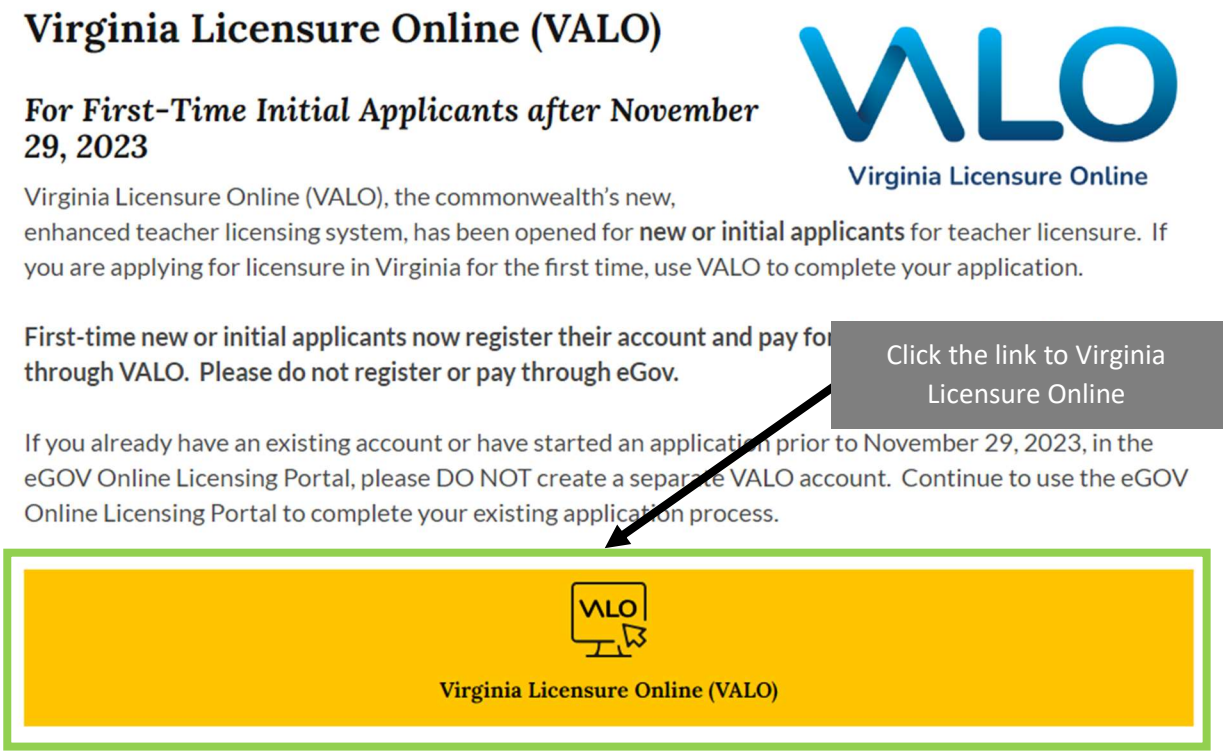
VALO User Guide

The following is a quick guide on how to submit an initial application using the new Virginia Licensing Online portal.

Navigating to the Initial Application Portal

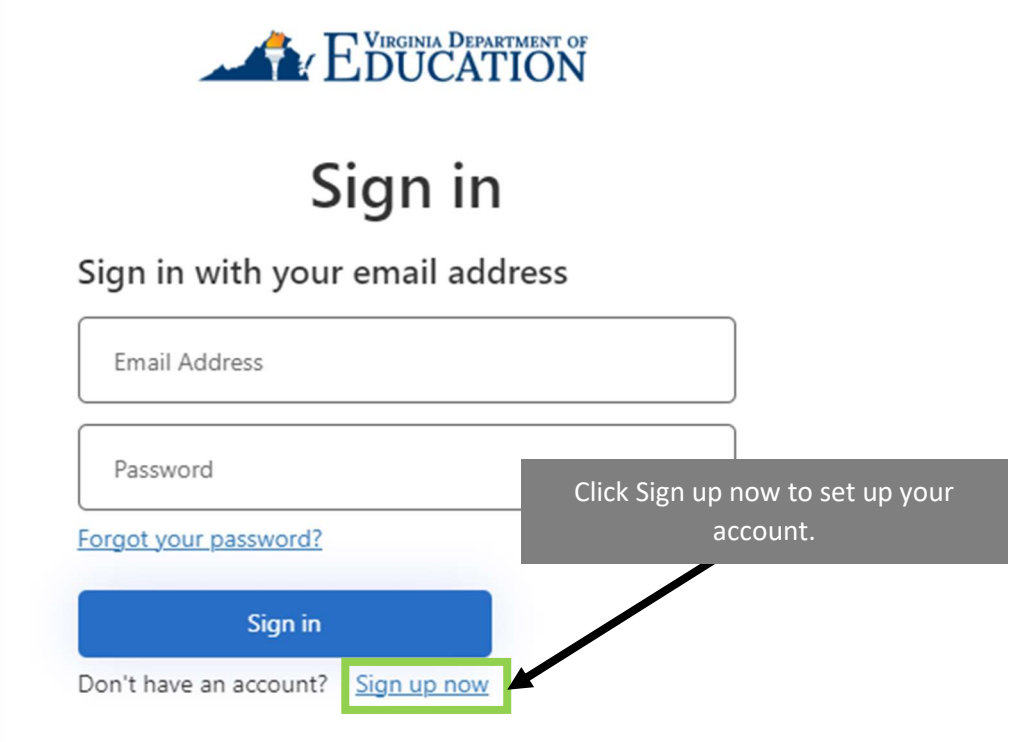
From the Virginia Department of Education's Licensing Services page, click on the link to **Virginia Licensure Online (VALO)**.



