



west virginia



West Virginia DEPARTMENT OF  
**EDUCATION**

**Office of Certification and Professional  
Preparation**

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**Process for Initial Student Support On-Line  
Applications**

**(Forms 20S, 20SA, 20SR)**

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# **Applicant User Guide**

Last Updated November 29, 2018

The West Virginia Department of Education, Office of Certification and Professional Preparation have created this user guide, in conjunction with West Virginia Interactive for your reference.

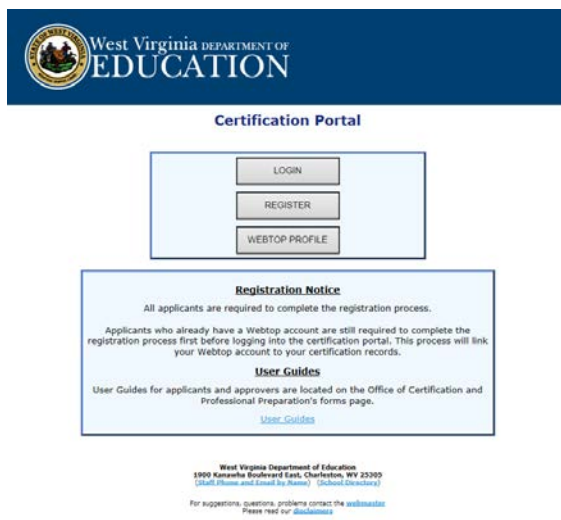
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## Certification Registration

Each applicant must first register with the Certification Portal to connect their certification records with their Webtop Account. A Webtop account is assigned to all full-time county school employees. If you are not a full-time employee, please follow the steps below to create one.

From the Certification Portal home page (<https://wweis.k12.wv.us/certportal/>), click the “Register” button to start the certification portal registration process.



The screenshot shows the West Virginia Department of Education Certification Portal. At the top is the WVDE logo and the text "West Virginia DEPARTMENT OF EDUCATION". Below this is a blue header with "Certification Portal" in white. A central box contains three buttons: "LOGIN", "REGISTER", and "WEBTOP PROFILE". Below the buttons is a "Registration Notice" section with the following text: "All applicants are required to complete the registration process. Applicants who already have a Webtop account are still required to complete the registration process first before logging into the certification portal. This process will link your Webtop account to your certification records." Below the notice is a "User Guides" section with the text: "User Guides for applicants and approvers are located on the Office of Certification and Professional Preparation's forms page." and a link to "User Guides". At the bottom of the page, there is contact information for the West Virginia Department of Education: "1900 Kanawha Boulevard East, Charleston, WV 25309" and "2025.2026 and 2026.2027 School Districts". A footer note says: "For suggestions, questions, problems contact the [webmaster](#). Please read our [disclaimer](#)."

The registration process will ask you several questions to determine if you have a West Virginia Department of Education certification record. If you are not in the system, the process will assist you in creating your certification record. If the system locates certification records for you, it will display basic account information for verification.

The last step in the registration process is to either create a Webtop account or locate your current Webtop Account.

Once you have completed the registration process you can log into the Certification Portal and submit your application.



The screenshot shows the WVDE Authentication Portal. At the top is the WVDE logo and the text "West Virginia DEPARTMENT OF EDUCATION". Below this is a blue header with "WVDE Authentication Portal" in white. The main content area is titled "Webtop Login" and contains the text: "The application Certification Forms is asking you to log in with your Webtop/SSO username or email address." Below this text is a login form with two input fields: "User Name or Email:" and "Password:". A "Submit" button is located to the right of the password field. Below the form is a link: "[Forgot user name, email, password?](#)".

