CORE Applicant User Manual

Office of Educator Licensure & Effectiveness

March 2024

Ohio **State Board of Education**

Table of Contents

Create an OHID Account

Access to the Connected Ohio Records for Educators (CORE) system is available through the OHID portal. The OHID portal is an identity solution from the InnovateOhio Platform. The goal of OHID is to create one simple and secure location for all Ohio citizens to access information and conduct business with the State of Ohio. Through OHID, school district personnel and applicants can access all statewide applications in a more secure, streamlined way.

New users must create an OHID account and a user profile to access the CORE system and submit applications for licensure. Begin by navigating to https://ohid.ohio.gov/. Please review information on the Help Logging In webpage if you need assistance with setting up your OHID account.

Step 1. Click Create OHID Account
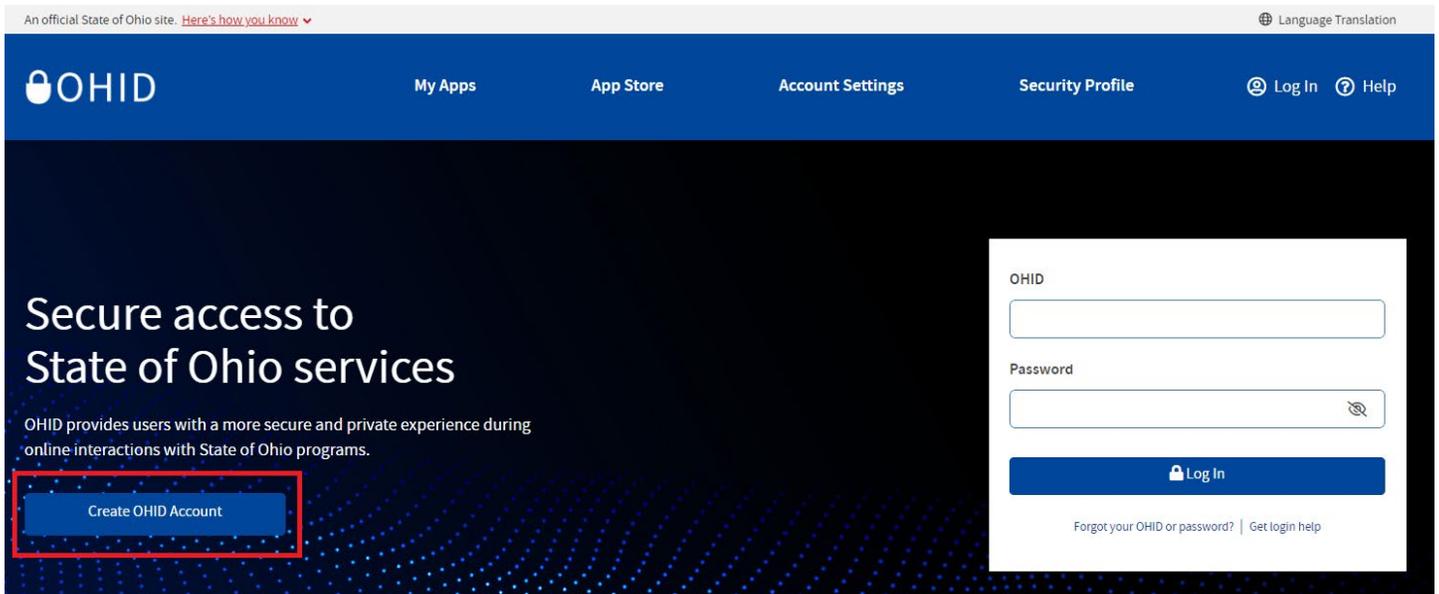
(**Figure 1** OHID Login Page)

Step 2. Enter your email address and click **Send PIN** to have a one-time only PIN sent to the email you provided for verification.

⊕ Language Translation

🔒OHID

Create OH|ID Account

1. Email Verification
2. Personal Info
3. Pick a Username
4. Create Password
5. Account Recovery
6. Terms & Conditions

Email Verification

With one OH|ID account, you can sign in to multiple State of Ohio agency systems more securely.

You need an active email address to create an OH|ID account. Need to create one? Companies such as Google, Microsoft, AOL, and Yahoo offer free email accounts.

We need to verify the email address you want to use for your OH|ID account. A one-time PIN will be emailed to the email address you provide below.

Email Address

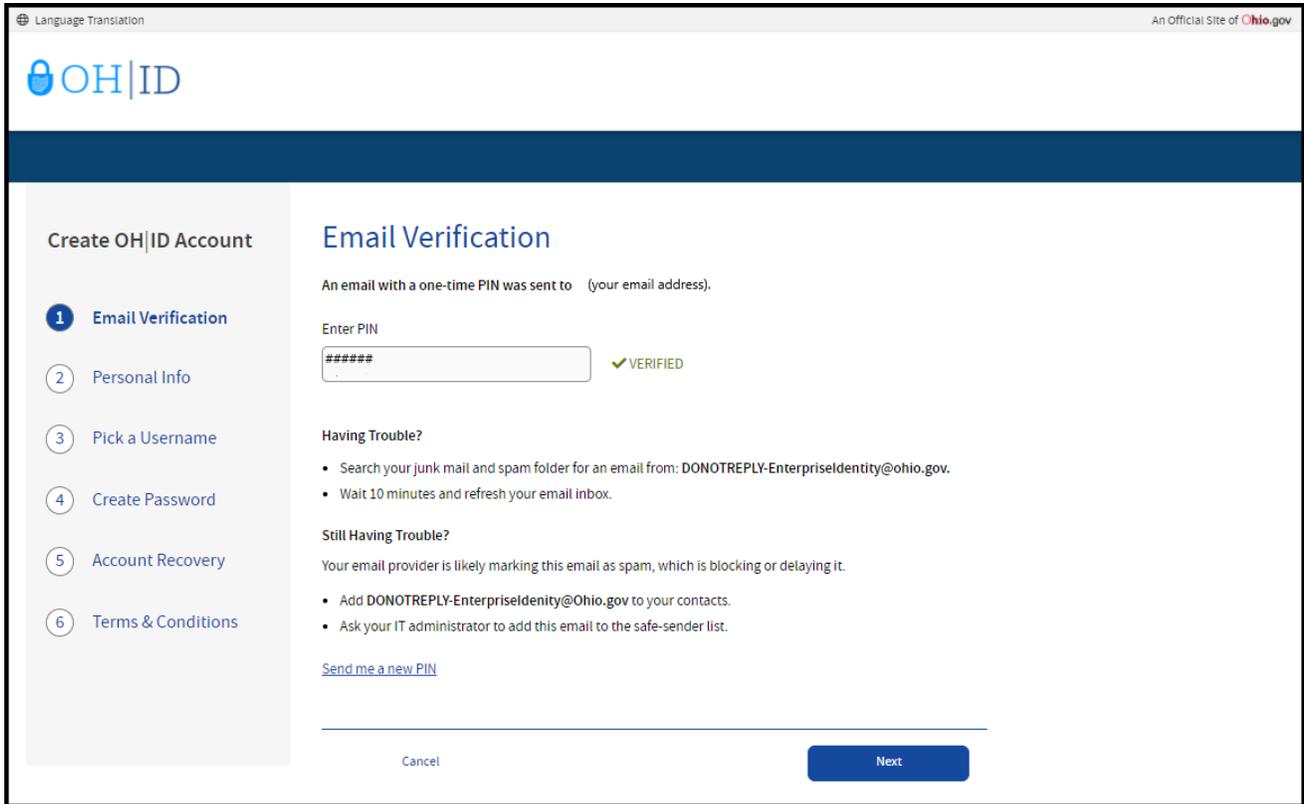Confirm Email Address

Cancel   Send PIN

Keeping Your Information Safe

OH|ID respects your privacy. All the data we collect is to give you a better and more secure service. OH|ID does not lease, sell, or release your information to private companies, contractors, or vendors for any purpose.

(**Figure 2** Create OHID Account Email Verification)

Ohio **State Board of Education**

Step 3. Enter the PIN you received in the next window and click **Verify**. If you did not receive an email, check your junk and spam folders. The system-generated email usually arrives within a few seconds but may take up to several minutes. If necessary, click **Send me a new PIN** to invalidate the previous PIN and send a new one to your email.

Once your email is verified, click **Next**.

(**Figure 3** Create OHID Account Email Verification PIN)

Step 4. Enter your personal information and click **Next**.

(**Figure 4** Create OHID Account Personal Information)

Step 5. Create a username for your OHID account and click **Next**.

(**Figure 5** Create OHID Account Pick Username)

Step 6. Create a password for your OHID account and click **Next**.

(**Figure 6** Create OHID Account Password)

Step 7. Enter your mobile phone number to set up your mobile/text account recovery method for your OHID account and click **Next**.

(**Figure 7** OHID Account Recovery)

You will receive a text message with a PIN. Enter the PIN in the next OHID Account Recovery screen and click **Verify**. Once it is verified, click **Next**.

Step 8. Agree to the terms and conditions of your OHID account and answer the prompt to confirm you are not a robot. Click **Verify**. Then click **Create Account**.

(**Figure 8** OHID Terms and Conditions)

After you click **Create Account**, you will see a prompt to check the email address you provided when setting up your OHID account. Click **log in to OHID** to access your OHID account login screen. The username and password you created should already be filled in for you. If not, enter the information and click **Log in.**

Your next step is to create a new user profile. Please proceed to the **New User Profile Setup** section of this manual for instructions.

State Board of Education

New User Profile Setup

You will create your user profile after setting up your OHID account. Go to https://ohid.ohio.gov/ to log in to your OHID account. Then follow the directions below.

