District of Columbia
Office of the State Superintendent of Education



Educator Credentialing Information System (ECIS)

User Guidebook

Division of Elementary, Secondary, and Specialized Education Educator Quality and Effectiveness Unit

Table of Contents

Introduction	3
Applicant Registration and Approval Procedures	4
Before You Officially Submit an Application	6
List of Required Supporting Documents	7
Signing into ECIS	9
Open your Profile to create or view Applications	11
Creating a New Application	13
Selecting the Subject Areas for the Credentials you are seeking	15
Uploading the Required Documents	17
Adding Comments	19
Review your Information and Prepare for Checkout	20
Making a Payment to Officially Submit an Application	21
Request Changes to my Profile Information	24
How to Upload Additional Documents after You've Submitted an Application	25
Questions or Technical Assistance	26

Introduction

The Office of the State Superintendent of Education (OSSE) is responsible for reviewing the credentials and qualifications of applicants seeking teacher, administrator, or school service provider certification in the District of Columbia. OSSE's Division of Elementary, Secondary, and Specialized Education is responsible for overseeing procedures and protocols that govern licensure application submission and ensure responsive service to applicants.

The Educator Credential Information System (ECIS) is an electronic educator licensure application portal designed in an effort to provide those seeking authorization to serve as a teacher, administrator, or school service provider with a user-friendly, web-based format for submitting applications for a DC credential. Through ECIS, applicants will be able to enter personal and demographic information, upload supporting documents, and pay for application processing fees electronically using a valid Visa or MasterCard payment card.

For general questions regarding certification requirements, policies or other general information please visit our <u>Educator Credentialing</u> website or contact us at <u>osse.asklicensure@dc.gov</u>.

If you are experiencing problems using ECIS or require technical assistance you may contact us at, osse.ecis@dc.gov.

Applicant Registration and Approval Procedures

To obtain access to use ECIS as a first-time user, you must register and receive an invitation to join the application.

- 1. To get started, go to https://octo.quickbase.com/db/bkdy85kmw
- 2. Scroll to the bottom portion of the page. If you are a first-time user you must click the "Click here to Register" button. If you have previously registered or are a returning user click the "Click here to Sign In" button. See image below.



- 3. Complete all fields requested in the Personal Information section when registering. Once completed, review for accuracy. (This is important. Once you click "Save" you will not be able to edit or make changes yourself. Changes or edits may only be done by OSSE staff.)
- 4. Once you have verified that all information is correct, click the green "Save" button located in the upper right corner of the page.
- 5. A successful Save shall trigger three (3) e-mail notifications that will be sent to the e-mail address you registered with.
 - Email 1 Your ECIS registration request has been received.....
 - Email 2 Your ECIS registration was reviewed and your unique ID number provided....
- 6. Once your request for registration is approved by an OSSE staff person, you will receive a 3rd email message inviting you to the ECIS application. Open that message and click on hyperlink text "GO TO THIS APP IN QUICKBASE". This will re-direct you to a final registration screen to create a password and select your security question for secured access.
 - Email 3 Invitation to the ECIS online application in Quickbase....
- 7. Create your password and then complete all required security question information. Review information for accuracy.

Note: If you provided a DCGov email address as your primary email contact during registration, you will bypass the create password page. As an active DCGov account user, you will use your *existing* DCGov email address username and password to sign in once you receive the ECIS invitation email message.

8. Click to select the "agree to the terms of service" checkbox. Then, click the green "Register" button.



- 9. After clicking the green register button, you will be redirected to the ECIS application and you will be automatically signed into ECIS. You have completed the registration process.
- 10. You may stay signed in and start a new application or you may sign out and come back later.
- 11. To sign out or leave the application, click on the dropdown arrow located next to your name in the upper right corner of the page and select "Sign Out".



NOTE: If you receive a "...contain unique value..." error message during registration, you are entering an e-mail address or social security number that have already been used. This happens because you have previously registered on a prior date. ECIS does not allow duplicate e-mail addresses or social security numbers. <u>Instead of clicking the register button</u>, <u>click the "Sign In" button</u>. Then enter the email address username and password you created when you initially registered. The error message will look like the screen shot below.



If you cannot remember the email address you registered with, send an email to osse.ecis@dc.gov to request to be sent that information. Additionally, if you cannot remember your password, go to https://octo.quickbase.com/db/main?a=SignIn, then, click the "I forgot my password' text link to reset your password.

