

Welcome to DelaFile, the Delaware Public Service Commission's automated electronic filing and information system.

DELAFILE USER TRAINING
DELAWARE PUBLIC SERVICE COMMISSION

External User Registration

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REGISTRATION PROCESS

- ☐ **Primary Contact must register first, then registers the company and other users.**
 - Serves as the gatekeeper for the company
 - Updates company address and key contacts
 - Determines who at the company should be registered
 - Can register Attorneys, Consultants, or Regulatory Contacts
 - Can associate existing Attorneys or Consultants to their company. Existing means they registered themselves.
- ☐ **Attorney must indicate if licensed in Delaware**
 - If not, pro hoc must be filed manually because PSC has to deliver the check to the courts; it cannot be e-filed
- ☐ **Consultant must be connected to a specific docket.**
 - Register an external attorney as a consultant if you wish to limit the external attorneys access to specific dockets
- ☐ **Regulatory Contact is the category to use for anyone who is not the primary contact, an attorney or consultant**

PHASED ACCESS FOR REGISTERED USERS

☐ Phase I

- ☐ Registered users can file subsequent filings in a docket. The initial application must be filed using the current process. PSC staff will then e-file the application.
- ☐ Registered users (Utilities and Consultants) can see confidential documents associated with their own filings
- ☐ Interveners can register and submit intervention request through e-filing

☐ Phase II

- ☐ Registered users will be able to e-file initial application and pay filing fee electronically
- ☐ Data Requests will be filed online
- ☐ Utilities will be able to access and pay docket bills (third party bills) online
- ☐ Utilities will be able to enter Assessment information and pay Assessments online

DELAFILE EXTERNAL USER REGISTRATION

- ❑ Utility company users, Attorneys, Consultants and Interveners must register to access DelaFile
- ❑ The **User Registration** link on the External User home page will navigate the user to the registration screens
- ❑ The Utility Company Primary Contact may also register utility company users
- ❑ External users must be registered to be able to log into DelaFile

The screenshot shows the Delaware Public Service Commission website. The header includes the State of Delaware logo and navigation links. The main content area is divided into a left sidebar and a right main section. The sidebar contains links for Search, User Login, Registration (highlighted with a red box), Calendar, Dockets, Subscribe, Pay Invoice, and Assessment. The main section contains a search bar, a 'View Information on A Specific Docket' link, and sections for Registration, Calendar, Subscribe, Pay Invoice, and Technical Assistance. The 'Registration' section explains that registration is necessary for parties in a docketed filing and provides instructions on how to register.

USER INFORMATION

- ❑ The user must enter valid data in all mandatory fields
- ❑ Zip Code – Enter first two digits of zip code; a drop down selection will appear to select the correct city
- ❑ Selecting the correct zip code will result in the automatic population of the city and state
- ❑ Mailing Address – Checking the box will auto-populate the same mailing address data
- ❑ Unchecking the box will clear all data
- ❑ Click the **Continue** button to proceed
- ❑ System will display an error message if all fields are not completed correctly

USER REGISTRATION
* Required Fields

Continue Cancel

Personal Information

Email ID* :

Password* : (Password Policy)
Password must be at least 8 characters long and contain 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter.

Confirm Password* :

Title :

First Name* :

Last Name* :

Job Title :

Middle Initial :

Suffix :

☐ Mailing Address Same As Street Address

Country* :

Street Address* :

Zip* :

State* :

City* :

Phone No.* : Ext :

Fax No. :

Country* :

(If different from Street Address) :

Zip* :

State* :

City* :

Continue Cancel

USER INFORMATION

- ❑ The password requirements are based on DTI statewide requirements
- ❑ Passwords must be revised every 90 days

USER REGISTRATION * Required Fields

Continue **Cancel**

Personal Information

Email ID * :

Password * : (Password Policy)

Password must be at least 8 characters long and contain 1 number, 1 special character, 1 lowercase letter

Password Policy

All passwords used to access State of Delaware data should adhere to the following characteristics for strong passwords:

- Passwords must be at least eight characters long.
- Passwords should not contain your name or user name.
- Passwords should not be a restricted word or name.
- Should not repeat adjacent portions of a recently used password. (For example, first using a password like 'TooThbrush1', and then followed by 'toothpaste2'.)
- Passwords will be expired in 90 days. A shorter timeframe is encouraged.
- All personnel must treat passwords and other access credentials as confidential and should protect them from disclosure. Refer to the Enterprise Standards and Policies and notably to the Delaware Information Security Policy for further insight.
- Passwords must contain characters from at least three (3) of the following four (4) classes from the table below:

DESCRIPTION	EXAMPLES
English upper case letters	A, B, C, ... Z
English lower case letters	a, b, c, ... z
English (Arabic) numerals	0, 1, 2, ... 9
English Non-alphanumeric ("special characters")	#, \$, %, & such as punctuation symbols etc.

Street Address * :

Zip * :

State * : Delaware ▼

City * : --Select-- ▼

Phone No. * : Ext :

Fax No. :

Continue **Cancel**

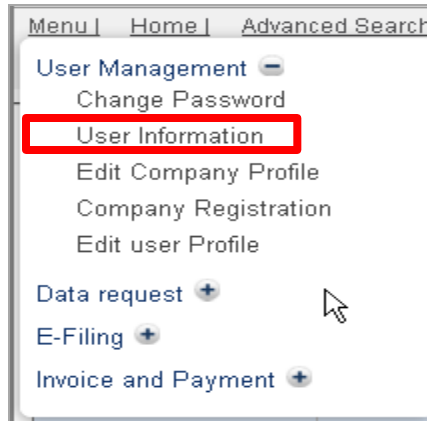
REGISTRATION TYPE

- ❑ The user must select a **Registration Type** from the dropdown:
 - Utility Company
 - Primary Contact
 - Attorney
 - Intervener
- ❑ Primary Contact is responsible for registering and maintaining users for a company
- ❑ After registration, an Intervener must submit an intervention request and be approved by PSC

The screenshot shows a web form titled "USER REGISTRATION" with a "Required Fields" indicator. At the top are "Back", "Submit", and "Cancel" buttons. The main instruction is "Select your registration type as any one of the following :". Below this are three bullet points: "Attorney : If you are representing a utility company as an attorney of the company.", "Intervener : If you are requesting to intervene on the proceedings of certain dockets, which will require PSC approval.", and "Primary Contact : If you are representing a utility company.". A "Note:" section follows with two bullet points: "You can select only one registration type." and "Profiles may be edited after successful activation of user account.". The "Registration Type*" field is a dropdown menu with a red box around it, showing the options: "--Select--", "--Select--", "Attorney", "Intervener", and "Primary Contact". Below the dropdown are another "Back", "Submit", and "Cancel" buttons. A large orange arrow points from the bottom of the slide up to the dropdown menu.

