Teach LA Live! User Guide for Educators

The Teacher Certification Help Portal and the Teach LA Live! application portal allow educators to communicate directly with certification specialists, submit certification requests electronically, and pay fees online.

Teacher Certification Help Portal (Questions)

Explore frequently asked questions and knowledge articles to learn more about certification requirements and processes. Educators can also submit questions to the Certification office and receive guidance from our office.

Submit a Question:

> **Step 1:** Visit https://teachercerthelp.doe.louisiana.gov/ and click on Submit a Request at the top of the page.

> **Step 2:** Select a topic and provide your questions with as many details as possible.

> **Step 3:** Submit the question

A Certification office team member will respond in writing to the email address provided, generally within 2 - 5 business days. See the *Signing In to the Teacher Certification Help Portal* knowledge article under Login Help and Payment Support for information on how to create an account to save your communication history in the help portal. Access your communication history by clicking on your name in the upper right hand corner and choosing 'Requests' from the options provided.

Accessing Teach LA Live! (Application Submission and Payment)

Many applications must be submitted by the employing Louisiana school system. Please consult with your school system's Human Resources office or administration before submitting your application.

Click on **LOGIN or CREATE your account** on the home page. Returning users login using the registered email address and password.

New Users:

> **Step 1:** Click "Not a member?"

> **Step 2:** Enter your first name, last name, and email address

> **Step 3:** Choose Community User Type: *Educator/Ancillary Personnel*

> **Step 4:** Select and confirm a password

> **Step 5:** Submit your registration form. The portal will return you to the login page. Enter the email address and password used when you registered.

Submit Certification Applications:

> **Step 1:** Click on the "Submit Certification Applications" button and follow the instructions

> **Step 2:** Choose the application type being submitted and add any notes for the certification specialists

> **Step 3:** Click add files to upload all required documents in PDF or JPG format, including payment confirmation obtained by making payment online (see instructions below)

> **Step 4:** Submit

Make Online Payments:

> **Step 1:** Click on the "Payment Portal" button and follow the directions. The application identifier is the bold two letters located with each application type and found on the top right of the application for which you are submitting payment.

> **Step 2:** Complete the steps required for payment. A payment success screen will display and an email will be sent to the address provided with the payment confirmation number. Include one of these payment verifications with your application submission.

History Button:

> As a registered TeachLALive! user, you can view your entire history of document submission through your account by clicking on History.