Office of Early Childhood Care and Education

Early Childhood Ancillary Certificate (ECAC) Frequently Asked Questions (FAQs)

This document is designed to assist early childhood teachers and directors with the submission of initial and renewal ECAC applications through the new LDOE educator portal launched in August 2025. *(Revised 10/6/25)*

Louisiana Educator Certification (LEC) is part of the Louisiana Educator Portal (LEP). LEP is the portal to be used for both initial and renewal Early Childhood Ancillary Certificate (ECAC) applications.

Resources for ECAC Applicants
(for the individual, such as teachers, applying for the ECAC)
- Applicant Guide
- Logging into the Louisiana Educator Portal - Individual Applicants

Resources for ECAC Applicant Verifiers
(for the individual, such as a director, verifying applications for applicants for the ECAC)
- Early Childhood Director Guide
- Early Childhood Director Training - recorded session

General Resources for ECAC Applicants and Verifiers
- Louisiana Educator Portal
- MyLA
- Teacher Certification Help Center
- EdLink Ops Portal
- Data System Support

General Questions

1. **How do I check to see whether an eScholar Staff ID was issued on my EdLink Security User Profile?**
   - Log in to EdLink Security.
   - Choose "User Profile."

   - If you requested and have been issued a Staff ID, the number should show on your profile.
   - If you requested a Staff ID recently but a number does not show on your profile, you may need to wait another day or two for the ID to be created and associated with your user information.
   - If you have not requested a Staff ID, that request must be made and completed first.
   - If a Staff ID number shows on your profile, click "User Permissions."
     - On the "User Permissions" screen that opens you should see "Louisiana Education Portal" listed as an option, if the permissions were requested properly.
     - Check the "Status" column. If that column does not say "Approved Permission," the request is still pending review by the LDOE, and you will need to wait to proceed, until the permissions are approved by the LDOE.
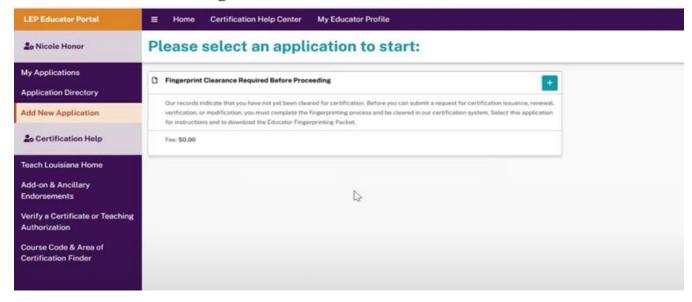
2. **The system is asking for a "provider code": what should I enter?**
   - A "Provider Code" is not required for Early Childhood Ancillary Certificate applications. Provider Codes are only for candidates enrolled in a K-12 teacher preparation program (TPP).
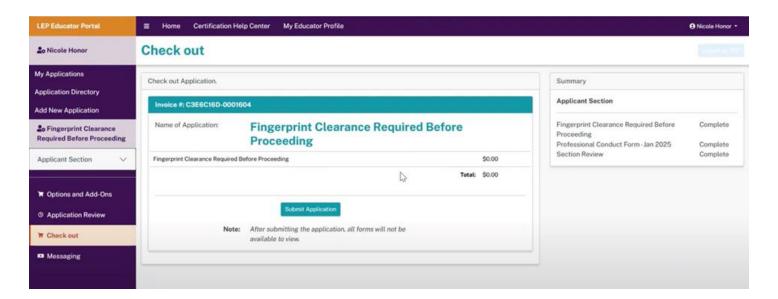   - This box should be left blank.

3. **Do I need to transfer ancillary certification that my staff already has into the new portal?**
   - Certification records are issued from and stored in the Teacher Certification Management System, which has not changed. All certificates issued are valid until the expiration date listed on the certificate. Certificates can be verified on TeachLouisiana.net under Verify a Certificate or Teaching Authorization.

- Teachers holding a valid ECAC do not need to do anything until it is time to renew. Teachers with an ECAC that is expired/nearing expiration would apply for renewal.

4. **In the application, a request for fingerprinting populates. Is the state requiring new fingerprinting with certificate renewals?**
   - Effective January 1, 2025, in accordance with Louisiana R.S. 17:8.9, a comprehensive criminal background check (CBC) is required for any teacher certification.
     - A CCCBC cannot be used for certification.
     - This CBC is separate from any CCCBC conducted for employment purposes. A fingerprint-based CBC, separate from the CCCBC, processed through the Louisiana State Police Bureau of Criminal Identification and Information, is mandatory before a certification application can be started.
     - Criminal Background Checks (CBCs) - required for teacher certification (including Early Childhood Ancillary Certification) and processed through the Certification Division under service code "**27N5HQ**- Louisiana Department of Education."

