Virginia Licensure Online

USER GUIDE

Table of Contents

1. Overview and Glossary

Virginia Licensure Online (VALO), the Commonwealth's new, enhanced teacher licensing system, has been opened for all applicants for teacher licensure. VALO is replacing the current eGOV online licensing portal and provides applicants with the ability to submit and pay associated fees for the following requests/applications:

- Initial license applications
- Add a degree or endorsement request
- Print copy of current license
- Address or name change
- License renewal applications (Only available for individuals who are not currently employed with a Virginia public school division or agency)

Below is a glossary of specific terminology that will help you navigate throughout VALO.

1.1. **Dashboard:** The VALO Dashboard is the main "landing" screen you are taken to once you have logged into the VALO portal.

Helpful Tips:

- It is best to access VALO from a web browser on a computer or laptop. Accessing VALO from a mobile browser is not recommended.
- It is also recommended that your internet browser screen is set to an expanded, full-screen view. This will assist in navigating the panel, as well as the different forms and features, more seamlessly.

1.2. **Panel:** Panels are the different sections that display on your Dashboard. Currently, there are four (4) panels on the VALO Dashboard: Initial Application, Licenses, Update Demographic Information, and Activity.

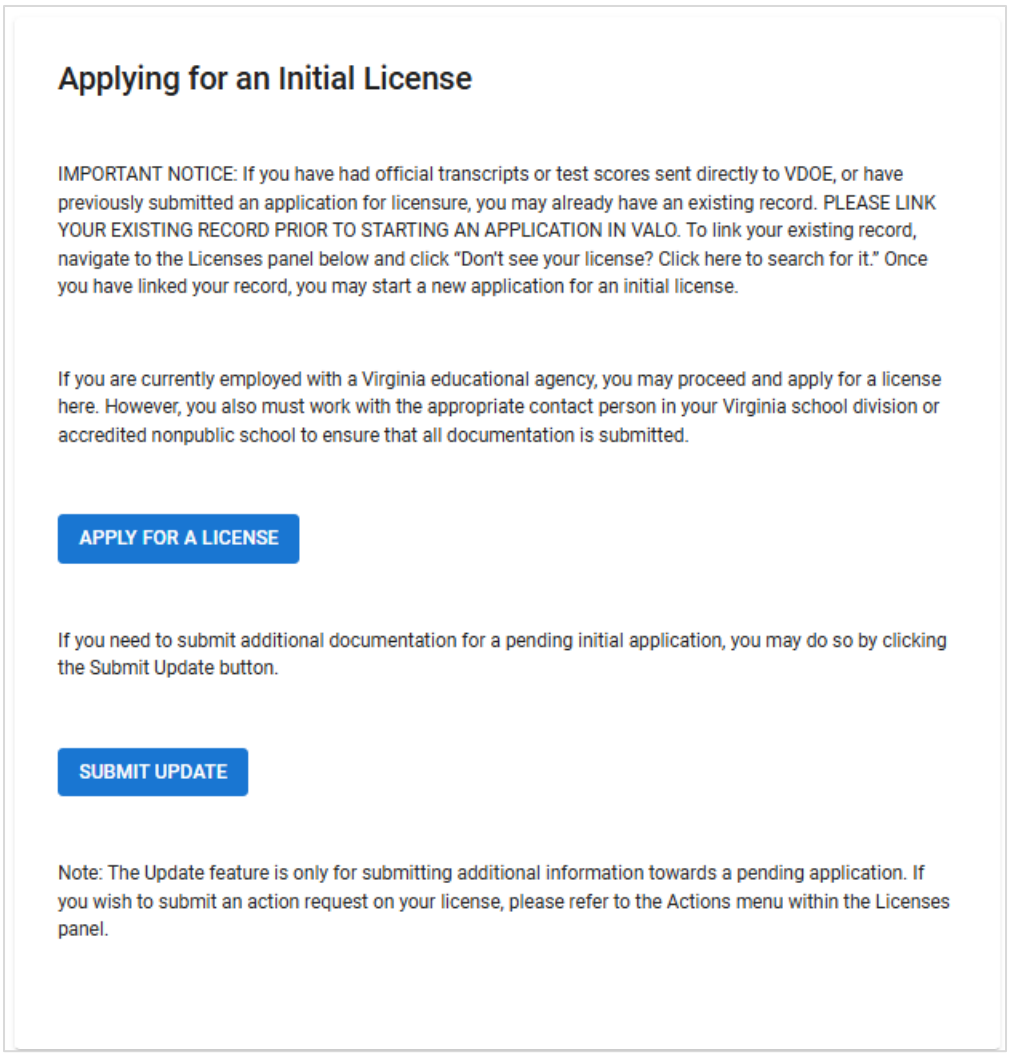
1.3. **Initial Application panel:** This panel is where users will go to submit their initial application for licensure. There are two request forms within this panel: The Application form and the Update form.

- **Application for a Virginia License form:** This is the online form for submitting an initial application for a Virginia license.

  Important Notice: Individuals who have already established an application in Virginia or who have been issued a license in Virginia, even if it has expired, should not submit an initial application request through VALO. (Individuals who are asked to provide an "updated application" for other licensure requests, such as converting a provisional license to a renewable license, should complete the paper application form located on the Licensing Forms and Information webpage.)

- **Update form:** This is the online form for submitting an update to a pending application. Sometimes there are situations where the application form has been fully submitted, but additional documentation still needs to be submitted to complete the application. Once the application form has been submitted, users may not go back into the application to make edits; therefore, this Update form serves to assist in submitting additional documentation to be added to an initial application.

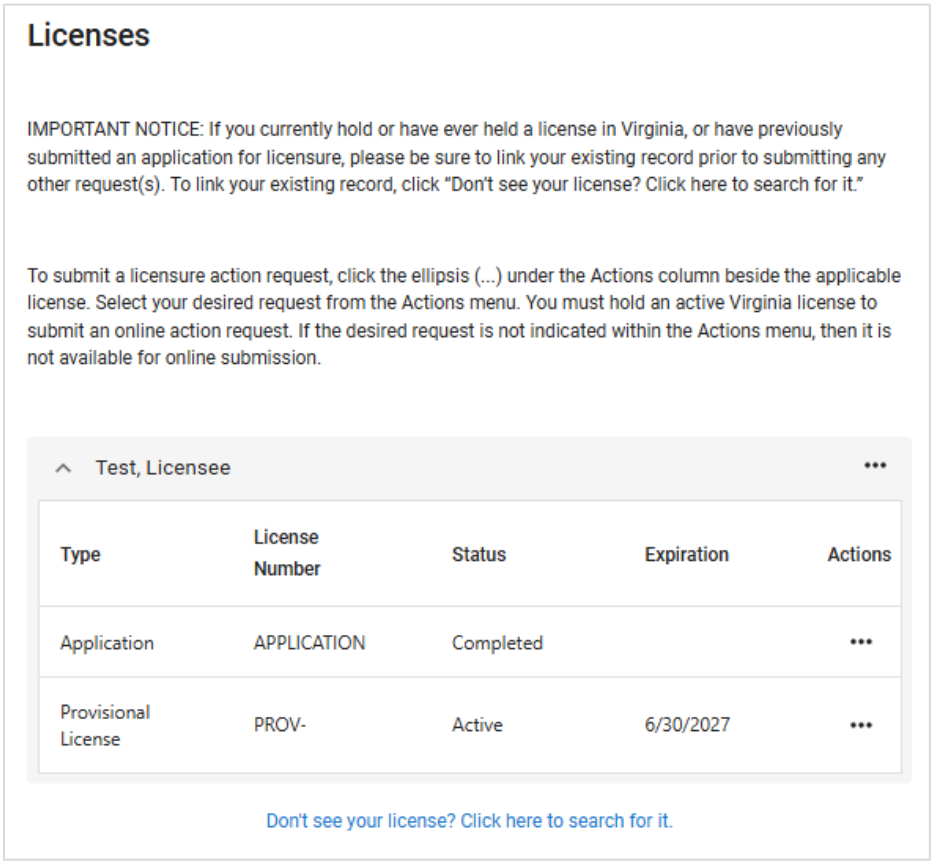
  Examples of situations when a user would use this form:
  - The user submits their application but immediately remembers that they forgot to upload an important document.
  - The user submits their application and has received VDOE Correspondence requesting additional information.



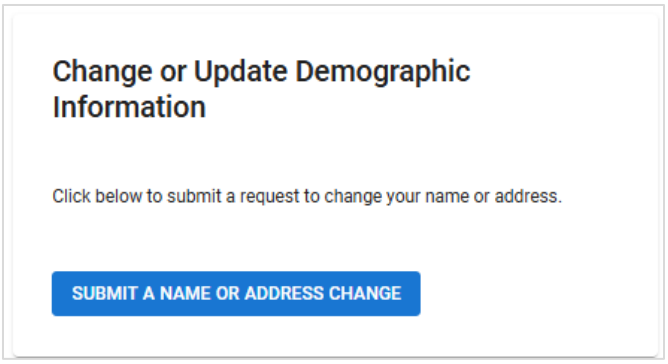
1.4. **Licenses panel:** This panel displays a user's active or expired license(s). In some cases, it may also display "completed" applications for individuals who have applied but were not yet issued a license. If your application is still pending within the Office of Licensure, it will not appear in this panel. Once your application has been reviewed by a VDOE licensure specialist, then it will display with a "completed" status.

Note: Individuals who hold or have ever held a license in Virginia or have previously submitted an application for licensure outside of VALO, must link to their existing record through this panel.

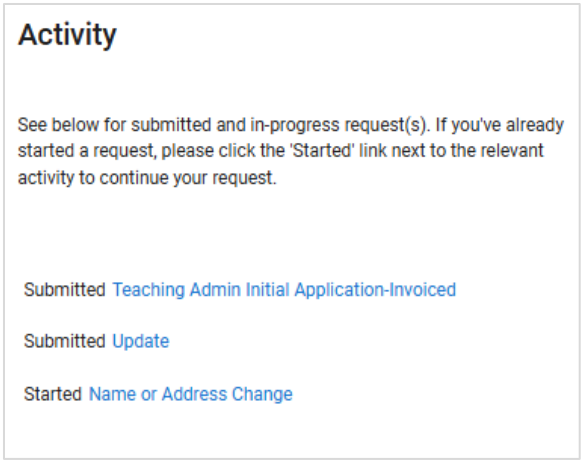
The Licenses panel is where users can access their Documents as well as the Actions menu. The actions or requests available for each license listed is dependent upon the type and/or status of the license.



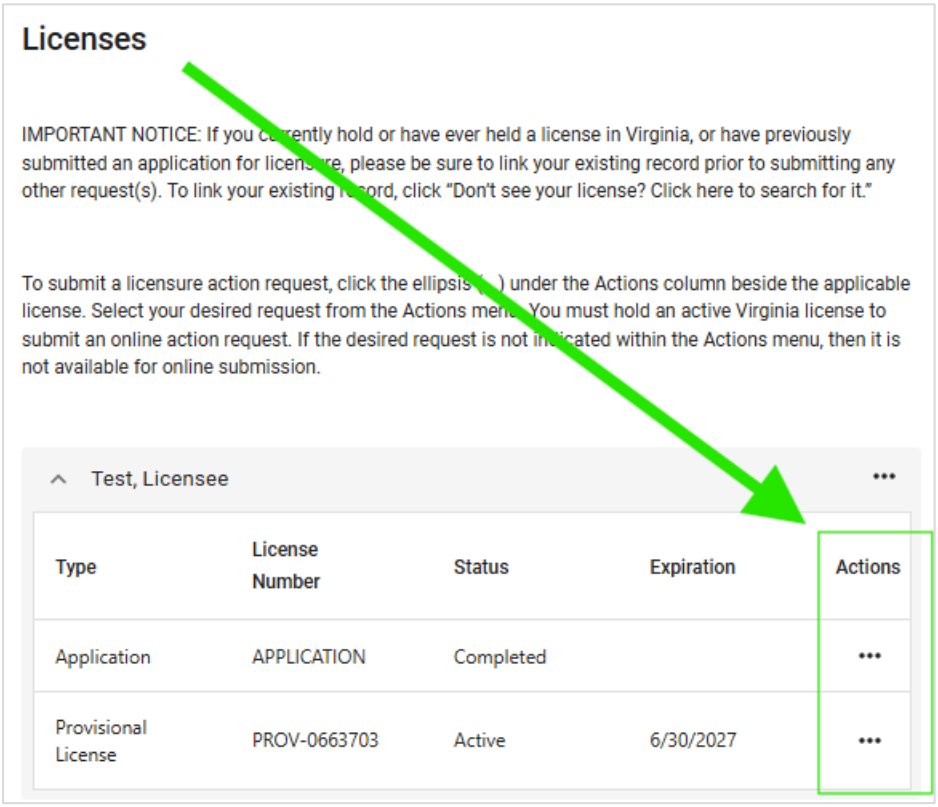
1.5. **Update Demographic Information panel:** This panel contains the form for a user to submit a request to change or update their name or address.



1.6. **Activity panel:** This panel displays a log of your activity within VALO. It will display both "Started" and "Submitted" forms (requests). "Submitted" means that the form or request was successfully submitted. Submitted forms cannot be re-opened for edits or changes. "Started" means that the form was started, but not yet submitted. Started forms can be re-opened by the user to continue and submit.



1.7. **Actions Menu:** The Actions menu is a dropdown list of available actions or requests that can be submitted towards a specific license. It is located within the Licenses panel and is represented by an ellipsis (three dots) underneath the Actions column within the gray box.



1.8. **Form:** This term can mean different things when it comes to Licensure. In VALO, it refers to the electronic form being completed as part of a request or submission.

1.9. **Preserved PDF:** A Preserved PDF is essentially a snapshot of the form and entries within the form. It will display all text, to include the instructions, notices, and fields that appear within the form, along with the data entered by the user. The preserved PDF is generated automatically once the user selects "Finish" on a given form and placed in the user's Documents once the form has been successfully submitted.

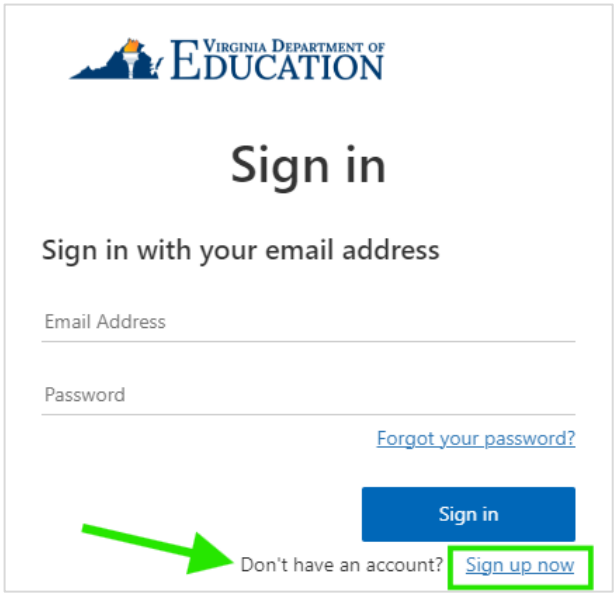
2. Create a New VALO Account

Individuals who wish to gain access to their licensure information and/or wish to submit an initial application for licensure online will need to register and create an account in VALO. Follow the instructions outlined in this guide to create a new account in VALO.

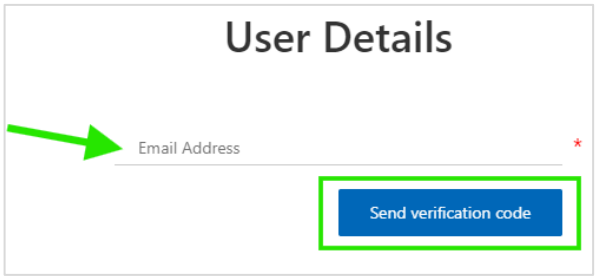
Important Notice: Individuals who previously registered for an eGov account will not be able to log into VALO using the same credentials and must create a new account within the VALO portal.

2.1. Navigate to the VALO portal by clicking the **Virginia Licensure Online (VALO)** icon located on the Licensing Services page of the Virginia Department of Education website.

