CORE Applicant User Manual
March 2021

OFFICE OF EDUCATOR LICENSURE

Ohio | Department of Education

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Ohio | Department of Education

Create an OH|ID Account

Access to the Ohio Department of Education's Connected Ohio Records for Educators (CORE) system is available through the Department's OH|ID portal. The OH|ID portal is an identity solution from the InnovateOhio Platform. The goal of OH|ID is to create one simple and secure location for all Ohio citizens to access information and conduct business with the State of Ohio. Through OH|ID, Ohio Department of Education users can access Department of Education and other statewide applications in a more secure, streamlined way.

Users must create an OH|ID account and a Department of Education Profile to access the CORE system and submit applications for licensure. Begin by navigating to https://ohid.ohio.gov and then follow the steps below.

Step 1. Click the **Create OH|ID Account** button.

(**Figure 1** OH|ID Login Page)

Step 2. Enter your personal information. All fields are required unless they are labeled as optional.

(**Figure 2** OH|ID Account Personal Information Section)

Step 3. Enter your email address. Click **Verify Your Email Address** to have a one-time only PIN sent to the email you provided for verification.

(**Figure 3** Email Verification Section)

Ohio | **Department of Education**

Step 4. Enter the PIN you received in the pop-up window and click **Verify**. If you did not receive an email, check to make sure your email address is typed correctly and search 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 New PIN** to invalidate the previous PIN and send a new one to your email.

(**Figure 4** PIN Verification Pop Up Window)

Step 5. In the **Profile Information** section, create a username and password following the guidelines provided.

Profile Information

Username Guidelines:

- Must have at least 6 and no more than 64 characters in length
- Username cannot start or end in a special character
- Username cannot contain only numbers
- The following are valid characters that can be used in an OH|ID username:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Select special characters (. _ - @) Note: No other special characters are permitted

Pick a User ID

[   ]

User ID is required

Password Guidelines:

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!$#.,%@~^&*_-+=><(){}[]%'“;:\/?')
- Cannot include your first name, last name, username, or OH|ID
  - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Password   **Confirm Password**

[👁]   [👁]

Password is required

(**Figure 5** Profile Information Section)

Step 6. Read and accept the **Terms and Conditions** and answer the **Verification Question**. Then click **Create Account** to submit the request. You will receive an email confirmation when your account is created. This email will include the username you created.

Terms and Conditions

In order to proceed with this request, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID Citizen, Business, or Workforce profile you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right to refuse service, terminate accounts, remove or edit content, or cancel transactions.

☐ I agree to the terms and conditions

Verification Question

Which word from the list "carload, exact, assail, portfolio" contains the letter "p"?

[   ]

Cancel   Create Account

(**Figure 6** Terms and Conditions)

Step 7. After you click **Create Account**, you will see a confirmation screen. Click **Continue** to log in to your new OH|ID account.

An Official Site of Ohio.gov

With one account

Citizens or businesses can sign in to multiple State of Ohio government agency systems more securely.

Learn more about OH|ID.

Success!

✓ You have **successfully** created your OH|ID account.

You can now use your new account as a unique access to an increasing number of State of Ohio Agencies' Sites and Applications.

Click 'Continue' to go to the login screen and enter your new credentials. Once you Login, update your Security Information in order to liberate your OH|ID account.

Continue

(**Figure 7** Confirmation Screen)

Ohio | **Department of Education**

You are now ready to log in to your new OH|ID account and set up your security options.

An Official Site of Ohio.gov

🔒 OH|ID

Log in with your OH|ID

User ID

FORGOT YOUR USER ID?

Password

🚫

FORGOT PASSWORD?

🔒 Log In

Get login help | Create an OH|ID account

(**Figure 8** OH|ID Login Prompt)

Please go to the *Set Up Security Options* section of this manual for instructions.

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Set Up Security Options

You will be directed to the Security Options screen when you log in to your OH|ID account for the first time. On this screen you will select an additional security option for your account (either a text message or security questions).

Click **Set Up** next to the security option you wish to enable and follow the prompts.

TEXT MESSAGE SECURITY OPTION

(**Figure 9** Security Options Screen)

Step 1. Click **Setup Mobile Number** in the pop up window.

(**Figure 10** Setup Mobile Number Pop Up Window)

Step 2. Enter your mobile number and click **Save Changes**.

(**Figure 11** Security Options Screen)

Step 3. A text message containing a six-digit PIN will be sent to the mobile number you provided. Enter the PIN when prompted and click **Verify**.

(**Figure 12** Verify PIN Prompt)

SECURITY QUESTIONS OPTION

Step 1. Click **Set Up** next to the **Security Questions** option.

(**Figure 13** Security Options Screen)

Step 2. Select questions from each of the drop down boxes and type your answers. Please note that your answers are case-sensitive. Click **Save Changes** when you are finished.

(**Figure 14** Security Questions Screen)

Step 3. Click **Continue** to return to your OHID Dashboard.

After creating your OH|ID account, the next step is to create a Department of Education profile or link your new OH|ID account to your existing Department of Education profile. Please proceed to the **Department of Education Profile Setup** section of this manual for instructions.

Department of Education Profile Setup

You will create your Department of Education profile (or link to your existing Department of Education profile) after setting up your OH|ID account. Go to https://ohid.ohio.gov to log in to your OH|ID account and select **Sites & Applications** in the blue ribbon at the top of the screen. Then follow the directions below.

Step 1. Type *Department of Education Profile Setup* in the search box and press the Enter key.

(**Figure 15** My Sites & Applications Screen)

Step 2. Click the **Department of Education Profile Setup** application at the bottom of the screen.

(**Figure 16** My Sites & Applications Screen with Department of Education Profile Setup Application)

Step 3. Click **Request Access to Group**.
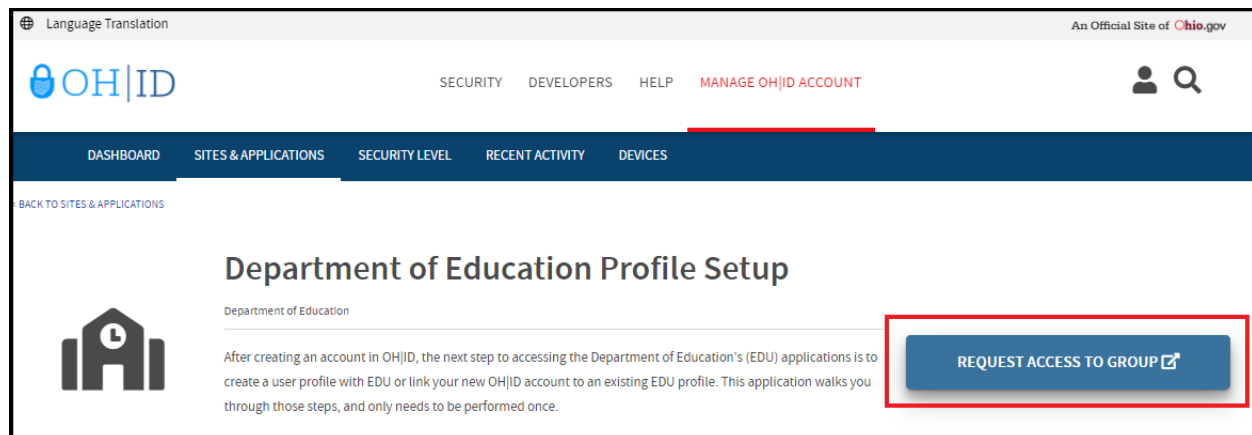
(**Figure 17** Department of Education Profile Setup Request Access Prompt)

