District of Columbia
Office of the State Superintendent of Education
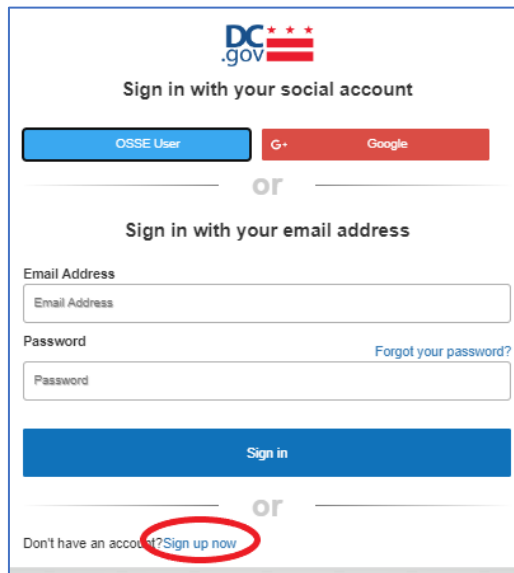
Educator Credentialing Information System V3.0 (ECIS)
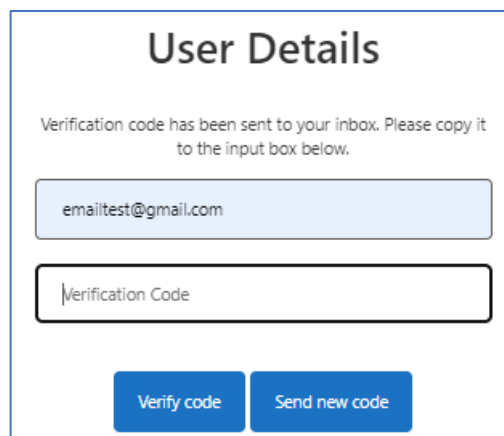
User Guide

Teaching and Learning (TAL) Division

Table of Contents

Create an Account or Sign In

1. Go to Ecis.osse.dc.gov and click "Log In."

2. There are several ways to access the system:

   - You can use your Gmail account to sign in or create an account. **OR**
   - If you don't have a Gmail account or prefer to use a different email (e.g., Hotmail, AOL, etc.), click "Sign up now" to create an account. **OR**
   - If you're a returning user, enter the email address and password that you previously used to register your account in this system and click "Sign in."
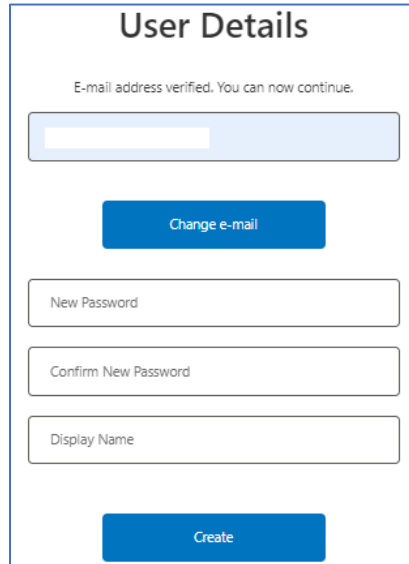

3. For new accounts, when the User Details dialogue box appears, enter the email address that you are using for this account, then click the "**Send verification code**" button.

   Retrieve the verification code that was sent to your email inbox and paste it into the *Verification code* box. Enter the matching code and click the "**Verify code**" button.

