

Individual 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.

Individuals need to download and complete the "Delaware Child Protection Registry Consent Form" found on the CPR Portal homepage, then register on the CPR Portal to submit a CPR request and obtain their completed CPR results. You should only register one time unless advised otherwise by DSCYF staff.

REGISTRATION -To register on the CPR Portal, go to childprotectionregistry.delaware.gov/

1. Click "New Individual Registration." The "Individual Registration" form will appear.
2. Complete all required * fields.
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 "Welcome to the Delaware Child Protection Registry Portal" notice. It will contain your Agency ID number and Username. If this email is not received within 2 days of registration, call the Criminal History Unit (CHU) at 302-892-4525. You will need to provide your assigned ID number and the date registered.
6. Read the entire email and click on the large blue link in the email.
7. Enter a new password, confirm the password, click "Change Password." **Keep your Username and Password for future CPR Portal access.**
8. Click on "Click Here to Create New CPR Request." Note: If you are sharing your results with an agency, the "Requesting Agency ID" and the "Requesting Agency Contact ID" numbers are required for each agency. The Agency Contact will provide this information. Follow the procedures in the next section below to share your results.
9. Complete all required* fields (additional fields can be completed for a more extensive search of the child protection registry), click "Confirm." Request is now in "Pending" Status.
10. 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.
11. An "Upload Files" message will appear across the middle of the screen. Click "Done."
12. A message appears at the top of the page – "1 file was added to the Child Protection Registry."
13. At the top right side of the page, click "Review and Save."
14. Click "Save."
15. A message appears at the top of the page – "CPR request successfully submitted." Request is under the "Contingent Payment Requests" tab. Payment is required to submit.
16. To view CPR request status or make CPR request payment, click link at top of the page - "Click here to create an additional CPR Request, view CPR requests status, make CPR request payment."

OPTIONAL PROCEDURES FOR AN INDIVIDUAL SHARING CPR RESULTS WITH AN AGENCY

1. On Part II of the "Delaware Child Protection Registry Consent Form" check box 3 - "Individual Request – Share Results with Requesting Agency." List the name of each agency you are sharing the results with.
2. Individual completes "New Individual Registration" by following the procedures above.
3. Individual obtains "Agency ID" and "Agency Contact ID" numbers from the agency that they are sharing their results with and enters this information in the appropriate fields at the bottom of the CPR request page. By entering this information, you are allowing the Agency Contact to view and print the results of the CPR request. An individual can share their results with up to five agencies by adding the "Requesting Agency ID" and "Requesting Agency Contact ID" for each agency when making their CPR request. This must be done prior to clicking "Save" and submitting payment. If this information is not entered on the CPR request page, the individual will be given a final opportunity to enter this information on the "Review and Save" page. This information cannot be entered once the request is saved.

PAYMENT FOR CPR REQUEST

1. Click "Contingent Payment Requests" tab.
2. Under the "CPR Record Name" column, click the box to left of name. A check mark will appear in the box.
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 in the CPR Portal. Click email link to login to CPR Portal.
2. Click the "Completed Requests" tab.
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.

Questions may be directed to: DSCYF.CHU.Portal@delaware.gov