

CALIFORNIA COMMISSION ON TEACHER CREDENTIALING

CTC ONLINE HANDBOOK FOR NON-PROGRAM DOCUMENT SUBMISSIONS



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Introduction

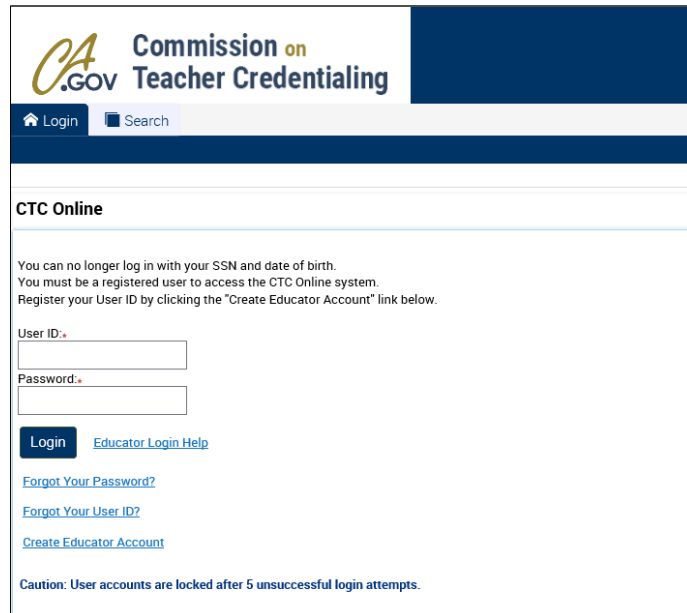
This document was created as a guide to the online submission process and contains step-by-step instructions along with information on common errors. While the images used in this guide show a Provisional Internship Permit (PIP), **this guide can be followed for the submission of any document that is not part of a Commission-approved preparation program.** Step 8 of the process addresses the point at which the document is selected.

For an up-to-date list of documents available to be submitted online, please refer to: [Apply for a New Document | Commission](#)

This guide will only concentrate on submission of emergency documents from employers. For a full overview of the entire CTC Online system and instructions on submitting other document types please see the [CTC Online Handbook for Online Document Submissions](#).

