

State of Delaware eMarketplace Frequently Asked Questions (FAQ's)

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1. How do I get a login?

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All active state employees are enabled in the system by nature of their employment. Each division has an administrator assigned to employees from a division that will approve and assign roles to employees.

To see a list of eMarketplace Division Administrators please refer to the following link: [Division Administrator List](#)

2. I work in a Delaware municipality, a Delaware county, or other Delaware Political Subdivision, am I eligible for a public entity login?

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All authorized agencies, political subdivisions and entities authorized to buy from state contracts will have the right to obtain a login. This is done by requisition privileges from your agency division administrator.

To see a list of eMarketplace Division Administrators please refer to the following link: [Division Administrator List](#)

3. I am in a non-profit organization, can I obtain a login?

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As identified in [DE Code § 6910](#), any authorized grant-in-aid organization, or other nonprofit as Identified in Delaware Code can obtain and use state contracts.

For specific information and requests please send an email to: emarketplace@state.de.us

4. I have been assigned a login, but I still am not able to login. What do I do?

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For state employees, your Empl ID is your assigned employee identification number. If you are a political subdivision, instead of using an employee id number, enter your email address. Please remember that all login information, both User ID and password are case sensitive. If you still have trouble logging in you may reset your password by clicking the link on the sign in page.

For video training on how to log in, please click here: [Signing In](#)

5. Why do I need a login?

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Only authorized users will have access to the State of Delaware eMarketplace. Authorization to purchase from State contracts is restricted by Delaware Code, as identified in [DE Code § 6910](#), making identification of buyers necessary. All public information related to contracts remains visible without a log in on [mymarketplace.delaware.gov](#).

6. I am a Delaware resident. Can I get access to the Delaware eMarketplace?

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The shopping environment is restricted to employees only to prevent inappropriate orders and use of state contracts. All public information from within the system is published in the “Results Delaware” portion of [mymarketplace.delaware.gov](#).

7. I am a Delaware citizen, how do I see the prices you are paying?

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The eMarketplace administrative team provides price and utilization transparency for the benefit of agencies, vendors and its citizens through published reports on [mymarketplace.delaware.gov](#).

8. Can everyone that has a login buy items?

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No. All users will be assigned roles which will determine their permissions in the system.

9. What roles have been created?

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The following roles have been created:

- Shopper – is allowed to shop, compare items and build a cart
- Requester – is authorized to execute a transaction and buy on behalf of their organization
- Approver – if enabled, is an authorized Department or Division reviewer and approver to ensure that only appropriate purchases can be made

- Division Administrator – is an eMarketplace Administrator with ability to control access and approval processes within their Division
- Central Administrator – is an central or main eMarketplace Administrator with access to and within the system