2.2. On the Sign In page, click the “Sign up now” link.

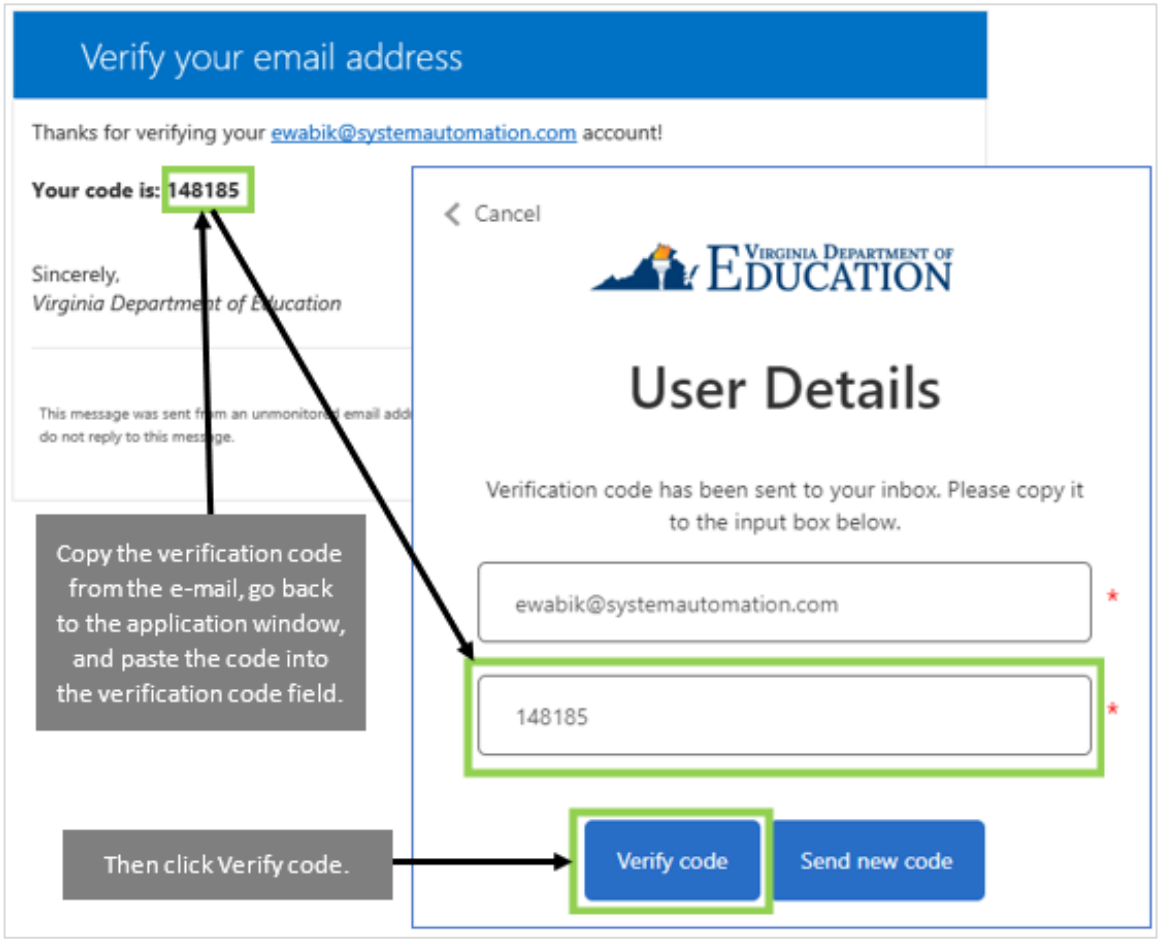


2.3. Enter the email address you wish to serve as your VALO username, then click the “Send verification code” button. Enter your personal email address. It is recommended that you do not register with an email address that is associated with work or school. VALO usernames cannot be changed once registered.

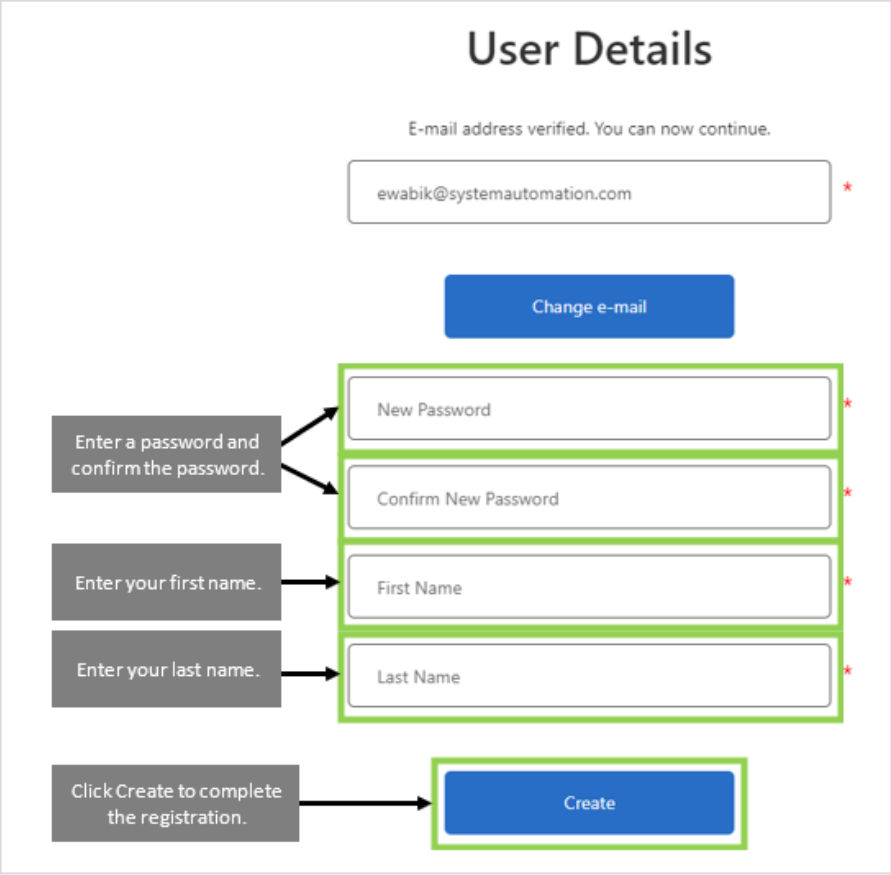


2.4. After clicking the “Send verification code” button, you will be sent an email from Microsoft on behalf of Virginia Department of Education <msonlineservicesteam@microsoftonline.com>. If you did not receive the verification code after 5 minutes, check your spam or junk folder.

2.5. Enter the verification code from the email to the Verification Code field and click the “Verify code” button.



2.6. Enter a password that you wish to use for your VALO login in the New Password field and confirm the password entry in the Confirm New Password field. Enter your first and last name in the respective fields. Click the “Create” button to complete registration.



Congratulations! You are now registered and ready to use the Virginia Licensure Online (VALO) portal.

3. Link to an Existing Licensure Record in VALO

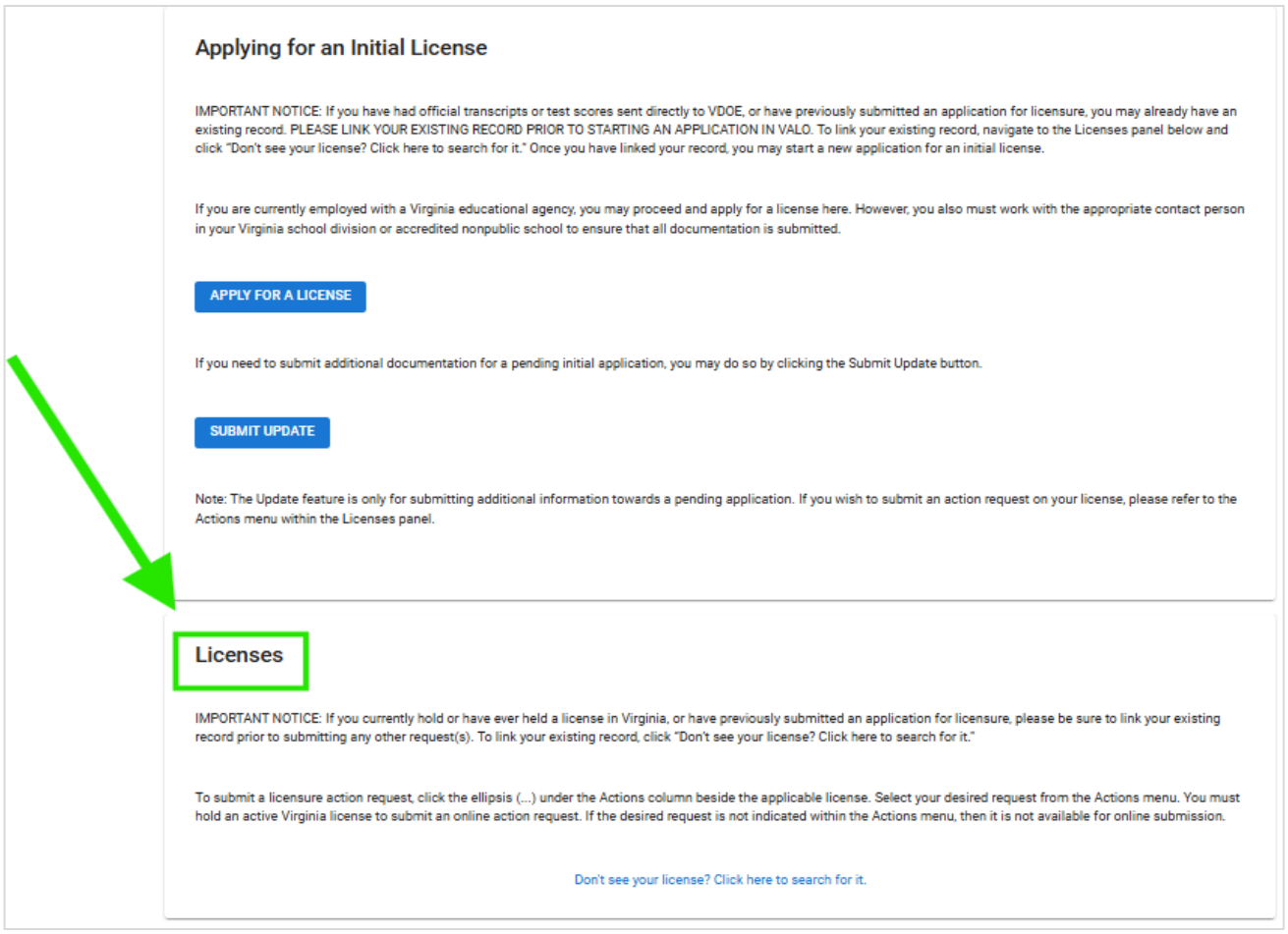
Individuals who already have an existing record within the Office of Licensure, regardless of if a license has been issued yet, must link their existing record in VALO to monitor and/or access their licensure information. Follow the instructions outlined in this guide to link your existing licensure record to your VALO account.

Please Note: An existing licensure record may exist if an individual has previously established an application for Virginia licensure, has been issued a Virginia license, or had official transcripts or test scores sent directly to the Office of Licensure prior to the submission of an application.

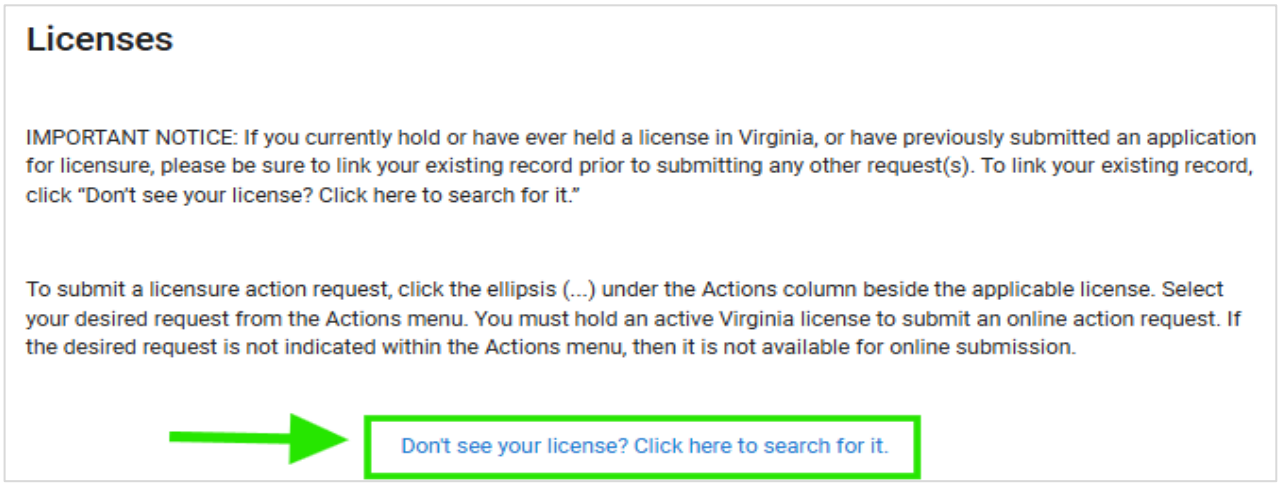
3.1. If you have not done so already, register for an account in VALO.

3.2. Log into your VALO account.

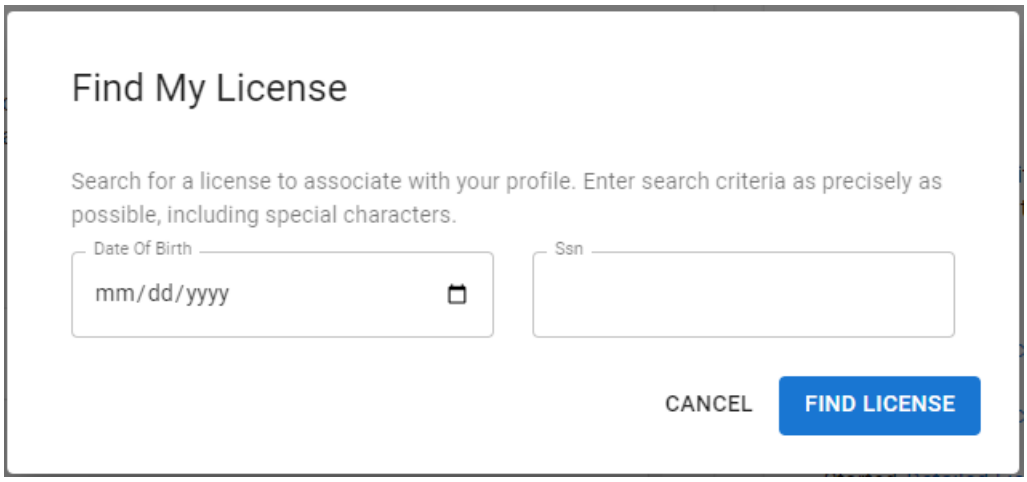
3.3. On the Dashboard, direct your attention to the “Licenses” panel at the bottom left.



3.4. Click on the link below the Licenses panel box that says, “Don’t see your license? Click here to search for it.”



3.5. Upon clicking this link, the “Find My License” screen will pop-up.



3.6. Enter both your full date of birth and full Social Security Number (do not include any dashes).

3.7. Click the blue “Find License” button.

3.8. Once your existing licensure record has been successfully linked to your VALO account, you will be able to view your license information and status, as well as any VDOE correspondence.

Having trouble linking to your record?

If you receive an error message when trying to link to your existing licensure record, email VALO Technical Support at: **rr-licensureapplicationsupport@doe.virginia.gov**.

Be sure to include your full name, VALO username (email address), and a screenshot of the error message with a detailed description of your issue.

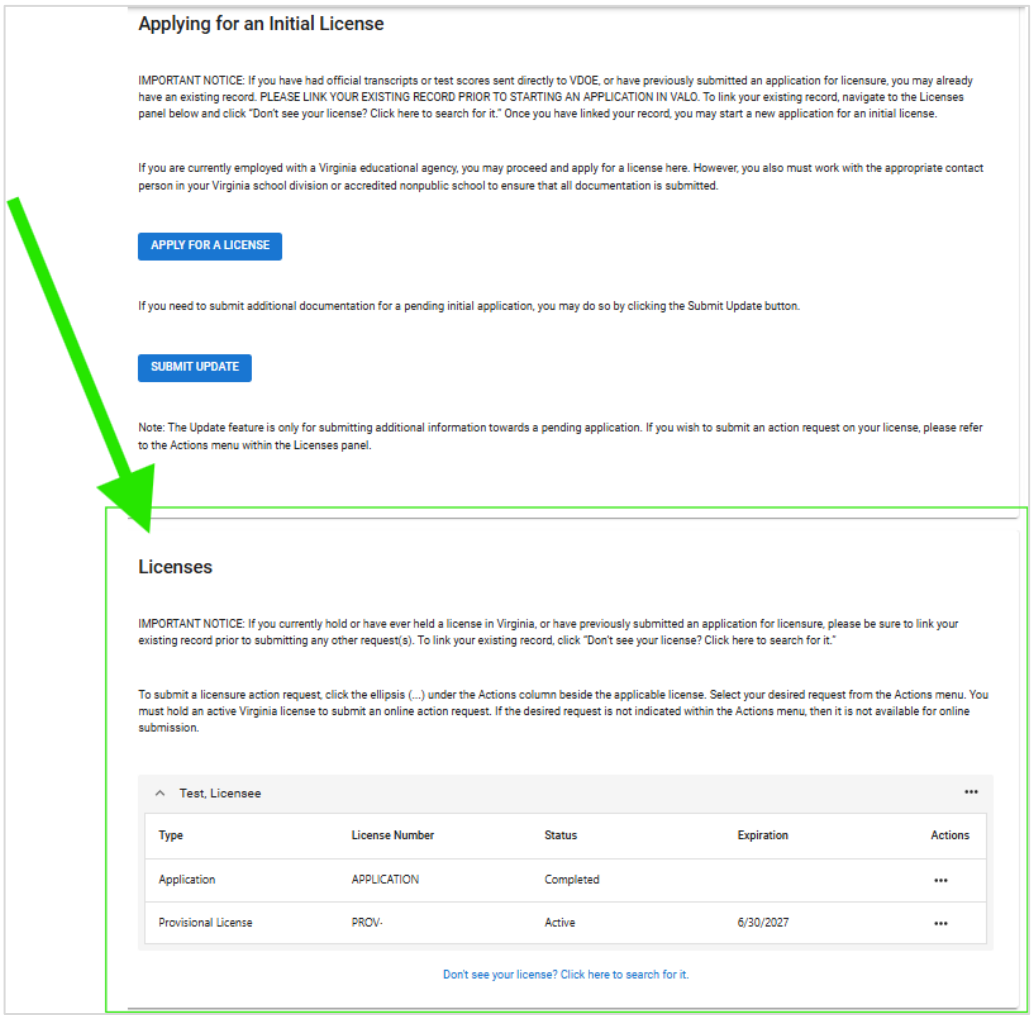
4. View and Print your License in VALO

Individuals who wish to view and print a copy of their Virginia educator certificate may now do so through VALO. Follow the instructions outlined in this guide to view and print a copy of your valid Virginia license.

