

New Hampshire Recertification 101

I hope that this will be a very easy to understand. I am open to suggestions for improvement. Please contact me with questions or comments (jduganh@sau36.org)

Part A. Accessing The Educator Information System (EIS)

1. Using your internet browser – navigate to the NH Department of Education site <https://my.doe.nh.gov/myNHDOE/Login/Login.aspx>. This brings you to the main login page for **MyNHDOE single sign on**.
2. You should already have a user account so don't bother creating a new one. Your user name is your school email address – your first initial and your last name (ex. tteacher@sau36.org).
3. If you previously registered a password – enter it. If the system tells you it is disabled (because you haven't used it in 3 years) – follow the steps to create a new one. The system will not allow you to reuse the same password. Passwords must contain letters and numbers. **Go now to number 8 – below**.
4. If you are a **first time** you have not been given a password. To fix this, go to the box "Forgot Login Information: and select : "Forgot your Password".
5. Type in your school email address (ex. tteacher@sau36.org) and verify it (type it again) where it asks you to. Be sure that the button marked "Continue to the wizard" is selected, then choose the **NEXT** arrow-tab at the bottom right of the frame. This will let you **reset your password**.
6. On the next frame you will receive a message telling you to select the **NEXT** arrow-tab to reset your password. Do this. You will next see the login screen again. **DON'T PANIC** – you have done everything right so far.
7. Next open your school email and look for a message from **myNhDOEhelp** in your inbox. The subject line should be **myNHDOE User Name Reset**. Open the message and select the link to navigate back to **MyNHDOE** - to a frame that says "**Reset User Name Wizard Step 3 of 7**".
8. This frame asks you for a Secret Question: "What month were you born in?" Type this in and select **NEXT** to go to Step 4.
9. In Step 4, enter in a new User Name, confirm it (type it again) and select **NEXT** to go to Step 5. (Be sure to write your User Name down somewhere safe!)
10. In Step 5, choose and enter a new password (between 8 and 20 characters, using at least two different types of characters – ex. letters and numbers). Type this again to confirm it (be sure that it is exactly the same) then select **NEXT** to go to Step 6. (Be sure to write this password down somewhere safe!)
11. In Step 6, enter the town of your birth (ex. Lancaster) and select **NEXT** to go to Step 7

12. In Step 7, verify that your new User Name is correct and select **NEXT** to activate your new User Name and Password. This will take you to the Educator Information System (EIS) main page.
13. On this page you will see two choices: **Educator Information System** and **Performance Pathways**. Choose **Educator Information System** by selecting the word Educator (or whichever roles best describes your area of certification) which will appear in green.
14. You should next see a welcome screen with your name and position. Below it will be the option to **RENEW** if you are able to recertify at this time. Choose **RENEW** to move to the next screen.

Part B. Recertification

15. You are now ready to renew your certification. You will need to have your credit card (MASTERCARD or VISA) in hand as there is information on it (other than the number) that you will need. You should see the message " You have ___ Credentials ready to renew" (the number will vary depending on how many certificates you hold). Choose the "Click here to Renew Credentials" link to begin the process and move to the next screen.
16. You will next see a screen titled "Certificates Eligible for Renewal". Read the verbiage beneath it and click **RENEW**. This takes you through a six-step process.
17. Step 1 – Verify your **personal information** (name, social security number, etc.) Be sure that the SAVE or CONTINUE button is highlighted and then Choose **NEXT** to continue.
18. Step 2 - Verify your **address**. Be sure that the SAVE or CONTINUE button is highlighted and then Choose **NEXT** to continue.
19. Step 3 – Verify your **contact information** (telephone and email). Be sure that the SAVE or CONTINUE button is highlighted and then Choose **NEXT** to continue.
20. Step 4 – Complete your **Criminal History Disclosure**. Be sure that the SAVE or CONTINUE button is highlighted and then Choose **NEXT** to continue.
21. Step 5 – **Pay for your renewal** with your MASTERCARD or VISA credit card. You will need the security code on the card, as well as you name as it appears on the card, and your billing address. Be sure that the SAVE or CONTINUE button is highlighted and then Choose **NEXT** to continue.
22. Step 6 – **Review all information** and if it is correct – choose **SUBMIT**.
23. The last page you will see is your verification that you have renewed your certification. Be sure to **PRINT** two copies. Keep one until your actual certificate arrives, and send the other to Roxanne at the Central Office for your

file. **NOTE:** YOU WILL NOT BE ABLE TO RETURN TO THIS SCREEN once you leave it or close out of the browser.