Before You Officially Submit an Application

You must make sure that you have received all of the required supporting documents to upload into ECIS **before** you make a payment and submit your application. Since all documents must be converted into an electronic format for uploading, you will need to scan all required documents and then save them as "PDF" files to your computer or other flash storage device. This will require you to open the sealed envelopes that your documents were originally mailed in order to scan them. When scanning documents that contain multiple pages, you must scan all pages of that document into one (1) pdf file. For example, if your FBI personal criminal history report consists of 3 total pages, you will scan all 3 pages into one document and save it as one pdf file. Once scanned, you will then name it (i.e. John Doe FBI report). Follow these steps for each of the documents you will be uploading.

To avoid potential denials or delays in the processing of your application, you must upload all supporting documents required for the credential(s) you are seeking. Please be advised, the processing time it takes to review your application does not start until OSSE receives a complete application packet that includes all required fees and supporting documents. To make sure you possess the proper documentation required for the credential(s) you are seeking, review the requirements at Educator Credential Requirements Overview.

To see a list of the required supporting documents that you must upload, see the "List of Required Supporting Documents" section of this user guide.

List of Required Supporting Documents

- 1. **Personal criminal history record report** issued by the FBI or an FBI approved "channeler" agency, an agency which has the ability to provide any United States citizen or lawful permanent legal resident the right to request a copy of their personal FBI criminal background check. Criminal history record reports must have been issued within the previous 12 months from the date an application is submitted and shall remain valid with OSSE for a period of four (4) years from the date the report was generated.
 - a. In instances where the FBI channeler agency will only send the report directly to an agency, the report may be e-mailed to osse.ecis@dc.gov.
 - b. If you are currently employed or have recently completed the clearance process with the DC Public Schools (DCPS) agency, DCPS will provide OSSE with electronic access to your criminal history clearance information.
- 2. **Official education transcripts** issued by the registrar's office of the college or university where you completed a degree and where applicable education preparation training/coursework has been completed. Education transcripts must be scanned as full, non-fragmented PDF pages using the "autocolor detection" setting. Grade reports or student account transcript records are not accepted.
 - a. If you completed studies at an institution outside of the U.S. (including Canada), you must submit a foreign credential equivalency report issued by an approved agency. The District of Columbia accepts foreign credential equivalency reports provided by the following entities: (1) organizations that have current membership with the National Association of Credential Evaluation Services (NACES) or the Association of International Credential Evaluators (AICE); (2) accredited four year colleges/universities; and (3) evaluation organizations that are approved by other state educator licensing/credentialing agencies for licensing purposes.
 - b. The report must include a U.S. eqivalency degree summary statement and a course by course listing of all completed coursework that includes the grade earned and credit hours completed for each course.
 - c. Do not send diplomas, foreign transcripts, or any documents not printed in English.
- 3. **Program verification form** confirming your admission and/or completion of an approved educator preparation licensure program.
 - a. A completed F-4 Program Admission Verification form The purpose of the F-4 is to verify the program enrollment and employment of an applicant seeking the issuance of an *Initial* teaching credential
 - b. A completed F-1 In-state Program Completer Verification form The purpose of the F-1 form is to verify satisfactory completion of an approved educator licensure program for applicants who completed their training program at a DC based institution.
 - c. A completed Out-of-State Approved Program completion verification form (The purpose of this form is to verify satisfactory completion of an approved educator licensure program for applicants who completed their training program at institutions outside DC.

- 4. **Alternative program completion verification letter** confirming the sequence of requirements completed if you completed an alternative or non-traditional educator preparation program in another state where an official institution transcript was not issued.
- 5. **Examinee score report(s)** verifying passing scores for the required credentialing exams. Applicants submitting score reports for comparable exams passed in another state must submit a valid full credential from another state where those exams were accepted for issuance of the credential. All score reports must be printed in English and indicate the test name, test date, test score, and pass/fail indication. All pages of the score report must be submitted.

Note: If your state did not require any component of the credentialing exams as required by the District of Columbia (e.g. basic skills, subject content or pedagogy), you will be required to present passing scores for the missing exam prior to the issuance of the applicable D.C. credential.

