



Ohio

CORE Applicant User Manual

OFFICE OF EDUCATOR LICENSURE

OCTOBER 2019

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Accessing the CORE System

Access to the Ohio Department of Education’s Connected Ohio Records for Educators (CORE) system is available through the Department’s 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, Ohio Department of Education users can access Department of Education and other statewide applications in a more secure, streamlined way.

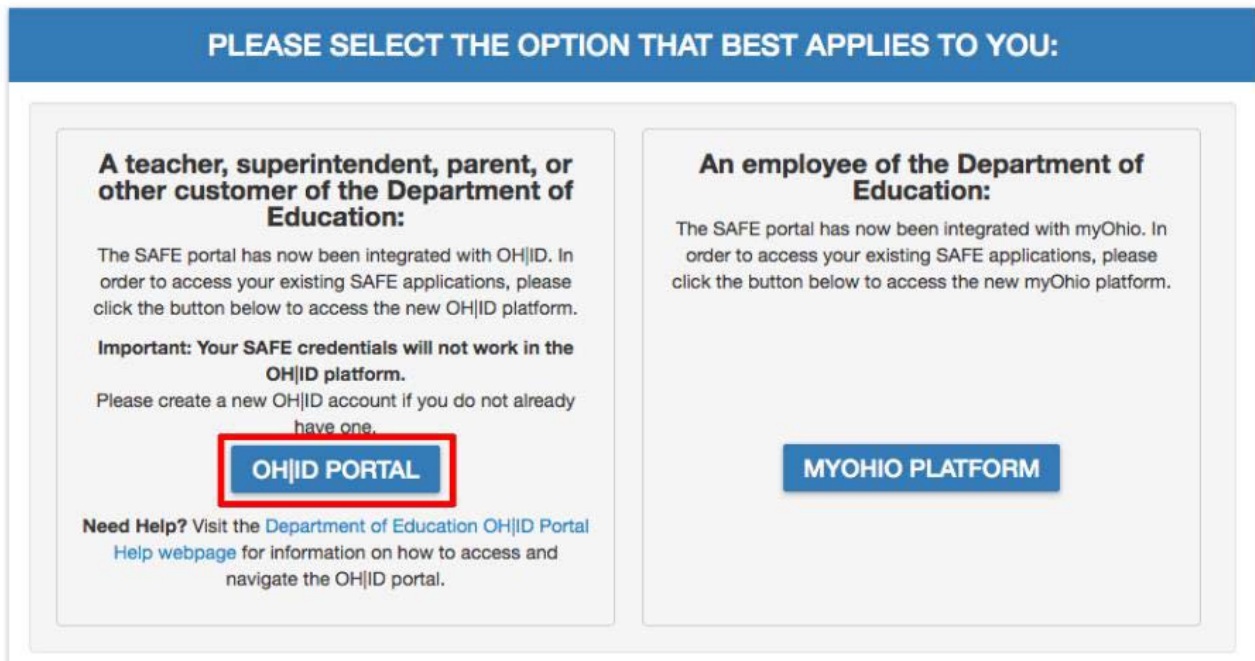
Users must have an OHID account to access the CORE system. Begin by visiting the Department’s webpage at education.ohio.gov.

Step 1. Click the *Login* link at the top of the page.



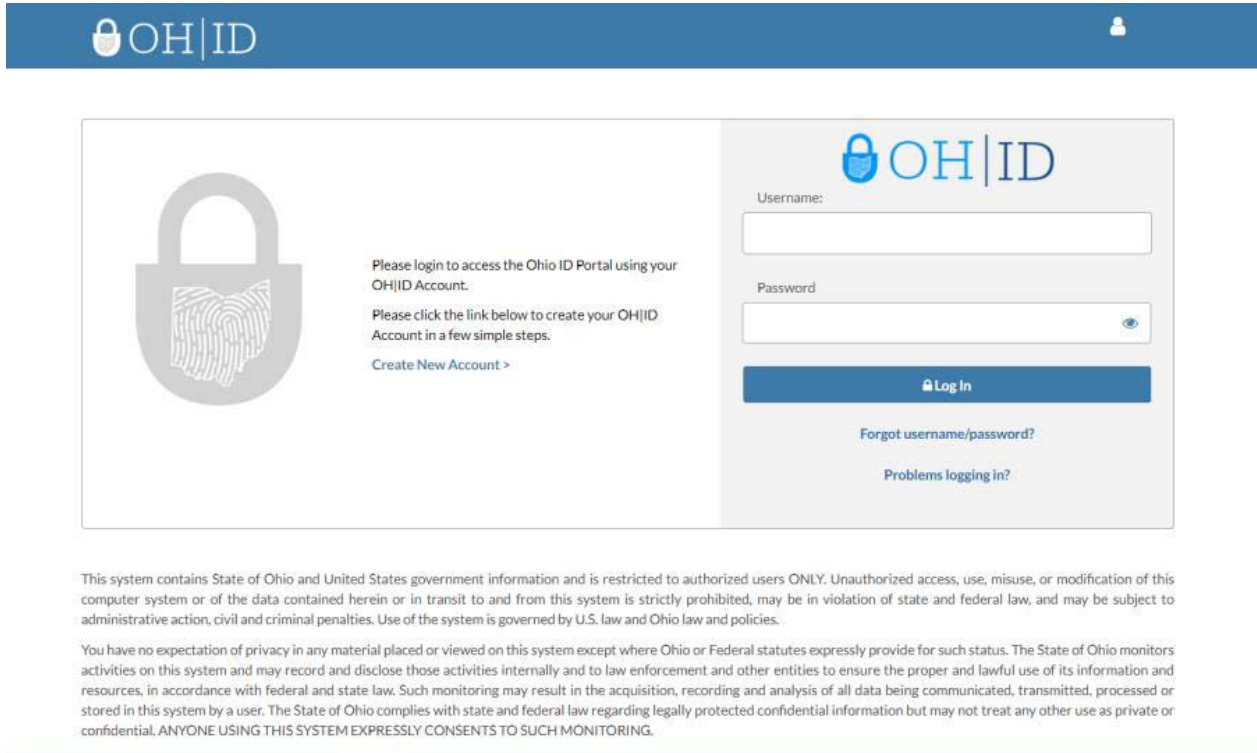
(Figure 1 Department of Education Homepage)

