



Upgrades User Guide

This user guide will detail the steps involved in applying for a License or Permit Upgrade.

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Upgrade Requirements

Upgrades apply to Licenses and Permits, as these credentials have an expiration date. Requirements for upgrades are based on the License or Permit type. Some licenses or permits can be renewed and some need to be upgraded. A brief overview of the License and Permit upgrade rules are outlined below. For each License or Permit, the detailed requirements are outlined below.

License Upgrades

- Initial License – Upgrade to Continuing License
 - Must have four (4) years of credentialed experience in a public/charter school.
 - Must have completed four (4) years of mentoring.
 - Must not receive more than one (1) unsatisfactory summative evaluation.
- Initial or Continuing License – Upgrade to Advanced License
 - Must provide copy of NBPTS valid certification (not expired and in content area DE certifies).
 - Must not receive more than one (1) unsatisfactory summative evaluation.

Permit Upgrades

- Adult Basic Education, Level 1 Permit upgrade to Adult Basic Education, Level 2 Permit
 - Must have provided 25 clock hours in the Math or English/Language Arts content areas while holding a Level 1 Permit for three (3) years.
- James H. Groves Adult High School, Level 1 Permit upgrade to James H. Groves Adult High School, Level 2 Permit
 - Must have provided 25 clock hours in the content area in which instruction was being given while holding a Level 1 Permit for three (3) years.

- Must not receive more than one (1) unsatisfactory summative evaluation during the term of the Level 1 Permit.

Upgrade Reminders

When a license or permit that needs to be upgraded is within six (6) months of expiration, the Educator will be alerted within the DEEDS system in two places: the **Educator Dashboard** and the **View My Applications** page. The reminders and associated screen shots are described in this section.

On the **Educator Dashboard**, there is a new red **Upgrade My <License/Permit>** button (where <License/Permit> is replaced with the name of the license or permit that needs to be renewed) on the right-hand side of the page. In the example below, the **Initial License** is within 6 months of expiring and needs to be upgraded; therefore, a red **Upgrade My Initial License** button appears:

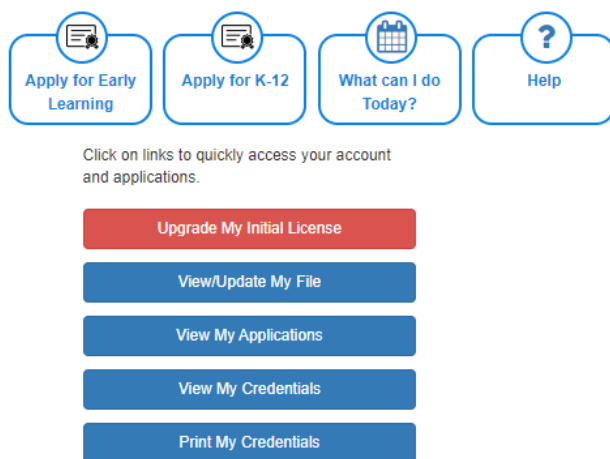


Figure UPG-REM-01: Educator Dashboard Upgrade Reminder Button

To upgrade a license or permit from the reminder button, simply click the red **Upgrade My** button or navigate through the menu options as described in each of the following sections.

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**.

To apply for a specific upgrade, jump to the appropriate section of this user guide. The sections include: [Upgrade to Continuing License](#), [Upgrade to Advanced License](#), [Upgrade to Adult Basic Education \(ABE\) Level 2 Permit](#), [Upgrade to James H. Groves Adult High School Level 2 Permit](#).

Upgrade to Continuing License

An upgrade to a Continuing License is permissible when an Initial License is within 6 months of expiring.

To upgrade from an Initial License to a Continuing License, the following requirements must be met:

- Must have four (4) years of credentialed experience in a public/charter school.
- Must have completed four (4) years of mentoring.
- Must not receive more than one (1) unsatisfactory summative evaluation.

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

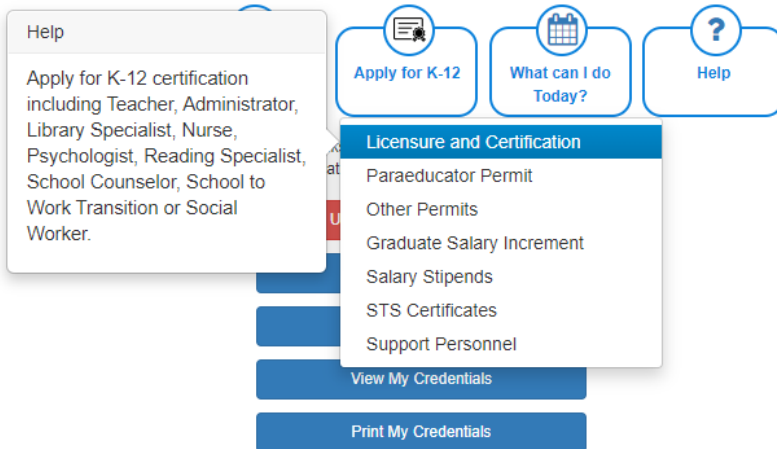


Figure UCL-MNU-01: Apply for K-12 Licensure and Certification Menu Option

Select **Licensure and Certification** from the dropdown menu options.

Educator is redirected to **Application Type** selection page:

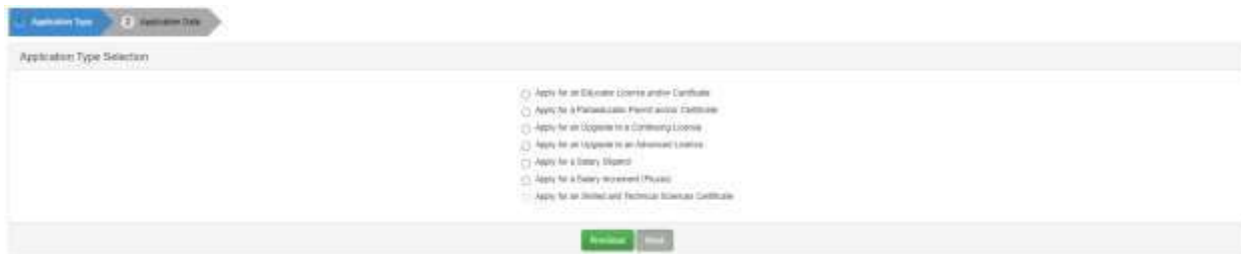


Figure UCL-ATS-01: K-12 Licensure and Certification Application Type Options

Note the numbered arrows that are displayed across the top of the data entry area, as these are the pieces of information that are required to complete the application request. The **Application Type** arrow is highlighted blue to signify that the user is currently on this step in the process.

The numbered 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. The red **Cancel Application** button in the upper right-hand corner under the menu icons can be clicked at any time to cancel the application process that has been initiated.

Select **Apply for an Upgrade to a Continuing License** radio button from the list of options.

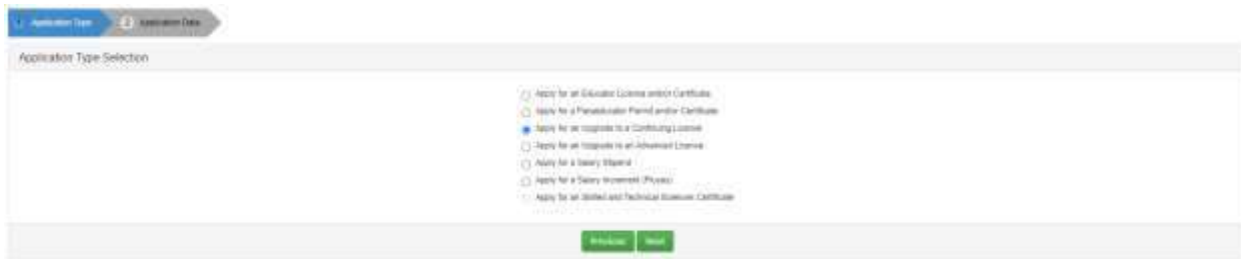


Figure UCL-ATS-02: Apply for an Upgrade to a Continuing License Option Selection

Note that when a radio button is selected, the **Next** button is enabled. Click the **Next** button.



Figure UCL-REQ-01: Upgrade to a Continuing License Requirements

The requirements for an upgrade to a Continuing License are outlined in the **Requirements** area. Read the requirements carefully to ensure that you qualify for the permit.

If you meet the license upgrade requirements, click the **Create Application** button to start the process.

At any time during the step-by-step process, the application process can be paused by clicking **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click **View My Applications** button on the **Educator Dashboard**, find the **Upgrade to Continuing License** Title in the **Application Type** column and click **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.

Application Data – Continuing License Upgrade

The **Application Data** window is presented:

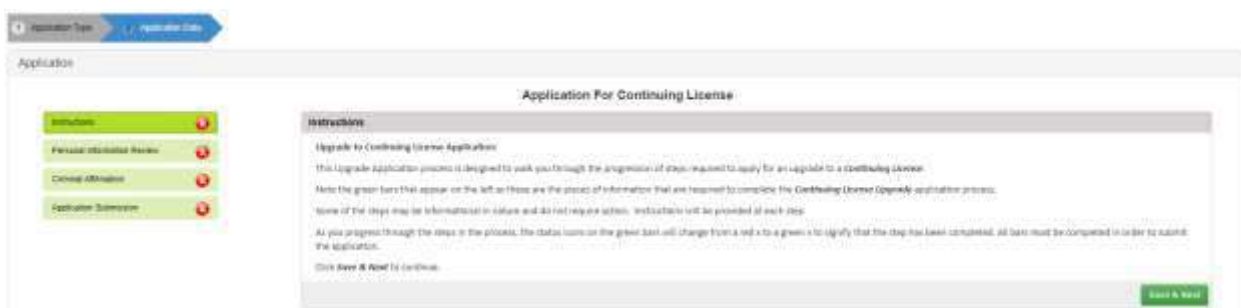


Figure UCL-AD-01: Continuing License Upgrade Application Data

The **Continuing License** upgrade process is designed to walk the user through the series of steps that need to be completed in order to submit the application. 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.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include: **Instructions, Personal Information**

Review, Criminal Affirmation and **Application Submission**. Some of the steps may be informational in nature and do not require action. Instructions will be provided at each step.

