



# Frequently Asked Questions for the Educator

## CTC Online

### **Getting Started**

#### ***These are a few things you need to know before you get started.***

Most, but not all clear credentials are renewable online. If you are unable to renew using the online services, please submit a paper application (41-4) and fee to the Commission. Route the application to QC (Quality Control) in the upper right hand corner of the application form. This will allow us to process these applications quickly and avoid any additional delays. Please note, credentials must be less than 12 months from the expiration date to be renewable.

#### ***1. I received an email stating my profile had been changed but I did not change anything.***

This email is sent to the educator whenever their name or their email address has been changed. If you have not changed any information please check your file to see if the information is still accurate or if you have a recommended application pending. An email address is often changed from a personal email to a work email or vice versa when a recommendation is submitted. If the information contained in your file is not accurate, please contact the Commission at [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov).

Also, changes to your name or email address by Commission staff will generate the profile change email. If you have submitted an application, or notified Commission staff of a change through email or on the telephone, when the requested updates are completed it will generate an email.

#### ***2. What is the Educator Page?***

The Educator Page has been designed to be a one stop location for all your business transactions with CTC. Following are some of the functions available through the Educator Page:

- Create and/or modify your personal profile
- View current and historical documents
- View the status of pending applications and type of document being requested
- Complete or return a recommendation
- Renew a document
- Apply for a new document (all other credentials that do not require a recommendation)

#### ***3. How can I change my name or update my contact information?***

The educator page is where edits to your profile can be made (email, phone numbers, and address). **Once the necessary edits have been made, select the "Save" button.**

For step-by-step instructions on changing your personal profile, use this [link](http://www.ctc.ca.gov/credentials/online-services/pdf/profile-status-tips.pdf):  
<http://www.ctc.ca.gov/credentials/online-services/pdf/profile-status-tips.pdf>

If you have changed your contact information (street address, email address, etc.) you will be required to go through the authentication process. The questions are generated by a third party verification vendor that gets the information from public records and not from the Commission.

Name changes must be completed submitting the Declaration of Name Change Form (41-NC) by postal mail. The form is available at <http://www.ctc.ca.gov/credentials/leaflets/41-NC.pdf>. **Please note that any changes made to your personal information online will generate an email notifying you that your profile has been updated.**

#### **4. How does a new user create a "profile"?**

For step-by-step instructions on creating your personal profile, use this link: <http://www.ctc.ca.gov/credentials/online-services/pdf/profile-status-tips.pdf>

## **Credential Information**

### **1. How do I update my County of employment?**

When viewing your profile, you may notice the following;

**Last Known County of Employment:** Note: Please verify County of Employment is current

The county of employment is not required. However, if it is listed, the Commission will also send information related to new, upgraded, or renewed credentials to the related County Office of Education. If you choose, steps to update County Office of Education information are available online using this link:

<http://www.ctc.ca.gov/credentials/online-services/pdf/profile-status-tips.pdf>

### **2. I need fingerprint clearance from the Commission. How do I apply for a Direct Web application for the COC and/or ASCC?**

Instructions on applying directly to the Commission for a Certificate of Clearance (COC) or Activity Supervisor Clearance Certificate (ASCC) are available at

<https://www.youtube.com/watch?v=g7WoL7-XBg4>

### **3. How do I renew my credential?**

Instructions on completing a renewal of your credential are available at

<https://www.youtube.com/watch?v=BpL6gofa2zU>

**Note:** Some credentials may not be renewable online.

- Clear and Level II credentials must be within their last year of validity before they can be renewed.

### **4. My credential does not show up online in the renewal area**

If your credential is not available online and should be renewable, please mail Form 41-4 application and \$100 fee directly to the Commission. Write QC (Quality Control) in the upper right-hand corner of the application on the "Route to" line so we can process the application as soon as possible. The application form is available at <http://www.ctc.ca.gov/credentials/leaflets/414.pdf>. If the type of credential you wish to renew is not listed on the form just write in the type of credential you are renewing.

**Do not create a new application by using the Web Application process online as this will not renew your credential!**

### **5. How do educators access their recommended applications?**

Instructions on completing a recommendation of your credential are available at

<https://www.youtube.com/watch?v=q5ak0Akc8Zo>

**If a recommendation for your document does not appear online when you log in, contact your recommending agency right away. Do not create a new application through the online Web Application process if waiting for a recommendation for a credential from a program sponsor. The recommending institution that must enter the application!**

## 6. How do I check my application status?

Processing times for application processing are available at <http://www.ctc.ca.gov/credentials/default.html>.

## 7. If an educator begins to make an application in the web application section, leaves it pending, and then decides to cancel the application, how do they delete it?

Once the educator creates an application it cannot be deleted. The application can remain there without being submitted and will drop out of the system after 90 days. If anything needs to be edited inside the document the document can be selected, edited, saved, and submitted.

