

CDSE Center for Development of Security Excellence

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IT RECOMMENDATIONS

Please refer to the following recommendations before working in the CSOD Learning Management System.

Disconnect from VPN

- CSOD may be "blocked" by the JSP VPN. Access would need to be initiated after disconnecting from the VPN.
- A 'warning' pops up when you download an excel file (e.g., to view a report), select View Spreadsheet instead.

Disable Pop-up Blocker

Disable your pop-up-blocker by going to your browser's settings, privacy and security, pop-ups and redirects, and allow pop-ups from www.dau.csod.com.

Internet Browser

- Add Cornerstone to your organization's white pages and use Google Chrome as the Internet Browser.
- Increase the size of your screen by holding CTRL button and + at the same time or go to your browser's settings, zoom.

FREQUENTLY ASKED QUESTIONS

Visit the DAU FAQs @ https://www.dau.edu/faq/ or contact the DAU Public Service Desk Portal: https://services.dau.edu/psp?id=public_portal.

ACCESS TO DAU'S VIRTUAL CAMPUS

Create Account

- New Users will need to submit a DAU SAAR Form to obtain access to CSOD.
- Click the following link to create an account: https://saar.dau.edu/.

Public Service Portal

- Submit an Incident Ticket to the DAU Help Desk for all login related assistance.
- Click the following link to submit a Help Desk ticket: https://services.dau.edu/psp?id=public_portal.

CAC Assistance

- Multiple factors can impact your ability to log into CSOD with your DoD CAC.
- Click the following link for CAC related assistance: https://www.dau.edu/faq/p/CACLoginAssistance.

Login FAQs

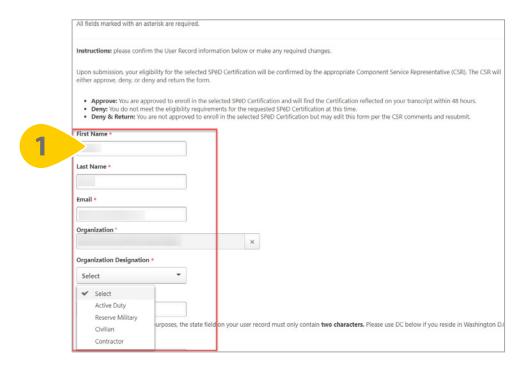
- DoD CAC Login Assistance
- Username Assistance
- Password Assistance
- Click the following link to access FAQ's: https://www.dau.edu/faq/Pages/Okta-Identity-Solution.aspx.



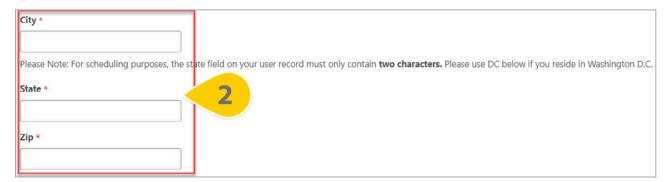
SUBMIT A CORE ENROLLMENT REQUEST FORM

WHEN YOU WANT TO ENROLL IN A CORE SPED CERTIFICATION OR CREDENTIAL...

Step 1: Once you have located the link to your Enrollment Request form on the SPēD Certification Website, confirm at the top of the page that you are completing the correct form. After you have read all instructions at the top of the form, please confirm all **personal information** is correct. If any information is out-of-date, use this form to make corrections.



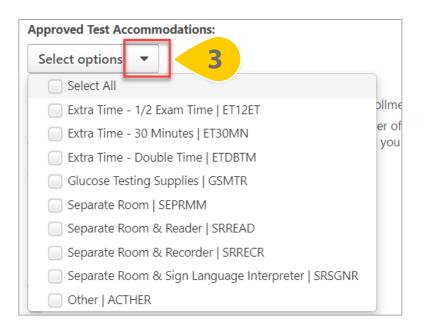
Step 2: Then, enter your location information. The **City, State, and Zip Code** entered here will be sent to Pearson VUE to assist with scheduling your proctored exam.



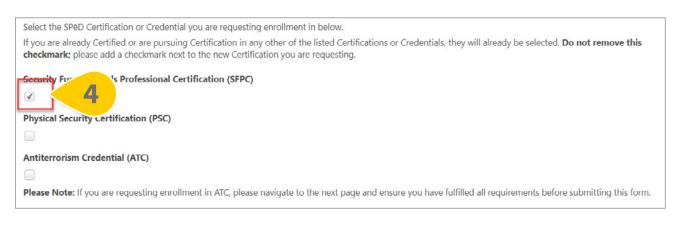
Please Note: For scheduling purposes, the state field on this form must only contain two characters. Please use DC if you reside in Washington DC.

SUBMIT A CORE ENROLLMENT REQUEST FORM (CONT'D)

Step 3: Once you have confirmed all personal information is correct, you may select **any Approved Test Accommodations** from the drop-down. Please select all that apply.



