

Support Personnel Certificates User Guide

This user guide will detail the steps involved in applying for Support Personnel certificates.

There are three Support Personnel Certificate types:

- Professional Secretary Certificate
- Certified Secretary Certificate
- Bachelor's Degree Certificate

The requirements for each Support Personnel Certificate type are detailed in the [Requirements](#) Section.

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Requirements

The requirements for the three Support Personnel Certificates are outlined below:

Professional Certificate

- Hold a high school diploma or certificate of equivalency.
- Complete one of the following options:
 - Complete 2 years of regionally accredited college course work (minimum of 48 semester hours) in business, professional office training, accounting or other related areas.
 - Pass the Certified Administrative Professional (CAP) exam administered by the International Association of Administrative Professionals (IAAP).
 - Pass the National Association of Educational Office Professionals, Professional Standards Program (PSP), Certificate Level, Option I or Option II, BASIC or above.

Certified Secretary Certificate

- Hold a high school diploma or certificate of equivalency.
- Complete one of the following options:
 - Meet the eligibility requirements for Professional Secretary Certificate AND complete 12 semester hours (regionally accredited) in business, professional office training, accounting or other related area; AND have a minimum 5 years of office professional work experience.
 - Pass the Certified Administrative Professional (CAP) exam administered by the International Association of Administrative Professionals (IAAP); AND complete 12 semester hours (regionally accredited) in business, professional office training,

accounting or other related area; AND have a minimum 5 years of office professional work experience.

- Pass the National Association of Educational Office Professionals, Professional Standards Program (PSP), Certificate Level, Option I; AND complete 12 semester hours (regionally accredited) in business, professional office training, accounting or other related area; AND have a minimum 5 years of office professional work experience.
- Pass the National Association of Educational Office Professionals, Professional Standards Program (PSP), Certificate Level, Option II which includes the completion of at least 12 semester hours (regionally accredited) in business, professional office training, accounting or other related area; AND have a minimum 5 years of office professional work experience.

Bachelor's Degree Certificate

- Completion of a Bachelor's Degree from an accredited college or university.

DEEDS 3.0 Access

To access DEEDS 3.0, you must have an EdAccess account.

If you are new to Early Learning, new to K-12 or non-state employee or unemployed K-12, then you will need to [Register an EdAccess Account](#).

If you already have an EdAccess Account, [Login to EdAccess Account](#)

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

User is directed to **Educator Dashboard**.

Professional Secretary Certificate

Click the **Apply for K-12** menu icon in the upper right-hand portion of the dashboard. List of options is displayed:

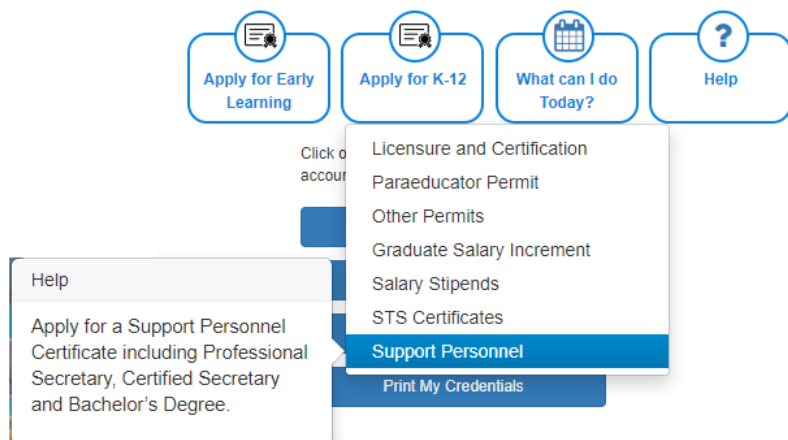


Figure SPS-MNU-01: Support Personnel Menu Selection

Select **Support Personnel** from the dropdown menu options.

User is redirected to **Application Type Selection** page:

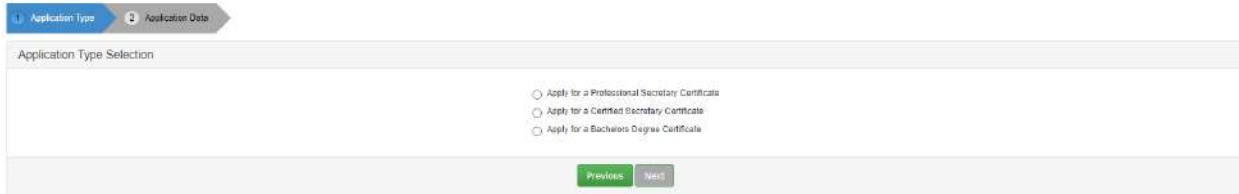


Figure SPS-ATS-01: Application Type Selection Options

Note the arrows across the top, as these represent the progression of steps required in application process. The **Application Type** arrow is highlighted blue to indicate that this is the current step. The arrows are displayed to show progress throughout the application process; however, these are not clickable, meaning that they have no associated action if they are clicked.

Select the **Apply for a Professional Secretary Certificate** radio button.

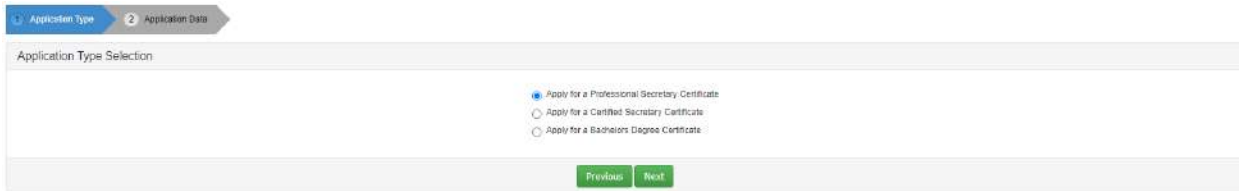


Figure SPS-ATS-02: Apply for a Professional Secretary Certificate Option Selection

Note that when one of the radio buttons is selected, the **Next** button is enabled. Click the **Next** button to continue.

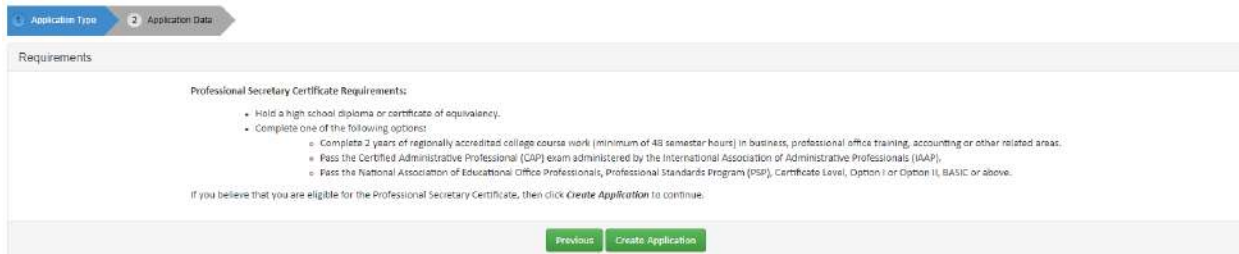


Figure SPS-ATS-03: Professional Secretary Certificate Requirements

Requirements for a **Professional Secretary Certificate** are listed in the **Requirements** area. In order to process the application request, you must meet one of the requirements listed. Review the options to ensure that you qualify for the **Professional Secretary Certificate**.

If the requirements for the **Professional Secretary Certificate** are met, then proceed with the application process by clicking the **Create Application** button.

Application Data – Professional Secretary

The **Application Data** window is presented:

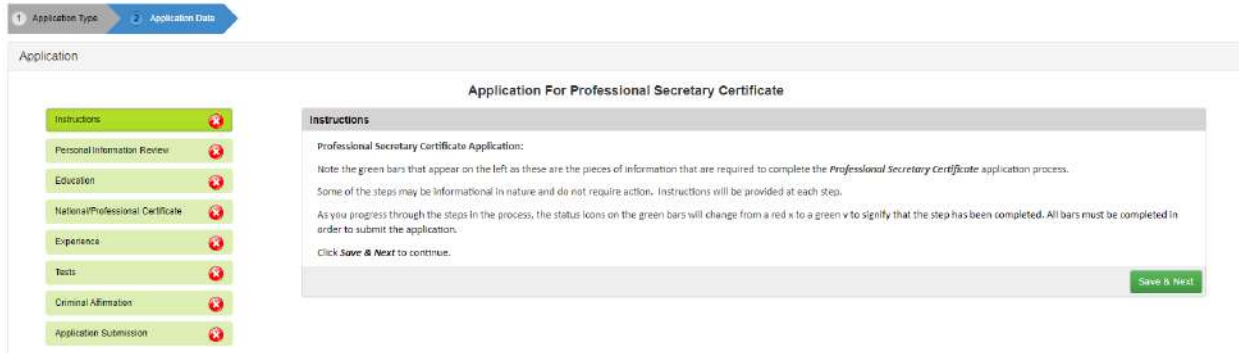


Figure SPS-AD-01: Professional Secretary Certificate Application Data Instructions

The **Application Type** arrow that was previously highlighted is now disabled (gray) and the **Application Data** arrow is highlighted blue to signify that the user is currently on this step in the process.

Once the application has been created, the application process can be paused at any time by clicking the **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click the **View My Applications** button on the **Educator Dashboard**, find **Professional Secretary Certificate** in the **Application Type** column and click the associated **Continue Application** button. Likewise, the application can be withdrawn at any time by clicking the **Withdraw Application** button in the upper right-hand side of the page

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. In the step-by-step process, the user may or may not be required to provide data specific to the topics displayed on the green bars. The data categories include: **Instructions, Personal Information Review, Education, National/Professional Certificate, Experience, Tests, Criminal Affirmation** and **Application Submission**.

The **Instructions** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Read the Instructions that appear in the **Instructions** box.

Click the **Save & Next** button.

The **Instructions** bar is designated with a green v to signify that the step has been completed.

Personal Information Review – Professional Secretary

The **Personal Information Review** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

- Instructions ✔
- Personal Information Review ✘
- Education ✘
- National Professional Certificate ✘
- Experience ✘
- Tests ✘
- Criminal Affirmation ✘
- Application Submission ✘

Application For Professional Secretary Certificate

Personal Information Review

Personal Information Instructions:

The Personal Information that you entered previously is displayed below.

- Please check the information for accuracy and completeness. Update the information as appropriate.
- Ensure the **Home/Mailing Address** section is completed with your current address.
- If you do not wish to receive text messages, uncheck the text message authorization checkbox.
- If changes are made to the information, click **Save/Update**.
- Click **Save & Next** to continue.

First Name: <input type="text" value="Samantha"/>	Prefix: <input type="text" value="- Select -"/>
Middle Name: <input type="text"/>	Suffix: <input type="text" value="- Select -"/>
Last Name: <input type="text" value="Embers"/>	Professional Title: <input type="text" value="- Select -"/>
SSN: <input type="text" value="723-72-3723"/>	Gender: <input type="radio"/> Male <input checked="" type="radio"/> Female <input type="radio"/> Other
DOB: <input type="text" value="07/23/1983"/>	Age: <input type="text" value="37"/>

Home/Mailing Address

Apt: <input type="text"/>			
Street Line 1: <input type="text" value="723 Monroe St"/>			
Street Line 2: <input type="text"/>			
City: <input type="text" value="Georgetown"/>	State: <input type="text" value="Delaware"/>	Zip: <input type="text" value="19947"/>	
County/Parish: <input type="text" value="Sussex"/>	Country: <input type="text" value="United States"/>		
Work Phone: <input type="text" value="(800) XXX-XXXX"/>	Primary/User Email: <input type="text" value="scot23@mailinator.com"/>		
Cell: <input type="text" value="(723) 927-2327"/>	Secondary Email: <input type="text" value="joe@email.com"/>		

I authorize the Delaware Department of Education to send text messages to the listed cell phone.

Figure SPS-PIR-01: Professional Secretary Personal Information Review Bar

The **Personal Information** entered previously is displayed. Check the information for accuracy and completeness. Ensure that the **Home/Mailing Address** section is completed with your current address. If you do not wish to receive text messages, uncheck the text message authorization checkbox. Update the information, as appropriate. If changes are made to the information, click **Save/Update**.

Click the **Save & Next** button to continue.

The **Personal Information Review** bar is designated with a green ✓ to signify that the step has been completed.

Education – Professional Secretary

The **Education** bar is highlighted and designated with a red X to signify that the step has not yet been completed. If Education data has been added to the system for the individual, it will appear here; otherwise, the table will be blank. Instructions related to **Education** data entry are displayed.

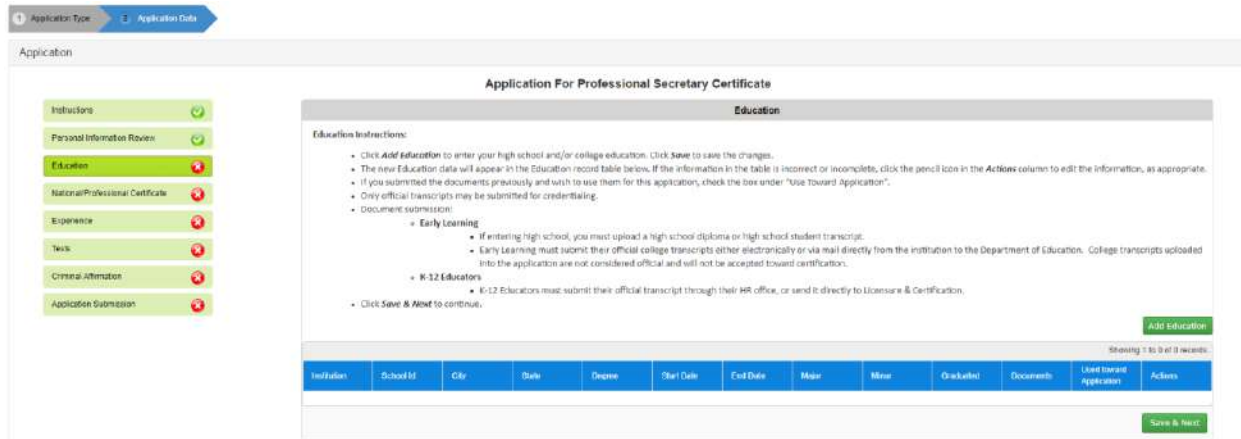


Figure SPS-EDU-01: Professional Secretary Education Bar

If **Education** data has already been entered in DEEDS and is shown listed in the Education table, then adding additional information is optional. However, if the **Education** table is blank, then the user is required to add **Education** information. Any data that can be entered as proof of **Education** is encouraged and will support the subsequent review and approval process. If additional education information is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Education** information.

Click the **Add Education** button.