## 8. A teacher is trying to renew a credential online. When clicking the "submit payment" button, this error comes up. Suggestions?

We detected an Error which may have occurred for one or more of the following reasons:  
An error has occurred finding your prior place in the system. Please try a new query.(SBL-DAT-00252)

This error occurs when the applicant clicks the submit payment button more than once. Have them hit the Home link in the upper right corner then start over. When the submit button is pushed this time make sure they only hit it once. A pop up window or a new tab will appear.

## 9. Why am I not seeing all of my credentials or applications on the screen?

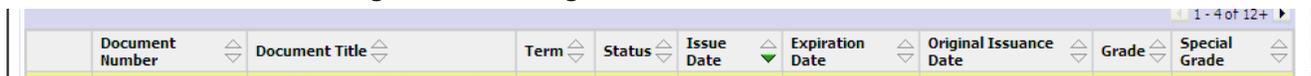
The CTC Online system can only list a specific number of selections in each section. In the upper right-hand corner of each section there will be numbers indicated the number of records and which records are displayed. If there are more records than can be displayed the user can click on the arrows to the right or left of the numbers to scroll through the records. (please see below). This information shows that 5-8 of 12 records are currently displayed. The user can click on the arrows to the right or the left of the numbers to scroll through the records.



As you move through the screens in the CTC Online system, any section with more records than can be displayed will display this feature to allow the user to scroll through the records. Click on the **Document** tab to view your documents and on the **Applications** tab to view your applications. The initial screen will display the most current document at the top.

## 10. How can I sort my credentials or applications?

At the top of each section you will see a row of gray boxes at the top of each column that will allow you to sort your credentials. The green arrow in the Issue Date box of the example below shows the current view of the documents. You can click on any of the arrows in these boxes to sort the records in ascending or descending order.



Document Number	Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date	Grade	Special Grade
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As you move through the screens in the CTC Online system, any section with multiple records and gray title boxes containing sorting arrows will allow the user to sort the records contained in that section.

## Professional Fitness

**1. I read the Professional Fitness Questions online and I needed to answer yes to one of the questions. I clicked on "here" to get the instructions and got a security message, "Do you want to view only the webpage content that was delivered securely?" (See below.) When I selected "yes," I was I was directed to a canceled webpage and I cannot view the instructions for the Professional Fitness Questions. What should I do?**

You have several options. You will be directed to the Professional Fitness Questions instructions if you either:

- Select "no" to the security message or,
- Right click and select "open in a new window or,
- Right click and select "open in a new tab" or
- Download the instructions by going to the Commission's web site ([www.ctc.ca.gov](http://www.ctc.ca.gov)) and then clicking on the "Educator Misconduct" box at the top of the page. The link to the instructions are at the top of the page; "HOW TO COMPLETE THE CTC ONLINE PROFESSIONAL FITNESS QUESTIONS" (<http://www.ctc.ca.gov/educator-discipline/files/prof-fitness-instructions.pdf>).

If you have any further issues, or still cannot access the instructions, please email the Division of Professional Practices at [CTC-PFQquestions@ctc.ca.gov](mailto:CTC-PFQquestions@ctc.ca.gov).

## **2. I thought I would be able to see Suspended Credentials**

We are currently updating the data for all Suspension history that was served prior to the CTC Online system implementation on May 29<sup>th</sup>, 2012. If you need clarification on any suspension history available to the general public, you may email us at [DPPInfo@ctc.ca.gov](mailto:DPPInfo@ctc.ca.gov), by placing SUSP HISTORY in the subject line.

## **3. Definition of Valid**

On the look-up screens, currently the term "Valid" displays in the Status column even if the document is expired. Because this is causing some confusion in the field, as an immediate resolution of the problem, we will be removing "valid" from the status field. You will need to look at the Issue and Expiration dates of a credential to determine if it is still valid. Some individuals may have information in the Status field that reflects an adverse action. That information will continue to be displayed. More information will follow as we continue to improve the usefulness and clarity of the system.

## **Printing**

### **1. What happens when pressing the Email Document button?**

Pressing the Email Document button sends an email to the Educator with a PDF attachment of the selected document which is then available for printing.

### **2. How can I print the document details to submit to my employer?**

<https://www.youtube.com/watch?v=GT60o5eW2YU>

## **Recommends**

### **1. Reviewing a recommendation.**

The educator is responsible for reviewing all of the details on their recommendation by clicking on the hyperlink on the document. If you notice an error such as a missing authorization or an incorrect issue date, the application can be returned to the submitter prior to completing payment.

### **2. How will the recommendation be returned for correction?**

If you have not paid for the recommendation, you can return it to the recommender with a reason for the change. You would click on the **Return Application to Authorized Agency** button and give a reason as to why you are returning the application.

### **3. When reviewing my file, can I click on a given document and see the details of that document?**

Yes, you may click on the hyperlinked document number to view the details of each document

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