Step 1. Click **Visit the App Store**.
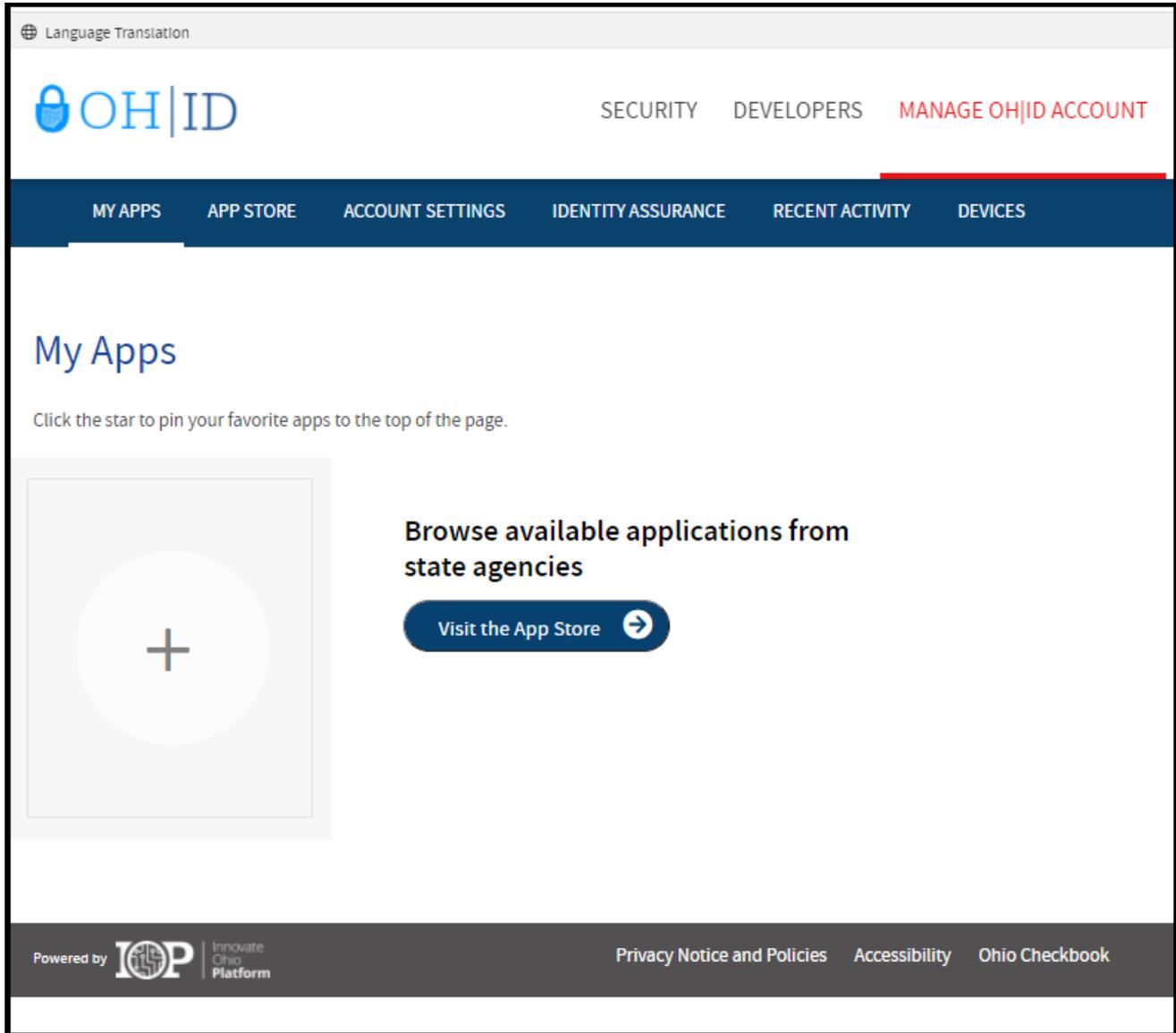
(**Figure 9** OHID My Apps)

Step 2. Search for the **Educator Licensure and Records (CORE)** app and click the **Open App** button to open the **User Profile** screen.
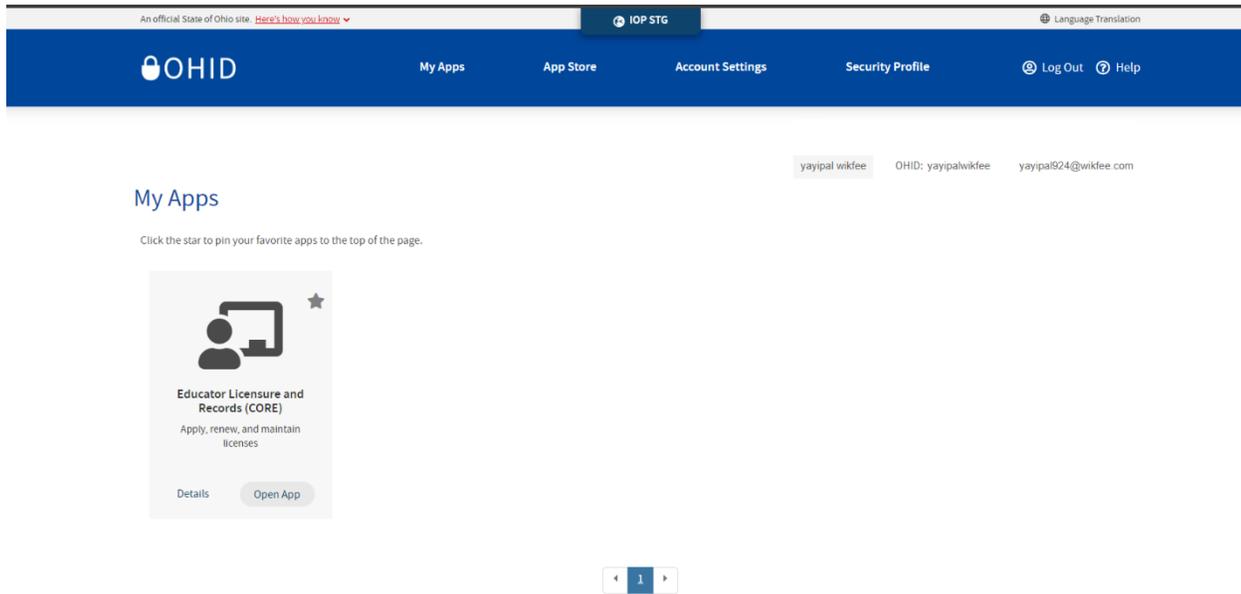
(**Figure 10** OHID Apps Store)

Step 3. Click the **Next** button.
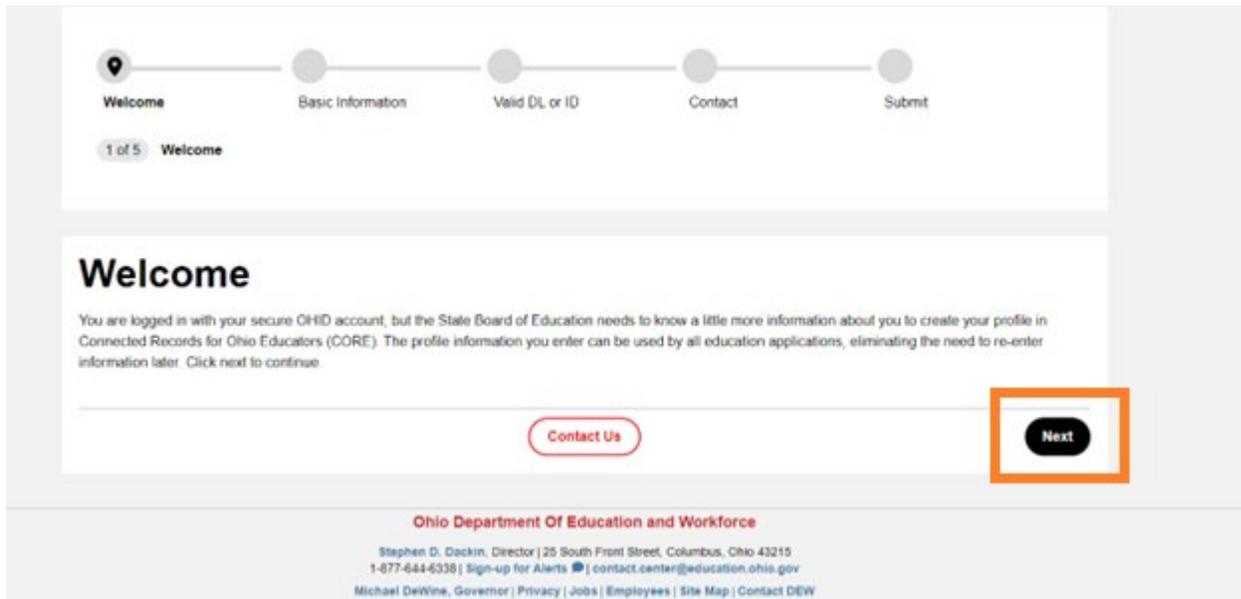
(**Figure 11** New User Profile Screen)

Step 4. Enter your information on the **Add Basic Information** page and click **Next**.

Add Basic Information

First, we need some basic information about you. Fields marked with an asterisk are required. To help avoid creating a duplicate profile:

- Please enter your legal name where indicated, even if that is not what you normally use. For example, Robert instead of Bob or Elizabeth instead of Beth.

- Providing the last four digits of your social security number (SSN) or Individual Taxpayer Identification Number (ITIN) significantly decreases duplicate profiles. If you do not have one of these numbers, please check the "I do not have an SSN or ITIN" box.

*(Required)

*Legal First Name	Middle Name
*Current Legal Last Name	Previous Last Name ⓘ
Suffix (e.g. Jr., I, II, III)	*Date of Birth 01/01/2000 ⓘ
*Last four digits of SSN or ITIN XXX-XX-xxxx ⓘ	☐ I do not have an SSN or ITIN

Back   Contact Us   Next

(**Figure 12** New User Profile Add Basic Information)

Step 5. Provide your Ohio driver's license information in the Identity Verification section and click **Verify**. If you do not have an Ohio driver's license, review other acceptable forms of identification on the Identity Verification webpage. Once the identification you provided has been verified, check the **I agree** checkbox and click **Next**.

Step 6. Provide your contact information in the next section and click **Next**.

Step 7. Review your information and click **Submit**.

Once your user profile is approved you may request an Educator State ID. Please proceed to the **Request an Educator State ID** section of this manual.

State Board of Education

Request an Educator State ID

The next step is to request an Educator State ID number for use in the CORE system. The Educator State ID is necessary to complete an application for licensure. Educator State IDs also help State Board of Education staff identify and eliminate the occurrence of duplicate records in the database.

Please complete the following steps to request an Educator State ID:

Step 1. First, you must have an OHID account and create a user profile. If you have not completed these steps, please follow the instructions beginning in the **Create an OHID Account** section of this manual.

Step 2. After you have created an OHID account and user profile, navigate to https://ohid.ohio.gov/ and log in to your OHID account.

