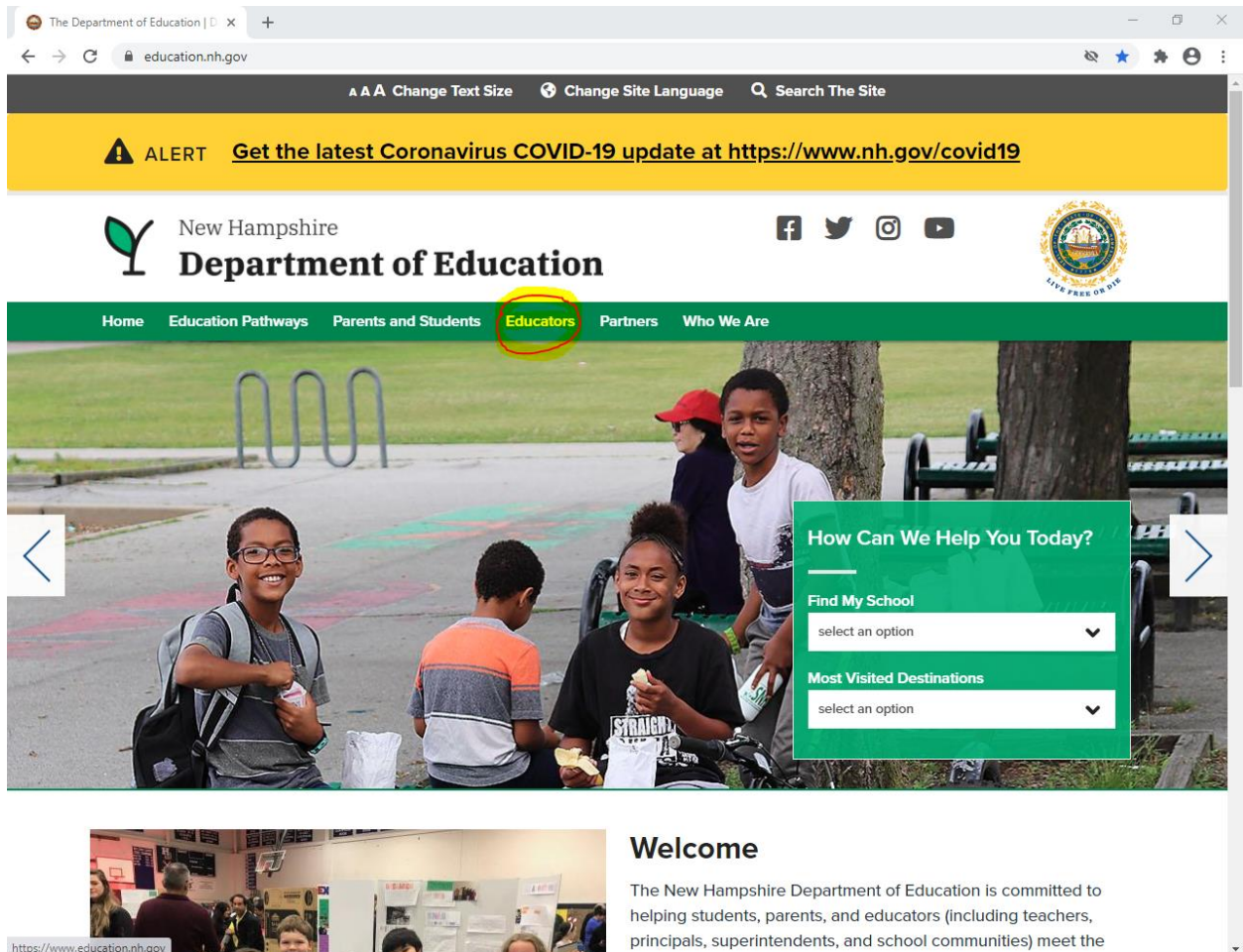


How To: Credentialing Help Desk

On your internet browser go to nh.gov/doi the preferred browser to use for this is Google Chrome but others will also work

At the top green ribbon, click on the “Educators” tab



The screenshot shows the New Hampshire Department of Education website. At the top, there is a yellow alert banner with a warning icon and the text: "ALERT Get the latest Coronavirus COVID-19 update at <https://www.nh.gov/covid19>". Below this is the site's header with the logo "New Hampshire Department of Education" and social media icons for Facebook, Twitter, Instagram, and YouTube. A green navigation ribbon contains the following menu items: "Home", "Education Pathways", "Parents and Students", "Educators" (highlighted with a yellow circle), "Partners", and "Who We Are". The main content area features a large image of children sitting on a bench outdoors. Overlaid on the right side of this image is a green sidebar titled "How Can We Help You Today?" containing two dropdown menus: "Find My School" and "Most Visited Destinations", both with "select an option" text and a downward arrow. Below the main image is a "Welcome" section with a small photo of a school event and the text: "The New Hampshire Department of Education is committed to helping students, parents, and educators (including teachers, principals, superintendents, and school communities) meet the".