REGISTRATION TYPE

- ❑ The registered Primary Contact can register the following user types for a utility company:
 - Attorney
 - Consultant
 - Primary Contact
 - Regulatory Contact



Primary Contact will:
Log in

- ✓ Click Menu
- ✓ Click User Management
- ✓ Click User Information
- ✓ Click New User Registration

USER INFORMATION

User Information

Utility Type :

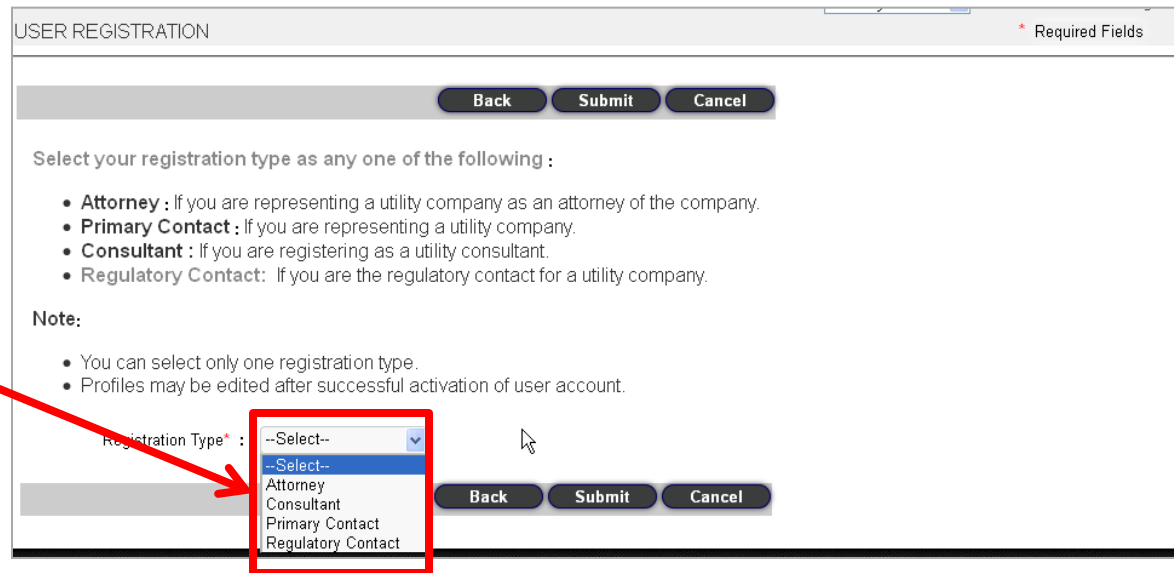
Company Name :

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
Primary Contact	Stella Smith	34 cross Alamo, NV 89001	dmtester77+09@gmail.com 764-527-4724 346-246-9237	<input type="checkbox"/>

REGISTRATION TYPE

- ❑ The registered Primary Contact will select the registration type:
 - Attorney
 - Consultant
 - Primary Contact
 - Regulatory Contact



The screenshot shows a web form titled "USER REGISTRATION" with a "Required Fields" indicator. At the top are "Back", "Submit", and "Cancel" buttons. The main instruction is "Select your registration type as any one of the following :". Below this is a bulleted list: "Attorney : If you are representing a utility company as an attorney of the company.", "Primary Contact : If you are representing a utility company.", "Consultant : If you are registering as a utility consultant.", and "Regulatory Contact : If you are the regulatory contact for a utility company.". A "Note:" section follows, stating: "You can select only one registration type." and "Profiles may be edited after successful activation of user account.". The "Registration Type*" dropdown menu is open, showing options: "--Select--", "--Select--", "Attorney", "Consultant", "Primary Contact", and "Regulatory Contact". A red arrow points from the "Primary Contact" option in the list on the left to the "Primary Contact" option in the dropdown menu. At the bottom are "Back", "Submit", and "Cancel" buttons.

REGISTER ATTORNEY

❑ Select **Attorney** and provide the following information:

- Name of the Law Firm if applicable
- For Utility Company – user should click on the utility company name to highlight it
- Select radio button for one of the following:
 - Licensed in Delaware
 - Other Jurisdiction

USER REGISTRATION * Required Fields

[Back](#) [Submit](#) [Cancel](#)

Select your registration type as any one of the following :

- **Attorney** : If you are representing a utility company as an attorney of the company.
- **Primary Contact** : If you are representing a utility company.
- **Consultant** : If you are registering as a utility consultant.
- **Regulatory Contact** : If you are the regulatory contact for a utility company.

Note:

- You can select only one registration type.
- Profiles may be edited after successful activation of user account.

Registration Type* : Attorney

Law Firm :

For Utility Company(s) :

☒ Licensed in Delaware ☐ Other Jurisdiction

[Back](#) [Submit](#) [Cancel](#)

REGISTER INTERVENER

- ❑ Select Intervener as registration type
- ❑ Enter last four digits of SSN (will be stored in encrypted format *and will be displayed only for Federal reporting*)
- ❑ Name of the Company or Affiliation
- ❑ Specific Docket Number
- ❑ Enter complete docket number in correct format or
- ❑ Click Lookup to select from a list of all dockets

USER REGISTRATION * Required Fields

[Back](#) [Submit](#) [Cancel](#)

Select your registration type as any one of the following :

- **Attorney** : If you are representing a utility company as an attorney of the company.
- **Intervener** : If you are requesting to intervene on the proceedings of certain dockets, which will require PSC approval.
- **Primary Contact** : If you are representing a utility company.

Note:

- You can select only one registration type.
- Profiles may be edited after successful activation of user account.

Registration Type* : Intervener

Last Four (4) digits of SSN * :

Company Name/Affiliation :

Docket # : [LookUp](#)

[Back](#) [Submit](#) [Cancel](#)

REGISTER CONSULTANT

- ❑ The registered Primary Contact can register consultants for a utility company from **User Information (Menu Link)->New User Registration (Button)** after login as Primary Contact
- ❑ Select Utility Consultant registration type

Registration Type* : Consultant

Company :

☒ I am Utility Company Consultant.

For Utility Company(s)* : Zone Telecom LLC

☐ For Docket #* :

REGISTRATION SUBMISSION

- ❑ The system will display a registration confirmation message upon successful submission
- ❑ System will also generate an email to the registered user with an activation link

Delaware Public Service Commission : Docket Manager 5.0

User Registration successfully submitted. Please check your email to activate your account

Ok

User Registration successfully submitted. Please check your email to activate your account. If you do not receive an e-mail from the Delaware Public Service Commission in your in box, check your "spam" or "junk" folders. Thank you.

Ok

REGISTRATION SUBMISSION

- ❑ The system will display a registration confirmation message upon successful submission
- ❑ System will also generate an email to the registered user with an activation link

Delaware Public Service Commission : Docket Manager 5.0

User Registration successfully submitted. Please check your email to activate your account

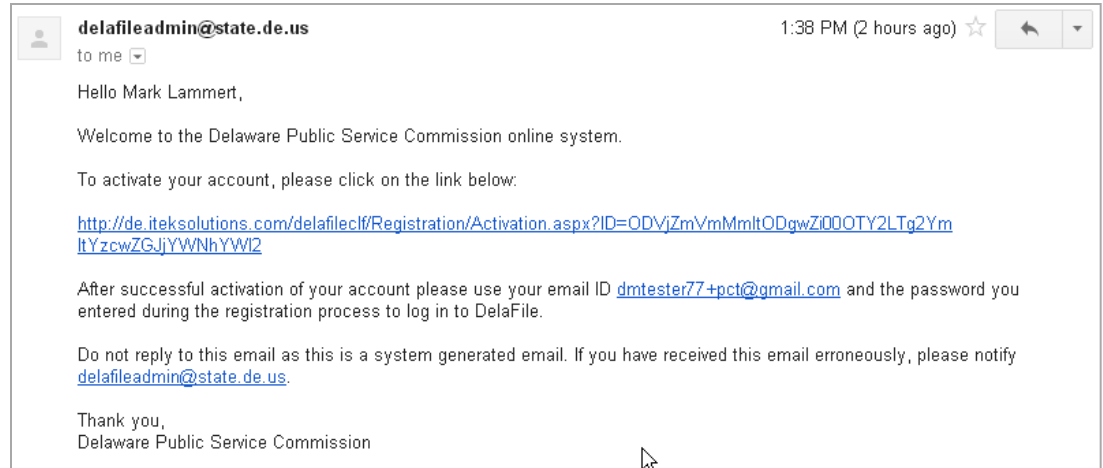
Ok

User Registration successfully submitted. Please check your email to activate your account. If you do not receive an e-mail from the Delaware Public Service Commission in your in box, check your "spam" or "junk" folders. Thank you.