4. Once your email has been successfully verified, enter and re-enter a satisfactory *Password* (entering a *Display name* is optional), then click the "**Create**" button. The system will provide on-screen verification of a satisfactory password.
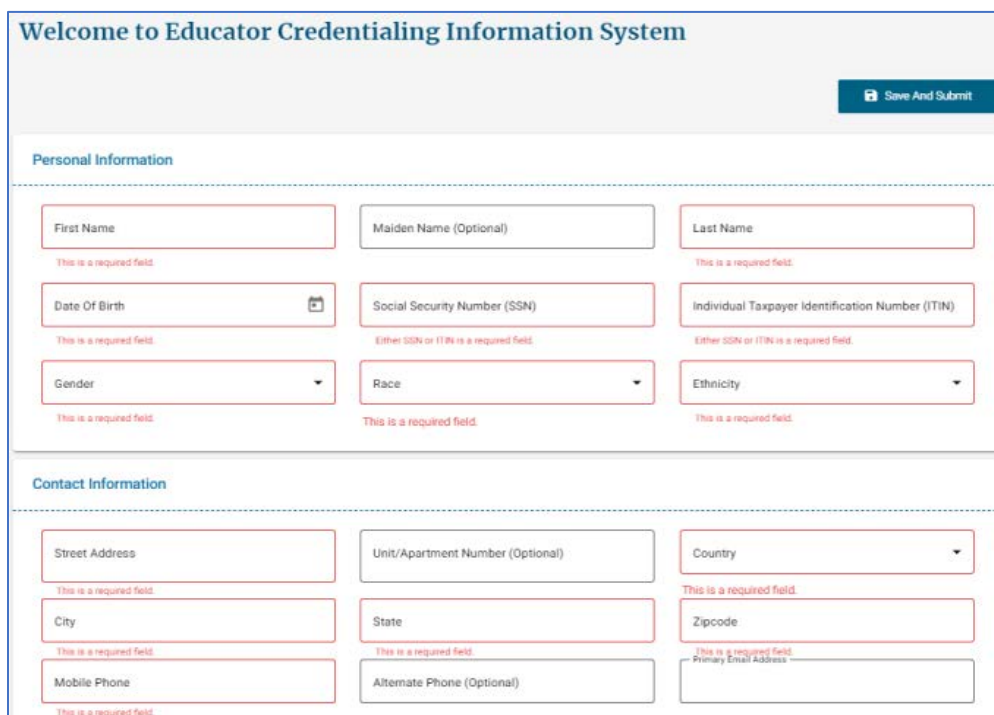

5. When the email verification steps have been successfully completed, you will be directed to the next screen to complete account registration.

Registration

1. Enter accurate information for all required fields in the *Personal Information* and *Contact Information* sections.

2. In the *Contact Preferences* section, your email address is selected as the automatic default contact that will be used to communicate correspondence and status notifications to you. You can also choose to receive notifications via mobile text messaging by selecting the "Phone" checkbox.

CONTACT PREFERENCES

Please select the best way to be contacted

✉ Email

☑ osseester@yahoo.com

☎ Phone

☑ (202) 111-1111

I consent to receive SMS/text messages at this number. Messaging rates may apply.

3. Review all entered information for accuracy and completeness, then click the "**Save and Submit**" button located at the top of the screen to be redirected to your "Home" page to complete the remaining registration steps.

💾 Save And Submit
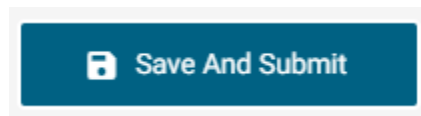
Duplicate or Locked Accounts

During account registration, this system automatically checks for prior accounts.

1. Upon entry of potentially matching information, you will be prompted to verify the SSN and Date of Birth information that you provided during registration.
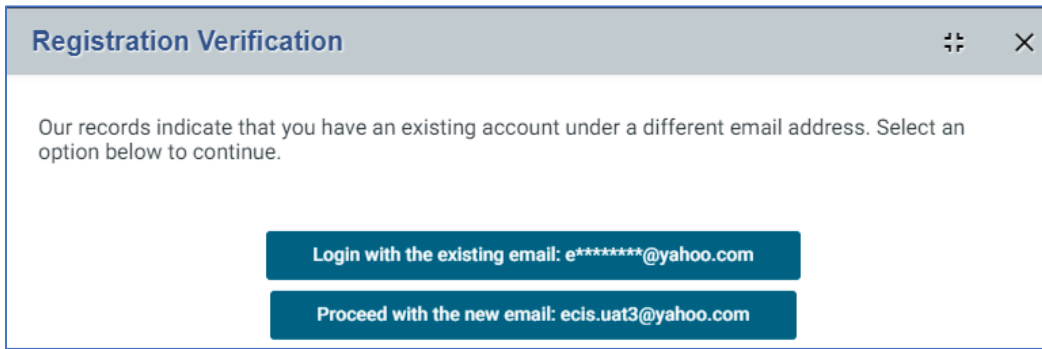
Registration Verification   ⠿   ✕

Please review the information below for accuracy. If it's incorrect, click cancel to go back and make changes.

