Washington State Educator E-Certification System

Clock Hour Provider User Guide

2025



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Introduction

This guide provides instructions and information for approved clock hour providers who use the E-Certification (eCert) application to upload clock hour records for educators to claim. By following the steps outlined in this guide, providers can ensure that clock hour records are accurately reported and claimed by the appropriate educators.

OSPI encourages educators and providers to work directly with each other to resolve any issues related to uploaded clock hours, minimizing the need to involve OSPI support staff. This application provides a robust toolset for both educators and providers to facilitate communication and resolve most issues independently.

Clock Hour Record Statuses

Uploaded clock hour records can have the following statuses:

- Initial Upload
- Claimed by an Educator
- Unclaimed/Removed from Educator Record
- Locked for Editing (currently unused)
- Revised by Provider
- Previously Claimed/Replaced by Provider
- Unclaimed/Replaced by Provider
- Declined by Educator

Lifecycle of a Typical Clock Hour Record

Record Status	Description	
Initial Upload	When a record is first uploaded, it is placed in "Initial Upload" status. The system attempts to match the record to an educator based on the criteria outlined in the "Matching Criteria" section of this guide.	
Claimed by an Educator	If the record is successfully matched, it will appear in the educator's Claim Reported Clock Hours wizard. If the educator claims the record, it moves to "Claimed by an Educator" status. The information from the record is then copied to the educator's permanent clock hour data.	
Unclaimed/Removed from Educator Record	If an educator deletes a claimed clock hour record from their profile, the corresponding uploaded record will revert to "Unclaimed/Removed from Educator Record" status.	
Revised by Provider If a provider edits an unclaimed record using the Edit Uploaded Clo Hour wizard, the record's status changes to "Revised by Provider." I then be presented to the matched educator for claiming.		

Record Status	Description	
Previously Claimed/Replaced by Provider	When a provider uploads a new record with the same Record and Provider ID as an existing claimed record, the existing record is replaced and marked with this status. Then, the corresponding claimed educator clock hour record is permanently removed from the educator's file, and the newly uploaded record will be available to them for claiming.	
Locked for Editing	This status is not currently in use but may be implemented in future development.	
Unclaimed/Replaced by Provider	When a provider uploads a new record with the same Record ID and Provider ID as an existing unclaimed record, the existing record is replaced and its status changes to "Unclaimed/Replaced by Provider." In this status, only the most recent version of the record can be claimed.	
Declined by Educator	If an educator declines a record in the Claim Reported Clock Hours wizard, the record's status changes to "Declined by Educator." The record can be edited by the provider, but it will not be shown to the educator again unless it's revised.	

Clock Hour Record Matching Criteria

The system matches uploaded clock hour records to educators based on any one of the following criteria:

- EDS Person ID/Educator ID matched
- Washington Certificate Number matched
- Email address matched
- EDS Username matched
- Birthdate and SSN last 4 matched
- Birthdate, first name, and last name matched

Important Notes:

- Most providers will not be supplying EDS Person ID or Washington Certificate Number. Therefore, successful matching relies heavily on the accuracy of the information in the educator's eCert profile. Educators should ensure their profile is up-to-date, particularly their first and last name, email address, birthdate, and SSN last 4. Mismatches between the information provided by the provider and the educator's profile can prevent records from being matched.
- It is possible for more than one educator to see the same uploaded record for claiming. This can occur if multiple educators (i.e. husband and wife) share the same email address or other identifying information. Once one educator claims a record, it will no longer be available for others to claim. To resolve these types of issues, refer to the Troubleshooting section of this guide.

Uploading Clock Hour Records

Clock Hour File Upload Format

This document serves as a reference for the required file format when submitting clock hour records. Please ensure that all data conforms to the specified format and data types. The file must adhere to the following additional requirements:

- The file must be in a .csv (comma-separated values) format.
- The file size must not exceed 2 megabytes.
- Fields containing a comma must be encapsulated in quotes.
- Filenames cannot be duplicates of previous uploads.
- The first row must contain column headers exactly matching those specified in the layout.