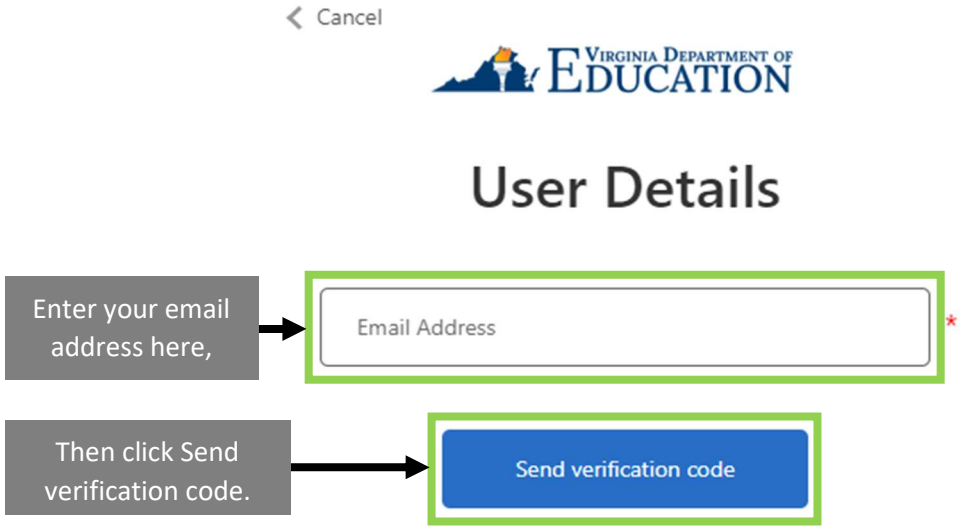
Follow the instructions below to register in the new online portal and to submit a new application.

Registration

Click the **Sign up now** link to set up your account.

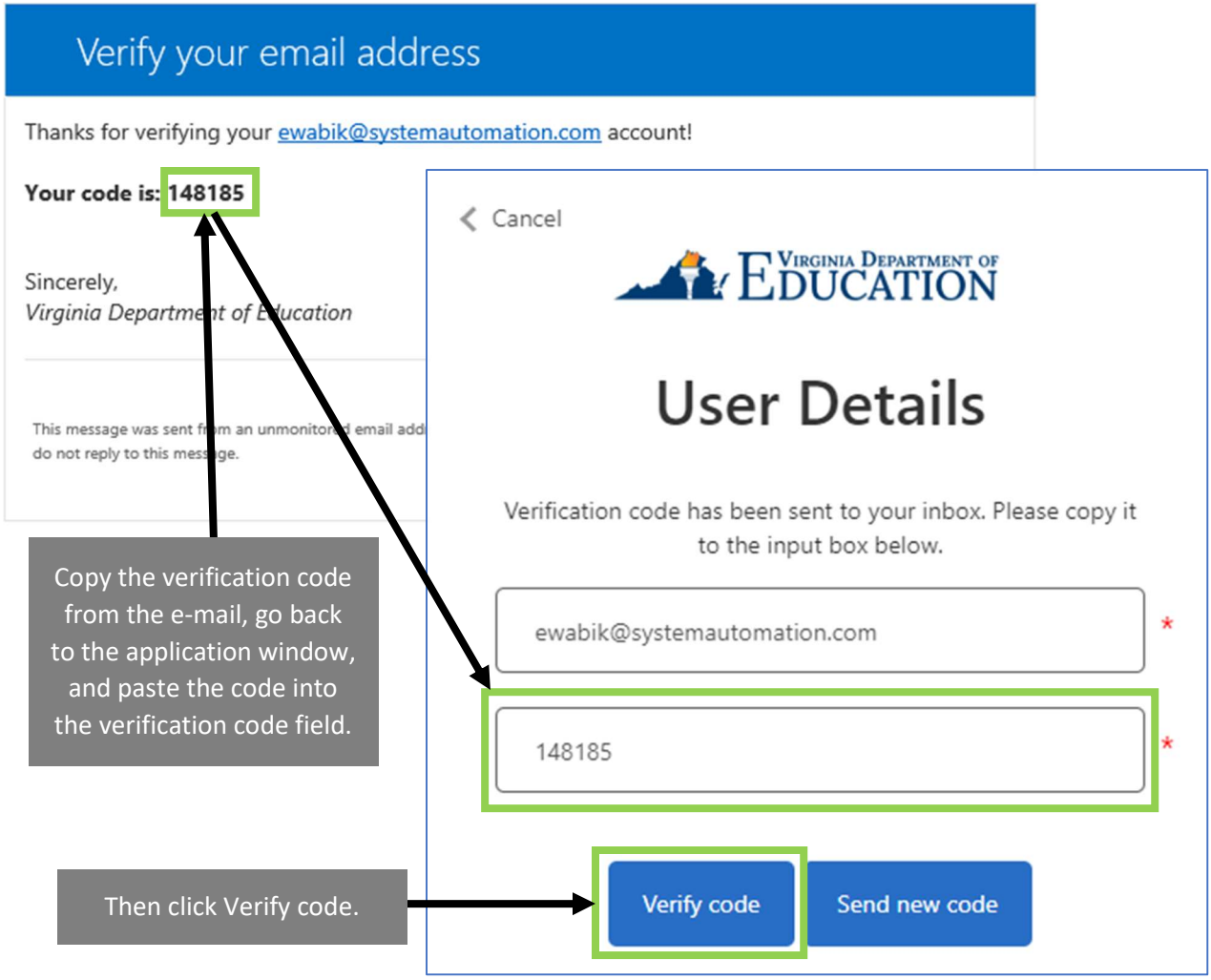


Enter your e-mail address then click **Send verification code**.



