



Educator Certification



Your
Florida Department
of Education

Educator Certification On-line Application HELP

*Instructions and Frequently Asked Questions for
assisting applicants*

Application Web Site: <https://certify.fldoe.org>
Certification Web Site: <http://www.fldoe.org/edcert>

*2008 FASPA Fall Conference
Hilton Daytona Beach Oceanfront Resort
Friday, October 24, 2008 – 9:00-11:00 am*

Presented by David C. LaJeunesse, Director of Operations & Technology

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HOW TO CREATE AN ON-LINE ACCOUNT

Please use the following steps to register.

Click on the 'Create Account' link. A security alert may appear in a pop-up window. The Florida Online Application System is a secure Web site. Please click 'Yes' or 'Continue' to proceed to the 'Create Account' screens.

Completing the Create Account Screen

You must create a user name and password to begin the application process. The user name you create will enable you to submit your On-line Application for Certification in Florida, update your mailing address in your Florida certification record, make payment for any unpaid fee balance using your major credit card, and access current information about your Florida certification record.

Note: If you already have a file established with the Bureau of Educator Certification then the information you enter when creating an account must match the information in the certification database.

Section 1: Registrant Information

You will be asked to provide your valid US Social Security number, First and Last name and your Date of Birth. If you have ever applied for a Florida Educator's Certificate in the past then you may enter your Florida DOE number instead of your Social Security number. Review the information you have entered to make sure it is correct. Please click the 'Next' button to continue with the Create Account screens.

Note: If you have previously applied for a Florida Educator Certificate, data will be read from the Educator Certification database and automatically added to your online application.

Section 2: Please validate your information and create your User Name

You are asked to re-enter your SOCIAL SECURITY NUMBER or DOE number as a means of data verification. Verify that your name and Date of Birth are correct. You may then select your desired login and a Secret Question/Answer for use in the event that you forget your password.

Your e-mail address will be used to send you a temporary password. Please make sure that your e-mail account does not filter/exclude the domain 'fldoe.org'.

Press the 'Next' button to complete the User Registration form.

Registration Confirmation

Within a few minutes a temporary password will be sent to your e-mail address. The next time you login to access your account you will be required to use the temporary password.

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Create Account – Frequently Asked Questions:

- **I have previously used the on-line application and Applicant Status Lookup tools offered on the Web site. Will my username and password still work or do I need to create a new account?**

If you have previously accessed the 'Applicant Status Lookup' tool to view the status of your application, you do not need to create an account. The User Name previously created can be used to access the on-line application. You are required to update your password every 90 days, so if your previous password is more than 90 days old, you will be prompted to establish a new password prior to using the Web site.

- **Can I register an account on-line if I don't have a Social Security number?**

If you have ever applied for a Florida educator's certificate in the past, then you may use your DOE Number. You must have either a DOE# from a previous application or a valid US Social Security number to create an on-line account and submit an application on-line. If you do not have a U.S. social security number, please [request an application form by mail](#).

- **How do I know if I have a DOE number?**

If you have previously applied or held a Florida Educator Certificate you have been assigned a DOE number. Your DOE number is printed on your Florida Educator's Certificate and may be printed on any official correspondence issued from our office. Your DOE number will also be displayed at the top of most screens within this Web site. If you do not currently have a DOE number, one will be assigned to you after you have successfully submitted an application.

- **When I try to create an account, I get an error message indicating that my last name does not match. What should I do?**

The name you use to create an account must match the name in our certification database. If your name has changed since you previously applied, you will need to create your account with your previous name. Once your on-line account has been created, your name will be updated at the time you file a new application. If your name has not changed since you last applied, you should contact our office to verify that your name is spelled correctly.

REQUEST TEMPORARY PASSWORD

To request a temporary password, you will need to confirm your UserName, Last Name and Date of Birth. If the information you entered matches the information in our database, then you will be presented with the option to have your new password sent to your default e-mail address or to an alternate e-mail address of your choice. You will receive confirmation that your password has been sent to the e-mail address you indicated and then be provided a link and instructions to return to the homepage to login.