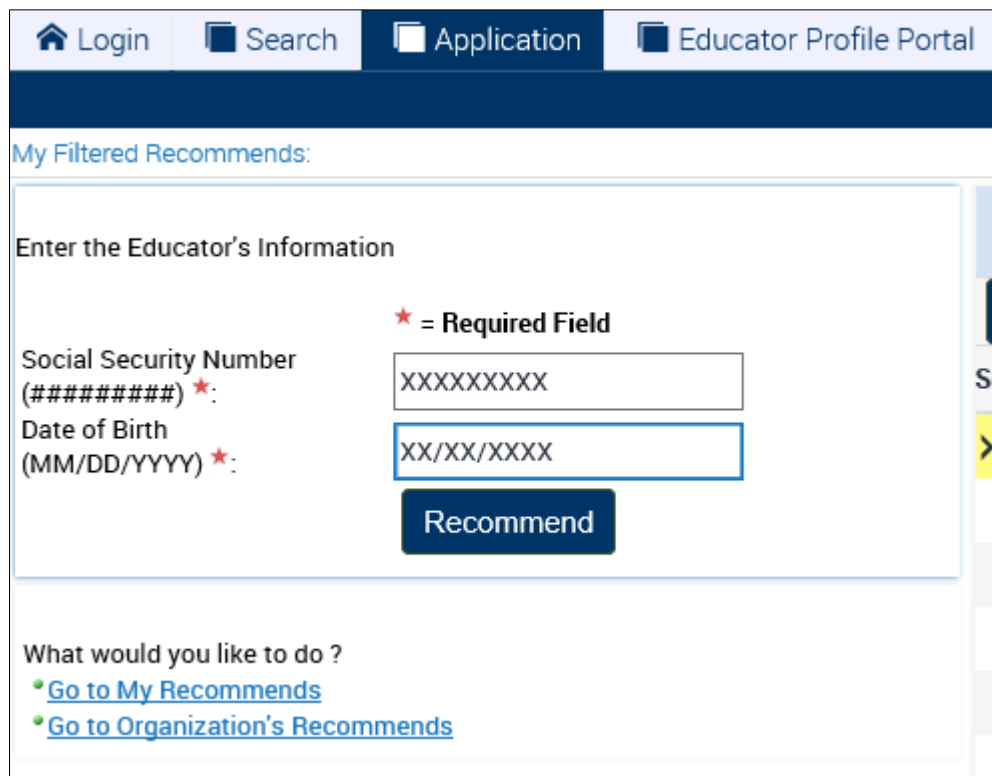
Step-By-Step Guide

1. Log in to CTC Online by clicking the **Online Services for Agencies** link on the CTC homepage.



The screenshot shows the CTC Online login page. At the top, there is a header with the "CA.GOV" logo and the text "Commission on Teacher Credentialing". Below the header, there is a navigation bar with "Login" and "Search" links. The main content area is titled "CTC Online" and contains a message: "You can no longer log in with your SSN and date of birth. You must be a registered user to access the CTC Online system. Register your User ID by clicking the 'Create Educator Account' link below." Below this message, there are input fields for "User ID" and "Password", each with a red asterisk indicating a required field. There is a "Login" button and a link to "Educator Login Help". Below the login fields, there are links for "Forgot Your Password?", "Forgot Your User ID?", and "Create Educator Account". At the bottom, there is a caution message: "Caution: User accounts are locked after 5 unsuccessful login attempts."

2. Navigate to the Application tab and enter the Social Security Number and Date of Birth of the candidate. It is highly recommended that educators be asked to create their own profile prior to attempting a submission.



The screenshot shows the CTC Online Application tab. At the top, there is a navigation bar with "Login", "Search", "Application", and "Educator Profile Portal" links. The main content area is titled "My Filtered Recommends:". Below this, there is a section titled "Enter the Educator's Information". This section contains two input fields: "Social Security Number (#####) *" and "Date of Birth (MM/DD/YYYY) *", each with a red asterisk indicating a required field. The input fields contain placeholder text "XXXXXXXX" and "XX/XX/XXXX" respectively. Below the input fields, there is a "Recommend" button. At the bottom, there is a section titled "What would you like to do ?" with two links: "Go to My Recommends" and "Go to Organization's Recommends".

3. Review the educator's information then click "Next".

The screenshot shows the 'Application' tab selected in the top navigation bar. Below the navigation bar, the 'Educator Information' section is displayed. It includes a 'Create Person' button and a note: 'Note: If you have any questions, please view the [CTC Online – Written Instructions for Application and Payment](#) page.' The form fields are as follows: First Name* (TRAINING), Middle Name (APPLICATION), Last Name* (THREE1), E-mail (credentials@ctc.ca.gov), Work Phone ((999) 999-9991), Home Phone ((999) 999-9991), and Last Known County of Employment (ALAMEDA COUNTY OFFICE OF EDUCATION). A 'Fingerprint Status' field shows 'Complete: No Action Required'. At the bottom, there are 'Back' and 'Next' buttons.

4. Select the "Authorized Agencies" button. Non-program options (PIP, STSP, 30-Day Substitute Permit, etc.) are all within the Authorized Agencies option. Only users at an LEA who also have a Commission-approved program will see two options as shown in the image below.

The screenshot shows the 'Application' tab selected in the top navigation bar. Below the navigation bar, the 'Educator Detail' section is displayed. It includes a 'Recommendations' section with two links: 'Approved Institutions' and 'Authorized Agencies'. A red arrow points to the 'Authorized Agencies' link.

5. Click the "Go to Create Document" button.

The screenshot shows the 'Documents' section. It includes a 'Go to Edit Document' button and a 'Go to Create Document' button. Below the buttons, there is a table with two columns: 'Document Number' and 'Title'.