## Applicant Dashboard

Form 20A Original Teacher (Out-Of-State)	02/27/2017	<div style="display: flex; align-items: center;"><div style="width: 20px; height: 10px; background-color: green; margin-right: 5px;"></div><div style="width: 20px; height: 10px; background-color: orange; margin-right: 5px;"></div><div style="width: 100px; height: 15px; background-color: white; border: 1px solid gray;"></div></div> <div style="display: flex; align-items: center; margin-top: 5px;"><span style="font-size: 0.8em;">Pending Institution</span><div style="margin-left: 20px;"><span style="background-color: orange; color: white; padding: 2px 5px;">⚠</span></div><div style="margin-left: 10px;"><span style="border: 1px solid gray; padding: 2px 5px;">View</span></div></div>
Form 20A Original Teacher (Out-Of-State)	02/27/2017	<div style="display: flex; align-items: center;"><div style="width: 20px; height: 10px; background-color: green; margin-right: 5px;"></div><div style="width: 20px; height: 10px; background-color: orange; margin-right: 5px;"></div><div style="width: 20px; height: 10px; background-color: green; margin-right: 5px;"></div><div style="width: 100px; height: 15px; background-color: white; border: 1px solid gray;"></div></div> <div style="display: flex; align-items: center; margin-top: 5px;"><span style="font-size: 0.8em;">Pending Payment</span><div style="margin-left: 20px;"><span style="background-color: green; color: white; padding: 2px 5px;">✓</span></div><div style="margin-left: 10px;"><span style="border: 1px solid gray; padding: 2px 5px;">Pay Now</span></div></div>

The Applicant Dashboard consists of two sections, Applications and Credentials.

### Applications

#### Pending Applications

Displays all pending applications submitted by the user and the status in the application process.

#### View Recent Application History

View previously submitted applications.

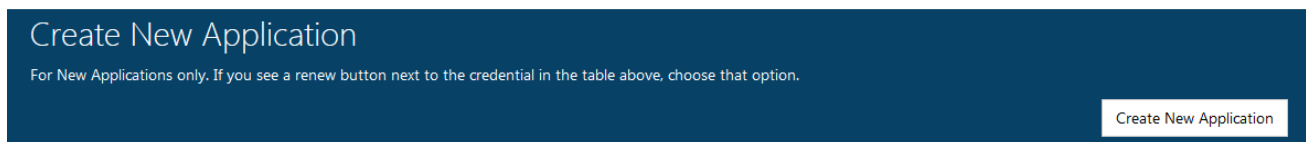
### Credentials

#### Certificates

Displays the credentials the user currently has on file with the WVDE. All credentials that have the Renew button beside it may be renewed using the new online process.

### Beginning the Application

To begin the application process, you will see the following screen and you will select “CREATE NEW APPLICATION.”



Once you have selected Create New Application, you will be asked to the Choose License Type and you will select STUDENT SUPPORT.

### Application for Licensure

Please choose license type

Next, you will be asked to answer if you completed a Student Support Preparation Program

**Have you completed a student support preparation program?**

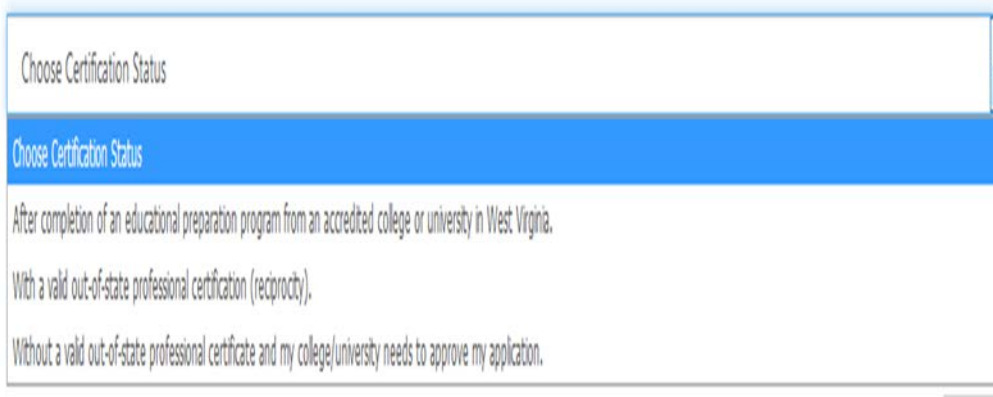
The menu will then ask what you want to apply for and you will respond with Initial Student Support Certificate.

**I wish to apply for...**



A screenshot of a web form showing a dropdown menu. The text 'Initial Student Support Certificate' is visible in the dropdown box, and a small downward arrow is on the right side of the box.

