

# Agency Procedures - Delaware Child Protection Registry (CPR) Request Web Portal

Delaware child abuse and neglect checks must be requested through the Department of Services for Children, Youth and Their Families (DSCYF), Child Protection Registry Request Web Portal.

Agencies and Agency Contact Persons will need to register on the CPR Portal to submit CPR requests, obtain completed CPR results, and add agency contact persons.

**REGISTRATION** -To register an agency on the CPR Portal, go to [childprotectionregistry.delaware.gov/](http://childprotectionregistry.delaware.gov/)

1. Click "New Agency Registration/Add Agency Contact." The "Agency Registration" form will appear.
2. Complete all required \* fields. (Agency ID is required for update only)
3. Read the conditions for requesting access to the Delaware Child Protection Registry Portal. To accept and agree to the conditions, click the box beside "I accept and agree."
4. Click "Register." If all required information is completed, a notice will appear to "Check your email regarding the status of your registration."
5. Check your email for a "Delaware Child Protection Registry Portal Registration Confirmation."
6. When registration is approved, another email will be sent – "Welcome to the Delaware Child Protection Registry Portal." It will contain your Agency ID number and Username. Read the entire email and follow the instructions to complete registration and have future CPR Portal access. If this email is not received five business days after registering, call the Criminal History Unit (CHU) at 302-892-4525. You will need to provide your Agency ID number and the date registered.
7. **After completing registration, keep your Username and Password for future CPR Portal access.**

**ADDING CONTACT PERSON(S)** – This can only be completed AFTER New Agency registration is approved and the "Welcome to the Child Protection Registry Portal" email is received as stated in #6 above. Additional Agency Contact Person(s) needing to request CPR checks, go to [childprotectionregistry.delaware.gov/](http://childprotectionregistry.delaware.gov/) click "New Agency Registration/Add Agency Contact." The "Agency Registration" form will appear.

1. In the "Agency ID" (For update only) block, enter the Agency/Individual ID number provided in the email from #6 above.
2. Click the "Agency Name" block. All agency details should automatically fill.
3. Complete "Agency Contact Person First Name\*," "Agency Contact Person Last Name\*," and "Agency Contact Person Email\*." The email Addresses must be different for each contact person.
4. Follow steps 3-7 above under **Registration**.

**CREATING NEW CPR REQUEST(S)** - All registered contact persons can submit CPR requests for the agency. For each CPR request, a completed "Delaware Child Protection Registry Consent Form" must be uploaded before contact person submits the request. The blank "Delaware Child Protection Registry Consent Form" is located on the CPR Portal homepage under the "New Individual Registration" tab. The agency completes Part II – Requester Information, then gives the form to the individual to complete Part I – Applicant Information.

1. Login to CPR Portal with Username and Password.
2. Click "Click Here to Create New CPR Request."
3. Complete all required\* fields for person needing a CPR check. Additional fields can be completed for a more extensive search of the child protection registry. Click "Confirm." Request is now in "Pending" status.
4. Follow instructions on the page for "How to upload completed consent form and complete submission." In the "Notes and Attachment" section, click "Upload Files" to upload the completed CPR consent form.
5. An "Upload Files" message will appear across the middle of the screen. Click "Done."
6. A message appears at the top of the page – "1 file was added to the Child Protection Registry."
7. At the top right side of the page, click "Review and Save."
8. Click "Save."
9. A message appears at the top of the page – "CPR request successfully submitted." For Health Care Agencies, the request is now under "Submitted Requests." For all other Agency types, request is now under the "Contingent Payment Requests." Payment is required to submit.
10. To create another request, view a CPR request status, or make a CPR request payment, click link at top of page - "Click here to create an additional CPR Request, view CPR requests status, make CPR request payment."