- 6. **Copy of valid educator credential (with no deficiencies) from another state** where you hold comparable endorsements or certifications.
- 7. **Verification of full-time experience** confirming full-time employment in the applicable assignment area confirmed by the appropriate employment verification official of your hiring agency.
- 8. **LEA annual performance evaluation review** confirming your evaluation rating achieved for the applicable academic year(s). The evaluation reviews must be properly signed and dated by all required parties. Applicable towards initial credentialing or credential renewal.
- 9. **Professional development (PD) training completion certificates or PD transcripts** confirming completion of PD activities that have been delivered by your employing LEA/school agency or other PD training organizations. Applicable toward credential renewal only.
 - a. PD training transcripts generated by an employing LEA/school must be on official letterhead and bear the appropriate seals, signatures, and dates.
 - b. PD training certificates issued by other organizations must by the following information: attendee/participant's full name, name of the provider presenting the activity/training, name (title) of the activity/training, number of clock hours of activity/training completed; and dates of activity/training and bear the appropriate seals, signatures and dates.
 - c. Official transcripts verifying completion of appropriate coursework in compliance with document item #2 listed above.

Signing Into ECIS

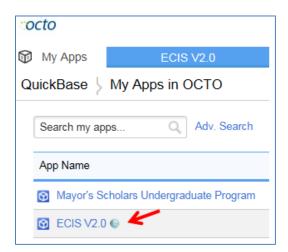
Once you have successfully completed the registration and approval process and have received an invite to the application, you are ready to access ECIS.

- 1. To get started, go to: https://octo.quickbase.com/db/main?a=SignIn
- 2. Enter the email address you registered with as your Username.
- 3. Then, enter the Password you created.
- 4. Next, click the green Sign In button.

If you registered using a DCGov e-mail account, you will use the same username and password credentials you already possess.



5. Once signed in, find the ECIS V2.0 application icon in your list of "My Apps in OCTO" tab, then click to open. Clicking to open the application will re-direct to the ECIS main web page.



6. Click the icon located at the bottom of the page, under the "Application Status" title bar to open your profile. (These are the steps you will take to see all of the applications and supporting documents you submitted using ECIS.)



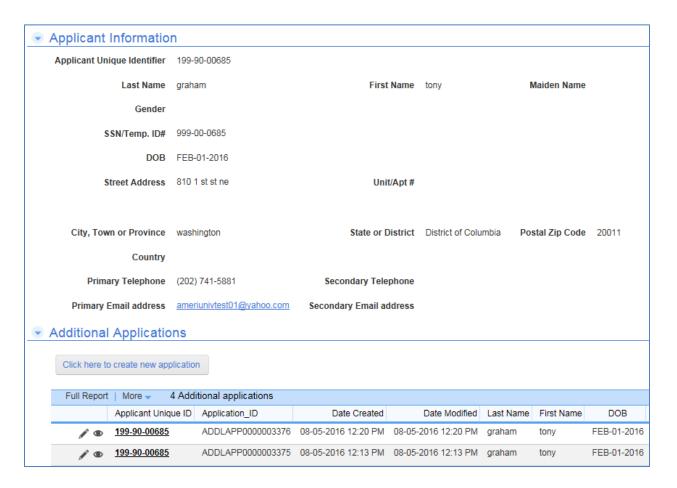
Note: The 🎤 icon or emoji opens your application in "Edit" mode.

Note: The opicon or emoji opens your application in "View Only" mode.

7. Proceed to the next section for instructions on how to create a new application or re-opening an application previously started but not submitted.

Open your Profile to Create or View Applications

Once you have clicked on the
to open your profile on the ECIS homepage, you will be taken to this screen.

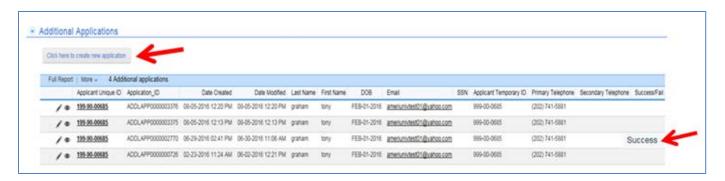


Each time you first open your profile, you will see two (2) sections. The "Applicant Information" and "Additional Applications" section.

The *applicant information* section contains the information you entered during registration. The information for this section is displayed in "View Only" mode and cannot be changed or edited by you at this time. To request changes or corrections to any field in this section, read the instructions found in the "How to Request Changes to my Profile" section of this user guide.