Figure SPS-EDU-02: Professional Secretary Add Education Form

Education form is presented below the instructions for entering education related information specific to the Professional Secretary Certificate application request. The required fields are designated with a red * and include: **Institution**, **City**, **State**, **Degree** and **Start Date**. Dropdown lists are provided for **State** and **Degree**, offering valid options to choose from. The **Start Date** entry field requires **YYYY** format.

Enter the **Institution** where the degree was obtained. Note that while typing, the information is auto-filling with appropriate choices. Select the correct Institution from the list. Enter the remainder of the **Education** information in the entry fields.

Click the **Save** button to save the new **Education** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Education** table at the bottom of the window.

Institution	School Id	City	State	Degree	Start Date	End Date	Major	Minor	Graduated	Documents	Used toward Application	Actions
Cape Henlopen High School		Lewes	DE	High School	1998	2002					<input type="checkbox"/>	

Figure SPS-EDU-03: Professional Secretary Education Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the Education information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **Education** bar is designated with a green V to signify that the step has been completed.

National/Professional Certificate – Professional Secretary

The **National/Professional Certificate** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows the 'Application For Professional Secretary Certificate' interface. On the left, a progress bar shows steps: Instructions (green check), Personal Information Review (green check), Education (green check), National/Professional Certificate (red X), Experience (red X), Tests (red X), Criminal Affirmation (red X), and Application Submission (red X). The main content area is titled 'National/Professional Certificate' and contains instructions and special notes. Below this is a table with columns: Type, Content Area, State, Effective Date, Expiration Date, Description, Status, Used toward Application, Document, and Actions. A 'Save & Next' button is at the bottom right.

Figure SPS-NPC-01: Professional Secretary National/Professional Certificate Bar

Entering information in this step is optional. If National or Professional Certificate data has been added to the system for the user, it will appear here; otherwise, the table will be blank. If applicable to the application for Professional Secretary, then any data that can be entered as proof of national or professional certification credentials is encouraged and will support the subsequent review and approval process. If National/Professional Certificate information is not needed, click the **Save & Next** button to continue and skip to the end of this section. Otherwise, follow the instructions in this section to **Add Nat/Pro Certification** information.

Click the **Add New Nat/Pro Certification** button.

Figure SPS-NPC-01: Professional Secretary Add National/Professional Certificate Form

National/Professional Certificates entry form is presented for entering certification related information specific to the Professional Secretary Certificate request. The top section is for entering descriptive data specific to the certification earned and the bottom section is for uploading supporting documentation.

Complete the required fields specific to the **National/Professional Certificate** in the top section. The required fields are designated with a red * and include: **Type**, **Effective Date**, **Expiration Date**, **Document Type** and **Document**. Dropdown lists are provided for **Type**, **Content Area**, **State** and **Document Type**, offering valid options from which to choose. **Effective Date** and **Expiration Date** needs to be entered in **MM/DD/YYYY** format.

The next step is to upload certificate documentation in the form of a pdf or image document. Please ensure that certificate is current and valid. Click the down arrow of the **Document Type** dropdown list in the bottom section and select **Nat./Pro. Certificate** from the **Document Type** dropdown list. Provision of documentation can be done by uploading a new document or associating a document that has already been uploaded to the system.

There may be instances where the **National/Professional Certification** documents have already been uploaded to the system. If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to **Associate** the document, meaning that the pre-loaded document will be used.

To Associate a document, click the **Associate Existing Documents** button. An **Associate Documents** popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Select the document by clicking inside the checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. Click the **Select Documents to Associate** button to save the information or click the **Cancel** button to exit the operation without saving data. If necessary, refer to the [Associate Document](#) section for a detailed description of the how to associate a document.

If the certification document has not been associated, then follow the next steps to upload the document for the emergency recommendation application.

Select the file to be uploaded in one of two ways:

- Drag the file from your computer to the middle of the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
- Click inside the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
 - File Explorer is opened to allow document to be selected from computer files.
 - Select the desired file and Click **Open**.

File name is displayed along with a trash bin icon on the right. If the file selected is not the correct file, click on the trash icon bin to delete it.

Click the **Save Nat/Pro Certificate** button to upload the document and save the **Nat/Pro Certificate** data or click the **Cancel** button to cancel the add operation. Either option will exit edit mode.

If data is saved, a new record is added to the **Nat/Pro Certificate** table.



Type	Content Area	State	Effective Date	Expiration Date	Description	Status	Used toward Application	Document	Actions
Certified Administrative Professional (CAP) examination administered by the International Association of Administrative Professionals (IAAP)	Health Education/Early Adolescence Through Young Adulthood	DE	01/01/2020	12/30/2024		Pending	<input type="checkbox"/>	Download	 

Figure SPS-NPC-07: Professional Secretary National/Professional Certificate Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **National/Professional Certificate** bar is designated with a green v to signify that the step has been completed.

Experience – Professional Secretary

The **Experience** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Instructions related to **Experience** data entry and form submission are displayed.

The following forms may be used to verify **Experience**:

- [Form E - Verification of Teaching Experience](#)
- [Form T - Verification of Student Teaching Program](#)
- [Form E/NT - Verification of Non-Teaching Experience](#)

- [Form C - Verification of School Counseling Clinical Experience](#)

Figure SPS-EXP-01: Professional Secretary Experience Bar

If **Experience** data has been added to the system for the individual, it will appear in the **Experience** table; otherwise, the table will be blank. If **Experience** data is listed in the table, then adding additional information is optional. However, if the **Experience** table is blank, then the user is required to add **Experience** information. Any data that can be entered as proof of **Experience** is encouraged and will support the subsequent review and approval process. If additional experience data is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Experience** information.

Click the **Add Experience** button.

Figure SPS-EXP-02: Professional Secretary Add Experience Form

Experience form is presented for entering experience related information specific to the Professional Secretary Certificate application request. The required fields are designated with a red * and include: **Work Type**, **Place**, **City**, **State**, **Begin Date** and **End Date**. Dropdown lists are provided for **Work Type**,

School Type, and **State**, offering valid options to choose from. The **Begin Date** and **End Date** entry fields require **MM/DD/YYYY** format.

Complete the required fields specific to work **Experience**. Click the **Save** button to save the new **Experience** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Experience** table at the bottom of the window.


Received Date	Work Type	School Type	State	Place	City	Begin Date	End Date	Years	Months	Grade and Subjects	Full Time	Satisfactory Evals	Used toward Application	Documents	Actions
	Trade and Industry	Public	DE	Cape Henlopen High School	Lewes	09/01/2018	05/01/2020	2			Yes	No	<input type="checkbox"/>		 

Figure SPS-EXP-03: Professional Secretary Experience Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the **Experience** information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click **Save & Next** button.

The **Experience** bar is designated with a green ✓ to signify that the step has been completed.

Tests – Professional Secretary

The **Tests** bar is highlighted and designated with a red X to signify that the step has not yet been reviewed. All information on the **Tests** bar is read-only. If Test data has been added to the system for the individual, it will appear here; otherwise, the table will be blank.

Figure SPS-TST-01: Professional Secretary Tests Bar

Click the **Save & Next** button.

The **Tests** bar is designated with a green ✓ to signify that the step has been completed.

Criminal Affirmation – Professional Secretary

The **Criminal Affirmation** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows a web application interface for a Professional Secretary Certificate. On the left, a vertical progress bar lists steps: Instructions, Personal Information Review, Education, National/Professional Certificate, Experience, Tests, Criminal Affirmation, and Application Submission. The 'Criminal Affirmation' step is highlighted in red with a red 'X' icon, indicating it is not yet completed. The main content area is titled 'Application For Professional Secretary Certificate' and contains a 'Criminal Affirmation' section. This section includes 'Criminal Affirmation instructions' with a bulleted list of steps: answer the question, read the affidavit, click the consent checkbox, sign the affirmation, and click 'Save & Next'. Below the instructions is a mandatory question: '1. * Have you ever been convicted of or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or any other criminal offense (excluding moving violations), including any offense for which you have received a pardon, in any jurisdiction?' with 'Yes' and 'No' radio buttons. Below the question is the 'Affirmation Affidavit' text, a checkbox for 'I consent to electronic signature', a 'Signature' field with the placeholder 'Type your Signature', a 'Date' field with the value '07/09/2021', and a green 'Save & Next' button.

Figure SPS-CRI-01: Professional Secretary Criminal Affirmation Bar

One question related to criminal background is displayed. Answer the question by selecting either the **Yes** or **No** radio button. The question is a mandatory field and must be answered to move forward.

The Affirmation Affidavit states: ***The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.***

The electronic signature, which is legally binding, signifies that the individual acknowledges and affirms the above statement which is made under penalty of perjury. The ***I consent to electronic signature*** checkbox is a mandatory field and must be checked to continue.

Sign the affirmation by typing your name in the **Signature** field. The **Date** field is auto-populated with the current date and is a read-only field.

Criminal Affirmation

Criminal Affirmation Instructions:

- Answer the **Criminal Affirmation** question by selecting either the **Yes** or **No** radio button.
- Read the **Affirmation Affidavit** carefully to ensure that you are aware of what you are signing. The electronic signature, which is legally binding, signifies that the Educator acknowledges and affirms the affidavit, which is made under penalty of perjury.
- Click the **I consent to electronic signature** checkbox.
- Sign the affirmation by typing your name in the **Signature** field. This electronic signature is legally binding.
- Click **Save & Next** to continue.

1. Have you ever been convicted of or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or any other criminal offense (excluding moving violations), including any offense for which you have received a pardon, in any jurisdiction? Yes No

Affirmation Affidavit The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.

I consent to electronic signature

Signature : Samantha Embers Date : 07/09/2021

Save & Next

Figure SPS-CRI-02: Professional Secretary Criminal Affirmation Form Completed

Click the **Save & Next** button.

The **Criminal Affirmation** bar is designated with a green V to signify that the step has been completed.

Application Submission – Professional Secretary

The **Application Submission** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

1 Application Type 2 Application Data

Application

Application For Professional Secretary Certificate

Application Submission

Application Submission Instructions:

- Click the **Submit Application** button below to submit your application and begin the review process.
- You can monitor the status of your application on your **Educator Dashboard**, which will be used as the main communication channel moving forward.

Submit Application

Figure SPS-APS-01: Professional Secretary Certificate Application Submission

The **Professional Secretary Certificate** application process is complete, in that all the required information has been supplied and the application is ready for submission.

Optionally, you can review the information provided within the individual steps by clicking on the corresponding green bars.

Click the **Submit Application** button to complete the application process.

Confirmation of the application submission is presented along with additional information:

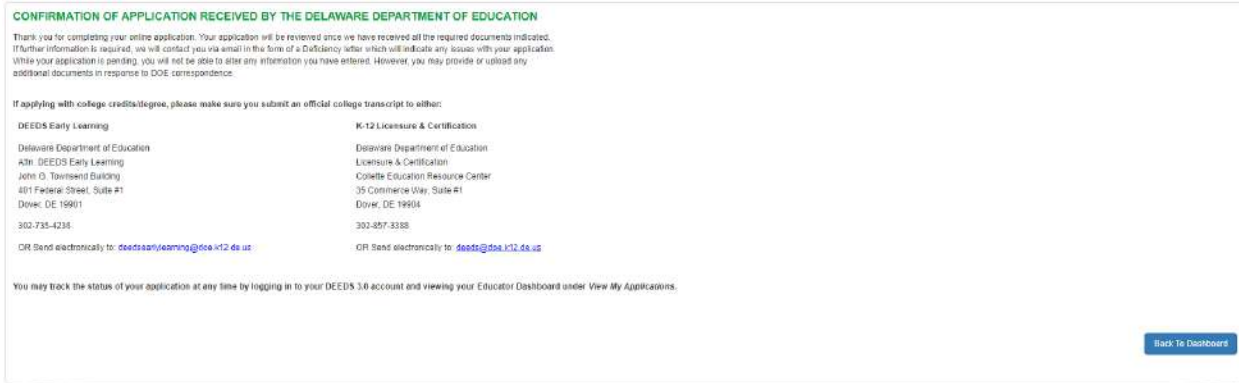


Figure SPS-APC-01: Professional Secretary Certificate Application Submission Confirmation

In addition to the on-screen confirmation, an email is sent to the user. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DE Dept of Education - Important Application Information**.

Click the **Back To Dashboard** button.

Application Tracker – Professional Secretary

User is directed to the **View My Applications** page, showing the Application Tracker. The new Professional Secretary Certificate application is shown:



Figure SPS-APT-01: Professional Secretary Certificate Application Tracker – In Progress Status

Note that the **Application** banner is green to signify that this step has been completed and the status appears as **Completed**. The **Intake** banner is yellow to signify that this step is in progress and the status appears as **In Progress**. From this point forward, the Professional Secretary Certificate progress and status can be monitored from the **View My Applications** page.

The Application Tracker is comprised of five banners: **Application**, **Intake**, **Quality Review**, **Analyst Review**, and **Finalize**. These banners are used to represent the various stages that an application may go through. Not all application types will be required to go through each of the stages, but all of the banners will always be present for completeness. It is important to note that the progression will always move from left to right and will never move backwards.

The **View My Applications** page will show the last three (3) applications that have been submitted. In the event that there are more than three, click the **More** button to see more applications.

To the right of the Application Tracker are high-level details of the **Professional Secretary Certificate** application submitted in the previous steps. **Professional Secretary Certificate** is displayed in the **Application Type** column along with the **Submitted Date**. A **View Application** link is provided in the **View PDF** column, allowing the applicant to view and print a pdf version of the application details that

were submitted. Although this is not necessary, it can be useful for reference. Additionally, a **Withdraw** button is provided so that the application can be withdrawn at any time.

View Credentials – Professional Secretary

Click the **Home** button to move back to the **Educator Dashboard** home page.

From the **Educator Dashboard**, click the **View My Credentials** button on the right.

The **Professional Secretary Certificate** can be found in the **Administrative Certificates** section. Scroll down to the **Administrative Certificates** section to see the following:

Administrative Certificates

Credential Definition	Credential No	First Issuance Date	Effective Date	Expiration Date	Credential Status
Certificate					Application Pending

Figure SPS-VMC-01: Professional Secretary Certificate Credentials - Application Pending

Note that **Certificate** appears in the **Credential Definition** column and shows a status of **Application Pending** in the **Credential Status** column.

Once the **Professional Secretary Certificate** application has been submitted, the application is directed to the DDOE Licensure & Certification (L&C) team for review and approval. From this point forward, all communication is done through the **View My Applications** page on the **Educator Dashboard**. The applicant can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

Deficiencies – Professional Secretary

More often than not, the application will contain deficiencies when reviewed by the DDOE L&C team. The important thing is to respond to these deficiencies as quickly and completely as possible. When a deficiency is raised, the applicant will be informed in three ways:

- An email will be sent to the applicant’s primary email address to notify that there is a deficiency in the application that needs to be resolved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Deficiencies in Application**.
- A **Respond to Deficiency** button appears on the **Educator Dashboard** home page.
- A Deficiency is listed on the **View My Applications** page of the **Educator Dashboard**.

