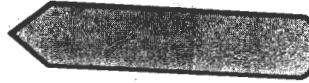


From: Linda Rittenberry
Sent: Monday, October 01, 2012 3:58 PM
To: cwpersonnel@marin.k12.ca.us
Subject: CTC Online Renewal System
Attachments: renewal-tips.pdf; CTC-online-FAQ-public.pdf



Hello everyone,

I am sure you all know by now that the new CTC Online system for renewals of Clear credentials has some issues not present in the old system. I am sure you will get teachers reporting problems. #1 below addresses the system not being compatible with MACs. #2 below addresses the pay portion when using a PC requiring that the pop up blocker for CTC's webpage be unblocked. #3 lists all the things that can be done once the teacher goes to the Orange Button "ONLINE SERVICES FOR EDUCATORS" on the CTC main web page. Attached above are Tips and FAQs from the CTC to assist. Please forward to your teachers if you like, and, as always, they can contact me. Please stress that paper applications for renewals, unless there is a technical glitch (not related to #1 or #2), will not be accepted. If there is a technical glitch, please have them enclose the page that clearly shows no renewal option was available. Be aware that the Commission is working diligently to smooth out the online process, but my understanding at this point is the #1 & #2 will be what will be.

As a reminder, a teacher may renew his/her credential(s) up to one year before the expiration date and still keep that same first day of the same month, just five years out.

1. These are a few things you need to know to renew your credential in the new CTC Online system www.ctc.ca.gov

- The CTC Online system is not compatible with the Safari web browser. If you are using a Mac product such as an iPhone, you will need to download Mozilla Firefox or Google Chrome before using our system. Please see the Payments section for more information.

The CTC Online web site, including Online Services for both Agencies and Educators, is not currently compatible with the Safari web browser. Safari is installed by default on Mac OS X. In addition, CTC Online does not currently support the iPad and other iOS devices like the iPhone and iPod touch.

- Prior to completing an application, you must make an exception to allow popups for our website. Please see the Payments section for more information.
- Most, but not all credentials are renewable online. If you are unable to renew using the online services, please submit a paper application (41-REN) and fee to the Commission. Route the application to QC (Quality Control) in the upper right hand corner of the application form. This will allow us to process these applications quickly and avoid any additional delays. Please note, credentials must be within the last year of their validity to be renewable.

2. How do I turn off my popup blockers?

It is advisable to make popup windows an exception to our webpage instead of turning them off. Please use the information listed below to access more information on popup blocker settings for the browsers compatible with CTC Online.

The CTC website, including CTC Online, fully supports the following browsers:

- Microsoft Internet Explorer (IE), versions 7, 8, 9
- Firefox 4.x and above
- Google Chrome

****CTC Online is not compatible with the Safari web browser which is the default browser for many Apple products.****

- **Internet Explorer** Pop-up Blocker: <http://windows.microsoft.com/en-US/Windows7/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions#>
- **Firefox** Pop-up blocker settings: https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings
- **Google Chrome** Manage pop-ups: <http://support.google.com/chromeos/bin/answer.py?hl=en&answer=95472>

You may also access addition technical assistance from our webpage at <http://www.ctc.ca.gov/tech-help.html>

3. What is the Educator Page?

The Educator Page has been designed to be a one stop location for all your business transactions with CTC. Following are some of the functions available through the Educator Page:

- Create and/or modify your personal profile, including name changes
- View current and historical documents
- View the status of pending applications and type of document being requested
- Complete or return a recommendation
- Renew a document
 - Apply for a new document (all other credentials that do not require a recommendation)