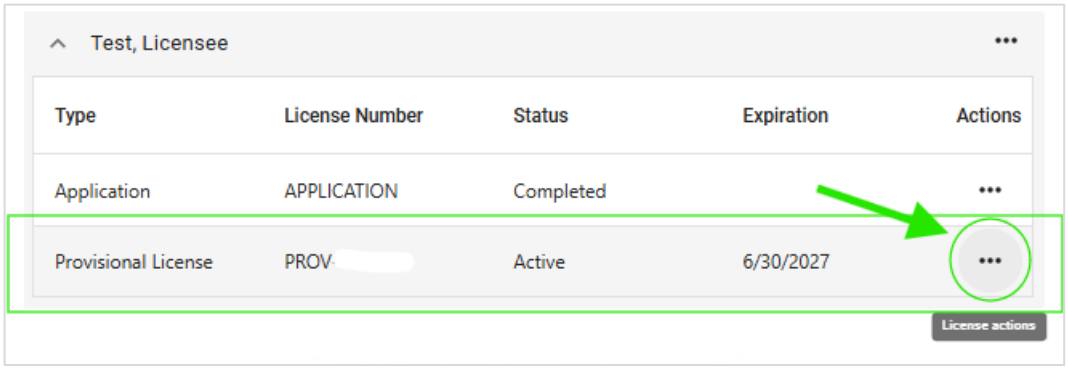
4.1. If you have not already done so, register and link to your existing licensure record in VALO.

4.2. Log into your VALO account.

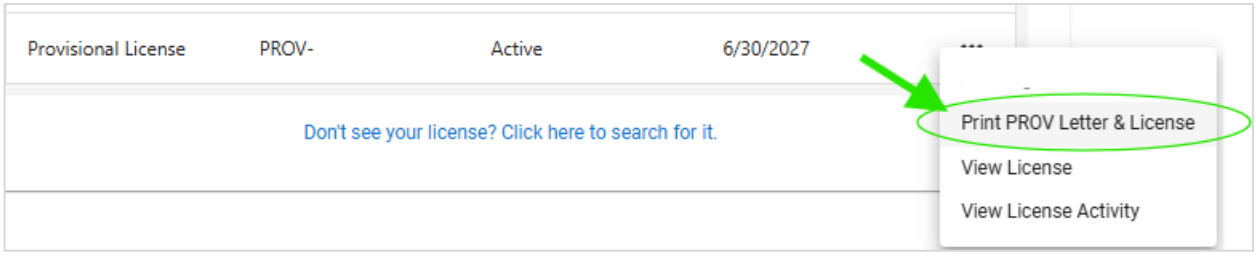
4.3. On the Dashboard, direct your attention to the Licenses panel at the bottom left.



4.4. Under the Actions column, click on the ellipsis beside the active license you wish to view/print. This will open the Actions menu.



4.5. Select “Print License” from the Actions menu.



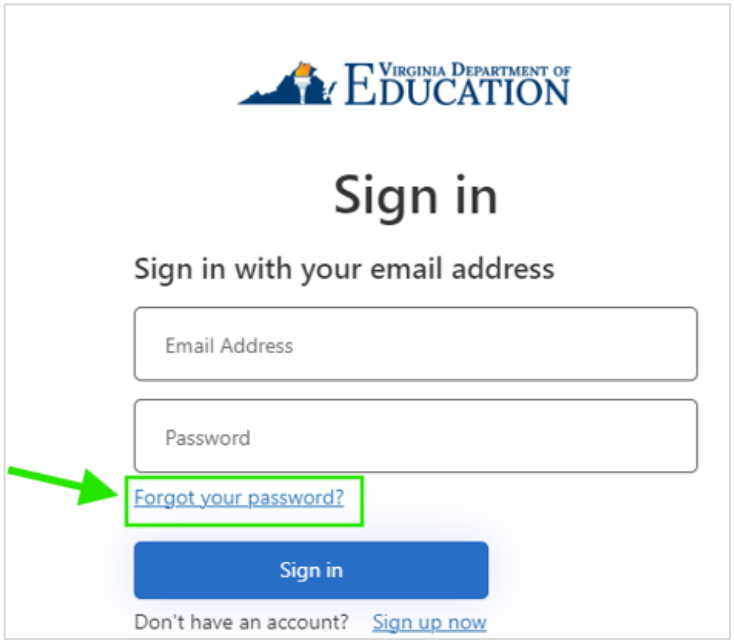
4.6. This will open and display a PDF of your license’s cover letter and certificate. You may download, save, and/or print your license from this screen.

Important Notice: Only the cover letter and certificate will display through this feature. If you have been issued a provisional or any other type of nonrenewable license, you are responsible for retrieving your deficiency listing and/or evaluation from the Documents section of VALO.

5. Reset your VALO Password

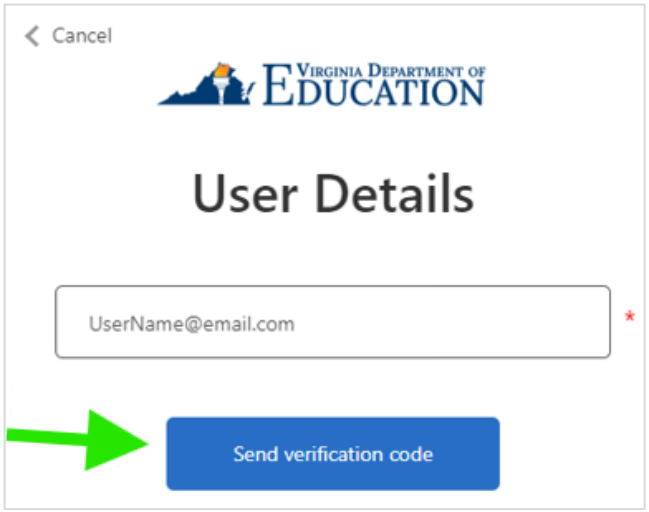
Individuals who have forgotten their password for their VALO account can reset their password on their own without having to contact the Office of Licensure or IT support. Follow the instructions outlined in this guide to reset your VALO password.

5.1. On the VALO Sign In page, click on the “Forgot your password?” link.



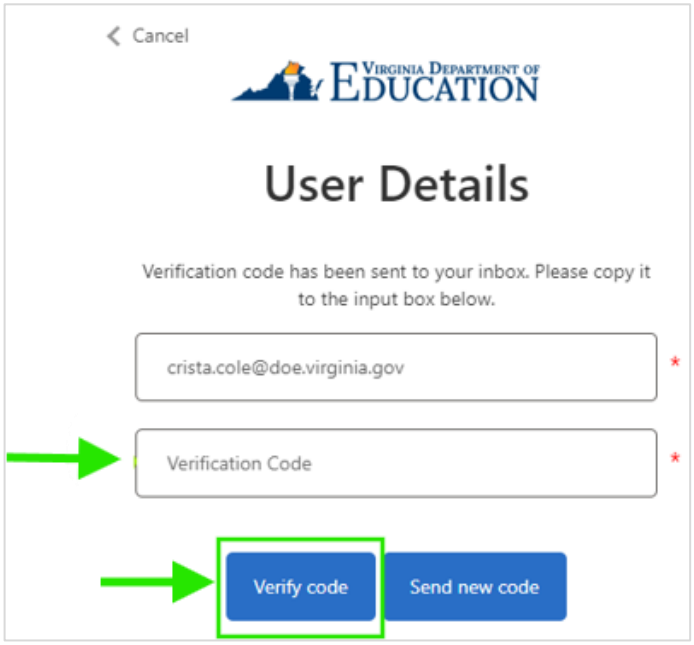
5.2. On the next screen, you will be prompted to enter your email address. It is important that you enter the same email address that you initially registered as your username.

5.3. After entering your email address, click the “Send verification code” button.

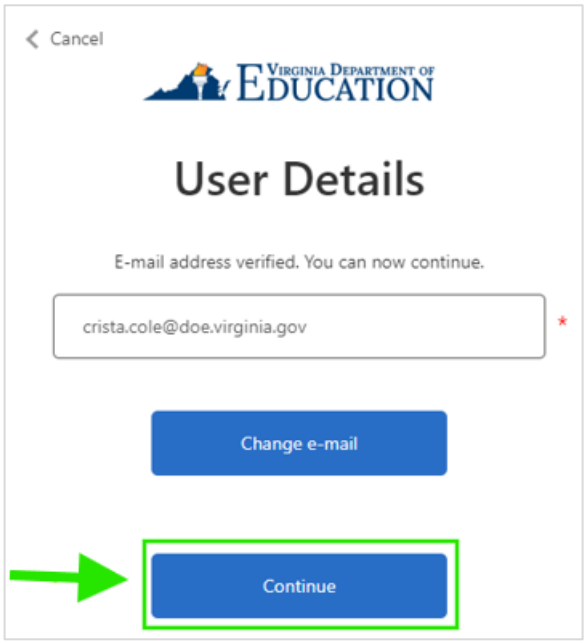


5.4. The verification code will be emailed to you from Microsoft on behalf of Virginia Department of Education <msonlineservicesteam@microsoftonline.com>. If you did not receive the verification code after 5 minutes, check your spam or junk folder.

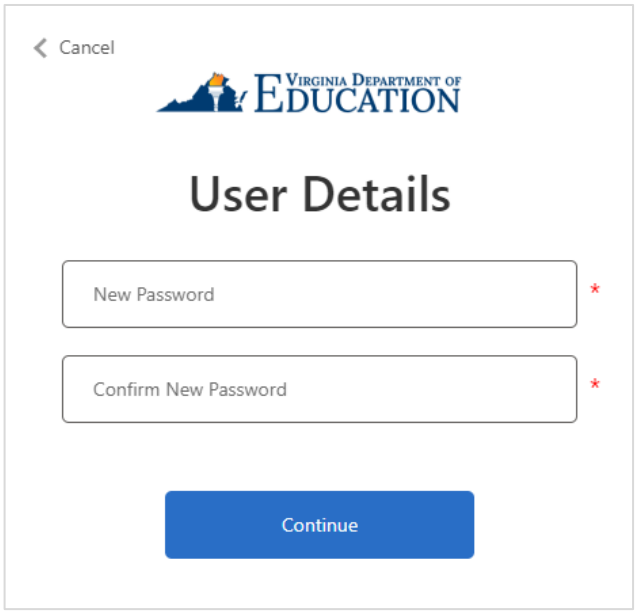
5.5. Copy and paste your verification code into the Verification Code field and click the “Verify code” button.



5.6. On the next screen, you will see your email address grayed out. Click the “Continue” button.



5.7. On the final screen, you will be prompted to enter your desired new password. Be sure to enter it a second time for confirmation. Then, click the “Continue” button.



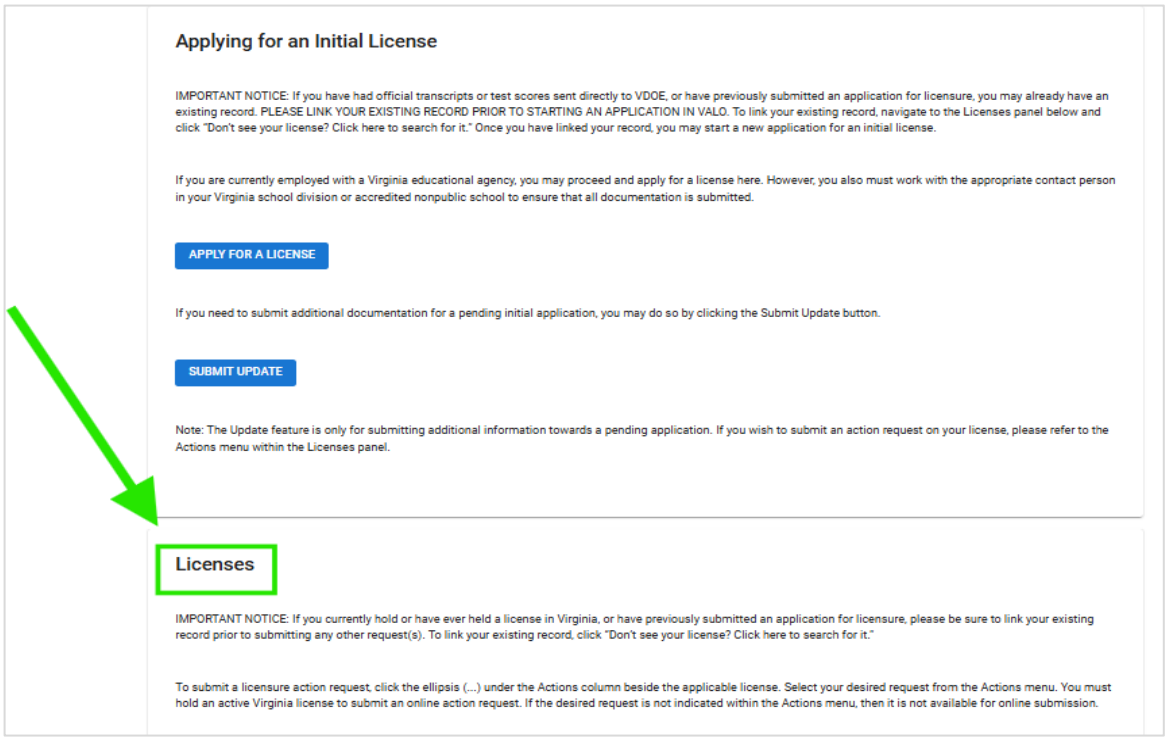
5.8. This will successfully reset your VALO account password, log you in, and bring you to your VALO Dashboard.

6. View Documents in VALO

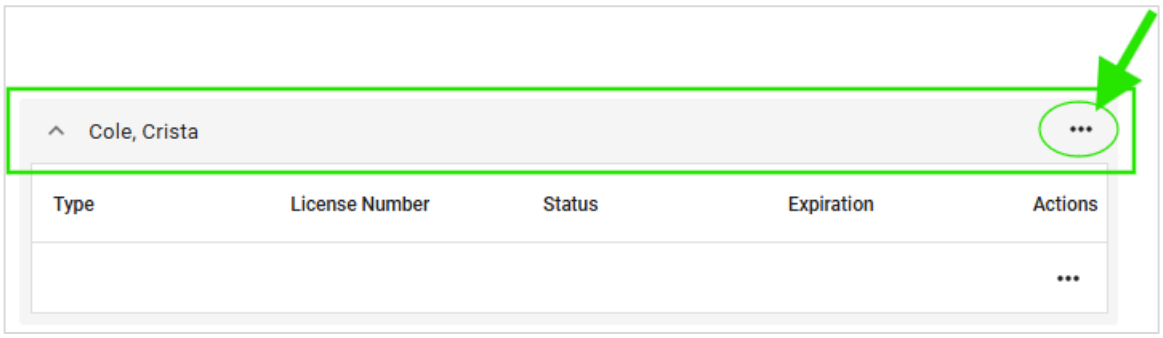
Individuals who have submitted an application or request by mail or online must access their documents in VALO. The Office of Licensure no longer mails copies of correspondence, evaluations, or licenses. It is important to self-monitor your VALO account to ensure that you stay updated on any correspondence being posted regarding your licensure request. Follow the instructions outlined in this guide to view any documents, such as VDOE Correspondence or evaluations, posted to your account.

6.1. Log into your VALO account.

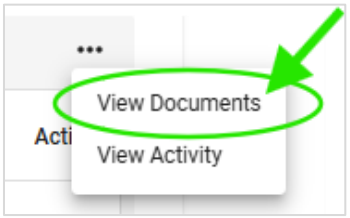
6.2. On the Dashboard, direct your attention to the “Licenses” panel at the bottom left.



6.3. Click on the ellipsis (three dots) aligned beside your name in the top right-hand corner of the panel.



6.4. Upon clicking the ellipsis, a menu will appear. Select “View Documents”.

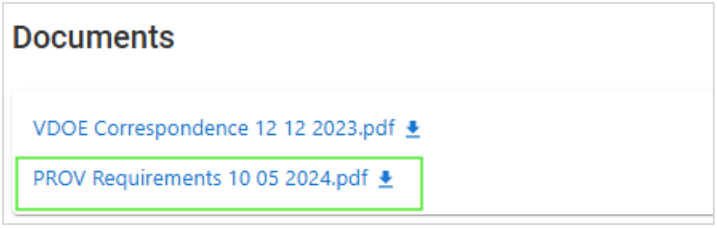


6.5. Once on the Documents page, you will see a listing of all the documents that are available.

6.6. If you have submitted an application or request through VALO, your forms and uploaded files will be in your Documents.

6.7. If you have been issued a checkletter or other correspondence from the Office of Licensure notifying you that additional information is needed, then it will be available in your VALO Documents as “VDOE Correspondence”.

6.8. If you have been issued an evaluation, Statement of Eligibility, or provisional license, your *Requirements to be Completed* (deficiency listing) and/or evaluation will also be available in your VALO Documents.



6.9. If you are employed by a Virginia educational agency, you must provide a copy of any VDOE correspondence to your employer.

