

Educator Certification System

Frequently Asked Questions

Q: The state's new educator certification system is now open. Where do I access?

A: You can access the new certification system at <https://www.sd.gov/educator>.

Q: What email address should I use when creating my account in the new system?

A: All users must have a mySD account for certification. Users are encouraged to use a personal email address rather than an email account associated with an employer (e.g., k12 email), college, or university. If you have applied for a hunting or fishing license, renewed your driver's license online, or other state services, you may already have a mySD account.

Q: What if I used an email account associated with an employer (k12 school), college, or university previously?

A: The new certification system is connected with the State of South Dakota's Citizen Portal. It is highly recommended you use a personal email so that you'll be able to access state services regardless of your work status. For instance, the South Dakota Retirement System uses mySD.

Regardless of whether you used an email associated with an employer, college, or university in the old system OR whether you use a new personal email for your profile in the new system, it will be necessary for us to do some behind-the-scenes cleanup when you have two profiles that don't match. As you can imagine, the department is receiving a high volume of inquiries with the opening of the new system, and we ask for your patience as we work diligently to address this cleanup.

Q: The system is telling me I have a duplicate social security number. What's going on, and what should I do?

A: The most common reason is because your last certificate was issued using a different email address. To fix this issue follow these steps:

Step 1: Login using the same email that was used with your prior certificate, UNLESS you used an email associated with an employer, college, or university. If your profile was previously connected with an employer/college/university email, create your new profile with a personal email. This likely will generate the duplicate SSN message and DOE staff will need to link the two profiles together.

Step 2: If you receive a message about the duplicate SSN, submit a "Contact Us" indicating the following:

1. Personal email address used when creating your new mySD account;
2. First and Last Name as it appears on your certificate; and
3. The last four of your SSN.

Q: Why is there so much attention to what email address I use?

A: The new certification system is part of the mySD State of South Dakota's single sign-on initiative that allows a user to access services across state government using a single username and password. If you don't already have a mySD account, you are encouraged to provide a **personal email address** during the registration process, rather than an email account associated with an employer, college, or university.

Q: What if I am not sure I already have a mySD account?

A: Please refer to the following link.

https://www.sd.gov/cs?id=kb_article_view&sysparm_article=KB0010258&sys_kb_id=4497f7e71bed99108709ec21f54bcb66&spa=1

Q: How do I create a mySD account?

A: Please refer to the following link.

https://www.sd.gov/cs?sys_kb_id=0657b3e71bed99108709ec21f54bcb18&id=kb_article_view&sysparm_rank=3&sysparm_tsqueryId=836e50751b29655031b1ebdbac4bcb19

Q: My endorsements aren't showing up in the new system. What should I do?

A: You may notice that your endorsements are not visible in the new system through your view. Please don't panic: You have not lost your endorsements. It is a process that we are working on through programming to allow public viewing of endorsements.

Q: The new certification system is not showing my degree or Praxis test results. Do I need to resubmit prior transcripts and/or test scores?

A: Previously verified degrees and test scores do not need to be resubmitted. However, if you are adding new endorsements or your transcript reflects courses associated with this current renewal cycle and are from the past five years, then yes they will need to be submitted.

Q: I am getting the message that there are several documents that I need to upload but I do not know if I need them.

A: If you are in doubt about what documents need to be included in your application, click on the "Upload Later" option as it gives the opportunity to complete the application and allows the Certification Office to review the application and decide what is or is not needed. If it is determined that document(s) are needed, a message will be sent to you.

Q: How do I know what I need for renewal?

A: Please refer to the following link. <https://doe.sd.gov/certification/renewal.aspx>

Q: I am working on my application, and it says I need to complete the OSF 1 form.

What is this and do I need it?

A: If you attended an out-of-state college or university at any time, the system may request the OSF 1 form. This is the university sign-off form for verification. If you are unsure if you need this form, select “Upload Later” and the Certification Office will verify if this form is needed. If it is, you will be contacted.

Q: Can my application for certification be expedited?

A: The Certification Office will process applications in the order received.