



Michigan Department of Education
Michigan Institute of Educational Management



Secure Central Registry and
State Board Continuing Education Unit Program

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Frequently Asked Questions

The Secure Central Registry (SCR) is a joint project between the Michigan Department of Education (MDE) and the Michigan Institute for Educational Management (MIEM). The project started in early 2008 and we are now seeing the hard work of many committee members come to fruition.

The purpose of the SCR is to provide all those who utilize SB-CEUs toward the renewal of an MDE-issued license, certificate or other professional status to track all SB-CEUs in one central location. No longer is it necessary to maintain certificates from individual SB-CEU offerings. All SB-CEUs awarded after 12/31/2009 are available for viewing in the SCR. Access to the SCR is available 24/7. Free Unofficial Transcripts are available at any time. Unofficial Transcripts contain all the required information for certificate renewal and for presentation to your Human Resources office. Official Transcripts are available for purchase.

The SCR help desk will be staffed by a MIEM staff member, Monday – Friday, 8 a.m. – 5 p.m. during the school year; 7 a.m. – 4 p.m. for breaks and summer schedule. You can email the help desk at scr@gomiem.org or call by phone at 517.327.5925.

Access

The web address for the Secure Central Registry is http://www.solutionwhere.com/mi_sbceu/welcome.asp Click on the SCR link on the right side of the page.

Why can't I get into the Secure Central Registry?

If you cannot log in to the SCR and have not yet created an account, click on the Create Account button on the login screen. You will be asked for an e-mail address. Please use your work e-mail address if you are currently employed in the field of education. Enter your information as requested and follow the instructions in the site.

If you already have created an account, and can't log in, make sure that you are using the correct e-mail address, and if you have forgotten your password, use the Forget Your Password feature on the log in screen.

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How do I access the SCR or other MDE professional development information in the future?

To access the SCR and other MDE professional development-related information, go to http://www.solutionwhere.com/mi_sbceu/welcome.asp. This web page contains links to the:

- SB-CEU Program Catalog (SB-CEU)
- Secure Central Registry (SCR)
- Individual Professional Development Plan (IPDP—coming Fall 2010)

More information about these applications can be obtained utilizing the links on the left side of the screen. Use the links on the right to access the desired application.

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I'm at the login screen for the SCR. Now what do I do? Note: Please only create one account.

There are three options when you are at the SCR login screen:

- Option 1: Been Here Before?
 - If you have already created an account, enter your email address and password, and click Log In.
 - You are directed to the Personal Information Screen.
 - Check your information. Correct any that needs to be updated, and then, *whether you make any changes or not*, click Save.
 - On the next screen, click "To access the Secure Central Registry, click here to continue."
- Option 2: New to This Site?
 - If you have not yet set up an account, click the Create Account button.
 - Fill in your information.
 - When you have completed the form, click Save.
 - Next create your personal profile. The information requested is for your current assignment. All fields except for middle initial are required. When completed, click Save.
 - On the next screen, click "To access the Secure Central Registry, click here to continue."
 - NOTE: The email address you use for this account MUST match the email address that you use to register for SB-CEU offerings.
- Option 3: Forget Your Password?
 - If you forget your password, click on Email My Password.
 - Enter the email address that you used to create your account.
 - Your password will be emailed to that address.
 - After receiving your password, go back to the SCR login screen, enter your email and password, and click Log In.

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Why do I always see the Personal Information Screen after I log in?

Changes in the areas of requested information occur frequently and we need to have the latest information in order to send you notification to complete evaluations. Also, the email in the system MUST match the email that you use when registering for SB-CEU offerings or your record of completing an offering cannot be uploaded to the system. Please use only one email address for the secure central registry. If more than one account is created, SB-CEU information will not flow from one account to the other.

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How can I access the Personal Information screen when I am in the SCR?

If you are logged in the SCR, access the Personal Information screen by clicking on the Manage Personal Account link in the menu at the top of the screen.

