Office of Certification

County Approval Process for Teaching, Student Support, and Administrative Renewals

User Guide

Last Updated 7/29/2019

This user guide has been created by The West Virginia Department of Education, Office of Certification, in conjunction with West Virginia Interactive for your reference. This document provides detailed instructions on how to process pending applications for renewals of the teaching, student support, and administrative certificates.
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**Introduction**

The WVDE Renewal Application enables individuals needing to renew their professional teaching, student support, or administrative credential to do so online without having to go through the manual process previously required to obtain approvals from the County Superintendent and the West Virginia Department of Education.

Individuals are able to submit their renewal application Form 4T, 4S, 4A) to their respective county using the new WVEAP Application. Once reviewed and approved by the county, the applicant is notified to pay all applicable fees. After payment has been processed, the renewal application is then sent to the WVDE for final approval. The entire approval process, including holds placed by the WVDE, are able to be tracked by the county.

*Note – Please use the most up-to-date versions of popular browsers to access the system. The system has been tested in Internet Explorer, Chrome, Safari, and FireFox. In addition, the system has been optimized for operation on a mobile device. The menus and field on system screens are “responsive” and will arrange appropriately based on the size of your browser window or device screen.*
Update Profile

The system requires the use of your Webtop credentials. The system will only email you to the primary email address on file. If the email address is not updated (old Access account or private email) you may not receive notifications. To access and update your email, please visit [https://wvde.state.wv.us/apps/profile/](https://wvde.state.wv.us/apps/profile/). Here you may update your email and user information. Please use your work (K12) email address as the primary address.

Once you verify your user information and email are correct, you may access the Certification System via [https://wveis.k12.wv.us/certportal/](https://wveis.k12.wv.us/certportal/).
County Dashboard

Once logged in to your dashboard, you will be presented with search options along with a list of all pending application(s) that require approval. Detailed information regarding specific aspects of the dashboard are listed below.

Search Filters
Users may search for current or past applications by using the filters provided. Users may use one or more of the search options to locate specific application. When logging into the dashboard, new approval request(s) are listed by default.

Pending Application

Application Name
The name of the person who is requesting County Superintendent approval.

Application Type
Type of application submitted. Additional application types will be shown as they become available online.

Date Submitted
The date the application was submitted for approval.

Date Resolved
The date the application was resolved by the WVDE. This date will remain blank until the application is officially approved or denied by the WVDE. To view the County approval date, please click on the hold for that application and view the resolved date for the “Waiting on County approval” hold. Information on how to view holds is provided later in the user guide.
**Status**

The status bar is updated every time the application moves to the next step in the approval process. Once approved by the County, the status bar moves to step (3) which is pending payment.

![Status Bar Screenshot](image)

**Holds**

Clicking the warning icon 🚨 allows the user to view any holds that may have been placed on the application. For example, you can see in Figure 3 the only hold currently listed is for county approval. Once all holds have been resolved, the warning icon will be replaced with a new icon ✅ signaling that no additional actions are required. As mentioned previously, the resolved column will be populated once the County has approved the application.

![Holds Screenshot](image)

**View Application Details.**

Clicking the View icon allows the user to view the application details and complete the approval process.
### Application Details

### Applicant Information

After clicking the icon, you will now see details for the renewal application. The top of the page shows the applicant’s name, license and contact information. The Form number and description will appear at the top of the screen.

<table>
<thead>
<tr>
<th>Form 39 Temporary Authorization Applicant Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong></td>
</tr>
<tr>
<td><strong>Last Name</strong></td>
</tr>
<tr>
<td><strong>Middle Initial</strong></td>
</tr>
<tr>
<td><strong>Previous Last Name</strong></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td><strong>US Citizen</strong></td>
</tr>
<tr>
<td><strong>Teaching License</strong></td>
</tr>
<tr>
<td><strong>Primary Phone</strong></td>
</tr>
<tr>
<td><strong>Secondary Phone</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Street Address</strong></td>
</tr>
<tr>
<td><strong>Street Address 2</strong></td>
</tr>
<tr>
<td><strong>City</strong></td>
</tr>
<tr>
<td><strong>State</strong></td>
</tr>
<tr>
<td><strong>Zip Code</strong></td>
</tr>
<tr>
<td><strong>Country</strong></td>
</tr>
</tbody>
</table>

*Figure 4*
Legal Disclosures

The applicant is required to answer all legal disclosure questions when completing the renewal application. Questions answered as “Yes” will include additional information regarding the disclosure.

The example legal disclosure in Figure 5 shows that the applicant answered “Yes” to Question 1. The Date, Title, Previously Disclosed and Status are listed for each disclosure along with the ability to view disclosure details.