On the **Educator Dashboard**, there is a new red **Respond to Deficiency** button that appears on the right side of the page under the menu options. This **Respond to Deficiency** button is an immediate indicator that a deficiency has been raised and action is required by the applicant in order to move forward with the application process.

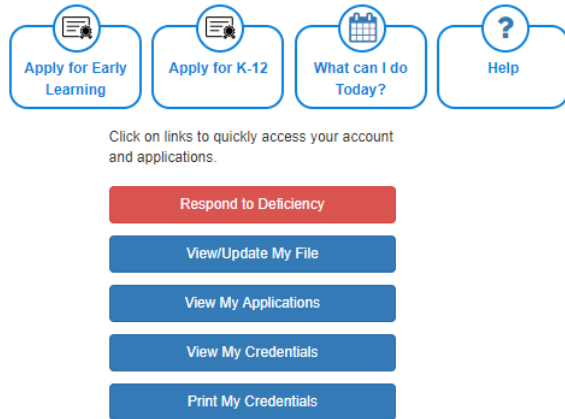


Figure SPS-DEF-01: Professional Secretary Certificate Dashboard Respond to Deficiency Button

Click **Respond to Deficiency** button or Click **View My Applications** button, as either choice will direct the user to the **View My Applications** page.

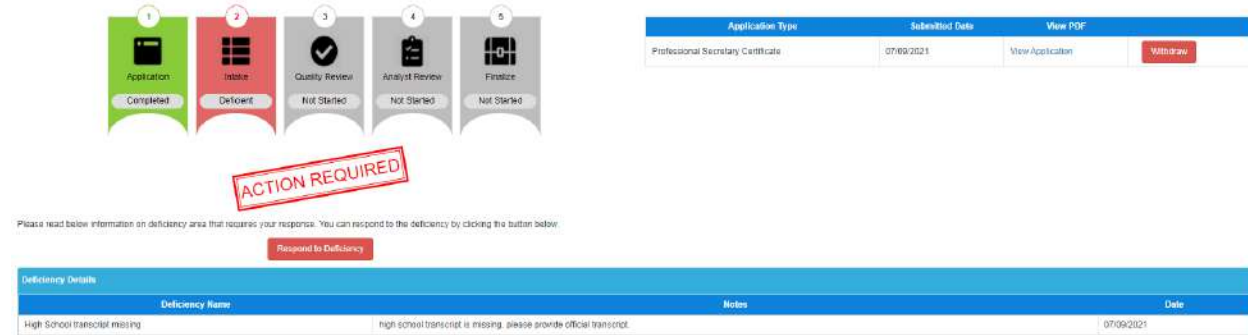


Figure SPS-DEF-02: Professional Secretary Certificate Application Tracker with Deficiency Raised

Note that the color of the **Intake** banner has changed to red and the status has changed to **Deficient**. Additionally, there is an **Action Required** stamp below the **Application Tracker** as an alert that action is required. Refer to the **Deficiency Details** table below the Application Tracker for details regarding the deficiency raised. A brief description of the deficiency is listed in the **Deficiency Name** column and a brief description of the required action is listed in the **Notes** column. The date that the deficiency was raised is shown in the **Date** column.

Review the description of the deficiency in the **Deficiency Details** box and determine how to fix the problem. The user will need to supply additional information specific to the issue raised within the deficiency. Read the **Notes** to ensure that the required action can be achieved at the current time.

Click the **Respond to Deficiency** button directly above the **Deficiency Details** table and below the Application Tracker banners.

Educator is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the **Education** information provided with the application, so the user is directed to the Education bar. Attention will be focused on the **Deficiency** section at the bottom.

Deficiency

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

High School transcript missing (Applicant) Resolved

Staff Notes: high school transcript is missing. please provide official transcript.

Educator Notes:

Save & Next

ReSubmit

Figure SPS-DEF-03: Professional Secretary Certificate Respond to Deficiency Action

In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised. Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, the green bar icon changes to a green V to indicate that the required action is complete.

Deficiency **Save Changes**

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

High School transcript missing (Applicant) Resolved

Staff Notes: high school transcript is missing. please provide official transcript.

Educator Notes: High school transcript has been provided to HR office.

Save & Next

ReSubmit

Figure SPS-DEF-04: Professional Secretary Certificate Respond to Deficiency Resolution

Click the **Save Changes** button within the **Deficiency** box. The **Save Changes** button disappears.

If more than one green bar is presented, then click the **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and user has responded to all the deficiencies, click the **ReSubmit** button.

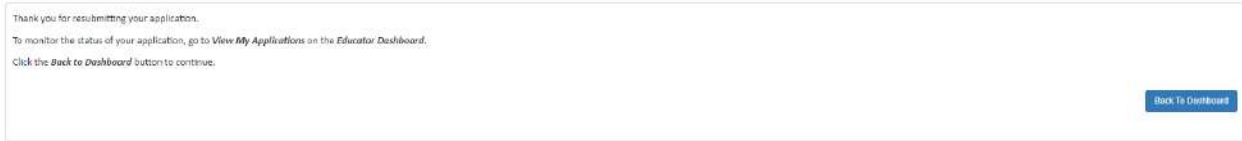


Figure SPS-DEF-05: Professional Secretary Certificate Resubmit Application Confirmation

Confirmation message is displayed thanking applicant for resubmitting the application. Click **Back to Dashboard** button.

Note that the red **Respond to Deficiency** button is gone from the *Educator Dashboard*.

Click the **View My Applications** button to review the current status of the resubmitted application.



Figure SPS-DEF-06: Professional Secretary Certificate Application Tracker after Deficiency Addressed

The **Intake** banner has changed to yellow and the status has changed to **In Progress**. Additionally, the **Action Required** stamp below the Application Tracker is gone. This status indicates that the application has now been directed back to the DDOE L&C team for further review and approval. There is no further action required at this time.

Application Complete – Professional Secretary

Once the deficiencies, if raised, have been resolved and the application has been approved by the DDOE L&C team, the information on the **View My Applications** page will change to:



Figure SPS-CMP-01: Professional Secretary Application Tracker after Certificate Issued

An email will be sent to the applicant’s primary email address to notify that the application has been approved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Application Approval**.

Click **View My Credentials** button on the *Educator Dashboard* and locate the **Administrative Certificates** section.



Figure SPS-CMP-02: Professional Secretary Credentials after Certificate Issued

The **Professional Secretary Certificate** applied for appears in the **Credential Definition** column and the **Credential Status** column shows a status of **Issued**. One of the most important things to note is that the **Expiration Date** column is blank because certificates do not expire.

Congratulations! The **Professional Secretary Certificate** has been successfully issued.

Print Certificate – Professional Secretary

Once the **Professional Secretary Certificate** has been issued, it can be printed. From the **Educator Dashboard**, click either the **Print My Credentials** button or the **View My Credentials** button on the right side of the page. Either option will direct you to the **Credentials** tab of the user data. At the top of the page is a **Print and Download Credentials** section:

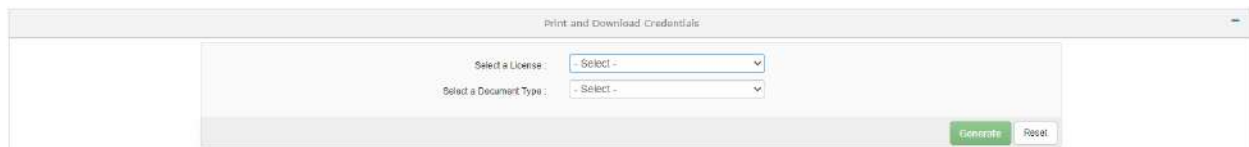


Figure SPS-PC-01: Professional Secretary Print Credentials Form

Click the down arrow of the **Select a License** dropdown list.

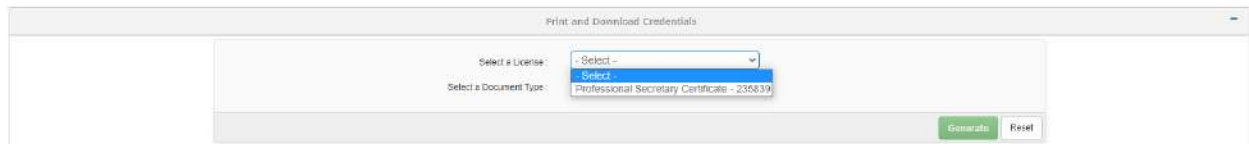


Figure SPS-PC-02: Professional Secretary Print Credentials Certificate Options

The list of options displayed is limited to the credentials that have been issued to the user. Select the **Professional Secretary Certificate** option. Click the down arrow to the right of the **Select a Document Type** dropdown list.

The list of **Document Type** options displayed is limited to the certificates that can be printed for the credential selected in the **Select a License** list. Select the **Wall Certificate for Administrative Permits** option from the list.



Figure SPS-PC-03: Professional Secretary Print Credentials Selection

When both options have been specified, the **Generate** button is enabled. Click the **Generate** button. A pdf version of the certificate is downloaded to the **Downloads** folder of the user's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:



Figure SPS-PC-04: Professional Secretary Wall Certificate

A wall certificate of the **Professional Secretary Certificate**, suitable for framing, has been downloaded to the user computer.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the certificate name, in this example: **Professional Secretary Certificate – 235839**.

Print and Download Credentials

Select a License:

Select a Document Type:

Administrative Certificates

Show All

Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	Credential Status
Professional Secretary Certificate	235839	07/09/2021	07/09/2021		Issued

Figure SPS-PC-05: Professional Secretary Certificate Identification Number

This number associated with the certificate is the identification number of the credential issued to the individual. Note that the **Administrative Certificate** table on the **View My Credentials** page lists **235839** in the **Credential No** column, which corresponds with the credential selected for printing.

Certified Secretary Certificate

To access DEEDS 3.0, you must have an EdAccess account.

If you are new to Early Learning, new to K-12 or non-state employee or unemployed K-12, then you will need to [Register an EdAccess Account](#).

If you already have an EdAccess Account, [Login to EdAccess Account](#)

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

User is directed to **Educator Dashboard**.

Click the **Apply for K-12** menu icon in the upper right-hand portion of the dashboard. List of options is displayed:

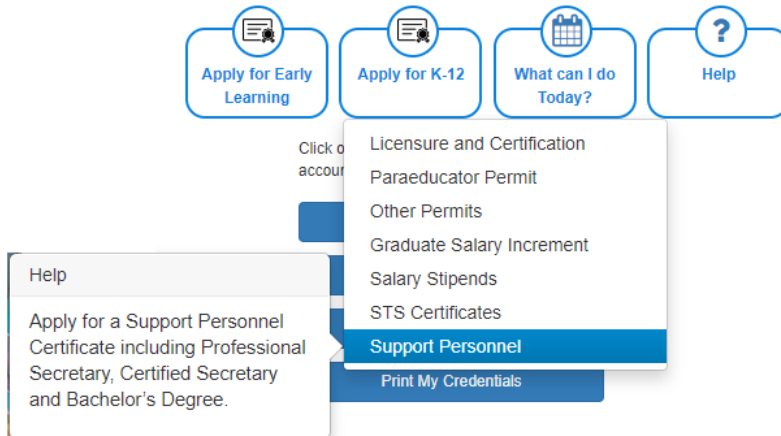


Figure SCS-MNU-01: Support Personnel Menu Selection

Select **Support Personnel** from the dropdown menu options.

User is redirected to **Application Type Selection** page:

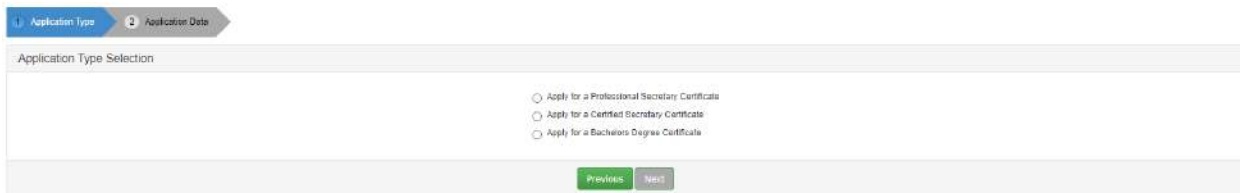


Figure SCS-ATS-01: Application Type Selection Options

Select **Apply for a Certified Secretary Certificate** radio button.

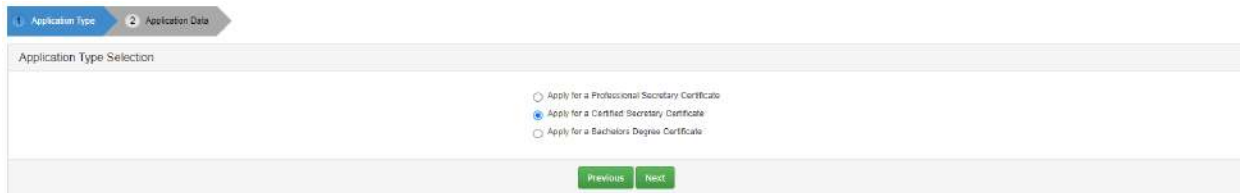


Figure SCS-ATS-02: Apply for a Certified Secretary Certificate Option Selection

Click the **Next** button to continue.

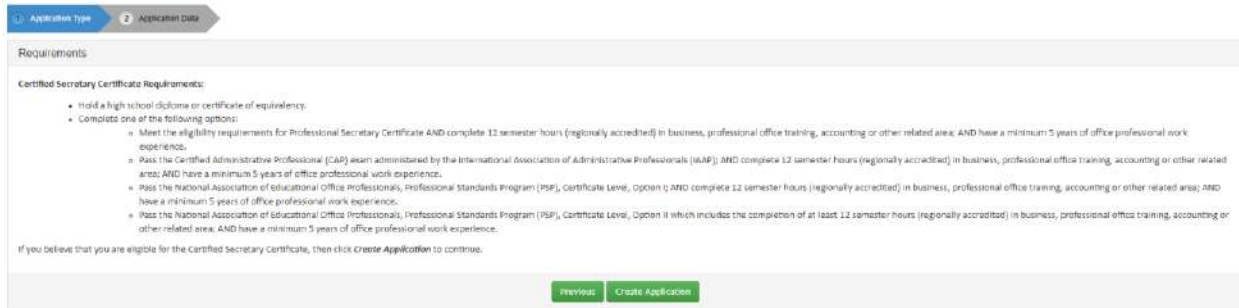


Figure SCS-ATS-03: Certified Secretary Certificate Requirements

Requirements for a **Certified Secretary Certificate** are listed in the **Requirements** area. In order to process the application request, you must meet all of the requirements listed. Review the options to ensure that you qualify for the **Certified Secretary Certificate**.