6. Select “New” at the top of the page.

The screenshot shows a web form titled "Document Detail:". At the top left is a blue button labeled "New". Below it are five input fields with labels to their left: "Program Name:", "Issue Date*", "Document Title*", "Document Term:", and "Document Category:". The "Issue Date" field has a calendar icon to its right. All fields are currently empty.

7. Enter the requested issuance date of the document.
- a. You may request an Issuance Date up to 90-days-prior to the date the recommendation is submitted through the CTC Online system if all requirements for the document were met by that date.

This screenshot shows the same "Document Detail:" form, but with additional elements. At the top left, there are two blue buttons: "Save" and "Cancel". The "Issue Date" field is now populated with the text "7/3/2019". The "Document Title" field has a magnifying glass icon to its right. The other fields remain empty.

8. Click on the pick applet to the right of the Document Title field to open a new window and select the credential. Click OK to confirm your selection.
- a. Analysts should carefully select the correct document option. CTC Online will restrain authorization options depending on the Term selected for some documents. Selecting the correct term is essential to avoid errors. For example, PIPs and STSPs have three options for Term which determine what authorization options will display:
 - i. SL = Single Subject
 - ii. ML = Multiple Subject
 - iii. SE = Education Specialist
 - b. Not all emergency documents will have multiple Term codes.

Query

Title

Find

1 - 10 of 14

Title	Program Type	Program Name	OrganizationName	Category	Document Description	Term	Term Description	Category Description	Program Methodology
SUBP	EMERGENCY	EMERGENCY DOCUMENT	CTCUNI	NT	30-Day Substitute Teaching Permit	EM	Emergency	New Credential Type	
SUBP	EMERGENCY	EMERGENCY DOCUMENT	CTCUNI	FT	30-Day Substitute Teaching Permit	EM	Emergency	First Time	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	FT	Provisional Internship Permit	SL		First Time	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	NT	Provisional Internship Permit	SL		New Credential Type	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	FT	Provisional Internship Permit	ML		First Time	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	NT	Provisional Internship Permit	ML		New Credential Type	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	FT	Provisional Internship Permit	SE		First Time	
TC14	EMERGENCY PERMIT	PROVISIONAL INTERNSHIP PERMIT	CTCUNI	NT	Provisional Internship Permit	SE		New Credential Type	
TC13	EMERGENCY PERMIT	SHORT-TERM STAFF PERMIT	CTCUNI	FT	Short-Term Staff Permit	ML		First Time	
TC13	EMERGENCY PERMIT	SHORT-TERM STAFF PERMIT	CTCUNI	NT	Short-Term Staff Permit	ML		New Credential Type	

OK

Cancel

9. Enter the County of Employment by clicking the button in that field to bring up the Pick Applet.

Choose County

Query

Affiliation Site

Go

1 - 10 of 10+

Affiliation Name	Affiliation Site	Affiliation Code	Relati
NONE	COE00	00	COE
ALAMEDA COUNTY OFFICE OF EDUCATION	COE01	01	COE
ALPINE COUNTY OFFICE OF EDUCATION	COE02	02	COE
AMADOR COUNTY OFFICE OF EDUCATION	COE03	03	COE
BUTTE COUNTY OFFICE OF EDUCATION	COE04	04	COE
CALAVERAS COUNTY OFFICE OF EDUCATION	COE05	05	COE
COLUSA COUNTY OFFICE OF EDUCATION	COE06	06	COE
CONTRA COSTA COUNTY OFFICE OF EDUCATION	COE07	07	COE
DEL NORTE COUNTY OFFICE OF EDUCATION	COE08	08	COE
EL DORADO COUNTY OFFICE OF EDUCATION	COE09	09	COE

OK

Cancel

10. Hit “Save” to complete the top portion of the Document Detail page.

Document Detail:

New **Edit**

Program Name: PROVISIONAL INTE

County of Employment: SACRAMENTO COUNTY OFFIC

Issue Date*: 7/3/2019

Document Title*: Provisional Internship Permit

Document Term:

Document Category: First Time

11. In the Authorization/Subjects area, click “New” to begin entering the authorization. Use the Pick Applet to enter the Authorization Code.