Step 2. Choose *OHID Portal*.



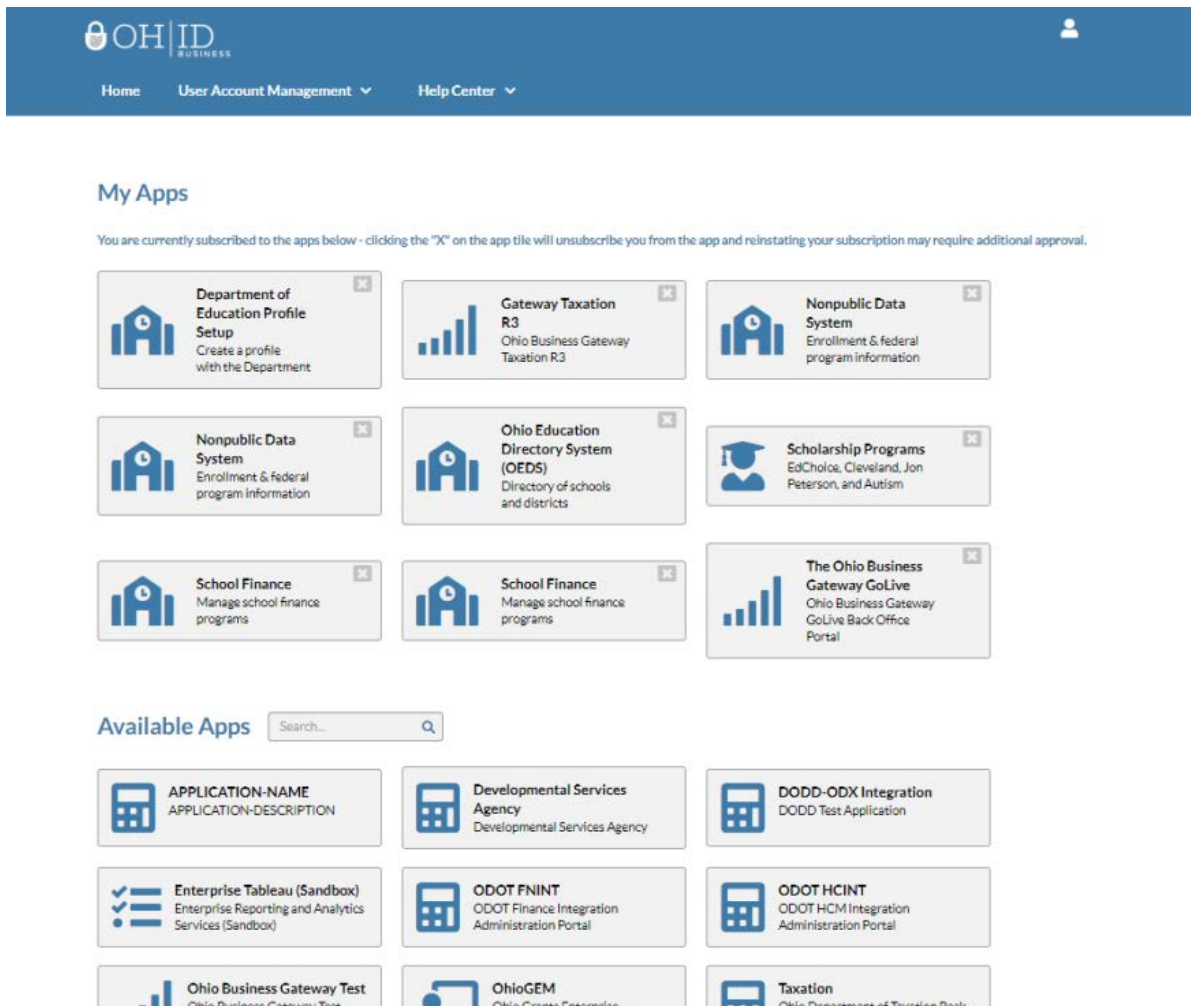
(Figure 2 Login Option Dialog Box)