EDUCATOR CREDENTIAL INFORMATION SYSTEM (ECIS) - USER GUIDEBOOK

The *additional applications* section is where you will create new applications and also see a listing of the applications you previously started or submitted. Rows that contain the word 'Success' in the success/fail column represent applications that have been previously paid for and submitted to OSSE. Once an application has been submitted it is available to you in *View Only* mode only. Rows that do <u>not</u> contain a success result are still open and are available for you to change, edit and/or submit by clicking the *icon* located in the row of the corresponding application.

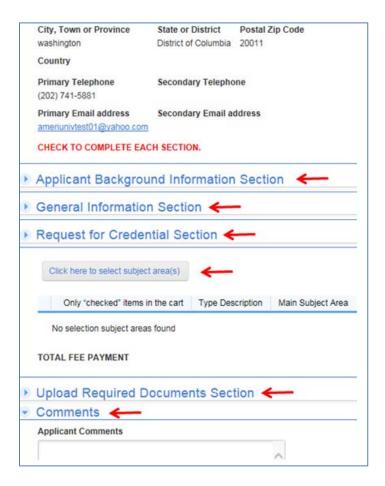


- 1. To create a new application, click the Applications" section.

 Click here to create new application button located in the "Additional butto
- 2. Or, if you have created other applications that you want to open or view, click on the // icon that is located in the same row of that application.
- 3. When you click to create a new application or open an existing application, you will be taken to the 1^{st} page or screen 1 of that application.
- 4. Proceed to the next section for instructions on completing a new application.

Completing a new application

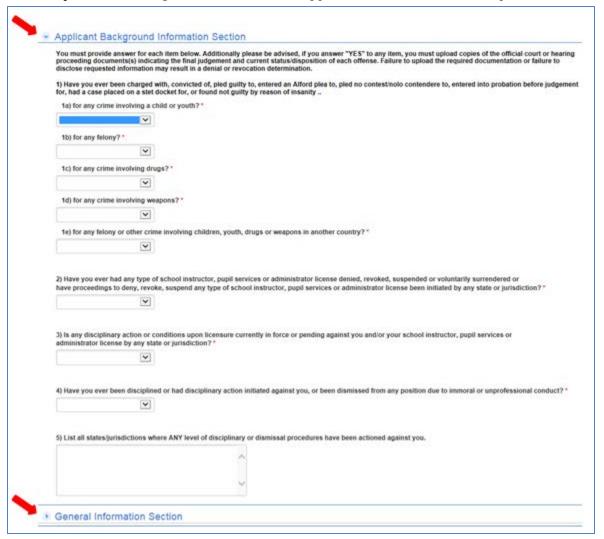
- 1. When you click the Click here to create new application button you will be taken to the following screen. This screen is page 1 or screen 1 of your application.
- 2. You will see a list of sections that you will click to open and enter all required information for that section.
- 3. The sections that require you to enter information or make selections are marked by a red arrow as shown below.
- 4. You will be completing <u>each</u> section of the application by clicking on the _____ button located next to that section's title name to Open or Expand that section.



5. To begin, click the arrow button next to to expand this section.

Applicant Background Information Section

*Note: For easier viewing, after you complete one section you can click to collapse that section to allow more screen space for viewing other sections of the application that need to be completed.

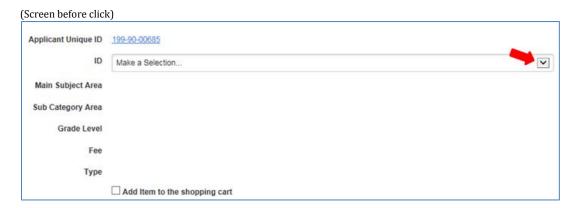


- 6. Answer all questions in this section then, go to the next section.
- 7. Repeat steps 3 thru 5 to complete the "General Information" and "Request for Credential" sections.
- 8. Once completed, you will have to select the subject area of the credential(s) you are seeking.
- 9. Proceed to the "Selecting the Subject Areas for the Credentials you are seeking" section, to see how to do this.

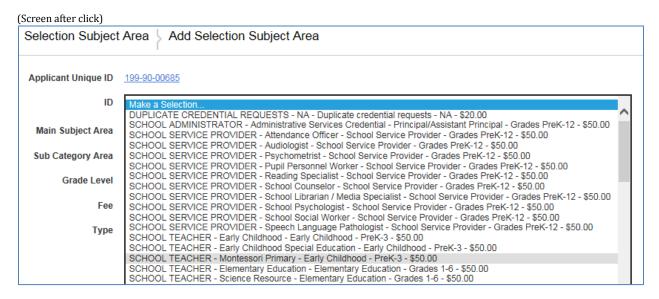
Selecting the Subject Areas for the Credentials you are seeking

Once you complete the Request for Credential section, you will then need to select the subject area of the credential(s) you are seeking.