If the requirements for the **Certified Secretary Certificate** are met, then proceed with the application process by clicking the **Create Application** button.

Application Data – Certified Secretary

The **Application Data** window is presented:

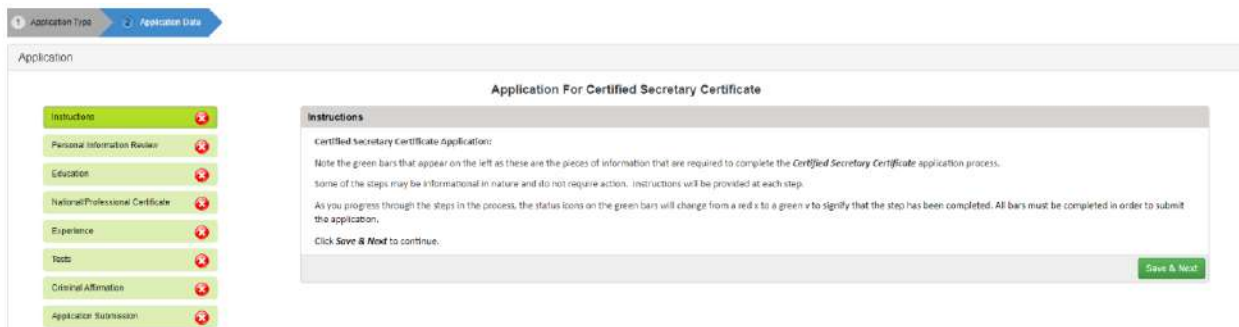


Figure SCS-AD-01: Certified Secretary Certificate Application Data Instructions

The **Application Type** arrow that was previously highlighted is now disabled (gray) and the **Application Data** arrow is highlighted blue to signify that the user is currently on this step in the process.

Once the application has been created, the application process can be paused at any time by clicking the **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click the **View My Applications** button on the **Educator Dashboard**, find **Certified Secretary Certificate** in the **Application Type** column and click the associated **Continue Application** button.

Likewise, the application can be withdrawn at any time by clicking the **Withdraw Application** button in the upper right-hand side of the page.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. In the step-by-step process, the user may or may not be required to provide data specific to the topics displayed on the green bars. The data categories include: **Instructions, Personal Information Review, Education, National/Professional Certificate, Experience, Tests, Criminal Affirmation** and **Application Submission**.

The **Instructions** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Read the Instructions that appear in the **Instructions** box.

Click the **Save & Next** button.

The **Instructions** bar is designated with a green v to signify that the step has been completed.

Personal Information Review – Certified Secretary

The **Personal Information Review** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure SCS-PIR-01: Certified Secretary Personal Information Review Bar

The **Personal Information** entered previously is displayed. Check the information for accuracy and completeness. Ensure that the **Home/Mailing Address** section is completed with your current address. If you do not wish to receive text messages, uncheck the text message authorization checkbox. Update the information, as appropriate. If changes are made to the information, click **Save/Update**.

Click the **Save & Next** button to continue.

The **Personal Information Review** bar is designated with a green v to signify that the step has been completed.

Education – Certified Secretary

The **Education** bar is highlighted and designated with a red X to signify that the step has not yet been completed. If Education data has been added to the system for the individual, it will appear here; otherwise, the table will be blank. Instructions related to **Education** data entry are displayed.

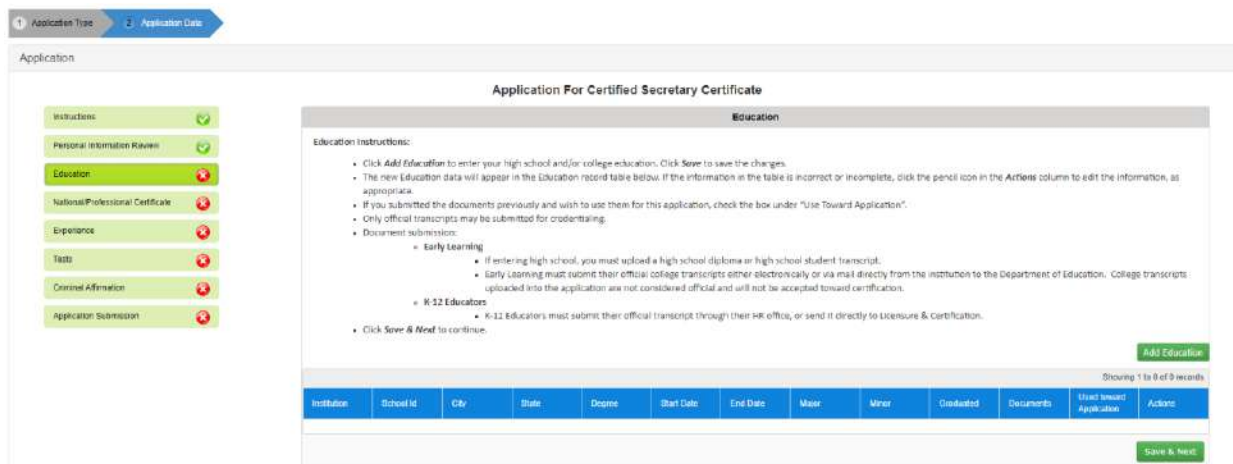


Figure SCS-EDU-01: Certified Secretary Education Bar

If **Education** data has already been entered in DEEDS and is shown listed in the Education table, then adding additional information is optional. However, if the **Education** table is blank, then the user is required to add **Education** information. Any data that can be entered as proof of **Education** is encouraged and will support the subsequent review and approval process. If additional education information is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Education** information.

Click the **Add Education** button.

Figure SCS-EDU-02: Certified Secretary Add Education Form

Education form is presented below the instructions for entering education related information specific to the **Certified Secretary Certificate** application request. The required fields are designated with a red * and include: **Institution**, **City**, **State**, **Degree** and **Start Date**. Dropdown lists are provided for **State** and **Degree**, offering valid options to choose from. The **Start Date** entry field requires **YYYY** format.

Enter the **Institution** where the degree was obtained. Note that while typing, the information is auto-filling with appropriate choices. Select the correct Institution from the list. Enter the remainder of the **Education** information in the entry fields.

Click the **Save** button to save the new **Education** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Education** table at the bottom of the window.

Institution	School Id	City	State	Degree	Start Date	End Date	Major	Minor	Graduated	Documents	Used toward Application	Actions
WILMINGTON UNIVERSITY	14541	Georgetown	DE	Undergraduate-level Coursework	2018						<input type="checkbox"/>	

Figure SCS-EDU-03: Certified Secretary Education Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the Education information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **Education** bar is designated with a green V to signify that the step has been completed.

National/Professional Certificate – Certified Secretary

The **National/Professional Certificate** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure SCS-NPC-01: Certified Secretary National/Professional Certificate Bar

Entering information in this step is optional. If National or Professional Certificate data has been added to the system for the user, it will appear here; otherwise, the table will be blank. If applicable to the application for **Certified Secretary**, then any data that can be entered as proof of national or professional certification credentials is encouraged and will support the subsequent review and approval

process. If National/Professional Certificate information is not needed, click the **Save & Next** button to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Nat/Pro Certification** information.

Click the **Add New Nat/Pro Certification** button.

The screenshot shows a web form for adding a National/Professional Certificate. The top section contains several dropdown menus: 'Type' (with a red asterisk), 'Content Area', and 'State'. Below these are two date input fields for 'Effective Date' and 'Expiration Date', both with a red asterisk and a placeholder 'MM/DD/YYYY'. A 'Description' text box is also present. Below the form fields is a table with a blue header containing columns: 'File Description', 'Document Type', 'Date', 'Link', and 'Action'. The table body contains the text 'No Record Found'. Below the table is a section for document upload. It includes a 'File Description' text box, a 'Document Type' dropdown menu (with a red asterisk and '-Select DocumentType-'), and a blue button labeled 'Associate Existing Documents'. A dashed box indicates a file upload area with the text 'Drop file here to upload or click here to browse and select file(s) to upload.'. To the right of the upload area is a text block explaining the 'Associate Existing Documents' button: 'If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to Associate the document, meaning that the pre-loaded document will be referenced. To Associate a document, click the Associate Document button.' At the bottom right of the form are two buttons: 'Save Nat/Pro Certificate' (green) and 'Cancel' (white).

Figure SCS-NPC-02: Certified Secretary Add National/Professional Certificate Form

National/Professional Certificates entry form is presented for entering certification related information specific to the Certified Secretary Certificate request. The top section is for entering descriptive data specific to the certification earned and the bottom section is for uploading supporting documentation.

Complete the required fields specific to the **National/Professional Certificate** in the top section. The required fields are designated with a red * and include: **Type**, **Effective Date**, **Expiration Date**, **Document Type** and **Document**. Dropdown lists are provided for **Type**, **Content Area**, **State** and **Document Type**, offering valid options from which to choose. **Effective Date** and **Expiration Date** needs to be entered in **MM/DD/YYYY** format.

The next step is to upload certificate documentation in the form of a pdf or image document. Please ensure that certificate is current and valid. Click the down arrow of the **Document Type** dropdown list in the bottom section and select **Nat./Pro. Certificate** from the **Document Type** dropdown list. Provision of documentation can be done by uploading a new document or associating a document that has already been uploaded to the system.

There may be instances where the **National/Professional Certification** documents have already been uploaded to the system. If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to **Associate** the document, meaning that the pre-loaded document will be used.

To Associate a document, click the **Associate Existing Documents** button. An **Associate Documents** popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Select the document by clicking inside the

checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. Click the **Select Documents to Associate** button to save the information or click the **Cancel** button to exit the operation without saving data. If necessary, refer to the [Associate Document](#) section for a detailed description of the how to associate a document.

If the certification document has not been associated, then follow the next steps to upload the document for the emergency recommendation application.

Select the file to be uploaded in one of two ways:

- Drag the file from your computer to the middle of the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
- Click inside the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
 - File Explorer is opened to allow document to be selected from computer files.
 - Select the desired file and Click **Open**.

File name is displayed along with a trash bin icon on the right. If the file selected is not the correct file, click on the trash icon bin to delete it.

Click the **Save Nat/Pro Certificate** button to upload the document and save the **Nat/Pro Certificate** data or click the **Cancel** button to cancel the add operation. Either option will exit edit mode.

If data is saved, a new record is added to the **Nat/Pro Certificate** table.



Type	Content Area	State	Effective Date	Expiration Date	Description	Status	Used toward Application	Document	Actions
Certified Administrative Professional (CAP) examination administered by the International Association of Administrative Professionals (IAAP)	Health Education/Early Adolescence Through Young Adulthood	DE	01/01/2020	12/30/2024		Pending	<input type="checkbox"/>	Download	 

Figure SCS-NPC-03: Certified Secretary National/Professional Certificate Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **National/Professional Certificate** bar is designated with a green v to signify that the step has been completed.

Experience – Certified Secretary

The **Experience** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Instructions related to **Experience** data entry and form submission are displayed.

The following forms may be used to verify **Experience**:

- [Form E - Verification of Teaching Experience](#)
- [Form T - Verification of Student Teaching Program](#)
- [Form E/NT - Verification of Non-Teaching Experience](#)
- [Form C - Verification of School Counseling Clinical Experience](#)

Figure SCS-EXP-01: Certified Secretary Experience Bar

If **Experience** data has been added to the system for the individual, it will appear in the **Experience** table; otherwise, the table will be blank. If **Experience** data is listed in the table, then adding additional information is optional. However, if the **Experience** table is blank, then the user is required to add **Experience** information. Any data that can be entered as proof of **Experience** is encouraged and will support the subsequent review and approval process. If additional experience data is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Experience** information.

Click **Add Experience** button.

Figure SCS-EXP-02: Certified Secretary Add Experience Form

Experience form is presented below the instructions for entering experience related information specific to the Certified Secretary Certificate application request. The required fields are designated with a red * and include: **Work Type, Place, City, State, Begin Date** and **End Date**. Dropdown lists are provided for **Work Type, School Type, and State**, offering valid options to choose from. The **Begin Date** and **End Date** entry fields require **MM/DD/YYYY** format. The bottom section is for uploading documentation to support the applicant’s experience; however, this section can be ignored as all experience documentation must be uploaded by the Department of Education team.

Click the **Save** button to save the new **Experience** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Experience** table at the bottom of the window.

Received Date	Work Type	School Type	State	Place	City	Begin Date	End Date	Years	Months	Grade and Subjects	Full Time	Satisfactory Evals	Used toward Application	Documents	Actions
	Librarian	Public	DE	Milford High School	Milford	09/02/2018	06/01/2020	2			Yes	No	<input type="checkbox"/>		 

Figure SCS-EXP-03: Certified Secretary Experience Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the **Experience** information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click **Save & Next** button.

The **Experience** bar is designated with a green v to signify that the step has been completed.

Tests – Certified Secretary

The **Tests** bar is highlighted and designated with a red X to signify that the step has not yet been reviewed. All information on the **Tests** bar is read-only. If Test data has been added to the system for the individual, it will appear here; otherwise, the table will be blank.

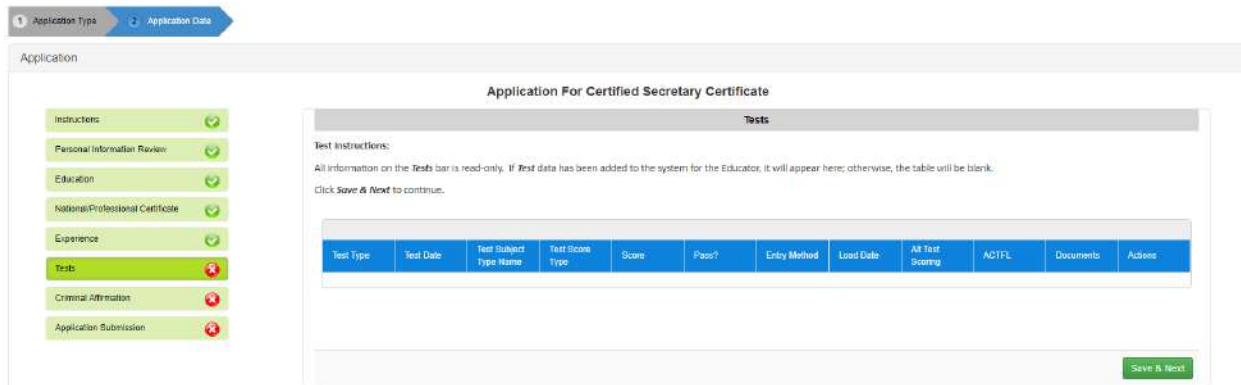


Figure SCS-TST-01: Certified Secretary Tests Bar

Click the **Save & Next** button.