Step 3. Enter your username and password and click *Log In*. If you do not have an OHID account, click *Create New Account* and follow the instructions to create one. Click [here](#) to view the Department of Education OHID Portal Help webpage for additional assistance (see *How to Create a New OHID Account and Department of Education Profile* under **Resources**). Click the *Forgot username/password?* link if you do not remember your username or password.



(Figure 3 OHID Homepage)

Step 4. The *My Apps* section of the OHID homepage will be displayed after you successfully log in to the system.

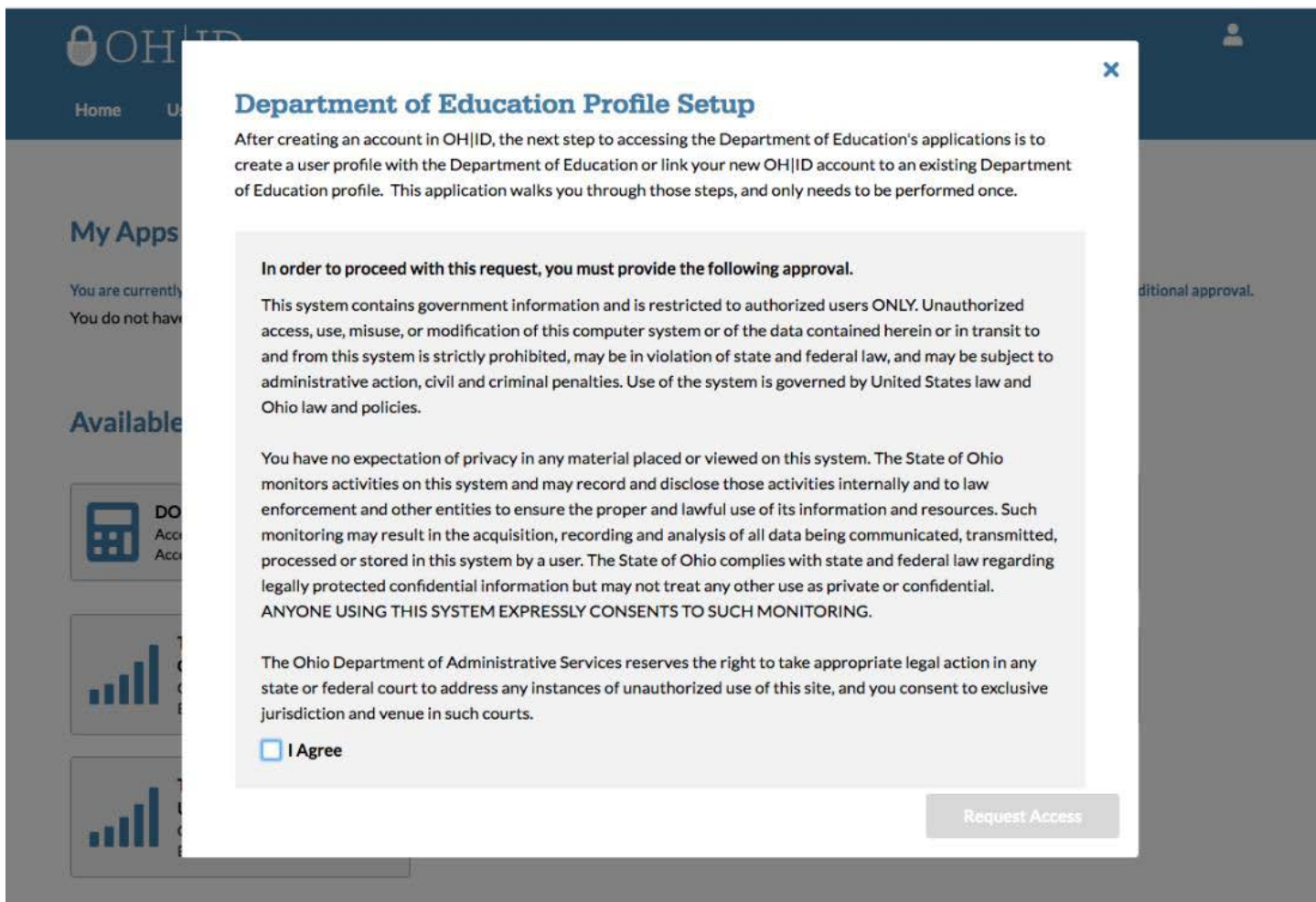


(Figure 4 OHID Dashboard)

The *My Apps* section of the OHID homepage houses tiles for applications that you have previously accessed. The *Available Apps* section houses tiles for applications you may access but have not yet configured.