**PAYMENT FOR CPR REQUEST(S)** – Required for Child Care, Education, and Youth Camps

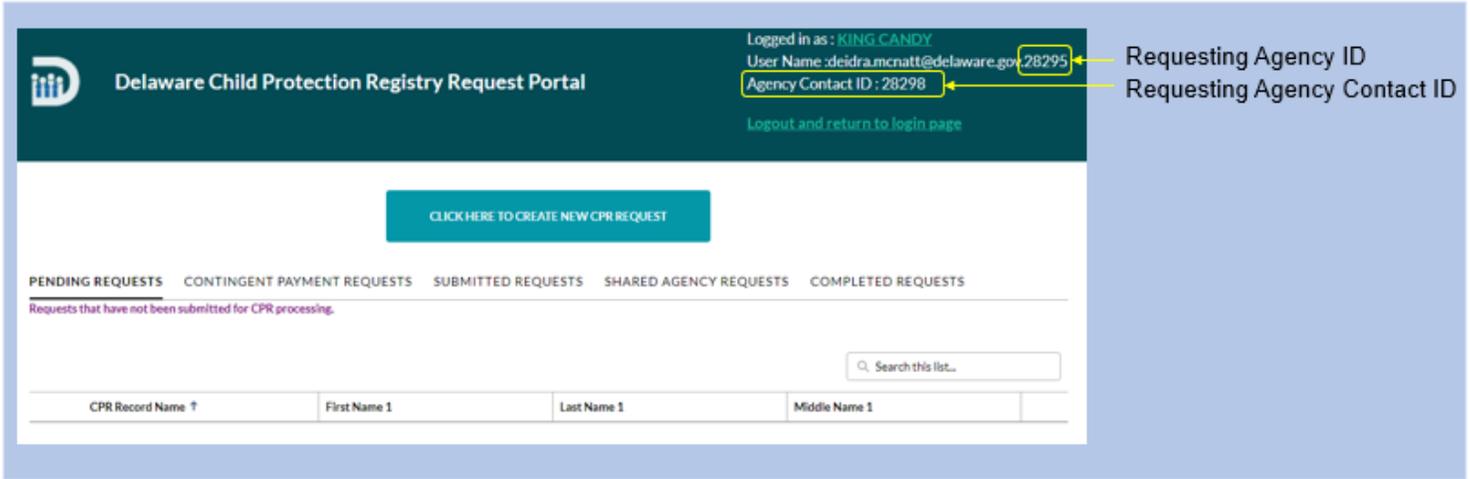
1. Click "Contingent Payment Requests" tab.
2. Under the "CPR Record Name" column, click box to left of each name for payment (up to 30 can be selected). A check mark will appear in each.
3. Click "Proceed to Payment."
4. Complete all required \* fields then click "Review & Pay."
5. Click "Back to Payment Method" if changes are needed. If no changes are needed, click "Make Payment." A receipt will be sent to the email address associated with the agency account.
6. Click "Return to go back to the Delaware Child Protection Registry Web Portal. After payment validation, request(s) move under the "Submitted Requests" tab.

## **CPR RESULTS**

1. Allow 10 business days to receive a "Child Protection Registry Notification" email informing you that CPR results are available on the CPR Portal. Click email link to login to CPR Portal.
2. Click the "COMPLETED REQUESTS" tab. Sort by clicking column names. Use Search field to find a specific request.
3. In the "CPR Letter" column, click download to view and print results letter. Results will be available on the CPR Portal for **six** months.

**PROCEDURE FOR INDIVIDUAL TO SELF-PAY AND SHARE RESULTS WITH AGENCY**

1. Individual completes "New Individual Registration" by following the "Individual Procedures" located on the right side of the CPR Portal homepage. Requesting Agency must provide the individual user with their "Requesting Agency ID" number (Agency ID) and their "Requesting Agency Contact ID" number (Agency Contact ID). The individual enters this information in the appropriate fields on the "Create New CPR Request" page. This will allow the Agency Contact to view and print the results of the CPR request by clicking on the "Shared Agency Request" tab. Once the individual has submitted their request, allow 10 business days to receive a "Child Protection Registry Shared Request Notification" email informing you that CPR results are available in the CPR Portal.
2. See below for help locating the "Requesting Agency ID" number and "Requesting Agency Contact ID" number.



Questions may be directed to: [DSCYF.CHU.Portal@delaware.gov](mailto:DSCYF.CHU.Portal@delaware.gov)