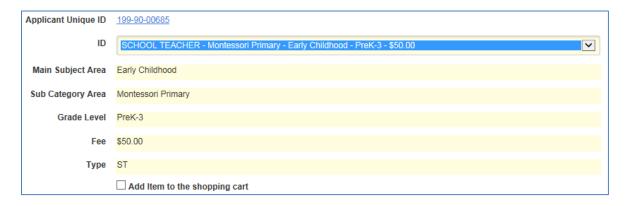
- 1. Click the Click here to select subject area(s) button.
- 2. Point your cursor to click on the arrow to open the dropdown list in the "Make a Selection..." list box.



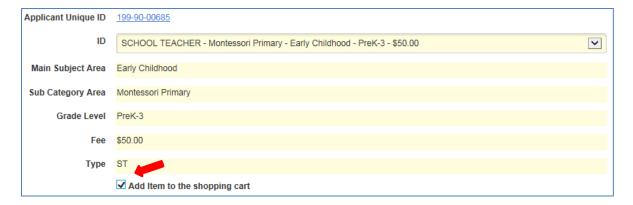
3. Once you open the dropdown list, you will then scroll through the list to select the subject area of the credential you are seeking.



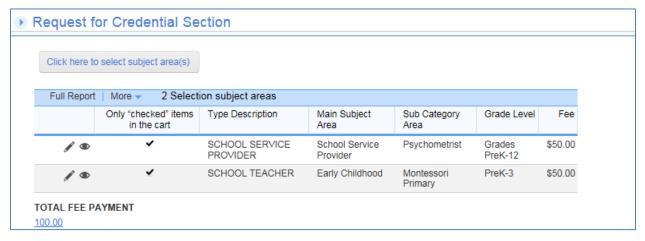
4. Once a selection is chosen, the fields will auto-populate as shown below.



5. Next, you must click the \Box checkbox next to the "Add item to the shopping cart" text. If left unchecked that subject area selection will not be added in your shopping cart total when you checkout, and that item will not be reviewed for credentialing.



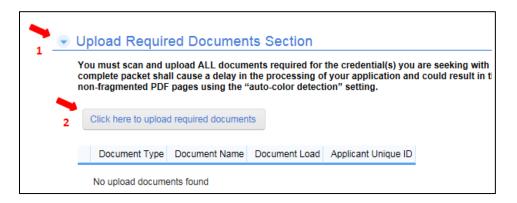
- 6. After you make your selection and then add the item to your shopping cart, you must click the button located in the upper right corner of the page.
- 7. Once you click Save, you will be taken back to page 1 of your application. You must repeat steps 1 thru 6, if you want to add additional subject area selections. You may request up to five (5) selections within one application. When all selections are added, go to the "Upload Required Documents Section".



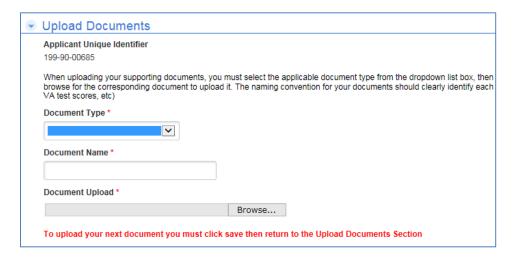
Uploading the required documents

To support your application, you will be uploading the applicable documents required for the credential(s) you are seeking. A description of the acceptable documents for upload, as well as guidance regarding proper documentation formatting are detailed on pages 6-8 of this user guide. Make sure you review this information to ensure your documentation meets submission requirements.

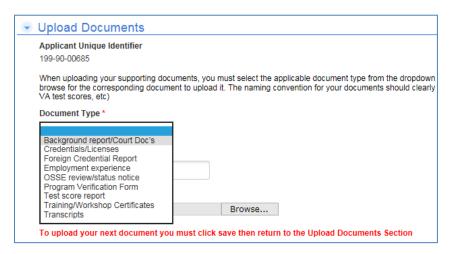
- 1. Click the arrow button next to the **Upload Required Documents Section** title text.
- 2. Then, click the Click here to upload required documents button.



