How to Complete Your Online Recommendation

1. From the Commission’s Home page www.ctc.ca.gov, click the Services for Educators navigation button

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3. Select the Educator Login button to begin your application.

4. Log in to your personal profile on the secure Educator Page using your SSN and date of birth.
5. Verify your personal information on your Profile page. Click Next.

6. Your personal Educator Page provides a view of your document history. Under the heading "Recommends," click on the arrow in the left column to highlight the document your program sponsor or other agency has submitted.

   NOTE: If your program sponsor or employer informed you that it has submitted an application for a document but it does not appear on this screen, stop here and contact the agency immediately for assistance.
DO NOT COMPLETE A NEW WEB APPLICATION IN PLACE OF A RECOMMENDATION FOR A PRELIMINARY OR CLEAR CREDENTIAL! The Web Application process is only for persons seeking fingerprint clearance to get a Certificate of Clearance or an Activity Supervisor Clearance Certificate.

7. Click on the small blue-gray arrow at the end of the row of the document you want to complete to highlight the row yellow. Once highlighted, you can click on the drop down box and select “Yes.”
8. Select “Complete” to continue the application process.

If you see an error on the document submitted, enter a Return Reason and select the Return Application to Authorized Agency button. After a document is returned, it will no longer appear on this page until it is resubmitted by the program sponsor or employer.

Recommended documents will only appear for 90 days. If the recommendation application is not completed and paid for within this timeframe, it will be purged by the system and the agency must resubmit the application.

9. Read the entire Disclosure page for the Professional Fitness questions. Pay particular to the last part before continuing:

Warning:
You will be required to certify (or declare) that the foregoing statements in this application are true and correct, by doing so, you are also stating that you understand:
That the information you provide is true and correct;
• Any and all instructions related to your application;
• Failure to disclose any information requested is falsification of your application and the Commission may reject or deny your application or take disciplinary action against your credential.
• The Commission may reject your application if it is incomplete and it will be delayed; and
• Fees are nonrefundable and earned upon receipt.

If you have any questions, you can contact the Commission anytime by email at ctc-pfquestions@ctc.ca.gov

Click Next
10. Answer each of the Professional Fitness Questions. If you need assistance completing the Professional Fitness Questions, [click on this link for help](#).

Complete the Oath and Affidavit, and click Submit Payment. **Click Submit Payment only once!**

11. On the next page, click the Process Payment button to move forward.
12. The display shows the document applied for and the amount to pay. Click the Continue button.

13. Complete the billing verification information for LexisNexis. Choose to pay with credit card (can also use debit card with Visa or MasterCard logo). Click Continue button when finished.

NOTE: The application fee is earned upon receipt and is not refundable. (Reference: Title 5, California Code of Regulations, Section 80487)
14. Verify all the payment information is correct, including email address. Click Complete Payment button. **Do not click the Complete Payment button more than once!** After clicking Complete Payment, do not use the Back button in the web browser. Wait for the Confirmation page to be displayed.

15. On the Confirmation page, use the 1st link provided to obtain a printable receipt for your reference. After printing your receipt, you can return to CTC Online using the 2nd link "please click HERE."
16. The final landing page provides directions back to the Educator page or to log out of CTC Online.

Note: If you answered “yes” to any of the Personal and Professional Fitness questions you must send the required supporting materials to the Commission as per the instructions provided.