7. Apply for an Initial License in VALO

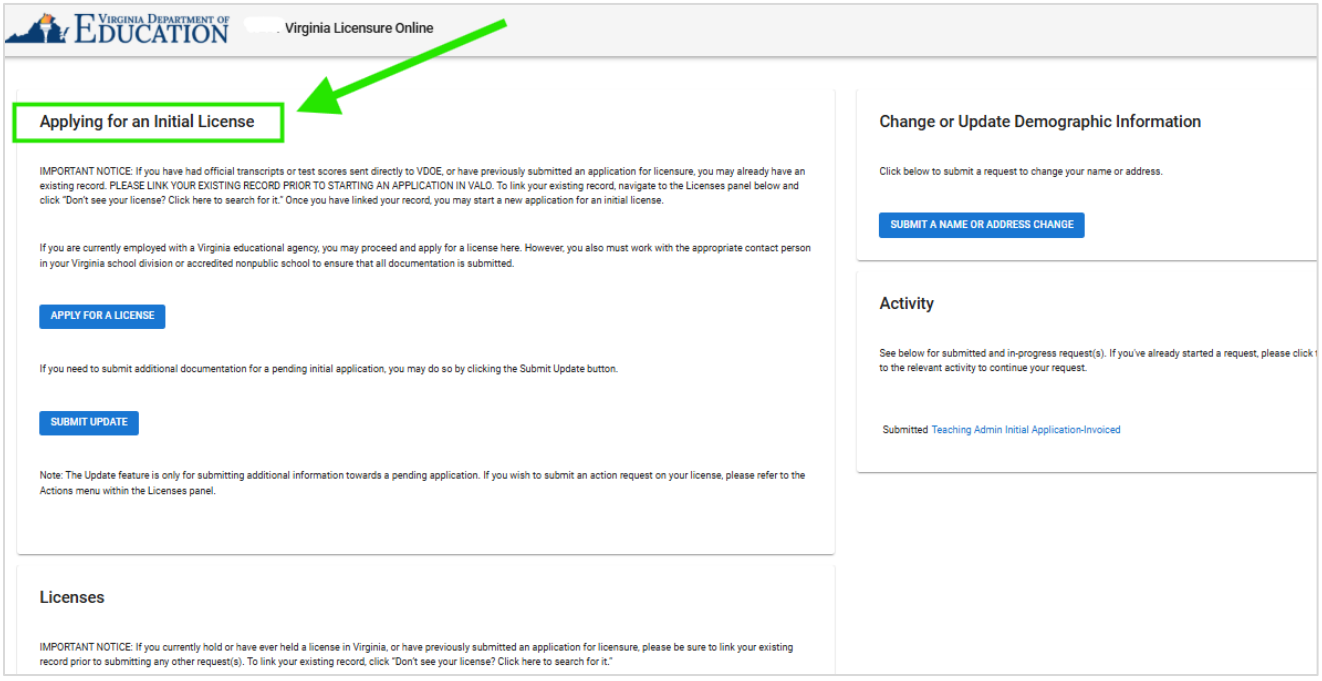
Individuals who wish to apply for an initial Virginia license may submit an initial application through VALO. Follow the instructions outlined in this guide to submit an initial application for Virginia licensure.

Important Notice: Individuals who have already established an application in Virginia or who have been issued a license in Virginia, even if it has expired, should not submit an initial application request through VALO. Individuals who are asked to provide an "updated application" for other licensure requests, such as converting a provisional license to a renewable license, should complete the paper application form located on the Licensing Forms and Information webpage.

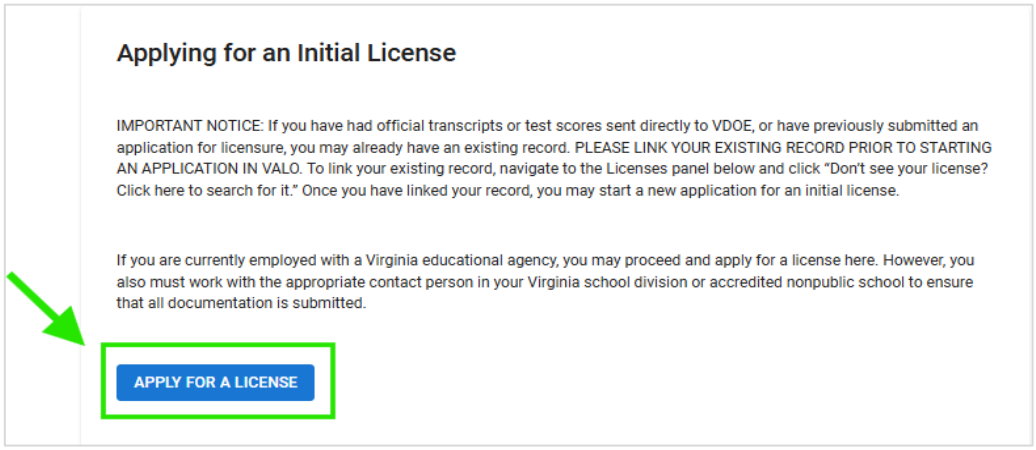
7.1. If you have not done so already, register for a new account in VALO.

7.2. Log into your VALO account.

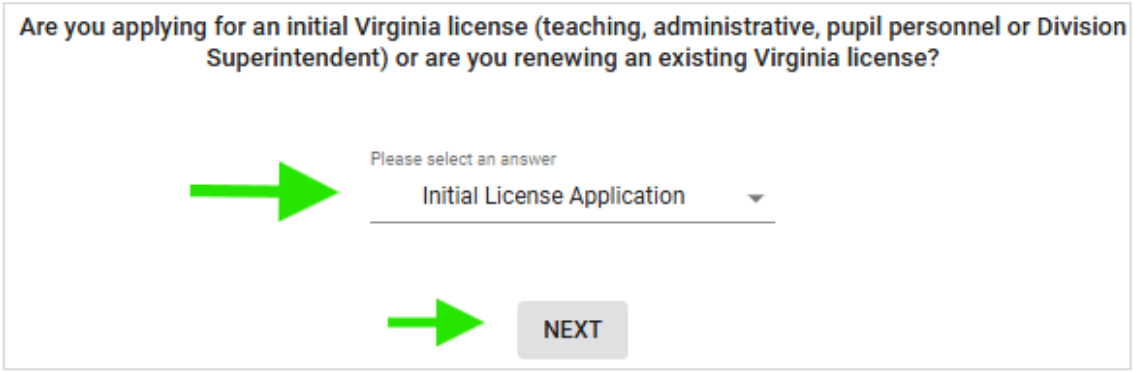
7.3. On the Dashboard, direct your attention to the "Applying for an Initial License" panel at the top left. Be sure to review the instructions and important notice within this panel prior to proceeding.



7.4. Click the "Apply for a License" button.

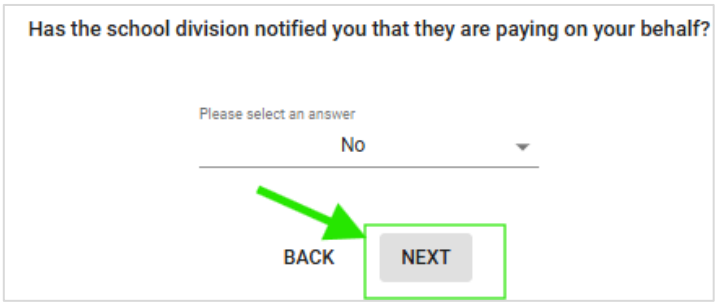


7.5. You will be prompted with a question asking if you are applying for an initial Virginia license or renewing an existing Virginia license. Select "Initial License Application" from the dropdown menu and click "Next".

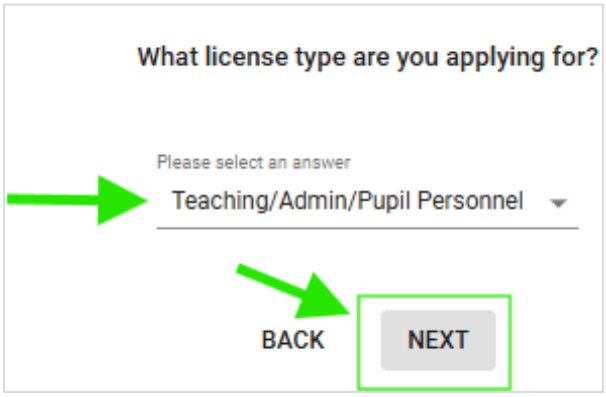


7.6. The next prompt will ask you if your employing school division is paying for your application fee.
*Note: It is important that you communicate with your employer prior to completing this form. Once selected, you will not be able to go back and change your response.

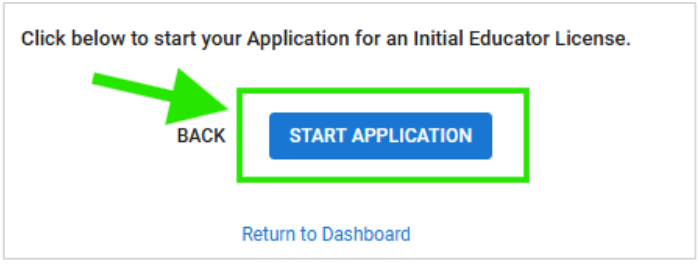
7.7. Once you have selected the appropriate answer from the dropdown menu, click "Next".



7.8. You will then be asked what type of license you are applying for. Select "Teaching/Admin/Pupil Personnel" from the dropdown menu and click "Next".

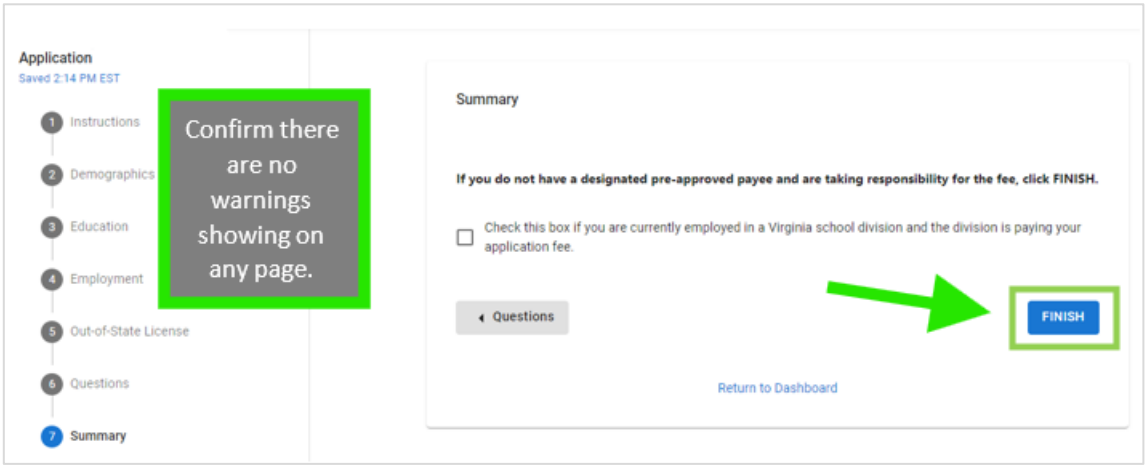


7.9. On the next screen, click “Start Application”.

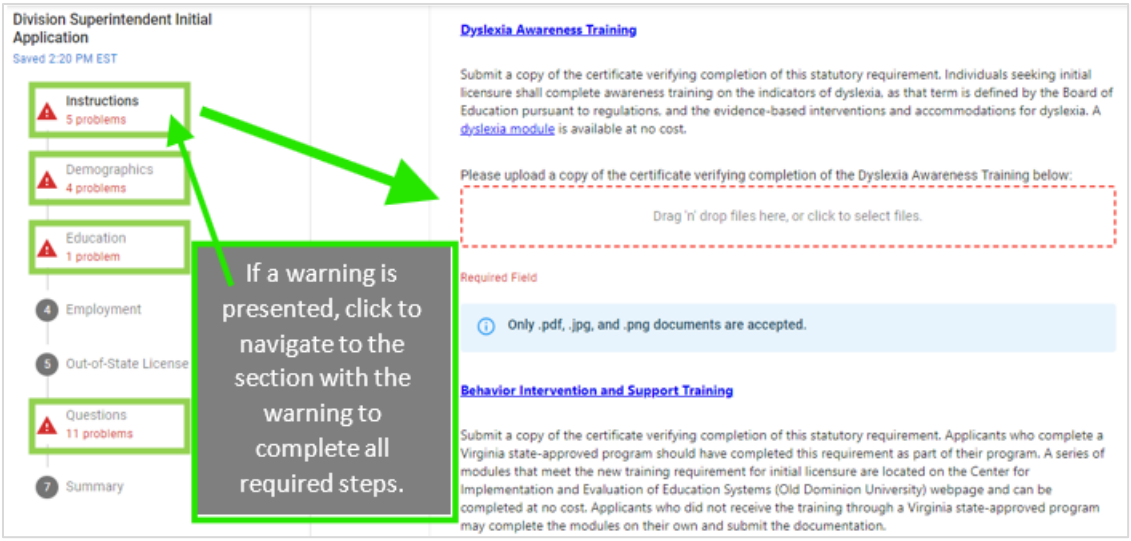


7.10. Follow the prompts to navigate through the different sections within the form. Follow the instructions and review the entered information carefully while completing each section of your online application.

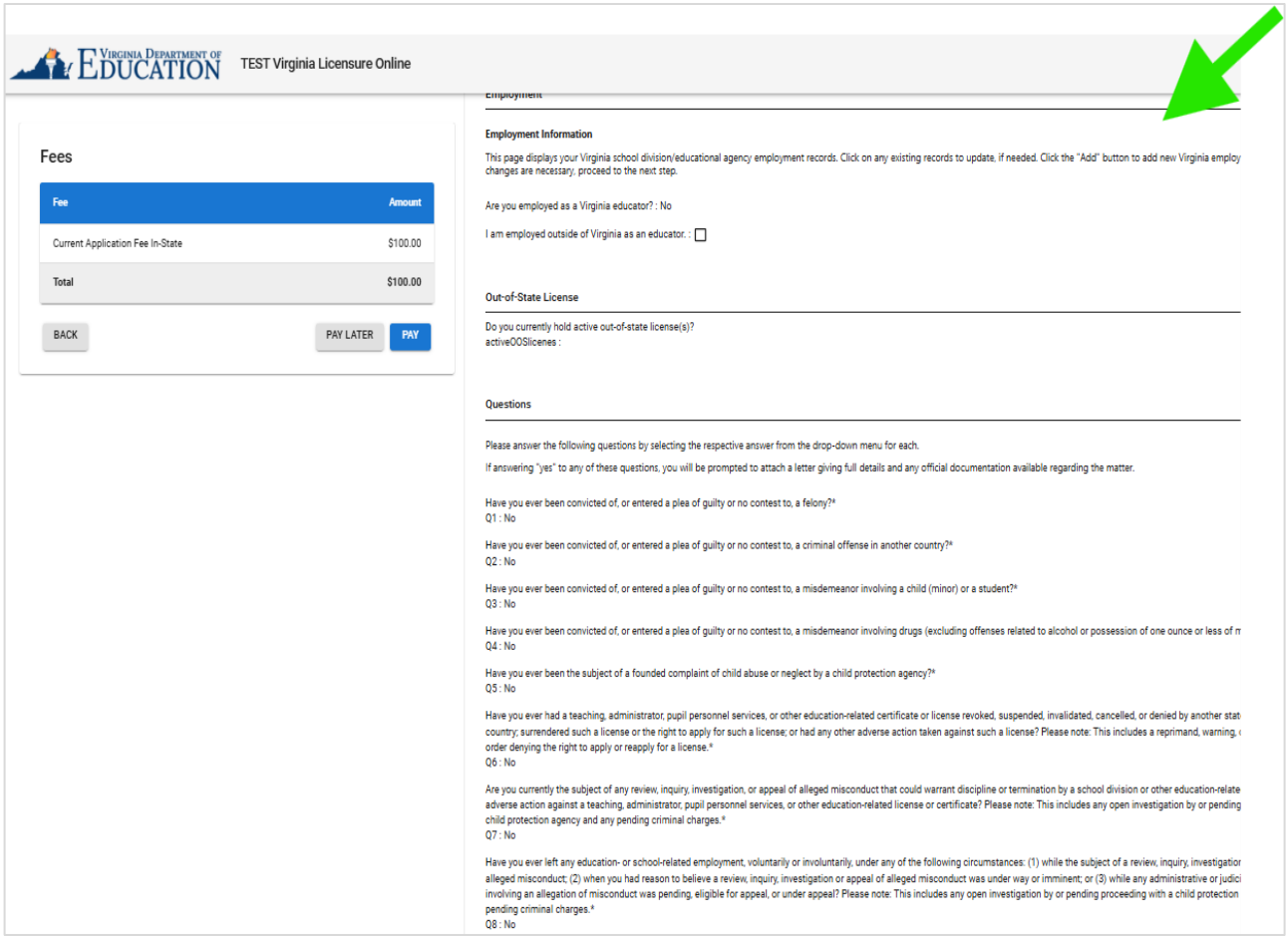
7.11. Once you have completed all sections and have landed on the Summary page, click “Finish”. Confirm there are no alert warnings on the left navigation panel. (It is recommended that you complete the application on a full-screen computer screen to ensure the warnings clearly display.)



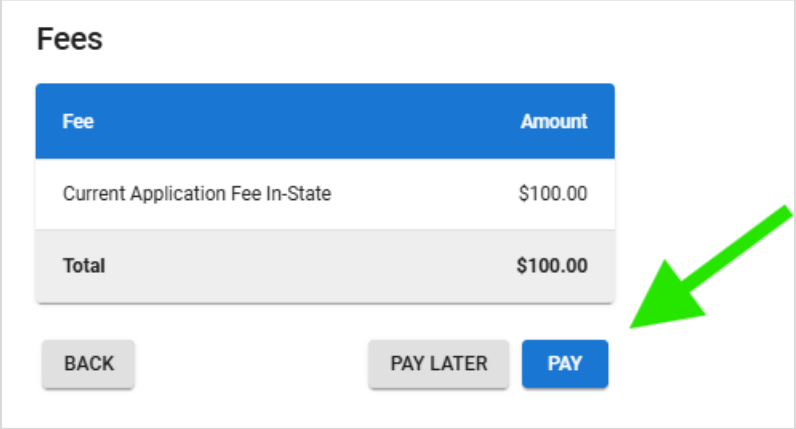
7.12. Warnings will display as red text on any section within the navigation panel where the application form was left incomplete or incorrectly completed. If a red warning displays, you will need to navigate back to the indicated area in the application to correct the issue. Below is an example of how an alert warning would appear:



7.13. Once you have completed your application and clicked the “Finish” button, you will be taken to the final page where you will have the opportunity to review a preserved copy of your application.