File Format Layout

Column Name	Data Type	Description
ProviderID	varchar(10)	The unique numeric value assigned to your organization by OSPI; this will be different for each provider.
RecordID	varchar(50)	This is the numeric value unique ID assigned for each record and the ID must never be repeated across file uploads unless it is being used in subsequent uploading to replace an earlier record with the same RecordID (allowed value range of -2,147,483,648 to 2,147,483,647).
EDSPersonID	Integer	Numeric value PersonID for the educator assigned by the EDS system
CertificateNumber	char(7)	The educator's WA Certificate number assigned by OSPI. Do not use cert. numbers that start with Z or T.
ClassCompletionDate	Date - MM/DD/YYYY	Date Class was completed
ClassTitle	varchar(255)	Title of the Class
EducationTypeID	Integer	Default value use General Study (5). Numeric value representing OSPI's Types of Study *See EducationTypeID Code table below.
TotalClassHours	Decimal	Total number of hours for the class, 2 decimal places, only half increments allowed. i.e., *.50
STEMHours	Decimal	Total number of hours for the class, 2 decimal places, only half increments allowed. i.e., *.50
EquityHours	Decimal	Total number of hours for the class, 2 decimal places, only half increments allowed. i.e., *.50

Column Name	Data Type	Description
LeadershipHours	Decimal	Total number of hours for the class, 2 decimal places, only half increments allowed. i.e., *.50
SuicidePreventionFlag	char(1)	Y or N
IssuesOfAbuseFlag	char(1)	N - At this time, providers cannot report this data
DateRecorded	Date - MM/DD/YYYY	Date class was recorded in provider's system
FirstName	varchar(25)	Educator's Reported First Name
MiddleName	varchar(25)	Educator's Reported middle name
LastName	varchar(35)	Educator's Reported last name
DOB	Date - MM/DD/YYYY	Educator's Reported date of birth
SSNLast4	char(4)	Educator's Reported Last 4 of SSN
Email	varchar(250)	Educator's Reported email address
Professional Development ID	Integer	2 – Clock hours 7 – Para Fundamental Course of Study 11 – Government-to-Government

^{*}WAC 181-85-030 (9): For the purpose of official records documenting the number of in-service credit hours, the in-service provider or the superintendent of public instruction shall round continuing education credit hours down to the nearest half hour of credits completed: .50 or .00.

Education Type ID Table

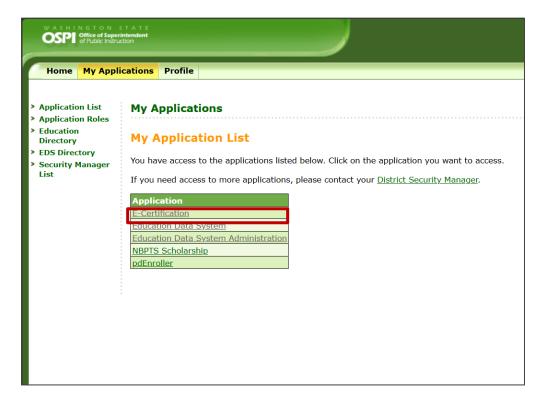
EducationTypeID	EducationTypeCode	
5	General Study (Other)	
6	Traffic Safety Education (TSE)	
9	CTE Philosophy	
11	ESA Peer Review Course	
13	Professional Growth Plan (PGP)	
14	English Language Learner (ELL) Content	
15	Special Education Content	
18	Advanced Paraeducator	

Clock Hour Upload Instructions

1. Navigate to the **EDS Login page**.



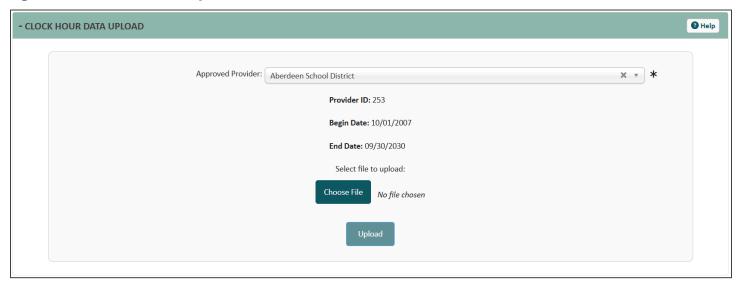
2. Select "View my applications" and click on **E-Certification**. Please note that clock hour providers may not have all the applications listed below.