- REMINDER: this field is constrained by the document term selected in the top section some documents. In this example, the Single Subject term (SL) was chosen for the PIP so the pick applet will only display Single Subject authorizations.

Application

Authorization / Subjects

Save **Cancel**

Authorization Code:

Authorization Description:

Added Authorization Date:

Renewal Requirements **New**

Delete

Renewal Code

Renewal Description

Auth Code

Find

Auth Code	Auth Code Desc	Subject Code	Subject Desc	Maj/Min/Emph	B
> R1S	Single Subject	AGRI	Agriculture	MAJ	
ELAS		NONE		MAJ	
BASP	Bilingual: Spanish or new Educ Auth C8	NONE		MAJ	

OK

12. Next, enter the authorization date. Hit “Save” to complete this section.

Authorization / Subjects **New** **Delete** 1 - 1 of 1

Subject Matter Program **Exams** For Single Subject Credential Title documents, fi

Authorization Code	Authorization Description	Subject Code
> R1S	Single Subject	AGRI

13. After entering the Authorization, review the information in the Renewal Requirement section. CTC Online will automatically fill in a renewal requirement when there is only one possible option. If the Renewal Requirements section is blank, follow the next steps. If a code automatically populated, skip to step X.
14. Click the pick applet next to Renewal Code to view available codes.

The screenshot shows a web form titled "Renewal Requirements". At the top left are two buttons: "Save" and "Cancel". Below them is a field labeled "Renewal Code:" followed by a text input box and a small square icon with a magnifying glass (a pick applet). A red arrow points to this icon. Below the "Renewal Code" field are two more fields: "Renewal Description:" and "Additional Description:", each followed by a greyed-out text input box.

15. Select the correct renewal code, and then click "OK" to close the applet window. Then click "Save".
16. Next, select "New" in the Employment Restrictions section of the page to enter the employment restriction, if applicable. The employment restriction field is constrained by the Organization Type. If you do not select the correct Organization Type you may not see the necessary Organization listed in the pick applet. The Organization Type options are:
- a. COE = County Office of Education
 - b. CS = Charter School
 - c. NPS/NPA = Non-public school/Non-public agency
 - d. SCS = Statewide Charter School
 - e. SD = School District
 - f. SWA = Statewide Agency

The screenshot shows a web form titled "Employment Restrictions". At the top left are two buttons: "Save" and "Cancel". Below them is a field labeled "Organization Type:" followed by a text input box containing "COE" and a small downward-pointing arrow icon (a dropdown menu). Below this is a field labeled "Organization:" followed by a text input box and a small square icon with a magnifying glass (a pick applet). At the bottom left of the form is a button labeled "Back".

17. Once the correct Organization Type is set, click the button to the right of the Organization field to open the pick applet and select the restriction. Once selected, click "OK" to close the pick applet.

Employment Restrictions

Save Cancel

Organization Type: COE

Organization: SACRAMENTO COUNTY OFFICE OF EDUCATIO

Back

18. Click “Save” to complete entering the Employment Restriction. Please double check to ensure that the following have been entered to avoid delays:
- Authorization (required of all documents)
 - Renewal Requirement (required of all documents)
 - Employment Restriction (as applicable)

Employment Restrictions		
New Delete 1 - 1 of 1		
Organization Type	Organization	County
> COE	SACRAMENTO COUNTY OFFICE OF EDUCATION	

19. If everything on the page looks correct, click “Next” in the bottom right corner to continue.
20. The next page will allow upload of any scanned supporting documentation. On the Educator Attachments page, click “New” to begin.
- Files uploaded through CTC Online are limited to 10MB.
 - Some supporting documentation may require a signature. If you are using an electronic signature, ensure that it meets our requirements as outlined in [Supported Digital Signature Solutions | Commission](#).
21. Click on the pick applet icon in the Attachment Name field to open an explorer window and select the document(s) to upload.

