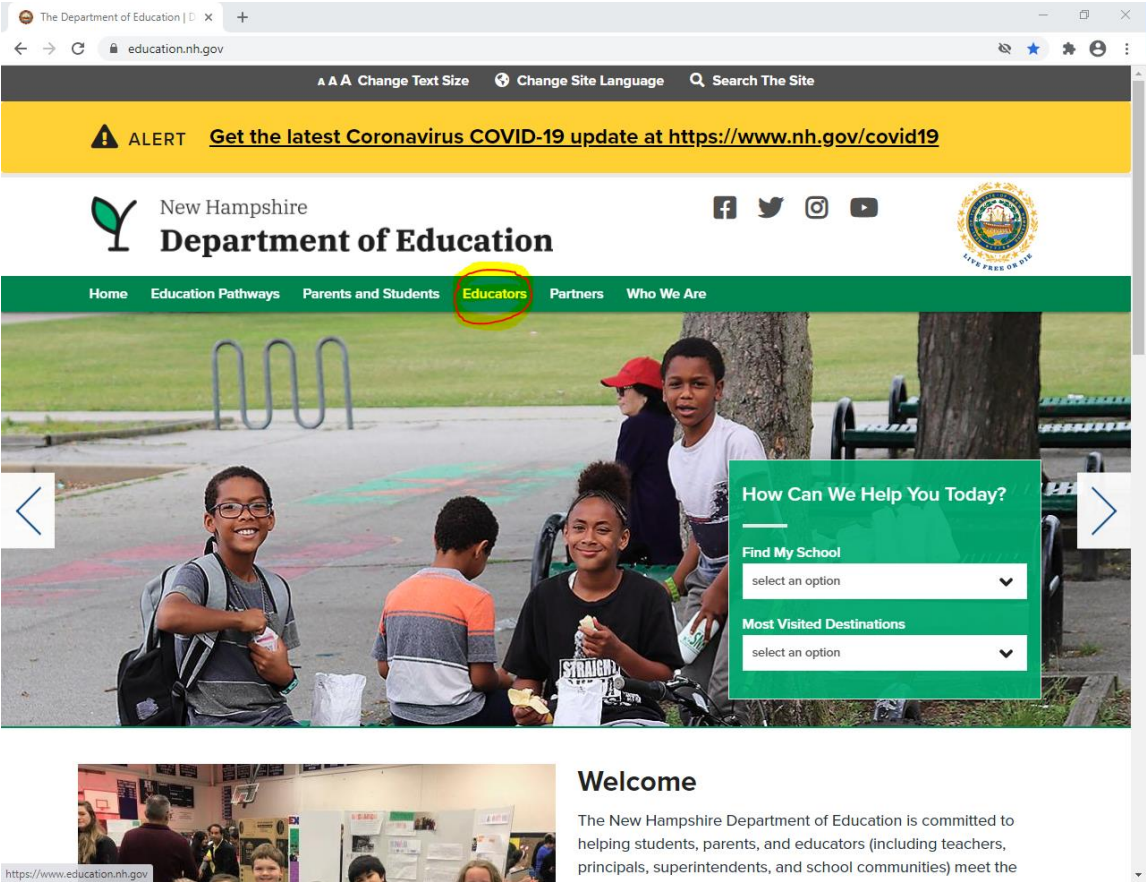


How To: Credentialing Help Desk

- 1. On your internet browser go to [nh.gov/doe](https://www.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 “[Credentiaing Knowledge Base/Help Desk](#)”

The screenshot shows the New Hampshire Department of Education website. At the top, there is a navigation bar with links for Home, Education Pathways, Parents and Students, Educators, Partners, Who We Are, and Careers. Below this is a yellow banner with an alert icon and the text: "ALERT Get the latest Coronavirus COVID-19 update at <https://www.covid19.nh.gov>". 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, there is a section titled "Earning and Renewing my credentials" with a list of links: myNHDOE EIS portal, Credentiaing Knowledge Base (highlighted), Educator Search, Code of Ethics (pdf), Code of Conduct (pdf), and Duty to Report (pdf). At the bottom of the page, there is a link to the State Board of Education and a note about contesting a complaint.

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

The screenshot shows a Confluence page titled "Credentiaing HD Knowledge". The page has a left sidebar with navigation options like Overview, Space Shortcuts, and Archived pages. The main content area is titled "Navigate the Knowledge Base" and includes a list of links: Fingerprinting Guidance, Foreign Transcript/Credential Evaluation Information, Important Announcements, myNHDOE: Create or Access your account, NC-SARA, Payment Troubleshooting, Terminology Transitions, and Upload/Download documents and print e-credentials. Below this, there is a section titled "Credentiaing Help Desk Requests" with a "Create an Account" link and a list of instructions: "Submit and track all of your Help Desk requests in one place." and "Submit a Request" (highlighted). At the bottom of the page, there is a link to "Explore the Knowledge Base".

4. The following screen contains eight 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
 - 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 😊