Step 3. Open the **Educator Licensure and Records (CORE)** app under **My Apps**.
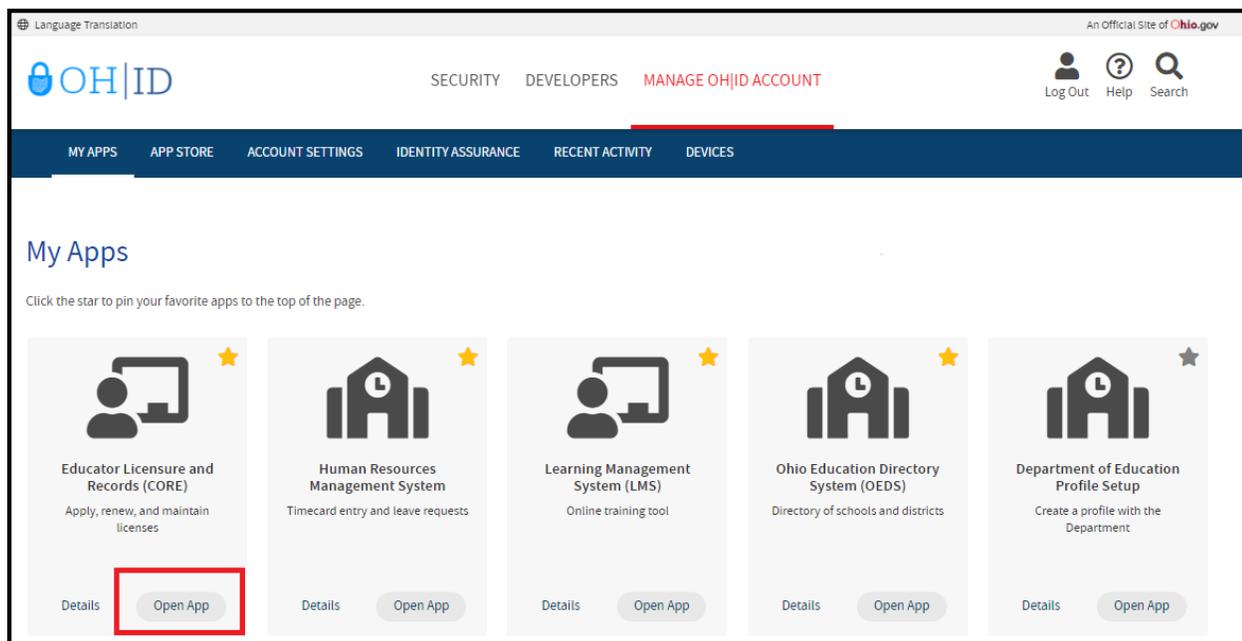
(**Figure 13** OHID My Apps)

Step 4. Click **My Profile** in the red ribbon at the top of your CORE Dashboard.
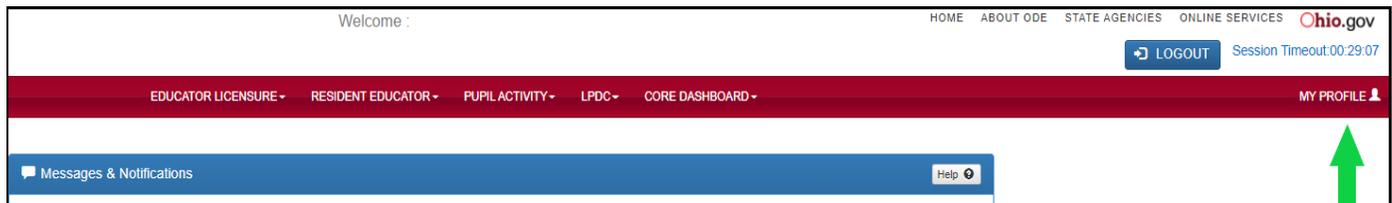
(**Figure 14** CORE Dashboard)

State Board of Education

Step 5. Click **Obtain Educator State ID** and answer the questions in the pop-up box. If you answer **Yes** to any of these questions, you already have an Educator State ID. You may be prompted to select an account that matches your demographic information. Once you have answered all the questions correctly, your Educator State ID will be assigned automatically and appear on your CORE Dashboard under **My Educator State ID**.

Please note: If you are a credentialed educator in the State of Ohio, you already have an Educator State ID. You will see it on your CORE Dashboard under **My Educator State ID** and in My Profile under **Educator State ID**. **IF** you are a credentialed educator in the State of Ohio **and** the **Obtain Educator State ID** button appears, you may have a duplicate record. This requires maintenance in the data system*.* **DO NOT click Obtain Educator State ID if you are a credentialed educator.** Please contact Educator Licensure Customer Support at Educator.Licensure@sboe.ohio.gov to correct the duplicate records.

Obtain State ID	✕
Please select Yes or No to the questions listed below:	
Have you ever requested educator licensure from the Ohio Department of Education?	Yes No
Do you have an Issued or Expired educator license, certificate, or permit in the State of Ohio?	Yes No
Are you currently an enrolled e-Signer for licensure requests in the CORE system?	Yes No
	Close ■

(**Figure 15** Obtain State ID Pop-Up Box)

You are now ready to access the CORE system. Please proceed to the **Access the CORE System** section of this manual.

State Board of Education

Access the CORE System

Once you have set up your OHID account and created your user profile, you may log in and access the CORE system.

Navigate to https://ohid.ohio.gov/ and log in to your OHID account. Then click **Open App** in the Educator Licensure and Records (CORE) app to access your CORE Dashboard where you will complete your application requests.
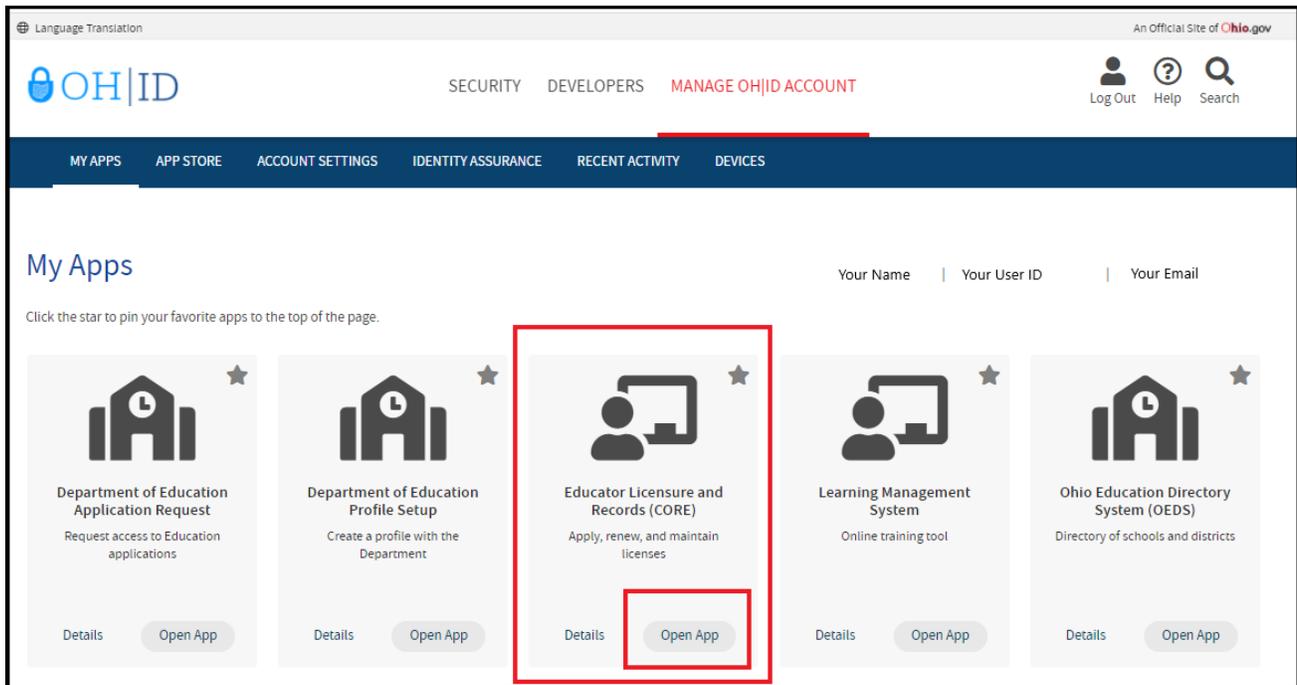
(**Figure 16** Educator Licensure and Records (CORE) App)

Please note that if you have never been issued an Educator State ID number before, you must complete the process and obtain one before you can submit an online licensure application. See the **Request an Educator State ID** section of this manual before continuing.

State Board of Education

CORE Dashboard

Your CORE Dashboard allows you to access the features in CORE. The items that appear on your CORE Dashboard are customized to you. The red ribbon at the top of the page will indicate access areas based on your unique user role(s).

DASHBOARD FEATURES

- The **Messages & Notifications** box at the top of the page displays the most recent notifications that may affect you.

- The **HELP** icon in the blue ribbon at the top of the **Messages & Notifications** box links to a list of helpful resources including contact information for the Office of Educator Licensure.
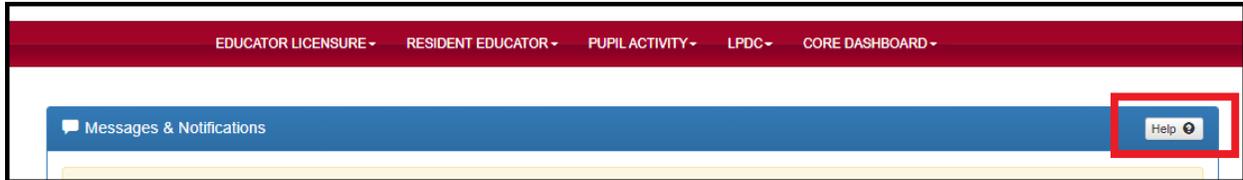
(**Figure 17** Messages & Notifications Section of CORE Dashboard)

- **My Credentials** displays your active and historical credential information. From this section, you may begin an application for a new license or renew, advance, align or transition currently held licenses. You also may download and print a copy of your active credential. NOTE: You must click **View History** to see a full list of your credential history.

