Services for Educators

How to Renew/Reissue Your Documents

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

   ![Navigation Buttons]

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

   ![Educator Page]

3. Log in to your personal profile on the secure Educator Page using your SSN and date of birth.
4. If your personal information must be updated, you can make changes here. Click here for help with completing information in your profile.

When your personal profile is complete, click ‘Next.’

YOU CANNOT SUBMIT A NEW WEB APPLICATION TO RENEW AN EXISTING CREDENTIAL OR PERMIT! This process is only for persons seeking a new Certificate of Clearance or Activity Supervisor Clearance Certificate.

NOTE: If you hold a document eligible for renewal that does not appear under the “Renewals/Reissuances” heading, stop here and promptly contact the Commission for assistance.

6. Under the heading “Renewals/Reissuances,” click the small blue-gray arrow on the left to highlight yellow the row of the document you wish to renew. Then click on the drop down and select “Yes.” If you have more than one eligible document you wish to renew, you must repeat this step for each one.
If the additional document you are seeking to renew is dependent on holding a valid basic credential (such as an Administrative Services Credential), see steps 7 and 8; if it is not a dependent document, go directly to step 9.

7. **(Dependent documents only)**
   When renewing a dependent document, you will be required to identify your basic credential. Use the pick applet on the right of the “Pick Base Credential” box to choose your basic credential from a popup list.

8. **(Dependent documents only [cont.])**
   A pop up window should display showing which documents are eligible to serve as your basic credential. If more than one document is eligible to serve as the basic credential, click on the small blue arrow at the left of the row to select the one with the latest expiration date.

   Select OK to populate the “pick base credential” field. You should now be able to continue the renewal process.
9. Once you have selected “Yes” on each document to be renewed, click on the “Complete” button.

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

Complete all required fields of the Oath and Affidavit, and click Submit Payment. **Click Submit Payment only once!**

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

14. 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)
15. 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.

16. 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 with the 2nd link "please click HERE."
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.