On the following screen click the hyperlink "[Credentialing Knowledge Base/Help Desk](#)"

The screenshot shows a web browser window with the URL education.nh.gov/educators. The browser's address bar and tabs are visible at the top. Below the browser, the website header features a yellow alert banner with the text: "ALERT Get the latest Coronavirus COVID-19 update at <https://www.covid19.nh.gov>". The main header includes the New Hampshire Department of Education logo, social media icons for Facebook, Twitter, Instagram, and YouTube, and the state seal. A green navigation bar contains the following menu items: Home, Education Pathways, Parents and Students, Educators, Partners, Who We Are, and Careers. Below the navigation bar, the breadcrumb trail reads "Home > Educators". The main content area is titled "Educators" and features a quote: "Every great student has benefitted from great teachers. New Hampshire's professional educators make a difference in the lives of thousands of Granite State students every day." Below the quote, a paragraph states: "Here are some resources for educators to receive and renew their credentials, and to continue their professional development." This is followed by a section titled "Earning and Renewing my credentials" with a bulleted list of links: "myNHDOE EIS portal", "Credentialing Knowledge Base" (highlighted in yellow), "Educator Search", "Code of Ethics" (with a PDF icon), "Code of Conduct" (with a PDF icon), and "Duty to Report" (with a PDF icon). At the bottom, a paragraph notes: "Educators contesting a complaint or local school board decision to the [State Board of Education](#) should be aware the [Rules of Practice and Procedure](#), and their rights in the process."

At the bottom of the following page, click “Submit a Request”

The screenshot shows a Confluence page with a navigation sidebar on the left and a main content area. The sidebar includes a search bar, navigation links like 'Home', 'Spaces', 'Apps', and 'Templates', and a list of pages under 'Credentialing HD Knowledge Base'. The main content area features a list of links, a section titled 'Navigate the Knowledge Base' with a subtext 'Use available features to find what you need (search, browse by topic, and index).', and a section titled 'Credentialing Help Desk Requests' with the text 'We're here to assist!' and a list of actions including 'Create an Account', 'Submit and track all of your Help Desk requests in one place.', 'Submit a Request' (highlighted in yellow), and 'Create a request without creating a Help Desk account using your email address.' At the bottom of the main content area is a link 'Explore the Knowledge Base'.

Confluence Home Spaces Apps Templates Create

Q Search ? ↗

Credentialing HD Knowl...

Overview

SPACE SHORTCUTS

Start Here: Credentialing

Pages

- > New Applicant or Add ...
- > Renew an Existing Lice...
- > Resources
- > Other Requests
- > Employer Links
- > IHE Links (NH Approve...
- > How-to articles List
- File Lists

Archived pages

- Fingerprinting Guidance
- Foreign Transcript/Credential Evaluation Information
- Important Announcements
- myNHDOE: Create or Access your account
- NC-SARA
- Payment Troubleshooting
- Terminology Transitions
- Upload/Download documents and print e-credentials
- Provide Professional Development to NH license holders
- Upgrade to an Experienced Educator License (EEL)
- Verification of a Credential Request

Navigate the Knowledge Base

Use available features to find what you need (search, browse by topic, and index).

Credentialing Help Desk Requests

We're here to assist!

[Create an Account](#)

- Submit and track all of your Help Desk requests in one place.
- **Submit a Request**
- Create a request without creating a Help Desk account using your email address.

[Explore the Knowledge Base](#)

The following screen contains five options

- Credentialing Help Desk
- i4See, ESS, ESOL, & Assessme...
- myNHDOE Help Desk
- Remote Instruction Help Desk
- CATE Help Desk

Select the option that fits your needs, in this case “Credentialing Help Desk”

The screenshot shows a web browser window with the URL `nhdoepm.atlassian.net/servicedesk/customer/portals`. The page title is "NH DOE Help Desk" and there is a "Log in" button in the top right corner. Below the header is a search bar with the placeholder text "Find help and services". A grey banner below the search bar contains the text: "Welcome to the NH DOE Help Desk. To submit a request, please select the correct department below." Below this banner are five help desk options, each with a green leaf icon and a description:

- Credentialing Help Desk**: Welcome! You can raise a Credentialing Help Desk request here. (This option is circled in yellow in the image.)
- i4see, ESS, ESOL & Assessme...**: Welcome! you can raise i4see, ESS, ESOL & Assessment Help Desk requests here.
- myNHDOE Help Desk**: If you currently work in a school, please contact your local i4see Coordinator for assistance. Contac...
- Remote Instruction Help Desk**: This Help Desk is for questions related to Remote Instruction. For questions about educator...
- CATE Help Desk**: Welcome! You can raise a CATE Help Desk request here.

At the bottom of the page, there is a section titled "Suggested forms".

The following screen contains seven options

- I am a New Applicant or want to Add an Endorsement to an existing license
- I want to Renew a NH license
- I represent a NH school employer (SAU/District/Charter/Non-Public)
- I want help using myNHDOE or EIS (Educator Information System)
- I want Technical Assistance
- Feedback
- Phone Consult Scheduling

Select the option that best fits your needs and follow along with the prompts

Make sure to include any and all pertinent information, including your best contact e-mail and phone number, so our representatives will be able to assist you to the best of their ability when they reach out

These requests take priority and the Credentialing office does their best to reach out to individuals within 3 to 5 business days. Many times, our applicants hear back within 1 to 3 business days. Always remember to keep an eye on your junk and spam folder after submitting a request as there are times our responses are flagged as such.

Thank you for your co-operation and patience 😊