Step 4. A pop-up will appear containing the Terms and Conditions. Check the box next to **Agree to Terms** and click **Request Access to Group** to proceed.
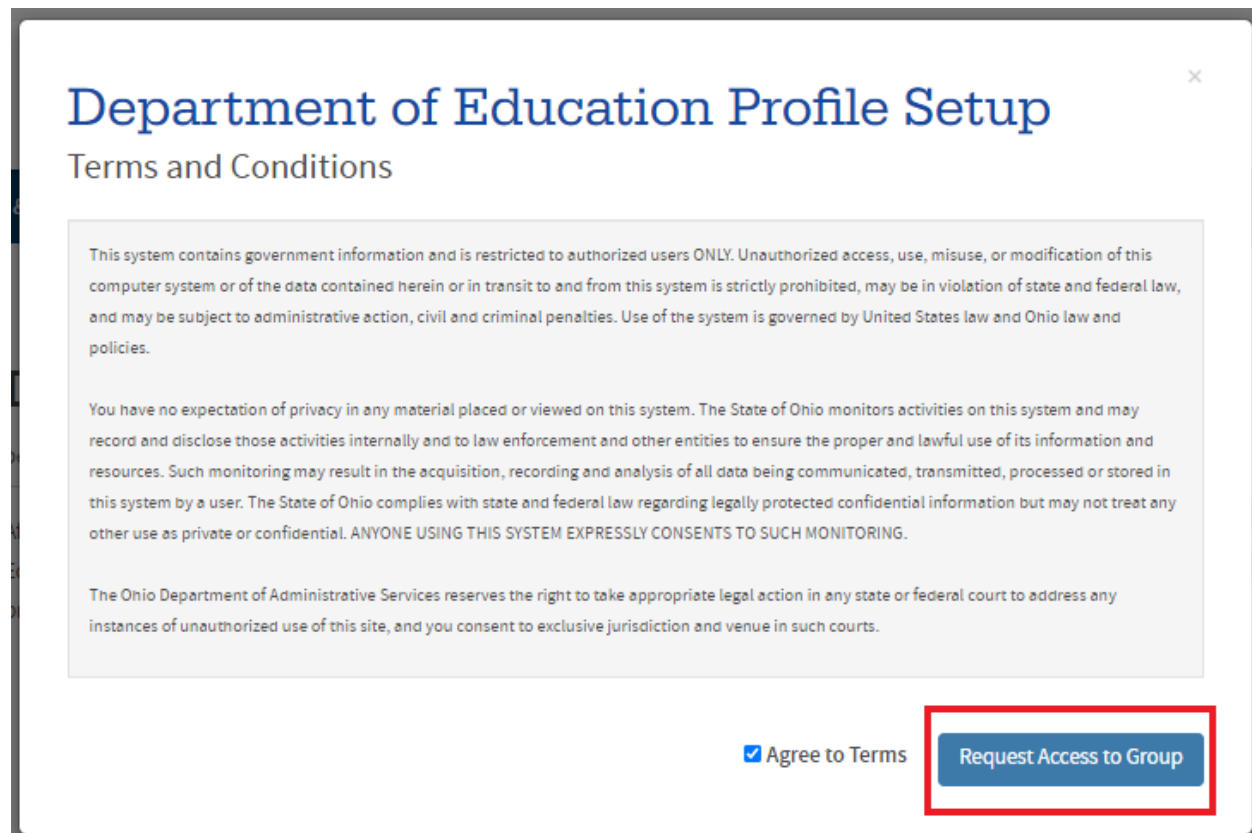
(**Figure 18** Terms and Conditions)

Step 5. Click the **Launch** button.
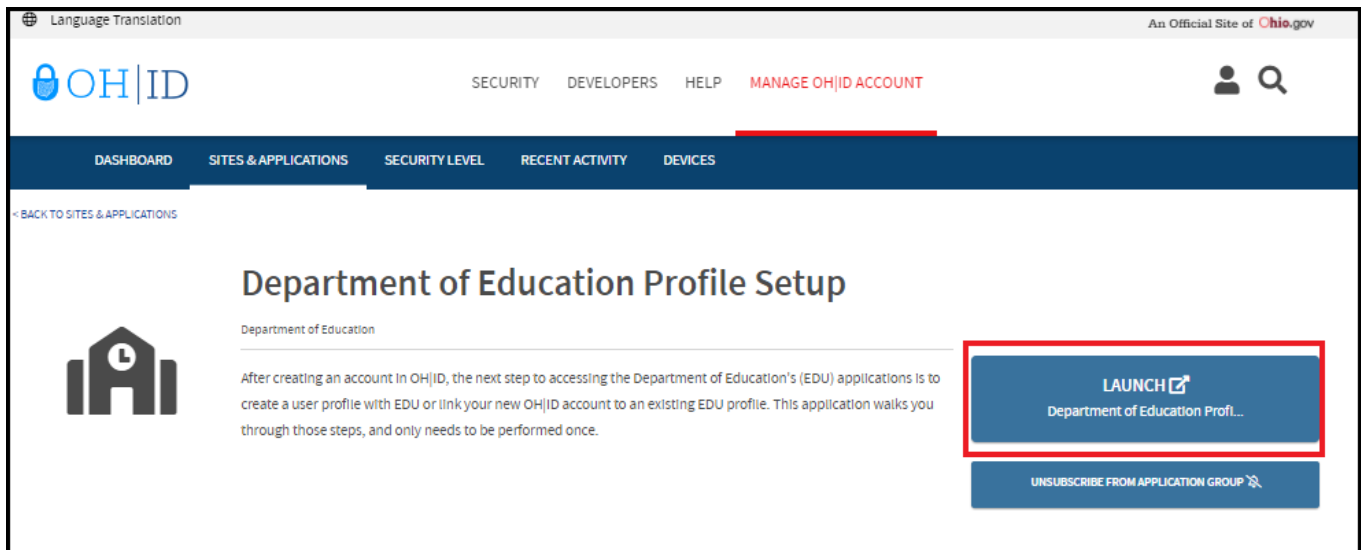
(**Figure 19** Launch App Prompt)

Step 6a. If a Department of Education profile is found, you will be prompted to view your Department of Education apps.
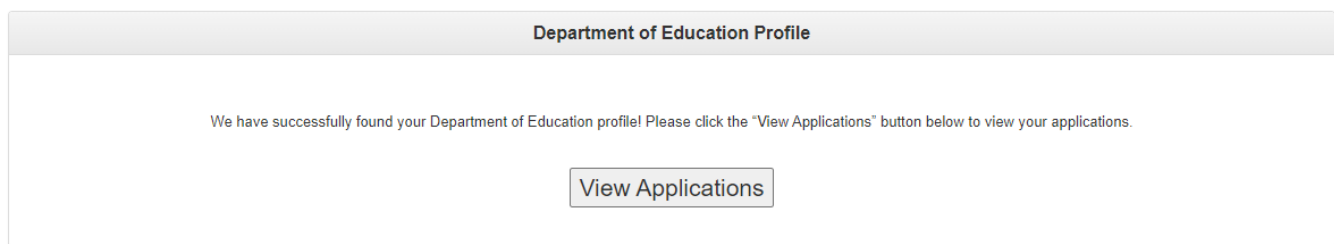
(**Figure 20** View Apps Prompt)

Step 6b. If a Department of Education profile is not found, click **Create Profile** to create your Department of Education Profile.
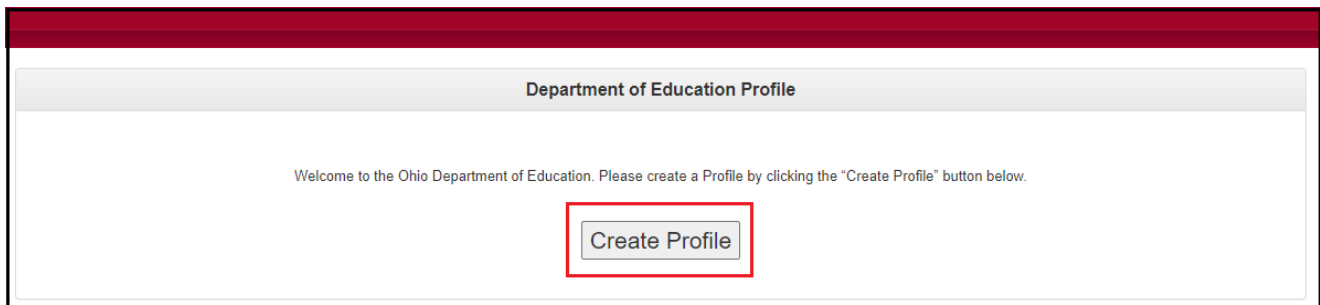
(**Figure 21** Create Profile Prompt)

Step 7. Complete the Department of Education Profile Creation Pages and click **Next** at the bottom of each page.