Attachment

Save Cancel

Attachment Name: *

Comments:

Back

22. Once all supporting documentation has been uploaded click “Save” to close the pick applet. The attachment(s) you just uploaded will display on the screen. If other files show in this area they were uploaded to this educator’s file previously and should be ignored. Click “Next” to go to the final page of the recommendation process.
23. Confirm the information at the top of the final page matches what you intended to submit. Next, read the instructions at the bottom and select “Yes” from the drop-down menu. You will be presented with three options.
- Cancel = cancels the entire process and removes it from the system.
 - Save = saves the information but does not submit the recommendation. This recommendation can then be completed at a later date without restarting from Step 1.
 - Submit = submits the full recommendation and triggers an email to the educator to access CTC Online and complete the process, which includes completing the Professional Fitness Questions (PFQs) and submitting the payment.

1 of 1+

Please read the following instructions.

If you wish to edit any of your responses, click the 'Edit' button for the applicable section.

If you do not wish to submit the recommendation, nor save the completed recommendation, select 'Cancel'.

If you wish to add this application to your Filtered Recommends page, click the 'Save' button.

If you wish to submit this recommendation, select 'Yes' and click the 'Submit' button.

As the authorized representative of the recommending authority, I have reviewed the applicant's credential application, preparation, and/or experience and certify that all of the foregoing statements in this application are true and correct.

Please Select 'Yes/No':

Back

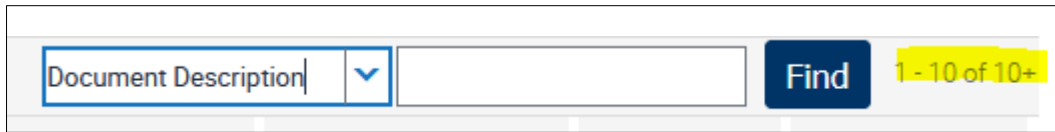
Cancel

Save

Submit

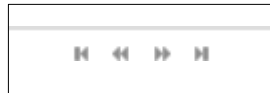
Troubleshooting Guide

1. I do not see the document I need in the Document Title pick applet.
 - a. It may be necessary to scroll through the available options as the pick applets can only display 10 items at a time. If there are more document options, you will see the following notation in the top right of the applet next to the search box:



The screenshot shows a search interface. On the left, there is a text input field containing 'Document Description' and a small downward arrow icon. To the right of this is a larger empty text input field. Further right is a blue button labeled 'Find'. To the right of the 'Find' button, the text '1 - 10 of 10+' is displayed in yellow, indicating that there are more results than can be shown on the current page.

You may view the additional options by using the gray arrows at the bottom of the pick applet. The inner arrows advance the selection by one row, while the outer arrows will “turn the page” and show you a new selection of up to 10 rows of data.



- b. If you have checked all options using the advice above, you may not have the proper access to the document you require. You may email ctconline@ctc.ca.gov asking for confirmation that you are properly linked to the document. Please include your full name and user ID in the email.
2. I am attempting to add the authorization and do not see the subject I need.
 - a. Verify that you clicked the New button to select the proper authorization. Other buttons in this section, such as Subject Matter Program, Exams, and Supplementary Authorization, are only used for Approved Program recommendations.
 - b. Check that the correct Term is selected from the Document Title pick applet.
 - c. If solutions a and b do not resolve the issue, you may not have been linked to the appropriate options. Please send an email to ctconline@ctc.ca.gov and include a screenshot showing the Document Title information as well as the pick applet where you expect to find the needed authorization.
3. I have logged in but do not see the Authorized Agencies link to begin the submission process.
 - a. This would signal an issue with your account. Please email ctconline@ctc.ca.gov and include your name and user ID for assistance.
4. After entering an educator’s SSN and date of birth, the personal information does not display. The fields are blank.
 - a. This is typically caused by an error in the Commission’s database. If this occurs, please send an email to ctconline@ctc.ca.gov and include the educator’s full name and date of birth. The individual’s SSN should not be included in the email.