When you sign in using your UserName and Temporary Password, you will immediately be prompted to update your password. You will see a box titled 'Password' in which you must enter the same Temporary Password you received via e-mail. The next 2 boxes are 'New Password' and 'Confirm New Password'. You will need to enter your new password exactly the same in each of these boxes.

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When you have completed this step, you will receive confirmation of your new password and directions to login. Please return to the homepage and login using your UserName and newly created password.

FORGOT YOUR USER NAME

You can retrieve your forgotten UserName by supplying your Social Security Number or DOE Number, First Name, Last Name and Date of Birth. When you have entered this information, click the 'Submit' button. If the information you entered matches that in the certification database, you will be routed to the logon screen and your UserName will appear in the User Name field.

FORGOT PASSWORD

You can have your password e-mailed to you by completing the 'Forgot Password' section. You will need to enter your UserName then click Next. When the screen refreshes, you will be shown your Secret Question with a text box for you to enter your Secret Answer. This information was established when you created your account. After you successfully provide your Secret Answer, you will be e-mailed your password with instructions to return to the homepage and login.

Request Temporary Password, Forgot Username and Forgot Password – Frequently Asked Questions

- **I'm spelling my password correctly, why is it not being accepted?**

Please note that the password field on the login screen is **CASE SENSITIVE**. You will need to enter your password using the appropriate capital and lower-case letters. (Example: if your password is 'sAmPlE', then entering 'SAMPLE', 'Sample' or 'sample' will result in a failed password attempt).

- **My account has been locked due to too many failed login attempts. How do I unlock my account?**

If your account is locked due to multiple failed login attempts, you can unlock your account by logging in to your account with a temporary password. Please refer to the REQUEST TEMPORARY PASSWORD section.

- **I saw the confirmation page indicating that a temporary password was being sent, but I never received it. What should I do?**

The e-mail will be sent from 'FLcertify'. Please make sure that your e-mail account does not filter/exclude the domain fldoe.org. You should not close or leave the confirmation page until you receive the e-mail. If you do not receive the e-mail please try the REQUEST TEMPORARY PASSWORD again and verify that your e-mail address is spelled correctly.

- **I can't retrieve my password because my information doesn't match. What can I do?**

To request a Temporary Password, you must verify Your Username, Last Name and Date of Birth and the information must match our database for you to be issued a temporary password. You can retrieve a forgotten password by verifying your Username and answering the Secret Question you established when you created your account.

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- **What if I can't remember my Secret Answer to my Secret Question?**

You may request a Temporary Password to access your account and update your password.

- **On the 'Forgot User Name' section, I am getting the error message that my information was not found. What should I do?**

You will receive this error if your account cannot be found **OR** if the information you entered does not match the Bureau of Educator Certification database. You may need to complete the **Create Account** registration. If the Create Account section indicates that you already have a valid logon, you should try Forgot User Name again and be sure to verify that you entered the information correctly including the spelling of your name and accurate Date of Birth.

If you feel you have received this message in error, please verify the information you have entered matches the information you entered when you registered. If you receive the error a second time, please e-mail our Helpdesk by using the links provided.

- **How do I change my default e-mail address?**

Once you have logged in to the Web site you can change your default e-mail address on the View Address section. Type over the existing e-mail with your corrected e-mail, then click the 'Save' button.

Welcome Page – Submit Application

The following is the text displayed for you to read and agree to:

Welcome to the Florida On-line Application for Educator Certification!

You may use this site to apply for:

- Determination of Eligibility for, Issuance of, Addition to, or Reprint of a Florida Educator's Certificate (Form CG-10), including the Athletic Coaching certificate. Please read the information as it applies to you from our **Certification Main Menu**.
- Renewal or Reinstatement of a Florida Professional Educator's Certificate (Form CG-10R). Please read the information as it applies to you about **Florida Educator Certification Renewal Requirements**.