(**Figure 22** Department of Education Profile Creation Page)

(**Figure 23** Department of Education Profile Creation Page)

Step 8. After you have completed the Department of Education Profile Creation pages, you will receive a validation code in a confirmation email. Enter the information requested, including the validation code, in the confirmation dialog box and click **Continue**.

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

Access the CORE System

Once you have set up your OH|ID account and created your Department of Education profile, you may log in and access the CORE system.

Step 1. Begin by navigating to https://ohid.ohio.gov and log in to your OH|ID account.

Step 2. Click **Sites & Applications** in the blue ribbon at the top of the page. Since you have created your Department of Education profile, the Department of Educations apps may have already populated under **My Sites & Applications**. If the app did not populate, type *Educator Licensure and Records (CORE)* in the search box and press the Enter key.
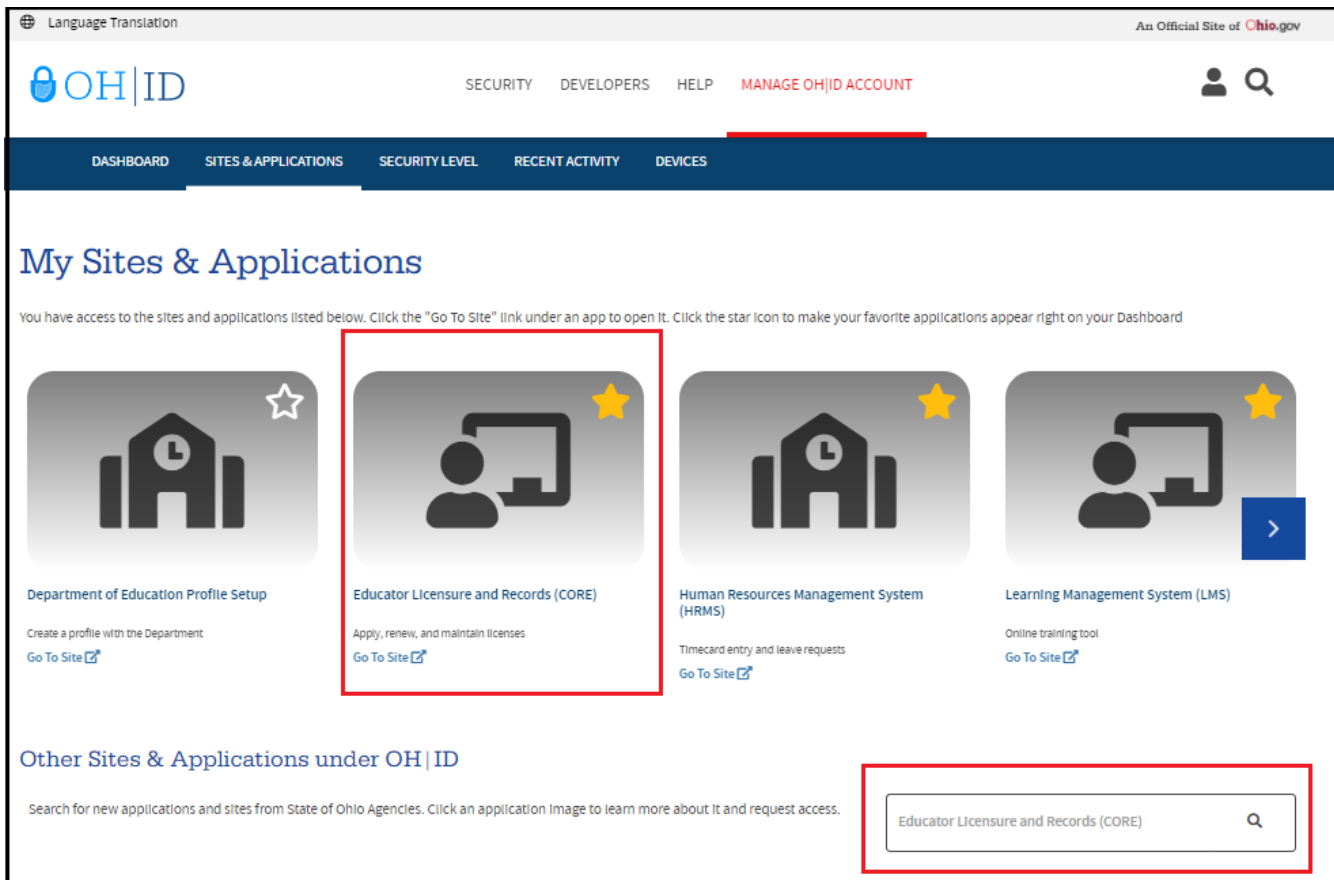
(**Figure 24** My Sites & Applications Screen)

Step 3. Click **Launch**. Depending on the app, you may be required to log in to your OH|ID account again or check a box to agree to terms and conditions to access the new app.

Note that **My Sites & Applications** of the OH|ID homepage houses tiles for apps that you have previously accessed. You may search for additional apps under **Other Sites & Applications** and complete the same steps listed above to request access. You may also click the star on the app tile. Once the star is gold, it will save the app to your OH|ID Dashboard for easy access.

Step 4. Click the **Educator Licensure and Records (CORE)** tile under **My Sites & Applications** to access your CORE Dashboard where you will complete your application requests.

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 Eductator State ID* section of this manual before continuing.

Request an Educator State ID

The Ohio Department of Education creates and assigns Educator State ID numbers to individuals for use in the CORE system. The Educator State ID is necessary to complete an application for licensure. 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:

Step 1. First, you must have an OH|ID account and create a Department of Education Profile. If you have not completed these steps, please follow the instructions beginning in the *Create an OH|ID Account* section of this manual.

Step 2. After you have created an OH|ID account and Department of Education Profile, navigate to https://ohid.ohio.gov and log in to your OH|ID account.