SSN	Date Of Birth
454545454	06/12/1992

Cancel

Proceed, the provided information is correct
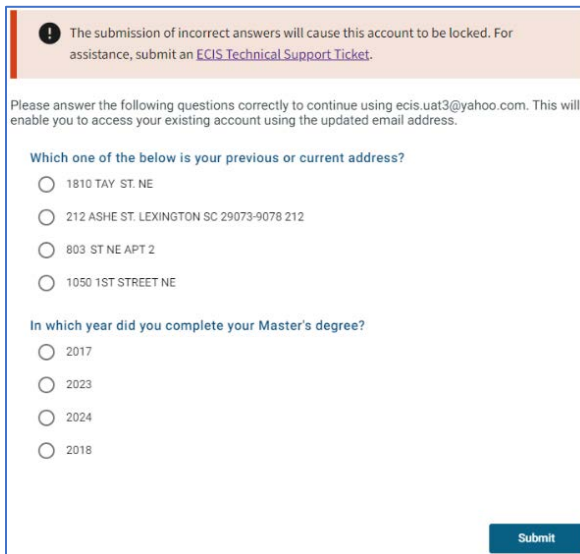
2. If the information needs to be changed click "Cancel". If the information is correct click "Proceed".

3. When an existing account is found, you will be allowed to either login with your existing credentials or proceed with the new email address that you entered.

4. Next, you will be required to answer all security questions and click "Submit".

5. When all security questions have been correctly answered, you will receive a successful account verification prompt. Click "Ok" to return to the main page and then log in to your account to continue.

6. Failure to answer all questions correctly will result in the account being locked.

7. If your is locked, you must submit an ECIS Technical Support Ticket for assistance.

Navigating the Home page

1. The "Home" page is the main page for your applicant dashboard. There are six main menu tabs that provide access to the corresponding page when selected. When a tab is selected, it becomes highlighted to indicate the current tab. The main tabs include:
   a. My Profile
   b. My Applications
   c. My Credentials
   d. My Payments
   e. My Documents
   f. My Activity
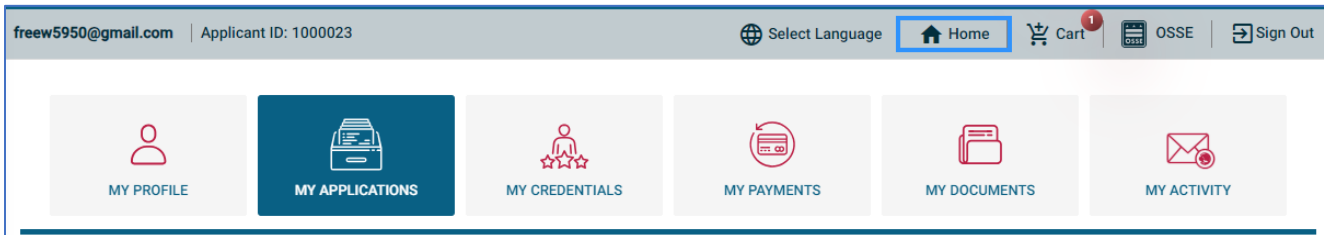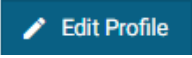
2. Just above the main tabs, there is a row of additional options for more information and features.
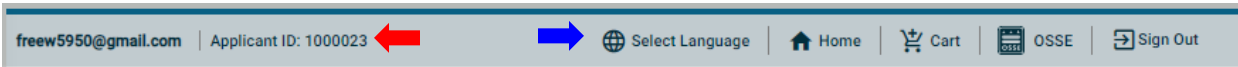
Email address	Indicates the email address that you are currently signed in using.
Applicant ID	Indicates your unique applicant user identification number.
Select Language	Allows you to switch the screen language to be displayed in either English or Spanish.
Home	Returns you to the *My Applications* default landing page from any location.
Cart	Applications that you intend to submit to OSSE are stored here until checkout is completed.
OSSE	Provides a direct link to OSSE's main web page.
Sign Out	Exits or logs you out of the system.