The next drop –down selection will ask you how you are wanting to obtain the Initial Student Support Certificate.



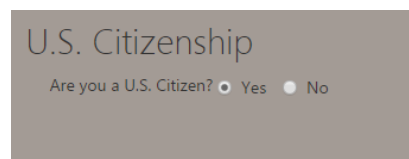
A screenshot of a web form showing a dropdown menu titled 'Choose Certification Status'. The dropdown is open, showing three options: 'After completion of an educational preparation program from an accredited college or university in West Virginia.', 'With a valid out-of-state professional certification (reciprocity).', and 'Without a valid out-of-state professional certificate and my college/university needs to approve my application.'

**\*Option 1 is selected if you have completed the approved program at a West Virginia College or University and you do not have a Student Support Certificate from another state.**

**\*Option 2 is selected if you have a valid, renewable Professional Certificate from another State Department of Education or agency that issues the certification to work in the public schools (Reciprocity).**

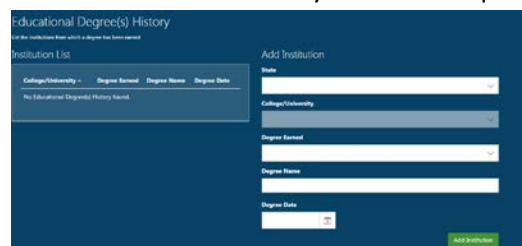
**\*Option 3 is selected if you went to an out-of-state college or university for the Student Support Program and you have completed the West Virginia required exams, but you do not have a license issued by another state, nor an application in process in another state for the same certification.**

Next, you will be asked if you are United States Citizen and you will select Yes or No.



A screenshot of a web form titled 'U.S. Citizenship'. Below the title, it asks 'Are you a U.S. Citizen?' with two radio buttons: 'Yes' (which is selected) and 'No'.

The next step is to add your institution where you completed your degree and certification. If you have not made any other on-line applications with the Office of Certification and Professional Preparation, this section will be blank and you will be required to complete the necessary Educational Degree(s) History.



A screenshot of a web form titled 'Educational Degree(s) History'. It shows a table with columns for 'College/University', 'Degree Format', 'Degree Name', and 'Program Date'. Below the table, there is an 'Add Institution' section with input fields for 'State', 'College/University', 'Degree Format', 'Degree Name', and 'Program Date', along with an 'Add Institution' button.

The next section will ask you to select a radio button about your fingerprinting. **Please note if you have held any other certification issued by the State Department of Education in West Virginia other than a Student Teaching Permit, you do not need to be fingerprinted again.**


**Fingerprinting Information**  
First-time applicants are required to have fingerprints processed by L-1 Solutions.

- I have previously received certification through the Department of Education and understand I do not need to resubmit my fingerprints.
- I have not submitted my fingerprints to L-1 Solutions and will mail the required documentation to the WVDE.
- I have never held WV Certification in WV and have recently submitted my fingerprints to L-1 Solutions.

Now, you will click **Start Application**

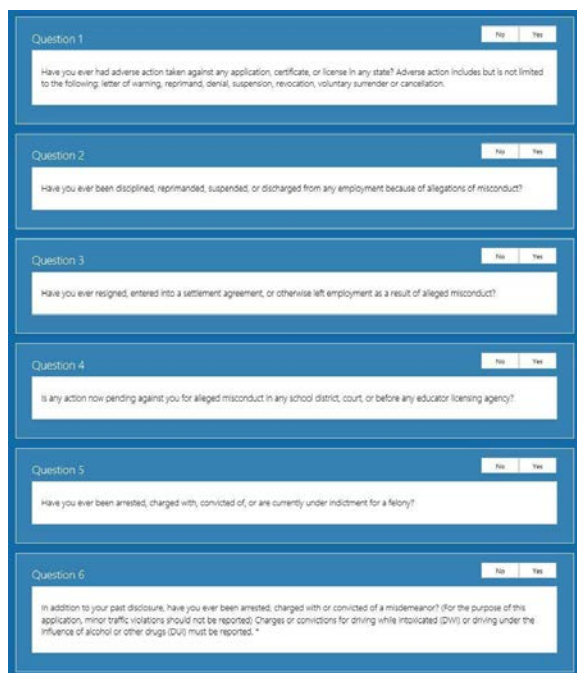
## Start Application

**Initial Student Support Certificate**  
Use this form when applying for certification upon completion of a WVBE educational personnel preparation program through an institution of higher education in West Virginia.  
[Download Applicant Consent/Release of Background Results](#)