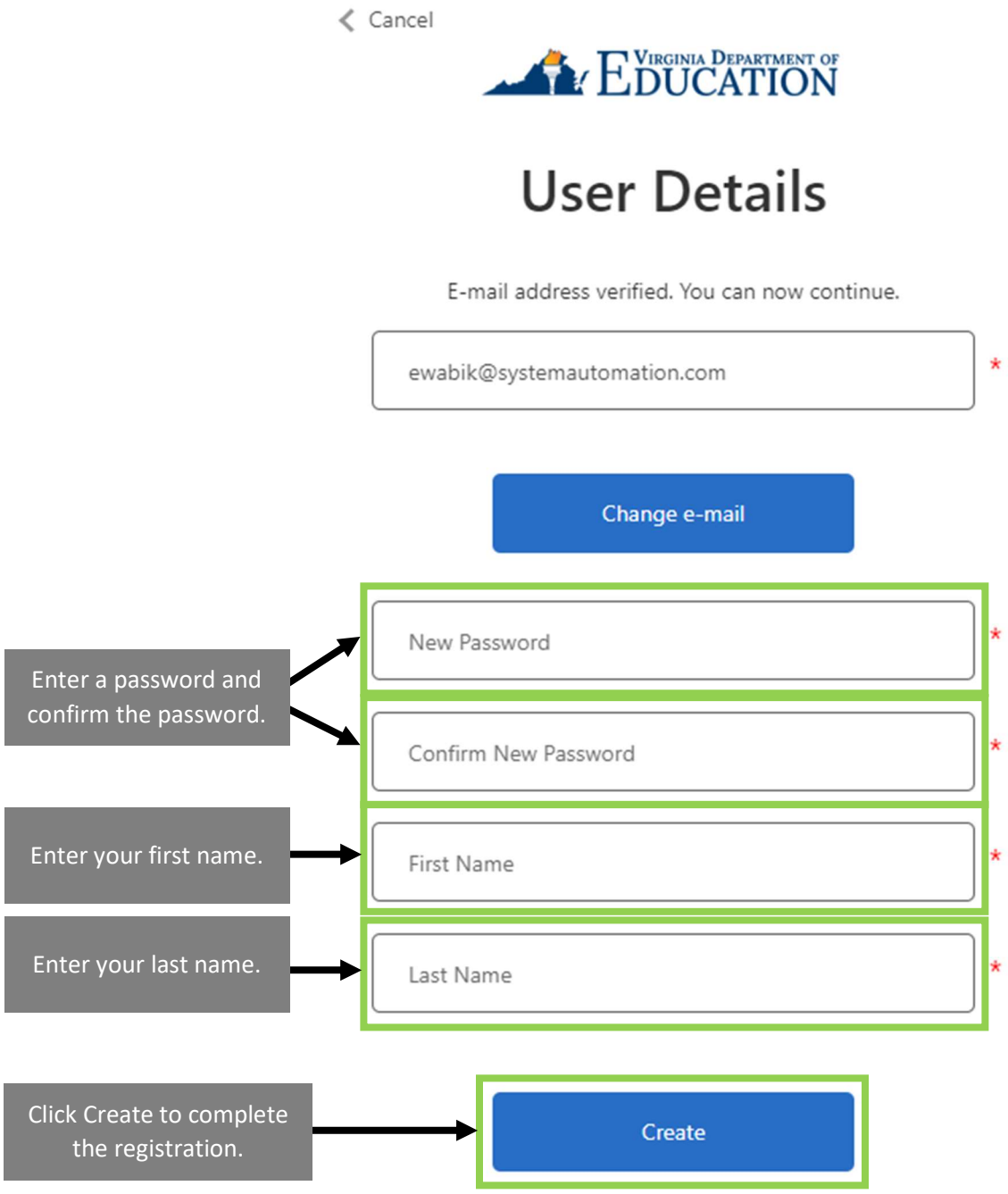
After you have clicked send verification code, check your e-mail for the verification code. Copy the code in the e-mail and go back to the application window.

Please note that if you do not receive the verification code within five minutes, check your spam folder. It is also recommended to add the * @microsoftonline.com domain to your safe senders list.



Paste the code into the verification code field and click **Verify code**.

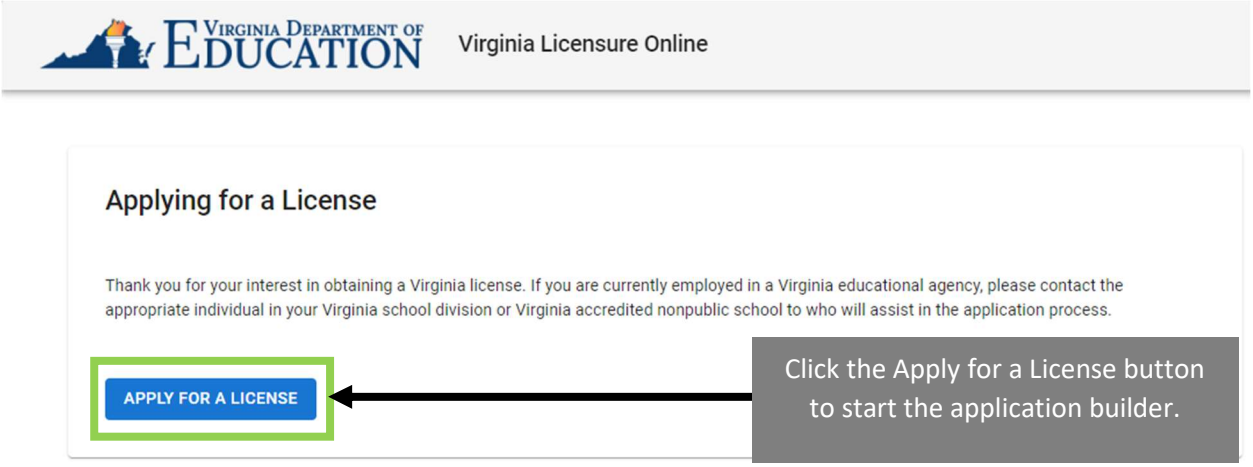
Enter a password in the New Password field and confirm the password in the Confirm New Password field. Enter your first and last name, then click **Create**.



Congratulations! You are now ready to use the application creator. Make a note of your password. Your sign-in information (e-mail and password) is how you will access the system in the future to view the status of your application and to submit application updates and new applications.

