

Create a CTC User ID and Password

1. Click the **Educator Login** button on the [Commission's Home page](#).
2. Click **Create Educator Account** on the CTC Online Login page.

CTC Online

You can no longer log in with your SSN and date of birth.
You must be a registered user to access the CTC Online system.
Register your User ID by clicking the "Create Educator Account" link below.

User ID:★

Password:★

[Educator Login Help](#)

[Forgot Your Password?](#)

[Forgot Your User ID?](#)

[Create Educator Account](#)

Caution: User accounts are locked after 5 unsuccessful login attempts.

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 <https://www.ctc.ca.gov/credentials/fee-and-fingerprint> 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 [41-NCOpen PDF in current window](#) form.

*** = Required Field**

First Name: <input type="text" value="First Name"/>	Address Line 1: <input type="text" value="1900 Capitol Avenue"/>
Middle Name: <input type="text" value="Middle Name"/>	Address Line 2: <input type="text"/>
Last Name: <input type="text" value="Last Name"/>	City: <input type="text" value="Sacramento"/>
E-mail: <input type="text" value="xxx@x.com"/>	State: <input type="text" value="CA"/> ▼
Work Phone: <input type="text"/>	Province: <input type="text"/>
Home Phone: <input type="text"/>	Country: <input type="text"/> ▼
Last Known County of Employment: <input type="text"/>	Zip Code: <input type="text" value="95811"/> ▼

User Profile

Please enter your information and then click on the "Next" button below.

Enter User ID and Password

User ID:

Password:

Verify Password:

Challenge Question 1:

Challenge Answer 1:

Challenge Question 2:

Challenge Answer 2:

Challenge Question 3:

Challenge Answer 3:

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 [CTC Online Login](#) 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.