How To: Credentialing Help Desk

1. On your internet browser go to nh.gov/doe the preferred browser to use for this is Google Chrome but all other browsers, besides internet explorer, should also work. At the top green ribbon, click on the “Educators” tab
2. On the following screen click the hyperlink “Credentialing Knowledge Base/Help Desk”

3. At the bottom of the following page, click “Submit a Request”
4. The following screen contains eight options
   • I am a New Applicant or want to Add an Endorsement to and 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
   • Criminal History Record Check Clearance Inquiries
   • Feedback
   • Phone Consult Scheduling

5. Select the option that best fits your needs and follow along with the prompts. If you are unsure which option to choose, we recommend “Phone Consult Scheduling”

6. 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 ☺