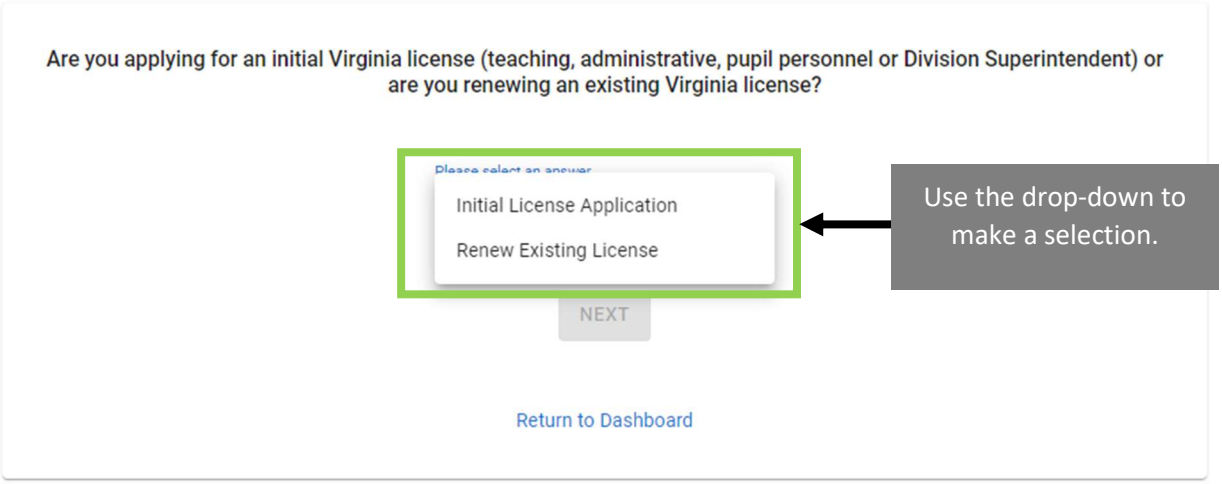
New Application How-to

Click on **Apply for a License** to start the application builder.

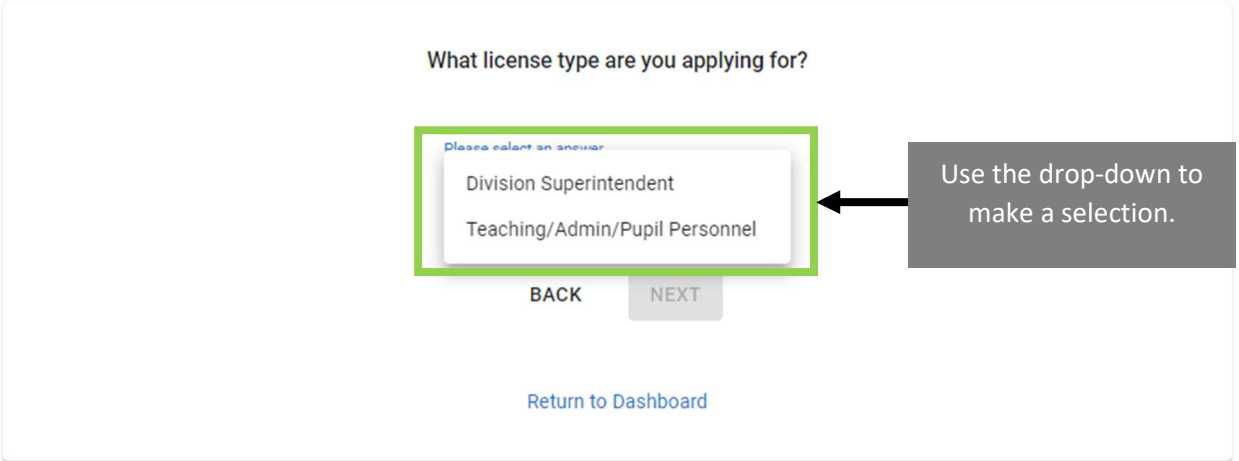


The new application process will ask a few questions to ensure the correct application is selected. Please follow the next steps to view samples of the questions.

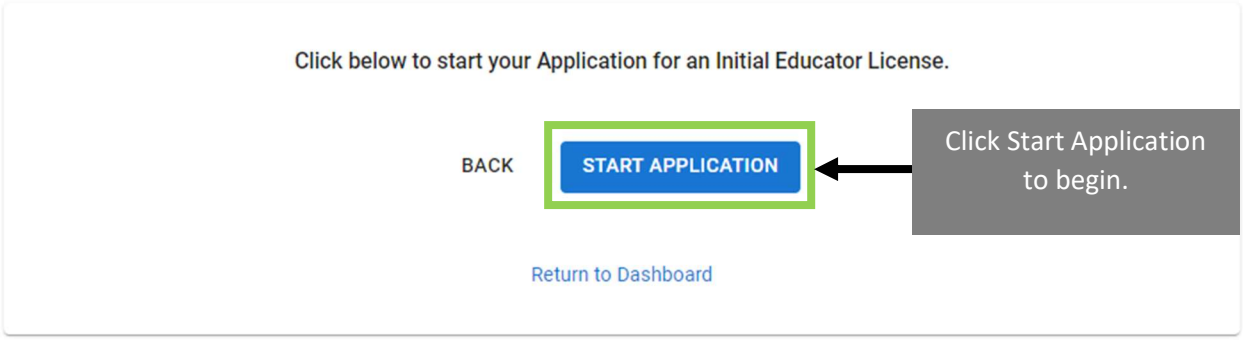
Use the drop-down box to select Initial License Application or Renew Existing License. Please note that the new online portal is only available for new initial applications at this time. Renewals can be completed at https://vadoe.mylicense.com/eGov/.



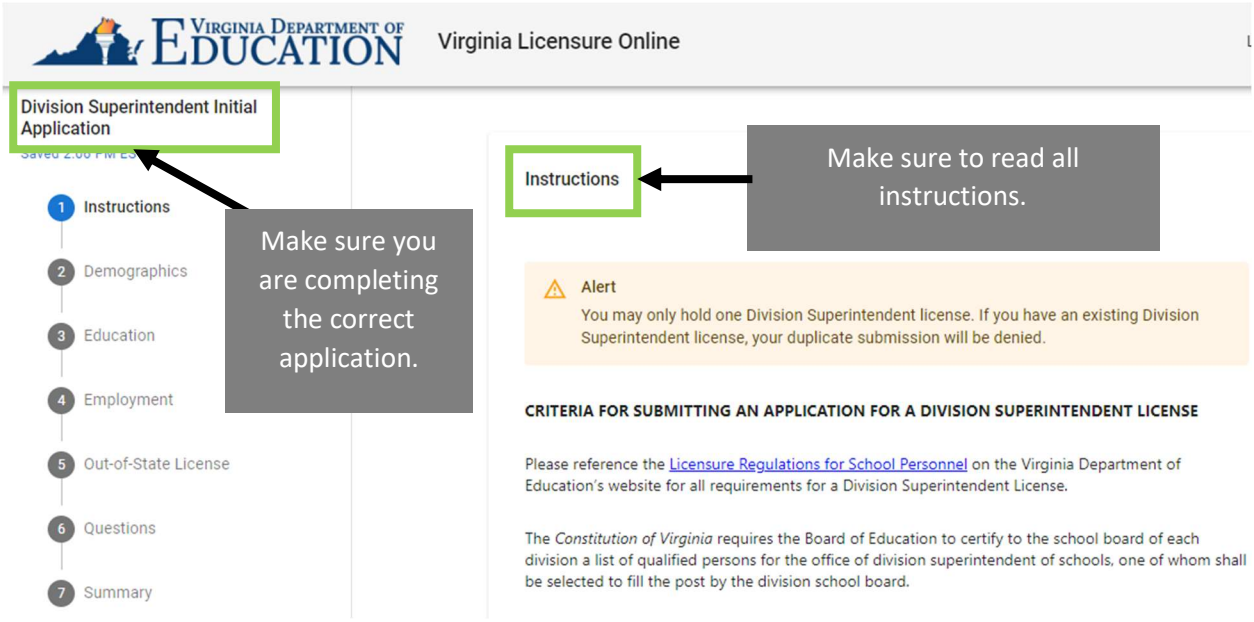
Next, use the drop-down box to select the license type that you are applying for.