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 – Continuing License Upgrade

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 a web application interface for a 'Continuing License Upgrade'. On the left, a vertical navigation bar has four items: 'Instructions' (with a green checkmark), 'Personal Information Review' (with a red X), 'Criminal Affirmation' (with a red X), and 'Application Submission' (with a red X). The main content area is titled 'Application For Continuing License' and 'Personal Information Review'. It includes a 'Personal Information Instructions' section with three bullet points: 1. 'Please check the information for accuracy and completeness. Update the information as appropriate.' 2. 'Since the Home/Mailing Address section is completed with your current address.' 3. 'If you do not wish to receive text messages, uncheck the text message authorization checkbox.' Below the instructions are input fields for: First Name (Johnny), Middle Name, Last Name (Williams), SSN (700-12-3456), Date of Birth (01/01/1980), Photo (dropdown), Suffix (dropdown), Professional Title (dropdown), Gender (radio buttons for Male, Female, Other), and Age (dropdown). The 'Home/Mailing Address' section includes: Address (dropdown), Street Line 1 (700 Arlington Dr), Street Line 2 (Apt 1), City (Lansing), State (Michigan), County (Oakland), Zip (48202), Home Phone (313) 234-5678, Cell (313) 123-4567, Professional Email (john@williams.com), and Secondary Email (john@williams.com). A 'Save & Next' button is at the bottom right.

Figure UCL-PIR-01: Continuing License Upgrade 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.

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

Criminal Affirmation – Continuing License Upgrade

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

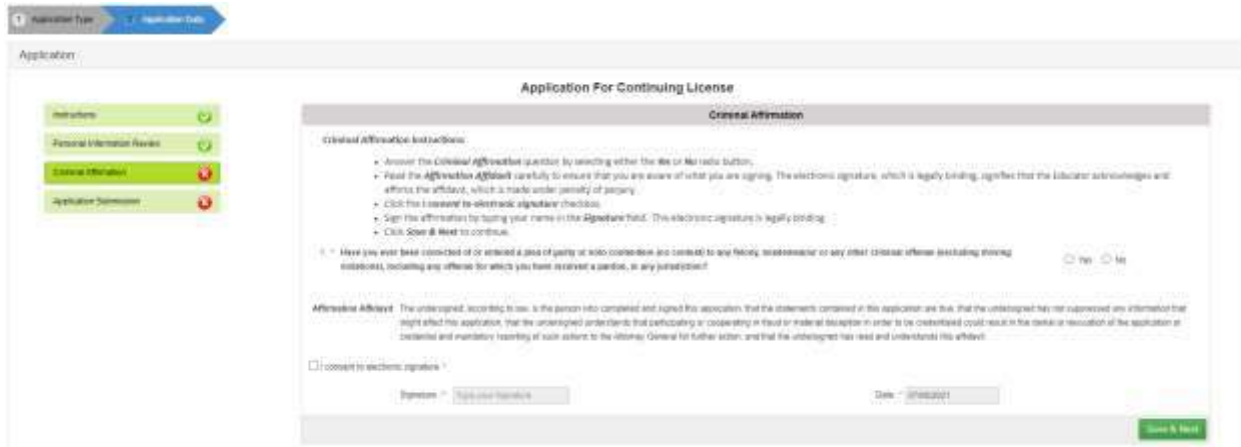


Figure UCL-CRI-01: Continuing License Criminal Affirmation Bar

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 Educator 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 UCL-CRI-02: Continuing License Upgrade 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 – Continuing License Upgrade

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

Figure UCL-APS-01: Continuing License Upgrade Application Submission

The **Continuing License Upgrade 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.

You can monitor the status of your application by clicking **View My Applications** button on the **Educator Dashboard**. The **View My Applications** page will be used as the communication channel going forward.

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

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



Figure UCL-APC-01: Continuing License Upgrade 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 containing information regarding the **Continuing Upgrade Application**.

Click the **Back To Dashboard** button.

Application Tracker – Continuing License Upgrade

User is directed to the **View My Applications** page, showing the **Application Tracker**. The new **Upgrade to Continuing License** application is shown:



Figure UCL-APT-01: Continuing License Upgrade 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, status can be monitored via the **View My Applications** button on the **Educator Dashboard**. 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 **Continuing License Upgrade** application progress can be monitored through this page.

The **View My Applications** tab 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 the details of the **Upgrade to Continuing License** application submitted in the previous steps. **Upgrade to Continuing License** 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 user 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 – Continuing License Upgrade

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

The **Continuing License Upgrade** can be found in the **K-12 Licenses** section.



K-12 Licenses

Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	PK Use Date	Credential Status
License						Application Pending
Initial License	224728	11/25/2016	11/25/2016	11/25/2021		Issued

Figure UCL-VMC-01: Continuing License Upgrade View My Credentials - Application Pending

Note that **License** appears in the Credential Definition column and shows a status of **Application Pending**. The **Initial License** is also listed below and shows a status of **Issued**.

Approval Process – Continuing License Upgrade

Once the **Continuing License Upgrade** 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 Educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

When the **Continuing License Upgrade** application is reviewed by the DDOE L&C team, there may be deficiencies identified that need to be resolved. Deficiencies for all upgrades follow the same rules for how to address and resolve any issues. Refer to the [Deficiencies](#) section for guidance on how to respond to deficiencies.

Application Complete – Continuing License Upgrade

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



Figure UCL-VMC-01: Continuing License Upgrade Application Approved

An email will be sent to the Educator 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 information regarding the **Continuing License Application Approval**.

Click **View My Credentials** button on the **Educator Dashboard** and locate the K-12 Licenses section.

K-12 Licenses

Continental Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	PA Issue Date	Credential Status
Continuing License	234738	07/28/2021	07/28/2021	07/28/2026		Issued
Initial License	234738	11/20/2018	11/20/2018	11/20/2021		Previous

Figure UCL-VMC-01: Continuing License Issued

The **Continuing License** entry has been updated and the **Expiration Date** is extended five (5) years. The **Continuing License** shows a **Status** of **Issued** and the **Initial License** shows a **Status** of **Previous**, since the **Initial License** has now been upgraded to a **Continuing License**. The Continuing License will need to be renewed again in five (5) years using the same process as outlined in this user guide.

Congratulations! The Continuing License has been successfully issued.

Once the **Continuing License** has been issued, a wall certificate can be generated and printed. Printing Certificates for all upgrade types follow the same steps, so instructions are provided in one section. Refer to the [Print Certificate](#) section for guidance on how to generate and print a wall certificate.

Upgrade to Advanced License

An upgrade to an Advanced License is permissible when an Initial or Continuing License is within 6 months of expiring.

To upgrade from an Initial License to an Advanced License, the following requirements must be met:

- Must provide copy of NBPTS valid certification (not expired and in content area DE certifies).
- Must not receive more than one (1) unsatisfactory summative evaluation.

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

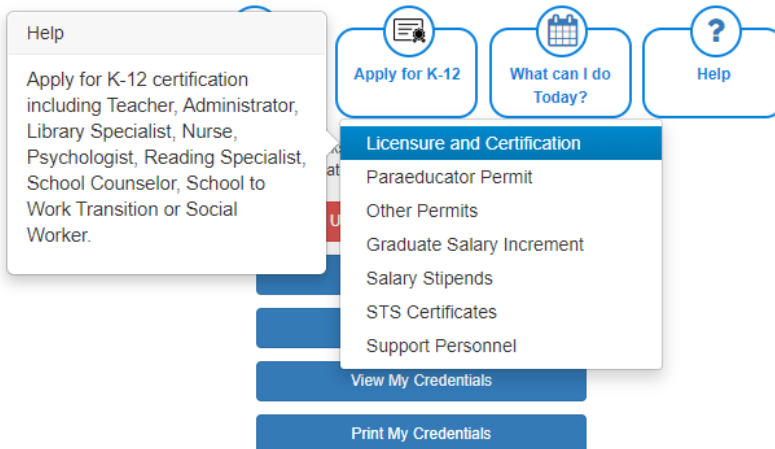


Figure UAL-MNU-01: Apply for K-12 Licensure and Certification Menu Option

Select **Licensure and Certification** from the dropdown menu options.

Educator is redirected to **Application Type** selection page:

Figure UAL-ATS-01: K-12 Licensure and Certification Application Type Options

Note the numbered arrows that are displayed across the top of the data entry area, as these are the pieces of information that are required to complete the application request. The **Application Type** arrow is highlighted blue to signify that the user is currently on this step in the process.

The numbered 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. The red **Cancel Application** button in the upper right-hand corner under the menu icons can be clicked at any time to cancel the application process that has been initiated.

Select **Apply for an Upgrade to an Advanced License** radio button from the list of options.

Figure UAL-ATS-02: Apply for an Upgrade to an Advanced License Option Selection

Note that when a radio button is selected, the **Next** button is enabled. Click the **Next** button.

Figure UAL-REQ-01: Upgrade to an Advanced License Requirements

The requirements for an upgrade to an Advanced License are outlined in the **Requirements** area. Read the requirements carefully to ensure that you qualify for the permit.

If you meet the license upgrade requirements, click the **Create Application** button to start the process.

At any time during the step-by-step process, the application process can be paused by clicking **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click **View My Applications** button on the **Educator Dashboard**, find the **Upgrade to Advanced License** Title in the **Application Type** column and click **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.