Step 3. Click the **Educator Licensure and Records (CORE)** tile under **My Sites & Applications** (or from your CORE Dashboard) where you will complete your application requests.
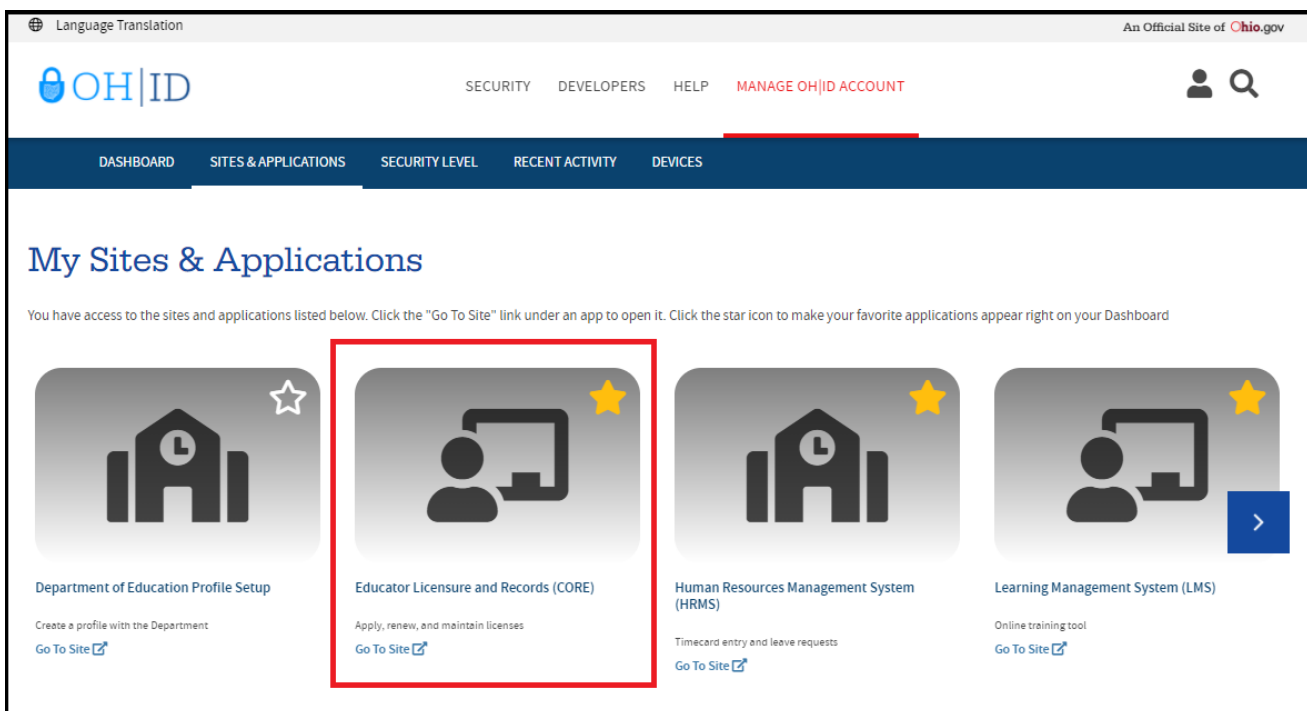
(**Figure 25** My Sites & Applications Screen)
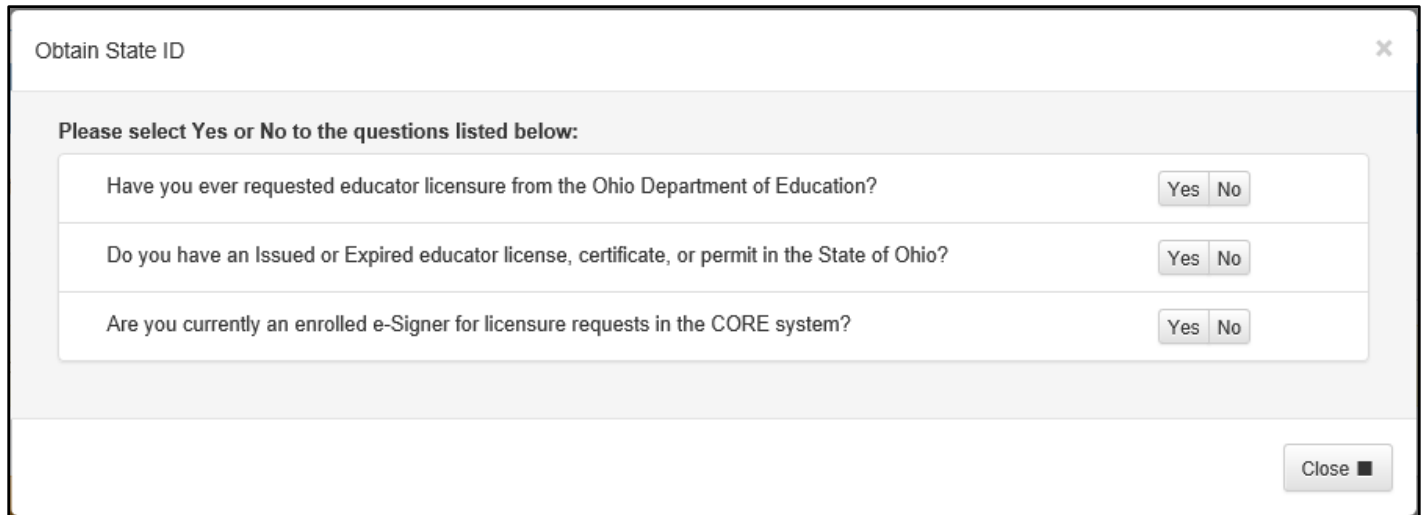
Step 4. Click **My Profile** in the red ribbon at the top of your CORE Dashboard.
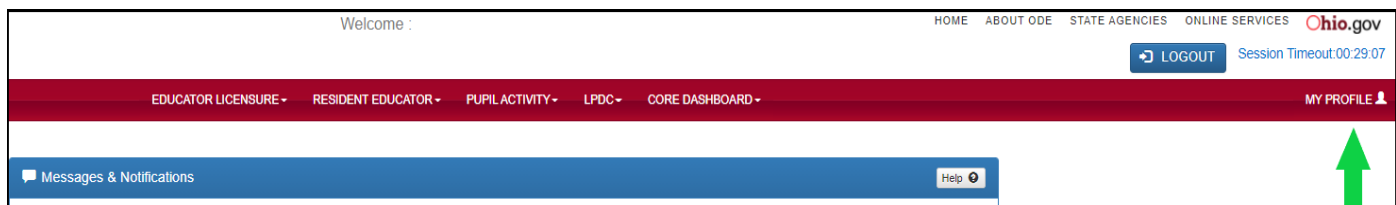
(**Figure 26** CORE Dashboard)

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 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.

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 27** Obtain State ID Pop-Up Box)

You are now ready to access your CORE Dashboard and submit an application for licensure. Please go to the *CORE Dashboard* section of this manual for important information regarding your CORE Dashboard.

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.
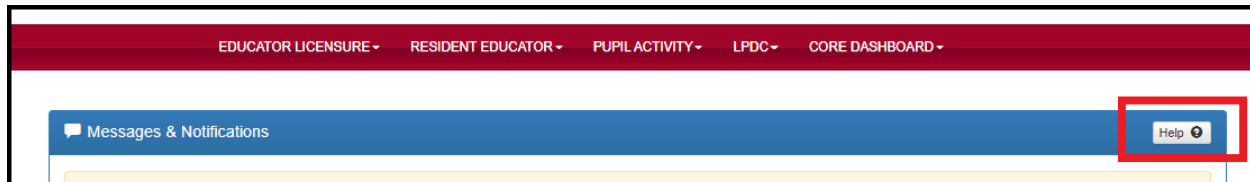
(**Figure 28** Messages & Notifications Section of CORE Dashboard)

- **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 29** 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.
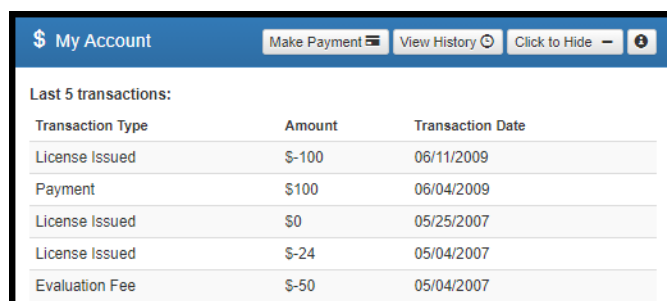
(**Figure 30** My Account Section of CORE Dashboard)

- **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.
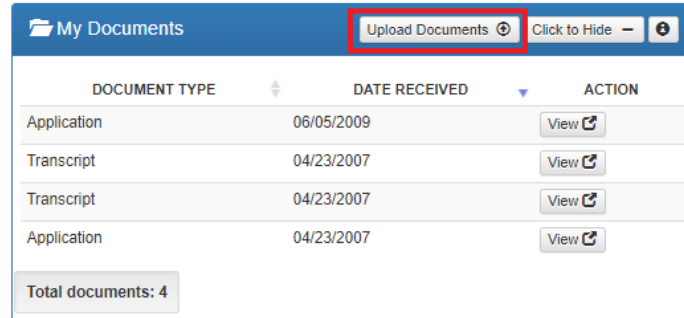
(**Figure 31** My Documents Section of CORE Dashboard)

- **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 and pay 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 to have it declined.
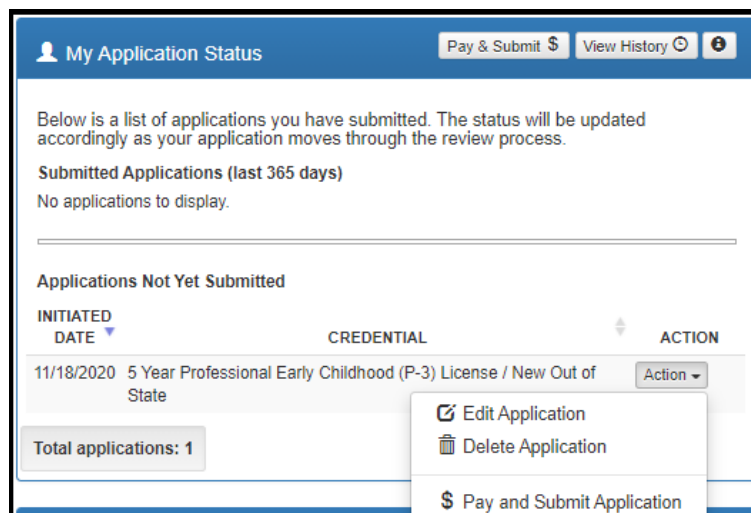
(**Figure 32** My Application Status Section of CORE Dashboard)

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

- **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 Ohio Department 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@education.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 a Department approved international credential evaluation service for college coursework completed outside the United States. Please see the Department's list of approved organizations
    - If you would prefer to mail your original, official transcripts, please use the following address:
    Ohio Department of Education
    Office of Educator Licensure
    25 S. Front Street
    Mail Stop 504
    Columbus, OH 43215

- **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 OH|ID account, a Department of Education 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 OH|ID 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 OH|ID account.

