Submit a Service Request

Certain professions and license types will require a payment to be made before the service request can be submitted

**DELPROS PORTAL**

Delaware.gov Agencies News Topics Contact

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

## Service Request

### REQUEST FOR INACTIVE STATUS

Service Request for changing the status of existing License to inactive

Licensee Name: Apurva Asthana

License Number: DN-0000003

**9. Click the **SAVE AND PAY** button.**

CANCEL **SAVE AND PAY**



**Note:** Not all Service Requests have payments associated with them. The request would end here with a **SUBMIT** Service Request button.

# Submit a Service Request

This section shows the steps to complete the payment.

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Cart #X-2019-06-14\_08-33-55

10. Click on the box to select the row.

Items		Checkout	Confirmation	
Fees				
Type	Licensee Name	Amount	Amount Outstanding	
<input type="checkbox"/>	Dietitian/Nutritionist	Apurva Asthana	\$40.00	\$40.00

**CONTINUE**

11. Click the **CONTINUE** button.

# Submit Service Request to Make License Inactive

This section shows the steps to complete the payment.

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Cart #X-2019-06-14\_08-33-55

Items Checkout Confirmation

Select Payment Method: Credit/Debit Card

Amount: \$40.00

Back

Delegate

Proceed to Payment Gateway


12. Click the **Proceed to Payment Gateway** button and complete the payment screens.



# Submit a Service Request

Once the payment is processed, you will perform the following steps to complete the request

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 **Successful Payment**

Thank you for your payment. Your request will be processed within 3 business days.

Transaction details are as follows:

- Payment Id: PAY-20190614-666
- Amount Paid: \$40.00
- Payment Type: Credit/Debit Card
- Transaction Id: 2417043

[Return to Home](#)

13. Click the **Return to Home** link.

# Submit a Service Request

This section shows how the user can download the request from the Service Request Dashboard

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## Welcome to your Service Request Dashboard

[+ APPLY FOR A NEW SERVICE REQUEST](#)

### Service Request

Each step of the Service Request will explain what information is necessary to move forward to the next step. Once you have completed the Service Request and submitted it, the appropriate Board will review your Service Request and you will be notified when it is completed.

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

Service Request Applications are listed below.

Accountancy
SR-000031
<b>Roster Request</b>
Status: Complete
<a href="#">Download Service Request</a>

The Service Request Dashboard will show all your submitted Service Requests and the status. Click **Download Service Request** to view more information for the request.

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