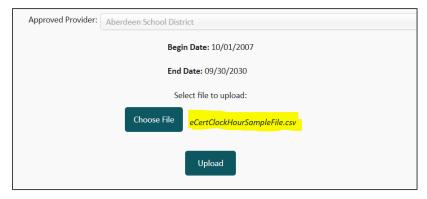
3. On the home page, navigate to the "Upload Clock Hours" option under the **Tools** tab. The **Clock Hour Data Upload Screen (Figure 1)** will appear.



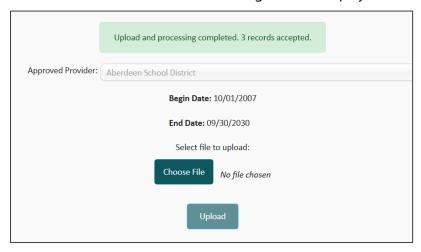
Figure 1-Clock Hour Data Upload Screen



- 4. On the **Clock Hour Data Upload Screen (Figure 1)**, the "Approved Provider" field displays the logged-in provider or allows administrators to choose a provider from the dropdown.
- 5. The "Provider ID" is the unique numeric value assigned to your organization by OSPI; this will be different for each provider.
- 6. The "Begin Date" and "End Date" fields represent the provider's approval date range. Any records with a "Class Completion Date" outside this range will be rejected.
- 7. Click the "Choose File" button and select the CSV file containing the clock hour records.



8. Click the "Upload" button and a success or error message will be displayed.



9. If there are errors, download the **Error Log File (Figure 2)** for details by clicking on the symbol that looks like a paper with an **X** over the top of it.

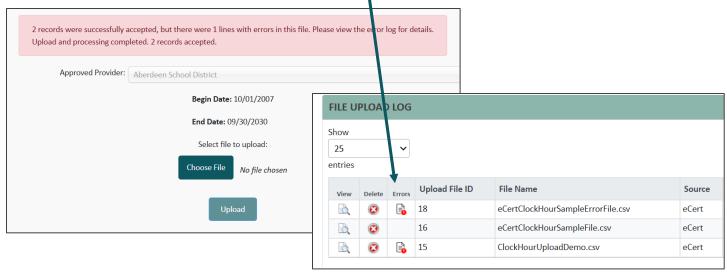
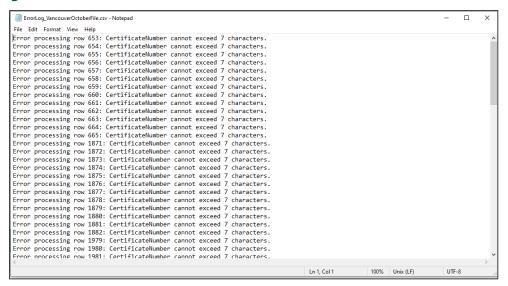


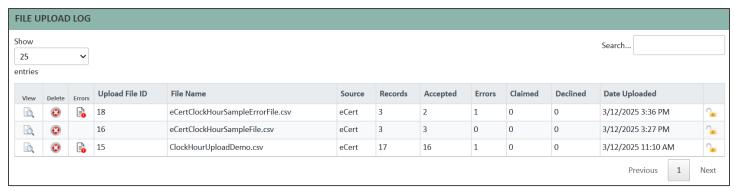
Figure 2-Error Log File



File Upload Log

The **File Upload Log Grid (Figure 3)** displays a history of a provider's uploaded files. It includes information such as filename, number of records, errors, and claimed records.

Figure 3-File Upload Log Grid



Click the "View" icon represented by a paper with a magnifying glass next to a file to see the individual clock hour records contained in that file. In the **Uploaded Clock Hour Records Grid (Figure 4),** click the green arrow next to a row to expand it and view the full details of that record.