Ok

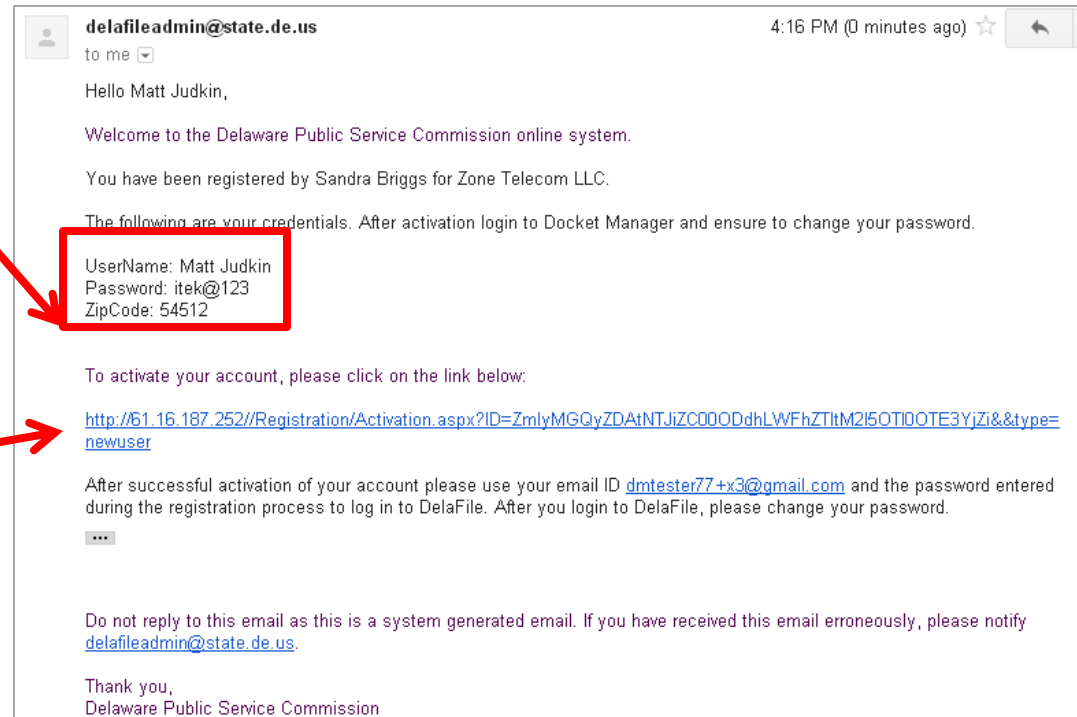
REGISTRATION-SUBMISSION

- ❑ The successfully registered user will receive a system generated email providing a URL to activate the account



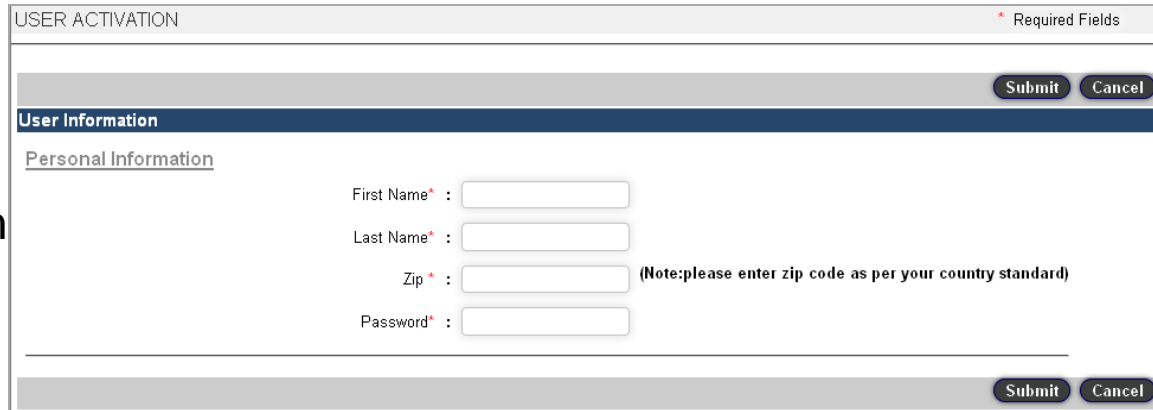
REGISTRATION ACTIVATION

- ❑ If the user is registered by the Primary Contact or PSC Administrator, the email will include the login credentials necessary to validate the account
- ❑ The user will click the activation link included in the email



USER ACTIVATION

- ❑ Clicking the activation link in the email will display the user activation
- ❑ The user will enter the mandatory information in all fields
- ❑ The information must match the information used during the registration process
- ❑ Zip Code is critical – please remember the zip code you used for registration purposes
- ❑ Click **SUBMIT** to continue



The screenshot shows a web form titled "USER ACTIVATION" with a "Required Fields" indicator. The form is divided into sections: "User Information" (highlighted in blue) and "Personal Information" (underlined). The "Personal Information" section contains four input fields: "First Name*", "Last Name*", "Zip*", and "Password*", each followed by a text input box. A note next to the Zip field reads "(Note: please enter zip code as per your country standard)". At the top right of the form are "Submit" and "Cancel" buttons. At the bottom right, there are also "Submit" and "Cancel" buttons.

USER ACTIVATION

- ❑ System will display a confirmation message on successful activation



- ❑ Click **OK** to access the DelaFile application.

REGISTRATION-UTILITY COMPANY

- ❑ After successful activation of user account, the Primary Contact will be directed to register the Utility Company
- ❑ Click OK to proceed to company registration

User activation successfully completed. Please click OK button to continue to Company Registration.

Ok

- ❑ The Primary Contact may also log out and log back in later to complete company registration

REGISTRATION-UTILITY COMPANY

- ❑ All mandatory fields on the company registration screen should be completed
- ❑ Enter the street address for the company
- ❑ Zip code – enter first two digits and a drop down will be displayed with all DE zip codes; select correct zip code
- ❑ System will automatically populate city and state
- ❑ Zip code may be manually entered
- ❑ Check the box if mailing address is the same or enter the correct mailing address
- ❑ The primary contact will automatically get associated to the company being registered

COMPANY REGISTRATION * Required Fields

Continue **Cancel**

Company Information

Company Name* :

AKA/DBA/Fictitious Name :

Utility Type* : --Select-- Utility Sub Type* : --Select--

Federal Taxpayer ID* : (Required for Telecom Utility Type)

Corporate Address

☐ Mailing Address Same As Street Address

Country* : USA Country* : USA

Street Address* : (If different from Street Address) :

Zip* : Zip* :

State* : Delaware State* : Delaware

City* : --Select-- City* : --Select--

Primary Contact Email ID* : dmtester77+88@gmail.com Website Address :

Primary Contact Person Information

Name	Mailing Address	Email/Phone/Fax	Delete
John Gilbert	6900-29 Daniels Parkway Blooming Glen, PA 18911	dmtester77+88@gmail.com 302-668-9669	Delete

Continue **Cancel**

REGISTRATION-UTILITY COMPANY

- ❑ Click the **Continue** button to proceed to the Other Contacts Screen

COMPANY REGISTRATION

* Required Fields

Continue **Cancel**

Company Information

Company Name* :

AKA/DBA/Fictitious Name :

Utility Type* : --Select-- Utility Sub Type* : --Select--

Federal Taxpayer ID* : (Required for Telecom Utility Type)

Corporate Address

☐ Mailing Address Same As Street Address

Country* : USA Country* : USA

Street Address* : (If different from Street Address) :

Zip* : Zip* :

State* : Delaware State* : Delaware

City* : --Select-- City* : --Select--

Primary Contact Email ID** : dmtester77+88@gmail.com Website Address :

Primary Contact Person Information

Name	Mailing Address	Email/Phone/Fax	Delete
Jon Gilbert	6900-29 Daniels Parkway Blooming Glen, PA 18911	dmtester77+88@gmail.com 302-568-9669	Delete

Continue **Cancel**

REGISTRATION-UTILITY COMPANY

The screenshot shows a web form titled "COMPANY REGISTRATION". At the top right, there is a legend: "* Required Fields". Below this, there are two buttons: "Continue" and "Cancel". The "Continue" button is highlighted with a red box, and a red arrow points from it to a yellow callout box. The form is divided into sections: "Company Information" and "Corporate Address". The "Company Information" section includes fields for "Company Name*", "AKA/DBA/Fictitious Name", "Utility Type*" (a dropdown menu), "Utility Sub Type*" (a dropdown menu), and "Federal Taxpayer ID*" (a text field). The "Corporate Address" section includes a checkbox for "Mailing Address Same As Street Address" and a dropdown menu for "Country" (currently set to "USA"). At the bottom of the form, there is a "Delete" button and another "Continue" button, which is also highlighted with a red box and has a red arrow pointing to it from the yellow callout box.