   - If an applicant tries to start an application and only sees one option, "Fingerprint Clearance Required Before Proceeding," the LDOE Certification Office does not have a CBC on file for the applicant.
     - Click the symbol next to the "Fingerprint Clearance Required Before Proceeding" option to review the instructions for completing the required background check.
       - Within the system, there will be a"Fingerprint Required Before Proceeding" packet that provides instructions for completing the background check.

- Enter the personal information requested, provide copies of your identification where requested, and complete all other forms in the fingerprint application.
- Proceed to "Check Out" in the left navigation menu and "Submit" the fingerprint application. No fee will be required. Then follow the instructions provided to schedule and complete the separate background check using the Certification service code found in the packet.
  - Note that this code is different from the CCCBC code.

- Once the separate background check is received, reviewed, and a ClearCredential has been issued by the LDOE, directors will have access to the application in order to verify applications.

Common Louisiana Educator Certification (LEC) Portal Questions

1. **Why can't I see the "Start New Certification Application" button in LEC?**
   - If you cannot see that button in LEC, it means that the "Educator Profile" is not fully completed, so a user should enter and validate the SSN.
     - The Certification Office will review the request for validation to ensure the SSN entered matches the card provided within 1-2 business days. Once the validation request has been approved, you will see Start New Certification Application in the upper right corner and in the left navigation menu the next time you login to LEP.

2. **How will an applicant know that he/she has successfully completed the ECAC application?**

- Once all parts of the application are completed by the applicant, the "Section Review" can be completed. The applicant "Section Review" cannot be completed if the applicant has not completed all the items required of the applicant:
    - The applicant will know when he/she has completed a part of the application when a check mark appears next to that section on the side menu.
    - If there is a section with no check mark, then the applicant needs to revisit that portion of the application and complete all sections with no check marks.
- The applicant is encouraged to let his/her Director know that the application request for Director review. Directors can review applications under the "Active Applications" section. A notification is sent daily to the person(s) with director permissions.

3. **When requesting LEC permissions for an EC director through EdLink security, it says "role updated," then "internal server error," and the new role does not appear. How should I proceed?**
    - The Certification Office cannot assist with EdLink Security issues. These errors are likely person/account-specific. Anyone receiving an error in EdLink Security or having any other login issues may submit a ticket to the EdLink Data System Support team.

Renewal Questions

1. **How far in advance of the ECAC expiration date can an applicant submit the ECAC renewal application?**
    - An ECAC renewal application can be submitted up to 90 days before the expiration date of the current ECAC.

2. **If a person has changed their name since obtaining their initial ECAC, will they have issues renewing their ECAC with a new name?**
    - Certification will process a request to renew the ECAC even if the person's name has changed. If the person would like to officially change their name on their certification record before renewal, the educator would need to submit a separate certification application in LEC called "Name Change Only."

Director-Specific Questions

1. **Can a director submit an application for a teacher?**
    - Teachers must start and submit their own applications.
    - After being initiated by the teacher/applicant, renewal applications will be sent to the person(s) with Early Childhood Director permissions for the selected center (or to the CCR&R if an applicant is Family Child Care), for electronic signature.

2. **When will a director receive notice of a renewal application to review and approve?**
   - ○ When all parts of an application, including "Section Review," have been completed by an applicant, directors can review applications under the "Active Applications" section. A notification is sent daily to the person(s) with director permissions.

LDOE Assistance

1. **There are two ways to communicate with LDOE on issues related to ECAC.**
   - ○ **Preferred method:** Report issues related to ECAC using the following portal help desk: https://teachercerthelp.doe.louisiana.gov/hc/en-us
     - ■ If you do not see a response, please check your e-mail spam/junk folder.
   - ○ **2nd method:** Email a detailed summary of what the issue is to: certification@la.gov
     - ■ This will generate a ticket and the LDOE Certification team will review it and get back in touch with you within 1-2 business days.
     - ■ If you opt to email the address above, please include your name, center, license number, and your contact information. Include any screenshots you may have to illustrate your issue. Images should be JPEG format or a PDF File. (HEIC format is not viewable. HEIC is generated by an iPhone.) High resolution/large files will not upload properly.

2. **For questions and technical assistance regarding fingerprinting and IdentoGO e-mail educatorclearance@la.gov.**
   - ○ This includes issues where fingerprinting verification is not being recognized by the system.

3. The Certification Office cannot assist with EdLink Security issues. These errors are likely person/account-specific.
   - ○ Anyone receiving an error in EdLink Security or having any other login issues may submit a ticket to the EdLink Data System Support team.