Step 2. Click the **Educator Licensure and Records (CORE)** app and launch it.

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 Department 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.
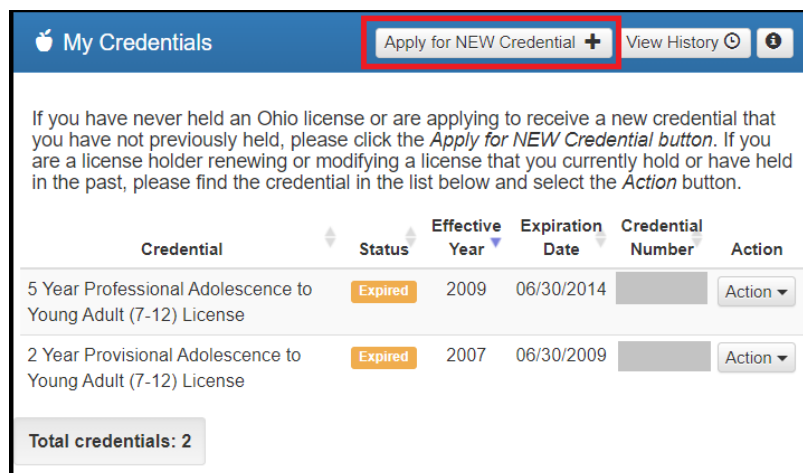
(**Figure 33** My Credentials Section of CORE Dashboard)

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.
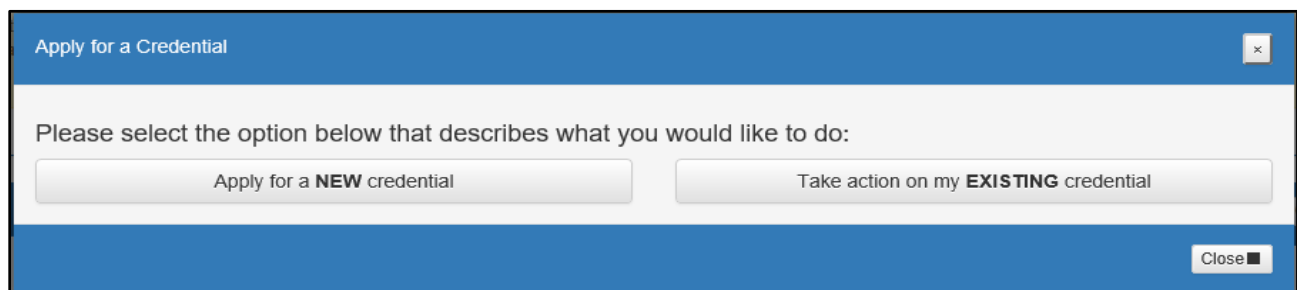
(**Figure 34** Apply for a Credential Pop-Up Box)

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 35** Apply for a Credential Screen)

Step 7a. A pop-up screen will prompt you to select the credential type and effective year 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 36** 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 37** Start Credential Application Process Screen)

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

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.

(**Figure 38** 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 39** 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:

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

Document Type:

Transcript

Browse

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

Upload ⊕   Close ■

(**Figure 40** Document Upload Pop Up Window)

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 41** 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 42** 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 43** 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)**.

Return to Dashboard	Save and Exit (Without Submitting)	+ Request Additional Credential	Pay and Submit Application
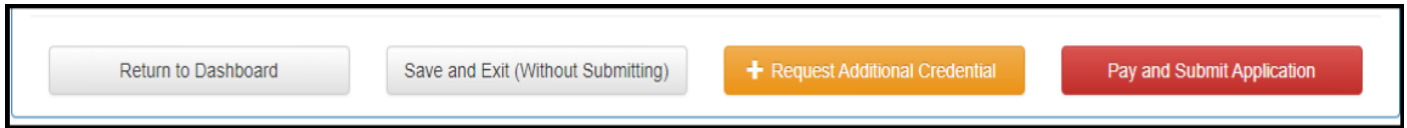
(**Figure 44** Application Action)

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.

APPLICATIONS FOR RENEWALS AND ADD AREAS

You must have an OH|ID account, a Department of Education 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 OH|ID 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 OH|ID account.

Step 2. Click the **Educator Licensure and Records (CORE)** app and launch it.

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 Department 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**.
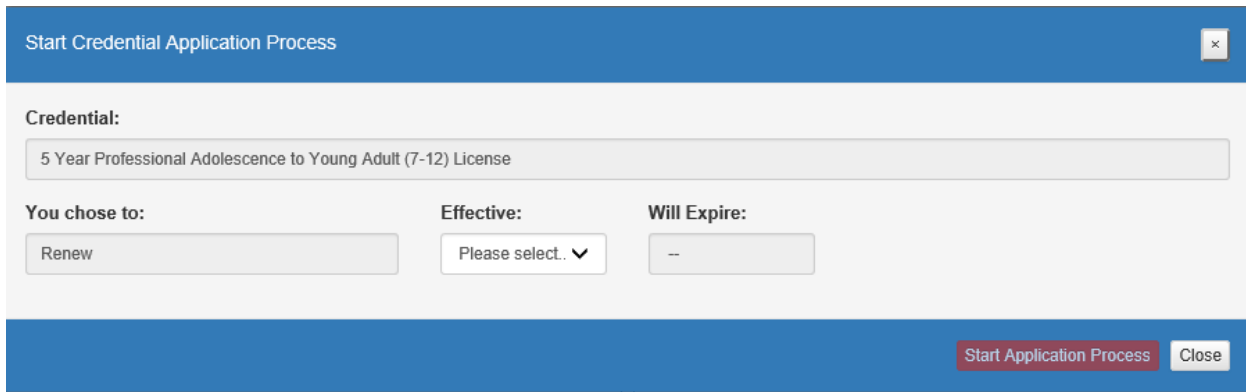
(**Figure 45** My Credentials Section of CORE Dashboard)

Step 5. Make the appropriate selections in the pop-up box, such as selecting the effective date, and click **Start Application Process**.
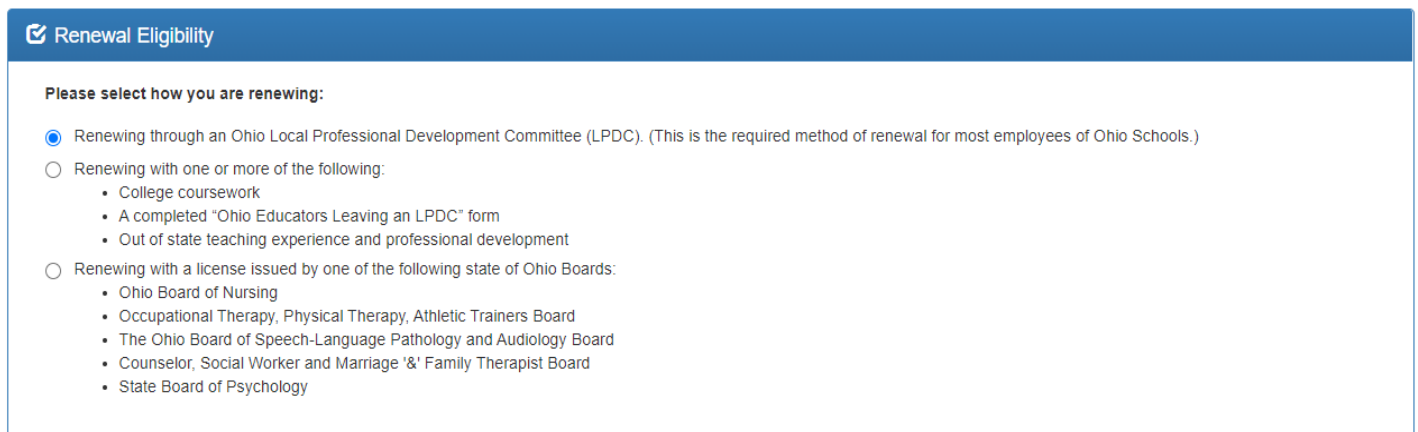
(**Figure 46** Start Credential Application Process Pop-Up Window)

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.