Application Data – Advanced License

The **Application Data** window is presented:

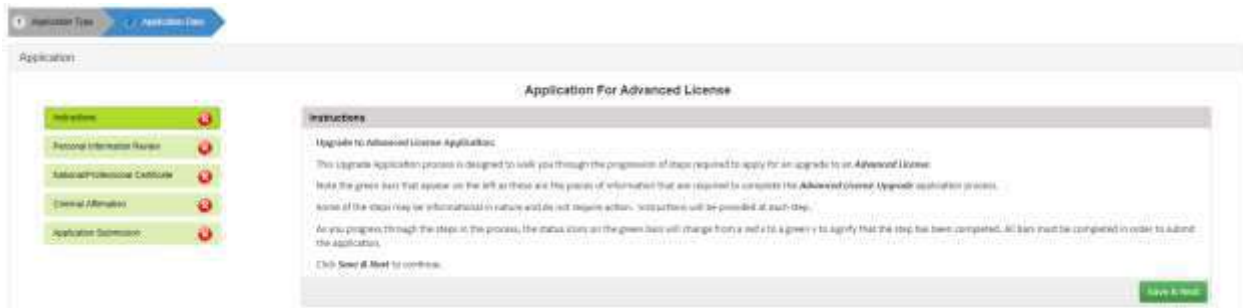


Figure UAL-AD-01: Advanced License Application Data

The **Advanced License** application process is designed to walk the user through the series of steps that need to be completed in order to submit the application. 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.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include: **Instructions**, **Personal Information Review**, **National/Professional Certificate**, **Criminal Affirmation** and **Application Submission**. Some of the steps may be informational in nature and do not require action. Instructions will be provided at each step.

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 – Advanced License

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

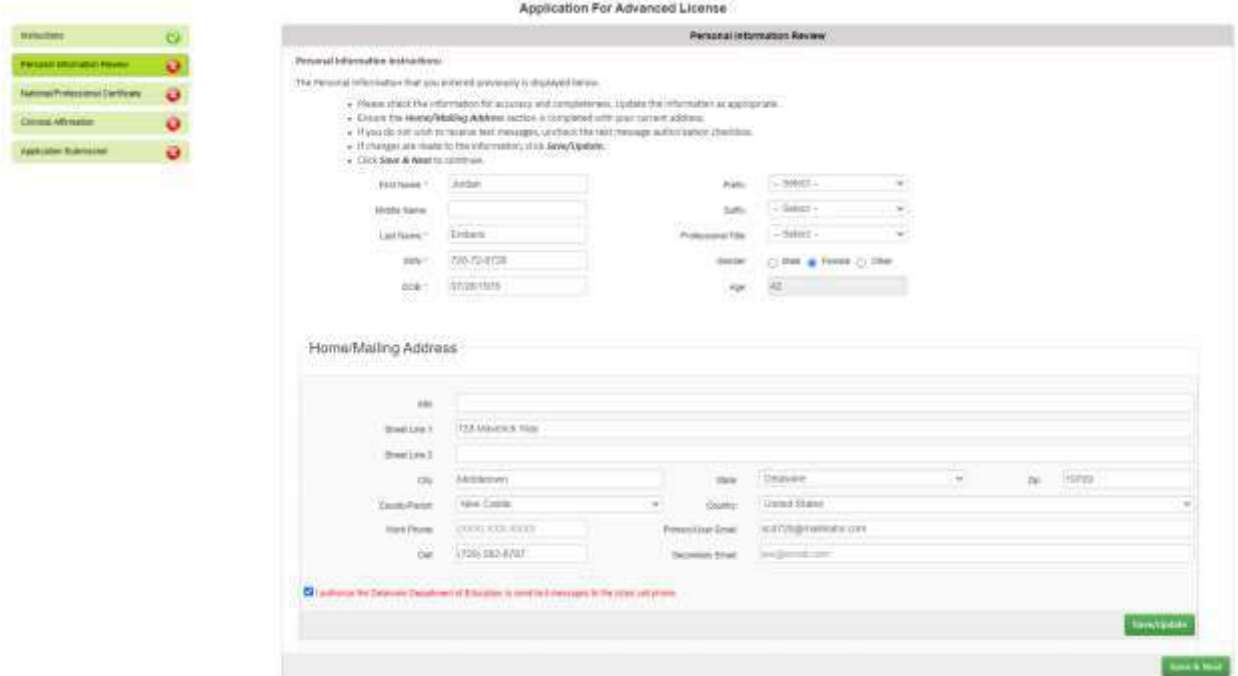


Figure UAL-PIR-01: Advanced License Personal Information Review Bar

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.

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

National/Professional Certificate – Advanced License

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

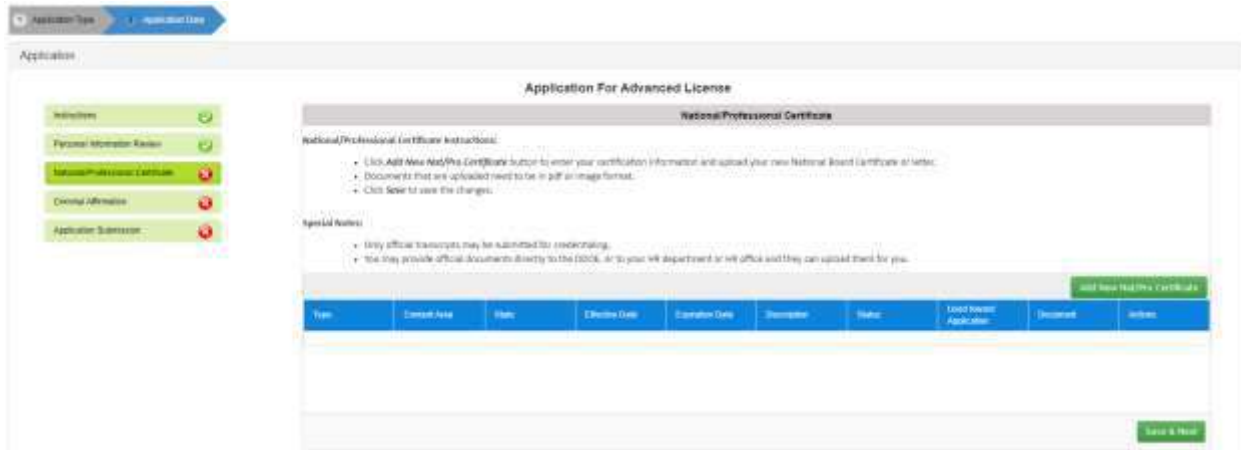


Figure UAL-NPC-01: Advanced License National/Professional Certificate Bar

This step is where the **National/Professional Certificate** is uploaded as proof of national certification status. If National or Professional Certificate data has been added to the system for the Educator, it will appear here; otherwise, the table will be blank.

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

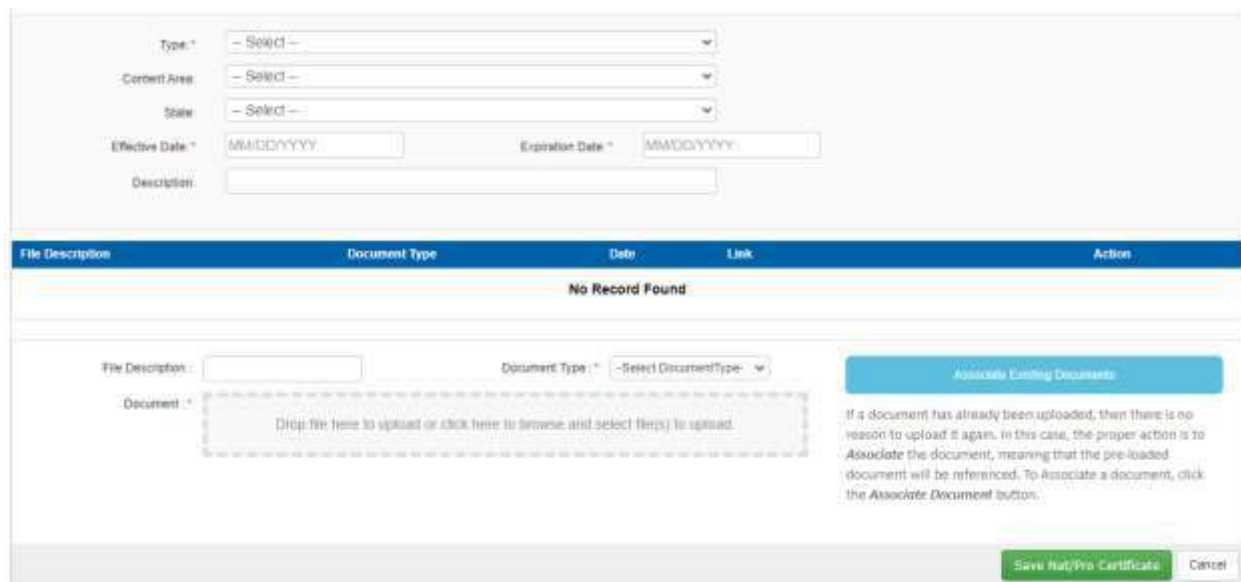


Figure UAL-NPC-02: Advanced License National/Professional Certificate Form

National/Professional Certificates entry form is presented for entering certification related information specific to the Advanced License application 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	Discipline	Status	Used toward Application	Document	Actions
National Board Certified Teacher (NBCT) Certificate (depend eligible)	Mathematics/Adolescence and Young Adulthood	DE	01/01/2019	12/30/2024		Pending	<input type="checkbox"/>	Download	

Figure UAL-NPC-02: Advanced License 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.

Criminal Affirmation – Advanced License

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 an 'Application For Advanced License'. On the left, a vertical sidebar displays five progress bars: 'Instructions' (green with a checkmark), 'Personal Information' (green with a checkmark), 'National/Professional Certificate' (green with a checkmark), 'Criminal Affirmation' (red with an 'X'), and 'Application Submission' (red with an 'X'). The main content area is titled 'Application For Advanced License' and contains a 'Criminal Affirmation' section. This section includes instructions for answering questions, a question about criminal history with 'Yes' and 'No' radio buttons, an affirmation statement, and a signature field with a 'Type your signature' button. A 'Date' field is also present, showing '04/11/2020/2021'. A 'Save & Next' button is located at the bottom right of the form.

