Substitute Credential FAQ

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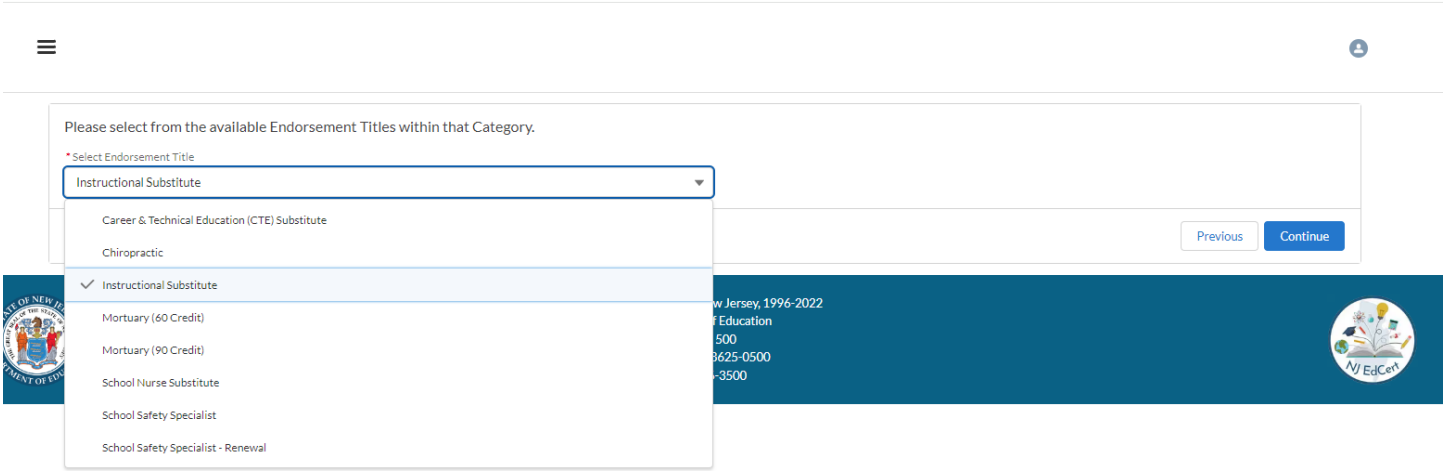
1. *What are the requirements for a substitute credential? How do I apply?*

Follow the steps on the NJDOE Substitute Certification page. The requirements are listed under step three. To open an application, you will first need to create an account in NJEdCert.

Read all NJEdCert prompts carefully. Follow the instructions in your application checklists to provide necessary documentation.

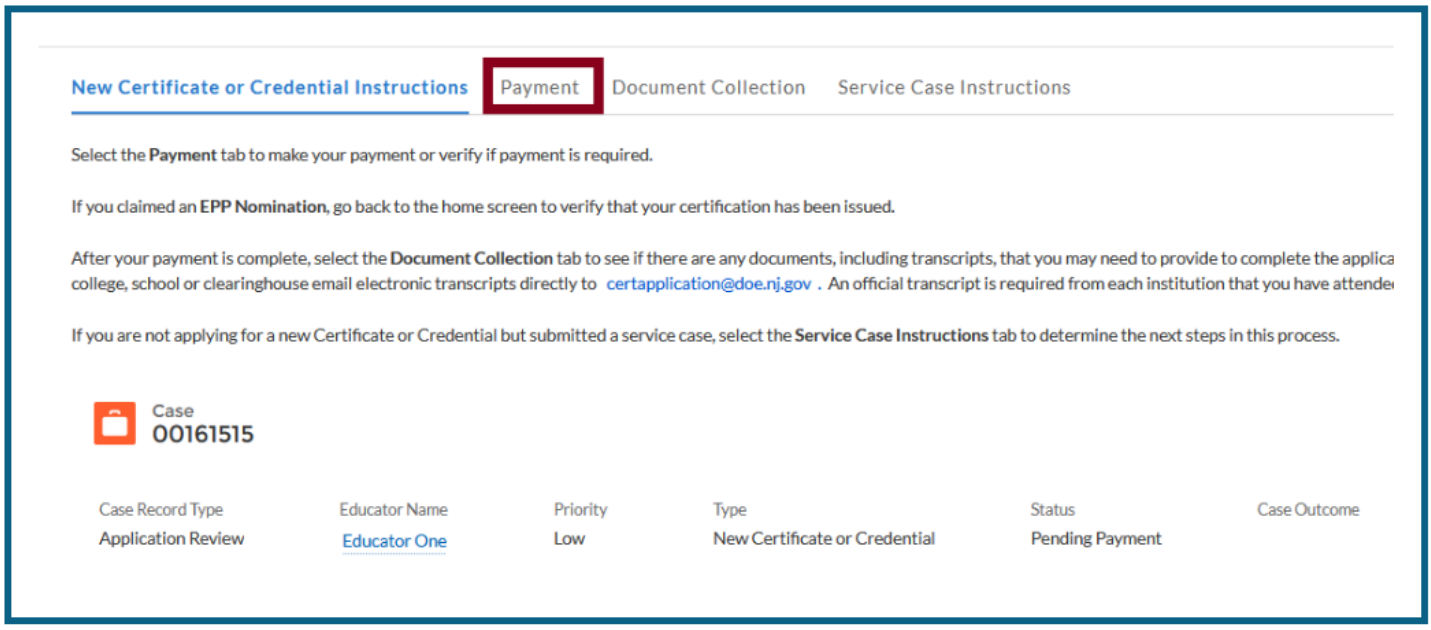
2. *Which Endorsement Title should I select for a Substitute Credential?*