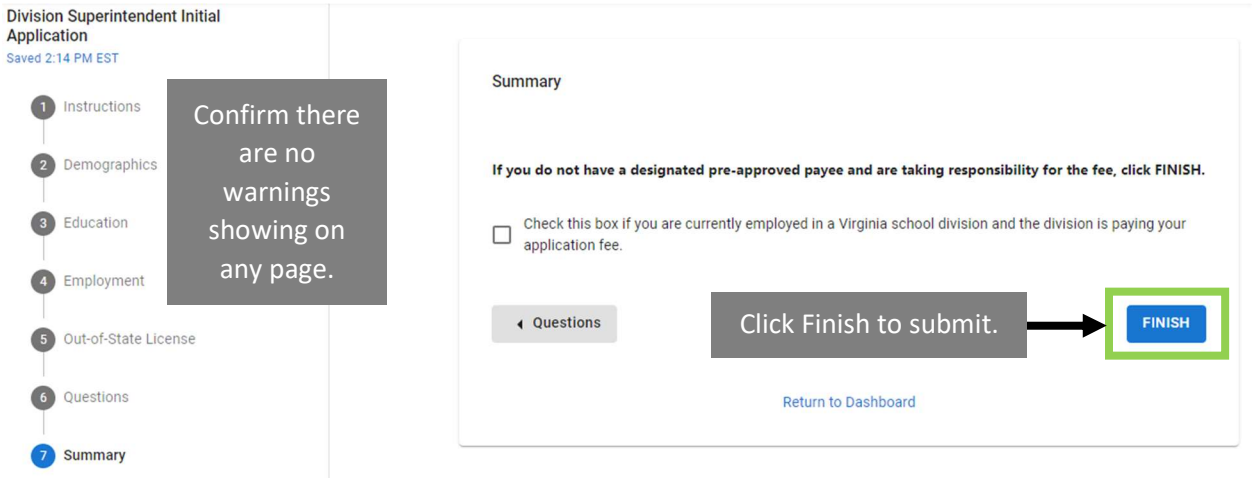
Once you have selected the license type you are applying for, you will see a screen similar to the one shown below. Click **Start Application** to begin.



Below is an example of what the first page of the application may look like. Each application has different steps required to complete the application. Make sure you are completing the correct application and be sure to read all instructions.



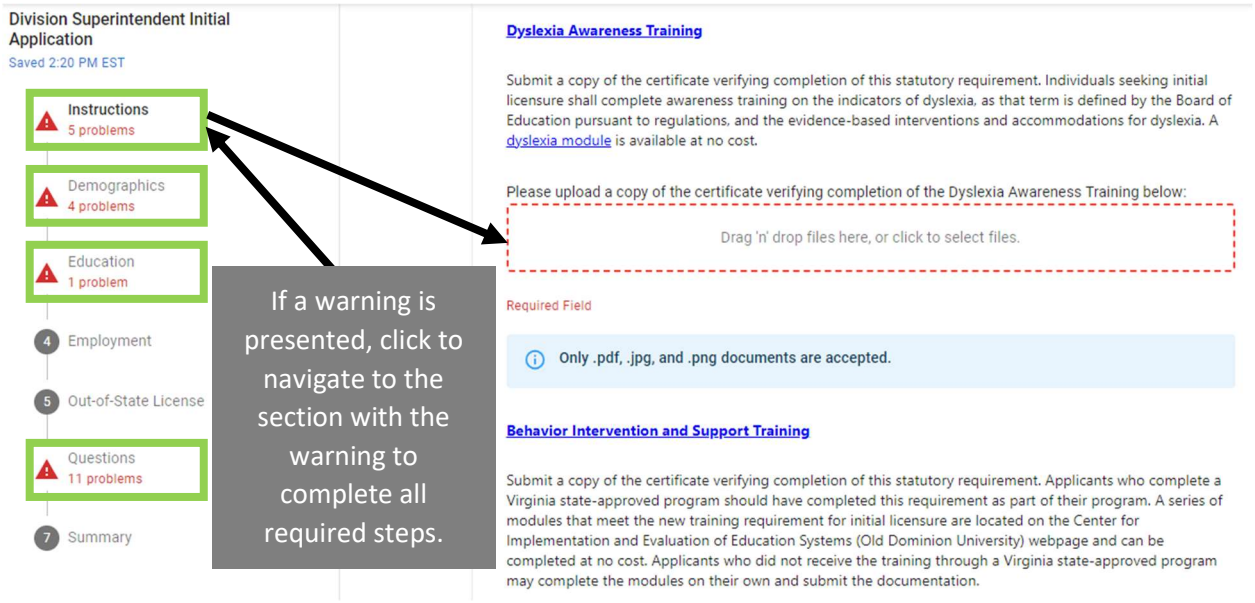
Below is an example of what the last page of the application may look like. Make sure to complete all sections on the final page of the application and click finish.



If an area of the application was not completed, a warning similar to the one shown below will appear. If a warning is presented, go back through the application and complete all sections and steps.

Warnings will display as red text on any section with missing steps and on each missing required step.