Step 5. To request access to an application, click on the tile for that application. Additionally, you can use the search bar next to *Available Apps* to search for a specific application tile you wish to access.

Step 6. After you click on the tile, the terms and conditions for the application will pop up. Once you have scrolled to the bottom of the pop up, click the box next to *I Agree*. A checkmark will appear indicating you have accepted the terms and conditions. After accepting the terms and conditions, click *the Request Access* button to request access to the application.



(Figure 5 Terms and Conditions Page)

How Do I Request an Educator State ID Online?

The Ohio Department of Education creates and assigns Educator State ID numbers to individuals in CORE. The Educator State ID is necessary to complete an application. Educator State IDs also help Department staff identify and eliminate the occurrence of duplicate records in the Department's database.

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

1. First, you must have an OHID account. If you do not have an OHID account, please follow the instructions in the **Accessing the CORE System** section of this manual.
2. After you have created an OHID account, log in to the OHID portal and click *Educator Licensure and Records (CORE)* under **My Apps**.
3. Select *My Profile* in the red ribbon on the CORE Dashboard.

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 Dashboard and in My Profile. **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 Department's data system. **DO NOT click Obtain Educator State ID if you are a credentialed educator.** Please contact Educator Licensure Customer Support at Educator.Licensure@education.ohio.gov to correct the duplicate records.

Messages & Notifications Go back to Dashboard Help

- Home/Mailing address is missing. Please click *Edit icon* to update.
- Primary Email Address is missing. Please click *Edit icon* to update.
- Primary Phone Number is missing. Please click *Edit icon* to update.

My Profile

Please be sure the contact information below is current.

Name:

An Educator State ID is required. Please click on *Obtain State ID*.

Educator State ID: **SSN:** **Date of Birth:**

Home/Mailing Address:

Primary Phone: **Primary Email:**

(Figure 6 My Profile Page)

4. 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 in the Educator State ID field on the My Profile screen.

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?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Do you have an Issued or Expired educator license, certificate, or permit in the State of Ohio?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Are you currently an enrolled e-Signer for licensure requests in the CORE system?	<input type="button" value="Yes"/> <input type="button" value="No"/>


(Figure 7 Obtain State ID Pop-Up Box)

Educator Licensure and Records (CORE)

You will be able to navigate the Educator Licensure and Records (CORE) online system from your CORE Dashboard. This easy-to-use page 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).

My Profile

The **My Profile** section of the Dashboard houses your demographic information. **Please note that you must update your information under My Profile before starting or submitting an application.** To access your information in **My Profile**:

1. Click **My Profile** in the red ribbon at the top right of the screen on the CORE Dashboard.
2. Update your information (address, phone or email) by clicking the  icon.
 - o Click *Edit* in the section that needs updated and make the necessary changes in the pop-up box.
 - o Click *Save*.
 - o Click *Return to Page* when you are finished updating your information.
3. Click *Go back to Dashboard* to return to your CORE Dashboard.



It is important to keep your information current. The Department uses the information in **My Profile** to contact applicants regarding their applications.

NAME CHANGE

Please follow the steps 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 OHID 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-step process. In the first step you will update your name within CORE. In the second step you will update your name in OHID.

Step 1 – Update Your Name in CORE

1. Login to OHID (<https://ohid.ohio.gov>).
2. Under **My Apps**, click *Educator Licensure and Records (CORE)*.
3. At the top of the screen you will see *Welcome* and then your name.
4. Click your name. The screen will show the contact information for your CORE account.
5. Click *Manage Name*. A warning will display.
6. Click *Change Name* to proceed.
7. 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.
8. 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.
9. Click *Save*. Your updated information should now be displayed.

Step 2 – Update Your Name in OHID

1. After completing Step 1, 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.
2. 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.
3. Make the necessary changes.
4. Double-check the information is correct and click *Update*.
5. Under account settings, click *Manage Name* to update your information.
6. Log out.
7. Close all browser windows.
8. 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 Steps 1 or 2, please email profile.help@education.ohio.gov with the error message and a summary of what you are trying to accomplish.