Educator Credentialing Information System V3.0
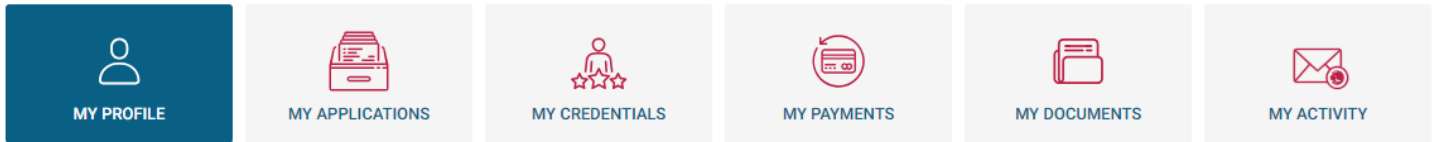
My Profile Tab

1. This is where you can view and edit your Personal Information, Contact Information, and Contact Preferences. Under this section, you have two tabs: *My Profile* and *My Profile Requests*.

2. The **My Profile** tab contains the summary view of all your personal information.

3. You must use the [✎ Edit Profile] button to update or request changes.

4. When in edit mode, use the ✎ icon that is located in the same data field that needs to be changed. Fields that contain the edit icon require you to attach supporting documentation that will be automatically sent to OSSE for review and approval to complete the change. The system provides on-screen instructions that will guide you to a successful change request. Data fields without an edit icon allow real-time updates without the need for additional documents or OSSE approval.

5. To successfully complete updates or submit change requests you must click "Save." When complete you will receive this message.
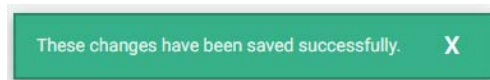
6. The "**My Profile Requests**" tab contains the history and statuses of all the update requests that you submitted.

▼ Request Type	▼ Date Submitted	▼ Status	▼ Reason For Rejection	▼ Status Date
Last Name	03/08/2024	Approved		03/08/2024
First Name	03/08/2024	Approved		03/08/2024

My Profile   My Profile Requests

7. After a profile change has been successfully completed, the updated information is automatically populated in the corresponding data field(s) and is viewable in your "My Profile" tab.

My Applications Tab

MY PROFILE   MY APPLICATIONS   MY CREDENTIALS   MY PAYMENTS   MY DOCUMENTS   MY ACTIVITY

⚠ You have application(s) that require your **immediate** attention. Click the Pending Additional Information button for more information.

My Applications   ⊕ Create New Application

Draft   Items in Cart   Submitted   Under Review 11   Pending Additional Information 1   Approved   Rejected   Denied

1. This is where you find all information regarding any of your started, saved, under review, pending additional information, approved, rejected, or denied applications.

2. This is also the tab where you will receive all message alerts and notifications regarding your applications.

3. There are eight active menu options (see below) that correspond to each application status category. When logged in to your account, you can hover over each of the options to generate a tooltip that defines each status.

4. Anytime there are applications under one of those statuses, you will see a number directly to the right, indicating the total number of applications under that specific status.

Applications that have been started but not submitted.

Draft   Items in Cart   Submitted   Under Review 11   Pending Additional Information 1   Approved   Rejected   Denied

5. When you are ready to start and submit a new application, you must use the "**Create New Application**" button.

⊕ Create New Application

6. To re-open, edit, or continue with a previously created application that is in Draft status use the ✏ icon.

7. To delete an application that is in Draft status use the 🗑 icon.

▼ Application Id	▼ Status	▼ Credentials Category	▼ Subject Area	▼ Application Status Date		
890235524	Draft	Classroom Teacher		03/08/2024	✏	🗑

8. Applications that are <u>not</u> in Draft status cannot be deleted, because this means the application has been submitted to OSSE for processing.

