



# Credential Information Alert

**DATE: June 20, 2013**

**NUMBER: 13-07**

**SUBJECT: Online Renewal and Reissuance When Fingerprint Information Has Been Invalidated**

**Summary:**

This Alert provides an update on the most recent CTC Online system enhancement which affects educators who were previously unable to complete the online renewal process due to fingerprint invalidation.

**Key Provisions:**

As discussed in [Coded Correspondence 12-10](#), distributed in August 2012, the Commission has been invalidating the fingerprint information for educators who have not held a valid document for eighteen months or more. Educators who have had their fingerprint information invalidated and who subsequently apply for renewal have been required to submit a paper application for renewal.

The CTC Online system has now been enhanced to allow educators to complete the online renewal process for reissuance of an expired document. An educator's eligible document(s) will now display as renewable on their CTC Online Educator Page regardless of fingerprint submission status. If an educator does not have current fingerprint information on file, the educator will be sent a letter requesting that they submit new fingerprint information in order for their renewal to be processed.

*Certificate of Clearance*

The Certificate of Clearance (COC) provides no authorization, only verification that the holder has completed the Commission's fingerprint and professional fitness review process. If an educator needs to renew their COC, he or she must apply for a new COC using the Direct Web Application process (<http://www.ctc.ca.gov/credentials/online-services/pdf/web-app-tips.pdf>). As it is for all credentials, new fingerprint information will not be required if the previous COC has been expired for less than 18 months.

*Renewal by Paper Application*

In the rare instance where a document does not display as renewable online, educators should follow the "QC" renewal process as described in the [CTC Online FAQs \(Credential Information](#)



[section, Question #3](#)), submitting a paper Application Form 41-4 routed to “QC”, appropriate processing fee, and printed screen shot showing the unavailability of their document for online renewal.

**Source:**

Education Code §§44339, 44340, and 44350

Penal Code §11105.2

**Resources:**

Coded Correspondence 12-10: Approval of Regulations Pertaining to Fingerprint Submission  
<http://www.ctc.ca.gov/notices/coded/2012/1210.pdf>

CTC Online FAQs for the Educator

<http://www.ctc.ca.gov/credentials/online-services/pdf/CTC-online-FAQ-public.pdf>

**Contact Information:**

Questions on this subject may be directed to the Commission’s Information Services Unit at (916) 322-4974 from 12:30 PM to 4:30 PM Monday through Friday or at [credentials@ctc.ca.gov](mailto:credentials@ctc.ca.gov).