1. How do I begin the application process?

Go to www.csun.edu/coe/cred and select “Credential Program Applications” in the Quick Links column

Step 1:
Select the Program Term, Program Type, Pathway, Program and Subject/Category you are applying for and click “Apply”.

Select the follow Program Type for the following applications:

- **Added Authorization** – Bilingual Authorization, CLAD/CTEL Authorization, Special Education Authorizations
- **Basic Teaching** – Preliminary Multiple Subject, Single Subject and Education Specialist
- **Clear/Induction** – Clear Education Specialist, Clear Administrative Services and General Education Induction
- **Service Specialist** – Preliminary Administrative Specialist, Pupil Personnel Services and Speech-Language Pathology Services
Step 2:
Select “Register” to create an account if this is your first time applying to a Credential Program online. (This is separate from your University SOLAR account if you are a current/previous student.)

2. I cannot get into the application. Page won’t open or icon spins.

Using Internet Explorer, select the “broken page” icon in the URL. When selected, it should be blue.

Click on the “broken page” icon and make sure that it is in color (makes it compatible).

If this does not allow you to proceed through pages, try another browser, preferably, Chrome or Firefox.
3. **I am getting a message saying my password is not valid. What do I do?**

Make sure that you are entering your password exactly as created. Password format is a minimum of 8 characters, including at least 2 letters, 1 number and 1 special character.

You can select the “Forgot Password” link so that your password can be sent to you via email. Please pay special to attention to upper and lower case letters, numbers and special characters when re-entering your password.

4. **I am receiving a “Unauthorized User” message when trying to apply.**

Please make sure that you are not logged into your CSUN portal. Log out, close the browser and then log back in via the program application link.

If you need further assistance, please provide answers to the following questions via an email to: credprep@csun.edu

1. **What are you trying to do?**
   - Register user ID and password
   - Answer security questions
   - Enter data
   - Validate application
   - Make a payment

2. **Are you receiving an error message?**
   - What is the message?
   - If possible, attach a screen shot of error message.

3. **What browser are you using?**
   - Internet Explorer, Chrome, FireFox, Safari, etc.
   - Are you using a PC or Mac?