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How do I access an Unofficial Transcript?

After logging in (http://www.solutionwhere.com/mi_sbceu/welcome.asp), reviewing your profile and entering the SCR, if you do not have any evaluations for SB-CEU offerings to complete, the first screen that you see is your Unofficial Transcript. If you are elsewhere in the SCR or if the Evaluations Due screen is the first screen that you see, you can access your Unofficial Transcript by clicking on the View Unofficial Transcript link in the menu at the top of the screen. Use the Print button in your browser to print the transcript.

If you have not been awarded SB-CEUs, the transcript will be blank and display a message "No SB-CEU offerings found." If you feel that SB-CEUs should be listed on the Unofficial Transcript, verify that there are no outstanding evaluations, and have paid any fees for which you are responsible (effective May 1, 2010).

An Unofficial Transcript contains all the information needed to renew your certification and is verification of SB-CEUs awarded that your employer may request.

If necessary, contact the SB-CEU Coordinator at the sponsoring organization regarding discrepancies.

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How do I access more detail about specific SB-CEU offerings that I've attended?

Log in to the SCR and access your Unofficial Transcript. Click on the title of the offering for which you would like more detail.

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How do I access the evaluation for an SB-CEU offering that I've completed?

Once you have logged into and continued into the SCR, any evaluations due for offerings that you've completed will display. If you are elsewhere in the site, click on the Access Evaluations Due link at the top menu to access any incomplete evaluations. Click on the Not Complete link for the evaluation. You will be able to review the evaluation or start the evaluation. You will have 40 minutes to complete the evaluation. All questions must be answered. When finished, click the Submit button at the bottom of the page.

If a fee is required to be awarded SB-CEUs, a payment voucher will load. The SB-CEU fee is payable via credit card, debit card or e-check (bank authorization, for which you will need your bank routing number and account number.) Print a copy of the payment voucher at this time or print the copy that will be emailed to you.

SB-CEUs are then immediately awarded and listed on the Unofficial Transcript.

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Can I access the SB-CEU Program Catalog from the SCR?

Yes! Click on the Access SB-CEU Program Catalog link in the menu at the top of the screen. A login and password is not required in order to view currently approved SB-CEU offerings.

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Help

I'm not receiving the notification emails? Why?

The emails are computer generated and are not coming directly from the SB-CEU Coordinator of the offering. The email may be in spam mail or black listed. Also, the security level on the computer could be set very high, which would block the email from being received. In these instances, it is necessary for you to review the settings. If you utilize a school district computer, it will also be necessary to speak with your technology staff. The e-mails are being sent from scr@solutionwhere.com and using the IP address of 98.129.154.155. This is information your technology staff may need to know.

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Who do I contact for help?

For assistance in creating an account, logging in or otherwise navigating the SCR, contact our friendly MIEM help desk at 517.327.5925 or scr@gomiem.org. Help desk hours are Monday – Friday 8 a.m. – 5 p.m. during the school year and 7 a.m. to 4 p.m. for holiday breaks and summer schedule.

If you have questions about a specific SB-CEU offering, including why SB-CEUs may not be listed on your Unofficial Transcript, please contact the SB-CEU Coordinator at the sponsoring organization for that offering. A list of approved SB-CEU Sponsor and SB-CEU Coordinator contact information can be found by accessing the SB-CEU Program from http://www.solutionwhere.com/mi_sbceu/welcome.asp (no login is required) and clicking on the Sponsors link in the menu at the top of the screen.

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Where can I find contact information for the SB-CEU Coordinator for an SB-CEU offering that I attended?

Go to http://www.solutionwhere.com/mi_sbceu/welcome.asp and click on the link to access the SB-CEU Program on the right side of the screen and the SB-CEU Program will load. A login is not required to access any information in the SB-CEU Program. At the top of the next screen, click on the Sponsors link toward the right end of the menu. SB-CEU sponsoring organizations will populate in alphabetical order and contains contact information for the SB-CEU Coordinator.