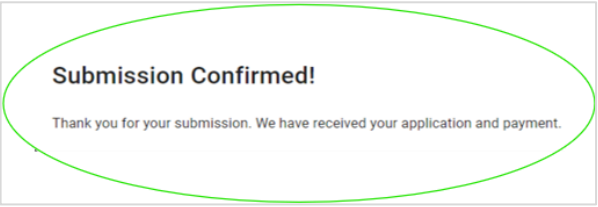
7.14. After you have reviewed your application, review your nonrefundable application fee.
  7.14.1. If your employing school division is paying for your application fee, click “Pay Later”.
  7.14.2. If you are responsible for paying your own application fee, click “Pay”.



7.15. If you are responsible for paying your fee, after clicking the “Pay” button, you will be directed to a third-party vendor site to enter and submit your payment.

Important Notice: Upon successful submission of payment, do not close your internet browser.

7.16. After completing the payment step, you will be redirected to the confirmation page in VALO.



7.17. Once you have successfully submitted your application and it has been received by the Office of Licensure, you will receive two separate emails within 1-3 business days. The first email will be a confirmation of application receipt. The second email will contain your PKID number with instructions.

7.18. If you do not receive these emails within 3 business days, check your spam or junk folder prior to reaching out to the Office of Licensure.

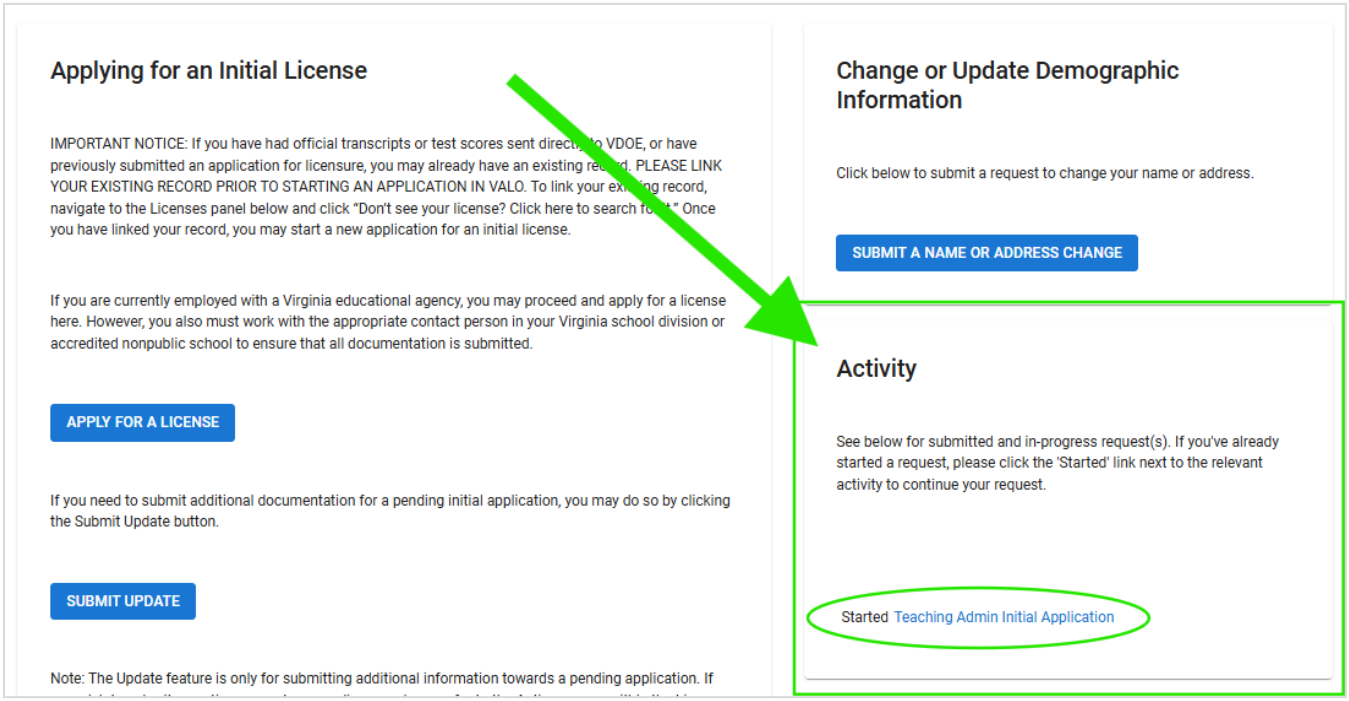
8. Update an Initial Application in VALO

When a VALO application has been started and the form has been exited prior to finishing, it will maintain a “Started” status in the Activity panel. Individuals may return to a “Started” application to make edits and upload additional documentation before submitting the form. When a VALO application has been successfully submitted, it will reflect a “Submitted” status in the Activity panel. Individuals may not return to a “Submitted” application to make edits or upload additional documentation; however, they may submit an Update form. The Update form provides a way for the individual to upload additional documentation to their submitted VALO application. Follow the instructions outlined in this guide to update your initial application by either continuing a “Started” application or submitting an Update to a “Submitted” application in VALO.

8.1. Continue a “Started” Application

8.1.1. Navigate to the Activity panel.

8.1.2. Click on the link for the “Started” Application.

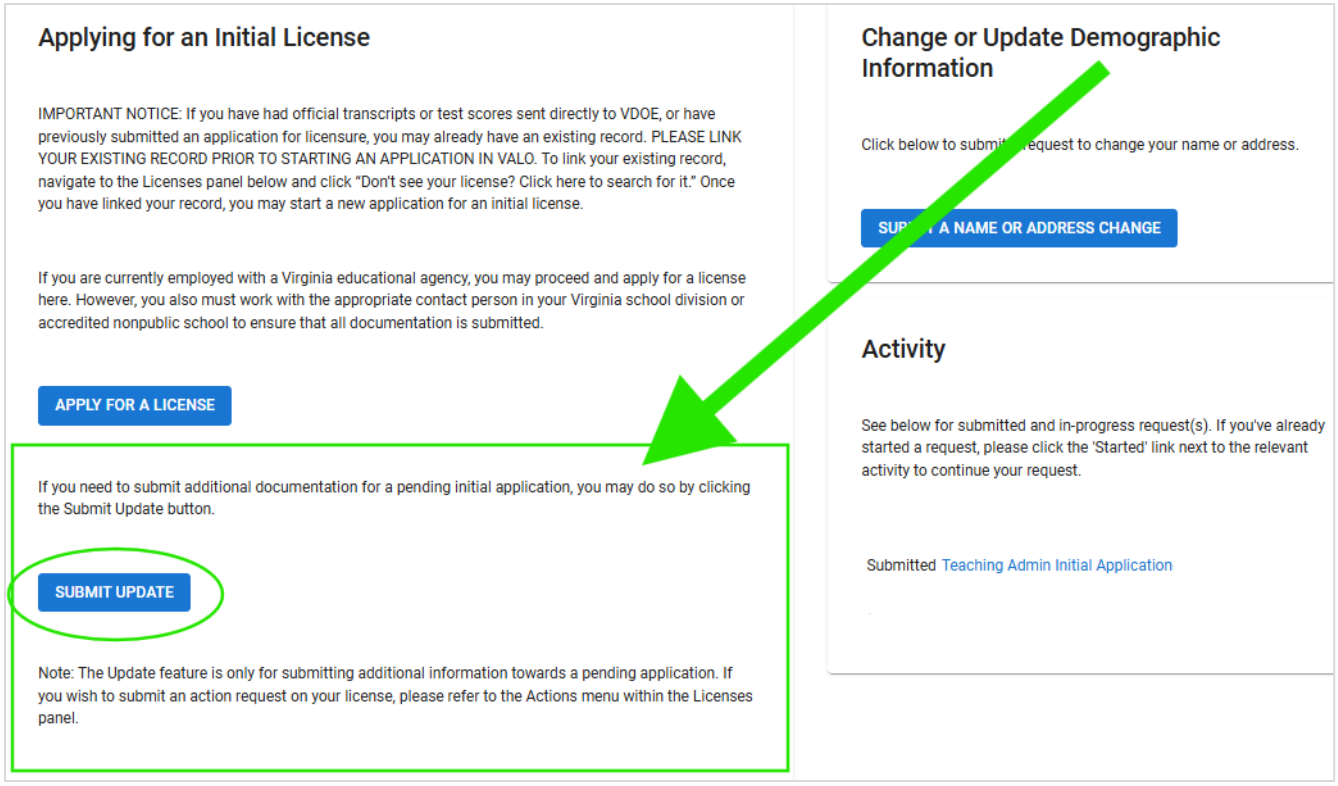


8.1.3. You will be brought back to the application form that you previously started. From here you may complete and submit your application.

8.2. Update a “Submitted” Application

8.2.1. Navigate to the Initial Application panel.

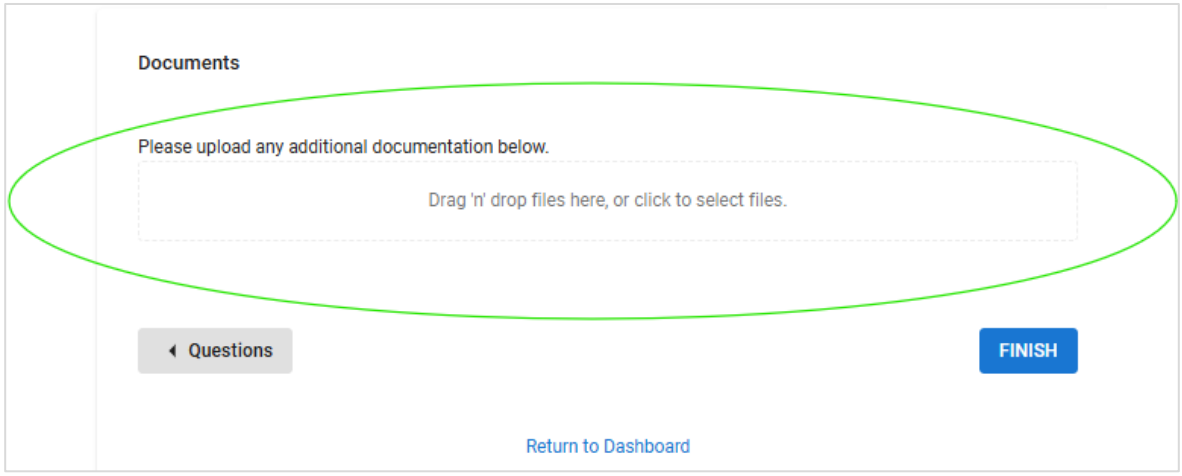
8.2.2. Click the “Submit Update” button.



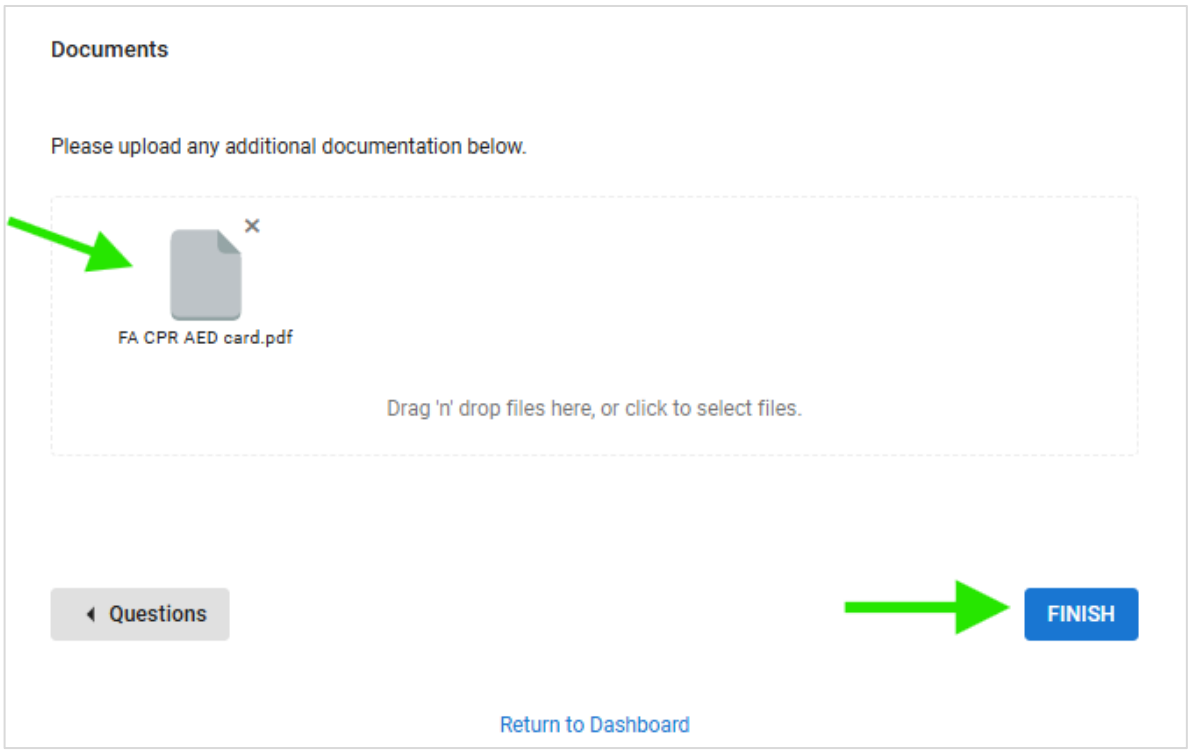
8.2.3. Follow the instructions to verify and/or make edits in the Demographics section.

8.2.4. Provide updated responses and attestation in the Questions section.

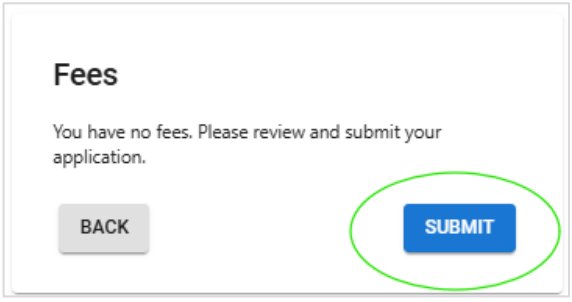
8.2.5. In the Documents section, you will be presented with an open upload field where you can upload additional documentation to be reviewed with your initial application. Select files to upload by clicking within the upload box or by dragging the file and dropping it into the gray box.



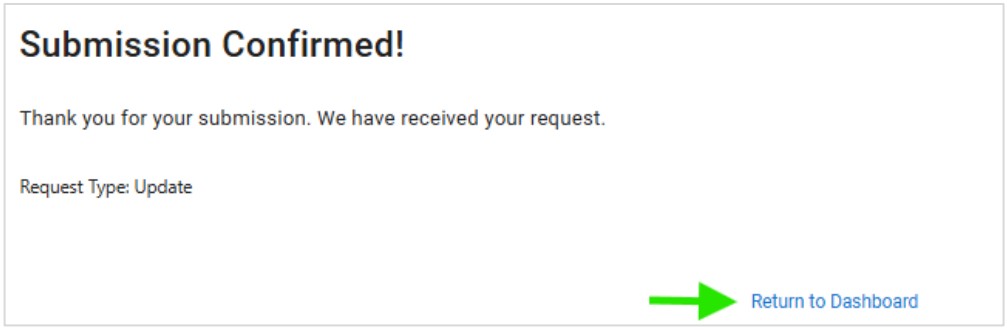
8.2.6. Once you have selected your files to upload, click “Finish”.



8.2.7. On the Summary page, where you can review the preserved PDF of your Update form. Once you have reviewed everything, click the “Submit” button. There is no fee since you are submitting documentation to be added to an existing application.



8.2.8. Once your Update has been successfully submitted, you will be directed to the submission confirmation screen. Click “Return to Dashboard” to return to your VALO Dashboard.

