

Trouble Shooting for Test Registration

Issue: Why can't I just get a bar code instead of following this new process?

- Students must be recommended to take certification examinations by their educator preparation program. Educator preparation programs are knowledgeable about student readiness to successfully take certification tests and will advise students accordingly.

Issue: When will I know if I have been approved to take a test by my educator preparation program?

- Students approved to test will receive an automatic email requesting them to set up an educator profile at the SBEC Online Web site <https://secure.sbec.state.tx.us/SBECOnline/>. If the educator preparation program has not approved a student to test, they will not be able to set-up an educator profile on SBEC Online. Once the educator preparation program has uploaded student information and approval to test they will be able to create an educator profile. Educators who have already created an educator profile prior to September 1, 2006 will be able to access their educator profile by using their login and password. When accessing or creating your educator profile students will be able to view the approved tests by clicking on "View Examinations."

Issue: I keep hearing that I must have a TEA ID number. What is a TEA ID number and how do I get one?

- TEA and educator preparation programs can not transmit personal information such as a social security numbers to the testing company. Therefore, TEA and the educator must have a TEA ID number. Students must go to the SBEC Online Web site <https://secure.sbec.state.tx.us/SBECOnline/> and either create an educator profile or update/verify their existing educator profile information. When educators login, they will be assigned a TEA ID number from the SBEC online system.

The screenshot shows the SBEC Online website interface. At the top, the SBEC logo is on the left, and the text "State Board for Educator Certification" is in the center. Below the logo, there is a navigation menu with items like "NEED HELP? - FAQs", "Main Menu", "Application Status", "Applications", "View Certificates", "View Examinations", "Approved Programs", "Change Address", "Change Password", and "Satisfaction Survey". The main content area displays "Welcome, Janice Reyna (SSN) (TEA ID Number:)" with a yellow arrow pointing to the "TEA ID Number" field. Below this, there is a section titled "Educator Main Menu" with instructions on how to apply for a certificate, pay for an application, and information about payment methods (Electronic Checks and Credit Cards). Logos for Discover, VISA, and MasterCard are shown. At the bottom, it states "Current Applications and other capabilities at SBEC Online are:".

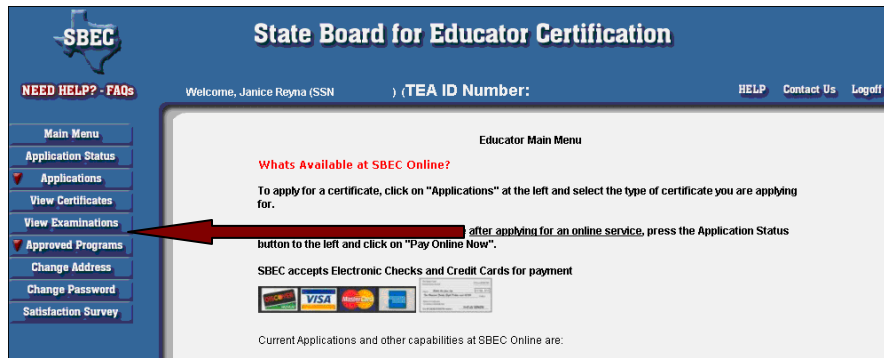
Issue: My educator preparation program gave me a TEA ID number so why do I have to go and retrieve the number at the SBEC Online Web site?

- If students' personal information is not complete in their educator profile <https://secure.sbec.state.tx.us/SBECOnline/> or have not updated or verified their personal information in their educator profile, they will not be allowed to register for any tests. All personal information in a student's educator profile must match exactly with their registration information at the ETS registration site.

Issue: How do I know which tests I have been approved to take?

- After the educator preparation program has uploaded approved tests into the test approval system, students will need to create a SBEC Online educator profile or access their current educator profile in order to view all tests that have been approved by the student's educator preparation program. After logging-in (or creating an account) students will be able to access approved tests by clicking on "View Examinations".

You will see....



Past Examinations (if Applicable) Not needed for registration purposes

| Examinations for | | | | | | | | | |
|------------------|------|--------------------------------------|------------|------------------------------|-------|------|-------|--------------------------------|-----------------------------|
| Type | Code | Description | Admin Date | Result | Score | Read | Write | Institution | Cert Rt |
| EXCET | 028 | History (Secondary) | 10/17/1992 | Pass or Fail | Score | | | Any University | 01 University Based Initial |
| EXCET | 003 | Professional Development (Secondary) | 10/17/1992 | Pass or Fail | Score | | | Any University | 01 University Based Initial |

AND on the same page....