Note: The user may continue with a company registration or Cancel and log into DelaFile later to complete company registration

UTILITY COMPANY OTHER CONTACTS

- ❑ The **Other Contacts** screen captures contact information for utility representatives other than the Primary Contact
- ✓ Required (Mandatory) Contacts
 - Annual Assessment Contact
 - Docket Billing Contact
 - Regulatory Contact
- ✓ Required for Electric and Telecom only
 - Delaware Registered Agent

Annual Assessment Contact (Required)	
Docket Billing Contact (Required)	
Regulatory Contact (Required)	
Delaware Registered Agent (Required for Electric and Telecom Utility Types)	
Title : <input type="text" value="--Select--"/>	
First Name * : <input type="text" value="John"/>	Middle Initial : <input type="text"/>
Last Name * : <input type="text" value="Smith"/>	Suffix : <input type="text" value="--Select--"/>
Designation : <input type="text"/>	
<input type="checkbox"/> Same As Corporate Address	<input checked="" type="checkbox"/> Mailing Address Same As Street Address
Country * : <input type="text" value="USA"/>	Country * : <input type="text" value="USA"/>
Street Address * : <input type="text" value="12170 Northwest"/>	(If different from Street Address) * : <input type="text" value="12170 Northwest"/>
Zip * : <input type="text" value="19850"/>	Zip * : <input type="text" value="19850"/>
State * : <input type="text" value="Delaware"/>	State * : <input type="text" value="Delaware"/>
City * : <input type="text" value="Wilmington"/>	City * : <input type="text" value="Wilmington"/>
Phone No. * : <input type="text" value="302-568-9656"/>	Ext : <input type="text"/>
Fax No. : <input type="text"/>	
Email ID * : <input type="text" value="dmtester77@gmail.com"/>	

UTILITY COMPANY OTHER CONTACTS

- ☐ Optional
 - Customer Service
- ☐ Click **SUBMIT** button

Customer Service

Toll Free Number For Business Service :

Toll Free Number For Residential Service :

Email Address :

REGISTRATION-UTILITY COMPANY

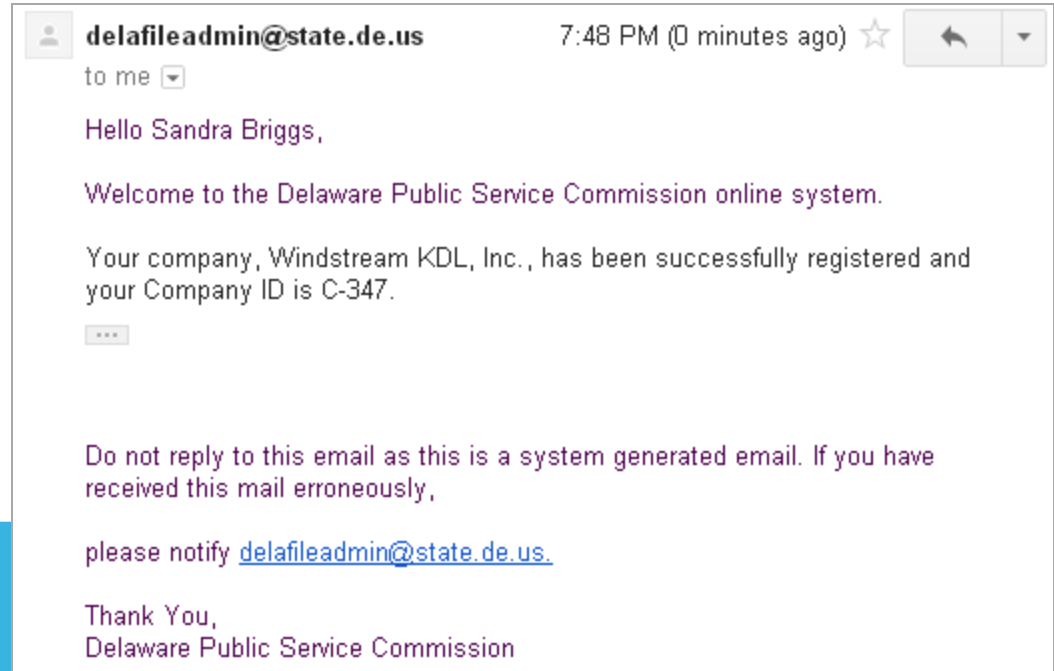
- ❑ System will display a confirmation message with the company name and a system assigned company number
- ❑ The system will send an automated email to the primary contact on successful registration of the utility company

REGISTERED COMPANIES

Your company registration has been successfully submitted.

Company Name	Company No.
Windstream KDL, Inc.	C-347

Ok



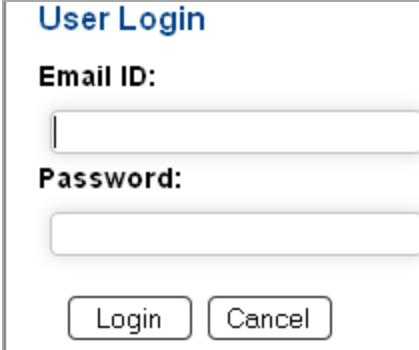
REGISTRATION-UTILITY COMPANY

- ❑ The Primary Contact may also register a company as follows:
- ❑ Log into DelaFile from home page
- ❑ Click Menu
- ❑ Click Company Registration
- ❑ The same company registration screens will be displayed as shown previously