## The next section will have you answer the Legal Disclosures

Applicants are required to report all background information even if the disclosure was submitted to the WVDE as part of a previous submission. Please select **“Yes”** or **“No”** to every question.



Question 1  No  Yes  
Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.

Question 2  No  Yes  
Have you ever been disciplined, reprimanded, suspended, or discharged from any employment because of allegations of misconduct?

Question 3  No  Yes  
Have you ever resigned, entered into a settlement agreement, or otherwise left employment as a result of alleged misconduct?

Question 4  No  Yes  
Is any action now pending against you for alleged misconduct in any school district, court, or before any educator licensing agency?

Question 5  No  Yes  
Have you ever been arrested, charged with, convicted of, or are currently under indictment for a felony?

Question 6  No  Yes  
In addition to your past disclosure, have you ever been arrested, charged with or convicted of a misdemeanor? (For the purpose of this application, minor traffic violations should not be reported. Charges or convictions for driving while intoxicated (DWI) or driving under the influence of alcohol or other drugs (DUI) must be reported. \*

**\*\*\*If you have answered NO to all six questions, please continue to the COUNTY INFORMATION SECTION.**

If you answered **YES** to any of the questions above, you are required to complete a series of questions

Question 1 No Yes

Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.

Add New Disclosure

Occurrence Date

Title

Narrative

Please check box if this legal disclosure was previously reported using a paper form and mailed to the WVDE.

Supporting Files

Select files...

Add Disclosure

regarding the legal disclosure that **MUST** include The Occurrence Date, Title, Narrative, Previously Reported and Supporting Files are required for in order to add the disclosure.

You should click the checkbox if the disclosure was previously reported to the WVDE prior to the new online system becoming available. **Previously reported legal disclosures do not require supporting files to be uploaded, however, you must provide a brief narrative.** If the disclosure was not previously reported, you **MUST** upload all applicable documentation.

Clicking the  button allows you to upload documentation that will be submitted to the WVDE along with the remainder of the application.

Once all your information has been entered and files uploaded, click the  button to add the legal disclosure.

Once added, you will see the  button allowing you to view and edit the legal disclosure prior to submitting for approval.

Question 1 Why can't I change my answer? No Yes

Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.

Please note, you may not edit or delete a legal disclosure once it has been submitted for approval.

Question 1 Why can't I change my answer?

Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.

[View Disclosure Details](#)

Date ^	Title	Previously Disclosed ⓘ	Status
Jan 2016	Short description of adverse action goes here	No	No <input type="button" value="Edit"/> <input type="button" value="Delete"/>

## Selecting County of Employment

Please select from the dropdown list the county where you are currently employed. If you are not currently employed including as a substitute, please select the first option in the selection list.

If you are employed by WV public school system, Multi-County Career and Technical Education Center, Office of Diversion and Transition Programs (ODTP), WV School for Deaf/Blind, Diocese of Wheeling-Charleston, or WVDE in which you are currently employed or have been employed within the past months.

**\*\*This is not the county where you live or where the entity is located if it is not a county school system.**

### County Information

Please select the WV public school system, Multi-County Career and Technical Education Center, Office of Diversion and Transition Programs (ODTP), WV School for Deaf/Blind, Diocese of Wheeling-Charleston, or WVDE in which you are currently employed or have been employed within the past months.

**County**

Select County

If you have selected to receive your certification by any other option besides Reciprocity, you will see the Institution Information displayed. Otherwise, you will proceed to the **SUPPORTING DOCUMENTS** section.