Filter and Sorting

1. This system allows you to easily organize your applications on every page.

2. To filter or search for applications, use the ▼ icon located to the left of the specific column name you want to use to create a search box, then type your search value and hit enter. The matching records will be the only ones displayed.

▼ Application Id	▼ Status	▼ Credentials Category	▼ Subject Area
			Foreign ✕
890235509	Under Review	School Services Provider	School Social Worker
890235506	Under Review	Classroom Teacher	Foreign Languages (Pre-Kindergarten to 12)

3. To remove or clear your filter criteria, simply click the close button for each filter.

Subject Area: **foreign** ⊗

▼ Application Id	▼ Status	▼ Credentials Category	▼ Subject Area
890235506	Under Review	Classroom Teacher	Foreign Languages (Pre-Kindergarten to 12)

4. To sort columns by alphabetical or numerical order, click directly on the specific column name and the list is automatically sorted in ascending or descending order as indicated by the directional arrow.

▼ Application Id	▼ Status	▼ Credentials Category ↑	▼ Subject Area
890235509	Under Review	School Services Provider	School Social Worker
890235506	Under Review	Classroom Teacher	Foreign Languages (Pre-Kindergarten to 12)

My Credentials Tab

My Credentials

This page provides a listing of the OSSE educator credential(s) issued to you in the authorized areas as indicated. You can sort and search for specific credential information by using the filter tool available in each field column.

Active | Archive

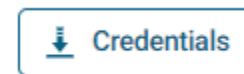| ▼ Credentials Category	▼ Level Of Certification	▼ Subject Area	▼ Subject Area Sub Category	▼ Credential Status	▼ Issue Date	▼ Expiration Date	▼ Earliest Date to Apply
School Services Provider	Standard	School Librarian		Active	02/20/2024	02/19/2028	09/22/2027
School Administrator	Initial	Principal/Assistant Principal		Active	02/20/2024	02/19/2026	02/20/2025
Classroom Teacher	Standard	Elementary Education (Grades 1 to 6)	Math Resource	Active	02/20/2024	02/19/2028	09/22/2027

1. This is where you will have access to view and print your OSSE educator credentials and information.

2. You can search your applications using the filter and sort function available for each field column.

3. You can view your "Active" credentials and "Archive" credentials by selecting either of those button options, found on the top right side of the page.

   - Active – Displays the most recent issuance of your credentials.
   - Archive – Displays the history of your prior credentials.

   Active | Archive

4. Click the "Credentials" button to **download, view, and print** secure official PDF copies of your Active credentials.
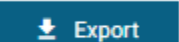
   ⬇ Credentials

5. If you have a credential that requires an upgrade or renewal, the system generates "**Click to Upgrade**" or "**Click to Renew**" buttons based on the credential type and its eligibility date. After collecting all official supporting documents needed, click the "Upgrade" or "Renew" button to start your application.

	▼ Credentials Category	▼ Level Of Certification	▼ Subject Area	▼ Subject Area Sub Category	▼ Credential Status	▼ Issue Date	▼ Expiration Date	▼ Earliest Date to Apply
	Classroom Teacher	Initial	All Grades (Pre-Kindergarten to 12)	Computer Ed Laboratory (teaching degree required)	Active	07/02/2023	06/30/2024	07/02/2024
Click to Upgrade	Classroom Teacher	One-year Provisional	All Grades (Pre-Kindergarten to 12)	Education Technology Teacher Trainer	Active	04/01/2023	03/30/2024	06/30/2023
Click to Upgrade	School Administrator	Initial	Principal/Assistant Principal	Administrative Services Credential	Expired	08/01/2022	07/30/2023	08/01/2023
Click to Upgrade	School Services Provider	Initial	School Psychologist		Expired	07/31/2022	07/29/2023	07/31/2023
Click to Renew	Classroom Teacher	Standard	All Grades (Pre-Kindergarten to 12)	Bilingual Education	Expired	08/01/2020	07/30/2023	03/02/2023