USER LOGIN-USER HOME PAGE

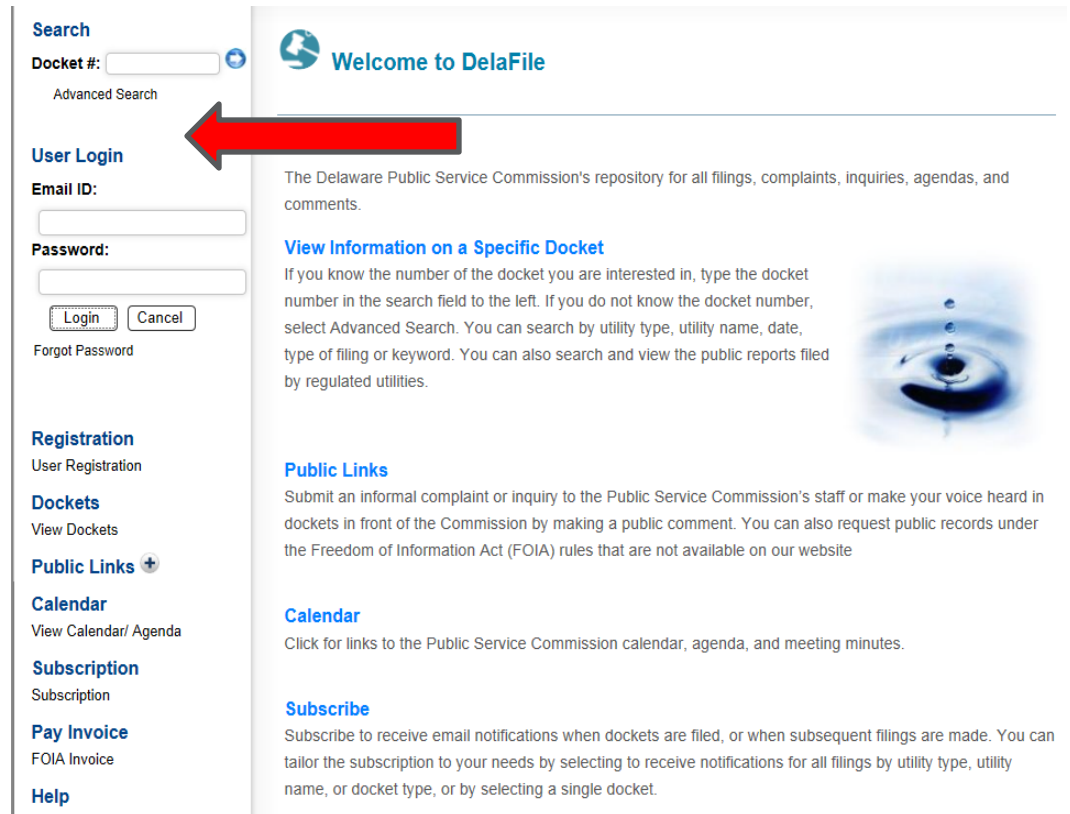
- ❑ The external utility company user will log into the DelaFile application from the Home Page
- ❑ The registered user will login by entering the following login credentials and click the Login button:
 - Email Id
 - Password
- ❑ The log in credentials must match the information used during registration
- ❑ Forgot Password – Recover Account will be covered later in this presentation



The image shows a 'User Login' form. It has a title 'User Login' in blue. Below the title, there are two labels: 'Email ID:' and 'Password:'. Each label is followed by a text input field. At the bottom of the form, there are two buttons: 'Login' and 'Cancel'.

ROLE BASED APPLICATION

- ❑ Access is based on your assigned role.
- ❑ Users may be assigned multiple roles
- ❑ To access the system, enter the email-Id and password and click the **Login** button



The screenshot displays the DelaFile web application interface. On the left is a sidebar menu with links: Search, User Login, Registration, Dockets, Public Links, Calendar, Subscription, Pay Invoice, and Help. The main content area features a 'Welcome to DelaFile' header, a search bar, and a 'User Login' section with fields for Email ID and Password, and a Login button. A large red arrow points to the User Login section. Below the login fields are links for 'Forgot Password', 'View Information on a Specific Docket', 'Public Links', 'Calendar', and 'Subscribe'. The 'View Information on a Specific Docket' section contains a detailed description of the search functionality. The 'Public Links' section describes how to submit complaints or inquiries. The 'Calendar' section provides links to the public service commission calendar. The 'Subscribe' section explains how to receive email notifications for filings.

ROLE BASED ACCESS

Primary Contact role

- Maintains company information
- Controls company users
- Can e-file Dockets and Non-Dockets
- Can view confidential documents for the company

Attorney role

- Can e-file Dockets and Non-Dockets
- Can view confidential documents for the company

Regulatory Contact role

- Can e-file Dockets and Non-Dockets
- Can view confidential documents for the company
- If user is not the Primary Contact and is not an Attorney, the user is a regulatory contact

Consultant role

- Can e-file Dockets and Non-Dockets
- Can view confidential documents in a specific docket
- Also use for external Attorneys whose access should be limited to specific docket numbers

UTILITY USER - MULTIPLE ROLES

- ❑ After successful login, the user may have multiple roles in the drop down at the top of the screen
- ❑ The user will select the appropriate role
- ❑ Access to data and the ability to perform a certain action is based on the assigned role



- ❑ Choose the correct role when you sign into DelaFile

USER LOGIN-USER HOME PAGE

- ❑ Upon successful login, the external user's home page will be displayed
- ❑ MY FILINGS will display all of the filings for the company and the status of the filing
- ❑ Invoice & Payment section will display any invoices pending payment in the system

Department of State >> Delaware Public Service Commission

Menu | Home | Advanced Search |

Sandra Briggs as Primary Contact

Date: 2/28/2014 Logout

My Filing

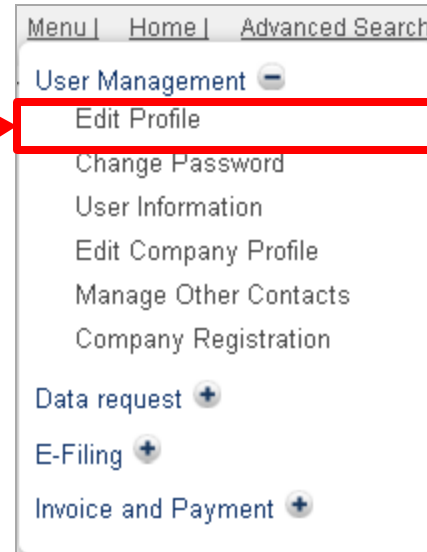
Filing #	Utility Company	Filing Type	Filing Status	Submitted Date	Action
14-1267	Zone Telecom LLC	60 Day Notice of Filing	Success	2/21/2014	View
14-ZO-0388-NDS	Zone Telecom LLC	Pipeline Safety	Success	2/11/2014	View
14-1265	Zone Telecom LLC	60 Day Notice of Filing	Pending		Edit
14-1263	Zone Telecom LLC	60 Day Notice of Filing	Pending		Edit
14-1264	Zone Telecom LLC	215 Filing- 30 Day Notice Letter	Pending		Edit

Invoice & Payment

Invoice #	Utility Type	Utility Company	Invoice Type	PaymentType	Payment Status	Edit
No Records Found!						

EDIT USER PROFILE

- ❑ A user profile may be edited by the individual user or the primary contact
- ❑ Click Menu
- ❑ Click User Management
- ❑ Click **Edit Profile**
- ❑ System will display Profile Page



EDIT USER PROFILE

- ❑ The user can update or edit the following user information:

- Title
- First Name
- Middle Initial
- Last Name
- Suffix
- Job Title
- Street Address
- Mailing Address
- Phone, Extension and Fax Number

EDIT PROFILE * Required Fields

Submit **Cancel**

Email ID : dmtester77+09@gmail.com

Title :

First Name * :

Last Name * :

Job Title :

Middle Initial :

Suffix :

☒ Mailing Address Same As Street Address

Country * :

Street Address * :

Zip * :

State * :

City * :

Phone No. * : Ext :

Fax No. :

Country * :

(If different from Street Address) * :

Zip * :

State * :

City * :

Registration Type

☐ Attorney

Law Firm :

For Utility Company(s) : **Add** **Remove**

☐ Licensed in Delaware ☐ Other Jurisdiction *

☒ Consultant

Company :

I am PSC Consultant. Docket # **LookUp**

I am DPA Consultant. Docket # **LookUp**

I am Utility Company Consultant.

For Utility Company(s) * : **Add** **Remove**

For Docket # * :

☒ I am a Primary Contact.

☐ I am an Intervener.

Last Four (4) digits of SSN * :

☒ I am a Regulatory Contact.

Submit **Cancel**

- ❑ The grayed out section displays user information that cannot be edited by the user from the profile page

EDIT COMPANY PROFILE

- ❑ Only the Primary Contact can edit the Company Profile
- ❑ Click Menu
- ❑ Click User Management
- ❑ Click **Edit Company Profile**



EDIT COMPANY PROFILE

- ❑ If a primary contact is associated with multiple companies, the company name field will include all company names
- ❑ The primary contact will select the correct company name from the dropdown for update
- ❑ The primary contact can edit Company Information, Corporate Address and Mailing Address

COMPANY REGISTRATION * Required Fields

Save **Cancel**

Company List

Company Name: Windstream KDL, Inc. Windstream KDL, Inc.
Zone Telecom LLC

Company Information

Company Name: Windstream KDL, Inc.