(**Figure 18** My Credentials Section of CORE Dashboard)

- **My Account** displays your payment history and current account balance. You may make a payment from this section. Submitting a payment is easy with the secure, online system that accepts credit cards and electronic checks (e-checks) for licensure applications. You may also request a refund if you have a positive balance available that you will not be applying toward a future application.
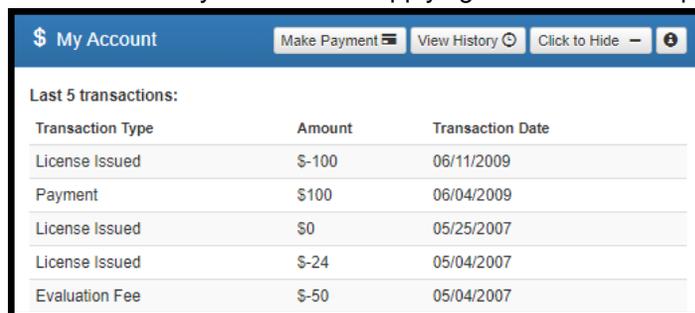
(**Figure 19** My Account Section of CORE Dashboard)

Ohio State Board of Education

- **My Documents** displays documents you have uploaded to your account. You may upload required transcripts and other documents by clicking **Upload Documents** and following the prompts.
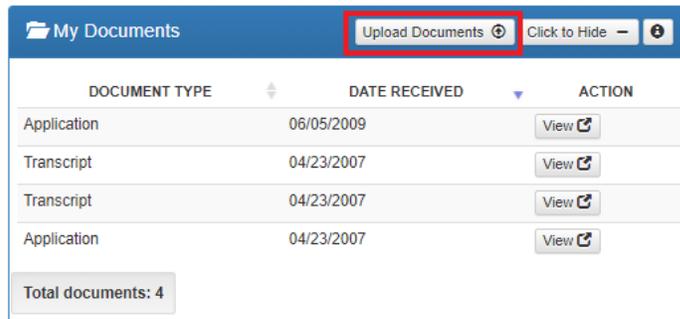
(**Figure 20** My Documents Section of CORE Dashboard)

- **High Performing Educator Summary** displays your eligibility criteria information for the consistently high-performing teacher designation.

- **My Application Status** displays the status of your application(s). You may check the status of an application you submitted; or edit, delete or submit an application you began previously. You may only edit or delete an application you have not yet submitted. Click **Action** next to the credential application you need to edit. You may change any information except the type of credential you requested. You may also pay for and submit an application you previously started. If you requested the wrong credential, you must delete the application request and start a new one. Note that submitted applications cannot be deleted. If you submit an application in error, please contact the Office of Educator Licensure and Effectiveness to have it declined.
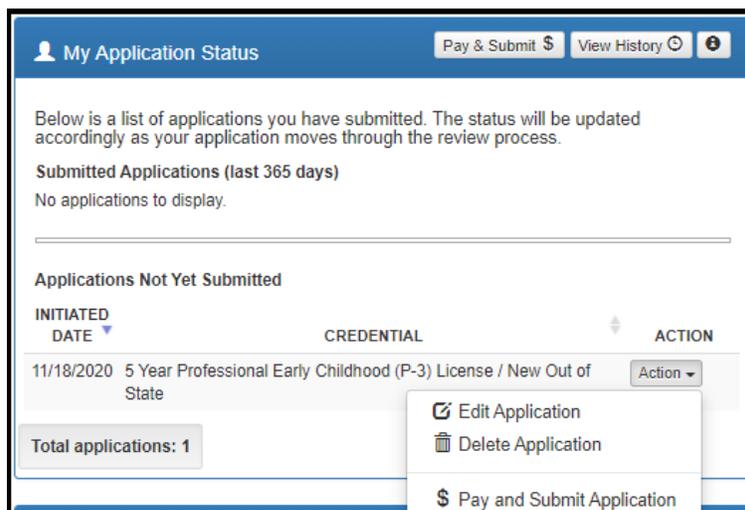
(**Figure 21** My Application Status Section of CORE Dashboard)

- **My Background Checks** displays the history of BCI and FBI background checks that have been reported to the State Board of Education of Ohio.

- **My Resident Educator Summary** allows Resident Educator and Alternative Resident Educator license holders to view their progress in the Resident Educator program and the results of any Resident Educator Summative Assessment scores.

- **Assessment Data** displays your licensure exams that have been reported to the State Board of Education of Ohio.

State Board of Education

Submit an Application for Licensure

APPLICATION INFORMATION

During the application process you will be prompted to provide information related to your licensure request. All applications will include some basic questions regarding your Ohio residency, eligibility for the military fee waiver and criminal history. Additionally, you must electronically sign your application by selecting **Yes** in the **Applicant Signature** section. Please see below for information regarding some prompts you may see in your application.

- **Effective Date**. You will need to select an effective year for your license or permit during the application process. **Note that all credentials will be "effective" on July 1 of the chosen effective year.**

- **Required Signatures**. If your application requires approval from an employing school, district, educational service center or from an Ohio college or university, you must enter the Information Retrieval Number (IRN) provided by the organziation or the name of the organization. Select the correct organzation by clicking the name or IRN in the list that populates after you type it. You also may click **Find** and type the IRN or organization name in the pop-up box provided and click **Find Organization**. If you accidentally select the wrong organization, simply click **Reset** to clear the selection.

- **Documents**. Your application may require the submission of documents, which you may upload in your application. Please note that you may also open and view your previously uploaded documents while you are still completing your application.

- **Transcripts**. If a university transcript is required to process your application, please scan and upload your original, official university transcript in PDF format. Do not submit grade reports, photos of transcripts or unofficial transcripts. It is not necessary to resubmit transcripts already in your file. Please see the following instructions before uploading your transcripts.
  - The date your degree was awarded must be visible.
  - Include all pages of your transcript (front and back).
  - The registrar's signature must be visible.
  - The transcript key or guide must be included.
  - Create one PDF file per university transcript (do not upload pages separately).
  - Upload transcripts from multiple universities separately (each transcript must be one PDF file).
  - Electronic transcripts may only be sent **directly from the issuing college or university** to Educator.Licensure@sboe.ohio.gov.
  - Do not submit transcripts that will expire or are password protected or locked.
  - **International Credentials**: You must provide a course-by-course analysis from an approved international credential evaluation service for college coursework completed outside the United States. Please refer to the list of approved organizations.
  - If you would prefer to mail your original, official transcripts, please use the following address:
    State Board of Education
    Office of Educator Licensure and Effectiveness
    25 S. Front Street
    Mail Stop 504
    Columbus, OH 43215

- **Criminal History and Prior Licensure Discipline Questions**. Please refer *to Appendix A* of this manual for assistance with answering questions about criminal history or prior licensure disciplinary actions.

- **A Note About Bundling Applications**. You may bundle multiple applications of the same license type and action and pay for all of them at once. For example, if you have multiple five-year professional licenses to renew, you may bundle them and submit one application and payment. Click **Request Additional Credential** at the bottom of the application.

APPLICATIONS FOR NEW LICENSES OR PERMITS (NOT FOR RENEWALS OR ADD AREAS)

You must have an OHID account, a User Profile and an Educator State ID to access a licensure application. If you have not completed these steps, please follow the instructions beginning in the **Create an OHID Account** section of this manual. Then complete the steps below to apply for a NEW license or permit.

Step 1. Navigate to https://ohid.ohio.gov/ and log in to your OHID account.

Step 2. Open the **Educator Licensure and Records (CORE)** app.

Step 3. Verify your information under **My Profile** before starting or submitting an application. Click **My Profile** in the red ribbon at the top right of the screen on your CORE Dashboard and update your information by clicking the edit icon. 📝

- Click **Edit** in the section that needs updated and make the necessary changes in the pop-up box.
- Click **Save**.
- Click **Return to Page** when you are finished updating your information.
- Click **Go back to Dashboard** to return to your CORE Dashboard.

PLEASE NOTE: It is important to keep your information current. The Office of Educator Licensure and Effectiveness uses the information in **My Profile** to contact applicants regarding their applications.

Step 4. Click **Apply for a NEW Credential** in the **My Credentials** section on your CORE Dashboard.
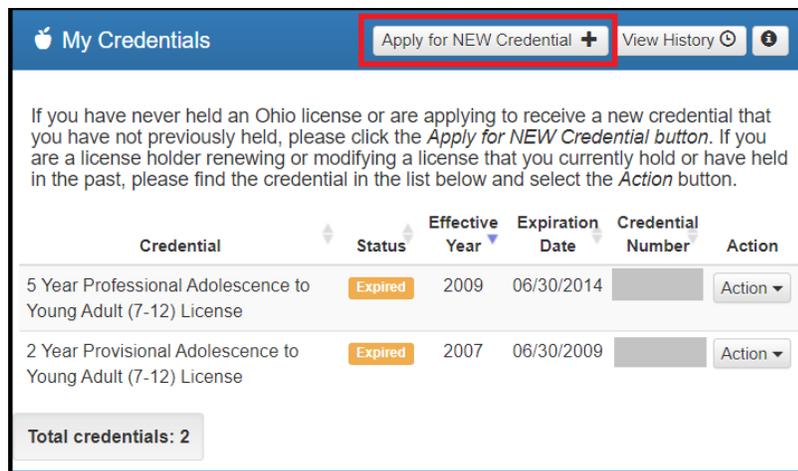
(**Figure 22** My Credentials Section of CORE Dashboard)

Step 5. In the pop-up box, click **Apply for a NEW credential** to begin the application for a new license or permit. NOTE: Do not click **Apply for a NEW credential** if you are renewing a license or permit or adding an endorsement to your existing license.
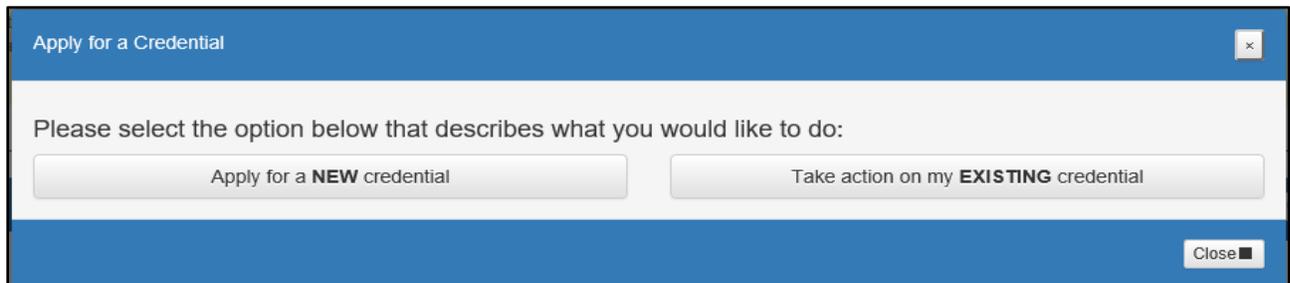
(**Figure 23** Apply for a Credential Pop-Up Box)

Ohio State Board of Education

The next screen is organized by categories of licenses. Click the category to view a list of available licenses. Example: Click **Teachers** to view a list of all licenses for which a teacher may apply. Select a license type to get a full description of that credential and helpful links to more information for out-of-state applicants, background checks and other requirements.