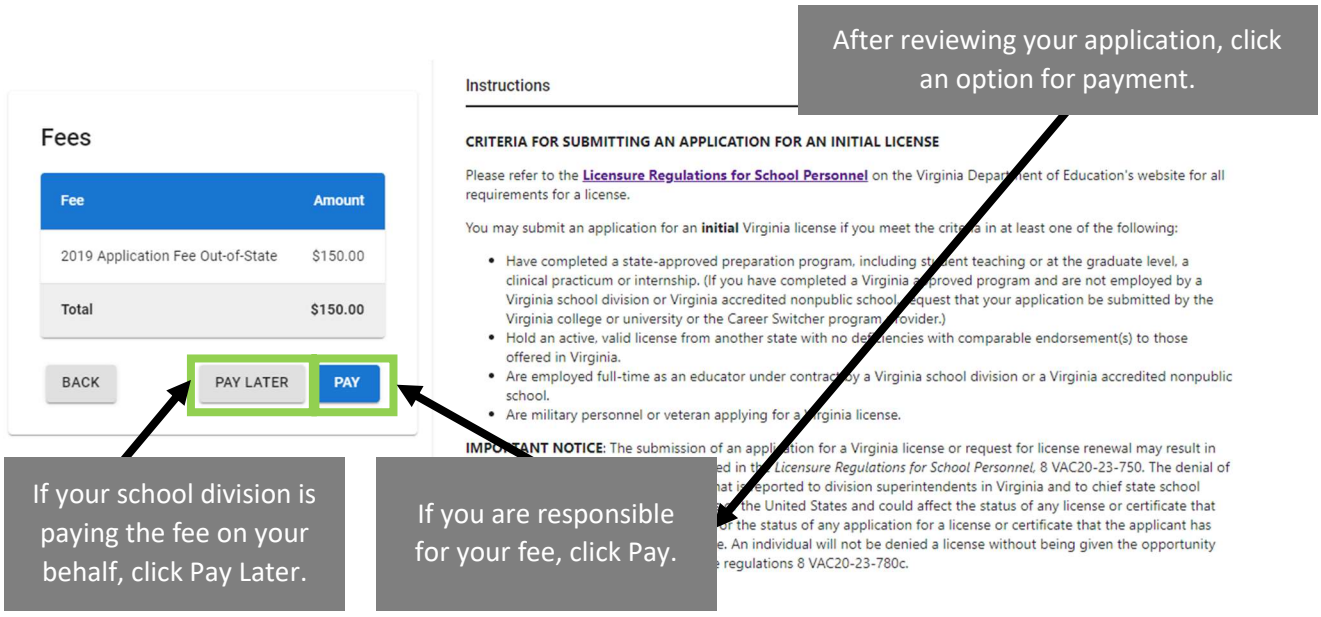
It is recommended that you complete the application on a full-screen computer screen to ensure the warnings clearly display.



After you have completed your application, you will be taken to the Fees page. You will have the opportunity to review your application.

After you have completed your review, you will need to pay your fees (if applicable) and click submit.

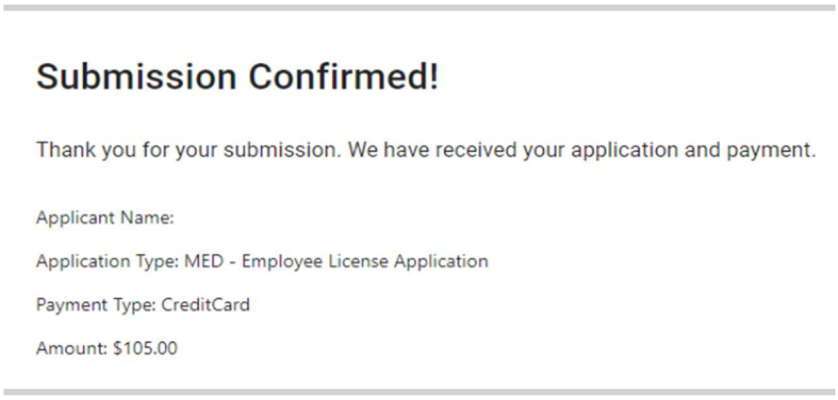
If your school division is paying the fee on your behalf, click **Pay Later**. Please note that if your school division is paying the fee, you will need to coordinate with them to submit the payment, and your application will not be reviewed until payment has been made.



If your school division is paying your fee, you will get a submission confirmed page after clicking Pay Later. Your application has been successfully completed when you reach this page.

If you are responsible for your fee, the next step upon clicking Pay is to submit the payment. Follow the prompts on the page and enter the payment information.

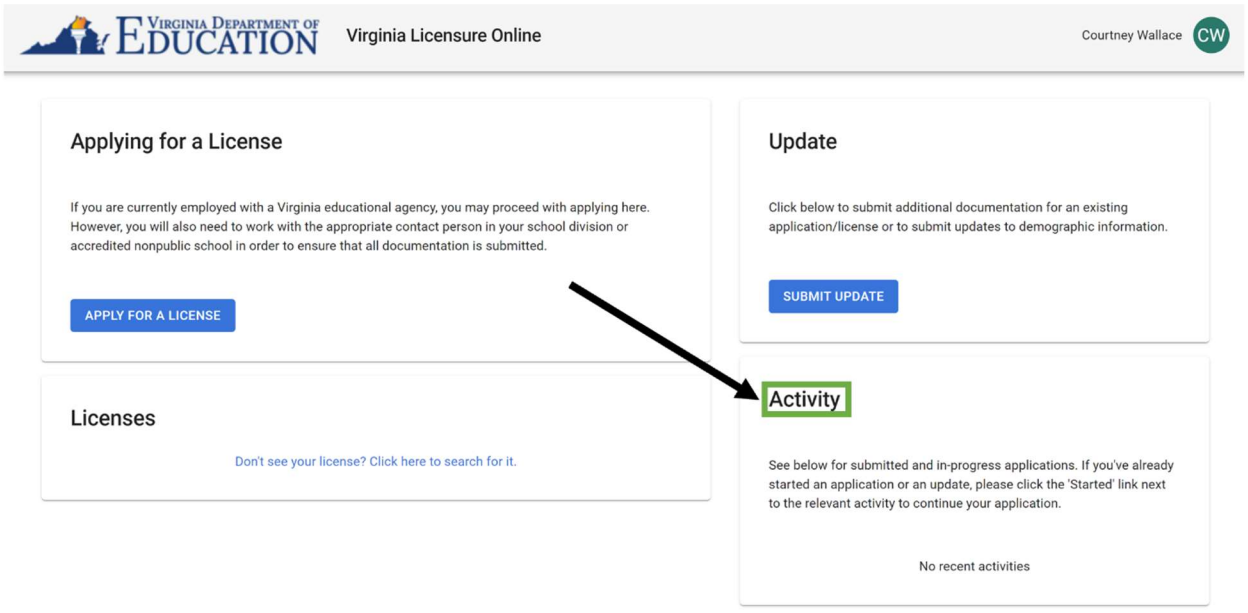
After you have paid your fees, you will get a submission confirmed page. Your application has been successfully completed when you reach this page.