How to complete and submit your application using this on-line site

1. Read all of the following information and indicate your agreement by clicking the button at the bottom of this page

- Click the "I Accept" button if you have read and understand these instructions and Additional Terms for submission of the on-line application for certification in Florida. You will be forwarded to the first section of the on-line application.
- Click the "I Decline" button if you choose not to continue with your on-line application for certification in Florida. You may return later to review, complete and submit the on-line application for certification in Florida.

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2. Complete your application by entering your information and following the continue buttons through each of the application sections

- You may click through each of the section links on the left to preview most of the information that will be required of you to complete your application on-line.
- If you elect to logout during the on-line process, any application information you have entered will automatically be saved so that you can return and complete your on-line application later.

3. Verify the information you entered is correct and complete in the Affidavit section

- You are legally responsible for the information that is submitted on your on-line application. Please make certain that it is true, accurate and complete.
- You must select that you agree to all statements and type your legal name as directed within the Affidavit section in order for your on-line application to be submitted. This affidavit section shall constitute your electronic authentication and shall be legally binding in lieu of your original signature.

4. Authorize payment of non-refundable application processing fees using your VISA or MasterCard credit card

- You will be presented an invoice page outlining the application processing fees associated with your application as well as any unpaid fee balance on your Florida certification account. Fees must be paid in full to submit your application on-line.
- If your payment is authorized by our credit card processing agent, you will be presented with an On-line Application Receipt. Please print a copy of this receipt for your records.
- You may pay your non-refundable on-line application processing fees using only your major credit card. If Educator Certification determines that a refund is necessary due to extraordinary circumstances, the refund may be credited back to your credit card or issued back to you via a check from the State of Florida Comptroller.

5. Submit additional documentation as directed by your On-line Application Receipt

- You will be required to submit official transcripts from all colleges/universities attended. You must have attained a bachelor's or higher degree from an accredited or approved institution to be eligible for certification in Florida (except for the Athletic Coaching certificate).
- Florida offers a number of pathways to a full Professional Certificate. If applicable, you should submit a photocopy of the front and back of all valid educator certificates/licenses you hold from other states and/or the National Board for Professional Teaching Standards (NBPTS) or the American Board for Certification of Teacher Excellence (ABCTE).
- **NOTE:** Applicants with degrees from colleges or universities outside the United States should refer to the Bureau of Educator Certification Web site at www.fldoe.org/edcert/foreign.asp or contact our office for an explanation of appropriate documentation of foreign degrees and credits.

6. Review your Application Status periodically using the other features of this secure site

- Please return to the Welcome page to review the available options for monitoring the progress of your application for Educator Certification in Florida.
- We provide several options for you to **Contact Educator Certification** if you have any additional questions.

7. Additional Terms for submission of an On-line Application for Florida Educator Certification:

WARNING: Giving false information in order to obtain or renew a Florida educator's certificate is a criminal offense under Florida law. Anyone giving false information is subject to criminal prosecution as well as disciplinary action by the Education Practices Commission.

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Responsibility – Please ensure the accuracy and completeness of the data you enter. If you enter incomplete or inaccurate information, your application may be significantly delayed in processing or may not be processed at all. Neither the Florida Department of Education nor its authorized credit card processing agent is responsible if you submit inaccurate or incomplete information.

Browser – To ensure a reasonable degree of security for your request to Educator Certification at the Florida Department of Education, you must use a web browser with Secure Socket Layer (SSL) capability. Furthermore, the connection to your remote computer is authenticated using an SSL Class 3 certificate from an industry leader Certification Authority which provides the highest level of assurances for proof of identity, content integrity, and confidentiality through 128-bit data encryption. If you do not use an SSL compatible browser, we will not be able to accept your request.

Technology – Your transaction will be processed by a state-of-the-art system which has been designed in accordance with good commercial practice. However, neither the Florida Department of Education nor its authorized credit card processing agent can guarantee that all transactions submitted through this system will be successfully completed.

Confirmation – Your transaction may not be processed until several hours after you enter it. Transactions submitted on a non-business day (weekends or holidays) may not be processed until the next official business day. Upon successful submission of your request, you will receive a confirmation number within your On-line Application Receipt which confirms that the system has received your request. It is highly recommended that you print your On-line Application Receipt to have record of the confirmation number as well as the remaining items that are required to complete your application packet for Educator Certification in Florida.