Step 6. Select the license type and click **Apply**.

(**Figure 24** Apply for a Credential Screen)

Ohio State Board of Education

Step 7a. A pop-up screen will prompt you to select the credential type and effective date of your new license or permit. Additionally, you may be asked to indicate if you completed an Ohio approved licensure program or an out-of-state licensure program. The example below reflects an out-of-state candidate applying for an Intervention Specialist (special education) license.

(**Figure 25** Start Credential Application Process Screen)

Step 7b. If you are applying for a license or permit that requires the approval of your employing school, district or educational service center, you will see a prompt to enter your employing organization's IRN (information retrieval number) or name. The example below reflects a candidate applying for an educational aide permit.

(**Figure 26** Start Credential Application Process Screen)

Step 7c. Once you have supplied the requested information, click **Start Application Process** to begin the application.

Ohio State Board of Education

Step 8. The next screen will be the **Requested Credentials** screen, where you will submit the information required for the licensure application. Depending on the license type, you may need to indicate which teaching field you are requesting. All applications will include some basic questions regarding your Ohio residency, eligibility for the military fee waiver and criminal history (please refer **to Appendix A** of this manual for assistance with answering criminal history questions).

(**Figure 27** Requested Credential Screen)

Step 9a. Upload any documents required for the licensure application, such as official university transcripts, military ID and so on, under the **Documents** section of the application. You may also view previously submitted documents in your account by clicking **View** next to the document. Click **Upload Documents** to begin the process of uploading your documents.

(**Figure 28** Requested Credential Screen – Document Upload Section)

Step 9b. Select the type of document you are uploading from the drop-down menu under **Document Type** (Transcript, for example). Then click **Browse** to locate the document on your computer.

Upload Document for Application

ⓘ
If a transcript is required to process your application, please scan and upload your original, official transcript in PDF format only. **We cannot accept grade reports, photos of transcripts or unofficial transcripts.** It is not necessary to resubmit transcripts already on file. Please use the following system directions for uploading transcripts:

- Make sure the confer date of your degree is visible.
- Include all pages of your transcript (front and back).
- Make sure the registrar's signature is visible, and the transcript key/guide is included.
- Create one PDF file per transcript (do not upload pages separately).
- Upload transcripts from multiple universities separately (each transcript should be one PDF file).

If you are unable to upload in this manner, please mail your official transcript to our office for review:

Office of Educator Licensure
25 S. Front Street, Mail Stop 504
Columbus, OH 43215

Document Type:

Please select document type...

Browse

ⓘ Only .pdf files with a maximum file size of 3.5mb may be uploaded.

Upload ⊕   Close ∎

(**Figure 29** Document Upload Pop Up Window)

Ohio State Board of Education

Step 9c. Select your document and click **Upload**. You will then see your uploaded document under **Application Documents**. You may view or delete the document before proceeding with the rest of the application.

(**Figure 30** Requested Credential Screen – Document Upload Section)

Step 10. If your application requires approval from your employer or your university, the **Required Application Signatures** section will populate in the application. If you indicated that you are applying for a new substitute teaching license, for example, the prompt will include a box for you to enter your employing school, district or educational service center's IRN or name.

(**Figure 31** Requested Credential Screen – Required Application Signatures Section)

Step 11. After you have answered all the questions and uploaded your documents (if required), click **Yes** in the **Applicant Signature** section to electronically sign your application.

(**Figure 32** Applicant Signature Section)

Step 12. If you need to submit an application for an additional license, select **Request Additional Credential**. If you are ready to submit your application, click **Pay and Submit Application**. If you are not ready to submit your application, you may click **Return to Dashboard or Save and Exit (Without Submitting)**.

(**Figure 33** Application Action)

You may reopen your application later to finish and submit by clicking the **Action** drop down next to the application you initiated under **My Application Status** on your CORE Dashboard. See the **Dashboard Features** section of this manual for information on editing an application.

If you clicked **Pay and Submit Application**, you will proceed to the payment section of your application. Please go to the **Application Payment** section of this manual for instructions.

State Board of Education

APPLICATIONS FOR RENEWALS AND ADD AREAS

You must have an OHID account, a User Profile and an Educator State ID to access a licensure application. If you have not completed these steps, please follow the instructions beginning in the **Create an OHID Account** section of this manual. Then complete the steps below to take action on an existing license, such as to renew or add an endorsement.

Step 1. Navigate to https://ohid.ohio.gov/ and log in to your OHID account.

Step 2. Open the **Educator Licensure and Records (CORE)** app.

Step 3. Verify your information under **My Profile** before starting or submitting an application. Click **My Profile** in the red ribbon at the top right of the screen on your CORE Dashboard and update your information by clicking the edit icon. ⬚

- Click **Edit** in the section that needs updated and make the necessary changes in the pop-up box.
- Click **Save**.
- Click **Return to Page** when you are finished updating your information.
- Click **Go back to Dashboard** to return to your CORE Dashboard.

PLEASE NOTE: It is important to keep your information current. The Office of Educator Licensure and Effectiveness uses the information in **My Profile** to contact applicants regarding their applications.

Step 4. From your CORE Dashboard under **My Credentials**, select the **Action** button next to your previously issued credential and select the appropriate action from the dropdown menu, such as **Advance**, **Align**, **Renew** or **Transition**.
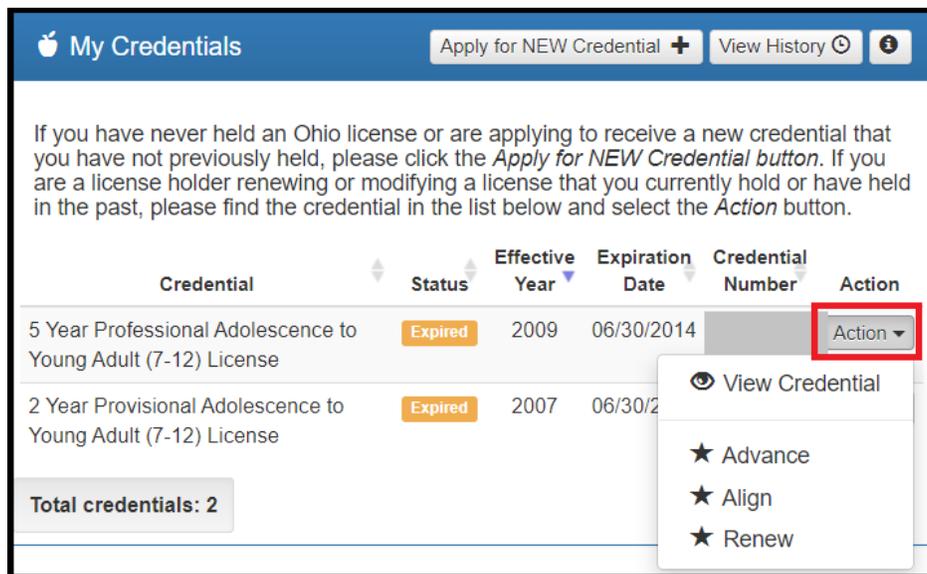
(**Figure 34** My Credentials Section of CORE Dashboard)

Step 5. Make the appropriate selections in the pop-up box, such as selecting the effective date, and click **Start Application Process**.
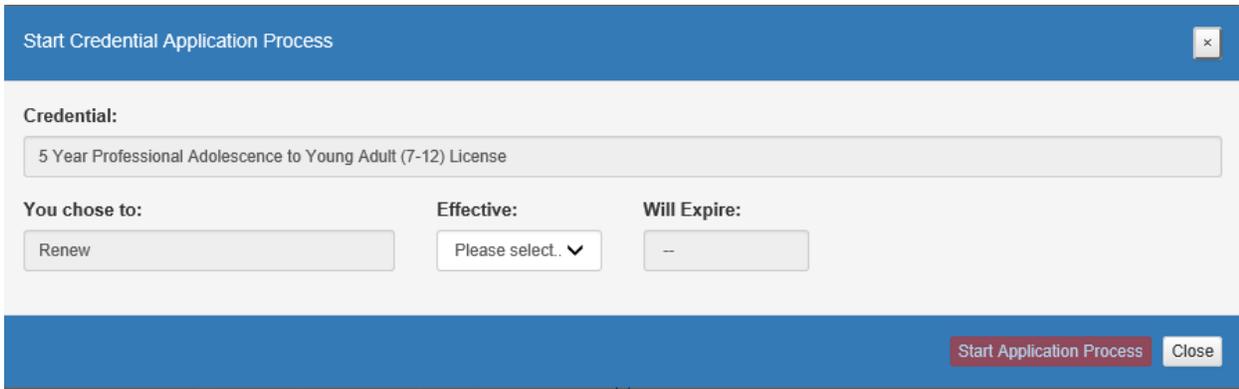
(**Figure 35** Start Credential Application Process Pop-Up Window)

Step 6. The next screen will be the **Requested Credentials** screen, where you will submit the information required for the licensure application. All applications will include some basic questions regarding your Ohio residency, eligibility for the military fee waiver and criminal history (please refer *to Appendix A* of this manual for assistance with answering criminal history questions).