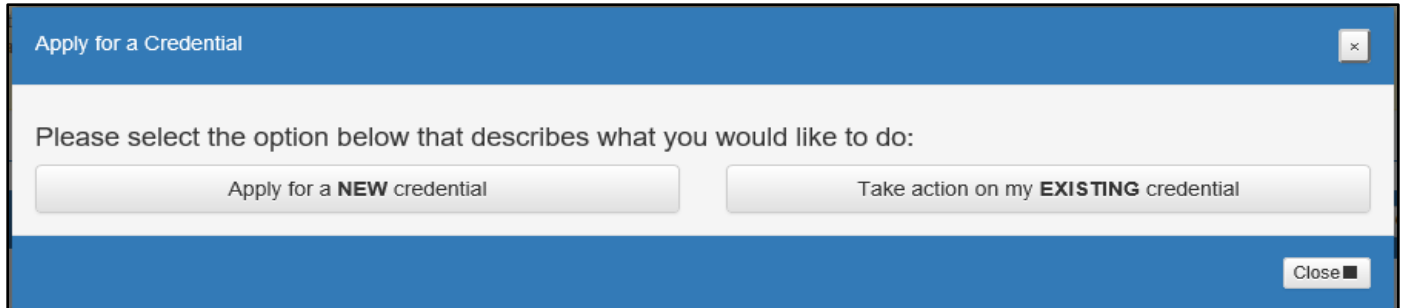
DASHBOARD FEATURES

- The **HELP** icon in the blue ribbon at the top of the Messages & Notifications box links to a list of helpful resources.
- **Messages & Notifications** displays the most recent notifications.
- **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.
- **My Application Status** displays the status of your application(s). You may edit, delete or submit an application you began previously. You may edit or delete any 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. If you requested the wrong credential, you must delete the application request and start a new one.
- **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.
- **My Documents** displays documents you have uploaded to your account. You may upload required transcripts and other documents.
- **My Background Checks** displays your BCI/FBI background check history.
- **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 exam history.
- **High Performing Educator Summary** displays your eligibility criteria information for the consistently high-performing teacher designation.

How Do I Submit a New Application?

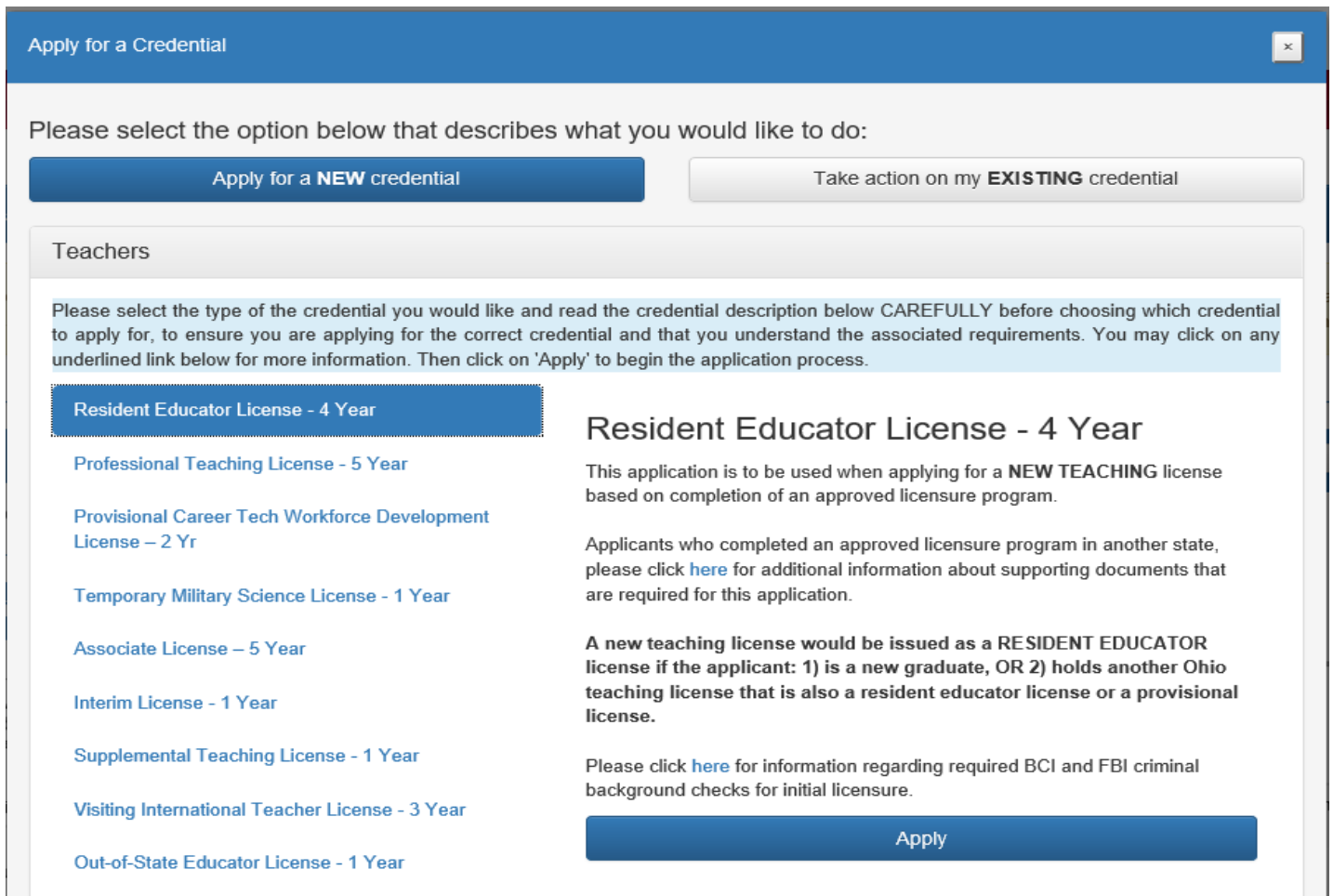
Please complete the following steps to apply for licensure:

1. To begin an application for a **NEW** credential, click *Apply for a NEW Credential* in the **My Credentials** section on your CORE Dashboard.
2. A pop-up screen will prompt you to select an application type.



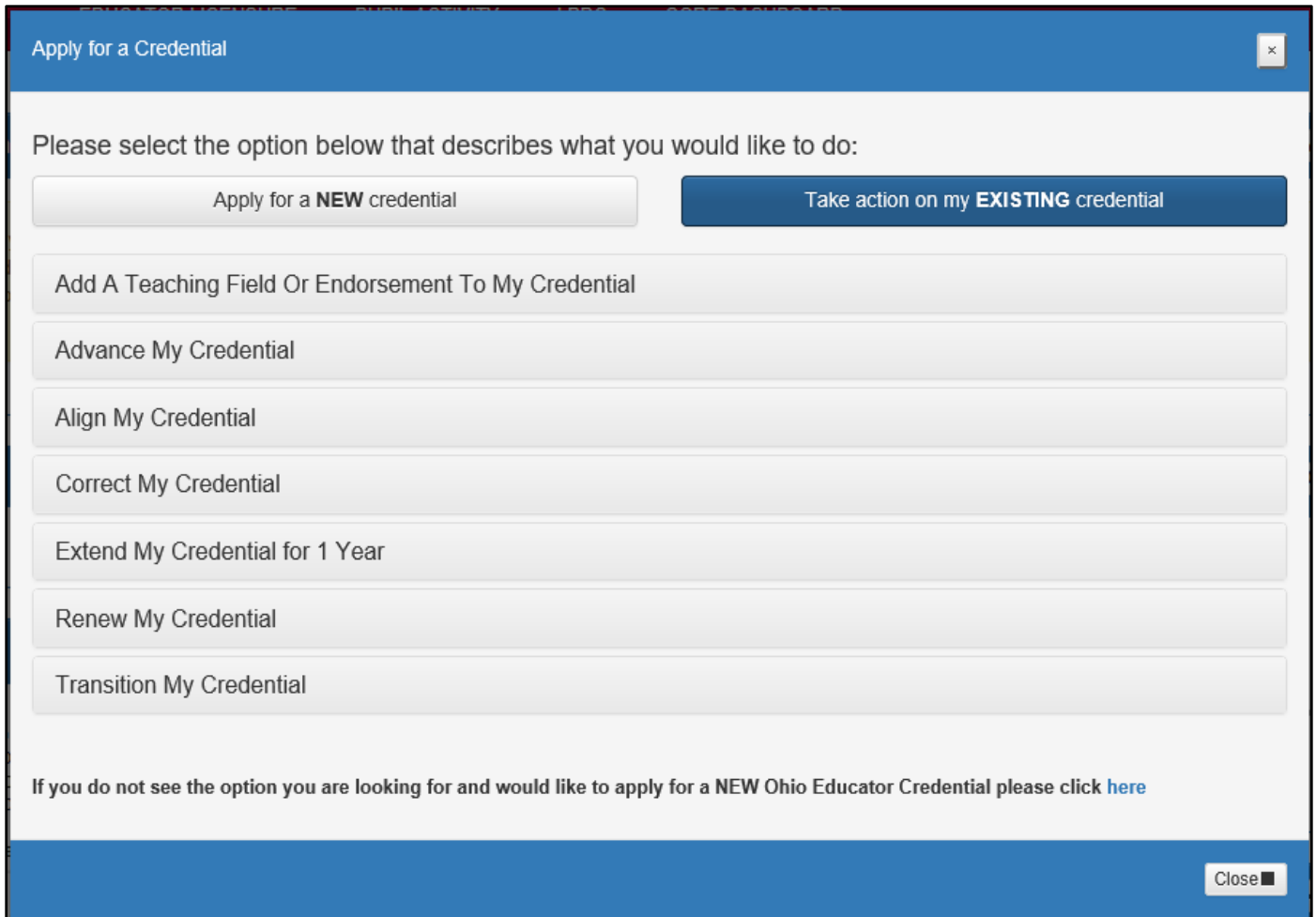
(Figure 8 Apply for a Credential Pop-Up Box)

3. Click *Apply for a NEW credential* if you wish to apply for a new license.
 - o 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.