Figure UAL-CRI-01: Advanced License 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 Educator 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 UAL-CRI-02: Advanced License 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 – Advanced License

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

Figure UAL-APS-01: Advanced License Application Submission

The **Advanced License 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.

You can monitor the status of your application by clicking **View My Applications** button on the **Educator Dashboard**. The **View My Applications** page will be used as the communication channel going forward.

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

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



Figure UAL-APC-01: Advanced License 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 containing information regarding the **Advanced License Application**.

Click the **Back To Dashboard** button.

Application Tracker – Advanced License

User is directed to the **View My Applications** page, showing the **Application Tracker**. The new **Upgrade to Advanced License** application is shown:



Figure UAL-APT-01: Advanced License 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, status can be monitored via the **View My Applications** button on the **Educator Dashboard**. 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 **Advanced License Application** progress can be monitored through this page.

The **View My Applications** tab 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 the details of the **Upgrade to Advanced License** application submitted in the previous steps. **Advanced License** 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 user 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 – Advanced License

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

The **Advanced License** can be found in the **K-12 Licenses** section.



Credential Definition	Credential No.	First Issuance Date	Expiry Date	Expiration Date	PA Due Date	Credential Status
License						Application Pending
Initial License	334732	08/17/2018	08/17/2018	08/17/2021		Issued

Figure UAL-VMC-01: Advanced License Upgrade View My Credentials - Application Pending

Note that **License** appears in the **Credential Definition** column and shows a **Credential Status** of **Application Pending**. The **Initial License** that is to be upgraded is shown in the table as well, listed with a **Credential Status** of **Issued**.

Approval Process – Advanced License

Once the **Advanced License 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 Educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

When the **Advanced License** application is reviewed by the DDOE L&C team, there may be deficiencies identified that need to be resolved. Deficiencies for all upgrades follow the same rules for how to address and resolve any issues. Refer to the [Deficiencies](#) section for guidance on how to respond to deficiencies.

Application Complete – Advanced License

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



1 Application Completed
2 Initial Completed
3 Quality Review Completed
4 Analytical Review Completed
5 Finalize Completed

Application Type	Submitted Date	View PDF
Advanced License	07/29/2021	View Application

Figure UAL-CMP-01: Advanced License Application Approved

An email will be sent to the Educator 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 information regarding the **Advanced License Application Approval**.

Click **View My Credentials** button on the **Educator Dashboard** and go to the **K-12 Licenses** section.



Credential (Selection)	Credential No	First Issuance Date	Effective Date	Expiration Date	Exp. Date	Credential Status
Advanced License	234731	8/26/2021	8/26/2021	8/26/2026		Issued
Initial License	234732	8/17/2018	8/17/2018	8/17/2021		Previous

Figure UAL-CMP-02: Advanced License Issued

The **Advance License** entry has been updated and the **Expiration Date** is extended five (5) years. The **Advanced License** shows a **Status of Issued** and the **Initial License** shows a **Status of Previous**, since the **Initial License** has now been upgraded to an **Advanced License**. The Advanced License will need to be renewed again in five (5) years using the same process as outlined in this user guide.

Congratulations! The Advance License has been successfully issued.

Once the **Advanced License** has been issued, a wall certificate can be generated and printed. Printing Certificates for all upgrade types follow the same steps, so instructions are provided in one section. Refer to the [Print Certificate](#) section for guidance on how to generate and print a wall certificate.

Upgrade to Adult Basic Education, Level 2 Permit

An upgrade to the Adult Basic Education, Level 2 Permit is permissible when the Level 1 Permit is within 6 months of expiring.

To upgrade from an Adult Basic Education, Level 1 Permit to an Adult Basic Education, Level 2 Permit, the following requirements must be met:

- Must have provided 25 clock hours in the Math or English/Language Arts content areas while holding a Level 1 Permit for three (3) years and then apply for the Level 2 Permit.

Clock Hours can be entered in advance or during the upgrade application process. To enter the **Clock Hours** in advance, click the **View My Credentials** button on the **Educator Dashboard** and click the **Clock Hours** tab at the top of the page. Adding **Clock Hours** during the upgrade application process is covered in the following sections of this user guide.

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

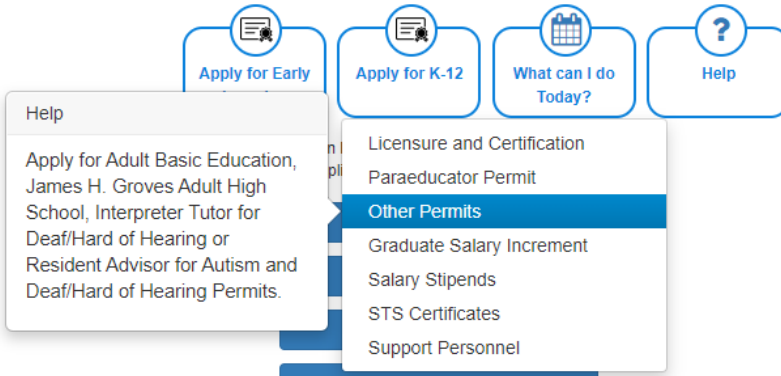


Figure UAB-OP-01: Other Permits Menu Selection

Select **Other Permits** from the dropdown menu options.

Educator is redirected to **Application Type** selection page:



Figure UAB-ATS-01: Other Permits Application Type Options

Note the numbered arrows that are displayed across the top of the data entry area, as these are the pieces of information that are required to complete the application request. The **Application Type** arrow is highlighted blue to signify that the user is currently on this step in the process.

The numbered 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.

The **Apply for an Upgrade to an Adult Basic Education, Level 2 Permit** will be enabled for selection if the corresponding Level 1 Permit has already been issued and is within 6 months of expiring. If the **Apply for an Upgrade to an Adult Basic Education, Level 2 Permit** option is not enabled, then the upgrade eligibility requirements have not been met and the following steps cannot be taken.

Select **Apply for an Upgrade to an Adult Basic Education, Level 2 Permit** radio button from the list of options.



Figure UAB-ATS-02: Apply for an Upgrade to an Adult Basic Education, Level 2 Permit Option Selection

Click **Next** button.



Figure UAB-ATS-03: ABE Level 2 Create Application

The requirements for an upgrade to an Adult Basic Education, Level 2 Permit are outlined in the **Requirements** area. Read the requirements carefully to ensure that you qualify for the permit.

If you meet the permit upgrade requirements, click the **Create Application** button to start the process.

Once the application has been created, it 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 **View My Applications** button on the **Educator Dashboard**, find the Permit Title in the **Application Type** column and click **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.

Application Data – ABE Level 2 Upgrade

The **Application Data** window is presented:

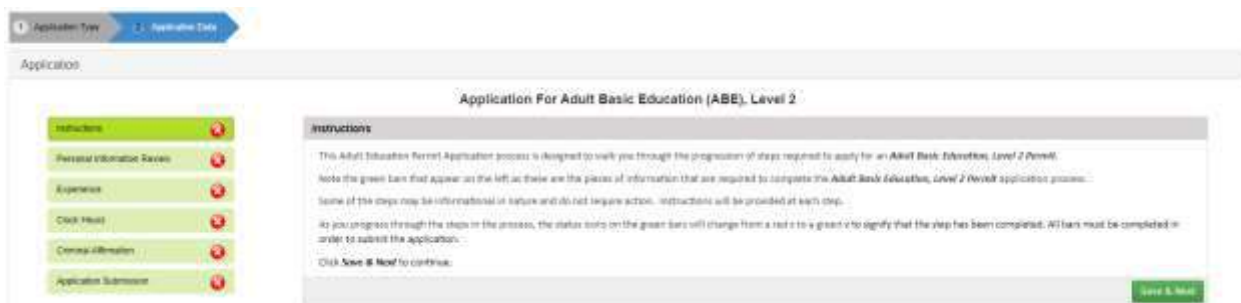


Figure UAB-AD-01: ABE Level 2 Application Data

Applying for an **Adult Basic Education, Level 2 Permit** is designed to guide the user through the series of steps that need to be completed in order to submit the application. 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.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include: **Instructions, Personal Information Review, Experience, Clock Hours, Criminal Affirmation** and **Application Submission**. Some of the steps may be informational in nature and do not require action. Instructions will be provided at each step.

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 **Save & Next** button.

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

Personal Information Review – ABE Level 2 Upgrade

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 a web application interface for 'Application For Adult Basic Education (ABE), Level 2'. On the left, a navigation menu has 'Personal Information Review' highlighted in green with a red X. The main content area is titled 'Personal Information Review' and contains a form with the following fields:

- First Name: [Text Field]
- Middle Name: [Text Field]
- Last Name: [Text Field]
- SSN: [Text Field]
- EDD: [Text Field]
- Birth: [Date Picker]
- Gender: [Radio Buttons: Male, Female, Other]
- Marital Status: [Dropdown Menu]
- Home/Mailing Address: [Text Field]
- City: [Text Field]
- State: [Dropdown Menu]
- Zip: [Text Field]
- Country: [Dropdown Menu]
- Public Phone: [Text Field]
- Private/Cell Phone: [Text Field]
- Work Email: [Text Field]
- Personal Email: [Text Field]

At the bottom right, there is a green 'Save & Next' button.

Figure UAB-PIR-01: ABE Level 2 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 **Save & Next** button.

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

Experience – ABE Level 2 Upgrade

The **Experience** bar is highlighted and designated with a red X to signify that the step has not yet been reviewed. If Experience data has been added to the system for the educator, it will appear here; otherwise, the table will be blank.