AKA/DBA/Fictitious Name:

Company ID: C-347

Utility Type*: Cable Utility Sub Type*: --Select--

Federal Taxpayer ID*: 30-2586696 (Required for Telecom Utility Type)

Corporate Address

☒ Mailing Address Same As Street Address

Country*: USA Country*: USA

Street Address*: 5A Marlen Drive (If different from Street Address): 5A Marlen Drive

Zip*: 19903 Zip*: 19903

State*: Delaware State*: Delaware

City*: Dover City*: Dover

Primary Contact Email ID*: dmtester77+09@gmail.com Website Address:

Primary Contact Person Information

Name	Mailing Address	Email/Phone/Fax	Delete
Sandra Briggs	630 Martin Luther King Blvd. 19801	dmtester77+09@gmail.com 764-527-4724 346-246-9237	Delete

Save **Cancel**

EDIT COMPANY PROFILE

- ❑ If you change the corporate address on the profile page, the Mailing Address Same As check box should be unchecked and rechecked
- ❑ The Other Contacts screen should also be updated

COMPANY REGISTRATION * Required Fields

Save **Cancel**

Company List

Company Name : Windstream KDL, Inc.

Company Information

Company Name* : Windstream KDL, Inc.

AKA/DBA/Fictitious Name :

Company ID : C-347

Utility Type* : Cable Utility Sub Type* : --Select--

Federal Taxpayer ID* : 30-2586696 (Required for Telecom Utility Type)

Corporate Address

☒ Mailing Address Same As Street Address

Note: If the Corporate Address is changed on the Company Profile screen and if the same address change is to be reflected for mailing address and also for the other contact information then the primary contact will have to check the provided **check boxes** on the address section

Name	Mailing Address	Email/Phone/Fax	Delete
Sandra Briggs	630 Martin Luther King Blvd. 19801	dmtester77+09@gmail.com 764-527-4724 346-246-9237	Delete

Save **Cancel**

REPLACE PRIMARY CONTACT

- ❑ There can be only one Primary Contact
- ❑ The registered Primary Contact should register the New Primary Contact from **User Information (Menu Link)->New User Registration (Button)**
- ❑ The system will display message expecting confirmation **Yes / No** for replacing the primary contact by New primary contact

USER INFORMATION

Add Existing Consultant Associate Existing User **New User Registration** Cancel

User Information

Utility Type : Cable

Company Name : Windstream KDL, Inc.

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
Primary Contact	Sandra Briggs	630 Martin Luther King Blvd. 19801	dmtester77+09@gmail.com 764-527-4724 346-246-9237	<input type="checkbox"/>

Add Existing Consultant Associate Existing User New User Registration Cancel

Do you want to replace existing Primary Contact 'Ms. Sandra Briggs' with new Primary Contact 'Mrs. Tesla Smith'?

Yes No

REPLACE PRIMARY CONTACT

- ❑ The new Primary Contact will receive a validation email and must validate the user account
- ❑ Upon account validation, the **New Primary Contact** will appear in the user list
- ❑ The former Primary Contact can still log into the application but will not be able to access any company information

USER INFORMATION

User Information

Utility Type :

Company Name :

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
Primary Contact	Sandra Briggs	630 Martin Luther King Blvd. 19801	dmtester77+09@gmail.com 764-527-4724 346-246-9237	<input type="checkbox"/>

ASSOCIATE EXISTING USER

- ❑ The registered Primary Contact can associate an existing user to the utility company from **User Information (Menu Link)->Associate Existing User (Button)** after login as primary Contact
- ❑ The system will display Add Contact Search user screen to search user by entering First and/or Last Name
- ❑ Matching user details will be displayed along with the available roles / registration type. Primary contact can assign additional roles to the user.

USER INFORMATION

[Add Existing Consultant](#)
[Associate Existing User](#)
[New User Registration](#)
[Delete](#)
[Cancel](#)

User Information

Utility Type : Cable

Company Name : Net Power

ADD CONTACT-SEARCH USER

[Search](#)
[Cancel](#)

Company Name : Net Power

First Name :

Last Name* :

[Search](#)
[Cancel](#)

USER INFORMATION

[Cancel](#)

User Information

User ID	Name	Mailing Address	Role	Confirm
ajtesters+96@gmail.com	Tesla Smith	100 Carson Los Angeles, CA 90103	Available Role Primary Contact Regulatory Conte Intervener DPA Consultant	Assigned Role Attorney
			Add Remove	Confirm
dmtester77+int5@gmail.com	John Smith,	200 Main Street Dover, DE 19904	Available Role Attorney Primary Contact Regulatory Conte Intervener	Assigned Role
			Add Remove	Confirm

ADD EXISTING CONSULTANT

- ❑ The registered Primary Contact can add an existing consultant to the utility company from **User Information (Menu Link)**->**Add Existing Consultant (Button)** after login as primary Contact
- ❑ The system will display the consultant contact search user screen to search consultant by providing First and Last Name
- ❑ On successful search the user detail will be populated. The primary contact can enter specific docket or select docket from the lookup and click on Confirm to add consultant

USER INFORMATION

Add Existing Consultant Associate Existing User New User Registration Cancel

User Information

Utility Type : Electric

Company Name : World Energy Solutions, Inc.

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
Primary Contact	Sandra Briggs	630 Martin Luther King Blvd. 19801	dmtester77+09@gmail.com 764-527-4724 346-246-9237	<input type="checkbox"/>

Add Existing Consultant Associate Existing User New User Registration Cancel

CONSULTANT CONTACT-SEARCH USER

Search Cancel

Company Name : World Energy Solutions, Inc.

First Name :

Last Name* :

Search Cancel

USER INFORMATION

Cancel

User Information

User ID	Name	Mailing Address	Docket	Confirm
ajtesters+98@gmail.com	Nelson Jones, IV	100 Sierra St Dover, DE 19904	Existing Docket <input type="text"/> LookUp	Confirm

Cancel

ADD EXISTING CONSULTANT

- On confirmation the **Consultant** will appear in the company list

USER INFORMATION

Add Existing Consultant

Associate Existing User

New User Registration

Delete

Cancel

User Information

Utility Type : Cable

Company Name : Net Power

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
PSC Consultant	Allen Jones	136 Oak Street Dover, DE 19904	dmtester77+att3@gmail.com 201-222-7728	<input type="checkbox"/>
Primary Contact	Mithil Champaneria	test us Dover, DE 19905	champaneria.mithil+215@datamatics.com 323-232-3232	<input type="checkbox"/>

Add Existing Consultant

Associate Existing User

New User Registration

Delete

Cancel

ASSOCIATE EXISTING USER

- On confirmation the user will appear in the list

USER INFORMATION

Add Existing Consultant
Associate Existing User
New User Registration
Delete
Cancel

User Information

Utility Type : Cable
Company Name : Net Power

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
PSC Consultant	Allen Jones	136 Oak Street Dover, DE 19904	dmtester77+att3@gmail.com 201-222-7728	<input type="checkbox"/>
Attorney	Tesla Smith	100 Carson Los Angeles, CA 90103	ajtesters+96@gmail.com 232-132-1321 123-123-2132	<input type="checkbox"/>
Primary Contact	Mithil Champaneria	test us Dover, DE 19905	champaneria.mithil+215@datamatics.com 323-232-3232	<input type="checkbox"/>

Add Existing Consultant
Associate Existing User
New User Registration
Delete
Cancel

DELETE ASSOCIATED USER

- ❑ To delete an associated user from the utility company the primary contact can select the delete **check-box** and click the **Delete button**
- ❑ The system will display a **confirmation message** on the screen before disassociating the selected user
- ❑ Click OK to delete

