



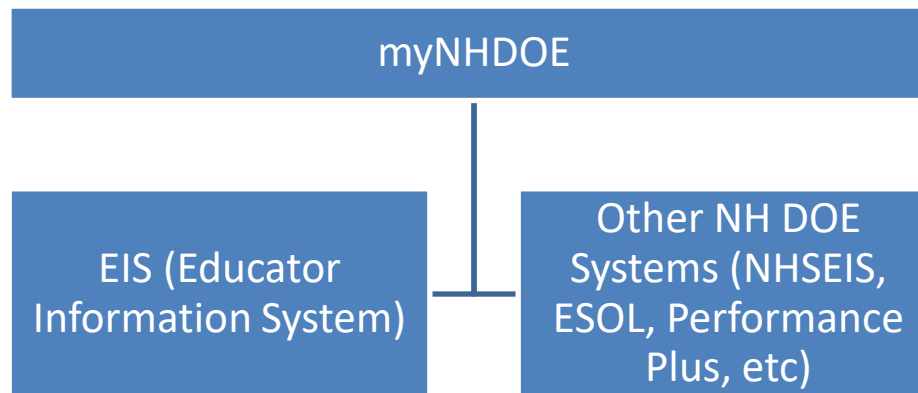
**State of New Hampshire, Department of Education
Bureau of Credentialing**

101 Pleasant Street
Concord, N.H. 03301
Tel: 603-271-2409
Fax: 603-271-4134
cert.info@doe.nh.gov

Recommended Renewal

Apply to Renew your License

myNHDOE
<https://my.doe.nh.gov>



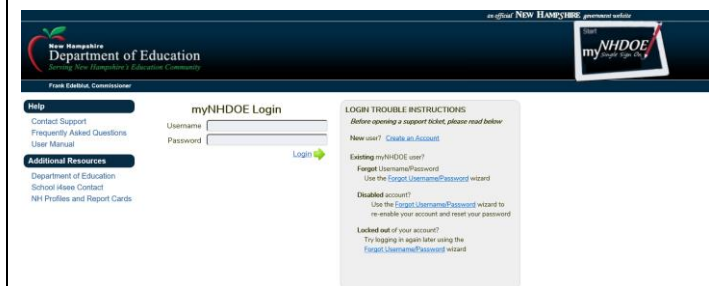
If you have had any name changes since you previously applied for a credential with our office, you must submit a name change form and receive confirmation that the name change is complete via email prior to beginning this process.

<https://www.education.nh.gov/certification/documents/nameaddresschangeform.pdf>

Do not create a new myNHDOE account if you have already created one. myNHDOE is used as a portal for many NHDOE systems – EIS (Educator Information System) is one of them.

Instead, log in or use the Forgot Username/Password link to log into your account if needed and skip to page 5.

If you no longer have access to the email you used to set up your myNHDOE account, please email your SAU [i4see contact](#)



If you have ever submitted a test evaluation form, applied for any credential, had test scores submitted from ETS or Pearson to our office, or received a recommendation for licensure from a NH approved educator preparation program, you may already have an EIS account established. This account may or may not have sufficient profile information to associate with your myNHDOE account during the set-up process.

If you receive any errors while attempting to create your myNHDOE account, cancel the set-up wizard and please contact the email associated with the issue below.

If the issue requires assistance from the EIS support team, your request will be forwarded.

Please do not submit multiple support requests.

Troubleshooting at Step 1

You may be using an email already used by another family member with an EIS account or your EIS account has a different name or incorrect date of birth listed.

Your EIS account may contain different emails than the emails you are using to create a myNHDOE account or your EIS account may contain no emails at all.

Please cancel the wizard and email EIS.Help@doe.nh.gov

A recent streamlining of our process has eliminated Step 2 ☺ The wizard continues straight to Step 3 of 4.

Your next task is to create a User Name. The system will suggest a User Name but you can create one of your own if you choose. Please be advised that those with permissions to access the EIS system for work-related reasons will be able to see your username.

Be sure to follow the directions regarding restrictions for Username and Password length and characters.

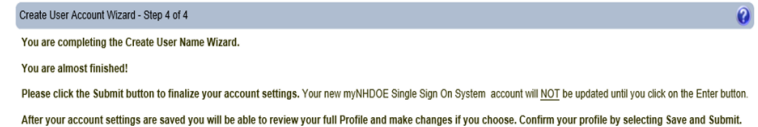
The screenshot shows the 'Create User Account Wizard - Step 3 of 4' interface. The header includes the New Hampshire Department of Education logo and the text 'as official NEW HAMPSHIRE government website'. Below the header, there is a navigation menu with 'Help' (Contact Support, Frequently Asked Questions, User Manual), 'Additional Resources' (Department of Education, School i4see Contact, NH Profiles and Report Cards), and 'Login'. The main content area contains the following instructions and form fields:

- Create User Account Wizard - Step 3 of 4** (with a help icon)
- You are completing the Create User Name Wizard.**
- Instructions: "Please enter and confirm the User Name and Password. We'll make sure the user name is unique. Enter your town of birth. Then set up a Secret Question & Answer you would like to use to access the system."
- Requirement: "Your User Name must be between 6 and 20 characters long."
- Form fields: "User Name:" and "Confirm User Name:"
- Suggestion: "User Name Suggestion: **smith1**"
- Requirement: "Your password must be between 6 and 20 characters long and consist of 2 types of characters (Lowercase letters, Uppercase letters, Numbers, or Symbols)."
- Form fields: "New Password:" and "Confirm New Password:"
- Requirement: "Your town of birth will be used to help you access your account if you forget your username and/or password."
- Form field: "Town of Birth (City/Town Only):"
- Requirement: "The secret question that you select will be asked any time you reset your User Name. It will be verified every 25 logins to ensure that it is current."
- Section: "Secret Question:"
- Dropdown menu options: "In what city was your first job?", "What is the last name of your favorite teacher?", "What is the middle name of your oldest child?", "What is the middle name of your youngest child?"
- Form field: "Secret Question Answer:"
- Instruction: "Once you have entered the required information click the Next button."
- Navigation buttons: "Previous" (with left arrow), "Cancel", and "Next" (with right arrow).

Troubleshooting Step 4 of 4

If you submit and then receive an error message, try using a new browser window <https://my.doe.nh.gov> and log in with the username and password you just created.

If this is unsuccessful, please email myNHDOEhelp@doe.nh.gov



1. Click on Educator Information System.
2. Click on Educator.
3. Click on Renew Your Credentials Here


If you do not see “Renew Your Credentials Here”, please confirm with the SAU that you have been recommended for renewal.

System Listing

ordered by the systems that you use most frequently

 Educator Information System (EIS)
Multiple educational entities are associated with this system. [Click here to select one.](#)

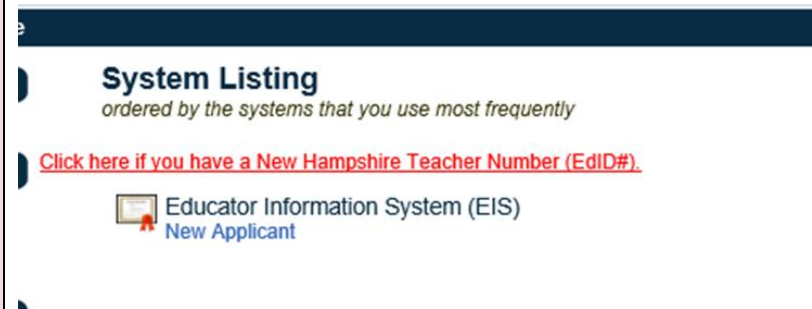
 Educator Information System (EIS)
Educator

 **Renew Your Credentials Here**
Click here to renew your New Hampshire educator credentials. Most renewal applications can be submitted electronically. Some applications must be reviewed before they will be renewed. All online applications require a credit card payment.

If you are able to log in and you do not see the EIS/Educator role and instead see “New Applicant”, this means your EIS account has not been associated with your myNHDOE account.

If you know your Ed ID, please click the link to associate your accounts by adding in your NH Educator Number to your profile.

If you do not know your Ed ID, or you receive any error message, please email myNHDOEhelp@doe.nh.gov



Eligible Certificate Applications						
Certificate	Status	Issue Date	Expire Date	Renew Date	Endorsement(s)	Apply
EEC - Experienced Educator Certificate	Issued	6/22/2016	6/30/2019	7/1/2019	0003 - Principal 1811 - Elementary Education (K-8)	Renew

If the “Renew” link does not work, make sure your browser is up to date or try a different browser (such as Internet Explorer, Chrome, Edge, Safari, Firefox).

If the “Renew” link continues to not work, please email EIS.Help@doe.nh.gov

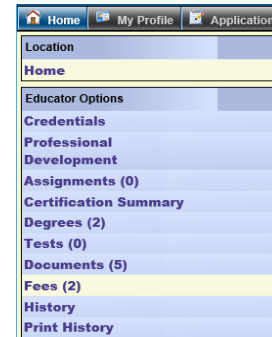
You will confirm your profile information, respond to conduct/ethics acknowledgements and submit payment.

Our system only accepts Visa/MasterCard.

There is a time limit for completing the payment wizard. Please have your payment card ready.

If you cancel the wizard, your updated profile information and application will not be saved.

You can see if your transaction has been successful from EIS/Educator/Home/View Your Credentials/Fees. Any payment issues should be emailed to EIS.Help@doe.nh.gov



General Credentialing Questions: cert.info@doe.nh.gov

Name change: <https://www.education.nh.gov/certification/documents/nameaddresschangeform.pdf>