Step 7. You will need to indicate how you met renewal eligibility requirements if you are renewing a professional administrator, educator or pupil services license. If you are employed in an Ohio school or district and renewing through your Local Professional Development Committee (LPDC), for example, you will indicate that in the application under the **Renewal Eligibility** section of the application.
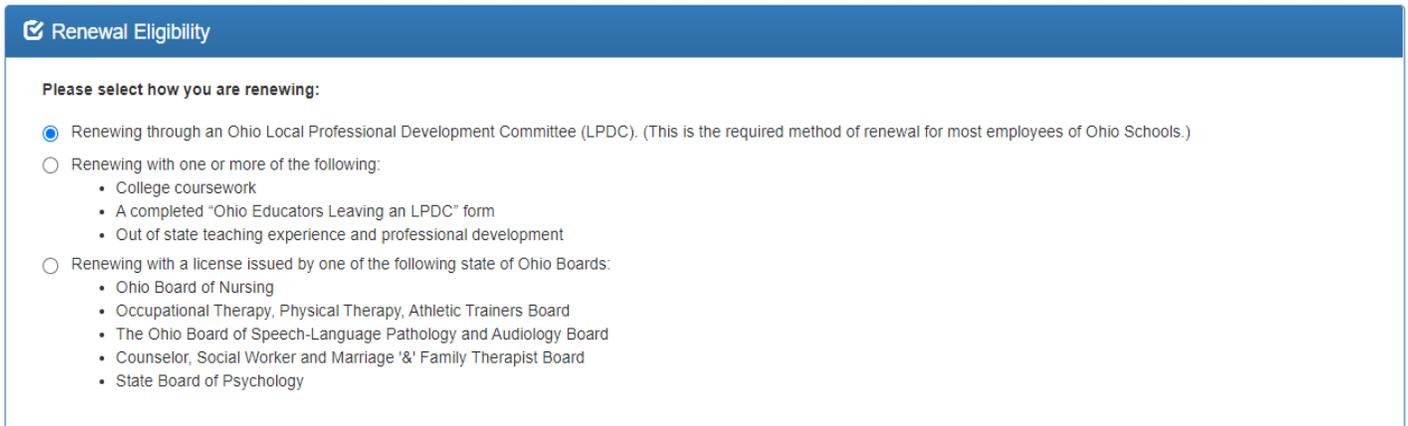
(**Figure 36** Requested Credential Screen – Renewal Eligibility Section)

Step 8a. Upload any documents required for the licensure application, such as official university transcripts, military ID and so on, under the **Documents** section of the application. You may also view previously submitted documents in your account by clicking **View** next to the document. Click **Upload Documents** to begin the process of uploading your documents.

(**Figure 37** Requested Credential Screen – Document Upload Section)

Step 8b. Select the type of document you are uploading from the drop-down menu under **Document Type** (**Transcript**, for example). Then click **Browse** to locate the document on your computer.

Upload Document for Application ✕

ℹ️

If a transcript is required to process your application, please scan and upload your original, official transcript in PDF format only. **We cannot accept grade reports, photos of transcripts or unofficial transcripts.** It is not necessary to resubmit transcripts already on file. Please use the following system directions for uploading transcripts:

- Make sure the confer date of your degree is visible.
- Include all pages of your transcript (front <u>and</u> back).
- Make sure the registrar's signature is visible, and the transcript key/guide is included.
- Create <u>one</u> PDF file per transcript (do not upload pages separately).
- Upload transcripts from multiple universities separately (each transcript should be one PDF file).

If you are unable to upload in this manner, please mail your official transcript to our office for review:

Office of Educator Licensure
25 S. Front Street, Mail Stop 504
Columbus, OH 43215

Document Type:

Please select document type...   ⌄

Browse   ⬅️

ℹ️ Only .pdf files with a maximum file size of 3.5mb may be uploaded.

Upload ⊕   Close ■

(**Figure 38** Document Upload Pop Up Window)

State Board of Education

Step 8c. Select your document and click **Upload**. You will then see your uploaded document under **Application Documents**. You may view or delete the document before proceeding with the rest of the application.

⊘ Document uploaded successfully.   ✕

📄 Documents   Upload Documents ⊕

ℹ️ Please click here to determine if documents are required for this application.

The following documents may be required for your application. Please check with your school/district, or see our website for application instructions and verification of requirements for your specific licensure request.

- Out of State License Copy
- Out of State License Eligibility Verification
- Transcript
- Verification of Military Service - Military Fee Waiver Only
- Work Experience Verification
- Licensure Assessment

Application Documents

DOCUMENT TYPE	DATE RECEIVED	Action
Transcript	12/14/2020	View ☑ Delete 🗑

Total documents: 1

(**Figure 39** Requested Credential Screen – Document Upload Section)

Step 9. If your application requires approval from your employer (for renewal) or your university (to add an area), the **Required Application Signatures** section will populate in the application. If you indicated that you are renewing through your LPDC, for example, the prompt will include a box for you to enter your LPDC's IRN or name.

✔ Required Application Signatures   ℹ️

LPDC Signature

                                                              🔍 Find   ↺ Reset

(**Figure 40** Requested Credential Screen – Required Application Signatures Section)

Ohio State Board of Education

Step 10. After you have answered all the questions and uploaded your documents (if required), click **Yes** in the **Applicant Signature** section to electronically sign your application.

☑ Applicant Signature

I certify that the answers I have made to all of the questions in this application are true and complete to the best of my knowledge. I understand that if this application is not completed in its entirety, it will not be processed. I understand that I am responsible for the correctness of this application and that if this application contains false information it may be denied under ORC 3319.31. Additionally, I understand that any false statements on this application or attachments may subject me to criminal prosecution and the loss of my license. I also understand that a background check may be required prior to a license being issued.

Yes No

(**Figure 41** Applicant Signature Section)

Step 11. If you need to submit an application for an additional license, select **Request Additional Credential**. If you are ready to submit your application, click **Pay and Submit Application**. If you are not ready to submit your application, you may click **Return to Dashboard or Save and Exit (Without Submitting)**.

| Return to Dashboard | Save and Exit (Without Submitting) | + Request Additional Credential | Pay and Submit Application |

(**Figure 42** Application Action)

You may reopen your application later to finish and submit by clicking the **Action** drop down next to the application you initiated under **My Application Status** on your CORE Dashboard. See the **Dashboard Features** section of this manual for information on editing an application.

If you clicked **Pay and Submit Application**, you will proceed to the payment section of your application. Please go to the **Application Payment** section of this manual for instructions.

Ohio State Board of Education

APPLICATION PAYMENT

If you have completed your application and you are ready to pay and submit it, please see the directions below.

Step 1. If you saved your application to submit later, navigate to https://ohid.ohio.gov/ and log in to your OHID account.

Step 2. Open the **Educator Licensure and Records (CORE)** app.

Step 3. You will see **My Application Status** on your CORE Dashboard. Click the **Action** button next to the application you started. If you did not yet complete your application questions, click **Edit Application** to open it and answer any remaining questions. If you completed the application but still need to submit your payment, click **Pay and Submit Application**.

(**Figure 43** CORE Dashboard - My Application Status Section)

Step 4. Click **Include** for the application(s) you wish to submit in the **Pay and Submit Applications** pop up box. You will see the total amount due for the applications you selected.

(**Figure 44** Pay and Submit Applications Pop Up Window)

Step 5. After you click **Continue**, you will see a pop-up box verifying you are navigating to the external payment site to process your secure, online payment. Click **Continue** to navigate to the payment site or click **Cancel** if you do not wish to proceed. Do not click your browser's "back" button from this screen.

(**Figure 45** Navigating to External Payment Site Pop Up Window)

Step 6. You may pay for your application with a credit card or electronic check (E-check). Select one of these choices in the **Payment Method** drop-down menu. Then click **Next**.

(**Figure 46** Choose Payment Method Screen)

State Board of Education

E-CHECK PAYMENT

Step 1. Select **E-Check** and click **Next** from the **Choose Payment Method** screen to process a payment from your bank account. Then enter the bank routing number, your bank account number and your email address. Be sure to click the **Email Receipt** box to have your receipt sent to you and click **Review** to proceed.

(**Figure 47** E-Check Payment Screen)

Step. 2. Review the details on the **Review Payment Details** screen and click **Make Payment** if the information displayed is correct. If you need to make changes, click **Back** to return to the previous screen.

(**Figure 48** Review Payment Details Screen)

While your payment is processing, a spinning circle will appear. DO NOT press any keys on your keyboard or use your mouse during this time to ensure proper payment processing.

After your payment is processed, you will return to your CORE Dashboard where you may view the status of your application. In the **My Account** section of your CORE Dashboard, you will see your payment posted to your account. You will receive an email confirmation once you have submitted your application.

Ohio State Board of Education

CREDIT CARD PAYMENT

Step 1. Select **Credit Card** from the **Choose Payment Method** screen to process a credit card payment. The following credit cards may be used: American Express, Discover, Master Card or Visa. **Please note:** You must use a credit card or a debit card that does NOT require a PIN. Cards that require a PIN are not accepted. Prepaid cards are only acceptable if they do not require a PIN.

(**Figure 49** Credit Card Payment Screen)

Step 2. Enter your information on the credit card payment screen. The fields indicated with an asterisk are required. You must provide an email address and make sure the **Email Receipt** box is checked to receive an email confirmation of your payment. Click **Continue** when you are finished.

Step 3. Review the details on the following screen and click **Confirm** if the information displayed is correct. If you need to change any information, click **Back** to return to the previous screen.

While your payment is processing, a spinning circle will appear. **DO NOT press any keys on your or use your mouse during this time to ensure proper payment processing.**

Step 4. **Print Receipt (for credit card payments only)**. Your receipt will appear on the next screen. You may print this for your records. You also will receive an email receipt if you checked the **Email Receipt** box and provided your email during the payment process. Click **Continue**.

Print Receipt

Your credit card payment has been successfully authorized. Thank you for using the Central Payment Portal online payment processing system.

Please print this page for your records and note the confirmation number below. This will serve as your receipt.

Ohio Department of Education - Educator Licensure Payment Summary	
Payment Status: Authorized	
Confirmation Number: 2722	
Authorization Date: 10/31/2014 12:56:00 PM	
Total: $160.00	

Payment Information	
* Credit Card Number: ****************	* Credit Card Type: MasterCard
* Expiration Month: ****	* Expiration Year: ****
* Card Security Code: ***	

Billing Information	
First Name: Mary	Middle Name:
* Last/Business Name: Teacher	* Phone: 6144444444
* Address Line 1: 123 Main St	Address Line 2:
* City: Columbus	* State/Province/Region: Oh
* Zip/Postal Code: 43215	Country: United States
Email: mary.teacher@yahoo.com	Email Receipt: Yes

Continue

(**Figure 50** Print Receipt Screen)

After your payment is processed, you will return to your CORE Dashboard where you may view the status of your application. In the **My Account** section of your CORE Dashboard, you will see your payment posted to your account. You will receive an email confirmation once you have submitted your application.

