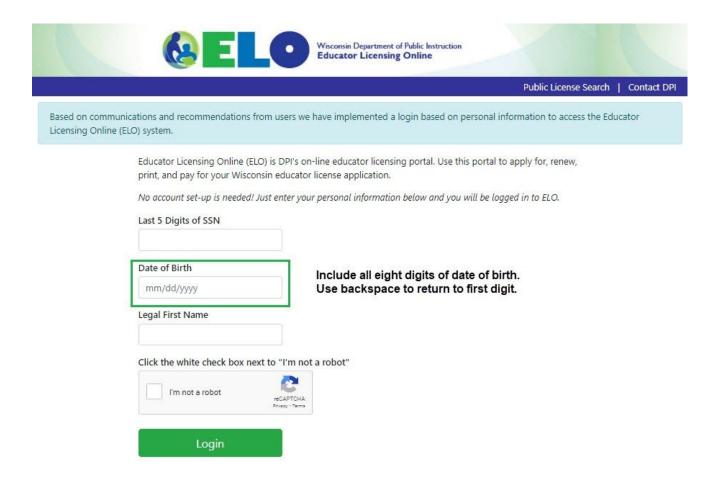
### Teacher Education, Professional Development and Licensing (TEPDL)

This document is available at: https://dpi.wi.gov/licensing/apply-educator-license For questions about this information, contact:(800) 266 - 1027

# **TEPDL Log-in Job Aid**

#### 1. DOB

- a. The date of birth field requires all eight digits of your date of birth (e.g. mm/dd/yyyy).
- b. If you are having trouble entering all eight digits of your date of birth, use backspace to return your cursor to the first digit in the date of birth field.



## 2. Password saving

- a. Consider if you want your internet browser to save your login credentials for ELO.
- b. If you do not want your browser to save your credentials, you can configure your browser settings to not save your login information.
- c. The supported internet browsers for ELO are
  - i. Chrome version 65 or higher
  - ii. Firefox version 58 or higher
  - iii. Internet Explorer version 11 or higher

- d. For more information on how to configure your browser password settings, refer to the user support provided by your preferred browser.
  - Chrome:

https://support.google.com/chrome/search?q=chrome+password+setting

 Firefox: https://support.mozilla.org/en-US/kb/password-manager-remember-delet

e-edit-logins

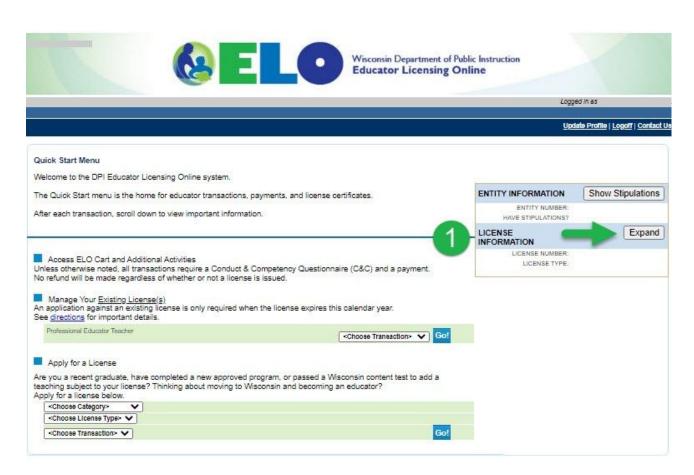
Internet Explorer:

 $\frac{\text{https://support.microsoft.com/en-us/topic/remember-passwords-and-fill-out-web-forms-for-internet-explorer-11-6883f6ce-0d1c-c2b9-e21e-7059}{76d1c886}$ 

- 3. License(s) and expiration date
  - a. Lifetime license holders: there will not be an expiration date.
  - b. Non-Lifetime license holders: there will be an expiration date.



#### 4. Checking license(s)

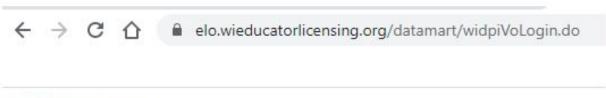


- a. The correct one(s) are listed
- b. Not listed?



- c. STOP!
- d. Log-out
- e. Log back in

### 5. Internal Server Error



## Internal Server Error

If an Internal Server Error occurs, please contact the licensing department to resolve the issue. Use this link to let us know you have received the Internal Server Error. Please add in details of where in the application process the error occurred. This will allow us to help resolve the error quicker.

https://dpi.wi.gov/support/contact-educator-licensing