### Institution Information

**State**

Select One

**College/University**

If your Institution is not listed please contact WVDE (304-558-7010 or toll free 1-800-982-2378)

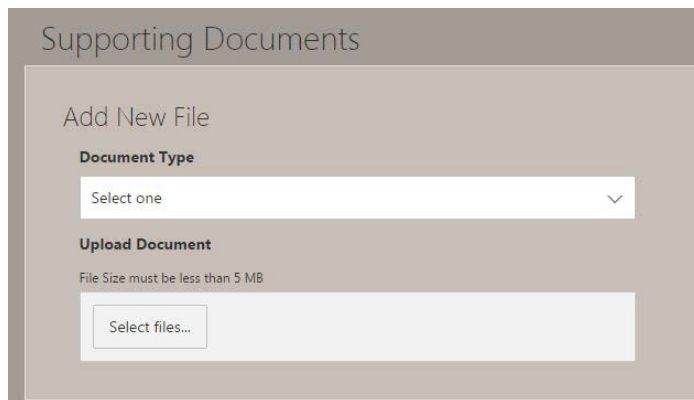
Select College/University

**Transcript Delivery Method**

Select one



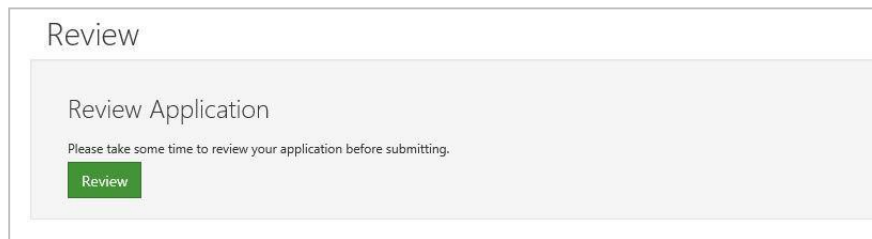
The next step will ask you to upload any supporting documents (Form 7, PRAXIS Score Report, Name Change Documentation or Driving Record). These documents are only to assist you if you need to upload one of these documents and not mandatory to upload them all.



The screenshot shows a section titled "Supporting Documents". Below the title is a sub-section "Add New File". Under "Add New File", there is a "Document Type" dropdown menu with "Select one" and a downward arrow. Below that is an "Upload Document" section with the text "File Size must be less than 5 MB" and a "Select files..." button.

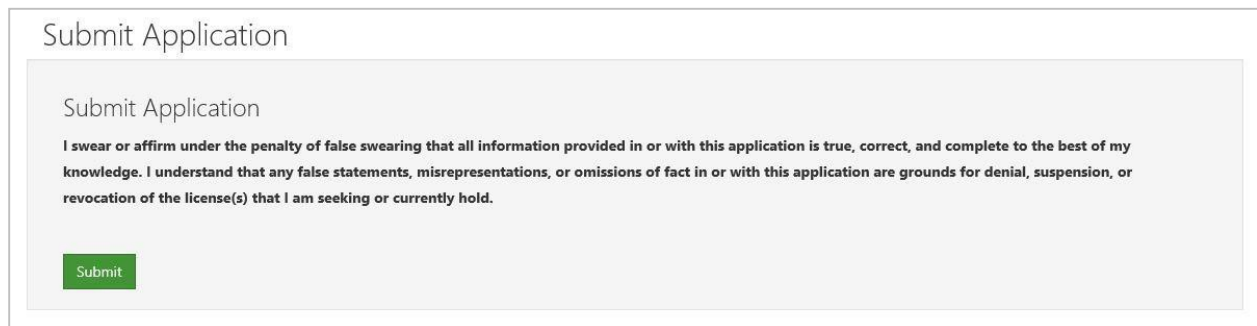
## Reviewing Application

Once all of the required information has been entered, click the **Review** button to review your application and make any needed changes prior to submitting for approval.



The screenshot shows a section titled "Review". Below the title is a sub-section "Review Application". Under "Review Application", there is a message: "Please take some time to review your application before submitting." and a green "Review" button.

If all the information is correct, click the **Submit** to submit to your county superintendent for approval.



The screenshot shows a section titled "Submit Application". Below the title is a sub-section "Submit Application". Under "Submit Application", there is a statement: "I swear or affirm under the penalty of false swearing that all information provided in or with this application is true, correct, and complete to the best of my knowledge. I understand that any false statements, misrepresentations, or omissions of fact in or with this application are grounds for denial, suspension, or revocation of the license(s) that I am seeking or currently hold." and a green "Submit" button.