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Evaluations

How will I know that I need to fill out the evaluation?

At the time the SB-CEU Coordinator uploads your information to the SCR, a system generated email will be sent to you directing you to access the SCR and complete the evaluation within 30 days.

Please note: Please check your spam/blacklisted emails as notices are system generated and not sent directly from the SB-CEU Coordinator. If using a school district computer, the security level may be set high so you will need to speak with your technology staff.

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Why is it necessary to complete an evaluation in the SCR?

As in the past, in order to be awarded SB-CEUs, attendees must have completed an evaluation of the offering. There may be instances now where you complete an evaluation at the end of the offering and also complete an evaluation in the SCR.

The common evaluation was created to allow the MDE to view a summary of all completed evaluations. The completion of the common evaluation will allow for SB-CEUs to be awarded, in the future, for reflective practice, which we cannot now accomplish.

In order to be able to obtain SB-CEUs for reflective practice, the common evaluation in the SCR must be completed and submitted.

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Why don't I see a link to an evaluation following the completion of an offering?

SB-CEU Coordinators verify eligibility for an attendee before uploading their information to the Secure Central Registry. This may take some time depending upon the number of attendees for the offering.

If it is more than 14 days after the end date of the SB-CEU offering, and you have not received an e-mail from the SB-CEU Coordinator, follow up with the SB-CEU Coordinator of the offering. There may have been a discrepancy in e-mail addresses or names that is causing a problem in getting your information uploaded and the e-mail sent to you.

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What if I miss the 30-day deadline?

All evaluations must be completed within 30 days of receipt of the e-mail from the SB-CEU Coordinator. If you missed the deadline, you are no longer eligible to be awarded SB-CEUs and the SB-CEUs are then forfeited. Forfeited SB-CEUs are listed on the Unofficial Transcript.

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MDE-Issued Certification & PIC

Why do you need to know if I'm "required to obtain SB-CEUs to renew your Michigan Department of Education issued certificate or license (professional education teaching certificate, occupational education certificate, school guidance counselor license, school psychologist certificate, school administrator certificate/continued employment)"?

If you are renewing a MDE-issued certificate or license and click YES, we will automatically pass your SB-CEU information into the Michigan Online Educator Certification System (MOECS) currently under development by MDE. More information will be available on this after MOECS launches in 2011.

If you do not have an MDE issued license/certificate, click No and continue with completion of the Personal Information screen.

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On the Personal Information screen, when I clicked "YES" that I need SB-CEUs to renew an MDE-issued certificate or license, a PIC (Personal Identification Code) field appears. What is a PIC?

The PIC (Personal Identification Code) is a number issued to your district to track the professional development that your district is required to provide for school employees. The PIC will also be used to pass your SB-CEU information to the Michigan Online Educator Certification System (MOECS) currently under development by MDE. We are currently working on getting as many PICs into the system as we can. Once MOECS is launched, you will be able to look up your PIC in MOECS. The PIC is not required for account creation or awardance of SB-CEUs.

Once MOECS is live, your SB-CEUs will be uploaded from the SCR utilizing your PIC in MOECS and in the SCR, so no information can be uploaded to MOECS without your PIC.

The MDE is in the process of providing the PIC to educators.

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Do I need a Personal Identification Code (PIC) number?

If you hold an MDE-issued certificate or license (professional education teaching certificate, occupational education certificate, school guidance counselor license, school psychologist certificate, school administrator certificate/continued employment), you will need a Personal Identification Code (PIC) entered into the SCR. The PIC is a number issued to your district to track the professional development that your district is required to provide for school employees. The PIC will also be required to pass your SB-CEU information to the Michigan Online Educator Certification System (MOECS) currently under development by MDE.