You will be presented with the option to click “I Accept” or “I Decline” to proceed.

Submitting an Application

By clicking on the ‘Submit Application’ link you will be able to choose one of the following actions:

- submit an initial application for evaluation of up to three (3) subject(s) or endorsement(s)
- apply for your Professional Certificate with the same subject (s) as on your Temporary Certificate or with new subjects
- add a subject or endorsement to an existing certificate
- request a name change or a duplicate copy of your certificate
- delete a subject or endorsement from an existing certificate
- request an athletic coaching certificate
- renew your Professional Certificate, or
- reinstate an expired Professional Certificate.

PERSONAL INFORMATION

This screen requires you to enter and review your personal information and public school employment status. Verify that your Date of Birth is correct. Your name will be shown in the same manner that you indicated when you completed the Create Account screen. You may change it on this screen.

Depending on your certificate status, some of the information required may already be complete. If it is not already done, please be sure to enter your U.S. citizenship status and your current mailing address. All entries for your address are required for your application to be submitted. The ‘Gender’ and ‘Ethnic Identification’ boxes are optional. If you are presently employed by a Florida Public School District, you should select the appropriate information for your application.

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Personal Information – Frequently Asked Questions:

- **My name has changed since I last applied for a Florida Certificate. How do I update my account to show my new name?**

Your name will be updated when you submit a new application. It does not matter if the application is for an initial certificate, the renewal of your current certificate, a duplicate copy of your certificate or the addition or deletion of a subject to/from your certificate. **Please be sure that your application is filed using the name you would like to appear on your certificate.**

- **My Date of Birth is wrong, but I'm not allowed to change it. What do I do?**

If the date of birth displayed is incorrect, please contact our Helpdesk using the links provided. Be sure to include your logon Username and your correct Date of Birth. We will contact you if any additional verification is required.

CERTIFICATE ACTION

Use this screen to select the type of action you would like to request. The options displayed are dynamic and depend upon the existing records in your certification file. Buttons and options displayed on this screen are based on what application actions should be available to you. Depending on the status of your certification file, you may not see all of the options outlined below.

Type of Application

By clicking on the 'Initial Application' button you may see the following options- Initial Application, Athletic Coaching, Name change, Duplicate Certificate, Delete a subject or endorsement, Add a subject or endorsement, Professional Certificate with the same subject (s) or Professional Certificate with new subjects.

By clicking on the 'Renewal Application' button you may see the following options – Renewal, Late Renewal, or Reinstatement.

Certificate Action: Initial Application – Frequently Asked Questions:

- **When I select the Initial Application option, it only lets me request my Temporary Certificate. How do I apply for my Professional Certificate?**

When your application is processed by our office, you will be evaluated for the highest certificate for which you qualify, Temporary or Professional.

- **I know I selected a subject from the drop-down menu, but the Verification & Affidavit section of the application indicates I have not selected a Certificate Action. What do I do?**

Return to the Certificate Action page. You must click the 'Add...' button after you have selected a subject or an endorsement in order to complete the certificate action request.

Some Certificate Actions will require you to click a 'Delete' 'Print', or 'Select' button displayed next to a subject to complete the certificate action request.

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- **Why is the subject I want to apply for not an option in the drop-down menu?**

If you already have an application request on file for the subject you are attempting to add, that subject may not appear in the drop-down menu.

Certificate Action: Renewal Application – Frequently Asked Questions:

- **Why do I not have the option to renew my Temporary Certificate?**

A three-year Temporary certificate cannot be renewed.

- **I selected the ‘Renewal’ or ‘Late Renewal’ from the drop-down menu, but the Verification & Affidavit screen indicates I have not selected a Certificate Action. What do I do?**

You must select a ‘Renewal Method’ from the drop-down menu displayed next to each subject you wish to renew. Once a renewal method has been selected you will need to click the ‘Renew’ button displayed within the grid. The screen will then refresh to display your requests.