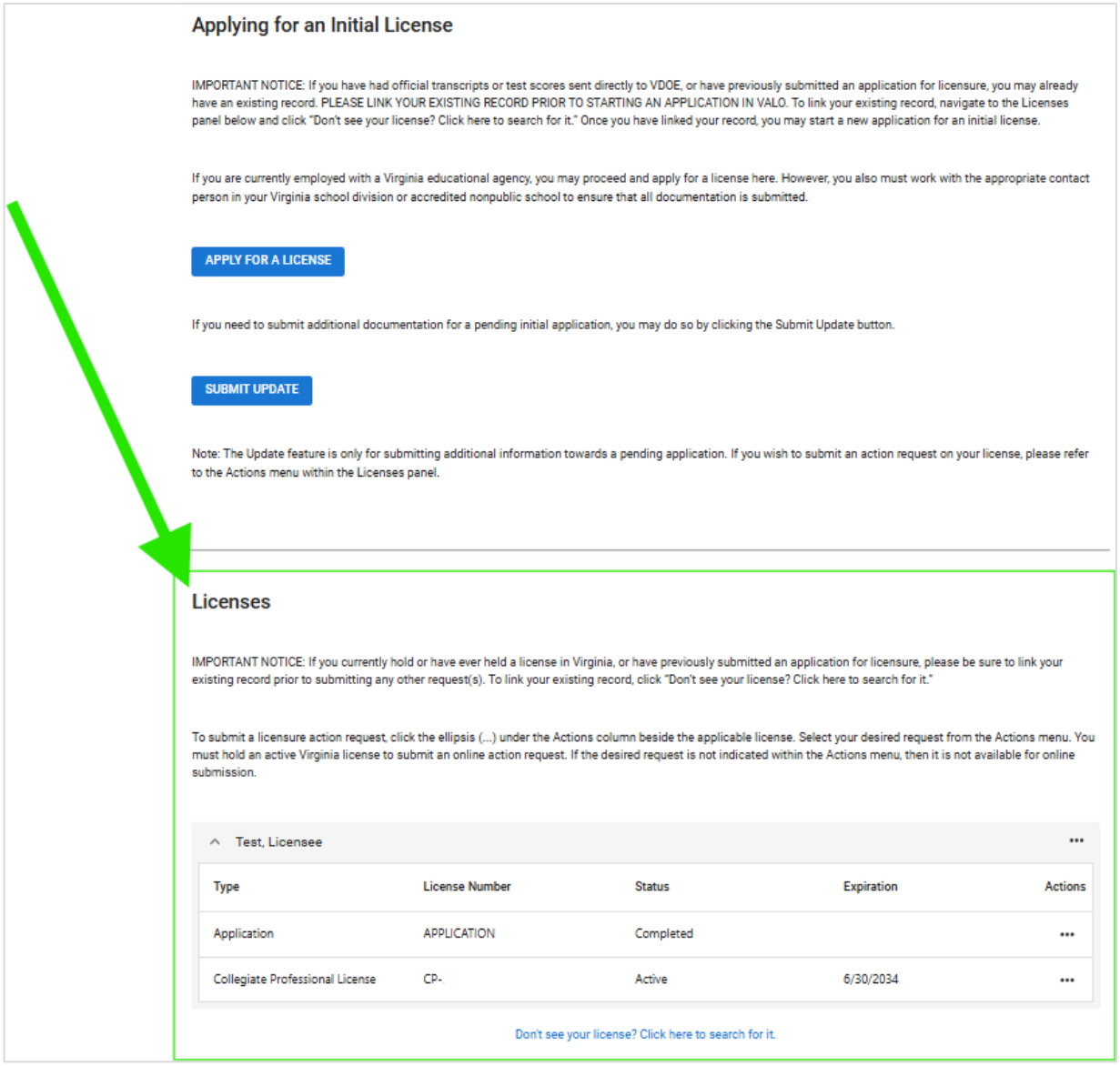


9. Request to Add a Degree in VALO

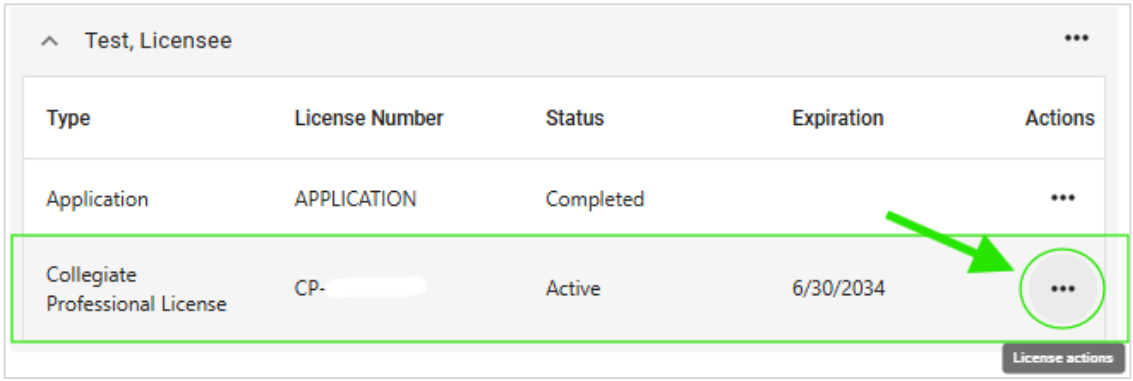
Individuals who have earned an advanced degree from an accredited college or university may submit a request through VALO to add their degree to their licensure record. Individuals may only submit this request if they hold an active license. Follow the instructions outlined in this guide to submit a request to add a degree to an active license in VALO.

9.1. Log into your VALO account.

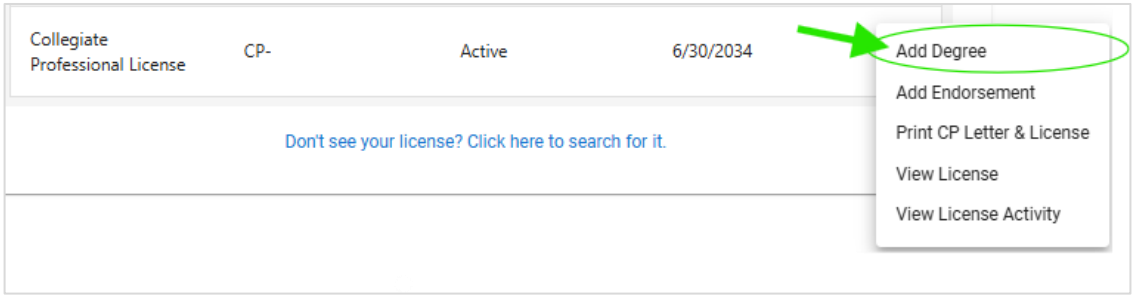
9.2. On the Dashboard, direct your attention to the Licenses panel at the bottom left.



9.3. Under the Actions column, click on the ellipsis beside your active license. This will open the Actions menu.

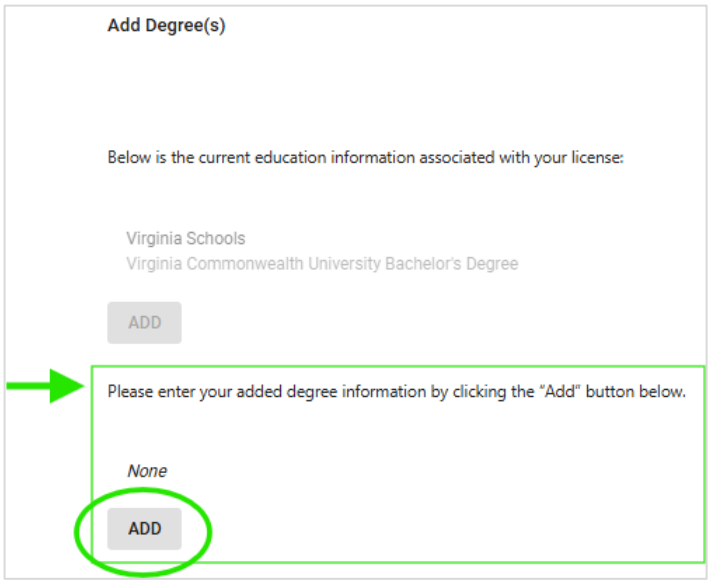


9.4. Select "Add Degree" from the Actions menu. Note: The Action menu will only display the Add Degree option for active licenses. You may not submit a request to add a degree on an inactive or expired license.



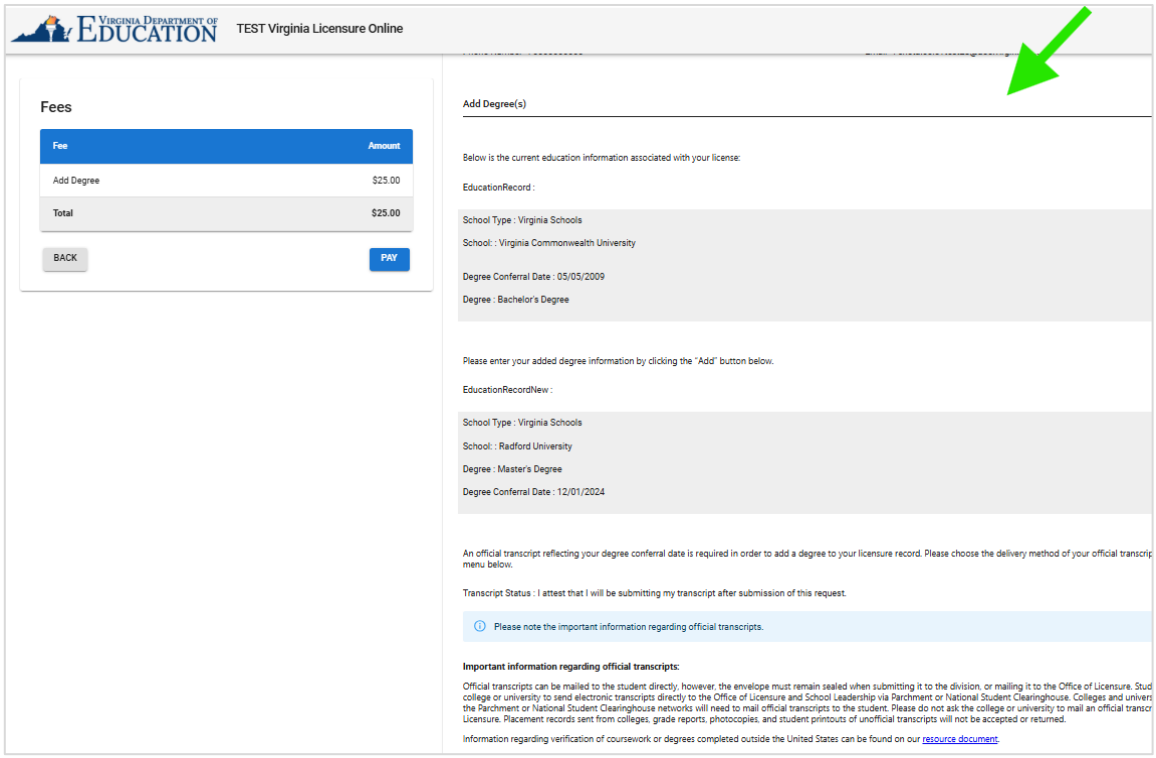
9.5. Follow the prompts to navigate through the different sections within the Add Degree form. Follow the instructions and review the entered information carefully while completing each section.

9.6. Enter your additional degree information under the Add Degree(s) section. The top portion reflects the education information already on file. To enter your additional degree information, click the "Add" button underneath.



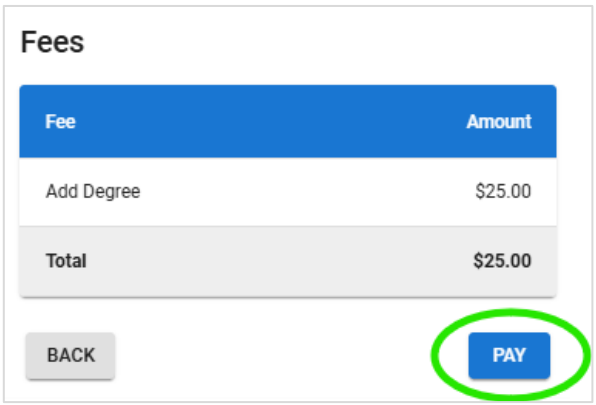
9.7. Follow the prompts to add your additional degree information. An official transcript reflecting the degree conferral date is required to add a degree. Licensees may not upload their own transcripts through VALO as they would no longer be considered official. Refer to the "Important information regarding official transcripts" for details on how to submit your official transcript.

9.8. Once you have completed the form and clicked the "Finish" button, you will be taken to the final page where you will have the opportunity to review a preserved copy of your request form.

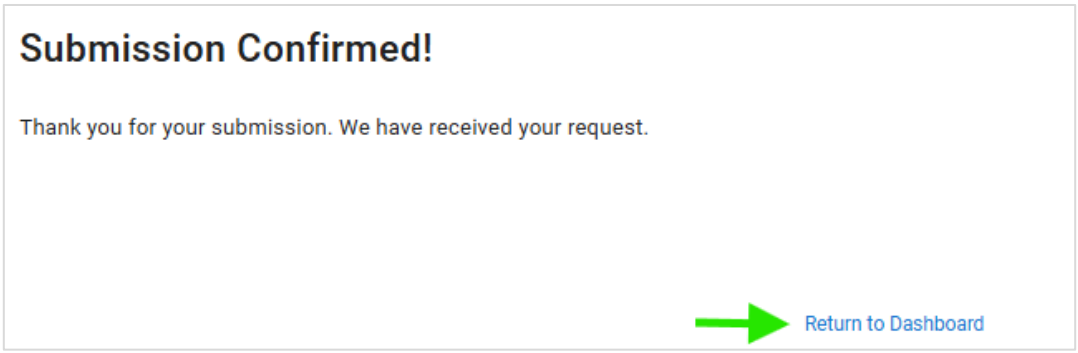


9.9. The final page also displays the fee for your request. Click "Pay" to be directed to a third-party vendor site to enter and submit your payment.

Important Notice: Upon successful submission of payment, do not close your internet browser.



9.10. After completing the payment step, you will be redirected to the confirmation page in VALO. Click “Return to Dashboard” to return to your VALO Dashboard.



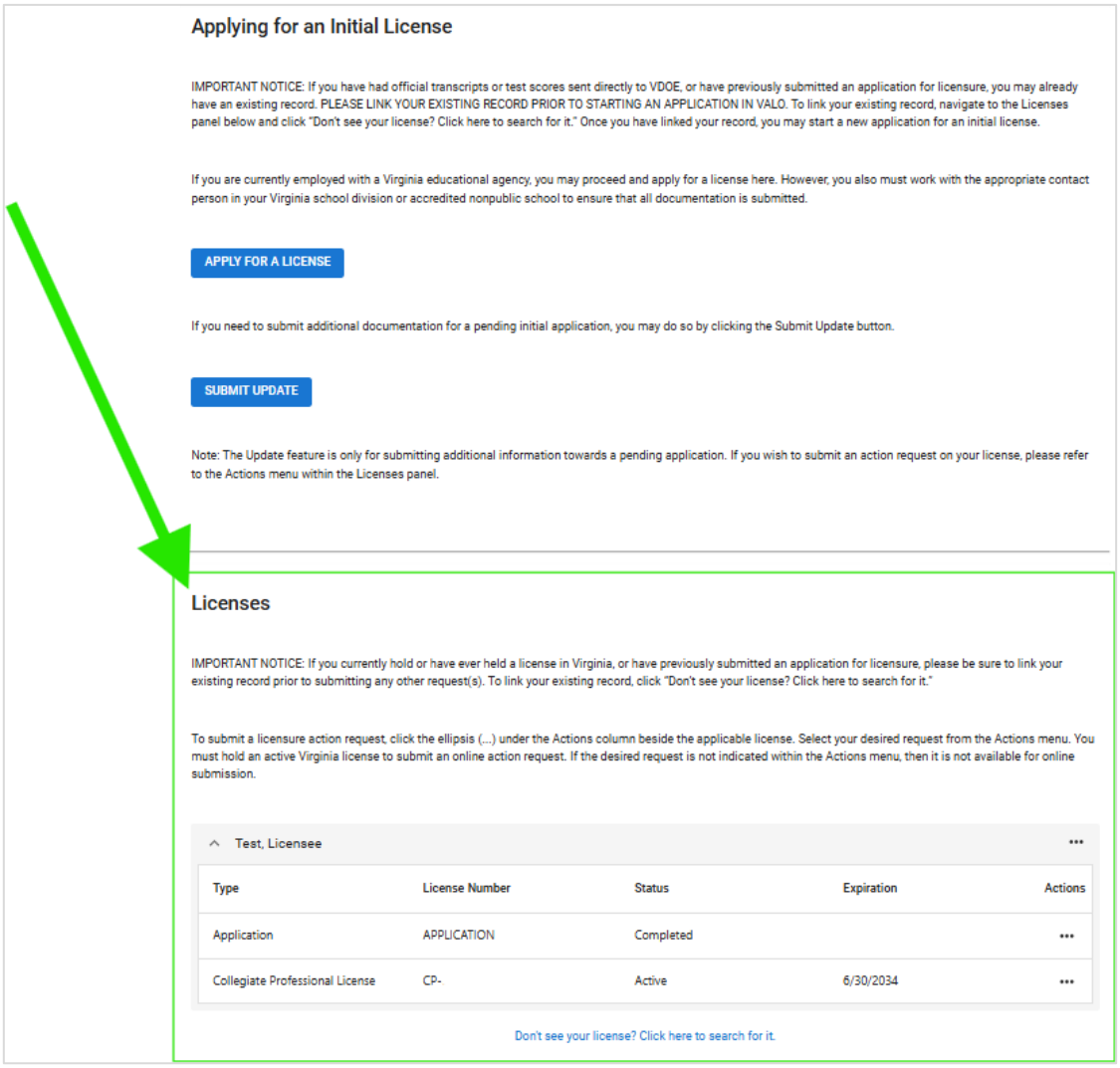
10. Request to Add an Endorsement in VALO

Individuals may submit a request through VALO to add select endorsement areas to their valid Virginia license. A request to add an endorsement may be submitted online if the individual is eligible for the endorsement through completion of an approved program, testing, or reciprocity. Follow the instructions outlined in this guide to submit a request to add an endorsement to a valid license in VALO.

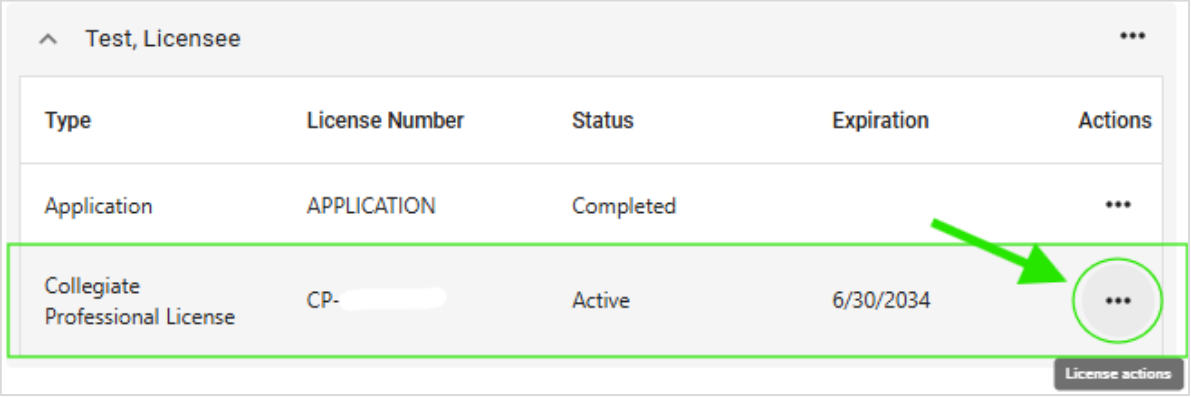
Important Notice: Requests for an additional endorsement evaluation or to add an endorsement via an alternate route must continue to be submitted by mail directly from the employing Virginia public school division or nonpublic school.

