



March 27, 2023

DCRB CIRCULAR NO. 1021

To All Members of the DCRB:

Re: **NEW USER ROLES FOR AGENTS AND EMPLOYERS**

In preparation for the release of the newly redesigned Delaware Insurance Plan Manager (DIPM), the DCRB is introducing new user roles for Delaware Agents and Delaware Employers. Additionally, agencies and employers will be able to set up group administrators that can control user access and manage online residual market applications across the company within the DCRB's Application Manager.

The group administrator will be responsible for establishing and maintaining user access to the website and DCRB web products. Each group administrator must be appointed by the Agency's principal or an Employer's authorizing officer. The authorizing officer must be a controlling member of the company, such as the President, Owner, or Officer. It is important to note that a group administrator must be registered before access to any secure application(s) will be allowed for any user.

The DCRB will provide group administrators with the necessary tools and instructions to enable them to manage the security of the group's data and user access. The DCRB will also communicate any system information or other important notifications to these administrators as representatives of their group.

First time users of the website should visit the DCRB website at www.dcrb.com and click on the **Application Login** link to register for access.

Agents and employers that are already registered users on the DCRB's Application Manager do not need to re-register. Existing users should login to the [Application Manager](#) and select **Request Status Change** to change their user type. This request will be sent to the registered group administrator for approval. If no administrator is registered, DCRB Central Support will reach out with additional steps.

Questions about user registration or administrator access should be directed to DCRB Central Support at centralsupport@dcrb.com.

William V. Taylor
President

Remember to visit our web site at www.dcrb.com for more information about this and other topics.