The previously disclosed column signifies if the disclosure was previously reported to the WVDE during a prior renewal. Applicants are required to report all legal disclosures the first time renewing through the online system, but are not required to provide additional documentation if the disclosure was previously processed by the WVDE. Please contact the Office of Certification if you have questions regarding previously disclosed legal disclosures.

Clicking the View icon enables the user to view disclosure details.
Legal Disclosure Details

After clicking the [ ] icon for Question 1, you will see all of the information submitted for that disclosure. Clicking on “Tim Test – Narrative” or “Tim Test – Disclosure File enables, the user to view the narrative provided by the applicant and download any additional documentation provided.

![Figure 6](image)

The user may at this time request additional information about the legal disclosure or mark as reviewed.
Request Additional Information
There may be times you unable approve or reject the application due to needing more information about the legal disclosure. Users have the option to click the **Request Additional Information** icon, which will start the send back process. Send backs will be explained in further detail later in the user guide.

![Figure 7](image)

Figure 7 shows an example of the “Request Instructions” comment box that appears when needing additional information about the disclosure. User should provide instructions for the applicant to follow and then click the submit button when finished.
Figure 8 shows the request for additional information being logged within the disclosure history. The County User may delete the request prior to sending back.

**Mark Reviewed**

Users are required to click the **Mark Reviewed** icon before they can approve or reject the application. This tells the WVDE that your review is complete and the county has no issues with the disclosure. You are not required to mark as reviewed when requesting additional information. The example in Figure 9 shows the history after the disclosure has been marked as reviewed.
Completing the Application For a Three-Year or Five-Year Renewal

Once all legal disclosures have been marked as reviewed, you are ready to complete the approval process. Users have three options when completing the process.

1. Approved
2. Rejected
3. Sent Back

![Review Application](image)

Figure 10

Completing the Application For a Conversion to a Five-Year or Permanent Teaching, Student Support, or Administrative Certificate

The first item that the approver must verify is the experience that the applicant has listed. The approver can edit the experience, approve it, mark it not verified if you do not have those records, or you can delete the experience if you have not given the applicant credit for the experience.

For a Permanent Certificate: If the applicant currently holds a Five-Year Professional Teaching Certificate, Student Support, or Administrative Certificate, the Education Experience will show as verified and the initials of the individual who approved the experience. However, the new approver does have the authority to go in and edit the information, undo the verification, or delete the Education Experience.

![Education Experience](image)
Once you click the verify button, another screen displays and asks you to click VERIFY the experience.

If the approver discovers they need to edit the experience verification, select the edit button and the screen will appear to edit the Education Experience.

If the approver is not able to verify the experience, you will select the experience as Not Verified by selecting the button and then at the bottom of the screen mark NOT VERIFIED.
If the approver needs to remove the experience that the applicant has selected, the approver will select the REMOVE button, and then select the REMOVE button at the bottom of the section.

**Approved**

The next section will be to approve, reject, or send back the application by selecting the correct option on the drop-down list.

Following the approval of the application, the next step will ask the approver to insert the date the teacher completed the Beginning Educator Internship. It is the responsibility of the approver to verify the date of the completion of the internship or another exemption that the applicant submitted. If the applicant submitted an incorrect answer above about the Beginning Educator Internship, the application will need to be changed to SENT BACK and it will return to the applicant to correct the error. The approver now has the option to type comments back to the applicant as to why the application was sent back (if needed).

If applying for Permanent: If the applicant has previously held a Five-Year Professional Teaching Certificate, the Beginning Educator Internship/Induction or exemption will appear and no further action is required.

*Please Note: If the applicant has a Student Support or Administrative Certificate, the Beginning Educator Internship/Teacher Induction Screen will not appear and you can then move to the next screen.*
Once the date of the Beginning Educator Internship/Teacher Induction has been correctly entered, another box will appear for supporting documents and you will be asked to upload any supporting documents you have for this application (Form7, Transcript, PRAXIS Scores).

Rejected
When rejecting an application, the User must select one of the rejection reason provided.

Sent Back
The User has the option to send back an application even if they have not requested additional information about a legal disclosure. If additional information was requested regarding a disclosure, the only option the User has is to do a send back. Once sent back, the applicant is now required to resolve the send back and resubmit the application.
Figure 13
Application Completed
Clicking the Complete button icon processes the application and automatically notifies the applicant of the status change. If approved, the applicant can now pay for all application fees. You have the ability to follow the approval process by accessing the application using the search functionality.

![Applications](chart.png)

**Figure 14**

Take note in Figure 14 that the status has been updated from “Pending County” to “Pending Payment”. Once the applicant makes a payment, the status will once again update to show “Pending WVDE”. A status of completed signifies the application has been approved by the WVDE. Rejected applications will show a status of “Rejected”.

When all pending applications are completed, your dashboard will show you have no pending applications.

![Applications](chart.png)

**Figure 15**