- **I selected ‘Reinstatement’ from the certificate action drop-down menu, but the Verification & Affidavit screen indicates I have not selected a Certificate Action. What do I do?**

Your Certificate Action may require you to click the ‘Renew’ button displayed next to your reinstatement subject(s) to complete the request.

If you were displayed a subject drop-down menu, you will need to click the ‘Add...’ button. You will be able to select up to three (3) subjects on your application.

- **I am attempting to ‘Reinstate’ my expired certificate, but all my subjects are not displayed on the grid. Why not?**

Only currently valid subjects are available for reinstatement. If none of the subjects listed on your expired certificate are currently offered, a subject drop-down menu will be displayed with all currently available subjects. You will be able to select up to three (3) subjects on your application.

Note: When your application is processed it will be evaluated for all subjects eligible for reinstatement from your expired certificate. If you previously held a subject coverage that is no longer offered, you may refer to the Reinstatement: Eligible Subjects Chart from the certification reinstatement page at www.fldoe.org/edcert/reinstate.asp.

TEACHING EXPERIENCE

Teaching Certificate:

The top section of this page allows you to enter a valid standard teaching certificate or license you currently hold issued by any U.S. territory or state other than Florida. You may also input a record of your valid National Board for Professional Teaching Standards (NBPTS) or American Board for Certification of Teaching Excellence (ABCTE) certificate. Please be sure to mail a legible photocopy of the front and back of your teaching credential(s) to our office for review.

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Previous Teaching Experience:

If you have ever served as a teacher, this section of the application allows you to acknowledge your previous teaching experience. Experience as a substitute, intern, teacher's aide, or para-professional is not appropriate teaching experience.

To include your valid teaching experience on the application you will need to indicate the beginning and ending dates of your employment, the name and location of the school where you were employed, the subject and grade-level taught, whether your employment was full-time or part-time, how many months per year you were employed, and whether or not the school was public or private. Teaching experience earned in a foreign country should be completed to the best of your ability.

In order to add this information to your application you must click the 'Add...' button and wait for the Web site to refresh. If you click 'Continue' without adding the information to your application, the information will be lost and you will need to re-enter the information. When the Web site refreshes the information you have added will appear. You can repeat this process to add all of your experience to the application, being sure to click 'Add...' after each instance of experience. Only when you have entered all of your appropriate teaching experience should you click the 'Continue' button at the bottom of the page.

Teaching Experience – Frequently Asked Questions:

- **The certificate information I enter is not being saved on my application. How do I enter in the information?**

For each certificate you hold, you will need to select the issuing state (or U.S. territory) and indicate the certificate expiration date using the drop-down boxes provided. Once you have entered the information for a certificate, remember to click the 'Add...' box which appears next to the drop-down boxes. If you click 'Continue' without adding the information to your application, the information will be lost and you will need to re-enter the information.

When the Web site refreshes, the certificate information you provided will be shown at the top of the screen, providing confirmation that the information has been successfully added to your application. National Certificates are added through the same manner as described above, being sure to click 'Add...' after you have entered the information and allowing time for the Web site to be refreshed with the new information.

- **My out-of-state certificate expired a few years ago, but the application only allows me to enter the certificate if it expired after January 2006. How do I make sure you get this information?**

If you hold an expired certificate, or a certificate issued by an institution that is not shown in the drop-down box, then you do not have to include the information on your application as it will not likely affect your eligibility for a Florida certificate. If you desire to do so, you may still mail a legible photocopy of the certificate to our office for review even if you do not acknowledge the certificate on your application.

If you have ever taught in a private school then it may be to your advantage to submit a photocopy of any state-issued teaching certificate you previously held, even if it is expired.

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- **I've applied for a teaching certificate in another state, but it has not yet been sent to me. Should I indicate that on my Florida certificate application?**

Yes. Include this information even if you have not yet received the certificate in the mail. When you receive your out-of-state certificate, you should submit a copy of the certificate to our office for review.

