



## Check Your Status/Create or Change your Personal Profile

Your personal Educator Page allows you to complete recommendations from your program sponsor, and renew documents when required. You can also use your Educator Page to update your personal and contact information on file with the Commission. **Name changes cannot be made online. Submit Form 41-NC to change your name, Social Security Number, Individual Tax ID Number, or date of birth.**

1. Click the **Educator Login** button on the Commission's Home page [www.ctc.ca.gov](http://www.ctc.ca.gov) to begin.

The screenshot shows the CTC website home page with the following elements:

- Three main service tiles: "Search for an Educator" (with a magnifying glass icon), "Online Services for Agencies" (with a "SCHOOL" sign icon), and "Renew Your Document" (with a classroom icon).
- A row of five action buttons: "Apply for a New Document" (checklist icon), "Complete Your Program's Recommendation" (document icon), "Clear Your Credential" (checkmark icon), "Explore Credential Requirements" (magnifying glass icon), and "Extend Your Credential" (arrow icon).
- A "Popular Links" section with two columns of links: "How to Print Your Document", "Update Personal Information", "Credentials FAQ - General Questions", "Accreditation", "Standards: Common and Program", and "Out-of-State Applicants".
- An "Educator Login" button in a dark blue box, which is highlighted by a red arrow.
- An "Application Status" section with the text: "We are currently processing applications received before: 3/9/2017".

2. Create/log in to your personal profile on the secure Educator Page. The next screen will ask you to enter your User ID and Password.

**NOTE:** Effective 02/16/2017, you will not be able to access your file online directly with a Social Security number and Date of Birth. All users will be required to create a User ID and password first before accessing their CTC Online file.

If you have already created your User ID and password, enter them in the screen shown below and move to step 5. **Users who have not yet completed this process must use the link "Create Educator Account" as shown in the screen below.**

CTC Online

User ID:

Password:

Login

[Forgot Your Password?](#)

[Forgot Your User ID?](#)

[Create Educator Account](#)

User accounts are locked after 5 unsuccessful login attempts.



3. Enter your SSN and Date of Birth to begin creating your User ID and Password. Click OK. Do not use the “Enter” key on your device as it will not advance you to the next step.

Please do not use your browser's back button during this process.

Social Security Number (#####):

Date of Birth (MM/DD/YYYY):\*

OK



If this is your first time submitting an application to the Commission and using CTC online, you will be prompted to enter this information twice. You will see the message on the screen ***“Existing user profile could not be found. Please re-enter your Social Security Number and Date of Birth to proceed with creating a new user.”***

Existing user profile could not be found. Please re-enter your Social Security Number and Date of Birth to proceed with creating a new user.

Social Security Number (#####) :

Date of Birth (MM/DD/YYYY) :\*

OK

- If you are a new user, you will see the next screen. Enter your personal information including your selection of a User ID and Password, and create 3 Challenge Questions and Answers that can be used to verify your account if your ID or Password should be lost. **You must include a current valid email address in your profile as this is how password recovery information and other important correspondence regarding your file will be distributed.** If you already have a credential file in CTC Online, you will still be required the first time through the new system to create a User ID, login, and challenge questions.

Login Search

New User Registration:

**Create New Educator**

\* - Required Field.

Please provide your own contact details so that we can create you as an Educator.

First Name :*	<input type="text"/>	Address Line 1 :*	<input type="text"/>
Middle Name :	<input type="text"/>	Address Line 2 :	<input type="text"/>
Last Name :*	<input type="text"/>	City :*	<input type="text"/>
Email :*	<input type="text"/>	State :*	-Select- <input type="button" value="v"/>
Work Phone # :	<input type="text"/>	Zip Code :*	<input type="text"/>
Home Phone # :	<input type="text"/>	Country :*	-Select- <input type="button" value="v"/>

**Enter User ID and Password**

User ID :\*
**Password requirements are as follows:**		Password :\*		• Nine Characters or more
Verify Password :\*		• Capital and lower case Letters		
		• At least one number		
		• At least one symbol (any of these: <> ; ' ! ~ # \$ % ^ & \* ( ) \_ + @)		
		• User ID cannot be part of password		

**Enter Challenging Questions and Answers (To be used when you forget your password)**

Challenge Question 1 :*	<input type="text"/>	<b>Challenge Questions requirements are as follows:</b>	
Challenge Answer 1 :*	<input type="text"/>		
Challenge Question 2 :*	<input type="text"/>		
Challenge Answer 2 :*	<input type="text"/>		
			• Questions must be minimum 5 characters length.
			• Answers must be minimum 5 characters length.
		• Questions and answers must all be different.	
		• Answer cannot be part of question.	