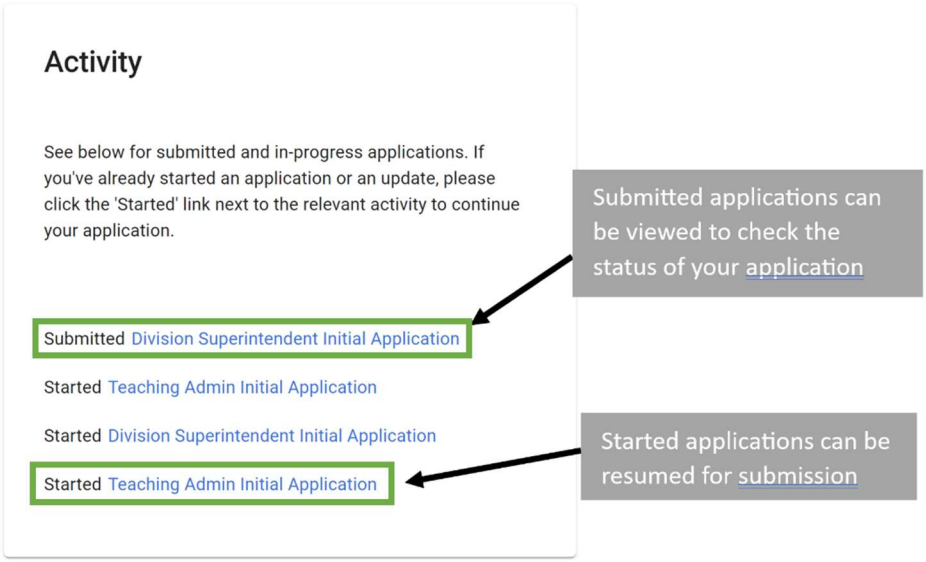


You will also receive an application receipt email within 1-3 business days once The Office of Licensure has received your application.

Continuing an Existing Application or Update

Once an application is started and needs to be continued at a later time, the started application will show in the 'Activity' panel on the dashboard shown below.



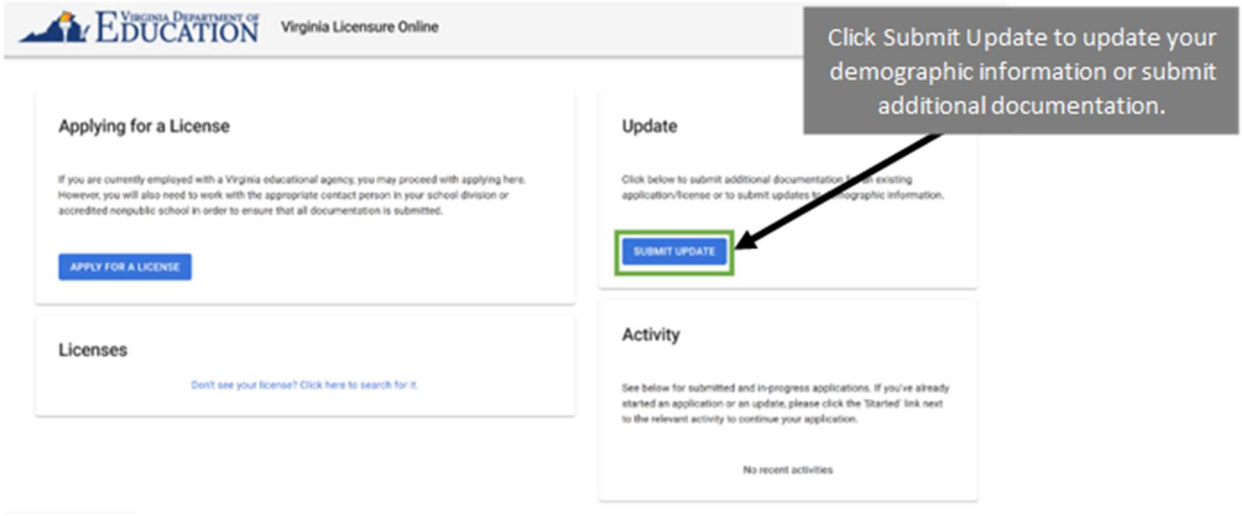


To continue an existing application or update, click on the link to resume the application and follow the relevant instructions in the New Application How-to or Submitting an Application Update or Demographic Update sections.

