

# OSSE Educator Credentialing Information System (ECIS V2.0)

## - Technical Support Sessions

The OSSE Educator Licensure Technical Support Team hosts monthly virtual office hours for all individuals who require technical support (TS) to access and/or use the [ECIS V2.0 online system](#) to apply for a DC educator credential. These sessions are intended for individuals who require assistance with the following issues:

- Creating a new application in ECIS;
- Accounts with “Access Denied” restrictions;
- I forgot my “Username”;
- Uploading documents;
- Payment submission;
- Issues accessing my account; and
- Other ECIS technical support issues.

PLEASE NOTE: These office hours are specifically for ECIS technical support. If you have questions or need support in other areas of the licensure process, please visit the [OSSE website](#).

Upcoming ECIS Technical Support Sessions	
Wednesday, Jan. 19, 2021, 3-6 p.m.	Wednesday, Apr. 20, 2021, 3-6 p.m.
Wednesday, Feb. 16, 2021, 3-6 p.m.	Wednesday, May 18, 2021, 3-6 p.m.
Wednesday, Mar. 16, 2021, 3-6 p.m.	Wednesday, June 15, 2021, 3-6 p.m.

**How to Join Office Hours:** To participate in the next TS session, simply click on the link below to access the Microsoft Teams virtual room. (Microsoft Teams software installation NOT required.)

- [ECIS V2.0 Technical Support Office Hours](#)

If you would like to provide information to the OSSE team about your ECIS technical support issues in advance, please fill out this [optional information form](#). We look forward to interacting with you at the next session!