Select the Endorsement title as Instructional Substitute.



3. *Are there fees to apply? How much does it cost?*

The fee for Substitute Endorsement Title is $125. Click on the "Payment" tab to complete the transaction



4. ***How long will it take to get my substitute credential? / Why hasn't my application been reviewed yet?***

   If you need to provide transcripts or undergo a background check, it can take several weeks for documents to be received and processed. After all necessary documents have been received and processed, and your application status has reached **Pending Review**, you can expect a review within 10 business days. Your application will not be reviewed until it reaches **Pending Review** status.

To avoid delays, follow the instructions in each application **checklist**. If your application has any **checklist** that says **Pending Documentation** or **Deficient**, this indicates that your application is not ready for review and likely requires some action from you. After opening an application, you can find your **checklists** by following these steps:

a) Login to your **NJEdCert** account
b) Open the sidebar on the left and click **My Applications**
c) Click on the **Application ID**, e.g.: App-2023-123456
d) Click on the **Checklist IDs**, e.g.: C-12345678

If at least 10 business days have elapsed since your application status was updated to **Pending Review**, and your application has not been reviewed, you can contact the county office. Be ready to supply your full name, date of birth, and NJEdCert **Application ID**.

5. ***How do I upload documents to my NJEdCert application?***

Follow these steps:

a) Login to your **NJEdCert** account
b) Open the sidebar on the left and click **My Cases** (or **My Applications** if resolving a deficiency)
c) Click on the **case number** for your application (or the **Application ID** if resolving a deficiency)
d) Find the **Document Collection** tab at the top of the screen
e) Upload your documents into the proper **checklists**. If you are uploading more than one file into a single checklist, be sure to upload them all in a single batch.

Do not upload your transcript yourself.

6. ***Help! I can't login to my NJEdCert account/I have a technical issue with NJEdCert/I can't upload documents/I need help with navigating NJEdCert***

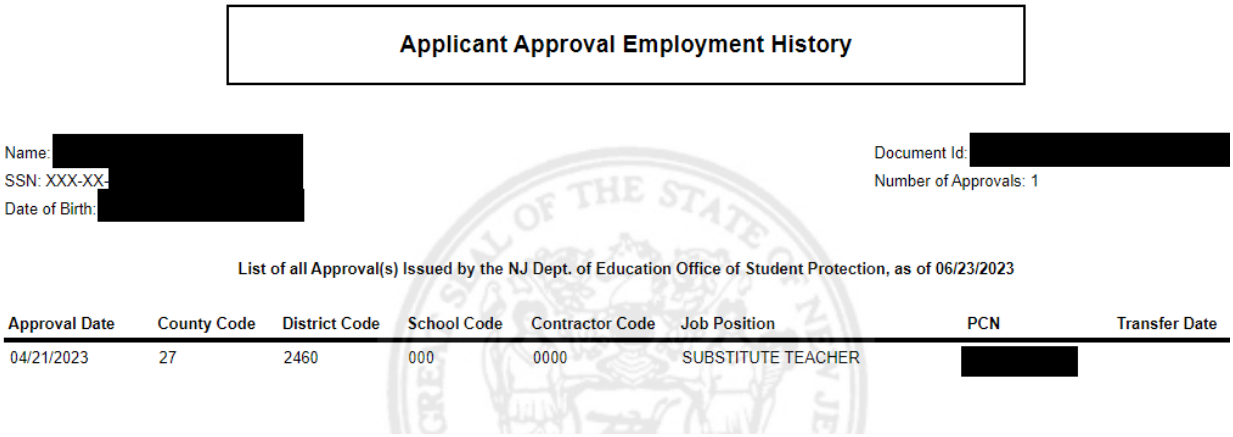
For any technical issues related to NJEdCert, you can call customer service at (609)-292-2070.