Submitting an Application Update or Demographic Update

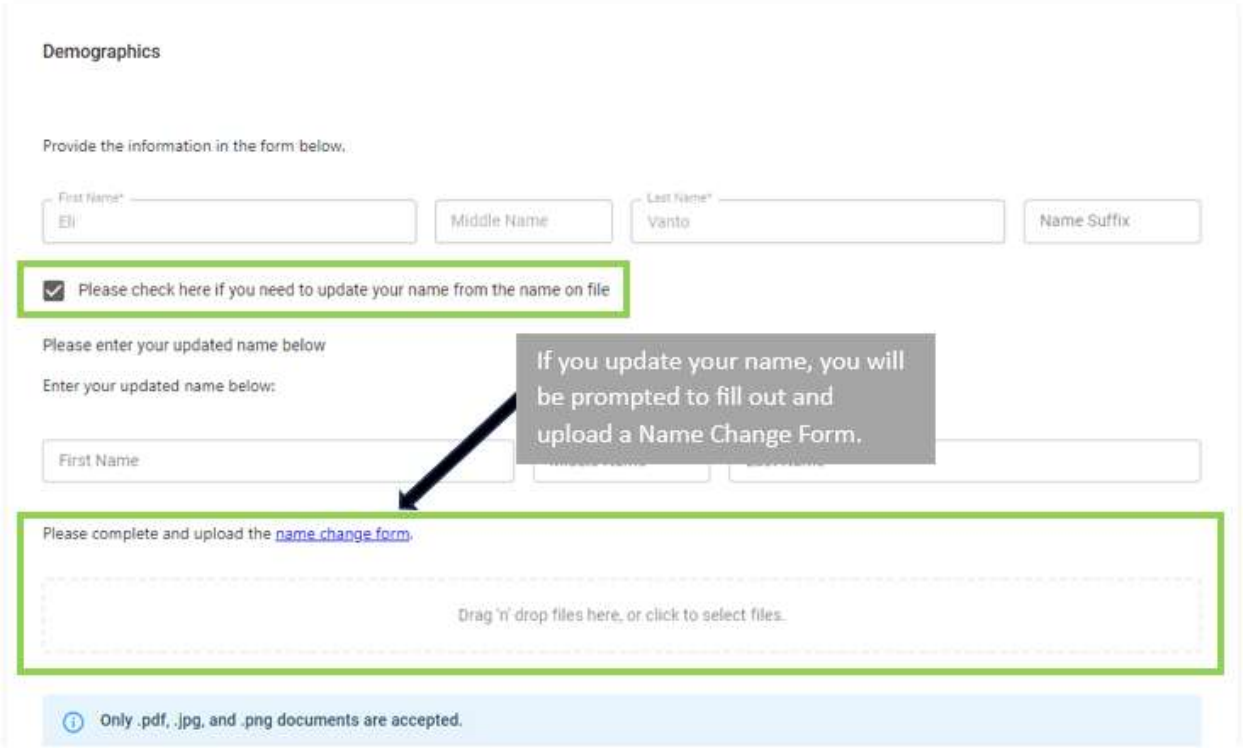
The Update form is used for updating demographic information or can be used for submitting additional documentation for an existing application if you received a notice from the VDOE that additional documents are needed.

Click **Submit Update** on the portal dashboard to start the process.

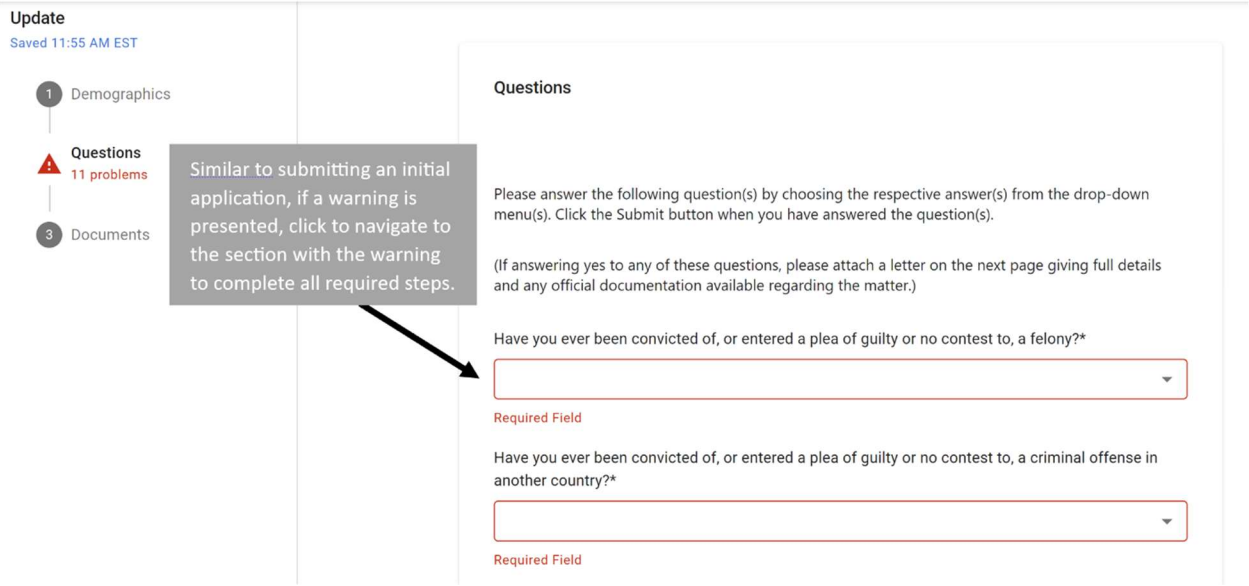


Make any desired changes to your demographic information. You may make edits to your name and address. If you select that you wish to edit your name on file, you will be linked to the **Form to Request a Change of Name or Address**. Please fill out the form and upload it to the indicated field.

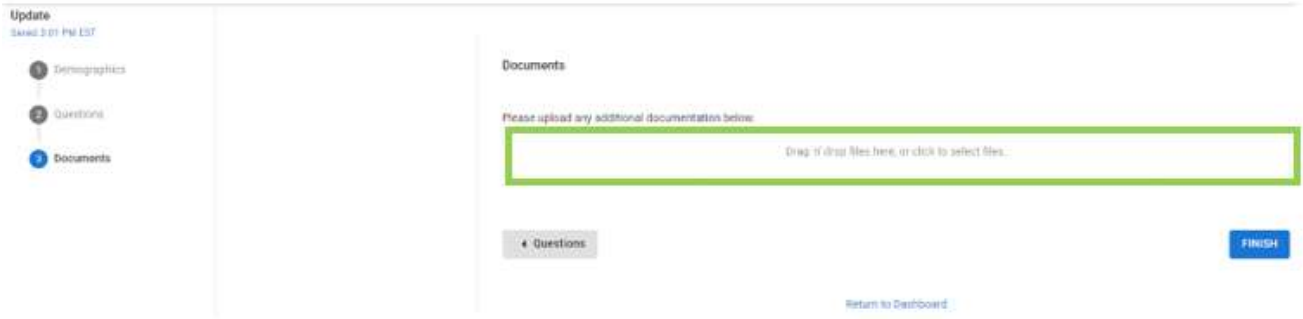
Note: If you wish to make any changes to your date of birth or Social Security Number, please email licensure@doe.virginia.gov or call 804-786-2302.



Fill out the required legal questions, making updates as needed.



If additional documentation was requested by the VDOE, you may upload new documents to add to your file. Click **Finish** to move to the Update Summary page.



Click **Submit** to complete the Update process.