



# Online Services for Educators

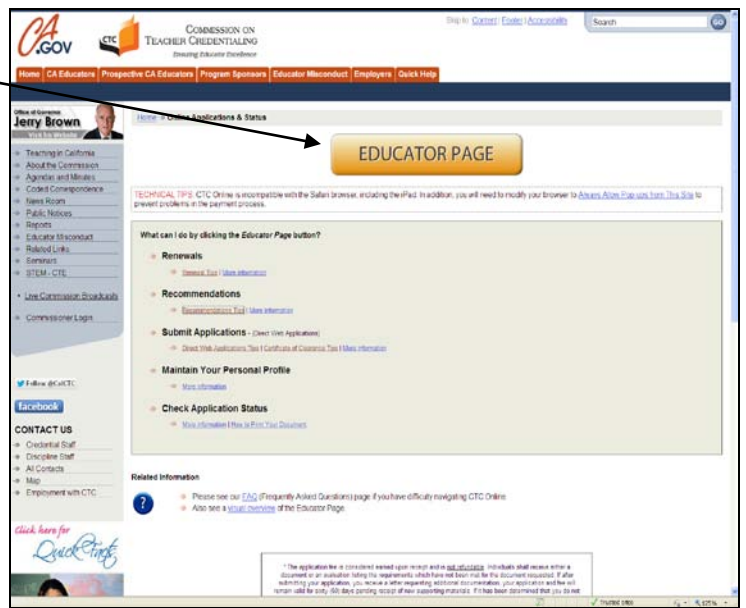
## Quick tips-How to Complete Your Online Recommendation

**Important:** Before beginning the application process, be sure set your web browser to “Always accept pop-ups” from the Commission’s website.

1. From our Home page [www.ctc.ca.gov](http://www.ctc.ca.gov), click the **Online Services for Educators** navigation button



2. Select the **Educator Page** button.



3. You may receive a Security Warning. If so, follow the instructions to add our website to your list of Trusted Sites.



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. If necessary, you can edit this information here before moving to the next step. When finished, click Next.

- 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 recommending agency has submitted an application for a document but it does not appear on this screen, contact them immediately for assistance. **DO NOT ATTEMPT TO COMPLETE A WEB APPLICATION IN PLACE OF A RECOMMENDATION!**

The screenshot shows the 'Educator Page' of the Commission on Teacher Credentialing. It features a navigation bar with 'Agency User', 'Search', and 'Educator Page'. Below the navigation bar, there are tabs for 'Document', 'Application', and 'Adverse and Complaint Action'. A table displays document history with columns for Document Number, Document Title, Term, Status, Issue Date, Expiration Date, Original Issuance Date, Grade, and Special Grade. Below this table is a 'Recommends' section with a table for 'Return Application to Authorized Agency'. The 'Return Reason' column has a dropdown menu open, showing 'Yes' and 'No' options. An arrow points from the '6.' instruction to the 'Recommends' section.

- Click the drop down box and select “Yes.”

This screenshot is similar to the one above but shows the 'Return Reason' dropdown menu in the 'Recommends' section with 'Yes' selected. An arrow points from the '7.' instruction to the 'Yes' option in the dropdown menu.

- Select "Complete" to continue the application process.

If there is an error on the submitted recommendation, enter a Return Reason and select Return Application to Authorized Agency. When a document is returned, it will no longer appear on this page until it is resubmitted by the Authorized Agency.

**NOTE:** Recommended documents will only appear for 90 days until purged by the system. If this occurs and you have not completed the application process, the Authorized Agency must resubmit the application.

The screenshot shows the CTC website interface. At the top, there is a navigation bar with 'CA.GOV', 'CTC', and 'COMMISSION ON TEACHER CREDENTIALING' with the tagline 'Ensuring Educator Excellence'. Below this is a search bar and 'Agency User' and 'Search' buttons. The main content area features a table with columns: Document Number, Document Title, Term, Status, Issue Date, Expiration Date, Original Issuance Date, Grade, and Special Grade. The table lists several documents, including 'Career Substitute Teaching Permit', '30-Day Substitute Teaching Permit', and 'Multiple Subject Teaching Credential'. Below the table is a 'Recommendations' section with a 'Complete' button and a 'Return Application to Authorized Agency' button. A table below this section allows users to select a document, view its details, and choose a return reason.