Password reset link will be sent to the email address you have provided to NJEdCert. You will receive the link within 24 hours.

If you can login, but still need technical support, you can also contact customer service on your NJEdCert homepage.

7. *Where do I retrieve my fingerprints/criminal history report/background check? What if my background check is outdated?*

Download your **Applicant Approval Employment History** (see screenshot below for example) from this webpage. Upload a copy of your **AAEH** to the **background check** checklist in your NJEdCert application.



Applicant Approval Employment History

Name: [redacted]
SSN: XXX-XX-[redacted]
Date of Birth: [redacted]

Document Id: [redacted]
Number of Approvals: 1

List of all Approval(s) Issued by the NJ Dept. of Education Office of Student Protection, as of 06/23/2023

Approval Date	County Code	District Code	School Code	Contractor Code	Job Position	PCN	Transfer Date
04/21/2023	27	2460	000	0000	SUBSTITUTE TEACHER	[redacted]	

The **AAEH** issued by the Office of Student Protection is the only document you need to upload to meet this requirement*. Background checks performed by other agencies will not be accepted.

*If your **AAEH** approval date is at least 5 months out of date, *and* you have been continuously employed in the same school district since your previous approval, you can upload a **letter of continuous employment** from your employer. Upload the letter in the same checklist along with your **AAEH**. The **letter** is *only* required if your **AAEH** approval is at least 5 months out of date.

If your **AAEH** approval date is at least 5 months out of date, and you cannot provide the **letter of continuous employment**, you need to visit the Office of Student Protection for further instruction on how to update your **AAEH**.

Please visit the Office of Student Protection for more information related to fingerprinting & background checks.

8. *How do I submit my college transcripts?*

If your application requires transcripts, you can request your colleges send official **electronic transcripts** to the NJDOE transcript inbox at certapplication@doe.nj.gov.

✓ Please allow 10 business days for your electronic transcript to be received and processed.

- You can ask your college to provide you with an email confirmation receipt which includes the date & time the electronic transcript was *sent* (not *ordered*).
- If your transcript has not been uploaded to NJEdCert 10 business days *after* the sent date, you can forward this email receipt to the county office to inquire about your transcript status.

If your college will only send a **paper transcript**, they can mail it to the county office at the following mailing address:

ATTN: Teacher Certification
Morris County Office of Education
P.O. Box 900
Morristown, NJ 07963-0900

✓ Please allow 15 business days for your paper transcript to be received and processed.

The following transcript submissions will *not* be accepted:

11. *How do I renew my substitute credential?*

In your NJEdCert account, you must apply for a new substitute credential, even if you are renewing a previous substitute credential.

12. *I was previously certified as a substitute, but my credential is not showing up in NJEdCert. Am I still certified?*

Paper certificates issued before NJEdCert's launch in 2022 are still valid if they have not expired. If you lost your paper copy, contact the school district that sponsored your certification.

13. *My substitute credential was issued in another county. Can I use it here?*

Yes. Substitute credentials issued by any county in NJ are valid statewide.

14. *I already have a teaching certificate in New Jersey. Do I need to apply for a substitute credential to be a substitute teacher?*

No. If you hold any valid instructional, educational services, or administrative certificate, you are eligible to be a substitute teacher without applying for the substitute credential.

15. *What if I opened the wrong application?*

The application cannot be changed to another type; you will have to open a new application. Any files received for previous applications are still attached to your account, but you may need to upload files again to update the checklists. Your new application will not be reviewed until its status reaches **Pending Review**.

16. *My application was found Deficient. What do I do now?*

Your application requires something further from you before it can be approved. Deficiencies often occur because required documents are missing, improperly uploaded, or outdated.

