



Online Renewals

Make sure your Pop-up Blockers are OFF before you start.

Make sure you are NOT using an Apple/Mac device.

☑ Online – www.ctc.ca.gov

Click on the link that says: “Renew Your Document”

Click on the large blue link: “Renew Your Document Online”

Input your username and password. If you have not yet created a profile on the website, you will need to click ‘Create Educator Account.’

After creating your profile, you will be asked to LOG IN and renew your document.

Click on the “Next” link.

Under “Renewals”, change the “No” to a “Yes” beside the appropriate credential and then select the “Complete” link. (DO NOT use ‘Web Applications’)

Answer all your professional fitness questions and pay online.

Print your confirmation page.

TECHNICAL TIPS

- **Adjust Popup Blocker:** To prevent problems in the payment process, you must modify your web browser to Always Allow Pop-ups from This Site before entering CTC Online.
- **iPads, iPhones, Safari Incompatible:** The CTC Online web site, including Online Services for both Agencies and Educators, is not currently compatible with the Safari web browser on Macintosh computers. In addition, CTC Online cannot be accessed on iPads, iPhones, or iPod touch devices. Mac computer users can use Mozilla Firefox or Google Chrome to access CTC Online.

Detailed instructions:

<http://www.ctc.ca.gov/credentials/online-services/pdf/renewal-tips.pdf>