(Figure 9 Apply for a Credential Screen)

- 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.
 - Once you have selected the license type, click *Apply* to begin the application.
4. Click *Take action on my **EXISTING** credential* to select actions appropriate to your previously issued credential (e.g., Advance, Renew, Transition, etc.).
- The next screen will display the different options for your previously issued license(s).



(Figure 10 Apply for a Credential Screen)

APPLICATION INFORMATION

Throughout the application process, you must provide information related to your specific application. You will be required to answer questions regarding your residency, military service 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 of the prompts.

- **Effective Date.** If applicable, you will need to select an effective date for your credential during the application process. **Note that all credentials will be “effective” on July 1 of the chosen effective year.**
- **E-Signature.** If your application requires an electronic signature from an employing school/district/LPDC or from an Ohio college/university, enter the IRN provided by the organization or the name of the organization. Select the correct organization by clicking the name or IRN in the list that populates. 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.** If your application requires the submission of documents, click *Upload Documents*. Please note that you may open and view your previously uploaded documents.



Transcripts

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 see the following requirements before uploading your transcripts:

- The date your degree was awarded must be visible.
- Include all pages of transcript (front and back).
- Registrar’s signature and transcript key/guide must be visible.
- Create one PDF file per transcript (do not upload pages separately).
- Upload transcripts from multiple universities separately (each transcript should be one PDF file).
- Electronic transcripts may only be sent **directly from the issuing college/university** to educator.licensure@education.ohio.gov.
- Please do not submit transcripts that will expire or are password protected or locked.
- If you completed your coursework outside the US, you must provide a course-by-course analysis from a Department approved international credential evaluation service for college coursework completed outside the United States. Please see our [list of approved organizations](#).

Additionally, you may mail your original, official transcript to our office for review:

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

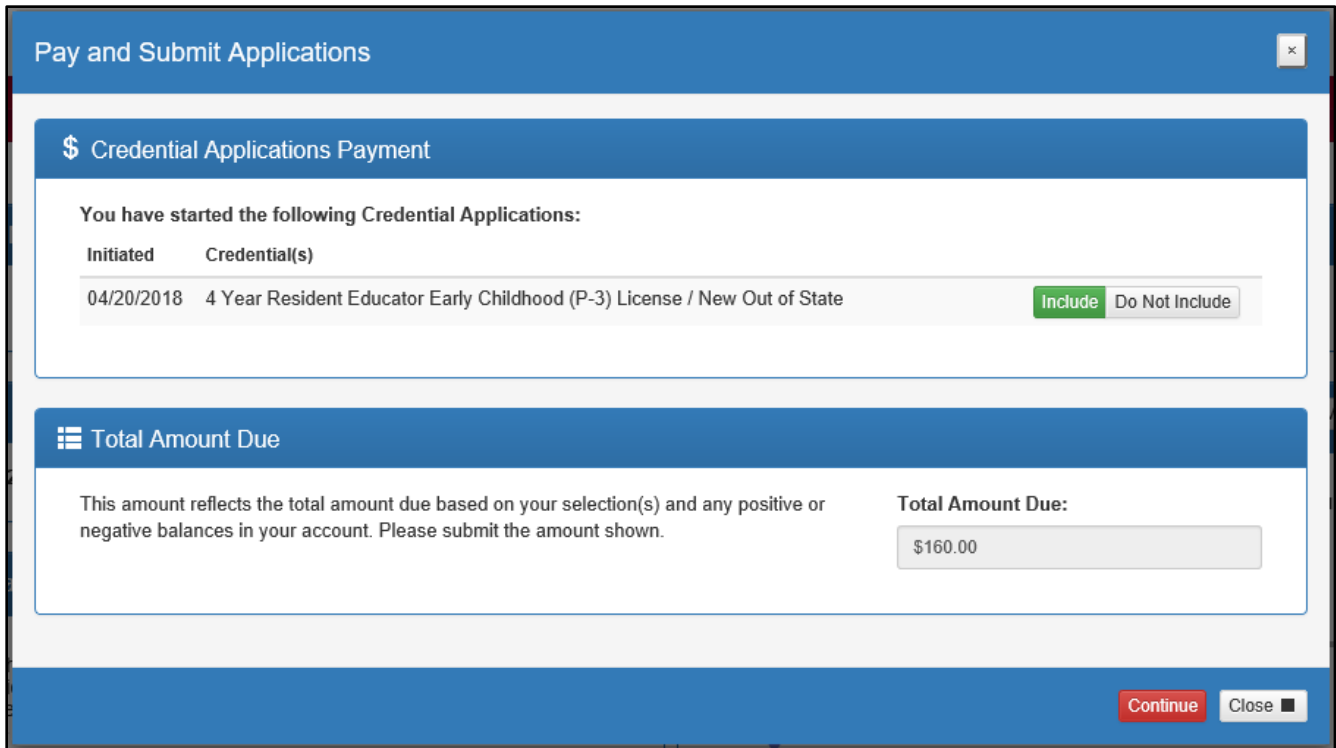


Bundling Applications

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.