Log into your NJEdCert account to review the Deficiency notes in the individual **checklists**. Follow the instructions there to address any deficiencies in your application by providing additional documentation. Click the **Resolve Deficiencies** button to send the application back to the examiners for review. Make sure all **Deficient** checklists have updated to **Deficiency Resolved** and the application status updates to **Pending Review**. Your application will not be reviewed again until it reaches **Pending Review** status.

17. *My application was Denied or has Expired. What can I do now?*

This means that your application has been permanently closed.

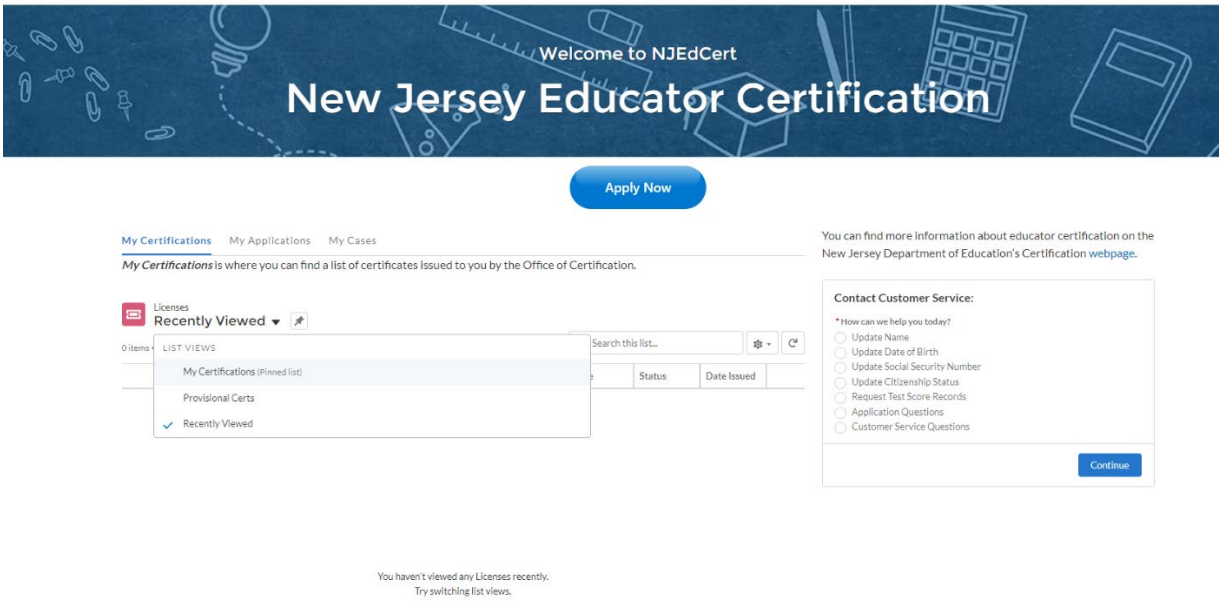
If your application was **Denied**, and you wish to appeal the decision, you can visit the State Board of Examiners for instructions.

If your application **Expired**, and you wish to re-apply, you can open a new application. You will need to pay a new application fee (if applicable) and provide documentation again for each application checklist to move the application to **Pending Review**. NJEdCert applications automatically expire 6 months after being opened.

18. *My application was Approved. When do I get my certificate?*

Paper certificates are no longer issued. If you want a copy of your certificate, you can download one by following these steps:

a) Login to your **NJEdCert** account.
b) On your homepage, under **My Certifications**, find the list of active **Licenses** on your account. **If you don't see any **License ID** numbers, click on **Recently Viewed** and change the **List View** to **My Certifications**** (see screenshot below for an example)
c) Click on the **License ID** number, which is highlighted in blue.
d) Click on "Printable View" to bring up a copy of your paper certificate, which you can print out to keep for your own records or to send to an employer.



19. *I have questions that are not answered here. Where can I find additional information?*

For general certification information, please visit NJDOE Certification.

For all questions related to fingerprinting and background checks, please visit the Office of Student Protection.

For NJEdCert customer service and technical support, call (609)-292-2070 or use the "Contact Customer Service" box on your NJEdCert homepage after you login to your account.

If you still have questions, the best place to start is with the school district or vendor who is sponsoring your application. If they are unable to answer your questions, you can also reach out to the county office. Before contacting the county office, be ready to supply your full name, date of birth, sponsoring school district or vendor, and NJEdCert **tracking number**.