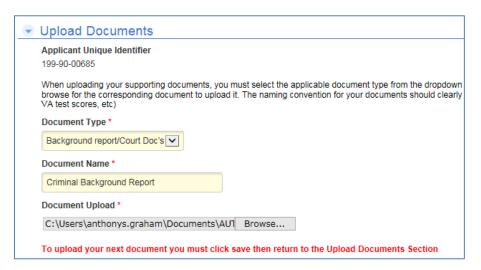
3. You will then be on the following screen.



4. Select the type of document you are uploading from the dropdown list for the '**Document Type***' field.

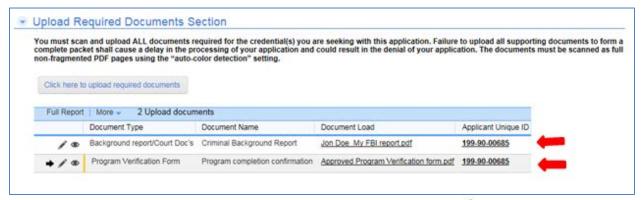


- 5. Create a name for the file being uploaded and enter it in the '**Document Name***' field.
- 6. Next, click the 'Browse' button to locate the PDF file you will be uploading. Remember, documents that contain multiple pages must be uploaded as one complete pdf file. Do not upload single pages as individual pdf files for pages that are part of the same document.
- 7. After you select your document to upload, your screen will look like the image below.



- 8. Finally, click the Save button located in upper right corner of the screen.
- 9. Whenever you click 'Save' from this screen, you will be taken back to page 1 of your application. You must then, repeat steps 2 thru 8 to upload all other documents.

A successful upload will generate a list or table of the documents that have been uploaded to your application. The list will grow by one row each time you upload another document.



Note: You can replace or edit the documents you upload by clicking the icon that is located in the same row of the document that you need to edit. However, once you officially submit your application, your documents are locked and will be available for you to open in "View only" mode.

10. When all required documents have been uploaded, proceed to the next section.

Applicant Comments

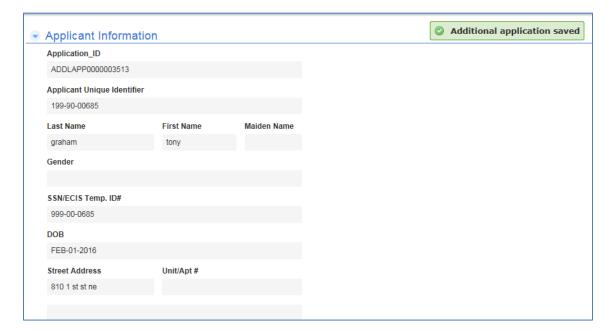
1. Click in the text box to add a comment or provide additional pertaining to your application.



2. When you are finished entering your comments or if you do not wish to add a comment, click the SAVE AND NEXT button to continue.

Review information screen and prepare for checkout

- 1. When you click the SAVE AND NEXT button, you will come to this screen.
- 2. This is referred to as page 2 or the review page of your application. When you first arrive on this screen, you will notice a green message box indicating that the information you just entered has been saved. Also, notice that the information is displayed in 'View only' mode.



- 3. Next, review this page to verify that all your information is correct.
- 4. If you need to make corrections or changes, you must click the 'Edit' button located at the bottom of the page. This will take you back to page 1 of your application, where you can make changes to any section except for the 'Application Information' section.
- 5. Once your changes are completed, click the 'Next' button located at the bottom of page 1 to return to this screen.



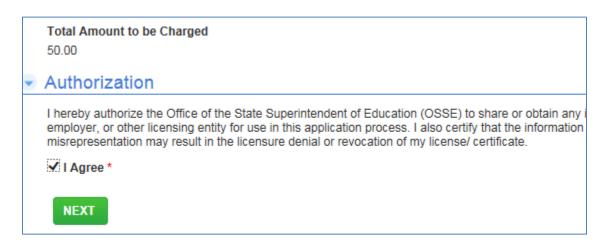
6. If all information is correct, click the "Proceed to Checkout" button.