We are currently working on getting as many PICs into the system as we can. Once MOECS is launched, you will be able to look up your PIC. You can continue to create an account and come back later to add your PIC.

More information will be available on this after MOECS launches in 2011.

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Will this system help me renew my MDE certification?

The SCR will house all SB-CEUs awarded to you after December 31, 2009. When the Michigan Online Educator Certification System (MOECS) is launched (currently scheduled for mid-2011), the SCR will pass your SB-CEU data to MOECS. You may verify your SB-CEUs awarded after December 31, 2009 at any time in the SCR. Different certificates have different renewal requirements, but the SCR only tracks SB-CEUs awarded to you by approved SB-CEU Sponsors/Coordinators. Graduate credits or other types of credit are NOT tracked in the SCR.

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What is MOECS?

MOECS stands for the Michigan Online Educator Certification System that is currently under development by MDE. It will replace the current teacher licensure database, providing a very user-friendly application that will help you monitor and track your educator certifications. SB-CEU data from the SCR will be passed to MOECS, so that you can track your progress in meeting your certificate renewal requirements.

More information will be available on this after MOECS launches in 2011.

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Email Address

What if I change jobs and my email address changes?

If your email address changes, log in to the SCR using your old email address and then update the email address on the Personal Information screen and click Save. The next time you login, use your new e-mail and the same password you set your account with.
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I attended an SB-CEU offering and I registered with a different email address than I used to set up my account in the SCR. Will this cause a problem?

The system will attempt to match the email address submitted by the SB-CEU Coordinator with an email in the SCR. If no match is found, the SB-CEU Coordinator will receive an error message. If the SB-CEU Coordinator does not have alternate contact information for you, the issue cannot be resolved. Notification will not be emailed and no SB-CEUs will be awarded for the offering.

Please keep your email current in the SCR. If you realize that the SB-CEU Coordinator has an incorrect or outdated email address, contact them immediately and provide the correct one.

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I changed jobs, so my work email changed. I forgot my password, but I can't use the Forget Your Password feature, because I no longer have access to my old email. What do I do?

Please contact the help desk at 517.327.5925 or scr@gomiem.org for assistance.
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SB-CEUs

How am I awarded SB-CEUs?

After you register for and attend an SB-CEU offering, the SB-CEU Coordinator verifies your eligibility for SB-CEUs. S/he then uploads the names and email addresses of eligible participants to the SCR. Once your name is uploaded, you will receive an email directing you to the SCR site to create an account (first time only), log in to the site, and complete an evaluation of the offering. The sponsoring organization may pay your SB-CEU fee or you may have to pay a \$2.50 fee. (Fees are effective May 1, 2010.) Once the evaluation is complete and the fee is paid by either party, the SB-CEUs are awarded and will appear on an Unofficial Transcript in the SCR.

Note that the evaluation must be completed and the fee paid (at the time of evaluation submission) within 30 days of receipt of the First Notice email to be awarded or SB-CEUs for that offering are forfeited.

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What does the email that I will receive look like?

After the SB-CEU coordinator has verified eligibility, attendees will be uploaded to the SCR and will receive an email similar to the one below.

If you have not already created an account in the SCR, the email will be similar to the one shown. There are slight variations based on whether you already have an account and who is paying the fee.

Please note: Please check your spam/blacklisted emails as notices are system generated and not sent directly from the SB-CEU Coordinator.

Dear (Your Name Is Here),

You recently completed the SB-CEU offering, [title of offering], and your record of completion has been uploaded to the Michigan Department of Education's (MDE) Secure Central Registry.

So that SB-CEUs may be awarded to you, it is necessary to create a Personal Account and complete a required common evaluation for the offering. The evaluation **must be completed within** (30 days if the email is the first notice or 15 days if the email is the final notice) of receipt of this email in order for SB-CEUs to be awarded.

