



My eCert – Online Renewal – Frequently Asked Questions

Part One: Online Renewal

1. What is Online Renewal?
 - A. Online renewal is the new feature on My eCert. If you have Full certificates that are expiring on Aug 31, 2014, you can save time and renew them online.
2. What do I need to have in order to renew my certification online?
 - A. In order to view your certification information, you will need to register for a RIDEmap account and link it to your certification ID.
3. How do I get a RIDEmap account, and link my certification ID
 - A. To register for a new account:
 - i. Open a web browser and go to <https://ridemap.ride.ri.gov>
 - ii. Click on Register for New Account.
 - iii. Follow the prompts on the screen to complete the registration and verification of your account.
 - iv. Log in to RIDEmap and link your Certification ID to your RIDEmap account
 - B. To link your certification ID:
 - i. Log in to your RIDEmap account and click on your username in the upper right corner of the RIDEmap screen
 - ii. Select Update User Profile, and then click on Update Profile
 - iii. Click on Add Certification ID
 - iv. Enter your RIDEmap username, password, Certification ID and Last 4 digits of SSN
4. I have a Certificate of Eligibility for Employment (CEE), can I renew that online?
 - A. No, you can renew only certificates that are similar in nature. Renewing a CEE is actually a first issuance of an Initial. Therefore, you must apply using a paper application.
5. One or more of my certificates have already expired; can I reinstate them along with this renewal?
 - A. You may only renew only currently valid certificates using the online renewal system. You cannot reinstate your expired certificates in the online system; you must apply using a paper application.



6. Only some of my certificates are visible on the screen for renewal, where are the others?
 - A. At this time, only full certificates are eligible for online renewal. Any preliminary certificates, as well as permits are not eligible for online renewal. You may however renew those certificates that are available for online renewal AND submit a paper application for the others.

Part Two: Alignment of Certificates

7. I have other certificates that expire in 2015 or beyond. Will the certificate that I renew match the expiration dates those certificates?
 - A. The current regulations (Section 8.1) for educator certification in Rhode Island stipulate that the expiration dates of all certificates must be aligned. The expiration dates of the other certificates will be adjusted to match the renewed expiration dates of the certificates that you are renewing. For instance, if you have one (5 year) professional certificate that is expiring 2014, and two other (5 year) professionals that expire in 2016, then the expiration dates of all certificates will now be 2019. You will be charged additional fees at a discounted rate for the extension of time on the certificates that expire in 2016.
8. I do not wish to maintain alignment and renew the certificates that are not expiring this year. Why am I being forced to do that?
 - A. While alignment of certificates is stipulated in the regulations (Section 8.1), and is highly recommended, you do have the choice to opt out of the alignment requirement, if you so desire. Make sure to select 'I do not wish to participate' on the Certificate alignment screen.

Part Three: Legal Questions and Attestations

9. If I answer 'Yes' to one or more questions on the Legal Questions and Attestations page, how do I attach the explanation(s)?
 - A. For each answer of 'Yes', you will be prompted to upload the attachments that provide explanation. You may attach any number of files, as long as they are in PDF or Word format.
 - B. In case you have previously submitted explanation in this context, you can indicate that on the document upload screen.



10. I hold certification in another state. Do I upload a copy of that certificate?
 - A. No, please indicate the State, Certificate Number and Area that you hold certification. You may report as many certificates from other states as you hold.
11. How do upload a signature onto my application form?
 - A. The online application does not require an image of a signature. The attestation check box on the 'Legal Review and Attestation' page is the equivalent of an electronic signature.

Part Four: Payments

12. What forms of payment do you accept?
 - A. Acceptable forms of payment in the online application portal are: VISA, MasterCard, and Discover. We are unable to accept American Express or electronic check.
13. Is there a transaction fee for this process?
 - A. No there is no transaction fee for the online application.

Part Five: Processing Times

14. How do I know that my payment was successfully processed?
 - A. As soon as you complete the transaction, you will be returned to the Online Application Portal. You will receive an email confirmation of your payment from rihelp@egov.com. In addition, you can find a confirmation of your application as a PDF document on your 'Correspondence' tab in My eCert.
15. How long will it take for my application to be processed and my certificate issued?
 - A. All applications will be processed in the order of receipt. Once an application has been submitted, please allow 6-8 weeks during winter months and 14-16 weeks during summer months for processing. Please be sure to update your current contact information on the 'Contact' tab; email address can be updated in RIDemap.

Part Six: Other

16. Can I start an application and finish it later?
 - A. Unfinished applications can be saved in the system for 48 hours. After that, you have to start a new application for renewal.