The **Tests** bar is designated with a green V to signify that the step has been completed.

Criminal Affirmation – Certified Secretary

The **Criminal Affirmation** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

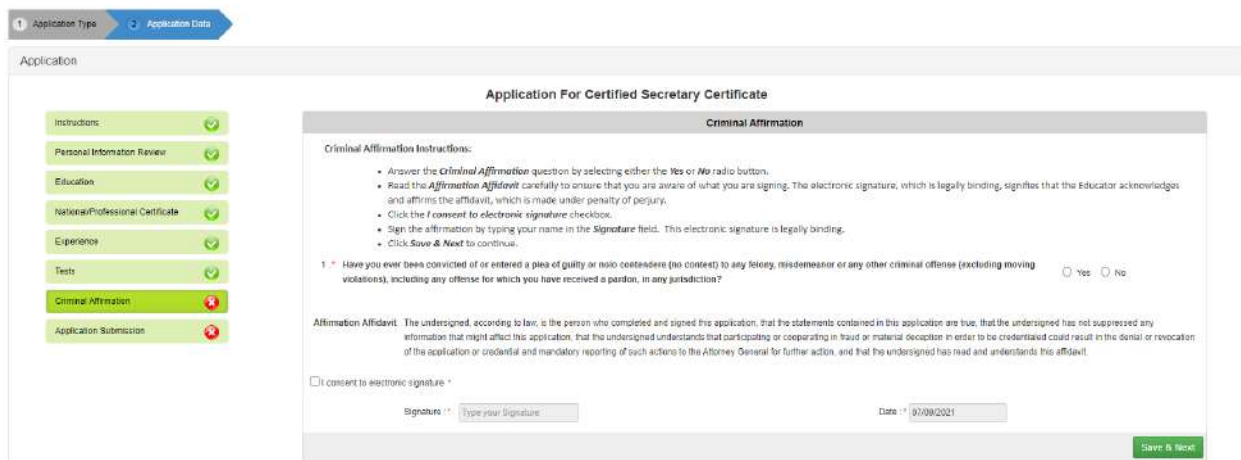


Figure SCS-CRI-01: Certified Secretary Criminal Affirmation Bar

One question related to criminal background is displayed. Answer the question by selecting either the **Yes** or **No** radio button. The question is a mandatory field and must be answered to move forward.

The Affirmation Affidavit states: ***The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.***

The electronic signature, which is legally binding, signifies that the individual acknowledges and affirms the above statement which is made under penalty of perjury. The ***I consent to electronic signature*** checkbox is a mandatory field and must be checked to continue.

Sign the affirmation by typing your name in the ***Signature*** field. The ***Date*** field is auto-populated with the current date and is a read-only field.

The screenshot shows a web form titled "Criminal Affirmation". At the top, there are "Criminal Affirmation Instructions" with a bulleted list: "Answer the ***Criminal Affirmation*** question by selecting either the ***Yes*** or ***No*** radio button.", "Read the ***Affirmation Affidavit*** carefully to ensure that you are aware of what you are signing. The electronic signature, which is legally binding, signifies that the Educator acknowledges and affirms the affidavit, which is made under penalty of perjury.", "Click the ***I consent to electronic signature*** checkbox.", "Sign the affirmation by typing your name in the ***Signature*** field. This electronic signature is legally binding.", and "Click ***Save & Next*** to continue." Below the instructions is a question: "1. * Have you ever been convicted of or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or any other criminal offense (excluding moving violations), including any offense for which you have received a pardon, in any jurisdiction?" with "Yes" and "No" radio buttons, where "No" is selected. Below this is the "Affirmation Affidavit" text. A checkbox "I consent to electronic signature" is checked. There are input fields for "Signature" (containing "Gillian Embers") and "Date" (containing "07/09/2021"). A green "Save & Next" button is at the bottom right.

Figure SCS-CRI-02: Certified Secretary Criminal Affirmation Form Completed

Click the ***Save & Next*** button.

The ***Criminal Affirmation*** bar is designated with a green V to signify that the step has been completed.

Application Submission – Certified Secretary

The ***Application Submission*** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows a web interface for "Application For Certified Secretary Certificate". At the top, there are two tabs: "Application Type" and "Application Data". Below the tabs is a vertical list of application steps, each with a green bar and a checkmark, except for "Application Submission" which has a red X. The steps are: "Instructions", "Personal Information Review", "Education", "National/Professional Certificate", "Experience", "Tests", "Criminal Affirmation", and "Application Submission". To the right of this list is a large box titled "Application Submission" containing "Application Submission Instructions": "Click the ***Submit Application*** button below to submit your application and begin the review process." and "You can monitor the status of your application on your ***Educator Dashboard***, which will be used as the main communication channel moving forward." A green "Submit Application" button is at the bottom right of the instructions box.

Figure SCS-APS-01: Certified Secretary Certificate Application Submission

The ***Certified Secretary Certificate*** application process is complete, in that all the required information has been supplied and the application is ready for submission.

Optionally, you can review the information provided within the individual steps by clicking on the corresponding green bars.

Click the **Submit Application** button to complete the application process.

Confirmation of the application submission is presented along with additional information:

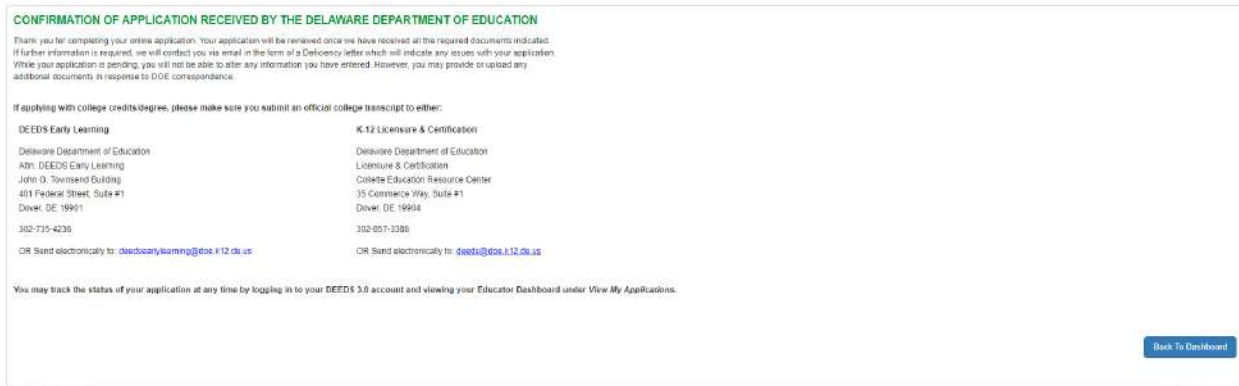


Figure SCS-APC-01: Certified Secretary Certificate Application Submission Confirmation

In addition to the on-screen confirmation, an email is sent to the user. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DE Dept of Education - Important Application Information**.

Click the **Back To Dashboard** button.

Application Tracker – Certified Secretary

User is directed to the **View My Applications** page, showing the Application Tracker. The new **Certified Secretary Certificate** application is shown:



Figure SCS-APT-01: Certified Secretary Certificate Application Tracker – In Progress Status

Note that the **Application** banner is green to signify that this step has been completed and the status appears as **Completed**. The **Intake** banner is yellow to signify that this step is in progress and the status appears as **In Progress**. From this point forward, the **Certified Secretary Certificate** progress and status can be monitored from the **View My Applications** page.

The Application Tracker is comprised of five banners: **Application**, **Intake**, **Quality Review**, **Analyst Review**, and **Finalize**. These banners are used to represent the various stages that an application may go through. Not all application types will be required to go through each of the stages, but all of the banners will always be present for completeness. It is important to note that the progression will always move from left to right and will never move backwards.

The **View My Applications** page will show the last three (3) applications that have been submitted. In the event that there are more than three, click the **More** button to see more applications.

To the right of the Application Tracker are high-level details of the **Certified Secretary Certificate** application submitted in the previous steps. **Certified Secretary Certificate** is displayed in the **Application Type** column along with the **Submitted Date**. A **View Application** link is provided in the **View PDF** column, allowing the applicant to view and print a pdf version of the application details that were submitted. Although this is not necessary, it can be useful for reference. Additionally, a **Withdraw** button is provided so that the application can be withdrawn at any time.

Click the **Home** button to move back to the **Educator Dashboard** home page.

View Credentials – Certified Secretary

From the **Educator Dashboard**, click the **View My Credentials** button on the right.

The **Certified Secretary Certificate** can be found in the **Administrative Certificates** section. Scroll down to the **Administrative Certificates** section to see the following:

Administrative Certificates

Credential Definition	Credential No	First Issuance Date	Effective Date	Expiration Date	Credential Status
Certificate					Application Pending

Figure SCS-VMC-01: Certified Secretary Certificate Credentials - Application Pending

Note that **Certificate** appears in the **Credential Definition** column and shows a status of **Application Pending** in the **Credential Status** column.

Once the **Certified Secretary Certificate** application has been submitted, the application is directed to the DDOE Licensure & Certification (L&C) team for review and approval. From this point forward, all communication is done through the **View My Applications** page on the **Educator Dashboard**. The applicant can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

Deficiencies – Certified Secretary

More often than not, the application will contain deficiencies when reviewed by the DDOE L&C team. The important thing is to respond to these deficiencies as quickly and completely as possible. When a deficiency is raised, the applicant will be informed in three ways:

- An email will be sent to the applicant’s primary email address to notify that there is a deficiency in the application that needs to be resolved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Deficiencies in Application**.
- A **Respond to Deficiency** button appears on the **Educator Dashboard** home page.
- A Deficiency is listed on the **View My Applications** page of the **Educator Dashboard**.

On the **Educator Dashboard**, there is a new red **Respond to Deficiency** button that appears on the right side of the page under the menu options. This **Respond to Deficiency** button is an immediate indicator that a deficiency has been raised and action is required by the applicant in order to move forward with the application process.



Click on links to quickly access your account and applications.

- Respond to Deficiency
- View/Update My File
- View My Applications
- View My Credentials
- Print My Credentials

Figure SCS-DEF-01: Certified Secretary Certificate Dashboard Respond to Deficiency Button

Click the **Respond to Deficiency** button or Click **View My Applications** button, as either choice will direct the user to the **View My Applications** page.

Application Type	Submitted Date	View PDF	
Certified Secretary Certificate	07/09/2021	View Application	Withdraw

Deficiency Name	Notes	Date
transcript is unofficial, official transcript is required	transcript is unofficial - please provide official transcript	07/09/2021

Figure SCS-DEF-02: Certified Secretary Certificate Application Tracker with Deficiency Raised

Note that the color of the **Intake** banner has changed to red and the status has changed to **Deficient**. Additionally, there is an **Action Required** stamp below the **Application Tracker** as an alert that action is required. Refer to the **Deficiency Details** table below the Application Tracker for details regarding the deficiency raised. A brief description of the deficiency is listed in the **Deficiency Name** column and a brief description of the required action is listed in the **Notes** column. The date that the deficiency was raised is shown in the **Date** column.

Review the description of the deficiency in the **Deficiency Details** box and determine how to fix the problem. The user will need to supply additional information specific to the issue raised within the deficiency. Read the **Notes** to ensure that the required action can be achieved at the current time.

Click **Respond to Deficiency** button directly above the **Deficiency Details** table and below the Application Tracker banners.

User is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the **Education** information provided with the application, so the user is directed to the Education bar. Attention will be focused on the **Deficiency** section at the bottom.

Deficiency

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the **green bars** have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

Transcript is unofficial, official transcript is required (Applicant) Resolved

Staff Notes
transcript is unofficial - please provide official transcript

Educator Notes

Save & Next

ReSubmit

Figure SCS-DEF-03: Certified Secretary Certificate Respond to Deficiency Action

Applicant is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the **Education** information provided with the application.

In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised. Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, the green bar icon changes to a green V to indicate that the required action is complete.

Deficiency Save Changes

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the **green bars** have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

Transcript is unofficial, official transcript is required (Applicant) Resolved

Staff Notes
transcript is unofficial - please provide official transcript

Educator Notes
Wjlm U official transcript has been provided to HR office

Save & Next

ReSubmit

Figure SCS-DEF-04: Certified Secretary Certificate Respond to Deficiency Resolution

Click the **Save Changes** button within the **Deficiency** box. The **Save Changes** button disappears.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and user has responded to all the deficiencies, click the **ReSubmit** button.

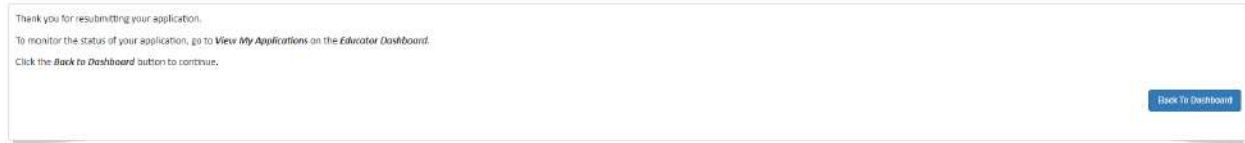


Figure SCS-DEF-05: Certified Secretary Certificate Resubmit Application Confirmation

Confirmation message is displayed thanking applicant for resubmitting the application. Click **Back to Dashboard** button.

Note that the red **Respond to Deficiency** button is gone from the **Educator Dashboard**.

Click the **View My Applications** button to review the current status of the resubmitted application.



Figure SCS-DEF-06: Certified Secretary Certificate Application Tracker after Deficiency Addressed

The **Intake** banner has changed to yellow and the status has changed to **In Progress**. Additionally, the **Action Required** stamp below the Application Tracker is gone. This status indicates that the application has now been directed back to the DDOE L&C team for further review and approval. There is no further action required at this time.

Application Complete – Certified Secretary

Once the deficiencies, if raised, have been resolved and the application has been approved by the DDOE L&C team, the information on the **View My Applications** page will change to:



Figure SCS-CMP-01: Certified Secretary Application Tracker after Certificate Issued

An email will be sent to the applicant's primary email address to notify that the application has been approved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Application Approval**.

Click **View My Credentials** button on the **Educator Dashboard** and locate the **Administrative Certificates** section.

Administrative Certificates					
<input type="checkbox"/> Show All					
Credential Definition	Credential No	First Issuance Date	Effective Date	Expiration Date	Credential Status
Certified Secretary Certificate	235842	07/09/2021	07/09/2021		Issued

Figure SCS-CMP-02: Certified Secretary Credentials after Certificate Issued

The **Certified Secretary Certificate** applied for appears in the **Credential Definition** column and the **Credential Status** column shows a status of **Issued**. One of the most important things to note is that the **Expiration Date** column is blank because certificates do not expire.