Ohio State Board of Education

Edit Personal Information

You may update your personal information (including contact information), password or password recovery options after you have set up your OHID account. Please note that updating your personal information is a two-part process. First you will update your information in your OHID account. Then you will update your information in the CORE system.

PART 1: UPDATE OHID ACCOUNT

Begin by navigating to https://ohid.ohio.gov/ and log in to your OHID account. Then follow the steps below.

Step 1. Click the **Account Settings** tab in the blue ribbon at the top of the screen.
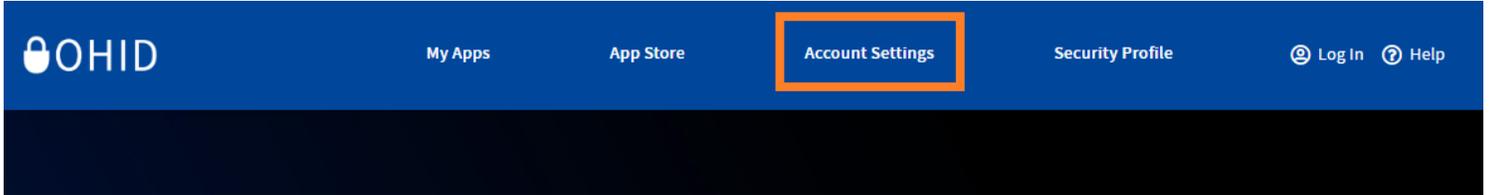
(**Figure 51** OHID My Apps Screen)

Step 2. On the **Account Settings** page select the area you wish to update. Edit your information and click **Save Changes**.
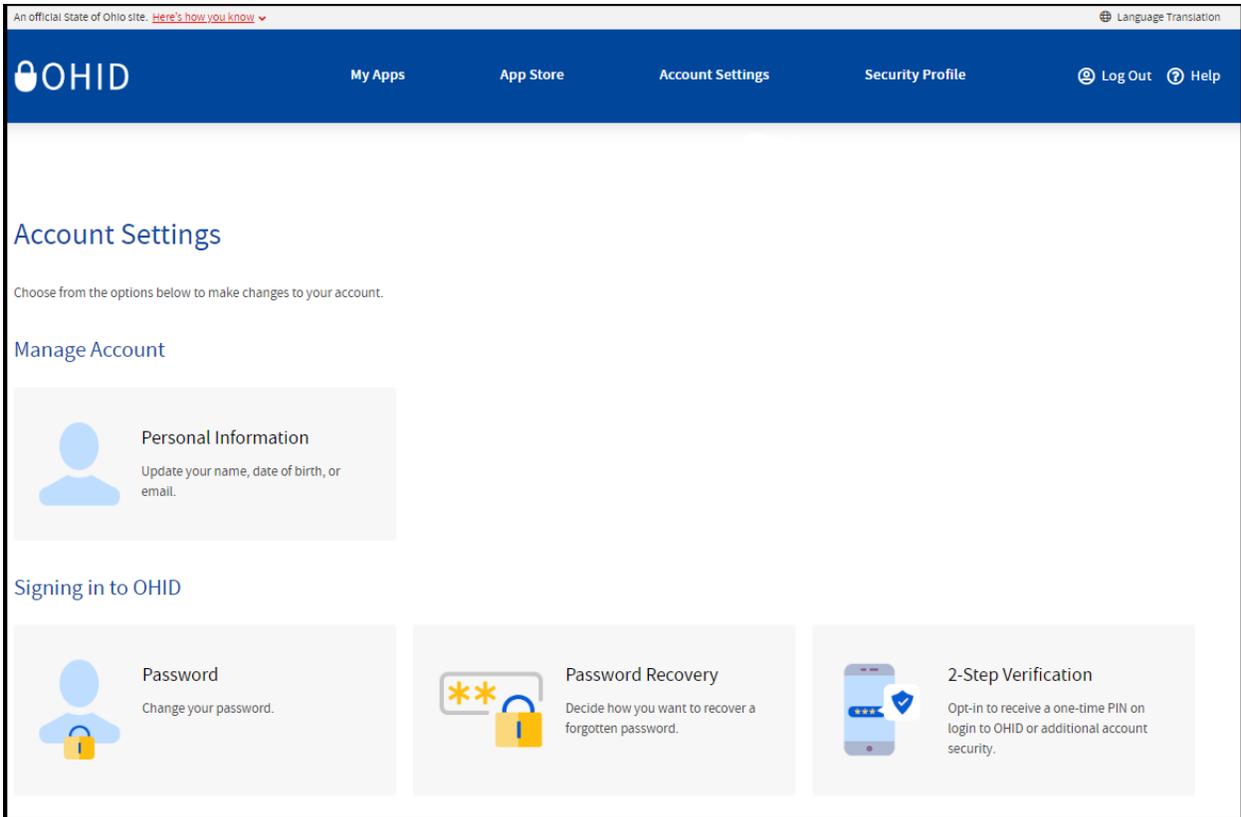
(**Figure 52** OHID Account Settings Page)

State Board of Education

PART 2: UPDATE CORE ACCOUNT

Step 1. To update your information in your CORE account, click the **My Apps** tab in the blue ribbon at the top of your OHID account page and then open the **Educator Licensure and Records (CORE)** app. Note: You may need to click **Launch** to open Educator Licensure and Records (CORE).
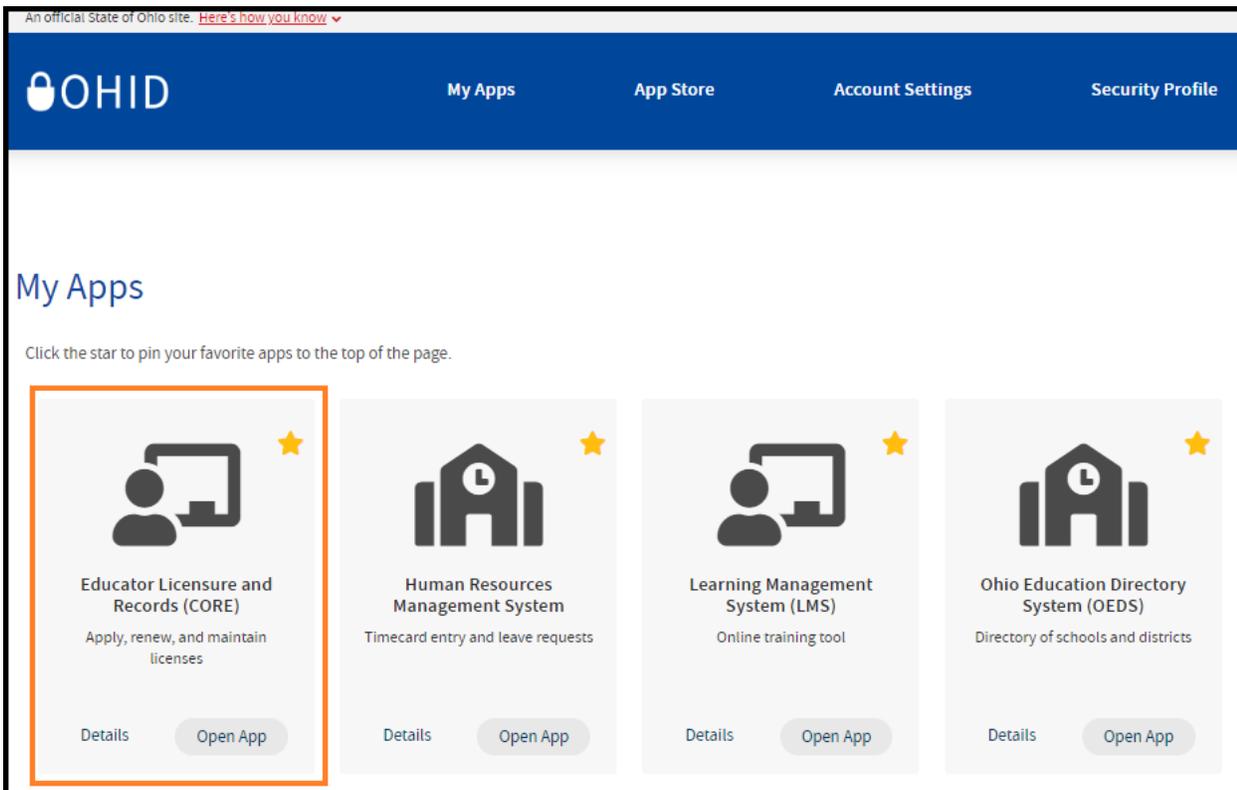
(**Figure 53** My Apps Page)

Step 2. Click **My Profile** in the red ribbon at the top right of the screen on your CORE Dashboard.
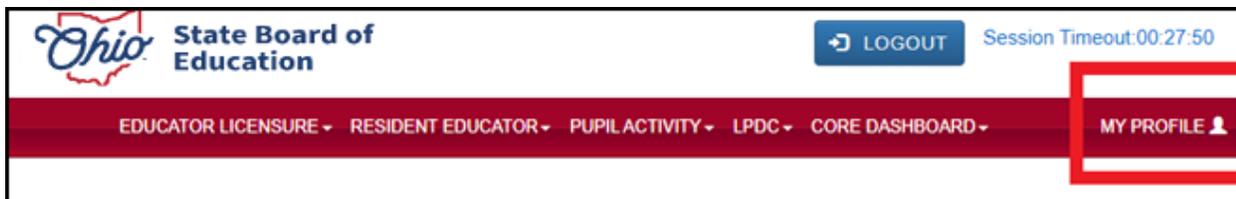
(**Figure 54** CORE Dashboard)

Step 3. Update your information (address, phone or email) by clicking the [edit icon] edit icon.

- Click **Edit** in the section that needs updated and make the necessary changes in the pop-up box. Then click **Save**.
- Click **Return to Page** when you are finished updating your information.
- Click **Go back to Dashboard** to return to your CORE Dashboard.

NAME CHANGE

Please follow the directions below to change the name that appears on your educator license or permit. Please note that the name on your educator license must match the name on your current, valid Ohio driver's license or state ID card. If your driver's license or state ID card reflects a different name, you must first update your state ID at the Bureau of Motor Vehicles. The process to change your name in CORE and your OHID account will not work if your name does not match what appears on your driver's license or state ID card.

Updating your name is a two-part process. First you will update your name within CORE. Then you will update your name in your OHID account.

Part 1. Update your name in CORE.