- **If I indicate a certificate on my application, but I don't have a copy to send to your office, will it delay the processing of my application?**

No. Your application will not be delayed if you do not include a copy of your out-of-state certificate. Please note that we may not be able to determine your final eligibility until you submit a copy of your out-of-state credential for review. If you submit new information for your file after your application has already been processed, your application will be re-evaluated to determine any change in your eligibility. However, the re-evaluation will require additional processing time.

- **Do I need to indicate Substitute teaching experience on my application?**

Substitute teaching experience and experience as a teacher's aide or para-professional are not appropriate to satisfy certification requirements in Florida and therefore should not be included on your application.

- **I am currently employed. How do I indicate that I am still employed since the application asks me to indicate an ending date?**

This section is for previously completed teaching experience only. If you are currently employed in a position you may list the experience using the current date as the ending date of the employment. **You should not indicate any future employment, even if you know the ending date.**

- **I can't submit my application because this section is incomplete. But I don't hold an out-of-state certificate and I have no previous teaching experience. What do I do?**

If you do not indicate any teaching experience on this page, then you will receive a red **Reminder** on the Verification & Affidavit section of the on-line application. This is a caution only and does not prevent you from submitting your application. If you are unable to submit your application, please verify that all other sections of the application are complete.

ACADEMIC TRAINING

If you already have academic training displayed on this screen, you are not required to re-enter that information. You will not be required to enter any information on this screen.

If you do not see your academic training displayed, or if you have completed additional postsecondary education programs you must complete this section. Please describe one level of education at a time. You will need to click the 'Add...' button after each entry so the data entered will be written to your application and the data entry fields will become empty for you to enter additional information.

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Instructions for Completing the Academic Training Screen

Use the drop-down menu to select the college, university or postsecondary academic institution you attended. When the Web site refreshes, enter in the City/Branch Campus, the State and/or Country and indicate whether or not you received a degree. The screen will then refresh with additional inputs regarding the degree or semester hours you completed. If you earned a degree you will be prompted to enter your Graduation Date and major. If you did not earn a degree you will be prompted to enter Semester Hours and your attendance dates.

Be sure to click 'Add...' for the information to be captured on your application. Once you have entered all of your academic training information, click the 'Continue' button to move to the next screen. If you click 'Continue' without adding the information to your application, then the information will be lost and you will need to re-enter the record.

Academic Training – Frequently Asked Questions:

- **What if the institution I attended is not in the drop-down menu?**

If your institution is not listed, you will need to select 'Not Listed' from the drop-down menu. A new field will appear with the following message: *If "Not Listed" above enter school below:* You will need to type in the name of your academic institution.

- **I enter in my information, but my information is not being saved. What do I do?**

You must click the 'Add...' button to save the data to your on-line application. Your institution's name and location will then appear at the top of this screen along with your major and graduation date or semester hours and attendance dates. When the screen refreshes, the fields on the form will again be blank so you can enter another educational record.

- **I entered in some academic information, but I noticed I made a mistake. How can I edit or remove the information I just included?**

You cannot edit academic information once it has been added to your application. If you notice a mistake in the information you have already added, then you should delete and re-enter the information. To delete an academic training entry, scroll to the top of the Academic Training screen and locate the record you would like to delete. Then click the 'Remove' button on the left side of that record. The following message will appear: 'Are you sure you want to remove this Academic Training record from your Application?' Click 'Ok' if you would like to delete the entry.

- **This section indicates a degree I didn't earn or a school that I didn't attend, but I'm not able to edit or remove the information. How do I correct this?**

Should you find that your academic training information is incorrect, please e-mail our Helpdesk by using the links provided. Please be sure to include your logon Username and include a description of the inaccurate information. It might also be helpful to provide us with the correct information to verify against documentation in your certification file.

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LEGAL DISCLOSURE

The application for a Florida Educator's Certificate contains sections for you to acknowledge your Sealed/Expunged Records, Criminal Offense Records and Professional Sanctions. Florida Law requires a 'Yes' or 'No' response for each of these sections. After you select either 'Yes' or 'No' please allow the Web site to completely refresh before continuing. If you select 'Yes' as your response to any question, then all fields must be completed even if the information has previously been submitted to our office. Only the information requested on the application should be submitted at the time of your application.