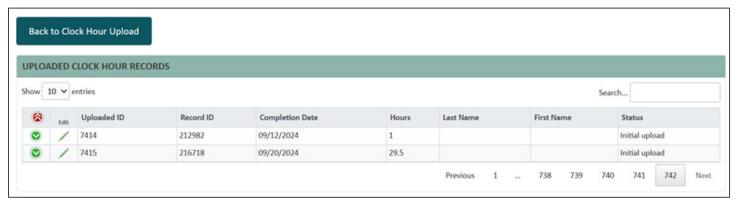
Use the icons in the grid to:

- View: See details of the accepted records in a file
- **Delete:** Delete a file and its records if no records have been claimed
- Lock/Unlock: Prevent or allow educators to claim records in a file

Locking a file immediately disables all new claiming activity for its records. Educators will no longer see or be able to claim any unclaimed records from that file. Unlocking the file restores its unclaimed records to a claimable state and makes them visible again to educators. Locking does not affect records already claimed—those remain permanently in each educator's record. Files can be locked or unlocked at any time.

A common use for this locking feature is when issues are reported after an upload; locking the file pauses claiming, hides the file's records from educators, and allows providers to investigate without impacting previously claimed records.

Figure 4-Uploaded Clock Hour Records Grid



The search box above the **File Upload Log Grid (Figure 3)** and **Uploaded Clock Hour Records Grid (Figure 4)** allows providers to filter the list of records. Currently, the search is limited to filename and date uploaded. Enhanced search functionality will be available in the future.

Editing Clock Hour Records

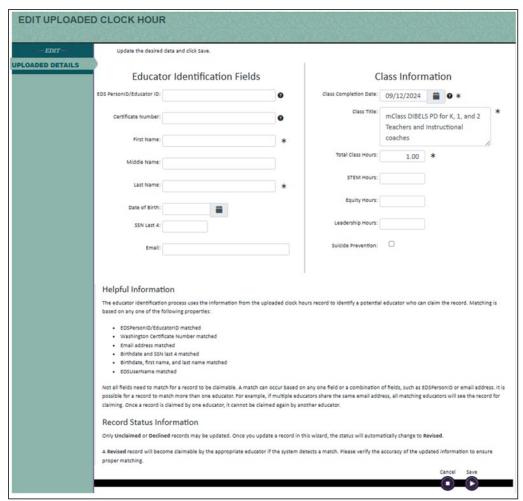
Providers can edit unclaimed clock hour records using the **Edit Uploaded Clock Hour Wizard (Figure 5)**. To access the wizard:

- 1. Go to the File Upload Log Grid (Figure 3)
- 2. Click the "View" icon next to the file containing the record that needs editing
- 3. Click the green arrow next to a record to view the details



4. Click the "Edit" icon next to the record to launch the Edit Uploaded Clock Hour Wizard (Figure 5)

Figure 5-Edit Upload Clock Hour Wizard



5. Update the information in the wizard and click "Save"

Important Notes:

- Only unclaimed records can be edited. Once a record is claimed, it cannot be edited unless the educator deletes it from their clock hours, or it is deleted via the upload replacement process.
- Editing a record, especially the educator identification fields, may change which educator the record is matched to. Please verify the accuracy of the updated information to ensure proper matching.

Claiming Clock Hours-Educator

How to Claim Clock Hours

When an educator logs into eCert, they will see a notification on their **Educator Action Center (Figure 6)** home page if there are reported clock hours available for them to claim. Please note that not everyone has an EDS account, and they must create one first before claiming hours.

Please Note: This process is for E-Certification and is not associated with the same clock hour claim process as pdEnroller.

Educators will be notified via email with the following message when clock hour records are uploaded in their eCert account and have not been claimed.

UNCLAIMED HOURS EMAIL NOTIFICATION

Dear Educator,

Clock hours have been reported on your behalf by one or more approved providers. These hours are now available for you to review and claim in the E-Certification system.