Department of State >> Delaware Public Service Commission

Menu | Home | Advanced Search | Things To Do | Help

USER INFORMATION

Utility Type : Cable

Company Name : Net Power

Edit User information

Registration Type	Name	Mailing Address	Email/Phone/Fax	Delete
PSC Consultant	Allen Jones	136 Oak Street Dover, DE 19904	dmtester77+att3@gmail.com 201-222-7728	<input checked="" type="checkbox"/>
Attorney	Tesla Smith	100 Carson Los Angeles, CA 90103	ajtesters+96@gmail.com 232-132-1321 123-123-2132	<input type="checkbox"/>
Primary Contact	Mithil Champaneria	test us Dover, DE 19905	champaneria.mithil+215@datamatics.com 323-232-3232	<input type="checkbox"/>

Add Existing Consultant Associate Existing User New User Registration **Delete** Cancel

ASSIGN MULTIPLE ROLES

- ❑ The primary can assign multiple roles to a user from User Information->Associate Existing User option
- ❑ The primary contact can select a role from Available Roles list, click on Add button will set the roles in Assigned role and then click on Confirm button for completing assignment of role(s) to a user
- ❑ The primary contact can un-assign a role by selecting role(s) from Assigned Roles list, click on Remove button and then confirm un-assignment of role to a user

USER INFORMATION

Cancel

User Information

User ID	Name	Mailing Address	Role	Confirm
ajtesters+96@gmail.com	Tesla Smith	100 Carson Los Angeles, CA 90103	<div>Available Role</div> <div>Intervener DPA Consultant PSC Consultant</div> <div>Add Remove</div>	<div>Assigned Role</div> <div>Attorney Regulatory Conta Primary Contact</div> <div>Confirm</div>
dmtester77+int5@gmail.com	John Smith, I	200 Main Street Dover, DE 19904	<div>Available Role</div> <div>Attorney Primary Contact Regulatory Conte Intervener</div> <div>Add Remove</div>	<div>Assigned Role</div> <div></div> <div>Confirm</div>

Department of State >> Delaware Public Service Commission

Menu | Home | Advanced Search | Sandra Briggs as Primary Contact Date: 3/1/2014 Logout

My Filing

Docket #	Utility Type	Utility Company	Docket Type	Docket SubType	Payment Status	Edit
No Records Found!						

CHANGE PASSWORD

- ❑ Log in to DelaFile - select User Management->Change Password menu options
- ❑ The system will ask the user the following password details:
 - Current Password
 - New Password
 - Confirm Password
- ❑ The user must enter new password as per the **password policy**

A screenshot of a web form titled 'CHANGE PASSWORD'. The form has a header bar with 'Save' and 'Cancel' buttons. Below the header, there are three input fields: 'Current Password*', 'New Password*', and 'Confirm Password*'. A password policy message is displayed between the 'Current Password' and 'New Password' fields: '(Password Policy) Password must be at least 8 characters long and contain 1 number, 1 special character, 1 lowercase letter and 1 uppercase letter.' At the bottom of the form, there are 'Save' and 'Cancel' buttons.

DELAFILE PASSWORD POLICY

Password Policy

All passwords used to access State of Delaware data should adhere to the following characteristics for strong passwords:

- Passwords must be at least eight characters long.
- Passwords should not contain your name or user name.
- Passwords should not be a restricted word or name.
- Should not repeat adjacent portions of a recently used password. (For example, first using a password like 'TooThbrush1', and then followed by 'toothpastE2'.)
- Passwords will be expired in 90 days. A shorter timeframe is encouraged.
- All personnel must treat passwords and other access credentials as confidential and should protect them from disclosure. Refer to the Enterprise Standards and Policies and notably to the Delaware Information Security Policy for further insight.
- Passwords must contain characters from at least three (3) of the following four (4) classes from the table below:

DESCRIPTION	EXAMPLES
English upper case letters	A, B, C, ... Z
English lower case letters	a, b, c, ... z
English (Arabic) numerals	0, 1, 2, ... 9
English Non-alphanumeric ("special characters")	#, \$, %, & such as punctuation symbols etc.

FORGOT PASSWORD

- ❑ Click Forgot Password link from DelaFile home page to retrieve your password
- ❑ The system will ask the user the following details:
 - Registered Email ID
 - First Name
 - Last Name
 - Zip – must be entered as per country standard
- ❑ An email will be sent to the user with the current password
- ❑ System will display a confirmation message

User Login

Email ID:

Password:

[Forgot Password](#)

FORGOT PASSWORD * Required Fields

Registered Email ID * :

First Name * :

Last Name * :

Zip * : (Note: please enter zip code as per your country standard)

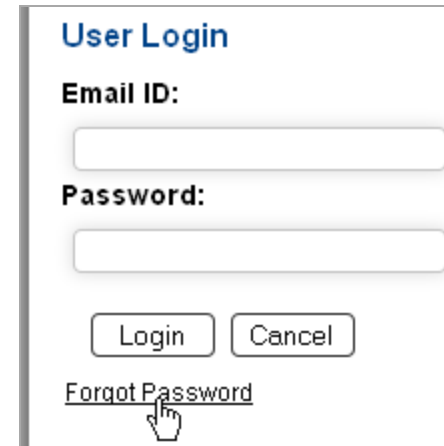
[Recover Account](#)

Your Password has been sent to your E-Mail ID

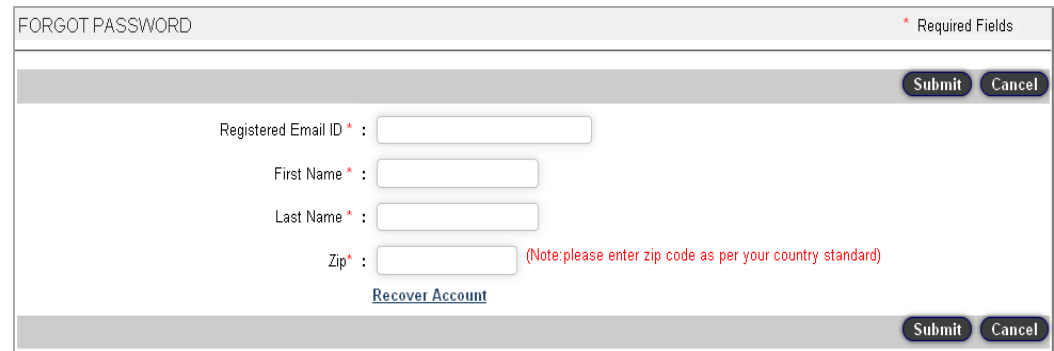
OK

RECOVER ACCOUNT

- ❑ To recover a registered account that has not been activated
- ❑ Click **Forgot Password**
- ❑ From the Forgot Password screen click the **Recover Account** link at the bottom of the screen
- ❑ The password will be sent to the user's registered Email id



A screenshot of a 'User Login' form. It features two input fields: 'Email ID:' and 'Password:'. Below these fields are two buttons: 'Login' and 'Cancel'. At the bottom of the form, there is a link labeled 'Forgot Password' with a mouse cursor icon pointing at it.



A screenshot of a 'FORGOT PASSWORD' form. The title 'FORGOT PASSWORD' is at the top left, and '* Required Fields' is at the top right. The form contains four input fields: 'Registered Email ID *', 'First Name *', 'Last Name *', and 'Zip*'. A red note next to the Zip field says '(Note: please enter zip code as per your country standard)'. Below the input fields is a link labeled 'Recover Account'. At the bottom right, there are two buttons: 'Submit' and 'Cancel'.

RECOVER ACCOUNT

- ☐ Upon clicking Recover Account, the user will be navigated to the screen below
- ☐ Enter the email ID used during registration
- ☐ Click Submit
- ☐ System will send the user an email with an activation link
- ☐ Recover account is normally used when a registered user did not receive the first activation email
- ☐ Contact the PSC DelaFile System Administrator if recover account does not succeed in recovering account

The screenshot shows a web form titled "RECOVER ACCOUNT" with a date of 5/5/2014 in the top right corner. Below the title is a legend indicating that an asterisk (*) denotes required fields. The form contains a section titled "User Information" with a label "Registered Email ID*" and a text input field containing the email address "judy+1@itek.com". There are two "Submit" buttons and two "Cancel" buttons, one pair above the input field and one pair below it.

