

Helpful Hints

The Office of Licensure is pleased to provide this document with guidance on the below topics, based on common inquiries to our Office. Please note that this document is meant as a general guide and should not be considered comprehensive. Please be sure to review the information on the [Licensing Services](#) and [Licensing Forms & Information](#) pages for more detailed information.

- Printing:
 - Although the VDOE is no longer printing licenses, the VDOE is committed to providing license holders with the documentation they may require. Active licenses can be verified through the [Active License Look-Up site](#).
- Applying for an Initial License:
 - Depending on your needs and circumstances, application materials for initial licensure can be submitted in the following ways:
 - **Paper Application:**
 - A paper application and supplemental documents may be submitted by U.S. mail according to the [instructions](#) outlined in the application packet. **HOWEVER:** *even if submitting hard copies of materials, it is also necessary to [register for an eGOV account](#) and log in to eGOV periodically for important updates and correspondence.*
 - **eGOV:**
 - Per the information on the [Licensing Services](#) page, as the Office of Licensure transitions to a new online platform through VALO, eGOV will remain active and available to those who began an application prior to November 30, 2023. eGOV can be used to submit materials, make payments, and receive important communication from the Office of Licensure. [Register](#) or [log in](#) to eGOV.
 - **VALO:**
 - The VDOE is pleased to launch the Virginia Licensure Online (VALO), effective November 30, 2023. Those beginning an online application for initial licensure on November 30, 2023 or later will use VALO to do so. VALO can be used to submit materials, make payments, and receive important communication from the Office of Licensure. [Register or log in to VALO](#).
- Applying for License Renewal:

- As of November 30, 2023, applications for renewal are accepted through eGOV or via paper application until further notice. The Office of Licensure looks forward to accepting renewal applications through VALO in the near future. Because the renewal process is unique to school divisions, the Office of Licensure will contact divisions with more specific updates.
- License holders currently employed with a Virginia public school division or agency must work directly with their HR/Licensure representative to submit their renewal request.
- Other Current License-Holder Requests
 - Licensees pursuing other licensure requests must mail their requests through the U.S. Post Office to the VDOE, Office of Licensure, PO Box 2120, Richmond, VA 23218.
 - Examples of such requests include **adding a new endorsement** through assessment, **requesting an evaluation** for a new endorsement area, **adding a degree**, and **requesting course approval**.
 - Currently, name and address changes may be completed directly by a licensee through the eGOV application.
 - Licensees employed in a school division should be working with their licensure representative to submit requests on their behalf.
 - Communications from The Office of Licensure regarding these requests will be provided through eGOV. For these requests, licensees should create an eGOV account in order to view VDOE communications/evaluations from the Office of Licensure under their Documents tab. [Register for an eGOV account](#).
- Private Key Identification (PKID):
 - Distinct from the application number, the PKID is issued upon completion of an application. The PKID is sent to the email listed on the application within 1-3 business days of submission. Applicants who have not received a PKID within that time are advised to check their spam folders before contacting the Office of Licensure.
 - Applicants who are employed with a Virginia school division/educational agency should **share their PKID with the employing division/agency**, which enables them to upload application materials on behalf of the applicant.
 - If you are not currently employed with a Virginia educational agency, please maintain this number in your records for future licensure requests.
- Fees:
 - Applicants are advised to determine how the nonrenewable application fee will be paid, *prior to starting an application*. Applicants using eGOV or VALO who mistakenly or erroneously indicate that the division will pay the fee **cannot return to this section of the application to make changes**. If you've made a mistake in indicating how the fee will be paid, please reach out to the Office of

Licensure to request an invoice number and for further guidance at licensure@doe.virginia.gov.

- Individuals submitting new applications through VALO or finishing existing applications through eGOV should complete their payments (if applicable) through their respective application portal and should NOT pay separately via the “Pay Now” button on the VDOE website.

- Communications:

- In an effort to streamline communications, the VDOE has transitioned to an agency-wide newsletter, the [Virginia Education Update](#). As such, the majority of VDOE communications will be shared via this newsletter, and all stakeholders are encouraged to [subscribe](#). The Office of Licensure also maintains regular communication with the HR and licensure contacts as relevant information becomes available.
- Communications **regarding a specific application** are generally shared through the online platform that was used at the time of the application’s submission. As such, the most reliable source for updates on an application will be eGov and/or VALO as applicable. Applicants are advised to log in to eGOV and/or VALO to check for important updates and correspondence, including requests for additional information, documentation, etc., as **applicants will not receive email notifications or US mail correspondence about the status of their application.**

- Additional questions?

- Divisions are encouraged to continue working with the VDOE Licensure Specialist assigned to their division or agency.
- Individuals employed by a Virginia public school division are encouraged to reach out to the licensure liaison within their human resources department or central office with questions.
- General questions can be directed to licensure@doe.virginia.gov.