Making a Payment to Officially Submit an Application

1. After you click the "Proceed to Checkout" button, you will see this screen.

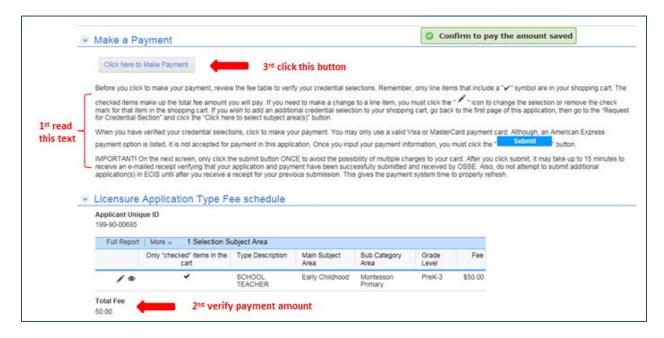


- 2. Review the information that you are preparing to pay for.
- 3. Then, click the "Save & Next" button.
- 4. Next, read the 'Authorization' statement then check the box below to confirm that you agree with the application terms. (see figure below)



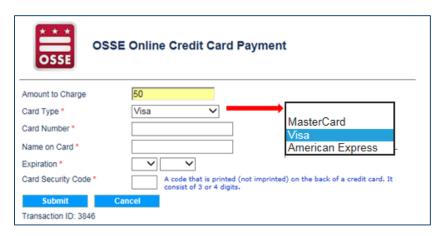
5. Then click the "Next" button.

- 6. Before you click to make payment, read the instructions under the "Make a Payment" section. It provides important information regarding the items in your shopping cart and how to change those items if necessary.
- 7. Next, review the table in the "Licensure Application Type Fee Schedule" section. This table is a list of the subject area credentials that you have selected. Remember, only line items that include a ✓ symbol are being totaled in your shopping cart.



- 8. Next, click the debit/credit card information.

 Click here to Make Payment button to proceed to the next screen to enter your
- 9. The "Amount to Charge" field is auto-populated and cannot be changed manually. The total is calculated based upon your selection of items you added to your shopping cart.
- 10. You must use a valid Visa or MasterCard payment card. Although, an American Express option is listed it is not accepted for payment in this application.



EDUCATOR CREDENTIAL INFORMATION SYSTEM (ECIS) - USER GUIDEBOOK

- 11. Enter the card number.
- 12. Enter cardholder name.
- 13. Enter card expiration date.
- 14. Enter 3 digit security code shown on the back of card.
- 15. Review information for accuracy.
- 16. Click the Submit button. (To avoid multiple charges to your card only click the submit button ONCE.)
- 17. Or, click Cancel to go back and pay later.
- 18. Congratulations, you are finished! You will receive an auto-generated email confirming that your application has been submitted successfully. It may take up to 15 minutes for your to receive confirmation.

Request Changes to my Profile Information

To request changes or corrections to your personal information maintained in the "Applicant Information" section of ECIS, you must:

- 1. Compose an email to send to: osse.ecis@dc.gov
- 2. In the subject line of the email, type: "Profile change request", re: enter your Unique Applicant ID# (example: Profile change request, re: 199-90-00685)
- 3. In message body of the email, type a short description of change (example: Address change or Name change, etc.)
- 4. Then, type the specific changes as it should be entered. Additionally, when requesting a name change, you must attach a copy of the name change order or a copy of your valid driver's license or non-driver's ID card.
- 5. Click to Send.

Note: Changes cannot be made to your e-mail address. The primary and secondary e-mail addresses you provided during registration are your permanent username credentials when using ECIS.

How to Upload Additional Documents after You've Submitted an Application

- 1. Scan all pages of the documents that need to be uploaded and save them as "pdf" formatted files. Use the auto-color detection settings when scanning. Also remember, documents that contain multiple pages must be scanned and uploaded as one complete pdf file. Do not upload single pages as individual pdf files for pages that are part of the same document. Once scanned, you will then name the document (i.e. John Doe FBI report).
- 2. Save the file(s) to a folder on your computer or other storage device for retrieval later.
- 3. Compose an email to send to: osse.ecis@dc.gov
- 4. In the subject line of the e-mail type: "Add document(s) to my application", re: enter your Unique Applicant ID# (example: Add document(s) to my application, re: 199-90-00685)
- 5. Browse to find the .pdf files that you previously scanned.
- 6. Then, click to select the files as an attachment to include them in the email being sent.
- 7. Click to Send.

Questions and Technical Assistance

For general questions regarding certification requirements, policies or other general information please visit our Educator Credentialing website or contact us at osse.asklicensure@dc.gov.

If you are experiencing problems using ECIS or require technical assistance you may contact us at, osse.ecis@dc.gov.