10.1. Log into your VALO account.

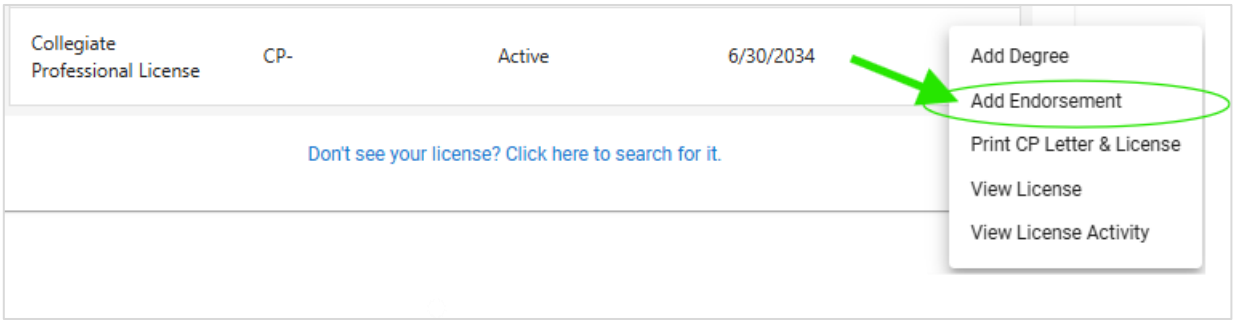
10.2. On the Dashboard, direct your attention to the Licenses panel at the bottom left.



10.3. Under the Actions column, click on the ellipsis beside the valid license to which you wish to add an endorsement. This will open the Actions menu.

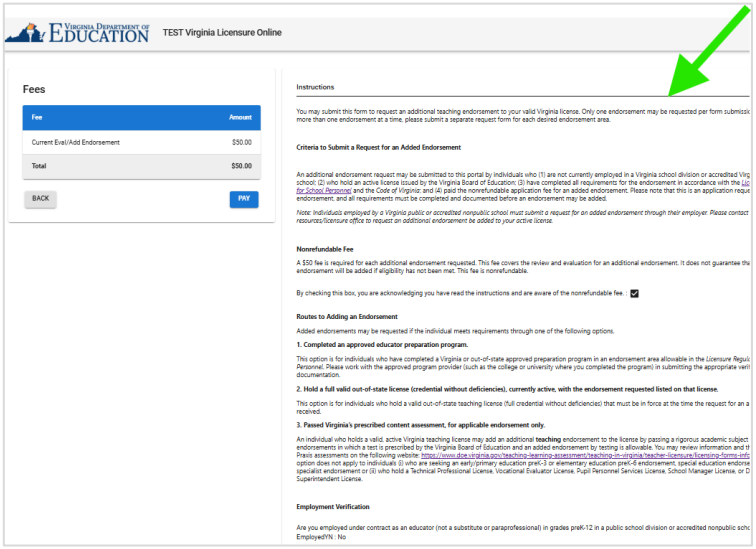


10.4. Select “Add Endorsement” from the Actions menu. The Action menu will only display the Add Endorsement option for active, valid license types. If you hold an active license and the Add Endorsement option does not show in your Actions menu, then you should work directly with your employer in submitting your request by mail.



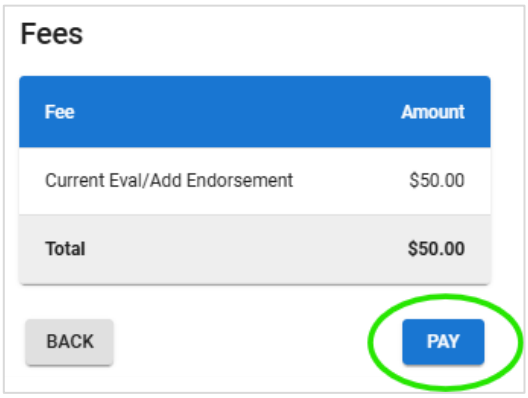
10.5. Follow the prompts to navigate through the different sections within the Add Endorsement form. Follow the instructions and review the entered information carefully while completing each section. Not all endorsement areas are available to add through VALO. A select listing is available within the dropdown menu of the “Endorsement Request” section. If your desired endorsement is not listed, then your request must be submitted by mail.

10.6. Once you have completed the form and clicked the “Finish” button, you will be taken to the final page where you will have the opportunity to review a preserved copy of your Add Endorsement request form.

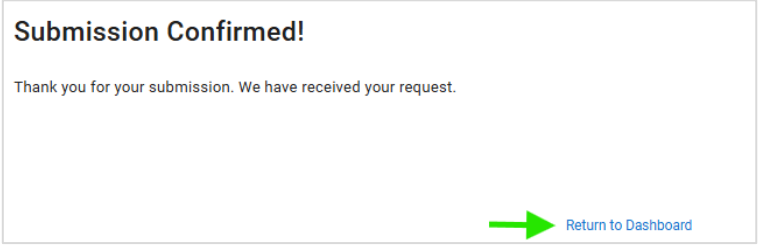


10.7. The final page also displays the fee for your request. Click “Pay” to be directed to a third-party vendor site to enter and submit your payment.

Important Notice: Upon successful submission of payment, do not close your internet browser.



10.8. After completing the payment step, you will be redirected to the confirmation page in VALO. Click “Return to Dashboard” to return to your VALO Dashboard.



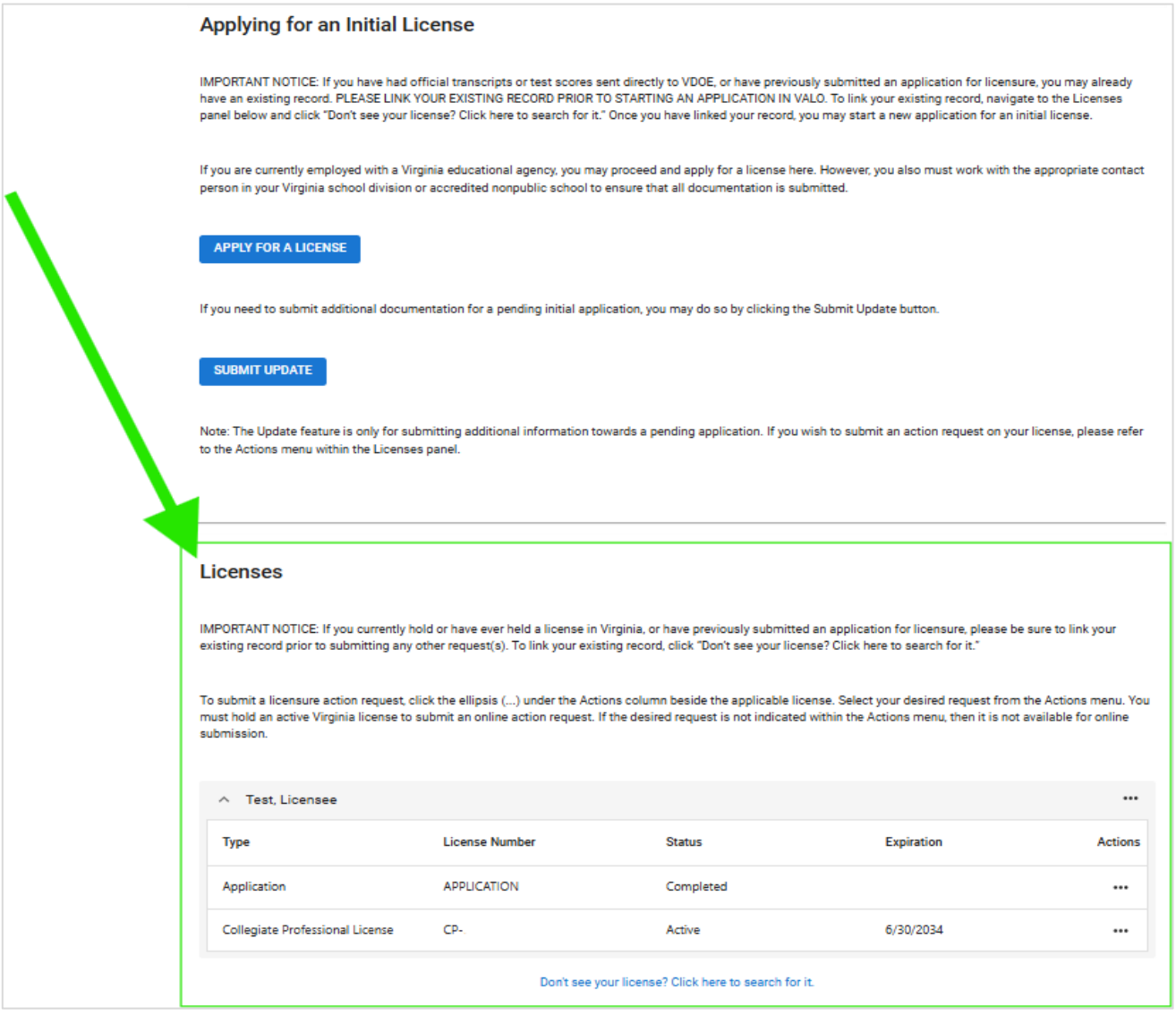
11. Renew your License in VALO

Individuals who are not currently employed by a Virginia public school division or accredited nonpublic school may submit their application for licensure renewal through VALO. Renewable licenses that have already expired or are set to expire after January of the current year will be available to renew. Follow the instructions outlined in this guide to submit your renewal application in VALO.

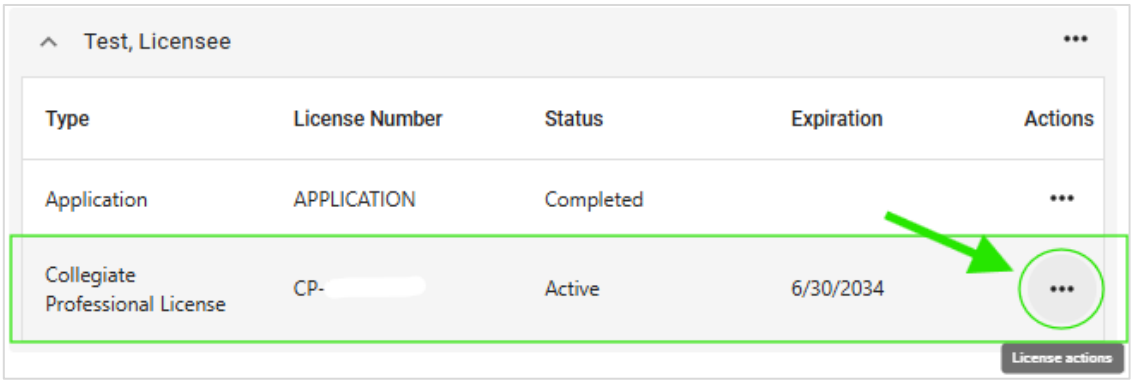
Important Notice: Individuals who are employed by a Virginia public school division or accredited nonpublic school are required to submit their renewal applications directly to their employing agency's licensure representative. The employing agency's licensure representative will submit the renewal request to VDOE on the behalf of the licensee. These individuals should **not** apply for renewal through VALO.

11.1. Log into your VALO account.

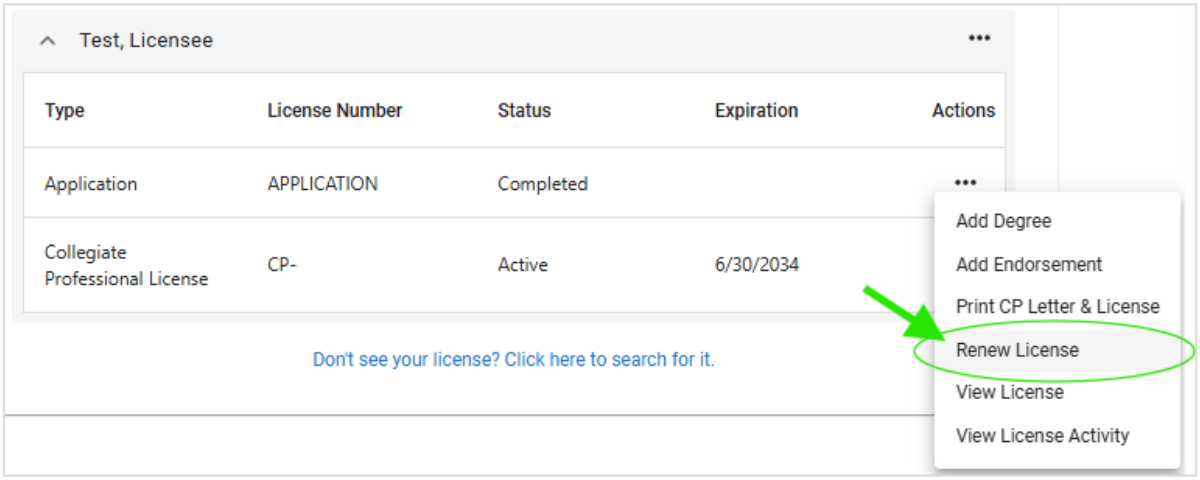
11.2. On the Dashboard, direct your attention to the Licenses panel at the bottom left.



11.3. Under the Actions column, click on the ellipsis beside the active license you wish to renew. This will open the Actions menu.

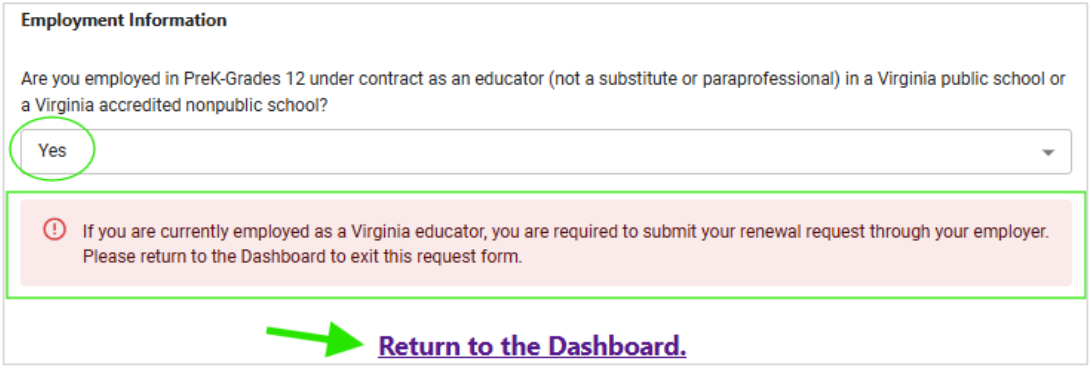


11.4. Select "Renew License" from the Actions menu. The Actions menu will only display the Renew License option for licenses that are available to be renewed. A renewable license may be renewed no sooner than January of the year it expires.

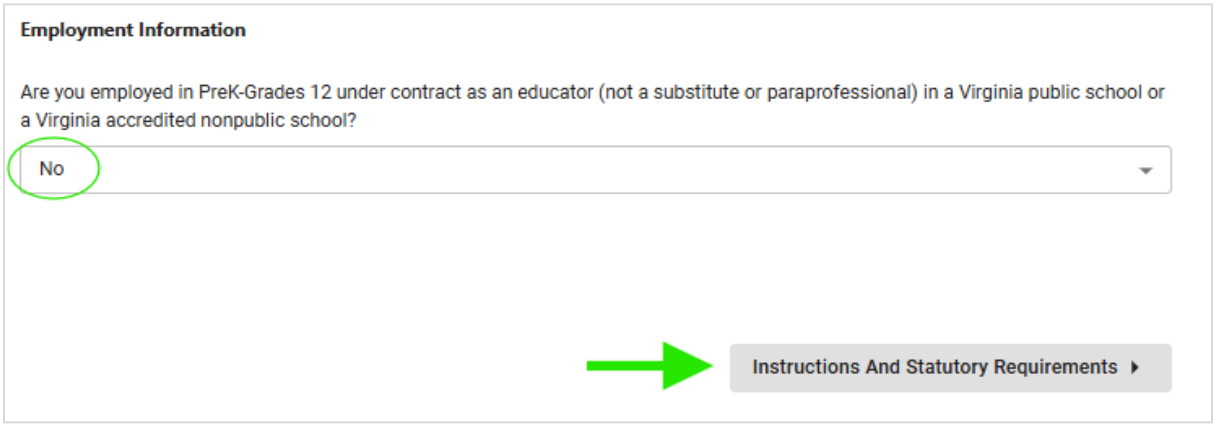


11.5. You will be prompted with a question asking if you are employed by a Virginia public school division or accredited nonpublic school.

