DOE Educator Renewal

Apply to Renew your License

myNHDOE
https://my.doe.nh.gov
If you have had any name changes since you previously applied for a credential with our office, you must submit a name change form and receive confirmation that the name change is complete via email prior to beginning this process. [https://www.education.nh.gov/certification/documents/nameaddresschangeform.pdf](https://www.education.nh.gov/certification/documents/nameaddresschangeform.pdf)

Do not create a new myNHDOE account if you have already created one. myNHDOE is used as a portal for many NHDOE systems – EIS (Educator Information System) is one of them.

Instead, log in or use the Forgot Username/Password link to log into your account if needed and skip to page 5.

If you no longer have access to the email you used to set up your myNHDOE account, please email myNHDOEhelp@doe.nh.gov
If you have ever submitted a test evaluation form, applied for any credential, had test scores submitted from ETS or Pearson to our office, or received a recommendation for licensure from a NH approved educator preparation program, you may already have an EIS account established. This account may or may not have sufficient profile information to associate with your myNHDOE account during the set-up process.

If you receive any errors while attempting to create your myNHDOE account, cancel the set-up wizard and please contact the email associated with the issue below.

If the issue requires assistance from the EIS support team, your request will be forwarded.

Please do not submit multiple support requests.

Troubleshooting at Step 1

You may be using an email already used by another family member with an EIS account or your EIS account has a different name or incorrect date of birth listed.

Your EIS account may contain different emails than the emails you are using to create a myNHDOE account or your EIS account may contain no emails at all.

Please cancel the wizard and email EIS.Help@doe.nh.gov
A recent streamlining of our process has eliminated Step 2 😊 The wizard continues straight to Step 3 of 4.

Your next task is to create a User Name. The system will suggest a User Name but you can create one of your own if you choose. Please be advised that those with permissions to access the EIS system for work-related reasons will be able to see your username.

Be sure to follow the directions regarding restrictions for Username and Password length and characters.
Troubleshooting Step 4 of 4

If you submit and then receive an error message, try using a new browser window [https://my.doe.nh.gov](https://my.doe.nh.gov) and log in with the username and password you just created.

If this is unsuccessful, please email myNHDOEhelp@doe.nh.gov

---

1. Click on Educator Information System.
2. Click on Educator.
3. Click on Manage Your Professional Development

---

If you are able to log in and you do not see the EIS/Educator role and instead see “New Applicant”, this means your EIS account has not been associated with your myNHDOE account.

If you know your Ed ID, please click the link to associate your accounts by adding in your NH Educator Number to your profile.

If you do not know your Ed ID, or you receive any error message, please email myNHDOEhelp@doe.nh.gov
If you click on your EIS/Educator role, but do not see the link on your Welcome page to “Manage Your Professional Development” and you have an expired license with a current hire date at an SAU, you will need to apply via paper/check. The form is available here: https://www.education.nh.gov/certification/prof_dev_master.htm

Or this could mean you have two EIS/Educator accounts – please email EIS.Help@doe.nh.gov

Do not use these links to renew.

The Professional Development tab allows you to enter your professional development to meet the requirements for renewal (https://www.education.nh.gov/certification/prof_dev_master.htm).

The top table will show you how many CEU’s (hours) you still need to enter for your certificate and for your endorsements before you can apply. Only when the CEU’s Remaining for All Credentials column shows “0” will the Apply link be activated.
Goals are not entered from this screen, but rather during the application process in later steps.

CEU’s are entered on the bottom table, using the “Click Here to Add a CEU” link.

Once you have entered the 45 hours for your certificate, use the down arrow to select endorsements to apply professional development CEU’s.

Once the “CEU’s Remaining for All Credentials” shows “0”, click on “Apply” on the far right of the top column to begin the eight step application/payment wizard.
Troubleshooting if the “Apply” link does not work

1. Confirm your CEU’s remaining for all credentials shows “0”.

   You may have too many hours applied to your certificate and not enough to an endorsement. Use the “Edit” link in the bottom CEU table to apply the CEU’s appropriately.

   If you are trying to only renew some of your endorsements but not all of them, please submit a paper application available here [https://www.education.nh.gov/certification/prof_dev_master.htm](https://www.education.nh.gov/certification/prof_dev_master.htm). You will not need to re-document your PD in Section A if already entered in EIS.

2. Make sure your browser is up to date or try a different browser (such as Internet Explorer, Chrome, Edge, Safari, Firefox).

   If the “Apply” link continues to not work, please email EIS.Help@doe.nh.gov
You will be asked to enter your goals for the next 3 year cycle.

You will confirm your profile information, respond to conduct/ethics acknowledgements and submit payment.

Our system only accepts Visa/MasterCard.

There is a time limit for completing the payment wizard. Please have your goals and card ready.

If you cancel the wizard, your updated profile information and application will not be saved, however your entered PD will remain in the Professional Development tab.

You can see if your transaction has been successful from EIS/Educator/Home/View Your Credentials/Fees. Any payment issues should be emailed to EIS.Help@doe.nh.gov

General Credentialing Questions: cert.info@doe.nh.gov

Name change: https://www.education.nh.gov/certification/documents/nameaddresschangeform.pdf