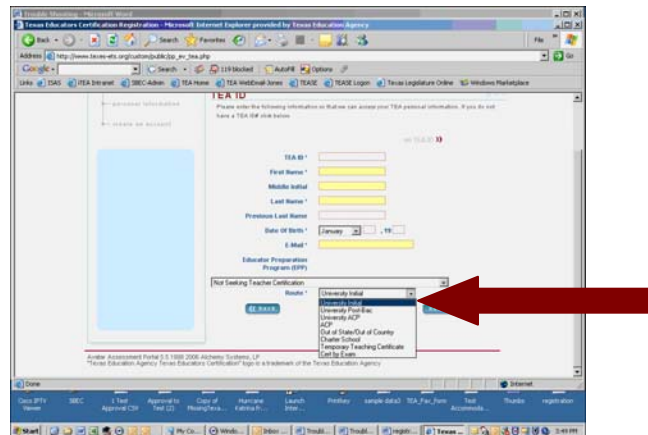
Approved Tests and Routes to Certification

| Approved Tests for | | |
|--------------------|---------------------------------------|------------------------|
| Test Code | Test Description | Route to Certification |
| 101 | Generalist EC-4 | University Initial |
| 102 | Bilingual Education Supplemental EC-4 | University Initial |

[Close Window](#)

Issue: When I try to register at the ETS registration site, it keeps telling me that I have an “invalid TEA ID number”.

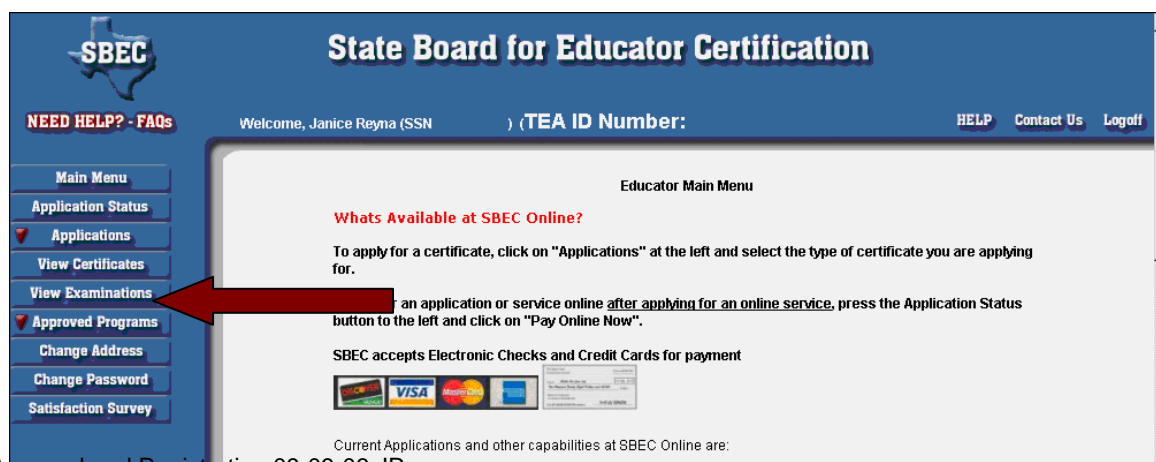
- If a student does not create or complete an educator profile or update their personal information at SBEC Online <https://secure.sbec.state.tx.us/SBECOnline/> they will not be able to register. All information in their educator profile must be up-to-date and match the information at the ETS registration site.
- The student may have copied their TEA ID incorrectly from SBEC Online.
- If the student did not select the correct route they will not be able to register.



- **REMEMBER:** If a student does not have matching information in their educator profile or if they have not created and completed an educator profile on the SBEC Web site prior to attempting to register, they will not be able to complete the registration process. All information in the educator profile must match the information entered into the ETS registration site www.texas.ets.org.

Issue: How do I know the correct route to certification so I can enter it while registering on the ETS registration Web site?

- After an educator preparation program has uploaded approved tests into the test approval system, students will need to create a SBEC Online educator profile or access their current educator profile. Students will be able to view all tests that have been approved to take by the educator preparation program. After logging-in (or creation of a new educator profile) students will be able to access test approvals by clicking on the “View Examinations” tab.



Approved Tests for

| Test Code | Test Description | Route to Certification |
|-----------|---------------------------------------|------------------------|
| 101 | Generalist EC-4 | University Initial |
| 102 | Bilingual Education Supplemental EC-4 | University Initial |

[Close Window](#)

- Students must check for the route to certification and select this route when registering for a test on the ETS Web site. If students do not select the correct route they will not be able to register.

Issue: When I created a new user account at the ETS Web site and attempted to complete registration, there were no tests displayed for me to select.

- Students may not have completed or updated their SBEC Online educator profile which must include all the personal information such as address and email etc. This must be done before a student can register.
- Students may have selected the incorrect route.