My Payments Tab

1. This is where you will find the history of your application submission payment transactions.

2. Each payment record displays its "Transaction ID" and Payment date.

3. The total amount paid for transaction is displayed to the right on the same row.

4. Use the **± Export** button to download or print a report of your payment history.

My Documents Tab

1. This is where you will find the documents that have been uploaded and accepted to your account.

2. You can search your documents using the filter and sort function available for each field column.

3. Use the 📄 icon to preview the uploaded documents.

4. All approved documents are saved in your account for easy access when submitting future applications.

My Activity Tab

Sent / Received	Date	Originator	Subject	Message
Sent	3/7/2024 11:10:55 AM	ECIS Auto-generated	Notification	Notification for application ID 890235511 sent
Sent	3/7/2024 11:10:52 AM	ECIS Auto-generated	Application Status	Application status for application ID 890235511 is updated to Pending Additional Information
Sent	3/7/2024 10:58:45 AM	ECIS Auto-generated	Application Status	Application status for application ID 890235511 is updated to Under Review

1. This is where you will see a list of your "Activity Log."

2. If you've recently made a profile change request, it will show up here, specifying which change you have requested to be updated.

3. Application submission notifications will be seen here as well.

4. Any time a change has been made to your account by yourself or an OSSE member, you will be able to see that information on this page.

5. You can search activity information using the filter and sort function available for each field column.

6. Use the [± Export] button to download or print a report of your activity log.

7. Use the items indicator located at the bottom of the page to change the number of rows that are visible at one time.

Create and Submit a New Application
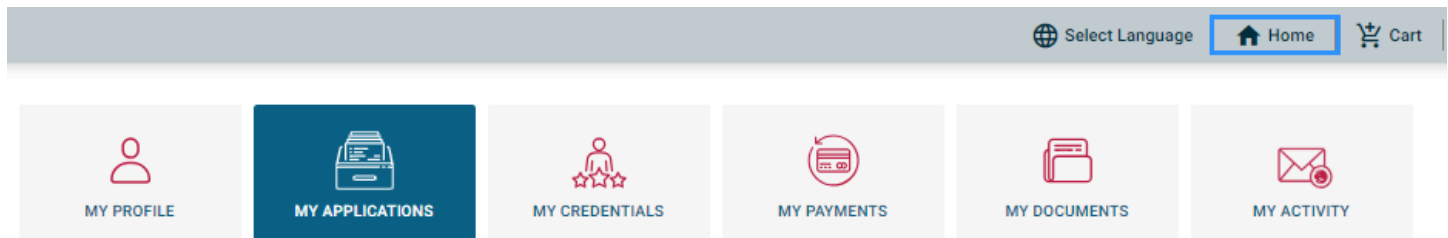
1. Go to *My Applications* tab or click "*Home*."
2. Click the "**Create New Application**" button.

3. You will land on the "Introduction" page, which provides an overview of the application's functions and system requirements necessary for successful completion.
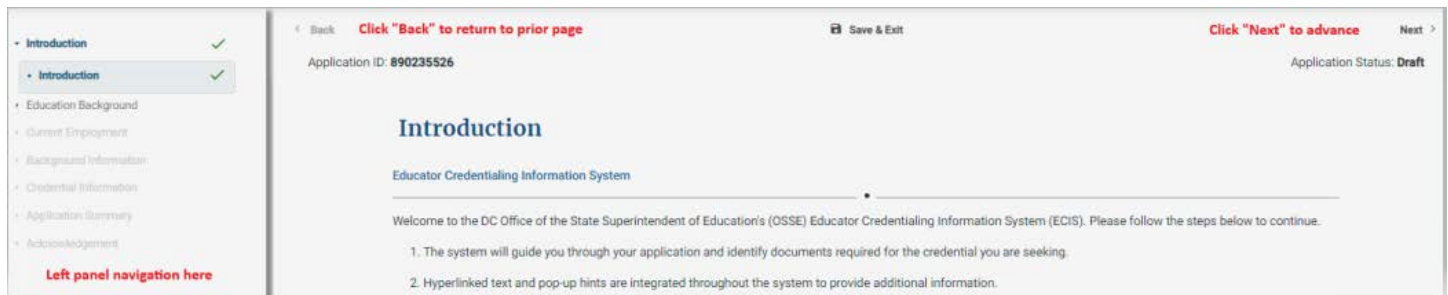
4. To the left of the page are subheadings that represent each application section that must be completed. Each locked section will be greyed out until the previous one is completed.

