Credential Application Guide

The purpose of this document is to assist the applicant in completing the credential application. Prior to creating an account and completing the application, please do the following:

1. Review the How to Apply, Admission Criteria, After you Apply, and Ready to Apply information for your specific program which is located on the Credential Office website.
2. Have all documents/requirements ready, in preparation of completing the application.
3. Review this document.

For additional questions regarding the credential application, please call or email our office:
- Credential Office Phone: (818) 677-CRED (2733)
- Credential Office Email Address: cred.prep@csun.edu

Helpful Tips Before Completing the Application:

These tips will assist in completing the application and avoid delays in the submission process.
- Use a personal device - work devices could cause delays due to security preferences
- Use a personal email address to create your account instead of a CSUN assigned email address (if you have one)
- Disable Pop-up blockers
- Clear Cache and cookies
- Access the application through the “Apply Now” application link (located on the Credential Office website).
- After paying the credential application fee and submitting the application, you are not allowed to re-save or make changes. You can only make changes if the application is saved and not submitted. Please call or email the Credential Office if any changes need to be made that could affect the admission decision of your credential application.
- While completing the application in your web browser, do not open the application in a second web browser. Please only use one web browser to complete the application while completing it.
- After paying the application fee, you must click the submit button in order for your application to be submitted to the credential office.
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Create an Account or Sign in as a Returning User:
Register = first time Credential Applicants, create an application profile
Sign in = previous Credential application submitted or saved

*Note:* A CSUN User ID for the portal is not the same as an application User ID

Incorrect Email or Password Error:
A valid email is required. Your CSUN student email account serves as your official email account with the university. Your CSUN email will be used for *all* official communication with the Credential Office, even if you use a personal email address to create your account. Invalid or incorrect email addresses may cause delays with the admission process.

*Note:* Please take the opportunity to become familiar with your CSUN email address and regularly check your email for important information. If you are unfamiliar with your email address, contact the IT Help Center.
Passwords must be a minimum of 8-characters.

For existing users, please make sure you are entering the email used to create your account and enter your password as exactly created.

*Note: A CSUN User ID for the portal is not the same as a credential application User ID*
Retrieve Password:
Select “Sign In”, in the “Already have an account?” section.

Click on “Forgot your Password?”
Enter the Email Address used to create the application, and click “Continue”.

![Application Form](image-url)
Confirm the email address is correct, then click “Email New password”.
An email will be sent with a temporary password. Please allow up to 2 hours for the email to be delivered. If you do not receive the email, please check your spam/junk folder. Do not request a new password to be reset prior to receive the email, as it may cause further delays. If you do not receive the email, please contact email the Credential Office.

Sample Email:
“You are not authorized for this page” Error:
This error can be caused by having too many browsers open or accessing the application at the same as being logged into the CSUN portal account.

Passive login – If your CSUN portal password is saved in your web browser, it may be logging you into your CSUN portal in the background, blocking your access to our application. Log out of the portal and try the application again.

To remove the error:
1. Log out of the CSUN portal
2. Exit out of all browsers, then open one browser at a time when accessing the application
3. Clear Cache and cookies on browser

Searching for schools attended:
Begin typing the full institution name or city. The system will display results that match the information you typed. Select the correct matching institution.

It may take several tries to find your school, especially if it shares its name with others or could be spelled differently. For example, if you attended "Saint John's University," you may need to try "Saint John," "St. John," or "St John" (no period) to bring the school up on the list.

Add your Institution
If the institution is still not found above, proceed to "Add your Institution" and complete the additional information requested.
Attachment Error:

Error received is caused by incorrect file type or size.

Attachment Requirements:

- Attachment FILE TYPES must be .pdf, .jpeg, .doc, .docx, .png only
- Mac users: Please be sure that the appropriate extension (e.g., .doc, .docx, .pdg) is at the end of the file name you select
- Attachment FILE NAMES may use these allowable characters: A-Z, a-z, 0-9, dash and underscore. No foreign characters are allowed in file names.
- Attachment FILE SIZE may be no larger than 10Mb. The maximum cumulative size for all attachments is 20 Mb.
Application Page Overview:
The Program Application page provides a summary of the information that you provided on the application. This is your opportunity to make sure all of the information on the application is correct. If you see blank questions, they were not relevant to your application. A blank answer is correct.

If all answers are correct, click “Save”. Proceed to the next page by clicking “Next Step”. If you need to make changes to any answers, click “Previous Step”, then select the appropriate section to make the update.
Agreement Page:

After reviewing and agreeing to the Declaration statements, click SAVE. You will not be able to acknowledge this page if any page in the application is incomplete.

If required items are missing, please use the navigation on the left to view incomplete pages. Completed sections are marked with a green checkmark.

After every correction, click SAVE at the bottom of each page.

Once all corrections have been made and the application has been SAVED, return to the Agreement page to complete.

Applicant paid the application fee but their application shows as “SAVED”
When the application fee is paid but application shows as “SAVED” or the payment web page timed out, please email credprep@csun.edu a copy of your payment receipt. DO NOT SUBMIT A SECOND PAYMENT.

How to Enter a date
Click on the calendar icon.

Begin by selecting the year. Click on the drop-down option to select your birth year.
Click on the drop-down to select your birth month.

Click on your birth date on the calendar. The full date will now be recorded on the application in month/day/year format.
How to Unblock Pop-up Blockers on Google Chrome

Open the Google Chrome browser and click on the three grey dogs in the far-right corner

Click on “Settings”

On the left-hand side, click on “Privacy and security”
Click on “Site Settings”

Scroll down and click on “Pop-ups and redirects”

Settings will now be saved to allow pop-ups

How to Unblock Pop-up Blockers on Mozilla Firefox
Open the Firefox browser and click on the 3 grey bars in the far-right corner
Click on “Settings”

Click on “Privacy & Security” on the left-hand side of the page

Scroll down to the Permissions section and uncheck the “Block pop-up windows’ box
Once the box is unchecked the settings will be saved

How to Unblock Pop-up Blockers on Microsoft Edge
Open the Edge browser and click on the 3 grey dots in the far-right corner
Click on “Settings”

On the left-hand side, click on “Cookies and site permissions”
Scroll down, under All Permissions, click on “Pop-ups and redirects”

Click on the white circle to turn off “Blocked” options

Once the button is toggled off, the settings will be saved
How to Clear/Delete Cache on Google Chrome

Open the Google Chrome browser and click on the three grey dots in the far-right corner

Click on “Settings”
Scroll to the bottom of the screen and click “Privacy and Security”

Click the "Clear Browsing Data" option

Select the "Cached images and files" option, then select the time range based on the time from when you want the cached images and files cleared/deleted. Click "clear data".