Online Services for Educators

Quick tips-How to Renew/Reissue Your Documents

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

2. Select the Educator Page button.

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


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

**YOU CANNOT SUBMIT A NEW WEB APPLICATION TO RENEW AN EXISTING DOCUMENT!** This process is only for persons seeking a new Certificate of Clearance or Activity Supervisor Clearance Certificate.
6. Under the heading “Renewals/Reissuances,” click the small blue arrow on the left to highlight 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 process for each one.

If the additional document you are seeking to renew is dependent on your basic credential, see step 7; 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 here to choose your basic credential from the list.
8. **(Dependent documents only [cont.])**
A pop up window should display showing which documents are eligible to be a basic. 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-pfqquestions@ctc.ca.gov or leave a voice mail at (916) 322-4974.

Click Next.

11. If you need assistance completing the Professional Fitness Questions, click on this link for help.

Answer each of the Professional Fitness Questions, complete the Oath and Affidavit, and click Proceed to Payment. **Click Submit Payment only once!**
12. On this page, click the Process Payment button to move forward to the next step.

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 the Continue button when finished.
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**

16. Use the 1st link provided to obtain a printable receipt for your reference.

16. After printing your receipt, you can return to CTC Online with the link “To return to the CTC application, please click here.”
17. The final landing page provides directions back to the Educator Page or to log out of CTC Online.

Please note: if you have allowed your credential to lapse for more than 18 months, you will be required to be resubmit your fingerprint information along with your application for reissuance. See Credential Leaflet CL-271 on the Commission’s website for further details.

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

If your document eligible for renewal does not appear under the heading Renewals/Reissuances or if you need assistance with the renewal process, you can contact the Commission with an email to credentials@ctc.ca.gov or call (916) 322-4974 Monday - Friday from 12:30 PM to 4:30 PM Pacific Time.