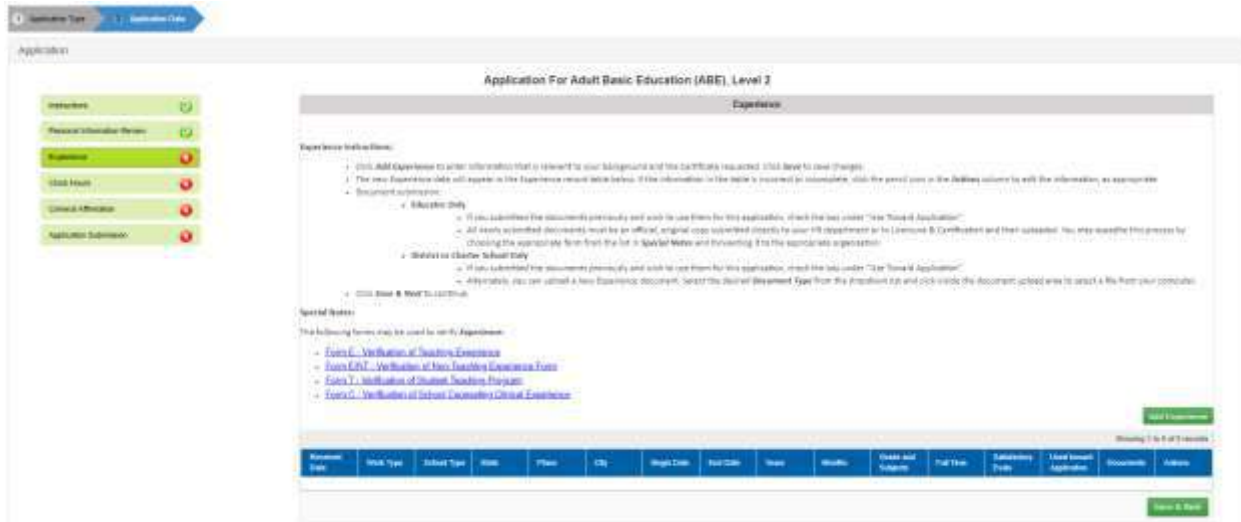


Figure UAB-EXP-01: ABE Level 2 Experience Bar

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](#)

If **Experience** data has been added to the system for the educator, 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 UAB-EXP-02: ABE Level 2 Add Experience Form

Experience form is presented for entering experience related information specific to the ABE Level 2 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 **Save** button to save new **Experience** information.

New **Experience** data entered is displayed 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 Eval	Used toward Application	Documents	Actions
	Psychology	Private	DE	Tallah	Hicksville	08/02/2018	08/01/2020	2			Yes	No	<input type="checkbox"/>		 

Figure UAB-EXP-03: ABE Level 2 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.

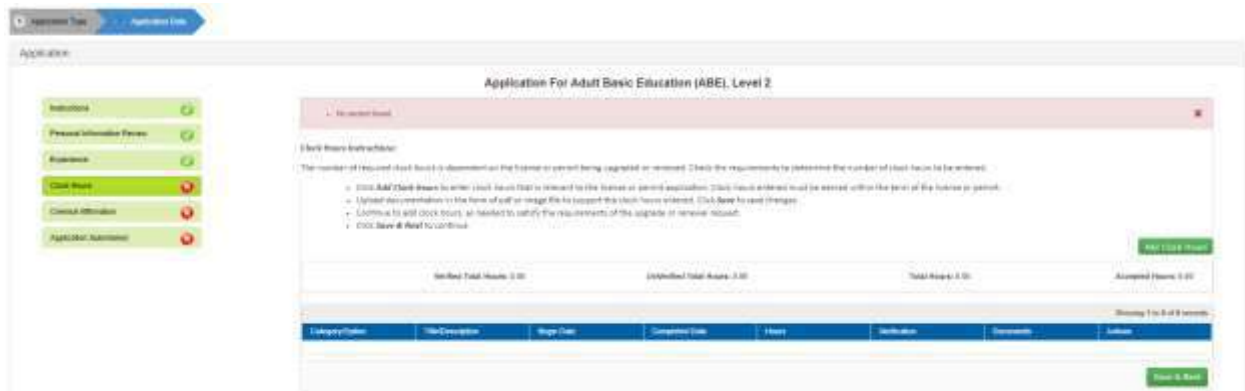
If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click **Save & Next** button.

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

Clock Hours – ABE Level 2 Upgrade

The **Clock Hours** 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 Adult Basic Education (ABE) Level 2' interface. On the left, a progress bar shows 'Initiation' (green check), 'Previous Information Review' (green check), 'Examination' (green check), 'Clock Hours' (red X), 'Complete Information' (red X), and 'Application Submission' (red X). The main content area has a red banner at the top that says 'No record found'. Below this, there is a section for 'Clock Hours Information' with instructions and a list of actions: 'Click Save & Next' (green button), 'Click Save & Next to continue' (green button), and 'Click Save & Next to continue' (green button). At the bottom, there is a table with columns: 'Category/Title', 'Year/Description', 'Begin Date', 'Completion Date', 'Hours', 'Verification', 'Documents', and 'Submit'. The table is currently empty.

Figure UAB-CLH-01: ABE Level 2 Clock Hours Bar

As a general rule, educators are encouraged to keep their clock hours current in the DEEDS system throughout the term of the permit. In this way the educator’s data is always up to date and everything is complete and ready to go at upgrade or renewal application time.

If no **Clock Hours** data has been added to the system, then the **Clock Hours** table will be blank and a warning of **No record found** will be displayed in a red banner across the top of the section as shown

above. The **No record found** message can be dismissed by clicking the x in the upper right-hand corner of the red banner. If clock hours have been added, they will appear in the **Clock Hours** table.

Above the **Clock Hours** table is a summary of the clock hours. The summary shows **Verified Total Hours**, **Unverified Total Hours**, **Total Hours** and **Accepted Hours**. **Verified Total Hours** are hours that have been checked and verified by the L&C team. Conversely, **Unverified Total Hours** are hours that have been entered by the educator, but not yet checked and verified by the L&C team. **Total Hours** are the summation of the **Verified Total Hours** and **Unverified Total Hours** values. Lastly, **Accepted Hours** are hours that have been accepted by the L&C team toward the 25 clock hours requirement for upgrading from an ABE Level 1 permit to an ABE Level 2 permit.

If additional clock hours are not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Clock Hours** information.

Add Clock Hours

Click the **Add Clock Hours** button.

Figure UAB-CLH-02: ABE Level 2 Add Clock Hours Form

Clock Hours form is presented for entering clock hours related to the upgrade application request. The top section is for entering information specific to characterization of the clock hours and the bottom section is for uploading supporting documentation for the clock hours earned.

Complete the required fields in the top section. The required fields are designated with a red * and include: **Category/Option**, **Title/Description**, **Begin Date**, **Completed Date** and **Hours**. A dropdown list is provided for selection of the predefined **Category/Option** options. **Begin Date** and **Completed Date** need to be entered in **MM/DD/YYYY** format.

When entering clock hours data, one of the most important things to note is the date range for the clock hours, which are entered in the **Begin Date** and **Completed Date** fields. Clock hours need to be earned within the term of the ABE Level 1 permit. If clock hours are either before the **Begin Date** or after the **Completed Date**, then they are not considered valid for the upgrade application.

Click the down arrow of the **Document Type** dropdown list in the bottom section and select **Clock Hours** as the document type from the list. The next step is to upload documentation in the form of a pdf or

image document. This 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 clock hours 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 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 **Clock Hours** document has not been associated, then follow the next steps to upload the document for the adult education permit 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** button to upload the document and save **Clock Hours** data.

New **Clock Hours** information entered is displayed in the clock hours summary and associated table at the bottom of the **Clock Hours** section. Note that the **Unverified Total Hours** and **Total Hours** values have been updated to reflect the new data entered.

Verified Total Hours: 0.00		Unverified Total Hours: 20.00		Total Hours: 20.00		Accepted Hours: 0.00	
Showing 1 to 1 of 1 records.							
Category/Option	Title/Description	Begin Date	Completed Date	Hours	Verification	Documents	Actions
Professional Conferences/Workshops	Adult Ed Workshop	08/17/2020	08/20/2020	20.00	Not Verified	Clock Hours	

Figure UAB-CLH-06: ABE Level 2 Clock Hours Summary and Table

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

Continue to [Add Clock Hours](#) until the 25 clock hours requirement for the upgrade to ABE Level 2 application has been satisfied.

Click the **Save & Next** button.

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

Criminal Affirmation – Level 2

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-based application form titled "Application For Adult Basic Education (ABE), Level 2". On the left, a progress bar shows several steps: "Application", "Personal Information Survey", "Examination", "Clock Hours", "Criminal Affirmation" (highlighted in red with a red X), and "Application Summary". The main content area is titled "Criminal Affirmation" and contains the following text:

To finish this application online, please:

- 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 education of knowledge and affirms the Affidavit, which is made under penalty of perjury.
- Click the consent to electronic signature checkbox.
- Sign the Affidavit by typing your name in the Signature field. The electronic signature is legally binding.
- Click Save & Next to continue.

1. Have you ever been convicted (or entered a plea of guilty or nolo contendere (no contest)) to any felony, misdemeanor or any other criminal offense (including existing convictions), 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: Date:

Figure UAB-CRI-01: ABE Level 2 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 Educator 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 credentialled 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: * Emma Embels Date: * 07/27/2021

Save & Next

Figure UAB-CRI-02: ABE Level 2 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 – ABE Level 2 Upgrade

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

Application

Application For Adult Basic Education (ABE), Level 2

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 UAB-APS-01: ABE Level 2 Application Submission

The **Adult Basic Education, Level 2 Permit Application** process is complete, in that all the information has been provided and is ready for submission.