To claim your clock hours:

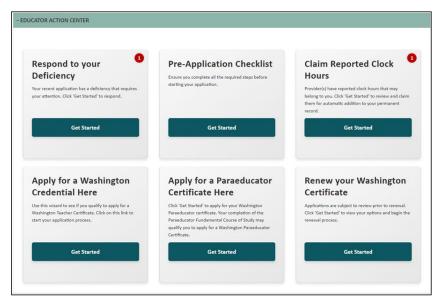
- 1. Log into your account at: http://eds.ospi.k12.wa.us
- 2. Select E-Certification
- 3. Navigate to your Educator Action Center
- 4. Click on Claim Reported Clock Hours
- 5. Review and accept your reported hours

Once accepted, your clock hours will be added to your permanent professional development record.

Please note: These clock hours are not associated with pdEnroller. You are receiving this notice as part of OSPI's eCertification system.

If you have any questions or need further assistance, please contact the OSPI Certification Department: cert@k12.wa.us 360-725-6400

Figure 6-Educator Action Center



Select the "Get Started" button to launch the Claim Reported Clock Hours Wizard (Figure 7).

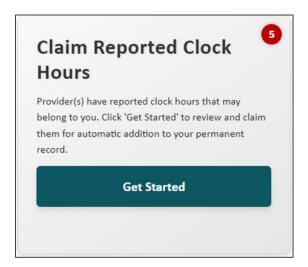
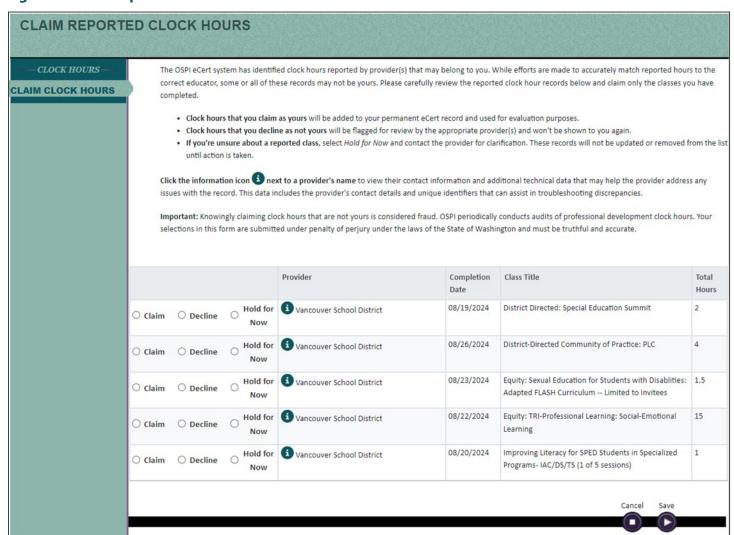


Figure 7-Claim Reported Clock Hours Wizard



In this wizard, educators can review the uploaded clock hour records and choose one of the following actions for each record:

- Claim: Add the clock hours to their permanent E-Cert record.
- **Decline:** Reject the clock hours. Declined records will not be shown to the educator again unless they are revised by the provider.
- Hold for Now: Defer the decision. The educator can return to the wizard later to claim or decline the record.

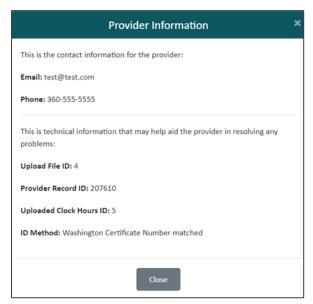
Note

The educator must make a choice for each record to save successfully.

The Claim Reported Clock Hours Wizard (Figure 7) also provides the following information:

• **Information Icon:** Selecting this icon next to a record displays the **Provider Information (Figure 8)** with the provider's contact information and technical details to help troubleshoot discrepancies. This includes the Provider's Contact Details, the Provider Record ID, Uploaded Clock Hours ID, and the ID method used for matching (i.e., why the educator is seeing that particular record).