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 47** 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.

📄 **Documents**   [Upload Documents ⊕]

ⓘ 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

No documents to display.

Previously Submitted Documents

DOCUMENT TYPE	▲	DATE RECEIVED	▼	
Application		06/05/2009		View ⧉
Transcript		04/23/2007		View ⧉

(**Figure 48** Requested Credential Screen – Document Upload Section)

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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.

(**Figure 49** Document Upload Pop Up Window)

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.

(**Figure 50** 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.
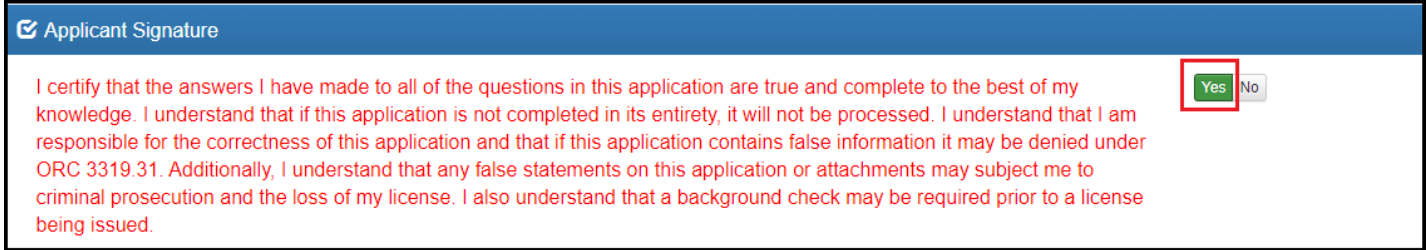
(**Figure 51** Requested Credential Screen – Required Application Signatures Section)

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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.

(**Figure 52** 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)**.

(**Figure 53** 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.

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, begin by navigating to https://ohid.ohio.gov and log in to your OH|ID account.

Step 2. Click the **Educator Licensure and Records (CORE)** app and launch it.

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 54** 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 55** 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 56** 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 57** Choose Payment Method Screen)

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 58** 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 59** 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.

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 60** 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 61** 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.

Edit Security Options

You may update any of your security options after you have set up your account. Begin by navigating to https://ohid.ohio.gov and log in to your OH|ID account. Then follow the steps below.

Step 1. Click the **Dashboard** tab in the blue ribbon at the top of the screen. Then click **Account Settings**.
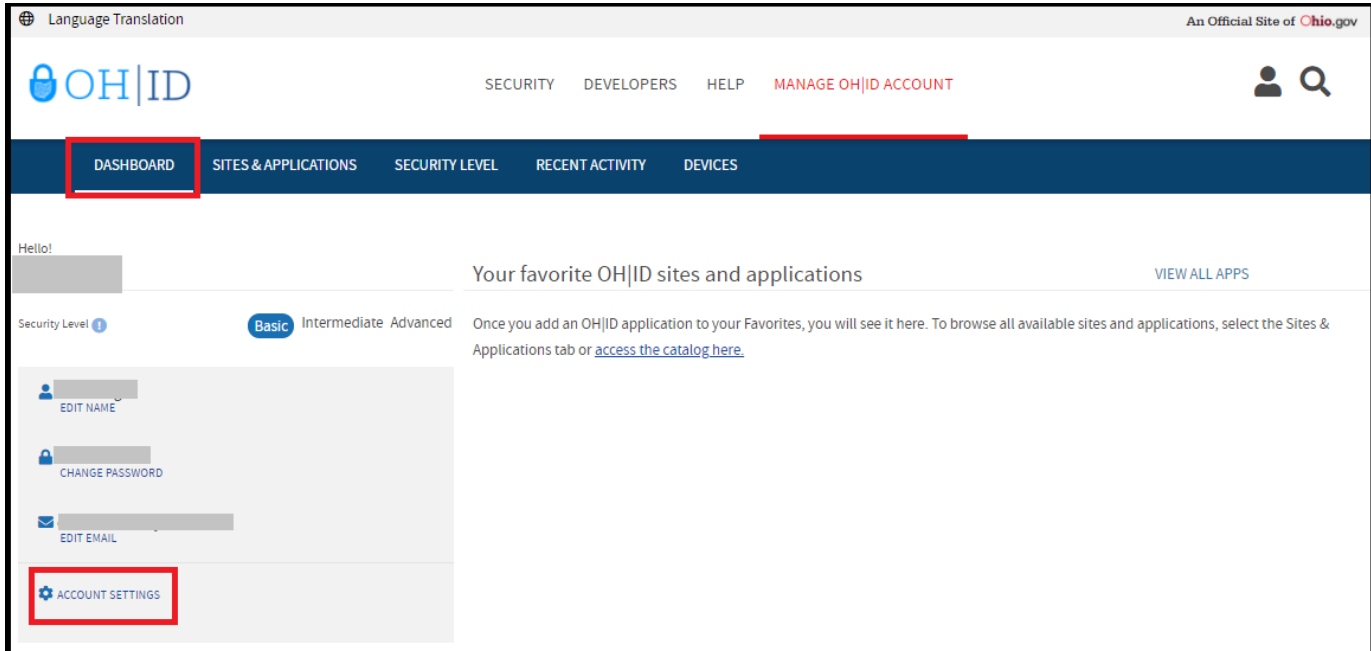
(**Figure 62** OH|ID Account Screen)

Step 2. On the Account Settings page select **Security Options**.

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OH|ID
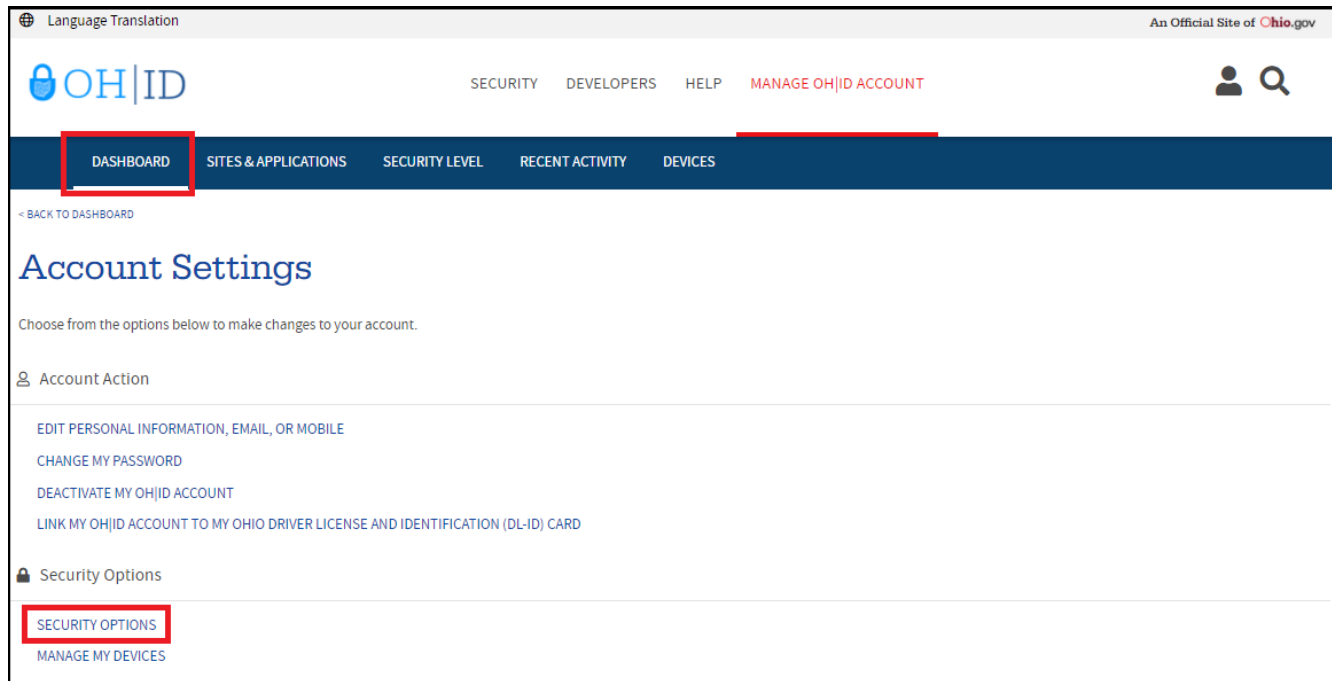
SECURITY · DEVELOPERS · HELP · MANAGE OH|ID ACCOUNT