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

You can monitor the status of your application by clicking **View My Applications** button on the **Educator Dashboard**. The **Educator Dashboard** will be used as the communication channel going forward.

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

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



Figure UAB-APC-01: ABE Level 2 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 containing information regarding the **Adult Basic Education (ABE), Level 2 Permit**.

Click **Back To Dashboard** button.

Application Tracker – ABE Level 2 Update

User is directed to the **View My Applications** page. The new **Adult Basic Education (ABE), Level 2** permit application is shown:



Figure UAB-APT-01: ABE Level 2 Application Tracker – Application Pending

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, status can be monitored via the **View My Applications** button on the **Educator Dashboard**. 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 **Adult Basic Education (ABE), Level 2** permit application progress can be monitored through this tab.

The **View My Applications** tab 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 the details of the **Adult Basic Education (ABE), Level 2** application submitted in the previous steps. **Upgrade to Adult Basic Education (ABE), Level 2** 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 user 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 – ABE Level 2 Upgrade

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

The **Adult Basic Education (ABE), Level 2 Permit** can be found in the **Other Permits** section. Scroll down to the **Other Permits** section to see the following:

Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	Credential Status
Permit	000780	00012018			Application Pending
Adult Basic Education (ABE), Level 1	000740	00012018	00012021	00012021	Issued

Figure UAB-VMC-01: ABE Level 2 View My Credentials - Application Pending

Note that **Permit** appears in the Credential Definition column and shows a status of **Application Pending**. The **Adult Basic Education (ABE), Level 1 Permit** that is already held by the educator is listed below and shows a **Credential Status** of **Issued**.

Approval Process – ABE Level 2 Upgrade

Once the **Adult Basic Education (ABE), Level 2 Permit** 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 this **View My Applications** page on the **Educator Dashboard**. The educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

For the **Adult Basic Education (ABE), Level 2 Permit** application, deficiencies are handled in exactly the same way as they were handled for the **Adult Basic Education (ABE), Level 1 Permit** application. When a deficiency is raised by the DDOE L&C team, the educator must **Respond to the Deficiency** and **Resubmit** the application for further review and approval. To review the process for responding to deficiencies, refer to the [Deficiencies](#) section of this document.

Application Complete – ABE Level 2 Upgrade

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 UAB-CMP-01: ABE Level 2 Permit Upgrade Complete

An email will be sent to the Educator 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 information regarding the **Adult Basic Education (ABE), Level 2 Permit Application Approval**.

Click **View My Credentials** button on the **Educator Dashboard** and scroll down to **Other Permits** Section.

Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	Credential Status
Adult Basic Education (ABE), Level 2	234738	07/21/2021	07/21/2021	07/21/2026	Issued
Adult Basic Education (ABE), Level 1	234738	06/21/2018	06/21/2018	06/21/2021	Previous

Figure UAB-CMP-02: ABE Level 2 View My Credentials – Permit Issued

The **Adult Basic Education (ABE), Level 2 entry** has been updated and the **Expiration Date** is extended five (5) years. The **Adult Basic Education (ABE), Level 2** shows a **Status** of **Issued** and the **Initial License** shows a **Status** of **Previous**, since the **Adult Basic Education (ABE), Level 1 Permit** has now been upgraded to an **Adult Basic Education (ABE), Level 2 Permit**. The **Adult Basic Education (ABE), Level 2 Permit** will need to be renewed again in five (5) years using the same process as outlined in this user guide.

Congratulations! The Adult Basic Education, Level 2 Permit has been successfully issued.

Once the **Adult Basic Education (ABE), Level 2 Permit** has been issued, a wall certificate can be generated and printed. Printing Certificates for all upgrade types follow the same steps, so instructions are provided in one section. Refer to the [Print Certificate](#) section for guidance on how to generate and print a wall certificate.

Upgrade to James H. Groves Adult High School, Level 2 Permit

An upgrade to the James H. Groves Adult High School, Level 2 Permit is permissible when the Level 1 Permit is within 6 months of expiring.

To upgrade from a James H. Groves, Level 1 Permit to a James H. Groves Adult High School, Level 2 Permit, the following requirements must be met:

- Must have provided 25 clock hours in the content area in which instruction was being given while holding a Level 1 Permit for three (3) years and then apply for the Level 2 Permit.
- Must not receive more than one (1) unsatisfactory summative evaluation during the term of the Level 1 Permit.

Clock Hours can be entered in advance or during the upgrade application process. To enter the **Clock Hours** in advance, click the **View My Credentials** button on the **Educator Dashboard** and click the **Clock Hours** tab at the top of the page. Adding **Clock Hours** during the upgrade application process is covered in the following sections of this user guide.

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

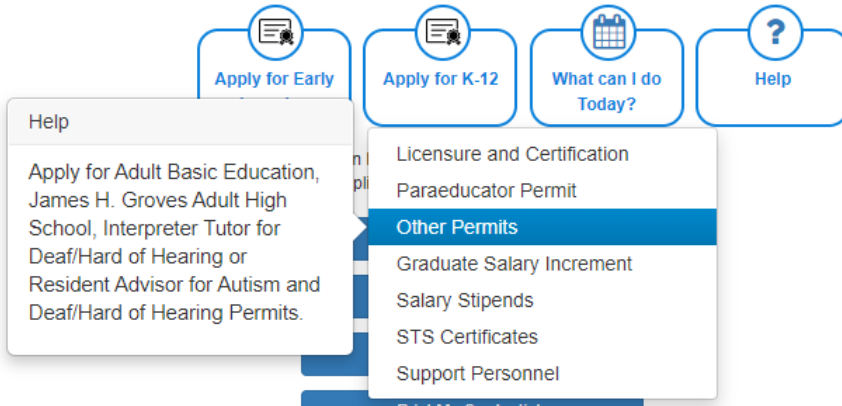


Figure UJG-MNU-01: Other Permits Menu Selection

Select **Other Permits** from the dropdown menu options.

Educator is redirected to **Application Type** selection page:



Figure UJG-ATS-01: Other Permits Application Type Options

Note the numbered arrows that are displayed across the top of the data entry area, as these are the pieces of information that are required to complete the application request. The **Application Type** arrow is highlighted blue to signify that the user is currently on this step in the process.

The numbered 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.

The **Apply for an Upgrade to a James H. Groves Adult High School, Level 2 Permit** that was previously disabled will be enabled for selection if the corresponding Level 1 Permit has already been issued and is within 6 months of expiring.

Select **Apply for an Upgrade to a James H. Groves Adult High School, Level 2 Permit** radio button from the list of options.



Figure UJG-ATS-02: Apply for an Upgrade to a James H. Groves Adult High School, Level 2 Permit Option Selection

Click the **Next** button.



Figure UJG-ATS-03: Groves Level 2 Create Application

The requirements for an upgrade to a James H. Groves Adult High School, Level 2 Permit are outlined in the **Requirements** area. Read the requirements carefully to ensure that you qualify for the permit.

If you meet the permit upgrade requirements, click the **Create Application** button to start the process.

At any time during the step-by-step process, the application process can be paused by clicking **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 the Permit Title in the **Application Type** column and click the **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.

Application Data – Groves Level 2 Upgrade

The **Application Data** window is presented:

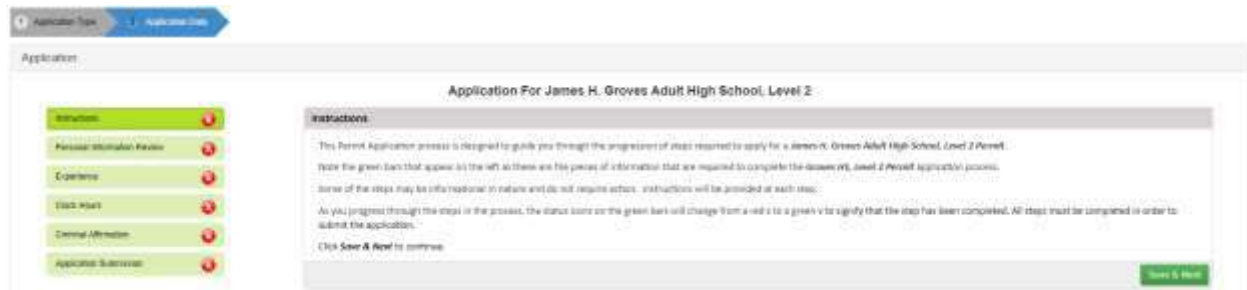


Figure UJG-AD-01: Groves Level 2 Application Data

Applying for a **James H. Groves Adult High School, Level 2 Permit** is designed to guide the user through the series of steps that need to be completed in order to submit the application. 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.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include: **Instructions, Personal Information Review, Experience, Clock Hours, Criminal Affirmation** and **Application Submission**. Some of the steps may be informational in nature and do not require action. Instructions will be provided at each step.

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 ✓ to signify that the step has been completed.

Personal Information Review – Groves Level 2 Upgrade

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 a web application interface for 'Application For James H. Groves Adult High School, Level 2'. On the left, a vertical navigation bar contains several items: 'Instructions' (with a green checkmark), 'Personal Information Review' (with a red X), 'Experience' (with a red X), 'Child Health' (with a red X), 'Current Education' (with a red X), and 'Application Submission' (with a red X). The main content area is titled 'Personal Information Review' and contains the following sections:

- Personal Information Instructions:** A list of instructions for reviewing the information.
- Personal Information:** A form with fields for First Name, Middle Name, Last Name, Date of Birth, Sex, Height, Weight, and Age. There are also dropdown menus for Ethnicity, Race, and Professional Title, and radio buttons for Marital Status (Married, Single, Other).
- Home/Mailing Address:** A form with fields for Address Line 1, Address Line 2, City, State, Zip, Country/Region, Home Phone, and Cell. There are also checkboxes for 'Text Message' and 'Email'.

At the bottom right of the form, there are two buttons: 'Save & Update' and 'Save & Next'.