Congratulations! The **Certified Secretary Certificate** has been successfully issued.

Print Certificate – Certified Secretary

Once the **Certified Secretary Certificate** has been issued, it can be printed. From the **Educator Dashboard**, click either the **Print My Credentials** button or the **View My Credentials** button on the right side of the page. Either option will direct you to the **Credentials** tab of the user data. At the top of the page is a **Print and Download Credentials** section:

Figure SCS-PC-01: Certified Secretary Print Credentials Form

Click the down arrow of the **Select a License** dropdown list.

Figure SCS-PC-02: Certified Secretary Print Credentials Certificate Options

The list of options displayed is limited to the credentials that have been issued to the user. Select the **Certified Secretary Certificate** option. Click the down arrow to the right of the **Select a Document Type** dropdown list.

The list of **Document Type** options displayed is limited to the certificates that can be printed for the credential selected in the **Select a License** list. Select the **Wall Certificate for Administrative Permits** option from the list.

Figure SCS-PC-03: Certified Secretary Print Credentials Selection

When both options have been specified, the **Generate** button is enabled. Click the **Generate** button. A pdf version of the certificate is downloaded to the **Downloads** folder of the user's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:



Figure SCS-PC-04: Certified Secretary Wall Certificate

A wall certificate of the **Certified Secretary Certificate**, suitable for framing, has been downloaded to the user computer.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the certificate name, in this example: **Certified Secretary Certificate – 235842**.

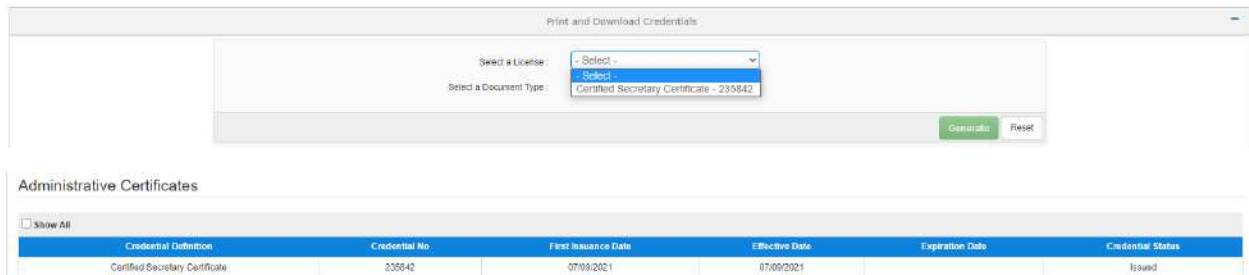


Figure SCS-PC-05: Certified Secretary Certificate Identification Number

This number associated with the certificate is the identification number of the credential issued to the individual. Note that the **Administrative Certificate** table on the **View My Credentials** page lists **235842** in the **Credential No** column, which corresponds with the credential selected for printing.

Bachelor's Degree Certificate

To access DEEDS 3.0, you must have an EdAccess account.

If you are new to Early Learning, new to K-12 or non-state employee or unemployed K-12, then you will need to [Register an EdAccess Account](#).

If you already have an EdAccess Account, [Login to EdAccess Account](#)

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

User is directed to **Educator Dashboard**.

Click the **Apply for K-12** menu icon in the upper right-hand portion of the dashboard. List of options is displayed:

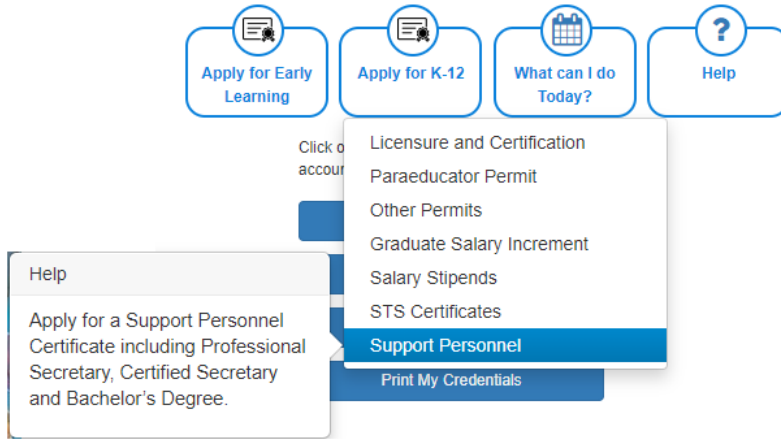


Figure SBD-MNU-01: Support Personnel Menu Selection

Select **Support Personnel** from the dropdown menu options.

User is redirected to **Application Type Selection** page:

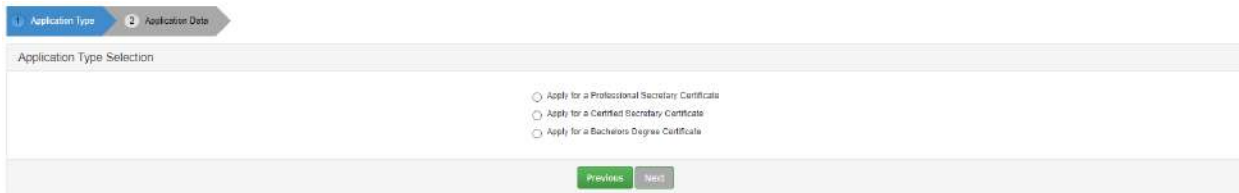


Figure SBD-ATS-01: Application Type Selection Options

Select **Apply for a Bachelor's Degree Certificate** radio button.

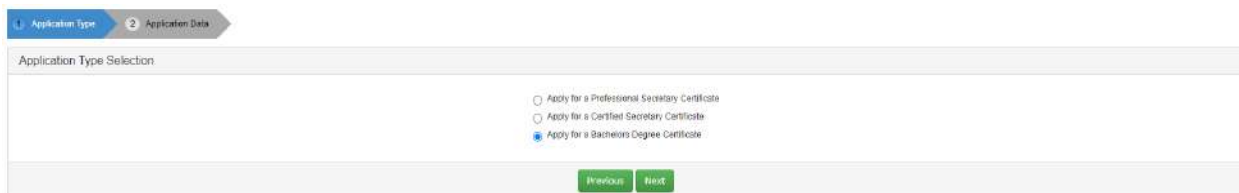


Figure SBD-ATS-02: Apply for a Bachelor's Degree Certificate Option Selection

Click the **Next** button to continue.

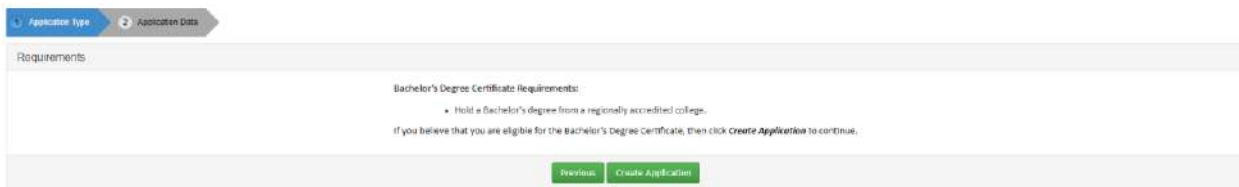


Figure SBD-ATS-03: Bachelor's Degree Certificate Requirements

The Requirement for a **Bachelor's Degree Certificate** is listed in the **Requirements** area. In order to process the application request, you must meet the requirement listed. Review the eligibility requirement to ensure that you qualify for the **Bachelor's Degree Certificate**.

If the requirement for the **Bachelor's Degree Certificate** is met, then proceed with the application process by clicking the **Create Application** button.

Application Data – Bachelor's Degree

The **Application Data** window is presented:

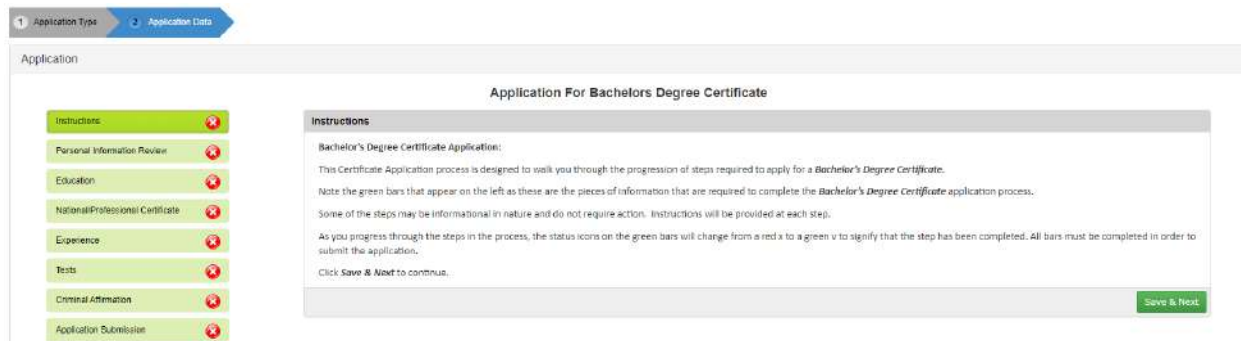


Figure SBD-AD-01: Bachelor's Degree Certificate Application Data Instructions

The **Application Type** arrow that was previously highlighted is now disabled (gray) and the **Application Data** arrow is highlighted blue to signify that the user is currently on this step in the process.

Once the application has been created, the application process can be paused at any time by clicking the **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click the **View My Applications** button on the **Educator Dashboard**, find **Bachelor's Degree Certificate** in the **Application Type** column and click the associated **Continue Application** button. Likewise, the application can be withdrawn at any time by clicking the **Withdraw Application** button in the upper right-hand side of the page

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. In the step-by-step process, the user may or may not be required to provide data specific to the topics displayed on the green bars. The data categories include: **Instructions, Personal Information Review, Education, National/Professional Certificate, Experience, Tests, Criminal Affirmation** and **Application Submission**.

The **Instructions** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Read the Instructions that appear in the **Instructions** box.

Click the **Save & Next** button.

The **Instructions** bar is designated with a green v to signify that the step has been completed.

Personal Information Review – Bachelor's Degree

The **Personal Information Review** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows the 'Application For Bachelors Degree Certificate' interface. On the left, a vertical sidebar contains eight steps: 'Instructions' (green checkmark), 'Personal Information Review' (red X), 'Education' (red X), 'National Professional Certificate' (red X), 'Experience' (red X), 'Tests' (red X), 'Criminal Affirmation' (red X), and 'Application Submission' (red X). The main content area is titled 'Personal Information Review' and includes 'Personal Information Instructions' and a form for entering personal details. The form fields include: First Name (Alison), Middle Name, Last Name (Embers), SSN (727-72-7272), DOB (07/27/1977), Prefix, Suffix, Professional Title, Gender (Male selected), and Age (43). Below this is the 'Home/Mailing Address' section with fields for Job, Street Line 1 (727 Richmond Circle), Street Line 2, City (Millsboro), State (Delaware), Zip (19966), County/Parish (Sussex), Country (United States), Work Phone, Cell, Primary User Email (scot727@mailinator.com), and Secondary Email (joe@gmail.com). A checkbox for text message authorization is checked. 'Save & Update' and 'Save & Next' buttons are at the bottom right.

Figure SBD-PIR-01: Bachelor’s Degree Personal Information Review Bar

The **Personal Information** entered previously is displayed. Check the information for accuracy and completeness. Ensure that the **Home/Mailing Address** section is completed with your current address. If you do not wish to receive text messages, uncheck the text message authorization checkbox. Update the information, as appropriate. If changes are made to the information, click **Save/Update**.

Click the **Save & Next** button to continue.

The **Personal Information Review** bar is designated with a green v to signify that the step has been completed.

Education – Bachelor’s Degree

The **Education** bar is highlighted and designated with a red X to signify that the step has not yet been completed. If Education data has been added to the system for the individual, it will appear here; otherwise, the table will be blank. Instructions related to **Education** data entry are displayed.

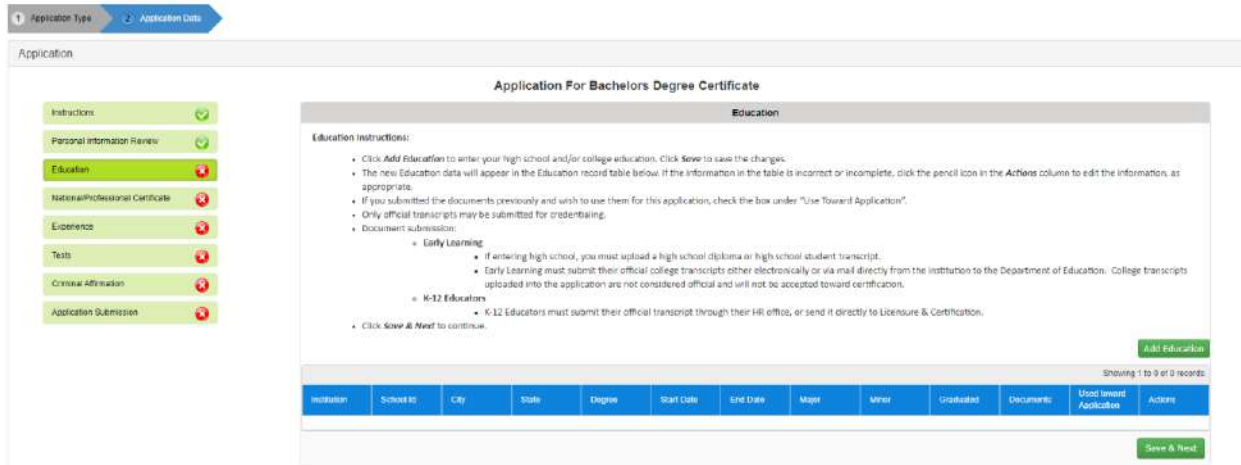


Figure SBD-EDU-01: Bachelor’s Degree Education Bar

If **Education** data has already been entered in DEEDS and is shown listed in the Education table, then adding additional information is optional. However, if the **Education** table is blank, then the user is required to add **Education** information. Any data that can be entered as proof of **Education** is encouraged and will support the subsequent review and approval process. If additional education information is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Education** information.

Click the **Add Education** button.

Figure SBD-EDU-02: Bachelor’s Degree Add Education Form

Education form is presented below the instructions for entering education related information specific to the Bachelor’s Degree Certificate application request. The required fields are designated with a red * and include: **Institution**, **City**, **State**, **Degree** and **Start Date**. Dropdown lists are provided for **State** and **Degree**, offering valid options to choose from. The **Start Date** entry field requires **YYYY** format.

Enter the **Institution** where the degree was obtained. Note that while typing, the information is auto-filling with appropriate choices. Select the correct Institution from the list. Enter the remainder of the **Education** information in the entry fields.

Click the **Save** button to save the new **Education** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed

in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Education** table at the bottom of the window.