11.5.1. If you are employed, then you will be instructed to work directly with your employer regarding your renewal.

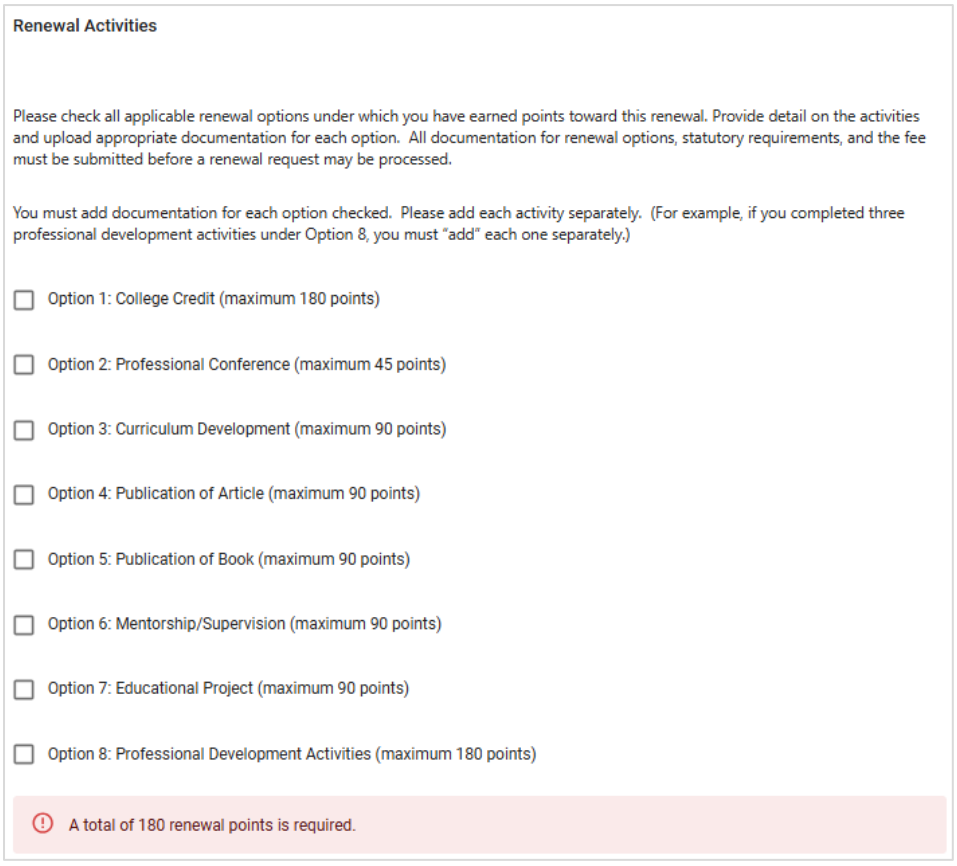


11.5.2. If you are not employed at this time, then you may proceed with submitting your renewal in VALO by selecting “No” and clicking the grey button to continue to the next section.

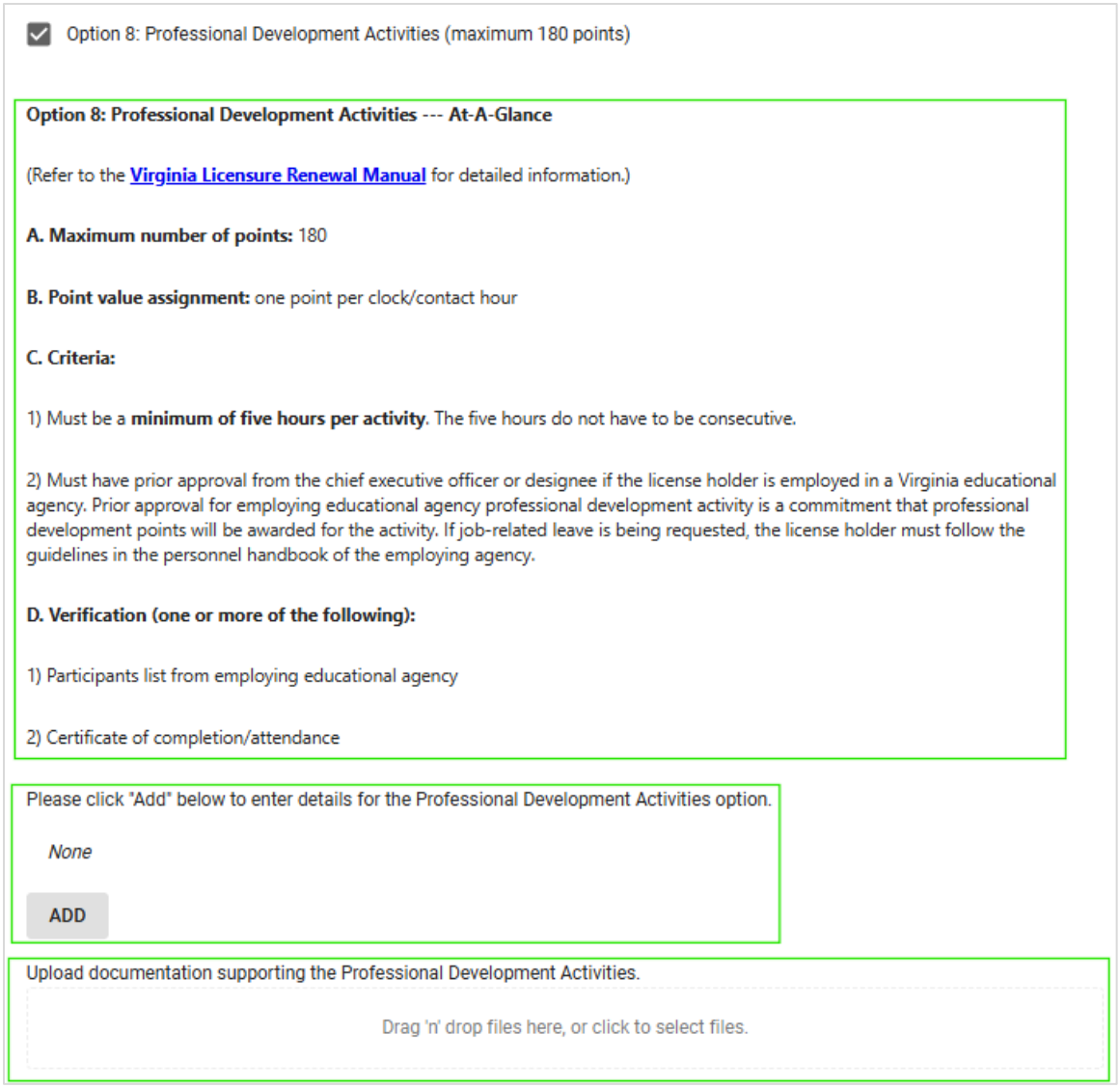


11.6. Follow the prompts to navigate through the different sections within the Renewal form. Follow the instructions and review the entered information carefully while completing each section.

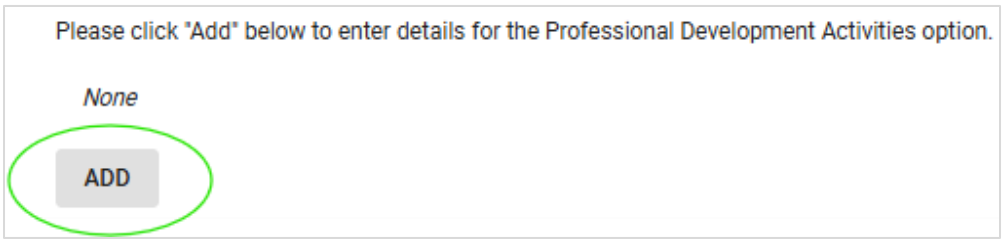
11.7. The Renewal Activities section is where you will report your renewal points earned. Check the box(es) beside the applicable option(s) under which you have earned renewal points.



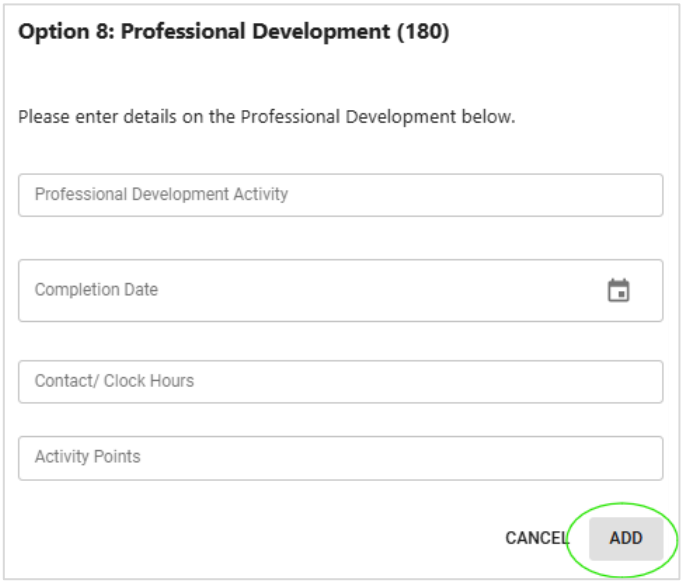
11.8. Once an option is checked, it will expand to include detailed information regarding the criteria, appropriate verification documentation, and point assignment applicable to that option. It will also provide a place for you to enter the details of any activity completed under the selected option, as well as a place to upload the appropriate documentation for each.



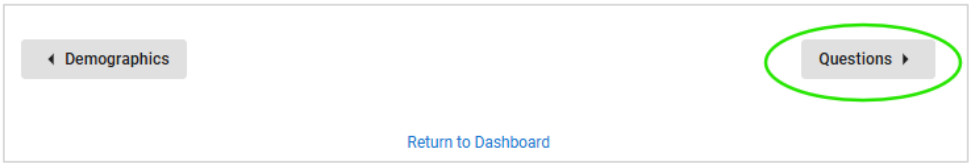
11.9. To enter the details of a completed renewal activity, click the “Add” button.



11.10. Enter the requested information, then click “Add”. Be sure to reference the information provided on the prior page regarding point allocation.

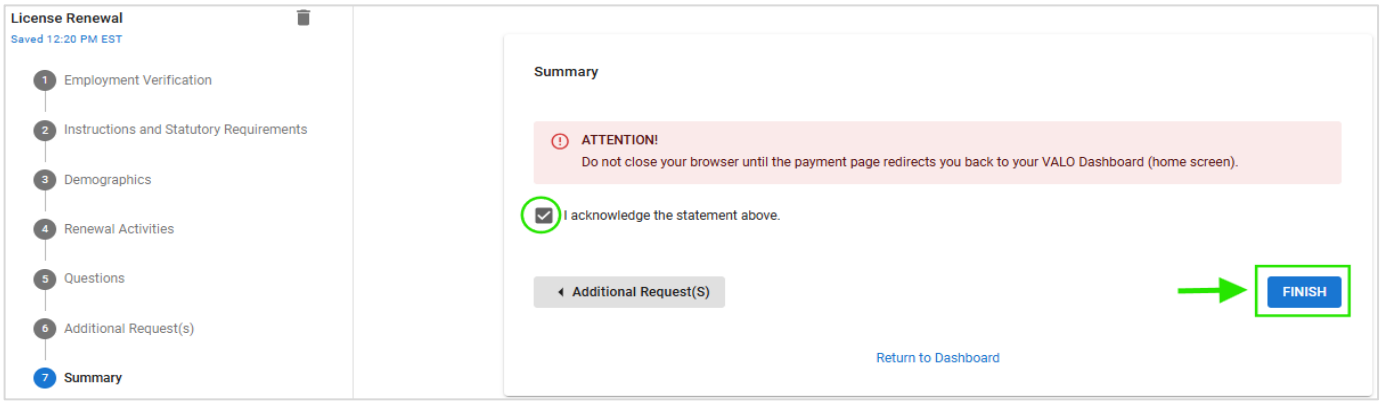


11.11. Repeat steps 8-10 until all renewal activities have been entered. Once you have entered a minimum of 180 renewal points, you may proceed to the next page by clicking the gray “Questions” button located at the bottom right.



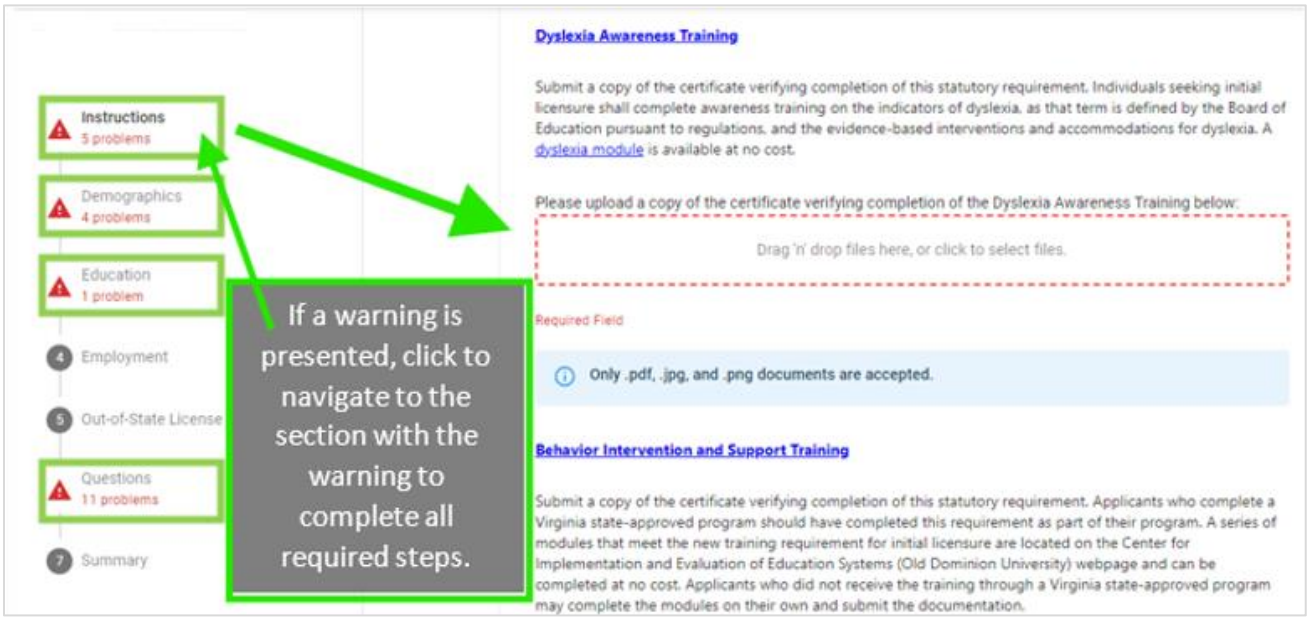
11.12. Proceed through the rest of the License Renewal form by following the prompts. Be sure to read the instructions and review the entered information carefully while completing the remaining section(s).

11.13. Once you have completed all sections and have landed on the Summary page, check the box to acknowledge the indicated notice and click “Finish”.

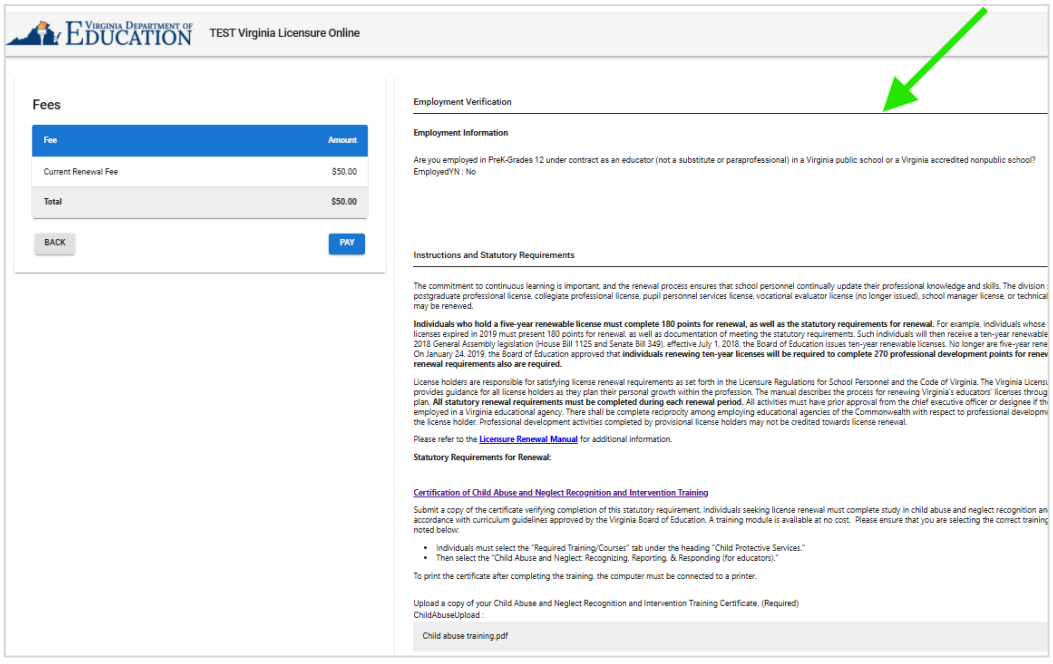


11.14. Confirm there are no alert warnings on the left navigation panel. (It is recommended that you complete the renewal application form on a full-screen computer screen to ensure the warnings clearly display.)

Warnings will display as red text on any section within the navigation panel where the application form was left incomplete or incorrectly completed. If a red warning displays, you will need to navigate back to the indicated area in the form to correct the issue. Below is an example of how an alert warning would appear:

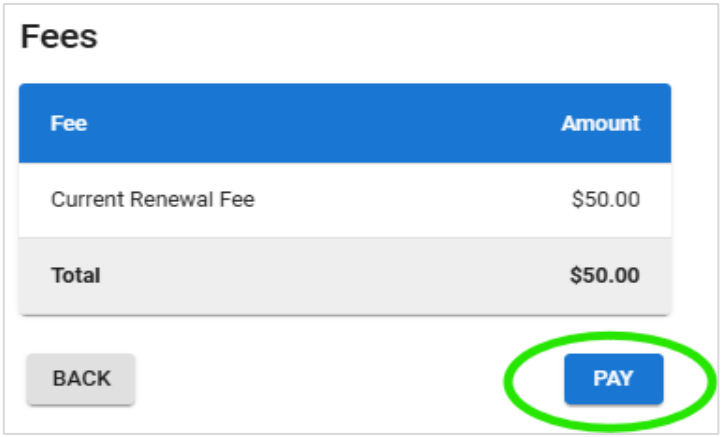


11.15. Once you have completed your renewal application and clicked the “Finish” button, you will be taken to the final page where you will have the opportunity to review a preserved copy of your renewal application form.



11.16. The final page also displays the fee for your request. Click “Pay” to be directed to a third-party vendor site to enter and submit your payment.

Important Notice: Upon successful submission of payment, do not close your internet browser.



11.17. After completing the payment step, you will be redirected to the confirmation page in VALO. Click “Return to Dashboard” to return to your VALO Dashboard.