- Read the Disclosure page for the Professional Fitness questions and answer "Yes" to continue to the next page.

The screenshot shows the 'Professional Fitness' disclosure page on the CTC website. It contains several numbered questions (1-5) regarding disciplinary actions, charges, and other relevant information. Each question has radio buttons for 'Yes' and 'No' and a 'Back' button. At the bottom, there is a 'Warning' section and a 'Do you understand?' section with a 'Yes' button.

10. Answer each of the Professional Fitness Questions, complete the Oath and Affidavit, and click Proceed to Payment. **Click Proceed to Payment only once!**

11. The display shows the document applied for and the amount to pay. Click the Continue button.

12. 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.

CA .GOV COMMISSION ON TEACHER CREDENTIALING  
Strengthen California's Education

Total Amount: \$23.50

**Billing Address**

Address Type:  
 Business (U.S. and Puerto Rico)  
 Military (APO/FPO)  
 International (excluding Canada, Mexico)

Cardholder First Name \*  
Cardholder Last Name \*  
Zip Code \*  
Address \*  
Address Country \*  
City \*  
State \*  
Email Address \*  
Phone \* (916) 858-2888

**Payment Information**

Payment Type:  
 Credit Card  
 Debit Card  
 Bill Payment

Card Number \*  
Expiration Date \* [MM] [YY]

Go Back Continue

LexisNexis®

13. Verify all the payment information is correct, including email address. Click Complete Payment button. **Do not click the Complete Payment button more than once!**

CA .GOV COMMISSION ON TEACHER CREDENTIALING  
Strengthen California's Education

Total Amount: \$23.50

**Billing Address**

Address Type:  
 Business (U.S. and Puerto Rico)  
 Military (APO/FPO)  
 International (excluding Canada, Mexico)

Cardholder First Name \* David  
Cardholder Last Name \* O'Neil  
Zip Code \* 95611  
Address \* 1938 Doctor Avenue  
Address Country \* US  
City \* Sacramento  
State \* CA  
Email Address \* david.o'neil@calstate.edu  
Phone \* 916-945-0789

**Payment Information**

Payment Type:  
 Credit Card  
 Debit Card  
 Bill Payment

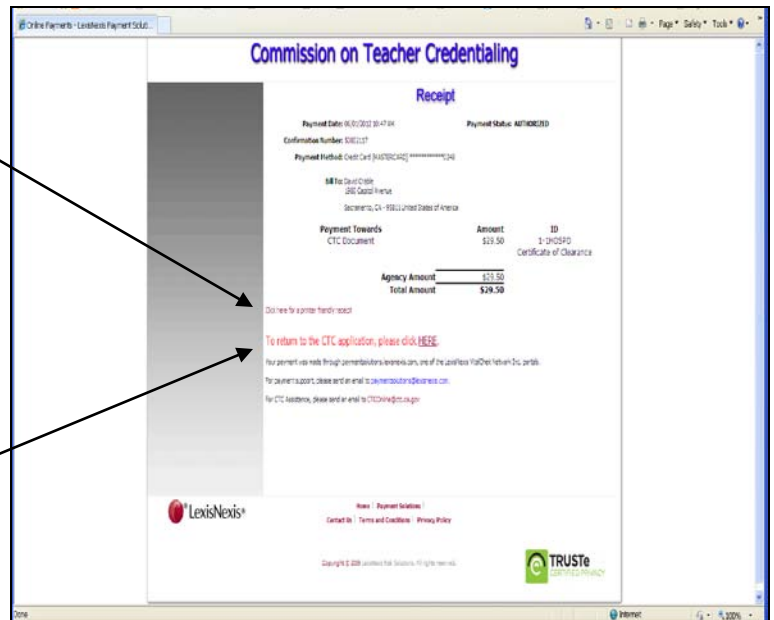
Card Number \* \*\*\*\* \* 1234  
Expiration Date \* 11/2014

By checking this box, you are authorizing the payment of the bill amount.

Go Back Complete Payment

LexisNexis®

14. Use the 1<sup>st</sup> link provided to obtain a printable receipt for your reference.



15. After printing your receipt, you can return to CTC Online with the link “To return to the CTC application, please click here.”

16. The final landing page provides directions back to the Educator page or to log out of CTC Online.