Access the Professional Development Website at

http://www.solutionwhere.com/mi_sbceu/welcome.asp. "Click here to access the SCR..." link. Then click on the "Create Account" link. Create the account, then click Save. Next, complete a personal profile and click Save. On the next screen, click on "To access the Secure Central Registry (SCR), click here to continue." All offerings for which evaluations need to be completed will then load. For each offering listed, under the Evaluations Due column, click on "Not Complete." Either

review the evaluation questions first or complete the evaluation and then click Submit. SB-CEUs are posted to the Unofficial Transcript, which can be accessed by clicking on the "View Unofficial Transcript" link at the top of the screen. For this offering, the SB-CEU Sponsor has agreed to pay the SB-CEU processing fee for you.

If you encounter difficulties creating your Personal Account and accessing the evaluation, please contact the [Website Administrator](mailto:scr@gomiem.org) (scr@gomiem.org) by clicking on Website Administrator or call 517.327.5925.

To access currently approved SB-CEU offerings, go to http://www.solutionwhere.com/mi_sbceu/welcome.asp. "Click here to access approved SB-CEU Program offerings . . ." No login is needed to view all currently approved SB-CEU offerings.

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Why don't I see all of my SB-CEUs on my transcript following the completion of an offering?

If you have logged in to the system and are not seeing all of your SB-CEUs recorded on your transcript:

1. If you have received an e-mail following an offering indicating that your attendee information has been uploaded, click on the Access Evaluations Due link to make sure that you have completed an evaluation for each SB-CEU offering that you have attended. If there are any incomplete evaluations, complete them. Once you have completed the evaluations, if you are responsible for the \$2.50 SB-CEU fee, pay the fee, and the SB-CEUs will be added to your transcript immediately.
2. If you have completed the evaluation for an offering and paid any required fees, but you are still not seeing the offering listed on your transcript, contact the help desk at scr@gomiem.org. They will be able to assist.
3. A list of approved SB-CEU sponsors and SB-CEU Coordinator contact information can be found by accessing the SB-CEU Program from http://www.solutionwhere.com/mi_sbceu/welcome.asp and clicking on the Sponsors link in the menu at the top of the screen.

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When will I know my SB-CEUs are posted?

Once you have completed the evaluation for an offering and paid any necessary fees, your SB-CEUs will be immediately posted to the Unofficial Transcript in the SCR. You can access the SCR at any time to review your Unofficial Transcript. If you feel that there is a discrepancy in your transcript, contact the SB-CEU Coordinator for the offering.

If you have questions about a specific SB-CEU offering, including why SB-CEUs may not showing on your transcript, please contact the SB-CEU Coordinator for that offering. A list of approved SB-CEU sponsors and SB-CEU Coordinator contact information can be found by accessing the SB-CEU Program (no login is required) from http://www.solutionwhere.com/mi_sbceu/welcome.asp and clicking on the Sponsors link in the menu at the top of the screen.

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How do I get a certificate of completion for an SB-CEU offering?

For offerings with SB-CEUs awarded after December 31, 2009, no paper certificates of completion or transcripts will be provided to participants by individual SB-CEU Coordinators. All SB-CEUs will now be uploaded and accessed in one central, secure location.

For offerings with SB-CEUs awarded after December 31, 2009, Unofficial Transcripts are available 24/7 and are free. The Unofficial Transcript is valid verification of awarded SB-CEUs. Official transcripts are free until May 1, 2010, and must be purchased after that date. The Unofficial Transcript contains all the information needed in order to complete an application for certificate renewal, to provide to your Human Resources office, or to print and keep in your own file.

For offerings with SB-CEUs awarded prior to January 1, 2010, contact the SB-CEU Coordinator at the sponsoring organization for the offering. A transcript will be issued to you upon request and will list only SB-CEUs awarded prior to January 1, 2010.