## Approval Process


Once you have submitted your Initial Student Support Certificate application to the college or university or county superintendent for approval (if required), you will notice that your status has changed from "Not Submitted" to "Pending Institution" or "Pending County" and you also have the addition of a "Holds" button.

Applications

1 Active Applications.

Application Type	Date Submitted ^	Date Resolved ^	Status	Holds
Form 39 Temporary Authorization	04/19/2016		1 2 Pending County	 View

[View Recent Application History](#)

Clicking the  button allows you to view any holds placed on the application. You will notice in the figure below that a hold has been placed on the application letting you know it is pending county superintendent approval.

Application Holds

Reason	Remarks	Hold Date ^	Resolved ^
Signature - Signature of County or Program Director required		04/19/2016	

Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)


[Close](#)

The “Hold Date” column states when the hold was placed on the application and the “Resolved” column lets you know when the hold was removed. Clicking the [View](#) allows you to view the submitted application, but you will be unable to make any changes while the application is under review.

Now that you have submitted your initial teaching certificate application for approval, the application can either be approved, denied or sent back by the approving county.

## Approved

If your application has been approved (if approval is required), you will receive an email stating approval of the application and you that you must now login to your dashboard to pay for any fees associated with the application. The figure below shows an example of an application that has been approved by the county and is pending payment.

Form 20A Original Teacher (Out-Of-State)	02/27/2017	1 2 3 Pending Payment		<a href="#">Pay Now</a>
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## Pay Now

Clicking the [Pay Now](#) button adds the application to the cart and directs you to the Application Cart page.

### Payment Process

The Application Cart Page includes the application type, date submitted and fee amount for the application being submitted. As additional credentials become available to apply or renew online, you will have the ability to pay for multiple applications simultaneously.

### Application Cart

Application Type ^	Date Submitted	Fee Amount	
Form 39 Temporary Authorization	04/19/2016	\$35.00	<a href="#">Remove</a>

Total: \$35.00

[Add Additional Application](#) [Checkout](#)

Click the [Checkout](#) button to continue the payment process.

Form 39 Temporary Authorization	4/19/2016	1 2 3 4	WVDE Pending	<a href="#">View</a>
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Once payment has been made, you will notice in the figure below that once again the status for the application has changed. Your Application has now been sent to the WVDE for approval.

If approved, you will once again receive an email stating that your application has been approved by the WVDE and the renewal process is complete. The next time you access your dashboard, you will now see a status of "Approved Application".

1 2 3 4 5
Approved Application

## Denied

All denied applications will show a status of denied and by whom. The example below shows an application that was denied by the county.

Form 39 Temporary Authorization	04/21/2016	04/21/2016	1 2	County Denied	<a href="#">View</a>
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## Send Back

There will be times where the approving entity cannot approve your application due to the fact additional information is required. The applicant to allow you to make the necessary changes requested can now edit all applications that have been sent back. The picture below shows an application that has been sent back by the county because more information is needed regarding a legal disclosure.

### Applications

1 Active Applications.

Application Type	Date Submitted ^	Date Resolved ^	Status	Holds
Form 39 Temporary Authorization	04/19/2016		1 County Send Back	<a href="#">View</a>

[View Recent Application History](#)

Click the [View](#) button to determine what changes are required.

As you can see below Question 1 of the legal disclosures, section requires more information. You may now either edit the application by clicking the [Edit](#) button and/or provide an additional narrative and upload files by clicking the [Provide Additional Information](#) button.

Question 1 Why can't I change my answer? [No](#) [Yes](#)

Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.

Date ^	Title	Previously Disclosed ⓘ	Status
Jan 2016	Short description of adverse action goes here	No	<a href="#">Additional Information Requested</a> <a href="#">Provide Additional Information</a> <a href="#">Edit</a> <a href="#">Delete</a>

[Add New Disclosure](#)

If you require further assistance, please contact the WVDE, Office of Certification and Professional Preparation at 304-558-7010.