- After creating your User ID and Password you will be directed back to the login screen to use your new User ID and Password. After logging in, you will be shown the Commission's Personal Information legal disclaimer. Click Next in the upper right corner to proceed.



**Save** **Cancel** \* = Required Field

Note: If you have questions about the information displayed below, please click [here](#) for a listing of Commission contacts

**First Name** \*: TRAINING  
**Middle Name**: APPLICATION  
**Last Name** \*: THREE1  
**E-mail** \*: tkent@ctc.ca.gov  
**Work Phone**: (999) 999-9999  
**Home Phone**: (999) 999-9999  
**Last Known County of Employment**: ALAMEDA COUNTY OFFI

**Add or Change Address**

**Address Line 1**: PO BOX 0750  
**Address Line 2**:  
**City**: SACRAMENTO  
**State**: CA  
**Province**:  
**Country**: USA  
**Zip Code** \*: 95811-0750

**Back** **Next**

8. Enter your address information in the appropriate fields. You must select the "Save" button at the bottom when done and before clicking "Next" to move forward. Otherwise, you will lose all changes made.

**Add or Change Personal Information** \* = Required Field

Note: If you have questions about the information displayed below, please click [here](#) for a listing of Commission contacts

**\* First Name** \*: TRAINING  
**Middle Name**: APPLICATION  
**\* Last Name** \*: THREE1  
**E-mail** \*: tkent@ctc.ca.gov  
**Work Phone**: (999) 999-9999  
**Home Phone**: (999) 999-9999  
**Last Known County of Employment**: ALAMEDA COUNTY OFFICE OF EDUCATION

**Fingerprint Status**: Complete: No Action Required

**\* Address Line 1**:  
**Address Line 2**:  
**\* City**:  
**State**: -Select-  
**Province**:  
**Zip Code** \*:  
**\* Country**: -Select-

**Save** **Cancel**

**Back** **Next**

9. This is the Educator Page. Click on the "Application" tab to see the status of any application submitted. Click on the small blue-gray arrow in the left-hand column to highlight a specific application.

If an application has completed processing and has already been granted, the details of the selected document appear in the row below.

Last Name: THREE      Last Known County of Employment:      Note: Please verify County of Employment is current.  
 First Name: TRADING      Adverse and Commission Actions Indicator:      Note: Information on Adverse and Commission Actions is available for this educator if a flag is displayed.  
 Middle Name: APPLICATION      Fingerprint Process Complete: Y      Note: If the fingerprint process does not display as "Complete", please refer to the Fingerprint Information on our website.

Status	Status Date	Type	Date Paid
> Granted	06/23/2008	Application	
> Granted	06/13/2008	Application	
> Granted	06/13/2008	Application	
> Granted	06/23/2008	Application	

Click on Application's Status above to view the details below.

Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date	Grade	Special Grade
> 30-Day Substitute Teaching Permit	Emergency	Valid	3/1/2008	4/1/2011	3/1/2010		

10. When finished with your Educator page, you can exit CTC Online use the link at the top of the page.

Login Search Educator Profile

Back

Note: If you have questions about the information displayed below, please click here for a listing of Commission contacts

Last Name: TESTINGTON      Fingerprint Status: Incomplete: Action Required by Educator. Email Fingerprints@ctc.ca.gov  
 First Name: ANGEL      Adverse and Commission Actions Indicator:      Note: Information on Adverse and Commission Actions is available for this educator if a flag is displayed.  
 Middle Name:  
 Last Known County of Employment:

Document Number	Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date	Grade	Special Grade	Recommending Agency
No Records									

**Complete Your Program's Recommendation**

For those who have completed a program and were recommended for a credential by their college, university, district, or county office.

Complete Return Application to Authorized Agency Click the 'Document Title' to view detailed information. Select "Yes" next to the Document Title and either "Complete", or "Return Application to Authorized Agency" with the Return Reason.

Choose Yes to Complete Recommendation	Document Title	Term	Application Status	Issue Date	Return Reason
No Records					

**Renew Your Document**

Options listed here are for those who already hold a document and are renewing.

Complete Choose the record you are interested in by selecting ">". Then Select "Yes" next to the Document Title and click "Complete".

Choose Yes to Renew	Document Title	Term	Status	Issue Date	Expiration Date	Original Issuance Date
No Records						

**Apply for a Certificate of Clearance or Activity Supervisor Clearance Certificate**

This option is ONLY for those seeking background clearance.

Create New Complete Click "Create New" to start. If applicable, select "Yes" next to the Document Title and click "Complete" to continue.

Choose Yes to Apply	Document Title	Application Status
No Records		