Institution	School Id	City	State	Degree	Start Date	End Date	Major	Minor	Graduated	Documents	Used toward Application	Actions
UNIVERSITY OF DELAWARE	5811	Newark	DE	Bachelor	2015	2020					<input type="checkbox"/>	

Figure SBD-EDU-03: Bachelor’s Degree Education Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the Education information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **Education** bar is designated with a green V to signify that the step has been completed.

National/Professional Certificate – Bachelors Degree

The **National/Professional Certificate** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows the 'Application For Bachelors Degree Certificate' interface. On the left, a progress bar shows steps: Instructions (green check), Personal Information Review (green check), Education (green check), National/Professional Certificate (red X), Experience (red X), Tests (red X), Criminal Affirmation (red X), and Application Submission (red X). The main content area is titled 'National/Professional Certificate' and contains instructions and special notes. Below the text is a table with columns: Type, Content Area, State, Effective Date, Expiration Date, Description, Status, Used toward Application, Document, and Actions. A green 'Add New Nat/Pro Certificate' button is located above the table, and a green 'Save & Next' button is at the bottom right.

Figure SBD-NPC-01: Bachelor’s Degree National/Professional Certificate Bar

Entering information in this step is optional. If National or Professional Certificate data has been added to the system for the user, it will appear here; otherwise, the table will be blank. If applicable to the application for a Bachelor’s Degree Certificate, then any data that can be entered as proof of national or professional certification credentials is encouraged and will support the subsequent review and approval process. If National/Professional Certificate information is not needed, click the **Save & Next** button to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Nat/Pro Certification** information.

Click the **Add New Nat/Pro Certification** button.

File Description	Document Type	Date	Link	Action
No Record Found				

Figure SBD-NPC-02: Bachelor's Degree Add National/Professional Certificate Form

National/Professional Certificates entry form is presented for entering certification related information specific to the Bachelor's Degree Certificate request. The top section is for entering descriptive data specific to the certification earned and the bottom section is for uploading supporting documentation.

Complete the required fields specific to the **National/Professional Certificate** in the top section. The required fields are designated with a red * and include: **Type**, **Effective Date**, **Expiration Date**, **Document Type** and **Document**. Dropdown lists are provided for **Type**, **Content Area**, **State** and **Document Type**, offering valid options from which to choose. **Effective Date** and **Expiration Date** needs to be entered in **MM/DD/YYYY** format.

The next step is to upload certificate documentation in the form of a pdf or image document. Please ensure that certificate is current and valid. Click the down arrow of the **Document Type** dropdown list in the bottom section and select **Nat./Pro. Certificate** from the **Document Type** dropdown list. Provision of documentation can be done by uploading a new document or associating a document that has already been uploaded to the system.

There may be instances where the **National/Professional Certification** documents have already been uploaded to the system. If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to **Associate** the document, meaning that the pre-loaded document will be used.

To Associate a document, click the **Associate Existing Documents** button. An **Associate Documents** popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Select the document by clicking inside the checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. Click the **Select Documents to Associate** button to save the information or click

the **Cancel** button to exit the operation without saving data. If necessary, refer to the [Associate Document](#) section for a detailed description of the how to associate a document.

If the certification document has not been associated, then follow the next steps to upload the document for the emergency recommendation application.

Select the file to be uploaded in one of two ways:

- Drag the file from your computer to the middle of the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
- Click inside the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
 - File Explorer is opened to allow document to be selected from computer files.
 - Select the desired file and Click **Open**.

File name is displayed along with a trash bin icon on the right. If the file selected is not the correct file, click on the trash icon bin to delete it.

Click the **Save Nat/Pro Certificate** button to upload the document and save the **Nat/Pro Certificate** data or click the **Cancel** button to cancel the add operation. Either option will exit edit mode.

If data is saved, a new record is added to the **Nat/Pro Certificate** table.

Type	Content Area	State	Effective Date	Expiration Date	Description	Status	Used toward Application	Document	Actions
Certified Administrative Professional (CAP) examination administered by the International Association of Administrative Professionals (IAAP)	Career and Technical Education/Early Adolescence through Young Adulthood	DE	01/01/2019	12/30/2023		Pending	<input type="checkbox"/>	Download	 

Figure SBD-NPC-03: Bachelor’s Degree National/Professional Certificate Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **National/Professional Certificate** bar is designated with a green v to signify that the step has been completed.

Experience – Bachelor’s Degree

The **Experience** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Instructions related to **Experience** data entry and form submission are displayed.

The following forms may be used to verify **Experience**:

- [Form E - Verification of Teaching Experience](#)
- [Form T - Verification of Student Teaching Program](#)
- [Form E/NT - Verification of Non-Teaching Experience](#)
- [Form C - Verification of School Counseling Clinical Experience](#)

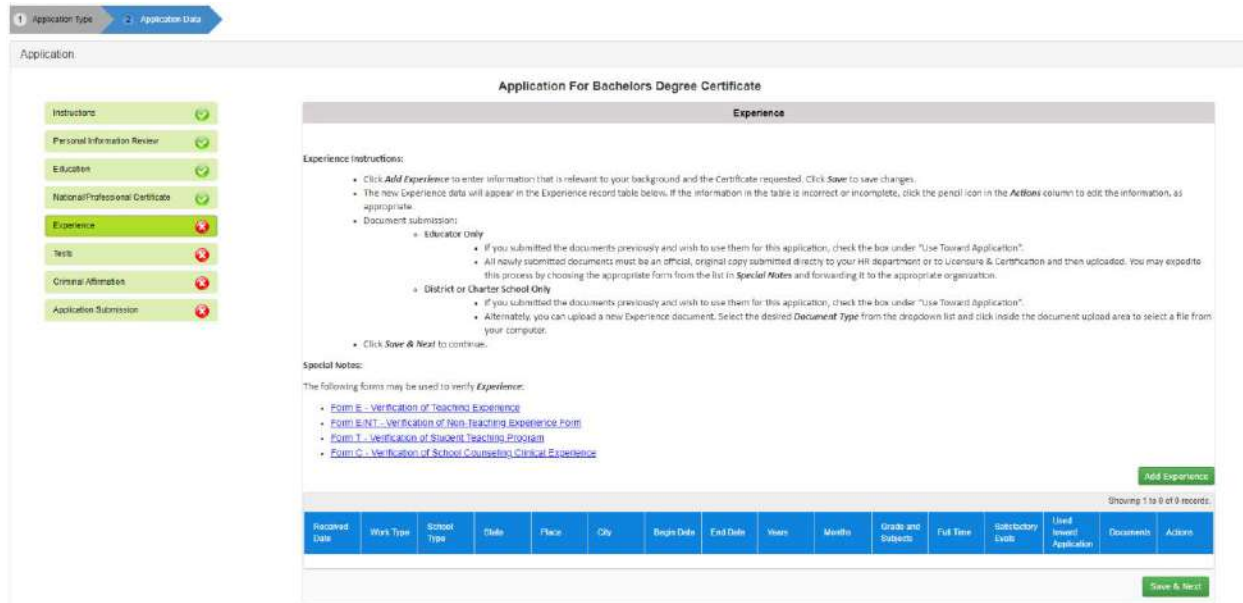


Figure SBD-EXP-01: Bachelor's Degree Experience Bar

If **Experience** data has been added to the system for the individual, it will appear in the **Experience** table; otherwise, the table will be blank. If **Experience** data is listed in the table, then adding additional information is optional. However, if the **Experience** table is blank, then the user is required to add **Experience** information. Any data that can be entered as proof of **Experience** is encouraged and will support the subsequent review and approval process. If additional experience data is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Experience** information.

Click the **Add Experience** button.

Figure SBD-EXP-02: Bachelor's Degree Add Experience Form

Experience form is presented for entering experience related information specific to the **Bachelor's Degree Certificate** application request. The required fields are designated with a red * and include: **Work Type, Place, City, State, Begin Date** and **End Date**. Dropdown lists are provided for **Work Type, School Type,** and **State,** offering valid options to choose from. The **Begin Date** and **End Date** entry fields require **MM/DD/YYYY** format. The bottom section is for uploading documentation to support the applicant's experience; however, this section can be ignored as all experience documentation must be uploaded by the Department of Education team.

Click the **Save** button to save the new **Experience** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Experience** table at the bottom of the window.



Received Date	Work Type	School Type	State	Place	City	Begin Date	End Date	Years	Months	Grade and Subjects	Full Time	Satisfactory Evals	Used toward Application	Documents	Actions
	Trade and Industry	Public	DE	Talhall	Hockessin	09/01/2018	05/01/2020	2			Yes	No	<input type="checkbox"/>		 

Figure SBD-EXP-03: Bachelor's Degree Experience Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the **Experience** information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click **Save & Next** button.

The **Experience** bar is designated with a green ✓ to signify that the step has been completed.

Tests – Bachelor's Degree

The **Tests** bar is highlighted and designated with a red X to signify that the step has not yet been reviewed. All information on the **Tests** bar is read-only. If Test data has been added to the system for the individual, it will appear here; otherwise, the table will be blank.

Figure SBD-TST-01: Bachelor's Degree Tests Bar

Click the **Save & Next** button.

The **Tests** bar is designated with a green ✓ to signify that the step has been completed.

Criminal Affirmation – Bachelor's Degree

The **Criminal Affirmation** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The screenshot shows a web application interface for a Bachelor's Degree Certificate application. On the left, a vertical navigation bar lists steps: Instructions, Personal Information Review, Education, National Professional Certificate, Experience, Tests, Criminal Affirmation, and Application Submission. The 'Criminal Affirmation' step is highlighted in red with a red 'X' icon, indicating it is not yet completed. The main content area is titled 'Application For Bachelors Degree Certificate' and 'Criminal Affirmation'. It contains 'Criminal Affirmation Instructions' with a bulleted list of steps. Below this is a mandatory question: 'Have you ever been convicted of or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or any other criminal offense (excluding moving violations), including any offense for which you have received a pardon, in any jurisdiction?' with 'Yes' and 'No' radio buttons. This is followed by an 'Affirmation Affidavit' text block. Below the affidavit is a checkbox for 'Consent to electronic signature'. At the bottom, there is a 'Signature' text field, a 'Date' field (pre-filled with 07/26/2021), and a green 'Save & Next' button.

Figure SBD-CRI-01: Bachelor's Degree Criminal Affirmation Bar

One question related to criminal background is displayed. Answer the question by selecting either the **Yes** or **No** radio button. The question is a mandatory field and must be answered to move forward.

The Affirmation Affidavit states: ***The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.***

The electronic signature, which is legally binding, signifies that the individual acknowledges and affirms the above statement which is made under penalty of perjury. The **I consent to electronic signature** checkbox is a mandatory field and must be checked to continue.

Sign the affirmation by typing your name in the **Signature** field. The **Date** field is auto-populated with the current date and is a read-only field.

Figure SBD-CRI-02: Bachelor’s Degree Criminal Affirmation Form Completed

Click the **Save & Next** button.

The **Criminal Affirmation** bar is designated with a green V to signify that the step has been completed.

Application Submission – Bachelor’s Degree

The **Application Submission** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure SBD-APS-01: Bachelor’s Degree Certificate Application Submission

The **Bachelor’s Degree Certificate** application process is complete, in that all the required information has been supplied and the application is ready for submission.

Optionally, you can review the information provided within the individual steps by clicking on the corresponding green bars.

Click the **Submit Application** button to complete the application process.

Confirmation of the application submission is presented along with additional information:

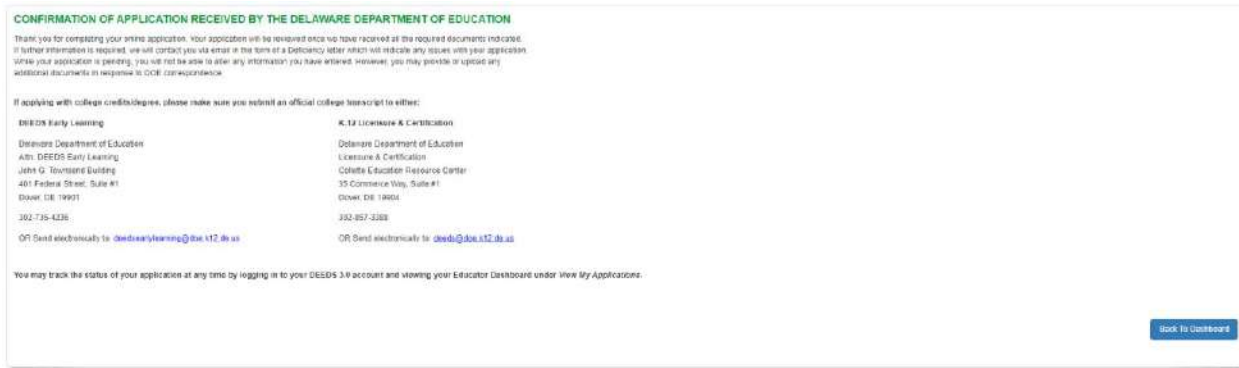


Figure SBD-APC-01: Bachelor’s Degree Certificate Application Submission Confirmation

In addition to the on-screen confirmation, an email is sent to the user. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject ***DE Dept of Education - Important Application Information***.

Click the ***Back To Dashboard*** button.

Application Tracker – Bachelor’s Degree

User is directed to the ***View My Applications*** page, showing the Application Tracker. The new Bachelor’s Degree Certificate application is shown:



Figure SBD-APT-01: Bachelor’s Degree Certificate Application Tracker – In Progress Status

Note that the ***Application*** banner is green to signify that this step has been completed and the status appears as ***Completed***. The ***Intake*** banner is yellow to signify that this step is in progress and the status appears as ***In Progress***. From this point forward, the Bachelor’s Degree Certificate progress and status can be monitored from the ***View My Applications*** page.

The Application Tracker is comprised of five banners: ***Application***, ***Intake***, ***Quality Review***, ***Analyst Review***, and ***Finalize***. These banners are used to represent the various stages that an application may go through. Not all application types will be required to go through each of the stages, but all of the banners will always be present for completeness. It is important to note that the progression will always move from left to right and will never move backwards.

The ***View My Applications*** page will show the last three (3) applications that have been submitted. In the event that there are more than three, click the ***More*** button to see more applications.

To the right of the Application Tracker are high-level details of the ***Bachelor’s Degree Certificate*** application submitted in the previous steps. ***Bachelor’s Degree Certificate*** is displayed in the ***Application Type*** column along with the ***Submitted Date***. A ***View Application*** link is provided in the ***View PDF*** column, allowing the applicant to view and print a pdf version of the application details that were

submitted. Although this is not necessary, it can be useful for reference. Additionally, a **Withdraw** button is provided so that the application can be withdrawn at any time.