5. Completed application sections are identified by a green check mark.

6. Incomplete application sections are identified by a circled exclamation point.

7. Read the "Introduction" page in its entirety, then click "**Next >**" to continue.

8. To navigate through the application submission steps, follow the on-screen prompts to enter accurate information and upload all necessary documents as you advance to each page. The system will guide you through all required sections of the application.

9. When you reach the "Application Summary" page, review all entered information and the uploaded documents in each section to ensure accuracy and completeness.

Preview Application

ⓘ Application Summary
Please review your application below, if edits are needed, select the 'Edit' icon displayed for each section to return to that section to edit. Once complete, review again and complete the acknowledgement section. Once submitted you will not be able to edit the application.

10. If you need to make changes in any section, click the ✏ icon to update the information in that section.

11. After confirmation that all information is correct, click "**Next >**" to proceed to the Applicant Acknowledgement.

Application ID: **890235524**	Application Status: **Draft**

Applicant Acknowledgement

Please read the following information and sign the form below to continue.

12. Upon landing on the Applicant Acknowledgement page, read the consent information, then confirm your acknowledgment and provide your signature. When done, click the "**Acknowledge & Add to Cart"** button to proceed.

☑ I have read and understand the above acknowledgements.

Please enter your full first and last name.

Signature

OSSE ECIS

≡ Acknowledge & Add to Cart

13. You will receive one additional pop-up, that will give you the option to proceed to the "**Add to Cart**" or "**Cancel**".

You have successfully completed all sections of your application. Select 'Add to Cart' to add the application to the cart and proceed to checkout. If you need to edit an application, you must remove it from the cart prior to checking out to complete the necessary changes. When modifications are made to an application you must complete the acknowledgement section again to add it back to the cart. Select 'Add to Cart' to continue or 'Cancel' to return to your application.

Cancel   **Add to Cart**

14. When in the cart, follow the on-screen prompts to Proceed to Checkout and submit payment.

15. Enter your payment card information and click "**Pay**."

16. Upon successful payment, you will receive this payment message.

Payment Details

Your payment was processed and application(s) has been submitted successfully.

Please save your payment Transaction Id: **A50C1BED4C2B**

17. To edit or remove an application that is in the checkout cart, use the "**Remove from Cart**" link under each application. The application will return to "draft" status, allowing you to make changes or delete it.

📄 **Classroom Teacher One-year Provisional**
Remove from Cart

**Prepare to Submit
an Application**

1. Go to Osse.dc.gov/ed-credentials to visit OSSE's website to review the requirements and list of documents that are needed for the credential you are seeking.

2. Contact all institutions and agencies responsible for issuing official copies of all required application documents and request that official electronic copies of those documents be sent to you.

3. If the issuing agency sends paper documents, you must open the envelope upon receipt and scan all pages of the same document into one PDF file. It is important to note that you may not make any markings or attempt to alter the documents in any way, as this will render the document invalid. All documents must be uploaded as scanned complete PDF files.

4. Go to Ecis.osse.dc.gov after you have collected all needed documents, to create an ECIS V.3.0 account.

5. Log in to your ECIS account and create an online application.

6. Upload all required documents and information when prompted by the system.

7. Ensure that you have a valid debit or credit card to successfully submit the online payment.

8. Please be reminded that application processing fees are non-refundable.

Questions and Technical Assistance

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

If you are experiencing problems, submit an ECIS Technical Support Ticket so that we can troubleshoot and resolve your issue as soon as possible.

For additional technical support, you may contact Osse.ecis@dc.gov.