Figure UJG-PIR-01: Groves Level 2 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 the **Save/Update** button.

Click the **Save & Next** button.

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

Experience – Groves Level 2 Upgrade

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](#)

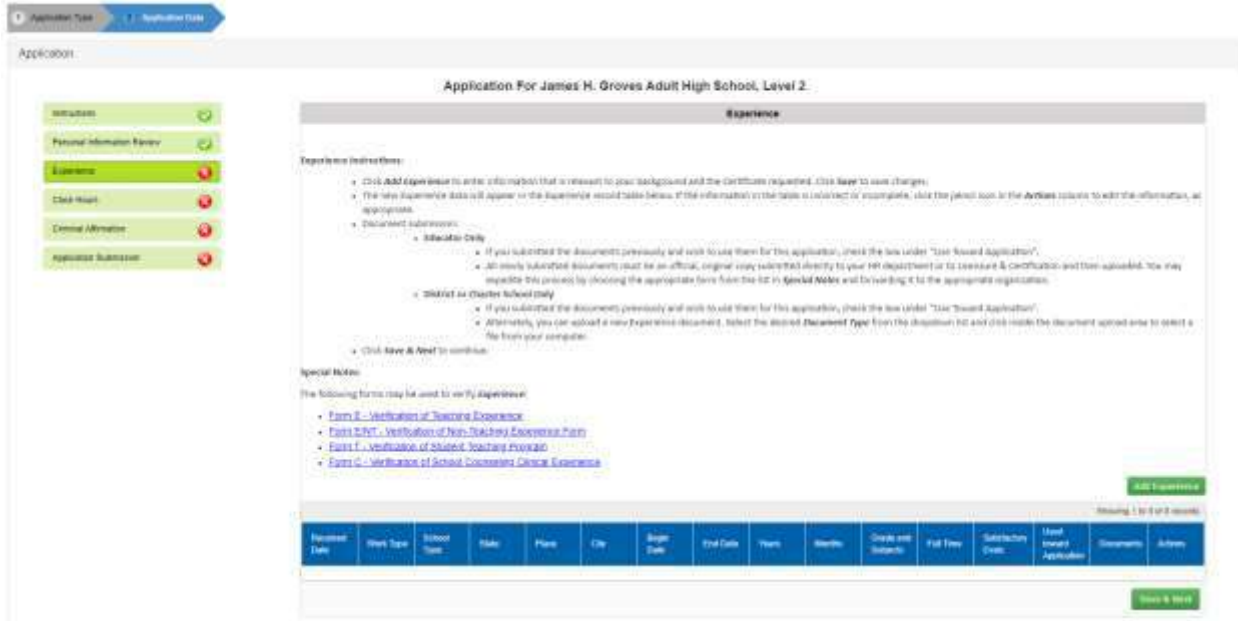


Figure UJG-EXP-01: Groves Level 2 Experience Bar

If **Experience** data has been added to the system for the educator, 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 the **Save & Next** button 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 UJG-EXP-02: Groves Level 2 Add Experience Form

Experience form is presented for entering experience related information specific to the Groves Level 2 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 new **Experience** information.

New **Experience** data entered is displayed 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 Ends	Used toward Application	Documents	Actions
	Delaware Private School Teaching	Private	DE	Talbot	Hockessin	09/01/2018	06/01/2020	2			Yes	No	<input type="checkbox"/>		 

Figure UJG-EXP-04: Groves Level 2 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 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 **Experience** bar is designated with a green ✓ to signify that the step has been completed.

Clock Hours – Level 2

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



Figure UJG-CLH-01: Groves Level 2 Clock Hours Bar

As a general rule, educators are encouraged to keep their clock hours current in the DEEDS system throughout the term of the permit. In this way the educator's data is always up to date and everything is complete and ready to go at upgrade or renewal application time.

If no **Clock Hours** data has been added to the system, then the **Clock Hours** table will be blank and a warning of **No record found** will be displayed in a red banner across the top of the section as shown above. The **No record found** message can be dismissed by clicking the x in the upper right-hand corner of the red banner. If clock hours have been added, they will appear in the **Clock Hours** table.

Above the **Clock Hours** table is a summary of the clock hours. The summary shows **Verified Total Hours**, **Unverified Total Hours**, **Total Hours** and **Accepted Hours**. **Verified Total Hours** are hours that have been checked and verified by the L&C team. Conversely, **Unverified Total Hours** are hours that have been entered by the educator, but not yet checked and verified by the L&C team. **Total Hours** are the summation of the **Verified Total Hours** and **Unverified Total Hours** values. Lastly, **Accepted Hours** are hours that have been accepted by the L&C team toward the 25 clock hours requirement for upgrading from a Groves Level 1 permit to a Groves Level 2 permit.

If additional clock hours are not needed, click the **Save & Next** button to continue and skip to the next step. Otherwise, follow the instructions in this section to **Add Clock Hours** information.

Add Clock Hours

Click the **Add Clock Hours** button.

Figure UJG-CLH-02: Groves Level 2 Add Clock Hours Form

Clock Hours form is presented for entering clock hours related to the upgrade application request. The top section is for entering information specific to characterization of the clock hours and the bottom section is for uploading supporting documentation for the clock hours earned.

Complete the required fields in the top section. The required fields are designated with a red * and include: **Category/Option**, **Title/Description**, **Begin Date**, **Completed Date** and **Hours**. A dropdown list is provided for selection of the predefined **Category/Option** options. **Begin Date** and **Completed Date** need to be entered in **MM/DD/YYYY** format.

When entering clock hours data, one of the most important things to note is the date range for the clock hours, which are entered in the **Begin Date** and **Completed Date** fields. Clock hours need to be earned within the term of the Groves Level 1 permit. If clock hours are either before the **Begin Date** or after the **Completed Date**, then they are not considered valid for the upgrade application.

Click the down arrow of the **Document Type** dropdown list in the bottom section and select **Clock Hours** as the document type from the list. The next step is to upload documentation in the form of a pdf or

image document. This 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 clock hours 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 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 **Clock Hours** document has not been associated, then follow the next steps to upload the document for the adult education permit 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** button to upload the document and save **Clock Hours** data.

New **Clock Hours** information entered is displayed in the clock hours summary and associated table at the bottom of the **Clock Hours** section. Note that the **Unverified Total Hours** and **Total Hours** values have been updated to reflect the new data entered.

Category/Option	Title/Description	Begin Date	Completed Date	Hours	Verification	Documents	Actions
Professional Conferences/Workshops	East Coast Teachers Conference	02/29/2021	02/29/2021	20.00	Not Verified	Clock Hours	 

Figure GA3-CLH-06: Groves Level 2 Clock Hours Summary and Table

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

Continue to [Add Clock Hours](#) until the 25 clock hours requirement for the upgrade to James H. Groves Level 2 application has been satisfied.

Click the **Save & Next** button.

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

Criminal Affirmation – Groves Level 2 Upgrade

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

The screenshot displays a web application interface for a criminal affirmation. On the left, a vertical progress bar shows several steps: 'Introduction', 'Personal Information Review', 'Experience', 'Clock Hours', 'Criminal Affirmation', and 'Application Submission'. The 'Criminal Affirmation' step is highlighted in red with a red 'X' icon, indicating it is the current and incomplete step. The main content area is titled 'Application For James H. Groves Adult High School, Level 2'. It features a 'Criminal Affirmation' section with the following text: '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.' Below this is a question: 'Have you ever been convicted of or served a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or any other criminal offense (including hunting violations, including any offense for which you have received a pardon in any jurisdiction)?' with 'Yes' and 'No' radio buttons. An 'Affirmation Affidavit' text block follows, stating: '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.' At the bottom, there is a 'Consent to electronic signature' checkbox, a 'Signature' field with a 'Type your signature' placeholder, a 'Date' field with 'MM/DD/YYYY' placeholder, and a green 'Save & Next' button.

Figure UJG-CRI-01: Groves Level 2 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 Educator 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 UJG-CRI-02: Groves Level 2 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 – Groves Level 2 Upgrade

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

Figure UJG-APS-01: Groves Level 2 Application Submission

The **James H. Groves Adult High School, Level 2 Permit Application** process is complete.

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

You can monitor the status of your application by clicking **View My Applications** button on the **Educator Dashboard**. The **Educator Dashboard** will be used as the communication channel going forward.

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

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



Figure UJG-APS-02: Groves Level 2 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 containing information regarding the **James H. Groves Adult High School, Level 2 Permit Application**.

Click the **Back To Dashboard** button.

Application Tracker – Grove Level 2 Upgrade

User is directed back to the **View My Applications** page. The new **James H. Groves Adult High School, Level 2** permit application is shown:



Figure UJG-APT-01: Groves Level 2 Application Tracker - Application Pending

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, status can be monitored via the **View My Applications** button on the **Educator Dashboard**. 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 **James H. Groves Adult High School, Level 2** permit application progress can be monitored through this tab.

The **View My Applications** tab 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 the details of the **Groves Level 2** application submitted in the previous steps **James H. Groves Adult High School, Level 2** 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 user 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 – Groves Level 2 Upgrade

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

The **James H. Groves Adult High School, Level 2 Permit** can be found in the **Other Permits** section. Scroll down to the **Other Permits** section to see the following:

Credential Definition	Credential No.	First Renewal Date	Effective Date	Expiration Date	Credential Status
James H. Groves Adult High School, Level 1	03888	08/15/2019	08/15/2019	08/15/2021	Issued

Figure UJG-VMC-01: Groves Level 2 View My Credentials - Application Pending

Note that **Permit** appears in the **Credential Definition** column and shows a status of **Application Pending**. The **James H. Groves Adult High School, Level 1 Permit** that is already held by the educator is listed below and shows a **Credential Status** of **Issued**.