DASHBOARD · SITES & APPLICATIONS · SECURITY LEVEL · RECENT ACTIVITY · DEVICES

< BACK TO DASHBOARD

Account Settings

Choose from the options below to make changes to your account.

Account Action

EDIT PERSONAL INFORMATION, EMAIL, OR MOBILE

CHANGE MY PASSWORD

DEACTIVATE MY OH|ID ACCOUNT

LINK MY OH|ID ACCOUNT TO MY OHIO DRIVER LICENSE AND IDENTIFICATION (DL-ID) CARD

Security Options

SECURITY OPTIONS

MANAGE MY DEVICES

(**Figure 63** Account Settings Page)

Step 3. Click the **Edit** button next to the option you wish to update. Be sure to click **Save Changes** when you are finished. Then click **Continue** to return to your OH|ID Dashboard.

(**Figure 64** Security Options Screen)

Edit OH|ID Account

Updating your personal information is a two-part process. First you will update your information in your OH|ID account. Then you will update your information in the CORE system.

PART 1: UPDATE OH|ID ACCOUNT

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

Step 1. Click the **Dashboard** tab in the blue ribbon at the top of the screen. Then click **Account Settings**.
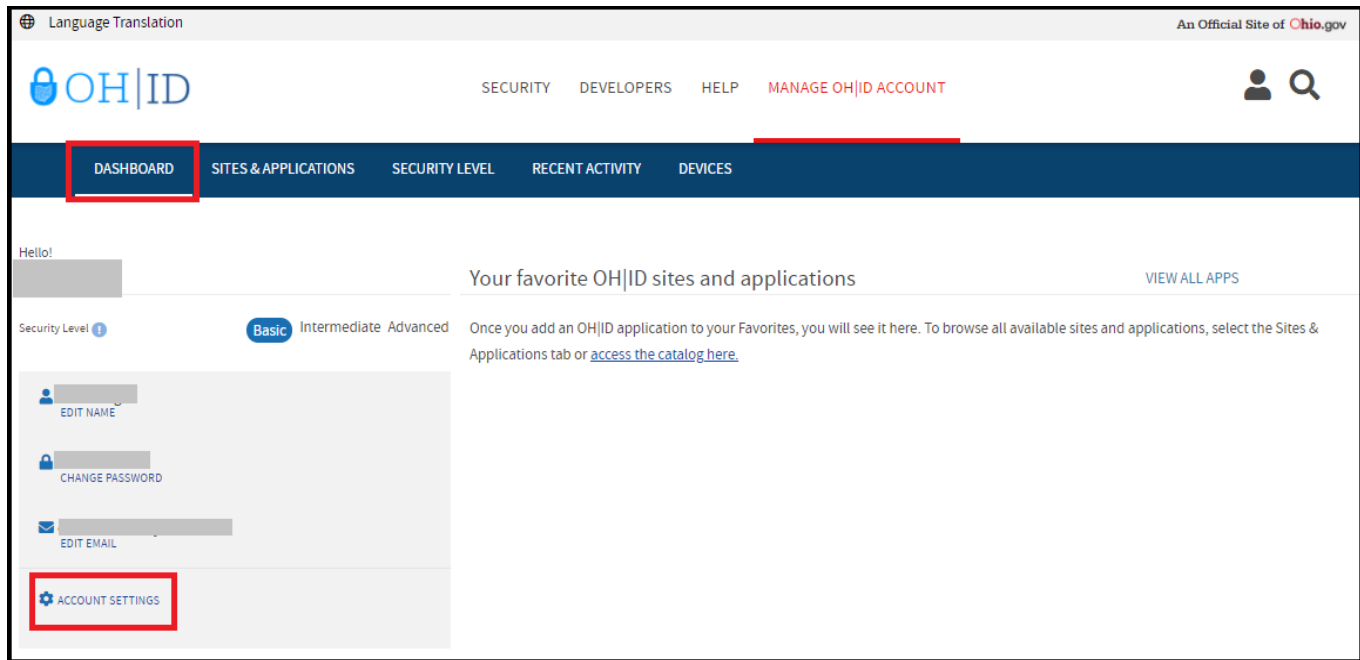
(**Figure 65** OH|ID Account Screen)

Step 2. Under **Account Action**, click **Edit Personal Information, Email, or Mobile**.
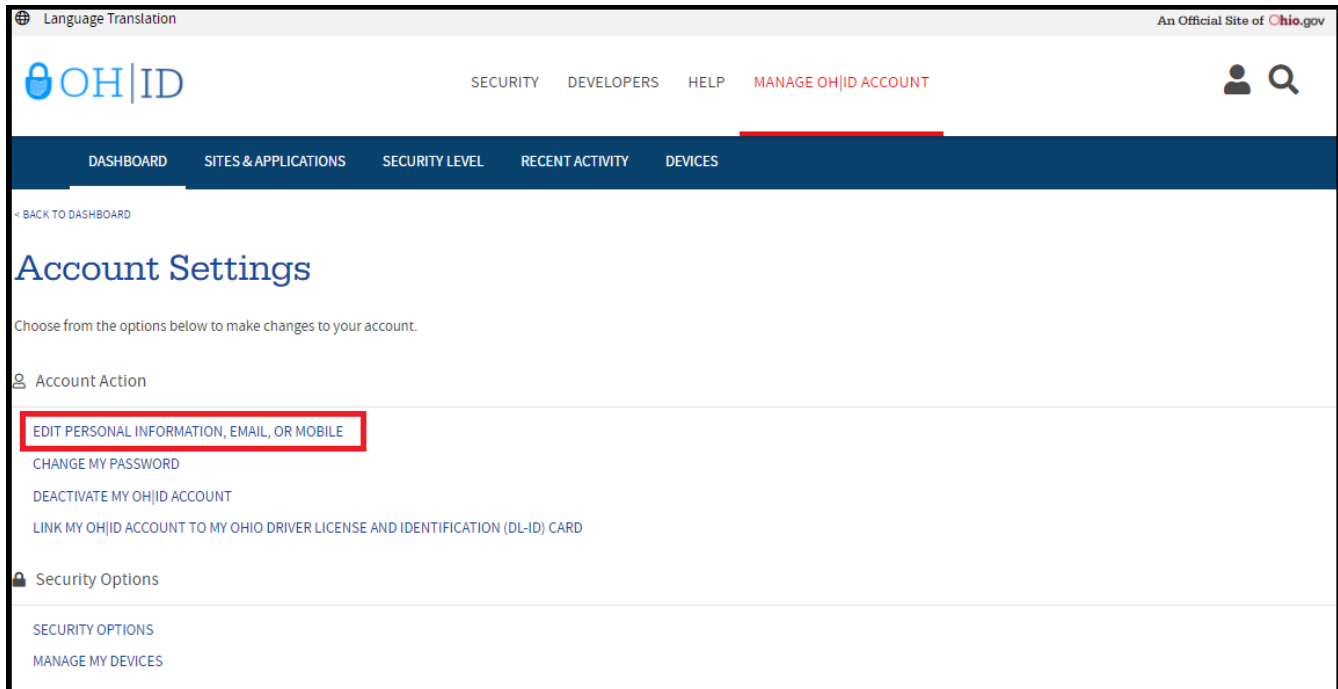
(**Figure 66** Account Settings Screen)

Step 3. The system will automatically navigate to the Edit Personal Information screen first. Make the needed corrections and click **Save Changes**.

