

**Help Desk Support Chart – For Employees**  
**Who do I contact with questions/issues?**

	State of Delaware Employee Self-Service Help Desk	Statewide Benefits Office (SBO) Help Desk	Agency/School IT Service Desk	Agency/School HR/Benefits Office
<b>When Should I Contact Them?</b>	<ul style="list-style-type: none"> <li>Unable to access Employee Self-Service, because the Self-Service password reset, Multi-Factor Authentication (MFA), or Account Unlock for my.delaware.gov did not work</li> <li>Experiencing technical issues with Employee Self-Service via my.delaware.gov (i.e., system slowness, pages not displaying, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Questions about benefit programs and offerings administered by Statewide Benefits</li> <li>Questions about completing the Open Enrollment steps</li> <li>Questions about completing the Spousal Coordination of Benefits Form</li> </ul>	<ul style="list-style-type: none"> <li>Challenges with your PC or laptop (including remoting in)</li> <li>Issues with your internet browser or pop-up blocker</li> </ul>	<ul style="list-style-type: none"> <li>Forgot your personal email address you used to sign into my.delaware.gov</li> <li>Employee Self-Service tile is not available when logged into my.delaware.gov; Confirm with HR you created your myDelaware identity using the exact same legal first and last name, and same MyDelaware/Okta Login email as is in PHRST (HR may need to update/fix your email in PHRST)</li> <li>Notice your birth date or dependent information is incorrect in Employee Self-Service</li> <li>Do not know your Employee ID</li> <li>Unable to enroll or make changes to your benefits</li> <li>Do not have access to a computer, tablet, or mobile device</li> <li>Questions about school district specific benefits (as applicable)</li> </ul>
<b>How Do I Reach Them?</b>	Online: <a href="#">Contact Us</a> Phone: 1-866-751-7833 Email: <a href="mailto:ESS.Security@delaware.gov">ESS.Security@delaware.gov</a>	Phone: 1-800-489-8933 Email: <a href="mailto:benefits@delaware.gov">benefits@delaware.gov</a>	Contact your organization's IT staff for assistance	Contact your organization's HR/Benefits Office for assistance
<b>When Are They Available?</b>	Monday through Friday, 8:00 am – 4:30 pm	Monday through Friday, 8:00 am – 4:30 pm	Assume Monday through Friday, 8:00 am – 4:30 pm business hours are in effect	Assume Monday through Friday, 8:00 am – 4:30 pm business hours are in effect

***Have other questions about my.delaware.gov or Employee Self-Service not mentioned above?***

Check out these resource pages: [myDelaware Help Page](#), [myDelaware and Delaware ID FAQs](#), and [Employee Self-Service FAQs](#).

*Still have questions after reviewing these resource pages?* Contact your organization's HR/Benefits Office for assistance.