After you have completed all of the information about an offense, be sure to click 'Add...' to insert the information onto your application. If you click 'Continue' without adding the information to your application, then the information will be lost and you will need to re-enter the information.

You may repeat this procedure to add all offenses to your application. When you have acknowledged all required offenses for each section, click 'Continue' to proceed to the next section of the application.

Legal Disclosure – Frequently Asked Questions:

- **I don't have any new offenses since my last application. Can I just leave this section blank?**

All offenses *must* be acknowledged on your application, even if the offense was acknowledged on a previous application and already reviewed by Professional Practices Services or the Education Practices Commission.

- **Do I need to mail in court documents to your office if I indicate an offense?**

No. Court documents are not required by the Bureau of Educator Certification to process your application. Such documents will never be requested by, and should never be submitted to, the Bureau of Educator Certification. If additional information is required prior to the issuance of your certificate then you will receive a certified letter from Professional Practices Services with instructions on submitting the additional information.

CERTIFICATE LOOK

The Certificate Look screen gives you a chance to determine the look of your future certificate at the time of your application. It is important that you use this screen to verify that your name is spelled correctly, and that the correct subject(s) requested appear on the certificate. Changing your name on this page will not change the name in the Personal Information of your application.

Certificate Look – Frequently Asked Questions:

- **My name is misspelled. What should I do to correct it?**

Your name will appear exactly as you indicated on the Personal Information section. If your name is misspelled on the Certificate Action page, you should first return to the Personal Information section of the application and verify that your name is correct. Once your name is correct on the Personal Information section press 'Continue' or 'Save' to finalize the changes you have made.

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- **How do I change the subject that is shown on my certificate?**

If no subject appears on your certificate, or if the wrong subject is shown, you should return to the Certificate Action section of the application. Please be sure to Cancel or Remove any subject(s) that should not be on your application.

VERIFICATION & AFFIDAVIT

This screen shows you all of the information that you are submitting on your application. You should use this final opportunity to verify the information. If you have failed to complete any section of the application, or if you have left any section blank, then you will see a **red statement** next to that section of the application. Please refer to the help text on any section you have been unable to complete.

Once you have verified all the information on this page, please proceed to the application affidavit at the bottom of the page. Please verify that your name appears correctly in the text boxes and carefully read each of the 3 statements. You will need to agree with each statement to submit your application for a Florida Educator's Certificate. You can signify that you agree with the statement by checking the box to the left of each statement. Only when all 3 boxes contain a checkmark will you be allowed to proceed with submission of your application by clicking 'Continue'.

Verification & Affidavit – Frequently Asked Questions:

- **I can't submit my application because it says that a section of my application is incomplete.**

A **red statement** in reference to the Personal Information, Certificate Action, Academic Training or Legal Disclosure section will prevent you from submitting your application. If you have a **red statement** next to these sections, click the corresponding 'Edit...' button or the appropriate tab in the left hand navigation column to return to that section for edit. Please refer to the corresponding Help information for assistance in completing each section.

- **The application is telling me that my Teaching Experience section is incomplete, but I don't hold an out-of-state certificate and I have no previous teaching experience. Why am I still getting a red statement for that section?**

If you have left the 'Teaching Experience' section of the application blank then you will receive a **Reminder** that there is no information for this section. This will not prevent you from submitting your application.

INVOICE & PAYMENT

Applicant is now advised to read and agree to the following terms and conditions of authorizing payment for the non-refundable on-line application processing fees.

Steps to authorize payment of your non-refundable application processing fees using your VISA or MasterCard credit card
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This invoice page outlines the application processing fees associated with the services you requested on your on-line application as well as any unpaid fee balance on your Florida certification account. These total fees must be paid in full to complete submission of your application on-line.
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Educator Certification On-line Application

User HELP Document

We currently accept only VISA or MasterCard credit cards as your method of payment on this site. If you do not have either of these credit cards, please [click here](http://www.fldoe.org/edcert/mat_req_2.asp) (http://www.fldoe.org/edcert/mat_req_2.asp) to request a paper copy of the application form.