View Credentials – Bachelor’s Degree

Click the **Home** button to move back to the **Educator Dashboard** home page.

From the **Educator Dashboard**, click the **View My Credentials** button on the right.

The **Bachelor’s Degree Certificate** can be found in the **Administrative Certificates** section. Scroll down to the **Administrative Certificates** section to see the following:



Administrative Certificates

Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	Credential Status
Certificate					Application Pending

Figure SBD-VMC-01: Bachelor’s Degree Certificate Credentials - Application Pending

Note that **Certificate** appears in the **Credential Definition** column and shows a status of **Application Pending** in the **Credential Status** column.

Once the **Bachelor’s Degree Certificate** application has been submitted, the application is directed to the DDOE Licensure & Certification (L&C) team for review and approval. From this point forward, all communication is done through the **View My Applications** page on the **Educator Dashboard**. The applicant can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

Deficiencies – Bachelor’s Degree

More often than not, the application will contain deficiencies when reviewed by the DDOE L&C team. The important thing is to respond to these deficiencies as quickly and completely as possible. When a deficiency is raised, the applicant will be informed in three ways:

- An email will be sent to the applicant’s primary email address to notify that there is a deficiency in the application that needs to be resolved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Deficiencies in Application**.
- A **Respond to Deficiency** button appears on the **Educator Dashboard** home page.
- A Deficiency is listed on the **View My Applications** page of the **Educator Dashboard**.

On the **Educator Dashboard**, there is a new red **Respond to Deficiency** button that appears on the right side of the page under the menu options. This **Respond to Deficiency** button is an immediate indicator that a deficiency has been raised and action is required by the applicant in order to move forward with the application process.

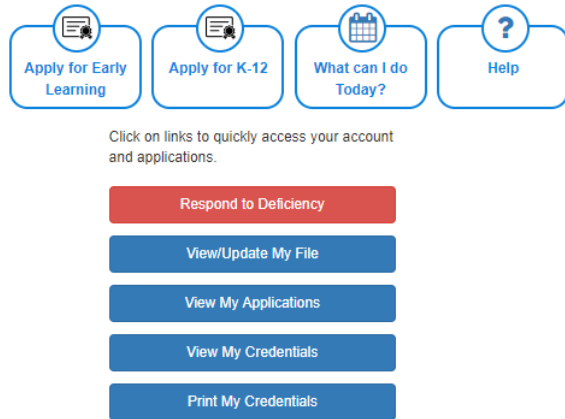


Figure SBD-DEF-01: Bachelor's Degree Certificate Dashboard Respond to Deficiency Button

Click **Respond to Deficiency** button or Click **View My Applications** button, as either choice will direct the user to the **View My Applications** page.



Figure SBD-DEF-02: Bachelor's Degree Certificate Application Tracker with Deficiency Raised

Note that the color of the **Intake** banner has changed to red and the status has changed to **Deficient**. Additionally, there is an **Action Required** stamp below the **Application Tracker** as an alert that action is required. Refer to the **Deficiency Details** table below the Application Tracker for details regarding the deficiency raised. A brief description of the deficiency is listed in the **Deficiency Name** column and a brief description of the required action is listed in the **Notes** column. The date that the deficiency was raised is shown in the **Date** column.

Review the description of the deficiency in the **Deficiency Details** box and determine how to fix the problem. The user will need to supply additional information specific to the issue raised within the deficiency. Read the **Notes** to ensure that the required action can be achieved at the current time.

Click the **Respond to Deficiency** button directly above the **Deficiency Details** table and below the Application Tracker banners.

User is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the **Education** information provided with the application, so the user is directed to the Education bar. Attention will be focused on the **Deficiency** section at the bottom.

Deficiency

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

Missing degree conferral date or incomplete coursework (Applicant) Resolved

Staff Notes:

Educator Notes:

Save & Next **ReSubmit**

Figure SBD-DEF-03: Bachelor’s Degree Certificate Respond to Deficiency Action

Applicant is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the **Education** information provided with the application.

In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised. Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, the green bar icon changes to a green V to indicate that the required action is complete.

Deficiency **Save Changes**

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

Missing degree conferral date or incomplete coursework (Applicant) Resolved

Staff Notes:

Educator Notes:

Save & Next **ReSubmit**

Figure SBD-DEF-04: Bachelor’s Degree Certificate Respond to Deficiency Resolution

Click the **Save Changes** button within the **Deficiency** box. The **Save Changes** button disappears.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and user has responded to all the deficiencies, click the **ReSubmit** button.

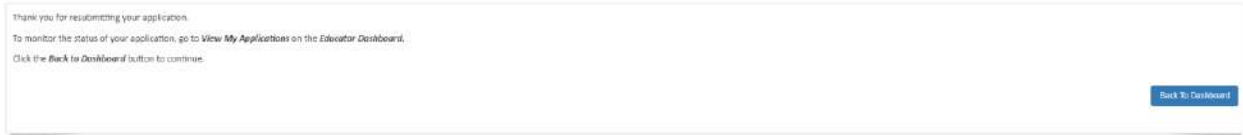


Figure SBD-DEF-05: Bachelor's Degree Certificate Resubmit Application Confirmation

Confirmation message is displayed thanking applicant for resubmitting the application. Click **Back to Dashboard** button.

Note that the red **Respond to Deficiency** button is gone from the **Educator Dashboard**.

Click the **View My Applications** button to review the current status of the resubmitted application.



Figure SBD-DEF-06: Bachelor's Degree Certificate Application Tracker after Deficiency Addressed

The **Intake** banner has changed to yellow and the status has changed to **In Progress**. Additionally, the **Action Required** stamp below the Application Tracker is gone. This status indicates that the application has now been directed back to the DDOE L&C team for further review and approval. There is no further action required at this time.

Application Complete – Bachelor's Degree

Once the deficiencies, if raised, have been resolved and the application has been approved by the DDOE L&C team, the information on the **View My Applications** page will change to:



Figure SBD-CMP-01: Bachelor's Degree Application Tracker after Certificate Issued

An email will be sent to the applicant's primary email address to notify that the application has been approved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Application Approval**.

Click **View My Credentials** button on the **Educator Dashboard** and locate the **Administrative Certificates** section.



Figure SBD-CMP-02: Bachelor's Degree Credentials after Certificate Issued

The **Bachelor's Degree Certificate** applied for appears in the **Credential Definition** column and the **Credential Status** column shows a status of **Issued**. One of the most important things to note is that the **Expiration Date** column is blank because certificates do not expire.

Congratulations! The **Bachelor's Degree Certificate** has been successfully issued.

Print Certificate – Bachelor's Degree

Once the **Bachelor's Degree Certificate** has been issued, it can be printed. From the **Educator Dashboard**, click either the **Print My Credentials** button or the **View My Credentials** button on the right side of the page. Either option will direct you to the **Credentials** tab of the user data. At the top of the page is a **Print and Download Credentials** section:



Figure SBD-PC-01: Bachelor's Degree Print Credentials Form

Click the down arrow of the **Select a License** dropdown list.



Figure SBD-PC-02: Bachelor's Degree Print Credentials Certificate Options

The list of options displayed is limited to the credentials that have been issued to the user. Select the **Bachelor's Degree Certificate** option. Click the down arrow to the right of the **Select a Document Type** dropdown list.

The list of **Document Type** options displayed is limited to the certificates that can be printed for the credential selected in the **Select a License** list. Select the **Wall Certificate for Administrative Permits** option from the list.

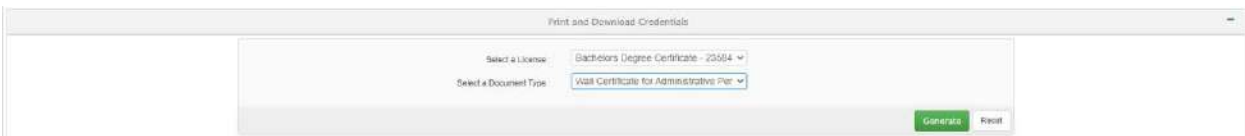


Figure SBD-PC-03: Bachelor's Degree Print Credentials Selection

When both options have been specified, the **Generate** button is enabled. Click the **Generate** button. A pdf version of the certificate is downloaded to the **Downloads** folder of the user's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:

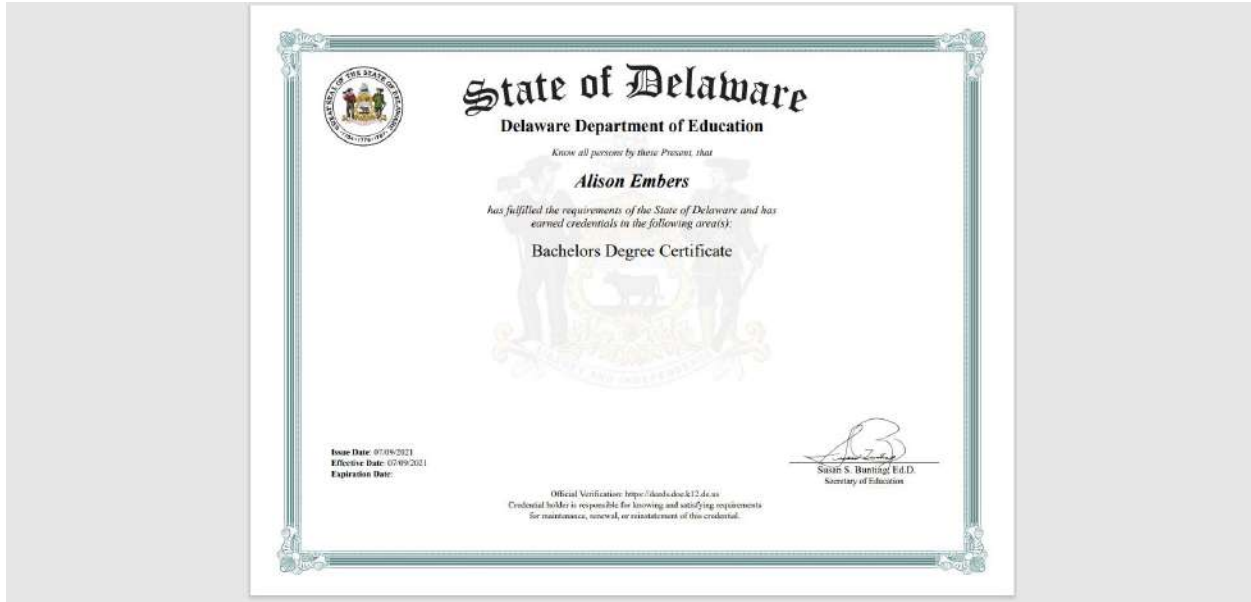


Figure SBD-PC-04: Bachelor's Degree Wall Certificate

A wall certificate of the **Bachelor's Degree Certificate**, suitable for framing, has been downloaded to the user computer.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the certificate name, in this example: **Bachelor's Degree Certificate – 235843**.

Credential Definition	Credential No	First Issuance Date	Effective Date	Expiration Date	Credential Status
Bachelors Degree Certificate	235843	07/09/2021	07/09/2021		Issued

Figure SBD-PC-05: Bachelor's Degree Certificate Identification Number

This number associated with the certificate is the identification number of the credential issued to the individual. Note that the **Administrative Certificate** table on the **View My Credentials** page lists **235843** in the **Credential No** column, which corresponds with the credential selected for printing.

General Instructions

This section contains detailed instructions for functionality that is shared across screens. The individual application data sections contain high-level descriptions of the operations, but here the instructions are provided in more details, including screen shots, if applicable.

Associate Document

When a document needs to be provided, the document can either be uploaded or associated. There may be instances where documents have already been uploaded to the system for the educator. If a

document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to **Associate** the document, meaning that the pre-loaded document will be used. To Associate a document, click the **Associate Existing Documents** button.

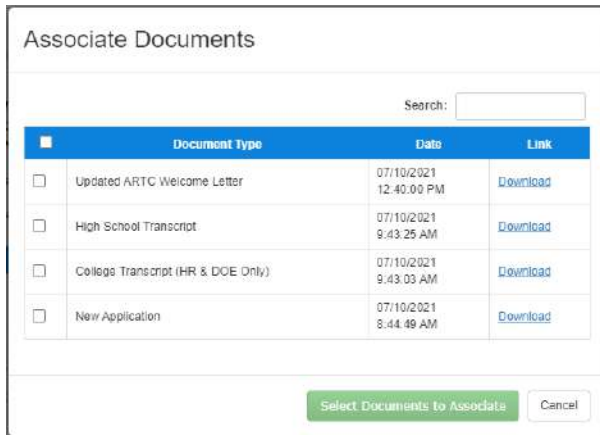


Figure DEM-GAD-01: Associate Document Window

An **Associate Documents** popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Note that the **Select Documents to Associate** button is disabled because nothing has been selected.

Select the document by clicking inside the checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. The field acts as a toggle and will check and uncheck each time it is clicked. As soon as a document is selected, the **Select Documents to Associate** button is enabled. If the desired document does not appear in the table of documents, simply click the **Cancel** button to dismiss the **Associate Documents** window and follow steps to [Upload Document](#).

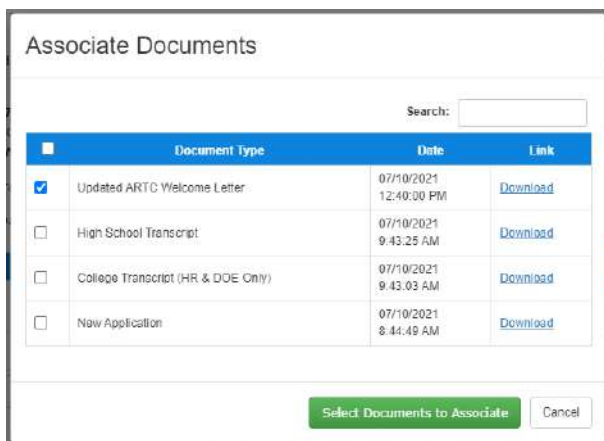


Figure DEM-GAD-02: Associate Document Selection

Click the **Select Documents to Associate** button to save the information or the **Cancel** button to exit the operation without saving data. Either will dismiss the **Associate Documents** popup window. If the **Select Documents to Associate** button is selected, then the document appears in the document upload area.

Upload Document

When a document needs to be provided, the document can either be uploaded or associated. If the document has already been loaded in DEEDS, then the correct action is to associate the document. If the document has not been loaded in DEEDS, then the document is uploaded. The following steps outline the way to upload a document.

Select the file to be uploaded in one of two ways:

- Drag the file from your computer to the middle of the area designated with the text: ***Drop file here to upload or click here to browse and select file to upload.***
- Click inside the area designated with the text: ***Drop file here to upload or click here to browse and select file to upload.***
 - File Explorer is opened to allow document to be selected from computer files.
 - Select the desired file and Click ***Open.***