Office of Certification and Professional Preparation

Process for Initial Student Support On-Line Applications

(Forms 20S, 20SA, 20SR)

Applicant User Guide

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The West Virginia Department of Education, Office of Certification and Professional Preparation have created this user guide, in conjunction with West Virginia Interactive for your reference.
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Certification Registration

Each applicant must first register with the Certification Portal to connect their certification records with their Webtop Account. A Webtop account is assigned to all full-time county school employees. If you are not a full-time employee, please follow the steps below to create one.

From the Certification Portal home page (https://wveis.k12.wv.us/certportal/), click the “Register” button to start the certification portal registration process.

The registration process will ask you several questions to determine if you have a West Virginia Department of Education certification record. If you are not in the system, the process will assist you in creating your certification record. If the system locates certification records for you, it will display basic account information for verification.

The last step in the registration process is to either create a Webtop account or locate your current Webtop Account.

Once you have completed the registration process you can log into the Certification Portal and submit your application.
Applicant Dashboard

The Applicant Dashboard consists of two sections, Applications and Credentials.

Applications
Pending Applications
Displays all pending applications submitted by the user and the status in the application process.

View Recent Application History
View previously submitted applications.

Credentials
Certificates
Displays the credentials the user currently has on file with the WVDE. All credentials that have the button beside it may be renewed using the new online process.

Beginning the Application
To begin the application process, you will see the following screen and you will select “CREATE NEW APPLICATION.”

Once you have selected Create New Application, you will be asked to the Choose License Type and you will select STUDENT SUPPORT.

Application for Licensure

Next, you will be asked to answer if you completed a Student Support Preparation Program

Have you completed a student support preparation program?
Choose yes or no
The menu will then ask what you want to apply for and you will respond with Initial Student Support Certificate.

I wish to apply for...

The next drop-down selection will ask you how you are wanting to obtain the Initial Student Support Certificate.

*Option 1 is selected if you have completed the approved program at a West Virginia College or University and you do not have a Student Support Certificate from another state.

*Option 2 is selected if you have a valid, renewable Professional Certificate from another State Department of Education or agency that issues the certification to work in the public schools (Reciprocity).

*Option 3 is selected if you went to an out-of-state college or university for the Student Support Program and you have completed the West Virginia required exams, but you do not have a license issued by another state, nor an application in process in another state for the same certification.

Next, you will be asked if you are United States Citizen and you will select Yes or No.

The next step is to add your institution where you completed your degree and certification. If you have not made any other on-line applications with the Office of Certification and Professional Preparation, this section will be blank and you will be required to complete the necessary Educational Degree(s) History.
The next section will ask you to select a radio button about your fingerprinting. Please note if you have held any other certification issued by the State Department of Education in West Virginia other than a Student Teaching Permit, you do not need to be fingerprinted again.

Now, you will click Start Application

The next section will have you answer the Legal Disclosures

Applicants are required to report all background information even if the disclosure was submitted to the WVDE as part of a previous submission. Please select “Yes” or “No” to every question.

***If you have answered NO to all six questions, please continue to the COUNTY INFORMATION SECTION.

If you answered YES to any of the questions above, you are required to complete a series of questions
regarding the legal disclosure that **MUST** include The Occurrence Date, Title, Narrative, Previously Reported and Supporting Files are required for in order to add the disclosure.

You should click the checkbox if the disclosure was previously reported to the WVDE prior to the new online system becoming available. **Previously reported legal disclosures do not require supporting files to be uploaded, however, you must provide a brief narrative.** If the disclosure was not previously reported, you **MUST** upload all applicable documentation.

Clicking the **Select files...** button allows you to upload documentation that will be submitted to the WVDE along with the remainder of the application.

Once all your information has been entered and files uploaded, click the **Add Disclosure** button to add the legal disclosure.

Once added, you will see the **View Disclosure Details** button allowing you to view and edit the legal disclosure prior to submitting for approval.

Please note, you may not edit or delete a legal disclosure once it has been submitted for approval.
Selecting County of Employment
Please select from the dropdown list the county where you are currently employed. If you are not currently employed including as a substitute, please select the first option in the selection list.

If you are employed by WV public school system, Multi-County Career and Technical Education Center, Office of Diversion and Transition Programs (ODTP), WV School for Deaf/Blind, Diocese of Wheeling-Charleston, or WVDE in which you are currently employed or have been employed within the past months.

**This is not the county where you live or where the entity is located if it is not a county school system.

If you have selected to receive your certification by any other option besides Reciprocity, you will see the Institution Information displayed. Otherwise, you will proceed to the SUPPORTING DOCUMENTS section.
The next step will ask you to upload any supporting documents (Form 7, PRAXIS Score Report, Name Change Documentation or Driving Record). These documents are only to assist you if you need to upload one of these documents and not mandatory to upload them all.

Reviewing Application
Once all of the required information has been entered, click the **Review** button to review your application and make any needed changes prior to submitting for approval.

If all the information is correct, click the **Submit** to submit to your county superintendent for approval.

Approval Process
Once you have submitted your Initial Student Support Certificate application to the college or university or county superintendent for approval (if required), you will notice that your status has changed from “Not Submitted” to “Pending Institution” or “Pending County” and you also have the addition of a “Holds” button.
Clicking the \( \Delta \) button allows you to view any holds placed on the application. You will notice in the figure below that a hold has been placed on the application letting you know it is pending county superintendent approval.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Remarks</th>
<th>Hold Date</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature - Signature of County or Program Director required</td>
<td></td>
<td>04/19/2016</td>
<td></td>
</tr>
</tbody>
</table>

The “Hold Date” column states when the hold was placed on the application and the “Resolved” column lets you know when the hold was removed. Clicking the View allows you to view the submitted application, but you will be unable to make any changes while the application is under review.

Now that you have submitted your initial teaching certificate application for approval, the application can either be approved, denied or sent back by the approving county.

**Approved**

If your application has been approved (if approval is required), you will receive an email stating approval of the application and you that you must now login to your dashboard to pay for any fees associated with the application. The figure below shows an example of an application that has been approved by the county and is pending payment.

**Pay Now**

Clicking the Pay Now button adds the application to the cart and directs you to the Application Cart page.

**Payment Process**

The Application Cart Page includes the application type, date submitted and fee amount for the application being submitted. As additional credentials become available to apply or renew online, you will have the ability to pay for multiple applications simultaneously.
Click the **Checkout** button to continue the payment process.

Once payment has been made, you will notice in the figure below that once again the status for the application has changed. Your Application has now been sent to the WVDE for approval.

If approved, you will once again receive an email stating that your application has been approved by the WVDE and the renewal process is complete. The next time you access your dashboard, you will now see a status of “Approved Application”.

**Denied**
All denied applications will show a status of denied and by whom. The example below shows an application that was denied by the county.

**Send Back**
There will be times where the approving entity cannot approve your application due to the fact additional information is required. The applicant to allow you to make the necessary changes requested can now edit all applications that have been sent back. The picture below shows an application that has been sent back by the county because more information is needed regarding a legal disclosure.
Click the View button to determine what changes are required.

As you can see below Question 1 of the legal disclosures, section requires more information. You may now either edit the application by clicking the Edit button and/or provide an additional narrative and upload files by clicking the Provide Additional Information button.

If you require further assistance, please contact the WVDE, Office of Certification and Professional Preparation at 304-558-7010.