Approval Process – Groves Level 2 Upgrade

Once the **James H. Groves Adult High School, Level 2 Permit** 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 this **View My Applications** page on the **Educator Dashboard**. The educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

For the **James H. Groves Adult High School, Level 2 Permit** application, deficiencies are handled in exactly the same way as they were handled for the **James H. Groves Adult High School, Level 1 Permit** application. When a deficiency is raised by the DDOE L&C team, the Educator must **Respond to the Deficiency** and **Resubmit** the application for further review and approval. To review the process for responding to deficiencies, refer to the [Deficiencies](#) section of this document. Within the instructions and screen shots, simply substitute Level 2 wherever Level 1 is listed.

Application Complete – Groves HS Level 2

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 UJG-CMP-01: Groves Level 2 Permit Upgrade Complete

An email will be sent to the Educator 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 information regarding the **James H. Groves Adult High School, Level 2 Permit Application Approval**.

Click the **View My Credentials** button on the **Educator Dashboard** and scroll down to **Other Permits** Section.

Credential Definition	Credential No.	First Issuance Date	Expiration Date	Expiration Date	Credential Status
James H. Groves Adult High School, Level 2	100146	08/11/2019	08/11/2021	08/11/2021	Issued
James H. Groves Adult High School, Level 1	100145	08/11/2018	08/11/2019	08/11/2019	Previous

Figure UJG-CMP-02: Groves Level 2 View My Credentials - Permit Issued

There is a new listing in the **Other Permits** section for the **James H. Groves Adult High School, Level 2 Permit**. The new Level 2 Permit appears at the top of the list and shows a status of **Issued** in the **Credential Status** column. The Level 1 Permit now shows a status of **Previous** in the **Credential Status** column since the Level 2 Permit has replaced the Level 1 Permit. Only one of these Groves HS permits can be active at any one time. One of the most important pieces of information is the **Expiration Date**. When the Permit is due to expire, the Educator will need to renew the **James H. Groves Adult High School, Level 2 Permit**.

Congratulations! The James H. Groves Adult High School, Level 2 Permit has been successfully issued.

Once the **James H. Groves Adult High School, Level 2 Permit** has been issued, a wall certificate can be generated and printed. Printing Certificates for all upgrade types follow the same steps, so instructions are provided in one section. Refer to the [Print Certificate](#) section for guidance on how to generate and print a wall certificate.

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.

Deficiencies

When the **Upgrade** application is reviewed by the DDOE L&C team, there may be deficiencies identified that need to be resolved. The important thing is to respond to these deficiencies as quickly and completely as possible. When a deficiency is raised, the Educator will be informed in three ways:

- An email will be sent to the Educator 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 Educator in order to move forward with the application process.



Figure UPG-DEF-01: Upgrade Application 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 UPG-DEF-01: Upgrade Application – View My Applications Respond to Deficiency

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. Read the **Notes** to determine how to fix the problem and ensure that the required action can be achieved at the current time. The user will need to supply additional information and/or evidence specific to the issue raised within the deficiency.

Click **Respond to Deficiency** button.

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. 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.

Upgrade to Continuing License: Other (Applicant) Resolved

Staff Notes: documentation missing - please provide college transcript with conferral date

Educator Notes:

Save & Next **ReSubmit**

Figure UPG-DEF-03: Upgrade Application 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.

Upgrade to Continuing License: Other (Applicant) Resolved

Staff Notes: documentation missing - please provide college transcript with conferral date

Educator Notes: official transcript with conferral date has been provided to the HR office

Save & Next **ReSubmit**

Figure UPG-DEF-04: Upgrade Application Respond to Deficiency Resolution

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

Click the **ReSubmit** button at the bottom of the page.

Thank you for resubmitting your application.

To monitor the status of your application, go to View My Applications on the Educator Dashboard.

Click the **Back to Dashboard** button to continue.

Back to Dashboard

Figure UPG-DEF-05: Upgrade Application Resubmission Confirmation

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

Click **View My Applications** button to view Application Tracker.



Figure UPG-DEF-06: Upgrade Application Tracker after Responding to Deficiency

Note that the color of the **Intake** banner has changed to yellow and the status has changed to **In Progress**. This status has changed because the deficiency has been addressed and the application has been put back into the Intake queue for review by the DDOE L&C team.

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 UPG-DEF-07: Upgrade Application - Application Tracker after Application Approval

Print Certificate

Once the license or permit has been renewed, a certificate 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 educator data. At the top of the page is a **Print and Download Credentials** section:



Figure UPG-PC-01: Upgrade Application Print Credentials Form

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

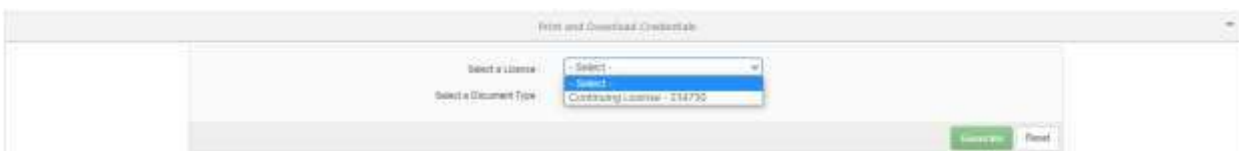


Figure UPG-PC-02: Upgrade Application Print Credentials License Options

The list of options displayed is limited to the credentials that have been issued to the educator. Select the option corresponding to the upgrade that has been issued. In this example, the option is for a **Continuing License**. Click the down arrow to the right of the **Select a Document Type** dropdown list.



Figure UPG-PC-03: Upgrade Application Print Credentials Document Type Options

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 L&C** option from the list.

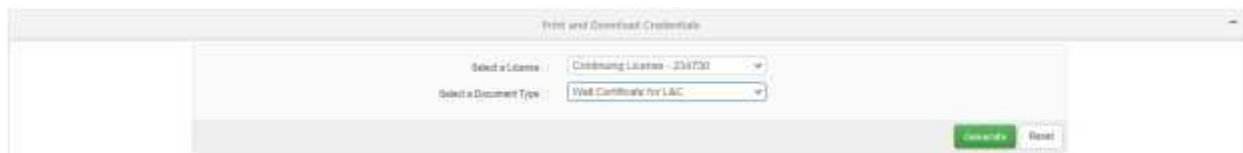


Figure UPG-PC-04: Upgrade Application Print Credentials Selection

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 educator's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:



Figure UPG-PC-05: Upgrade Application Wall Certificate

A wall certificate of the certificate chosen, suitable for framing, has been downloaded to the educator computer. In this example, the certificate generated is for a **Continuing License**.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the license name, in this example: **Continuing License – 234730**.

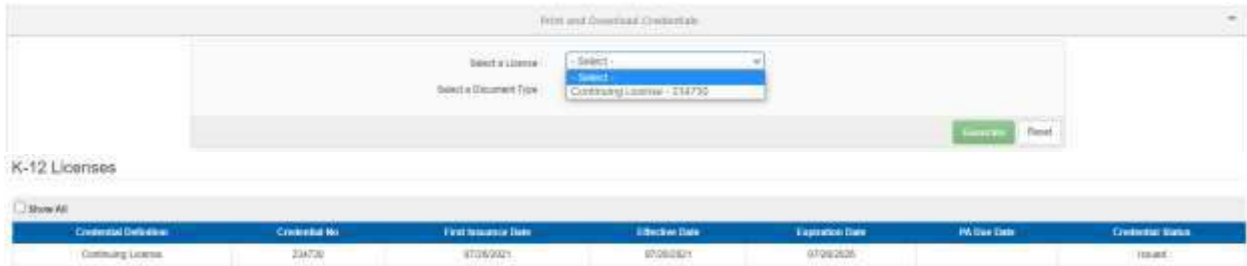


Figure UPG-PC-06: Upgrade Application Credential Identification Number

This number associated with the license is the identification number of the credential issued to the educator. Note that the ***K-12 Licenses*** table on the ***View My Credentials*** page lists ***234730*** in the ***Credential No*** column, which corresponds with the credential selected for printing.

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.

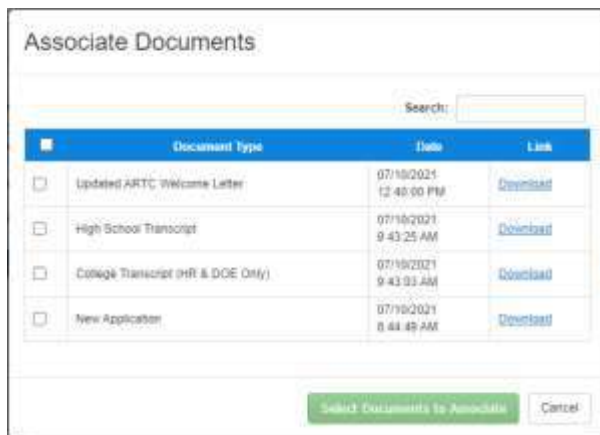


Figure DEM-GAD-01: Associate Document Window

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](#).

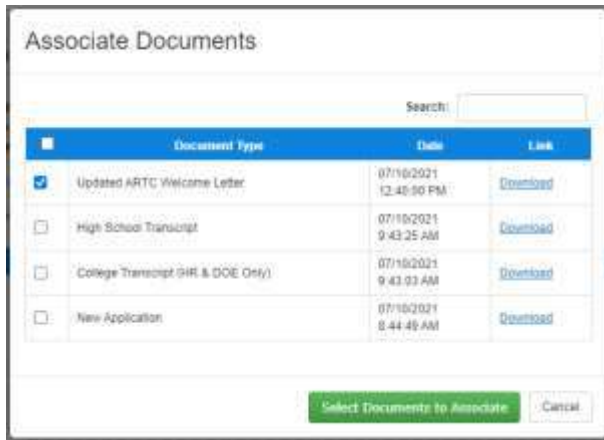


Figure DEM-GAD-02: Associate Document Selection

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**.