RECOVER ACCOUNT Date: 5/5/2014

* Required Fields

Submit **Cancel**

User Information

Registered Email ID*

Submit **Cancel**

RECOVER ACCOUNT

- ❑ The user will click the activation link in the email to access recover account activation screen
- ❑ The user must enter the following information and the system generated password and click on **Submit**:
 - First Name
 - Last Name
 - Zip
 - Password

The image shows an email from testtek2@gmail.com to john.david@gmail.com with the subject 'DEPSC - User Registration confirm'. The email contains a welcome message and a link to activate the account. Below the email is a web form titled 'RECOVER ACCOUNT ACTIVATION'. The form has fields for First Name, Last Name, Zip, and Password, each with an asterisk indicating it is a required field. There are two 'Submit' buttons, one at the top right and one at the bottom right, both highlighted with red boxes. Red arrows point from the 'Submit' button in the email to the top 'Submit' button in the form, and from the 'Submit' button in the form to the bottom 'Submit' button in the form. The bottom 'Submit' button is also highlighted with a red box.

From: testtek2@gmail.com [mailto:testtek2@gmail.com]
Sent: Monday, July 01, 2013 6:30 PM
To: john.david@gmail.com
Subject: DEPSC - User Registration confirm

Hello John David,

Welcome to the Delaware Public Service Commission online system.

The following are your credentials. After activation login to Docket Manager and ensure to change your password.

UserName : John David
Password : 6582@Fk
ZipCode : 19007

To activate your account, please click on the link below:
<http://50.197.18.229:200/ExternalMain.aspx?PageURL=Global/Activation.aspx?ID=NTMyMTY5ZjMtZjA2Ni00MmJkLTlkYmEtNGU4ZTEzZjlkxY2Zk>

Do not reply to this email as this is a system generated email. If you have received this email erroneously, please notify admin@itek.com.

Thank you,
Docket Manager System.

RECOVER ACCOUNT ACTIVATION * Required Fields

User Information

First Name * :

Last Name * :

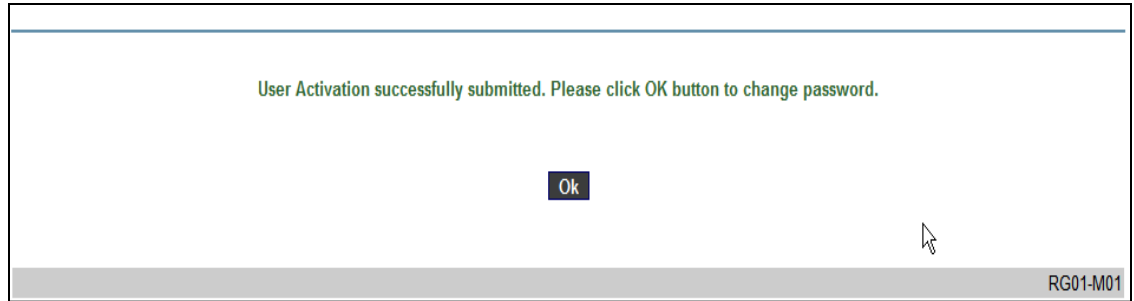
Zip * :

Password * :

RG02-S01

RECOVER ACCOUNT

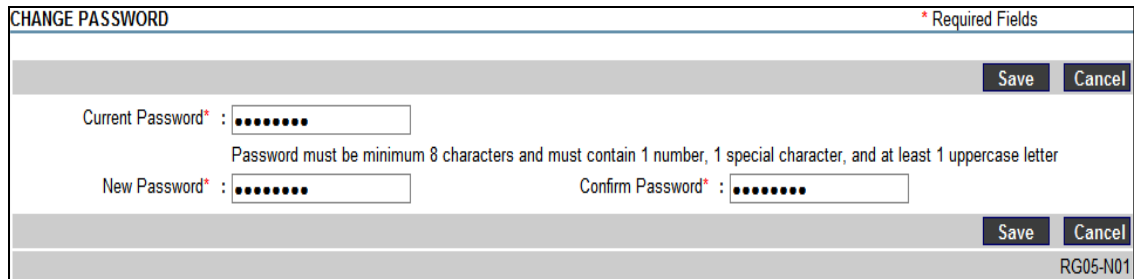
- ❑ The system will validate the information entered by the user and display a confirmation message
- ❑ Click **OK** button to display the change password screen
- ❑ The user must change the password the password (**mandatory**) to complete the recover account process



User Activation successfully submitted. Please click OK button to change password.

Ok

RG01-M01



CHANGE PASSWORD * Required Fields

Save Cancel

Current Password* :

Password must be minimum 8 characters and must contain 1 number, 1 special character, and at least 1 uppercase letter

New Password* : Confirm Password* :

Save Cancel

RG05-N01

NOTES

- ❑ “Mailing Address Same as Street Address” – common address field across the application. If the user desires to edit this section, the user must uncheck the box to clear the contents. If the user changes the Street Address section, the user must uncheck the box for “Mailing Address Same as Street Address” and then check it again to have the same address or the user can enter a different address in that section
- ❑ Replacing the Primary Contact does not deactivate the Primary Contact. They are currently deactivated if they fail to log into the system for a consecutive 12 month period after dissociation with any company. They still have the ability to sign in and register another company

COMMON BUTTONS AND FUNCTIONS

Button / Link / Abbreviation	Definitions
Add	This button allows the authorized user to add new information into the system.
Add Existing Consultant	This button allows the authorized user to add existing consultant
Associate Existing User	This button allows the authorized user to associate an existing user
Attach Document	This button allows the authorized user to navigate to “Document Details” screen and attach document(s)
Back	This button will allows the user to navigate to the prior screen
Clear	This button allows the authorized user to clear the information entered on screen <u>prior to saving the information.</u>
Confirm	This button allows the authorized user to confirm information entered
Continue	This button will allow the user to navigate to the next screen

COMMON BUTTONS AND FUNCTIONS

Button / Link / Abbreviation	Definitions
DelaFile	Delaware eFiling System
Delete	This button allows the authorized user to delete data previously entered and saved.
Display/View	This link will allow the user to view the information but will not allow edits.
Done With Attach	This button allows the authorized user to submit the information once all documents have been attached
Edit	This link is for editing/viewing information previously entered and saved.
Home	This link navigates user to the user to the DelaFile home screen. External users will have My Filing details. Internal users will have a case load summary (Phase II)
Login	This button allows the user to log into the DelaFile system after entering their login credential
Logout	The session ends by clicking on this button
Look Up	This link allows the authorized user to lookup docket list in popup window

COMMON BUTTONS AND FUNCTIONS

Button / Link / Abbreviation	Definitions
Next	This button will allow the user to navigate to the next screen
Pay Now	This button / link allows the authorized user to interface with the payment gateway / payment information screen
Print	This button allows the authorized user to print the information
PSC	Public Service Commission
Register New user	This button allows the authorized user to register new user
Remove	This button allows the user to remove a selected item from a list of items
Save	This button allows the authorized user to save information entered by the user into the system.
Search	This button allows the user to search the existing information based on the search criteria entered.
Submit	This button allows the authorized user to submit information entered by the user into the system

COMMON BUTTONS AND FUNCTIONS

Button / Link / Abbreviation	Definitions
<	This button allows the user to navigate to the first screen of the list / result page.
<	This button allows user to navigate to the previous screen of the list / result page.
>	This button allows user to navigate to the next screen of the list / result page.
>	This button allows user to navigate to the last screen of the list / result page.

Thank You