Figure 8: Provider Information



Understanding Claimed Educator Records

When educators are viewing the details of a claimed clock hour record in their eCert profile, they can find helpful information related to the uploaded record, including:

- Provider Record ID: This corresponds to the Record ID in the provider's uploaded file
- **ID Method:** This indicates how the record was matched to the educator (e.g., email address, birthdate and SSN last 4)

This information can be useful for troubleshooting and communicating between educators and providers.



Troubleshooting

Problem: Incorrect data in an uploaded record.

Solution:

- 1. If the record is unclaimed, use the Edit Uploaded Clock Hour wizard to correct the information.
- 2. If the record has been claimed, contact the educator to ask them to delete the record from their clock hours. Once the record is deleted, you can either edit the existing record or upload a corrected version.

Problem: A record is not appearing for the educator to claim.

Solution:

- 1. Verify that the record was "accepted" and contains the correct identifying information (e.g., EDS Person ID, Certificate Number). Refer to the Matching Criteria section of this guide for details on how records are matched to educators.
- 2. Check if the file is locked. If it is locked, unlock it to allow claiming.
- 3. Confirm the record was accepted by reviewing it in the File Upload Details section.

Problem: An educator claimed records that they now realize are not theirs.

Solution:

1. Instruct the educator to delete the incorrect records from their clock hours. This action will make the records available for the correct educator to claim.

Problem: An educator sees a record in their claim wizard for a class they already manually entered.

Solution:

- 1. The educator can decline the record in the Claim Reported Clock Hours Wizard.
- 2. If they already claimed the record, they can delete either the manually entered record or the newly claimed one from their clock hours.

Problem: An educator believes a clock hour record is inaccurate.

Solution:

- 1. The educator should select "Hold for Now" in the Claim Reported Clock Hours Wizard.
- 2. The educator should contact the provider using the contact information provided in the wizard.
- 3. The provider should locate the record using the identifying information provided by the educator.
- 4. The provider can correct the record using the Edit Uploaded Clock Hour Wizard.
- 5. The provider should inform the educator to revisit the Claim Reported Clock Hours Wizard to review and claim the updated record.

Problem: An educator is confused because they see a claimable clock hour record that they previously already claimed.

Solution:

1. This will happen when a clock hour record has been uploaded that replaces a previously uploaded record that was claimed. Explain to the educator that the original record had data that needed to be updated, so a new record with corrected data was uploaded. This action caused the original record in their file to be removed.

Problem: An educator is confused because they received a claim code from a clock hour provider to claim hours in their account.

Solution: Explain to the educator that the claim process for E-Certification is not the same claim process as pdEnroller. E-Certification and PdEnroller are two different systems, and E-Certification does not use claim codes to award clock hours to educators. The educator should log into their pdEnroller account to claim hours using a claim code.

Records Management

Provider Recordkeeping

Clock Hour Providers must keep the following for seven years:

- Documentation that the clock hour committee approved a course's date, number of hours, objectives, relation to clock hour standards, and instructors and their qualifications before the course was offered
- Summary of course evaluations and minutes showing that the committee reviewed these evaluations
- Participant registration list and sign-in sheets
- Clock hour upload files

Upon request, providers must provide clock hour documentation to participants for seven years following the course.

Retention Policies for Uploaded E-Certification Clock Hour Records

Once a clock hour provider uploads a clock hour record file, the files uploaded will be retained in eCert according to their record status below.

Record Status	Retention Policy
Initial Upload	10 years from the course completion date
Claimed by an Educator	2 years from the course completion date
Unclaimed/Removed from Educator Record	2 years from the course completion date
Revised by Provider	10 years from the course completion date
Previously Claimed/Replaced by Provider	2 years from the course completion date
Unclaimed/Replaced by Provider	90 Days from the course completion date
Declined by Educator	2 years from the course completion date

Educator Recordkeeping

Educators must retain their own records of continuing education hours for any audit conducted by OSPI. Intentional misrepresentation subjects the holder to revocation of their certificate. Educators retain records to address possible disputes and for verification for a current or prospective employer.

Documents to retain include:

- Clock hour forms
- College and university transcripts
- Official correspondence from clock hour providers verifying completion of clock hours
- Professional Growth Plan (PGP) documents including plans, required signatures, and evidence collected

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