(**Figure 67** Edit Your Personal Information Screen)
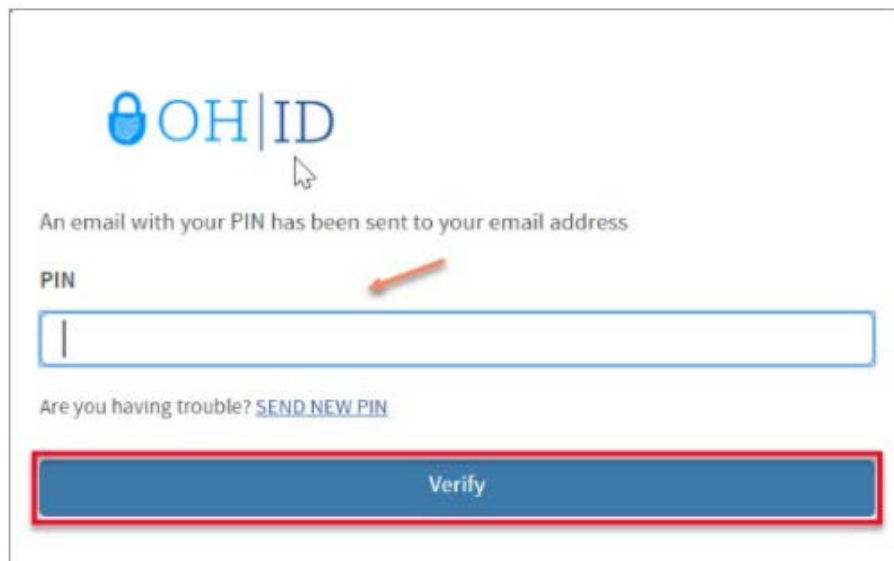
Step 4. You will see a prompt verifying you want to save the changes. Click **Yes. Save Changes**.

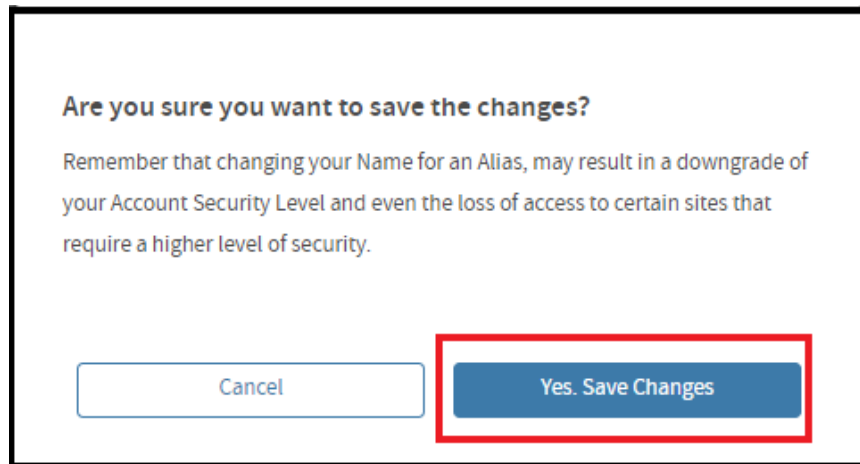
(**Figure 68** Save Changes Screen)

Once you have successfully made the corrections, click **Return to Dashboard** or select the **Edit Email** or **Edit Mobile Number** tabs to continue making changes.

Please note that you will receive either an email or text message to verify the changes you make to your email address or mobile number. If you change your email address, for example, you will receive an email message containing a six-digit PIN. If you change your mobile number, you will receive a text message with the PIN. Enter the PIN in the pop-up window and click **Verify**. If you do not complete this step to verify your new email address or mobile number, the changes will not be made.

(**Figure 69** Verification Pop Up Window)

PART 2: UPDATE CORE ACCOUNT

Step 1. To update your information in your CORE account, click the **Sites & Applications** tab at the top of your OH|ID account page and then select the **Educator Licensure and Records (CORE)** tile.
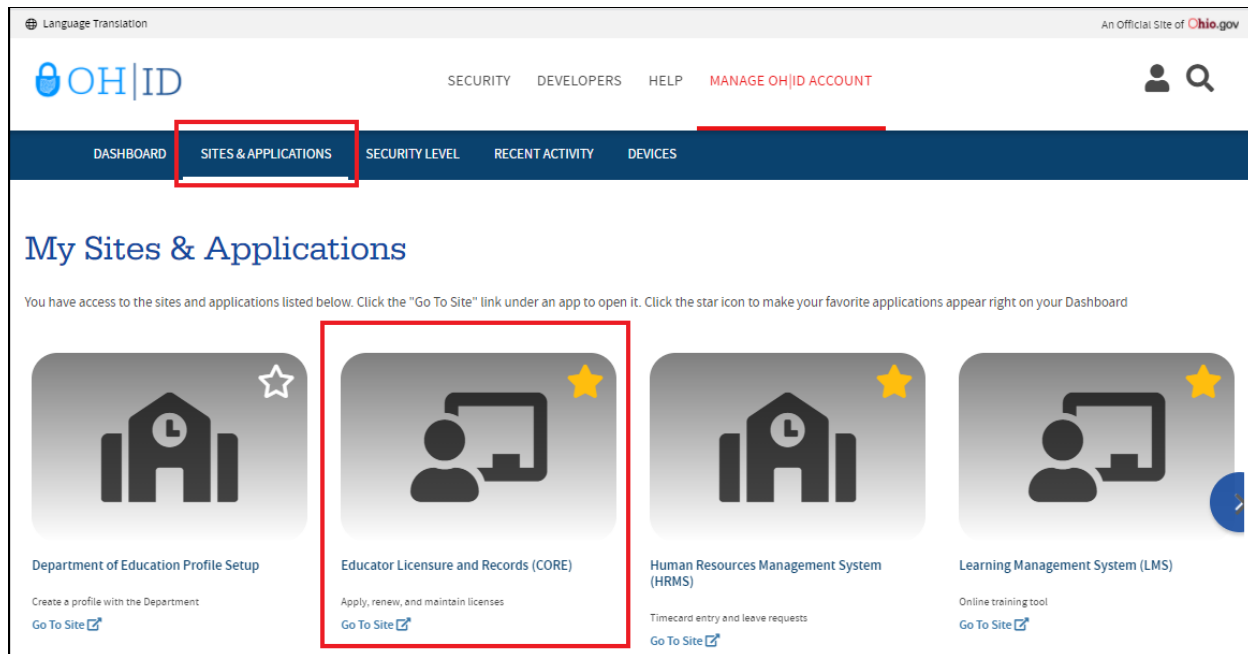
(**Figure 70** My Sites & Applications Page)

You may need to click **Launch** to open Educator Licensure and Records (CORE).

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

(**Figure 71** CORE Dashboard)

Step 3. Update your information (address, phone or email) by clicking the 🖊 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 OH|ID 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 OH|ID account.

Part 1. Update your name in CORE.

- Login to your OH|ID account (https://ohid.ohio.gov).

- Under **My Apps**, click **Educator Licensure and Records (CORE)**.

- At the top of the screen you will see Welcome and then your name.

- Click your name. The screen will show the contact information for your CORE account.

- Click **Manage Name**. A warning will display.

- Click **Change Name** to proceed.

- 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.

- 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.

- Click **Save**. Your updated information should now be displayed.

Part 2. Update your name in your OH|ID account.

- 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 OH|ID Dashboard.

- 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 OH|ID profile to your CORE profile.

- Make the necessary changes.

- Double-check the information is correct and click **Update**.

- Under account settings, click **Manage Name** to update your information.

- Log out.

- Close all browser windows.

- 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 OH|ID 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 profile.help@education.ohio.gov with the error message and a summary of what you are trying to accomplish.

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