Complete the payment authorization statement below by verifying your name as entered on your Affidavit and clicking the check box. This will enable the Submit Payment button so you can proceed with your payment transaction.

Your payment information will be encrypted and transmitted to our authorized credit card processing agent for direct approval. The agent collects and processes your credit card information and transmits an approval/denial notice back to us.

You may pay your non-refundable on-line application processing fees using only your major credit card. If Educator Certification determines that a refund is necessary due to extraordinary circumstances, the refund may be credited back to your credit card or issued back to you via a check from the State of Florida Comptroller.

Additional notices and terms for your payment transaction

Once you click the Submit Payment button, you must be ready to complete your payment transaction. Do not close your browser session without completing your payment transaction once you are redirected to our authorized credit card processing agent's site. If you do, your on-line application process will be halted at least until the following business day.

Your transaction may not be processed until several hours after you enter it. Transactions submitted on a non-business day (weekends or holidays) may not be processed until the next official business day.

Your credit card number will NOT be stored in our database nor that of our authorized credit card processing agent. For subsequent on-line transactions with Educator Certification, you will be asked to provide your credit card number again.

Your payment transaction will be processed by a state-of-the-art system which has been designed in accordance with good commercial practice. However, neither the Florida Department of Education nor its authorized credit card processing agent can guarantee that all transactions submitted through this system will be successfully completed.

After reviewing your application, invoice details and the terms and conditions for authorizing payment, you may initiate the credit card process by clicking the check box located next to the user agreement affidavit. Please wait for the screen to refresh and then click the 'Continue' button.

You will be routed to a secure payment Web site. Once the credit card transaction process is initiated you will not be able to return to the application. Do not use the 'Back' button to return to the on-line application. **You will be prevented from returning to the credit card screen.**

Invoice – Frequently Asked Questions:

- **I thought I was applying for my Professional Certificate, but the invoice page indicates I am applying for a Temporary Certificate.**

When your application is processed by a specialist you will be evaluated for the highest certificate for which you qualify whether Temporary or Professional.

Payment – Frequently Asked Questions:

- **What do the question marks (?) next to each field indicate?**

When you click on the question mark you will be given a brief description of what information is required for that specific field.

Educator Certification On-line Application

User HELP Document

- **Can I pay for my certificate with a credit card other than a MasterCard or Visa?**

Only MasterCard and Visa are accepted for credit card payment.

- **I have not paid for my application, but when I try to return to the credit card screen I receive a message that says “Your credit card payment is pending, you cannot go any further”. What do I do?**

Once you have entered into the credit card payment screens you cannot access the screen again for 24-48 hours. This security block is established to prevent duplicate payment submissions.

- **I received a ‘FAILED’ notification when I completed my credit card transaction. When I attempt to return to the credit card screen I receive a message that says “Your credit card payment is pending, you cannot go any further”.**

While this FAILED transaction is pending you will receive this message. You may reattempt to submit your application after 24-48 hours.

Confirmation Page

A confirmation page will be displayed once you have submitted your application and payment. Upon successful submission your credit card confirmation number will be provided. Please print and retain a copy of this On-line Application Receipt for your records.

This final confirmation notice will display the subject (s) you have applied for and document the final requirements necessary for the processing of your application.

Confirmation – Frequently Asked Questions:

- **Do I have to send in a copy of transcripts and out of state certificate for every application I submit or will you use the one I previously submitted?**

Any documentation you have previously submitted to certification is retained indefinitely within your applicant records. Therefore, anything previously submitted does not need to be resubmitted with a new application. You will only need to submit documentation of any additional coursework completed or other pertinent information that has been completed since your prior application.

- **What e-mail address should I send my transcript to?**

Certification does not accept official transcripts submitted via e-mail. Electronic transmission of transcripts will only be accepted via the secure electronic submission via FASTER (Florida Automated System for Transferring Educational Records) or SPEEDE (Standardization of Postsecondary Education Electronic Data Exchange). Please contact your college or institution to confirm they participate with this program.