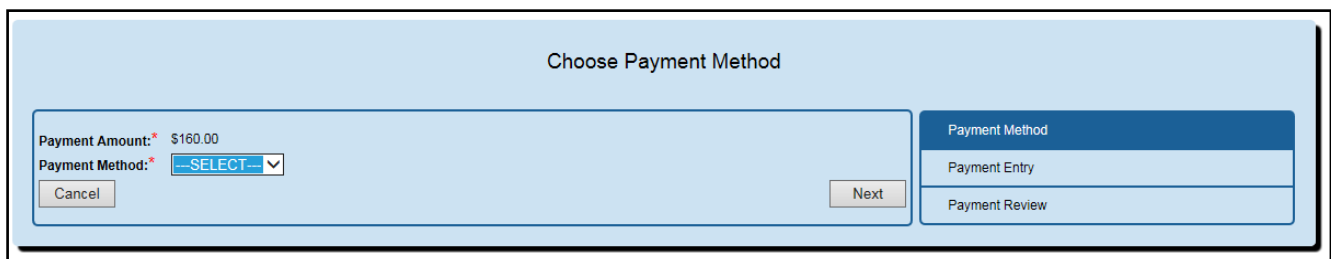
APPLICATION PAYMENT

1. **Pay and Submit Applications.** Click *Include* for the application(s) you wish to submit. You will see the total amount due for all applications selected.
2. Click *Continue*. You will see a pop-up box verifying you are navigating to the external payment site to process your secure, online payment.
3. Click *Continue* to make your payment or *Cancel* if you do not wish to make a payment yet. Do not click your browser's back button from this screen.



(Figure 11 Pay and Submit Applications screen)

4. **Choose Payment Method.** 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. Click *Next*.



(Figure 12 Choose Payment Method Screen)

E-CHECK PAYMENT

- You may use either a checking or savings account to make a payment by E-check. Enter the bank routing number, your bank account number and your email address. Then click *Review* to proceed.

Payment Amount: * \$160.00
Payment Method: * E-Check

Bank Routing Number: *
Bank Account Number: *
Re-Enter Bank Account Number: *

Email: mary.teacher@yahoo.com

Back Review

(Figure 13 E-Check Payment Screen)

- Review Payment Details.** Review the details on the following 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.

Review Payment Details

Payment Amount: \$160.00
Payment Method: E-Check
ACH Bank Routing Number: 000110110
ACH Bank Account Number: 74123
Email: mary.teacher@yahoo.com

Back Make Payment

(Figure 14 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.**
- Application Submitted.** After your payment is processed, you will return to your Dashboard where you may view the status of your application.
- Verify Payment.** In the My Account section, you will see your payment posted to your account. You will receive an email confirmation of the submission of your application. If you click *Email Receipt*, you will receive a separate email verifying your payment.

CREDIT CARD PAYMENT

- 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 acceptable if they do not require a PIN.

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.

The following link provides information regarding the [card security code](#).

Ohio Department of Education - Educator Licensure Payment Summary

Total: \$160.00

Payment Information

* Credit Card Number: * Credit Card Type:

* Expiration Month: * Expiration Year:

* Card Security Code:

Billing Information

First Name: Middle Name:

* Last/Business Name: * Phone:

* Address Line 1: Address Line 2:

* City: * State/Province/Region:

* Zip/Postal Code: Country:

Email: Email Receipt:

(Figure 15 Credit Card Payment Screen)

- Enter the necessary information on the credit card payment screen. The fields indicated with an asterisk are required. You must provide an email address and check the *Email Receipt* box to receive an email confirmation of your payment. Click *Continue* when you are finished.
- **Review Payment Details.** 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.**
- **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: *****
* Expiration Month: ****
* Card Security Code: ***
* Credit Card Type: MasterCard
* Expiration Year: ****

Billing Information

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

Continue

(Figure 16 Print Receipt Screen)

- **Application Submitted.** After your payment is processed, you will return to your Dashboard where you may view the status of your application.
- **Verify Payment.** In the My Account section, you will see your payment posted to your account. You will receive an email confirmation of the submission of your application. If you click *Email Receipt*, you will receive a separate email verifying your payment.