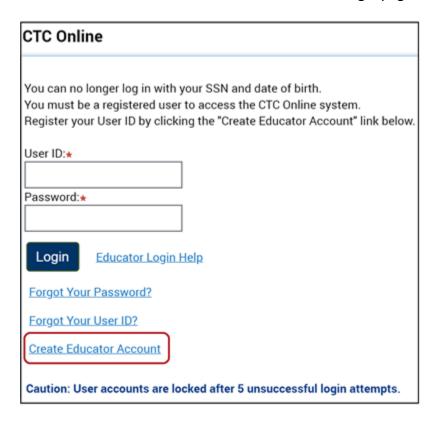


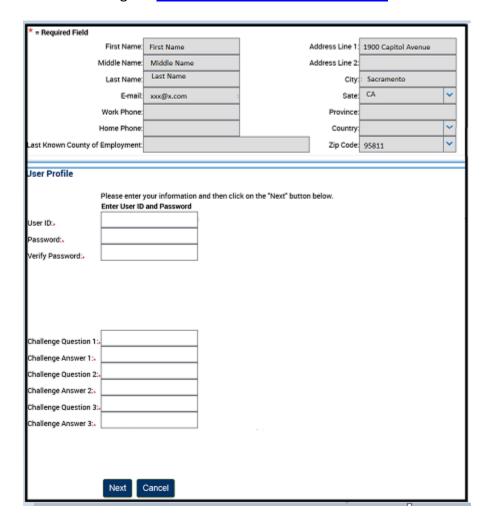
## Create a CTC User ID and Password

- 1. Click the **Educator Login** button on the <u>Commission's Home page</u>.
- 2. Click **Create Educator Account** on the CTC Online Login page.



- 3. Type your Social Security Number and Date of Birth and click **OK**. One of three pages described below will display based on the information provided.
  - 1. The *Existing user profile cannot be found* page will display when the information does not match our records. You must re-type your Social Security Number and Date of Birth to continue your registration.
    - If this page displays and you have previously submitted an application or were issued a document/credential since February 2017, STOP and contact the Certification Division using Live Chat - (M-F 12:00 PM to 4:00 PM). This issue cannot be resolved by email for security reasons.
    - You must type your full legal name when creating your Educator Profile.
      - Review the fingerprint information webpage at <a href="https://www.ctc.ca.gov/credentials/fee-and-fingerprint">https://www.ctc.ca.gov/credentials/fee-and-fingerprint</a> to avoid fingerprint clearance delays and errors.
  - 2. When there is an existing profile, the *User Profile* page will display.

 Note: The text displayed at the top of the page cannot be changed until you login with your User ID and Password. Name changes must be submitted using the <u>41-NCOpen PDF in current window</u>. form.



- 3. The *User ID* page will display when you are already registered to use the Online system.
  - Please make note of your User ID and use the Forgot Your Password? link on the <u>CTC Online Login</u> page to access your account.
    - When using the Forgot Your Password? link, select Educator when offered a choice.
- Complete the *Profile* page to register your User ID, Password and Challenge questions and answers.
- User ID: Carefully type your User ID. Once it is created, it cannot be changed. For security purposes, never use your SSN as your User ID.

- Email address: You must include a current valid email address as this is how password recovery information and other important correspondence regarding your file will be distributed.
- 4. When all of the system requirements are met, the *User ID Created* page will display confirming your User ID. Please take note of the User ID and keep it secure.
  - If this page did not display, the User ID was not created. Please try again.
- 5. Click Return to Login.
- 6. Login with your registered User ID and Password.