To locate a SB-CEU Coordinator, go to http://www.solutionwhere.com/mi_sbceu/welcome.asp and click on the link to access the SB-CEU Program on the right side of the screen (a log in is not required to view all information on the SB-CEU site). At the top of the next screen, click on the Sponsors link toward the right end of the menu. SB-CEU sponsoring organizations will populate in alphabetical order and contain contact information for the SB-CEU Coordinator.

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What about my SB-CEUs prior to January 1, 2010?

If SB-CEU certificates cannot be located for offerings prior to January 1, 2010, it is necessary to contact the SB-CEU Coordinator and request a transcript.

A list of approved SB-CEU sponsors and SB-CEU Coordinator contact information can be found by accessing the SB-CEU Program from http://www.solutionwhere.com/mi_sbceu/welcome.asp and clicking on the Sponsors link in the menu at the top of the screen.

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What do I do with my records prior to January 1, 2010?

All SB-CEU records are required to be maintained for a period of seven years. If you have renewed a certificate, records may be audited and your documents will be requested for review. All SB-CEUs awarded after December 31, 2009 will be maintained in the SCR for seven years.

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Fees

Why are there now fees involved in obtaining SB-CEUs? They were free previously.

The fees for the SCR allow support for and maintain and upgrade the new Secure Central Registry. The provider- and participant-funded fee structure will support the Help Desk; allow educators to view SB-CEUs on a 24/7 basis; provide ongoing hosting and maintenance and allow for software enhancements (to allow for future reflective practice).

The SCR maintains all SB-CEUs awarded to attendees, no matter the SB-CEU Sponsoring organization, to be housed in one location. This means that attendees will no longer be issued paper certificates of completion that can be lost, stolen, etc. Attendees do not have to determine the Sponsor of an offering that was completed previously and have to track down a missing certificate of completion.

Also, all SB-CEUs awarded will be credited to your certification record in the near future, which will allow for on-line renewal of MDE-issued certificates or licenses.

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Do I have to pay for my SB-CEUs?

In many cases, the sponsoring organization has agreed to pay the SB-CEU fees for attendees of their offerings. If the sponsoring organization does not pay the fee, then you are responsible for paying \$2.50 in order to be awarded the SB-CEUs. The e-mail that you receive following the completion of the offering will indicate whether the sponsoring organization has paid the fee or if the fee is your responsibility.

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How do I know if I pay the fee or if the SB-CEU sponsoring organization has paid the fee for me?

The email that you receive after the SB-CEU Coordinator uploads your record of attendance will indicate whether you need to pay the \$2.50 or if the sponsoring organization has paid the fee for you.

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What options are available to pay SB-CEU or Official Transcript fees?

Fees may be paid securely online with a credit card, debit card, or e-check (bank authorization, which requires your bank routing number and account number.)

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How do I purchase an Official Transcript?

If you would like or need an Official Transcript (not needed for certificate renewal), these are available for a fee of \$20.00 (effective May 1, 2010). Prior to May 1, 2010, it is available at no charge to you. After entering the SCR, click on the Official Transcript link at the top of the screen. Use the Print button in your browser.

Before purchasing an Official Transcript, check the SB-CEUs on your Unofficial Transcript to make sure they correct. There are no refunds on an Official Transcript purchase. Once you have verified that the Unofficial Transcript is correct, click on the Purchase Official Transcript link in the menu at the top of the screen.

On this screen, enter the dates of the offerings that you would like to have listed on the Official Transcript. Entering no dates will provide you with a blank transcript.

The \$20.00 fee (effective May 1, 2010) is payable via credit card, debit card or e-check (bank authorization, for which you will need your bank routing number and account number.)

After the payment is processed, you will receive an online payment voucher, which you may print for your records. A copy of the payment voucher is also immediately sent to your email address on file.

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If I've paid for a transcript or any fees for SB-CEUs, how do I get a receipt?

Immediately after you pay any fees in the SCR, a payment voucher will display in a second window. You may print this using the Print button in your browser. A copy of the voucher will also be emailed to you.

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