- o Login to your OHID account (https://ohid.ohio.gov).
- o Under **My Apps**, click **Educator Licensure and Records (CORE)**.
- o At the top of the screen you will see Welcome and then your name.
- o Click your name. The screen will show the contact information for your CORE account.
- o Click **Manage Name**. A warning will display.
- o Click **Change Name** to proceed.
- o Enter your Ohio driver's license or state ID number. If you do not have an Ohio driver's license or state of Ohio ID card, select **click here** to upload a scanned copy of your identification card.
- o Enter your first name, middle name and last name. Please note, this information must match exactly as it appears on your current Ohio driver's license or state ID card.
- o Click **Save**. Your updated information should now be displayed.

Part 2. Update your name in your OHID account.

- o After completing the directions above, click the blue **LOGOUT** button in the upper right of **MY HOME PAGE**. Your screen will update, and you will be routed to the OHID Dashboard.
- o Click the small triangle to the right of the **User Account Management** menu. This will open a menu with an option to **Update Profile**. On the **Update Profile** screen, you can update all your information. Update your profile name to match what you entered in CORE. Your name must match exactly to link your OHID profile to your CORE profile.
- o Make the necessary changes.
- o Double-check the information is correct and click **Update**.
- o Under account settings, click **Manage Name** to update your information.
- o Log out.
- o Close all browser windows.
- o Log back in.

Logging out and logging back in is essential for allowing the system to update your profile. You may verify your updated information by viewing your CORE profile and your OHID profile. You may also print a revised copy of your active license or permit reflecting your name change under **My Credentials** from your CORE Dashboard.

If you encounter any error messages during this process, please email Contact.Center@sboe.ohio.gov with the error message and a summary of what you are trying to accomplish.

State Board of Education

OHID Account Help

Should you need any assistance with your OHID account, including editing your profile, changing your password or setting up your security options, simply click the **Help** icon at the top of your OHID account screen.
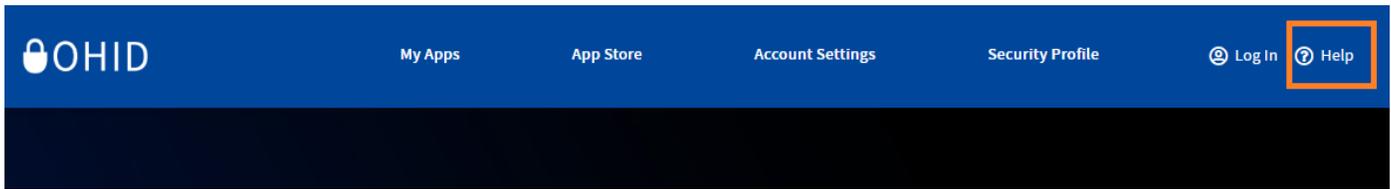
(**Figure 55** OHID Help Icon)

From the OHID Help page, you can look up how to edit your profile, change your password or make changes to your personal information.

Appendix A

CRIMINAL HISTORY AND PRIOR LICENSURE DISCIPLINE QUESTIONS

This section of the licensure application requires you to answer five questions related to your criminal history and prior professional license discipline. Keep in mind that you are required to disclose the information requested in the following questions <u>regardless of how much time has passed since the incident occurred</u> or <u>whether you have previously disclosed the offense to the State Board of Education</u>. For additional information, please see the Criminal Records webpage.

Please see below for specific instructions on each question. If, after reviewing the guidance below, you still need assistance in completing your responses to these specific questions, you may contact Educator.Conduct@sboe.ohio.gov.

Have you ever been convicted of any criminal offense (except misdemeanor traffic offense)?
1. Click **Yes** if you have any criminal convictions, misdemeanors and/or felonies, guilty pleas, convictions based on plea of no contest or a plea of nolo contendere (including an Alford plea), and felony traffic offenses.
2. If you click **Yes,** you will be directed to provide full details of each conviction:
   a. Fill out the **Year** of conviction;
   b. Select **Offense** from the drop-down menu (if you are unsure of your specific offense, you may choose "Other, Unknown" and then provide a detailed **Explanation** describing the offense); and
   c. Provide an **Explanation**. Note: An explanation is not required, unless "Other, Unknown" is selected as offense type.
3. After you have filled in the **Year**, **Offense**, and **Explanation**, you must click the blue **Add** button to complete your reporting of that conviction.
4. Repeat this process for each conviction.

(**Figure 56** Criminal Conviction Legal Question)

Are you currently a defendant in a pending criminal court case (except misdemeanor traffic offenses)?
1. Click **Yes** if you have a pending criminal case that has not yet been resolved.
2. If you click **Yes**, you will be directed to provide full details of your pending criminal court case:
    a. Select **Offense** from the drop-down menu (if you are unsure of your specific offense, you may choose "Other, Unknown" and then provide a detailed **Explanation** describing the offense); and
    b. Provide an **Explanation**. Note: An explanation is not required, unless "Other, Unknown" is selected as offense type.
3. After you have filled in the **Offense** and **Explanation**, you must click the blue **Add** button to complete your reporting of that pending criminal court case.
4. Repeat this process for each pending criminal court case.

Have you ever participated in a criminal diversion program?
1. Click **Yes** if you have participated in a first offender's program, a treatment in lieu of conviction program, or any other type of diversion program.
2. If you click **Yes**, you will be directed to provide details of your criminal diversion program:
    a. Fill out the **Year** of criminal diversion program;
    b. Select **Offense** from the drop-down menu (if you are unsure of your specific offense, you may choose "Other, Unknown" and then provide a detailed **Explanation** describing the offense); and
    c. Provide an **Explanation**. Note: An explanation is not required, unless "Other, Unknown" is selected as offense type.
3. After you have filled in the **Year**, **Offense**, and **Explanation**, you must click the blue **Add** button to complete your reporting of that criminal diversion program.
4. Repeat this process for each criminal diversion program.

Have you ever had a criminal conviction or guilty plea sealed or expunged (except misdemeanor traffic offenses)?
1. Click **Yes** if you have ever had any criminal conviction or guilty plea sealed or expunged by a court. Ohio Revised Code Section 3319.292 grants the State Board of Education the authority to ask questions about an applicant's sealed or expunged convictions.
2. If you click **Yes**, you will be directed to provide details of your sealed or expunged case.
    a. Fill out the **Year** your case was sealed or expunged. Please make sure to also fill out the **Conviction Question** above for this case with its appropriate year of conviction;
    b. Select **Offense** from the drop-down menu (if you are unsure of your specific offense, you may choose "Other, Unknown" and then provide a detailed **Explanation** describing the offense); and
    c. Provide an **Explanation**. Note: An explanation is not required, unless "Other, Unknown" is selected as offense type.
3. After you have filled in the **Year**, **Offense**, and **Explanation**, you must click the blue **Add** button to complete your reporting of that sealed or expunged case.
4. Repeat this process for each sealed or expunged case.

State Board of Education

Has disciplinary action ever been taken regarding any professional certificate, license, registration, or permit that you hold or have held in Ohio or any other state or place?

1. Click **Yes** if you have ever had any professional license, certificate, registration, or permit discipline, including letters of admonishment, reprimands, voluntary surrenders, suspensions, limitations, revocations, denials, disciplinary settlement agreements (consent agreements), or any other disciplinary actions.
2. If you click **Yes**, you will be directed to provide full details of your professional license discipline:
    a. Fill out the **Year** of your discipline;
    b. Fill out the **State and Agency** where the discipline was from (example: State Board of Education of Ohio or Kentucky Board of Nursing);
    c. Select the **Discipline Type** from the drop-down menu (if you are unsure of your specific Discipline Type, you may choose "Any Other Disciplinary Actions" and then provide a detailed **Explanation** describing the disciplinary action); and
    d. Provide an **Explanation** of the disciplinary action. Note: An explanation is not required, unless "Any Other Disciplinary Actions" is selected as Discipline Type.
3. After you have filled in the **Year**, **State/Agency**, **Discipline Type**, and **Explanation**, you must click the blue **Add** button to complete your reporting of that professional license discipline.
4. Repeat this process for each professional license discipline.

(**Figure 57** Disciplinary Action Legal Question)

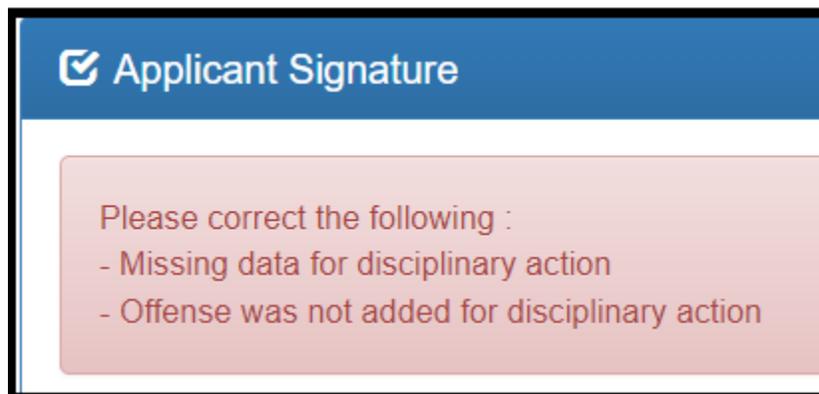# CRIMINAL HISTORY AND PRIOR LICENSURE DISCIPLINE ERROR MESSAGES

If you improperly fill out any of the required sections above, you will receive an error message when trying to submit your application. Below are some common errors and instructions for how to resolve them.

1. **Leaving the Explanation Box Blank**. If you select one of the **Other** categories for offense or discipline type, you are required to complete the **Explanation** box. You will receive an error message when you click the blue **Add** button until you complete this step.

(**Figure 58** Legal Question Explanation Missing Error Message)

2. **Forgetting to Click the Add Button**. If you do not click the blue **Add** button when you have finished filling out the appropriate conviction, pending criminal case diversion, sealed/expunged case, or license discipline, you will see the **Offense Was Not Added** error message. You must click the blue **Add** button to add your entered offense to the list.

(**Figure 59** Legal Question Offense Not Added Error Message)

3. **Conflicting Information in Applications**. If on a previously submitted application to the State Board of Education you answered **Yes** to any of these questions but answer **No** on your current application, you will receive an error message. You should either answer **Yes** and add the correct information to the appropriate question, or if the information you entered on the previous application was incorrect, you may click to bypass this error and submit your current application.

Ohio State Board of Education