Step 4: At the bottom of this page, select the **SPēD Certification or Credential** you are requesting enrollment in.

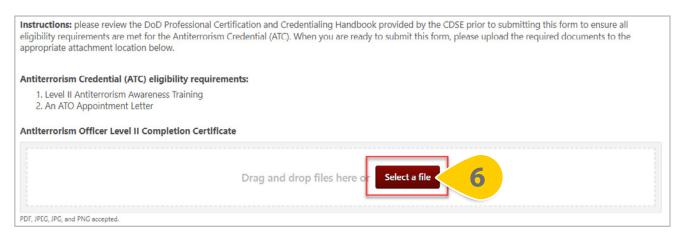


Step 5: If you are a Contractor, there is an opportunity here to upload your Contractor Eligibility Verification Memorandum. If you are not a contractor, select **Next**.

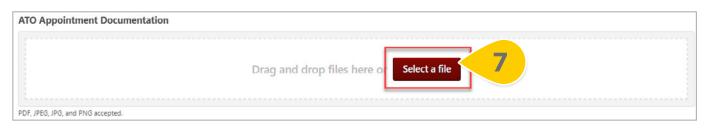


SUBMIT A CORE ENROLLMENT REQUEST FORM (CONT'D)

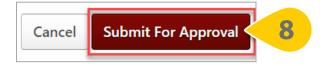
Step 6: The form fields on the second page are only required if you are requesting enrollment in the Antiterrorism Credential (ATC). Drag and drop an **Antiterrorism Officer Level II Completion Certification** from your device into the box provided. Alternatively, choose **Select a File** to search your device for the Completion Certificate



Step 7: Repeat this process to upload your **ATO Appointment Documentation** in the second file drop location.



Step 8: Once all documents are uploaded, or if no documents are required because you are requesting enrollment in either the Security Fundamentals Professional Certification (SFPC) or the Physical Security Certification (PSC), select **Submit For Approval**.

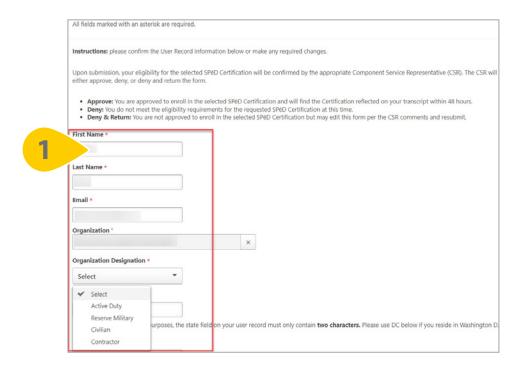


Your form will be reviewed by your Component Service Representative (CSR) for approval.

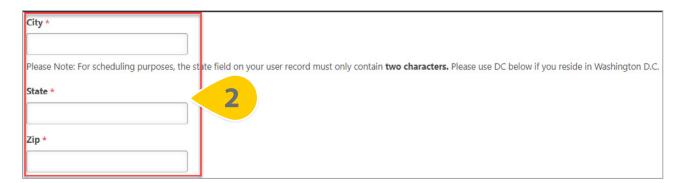
SUBMIT A SPECIALTY ENROLLMENT REQUEST FORM

WHEN YOU WANT TO ENROLL IN A SPECIALTY SPED CERTIFICATION OR CREDENTIAL...

Step 1: Once you have located the link to your Enrollment Request form on the SPēD Certification Website, confirm at the top of the page that you are completing the correct form. After you have read all instructions at the top of the form, please confirm all **personal information** is correct. If any information is out-of-date, use this form to make corrections.



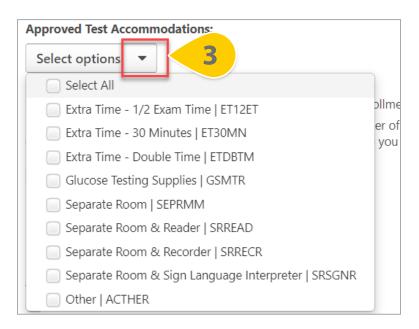
Step 2: Then, enter your location information. The **City, State, and Zip Code** entered here will be sent to Pearson VUE to assist with scheduling your proctored exam.



Please Note: For scheduling purposes, the state field on this form must only contain two characters. Please use DC if you reside in Washington DC.

SUBMIT A SPECIALTY ENROLLMENT REQUEST FORM (CONT'D)

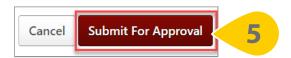
Step 3: Once you have confirmed all personal information is correct, you may select **any Approved Test Accommodations** from the drop-down. Please select all that apply.



Step 4: At the bottom of this page, select the **SPēD Certification or Credential** you are requesting enrollment in.



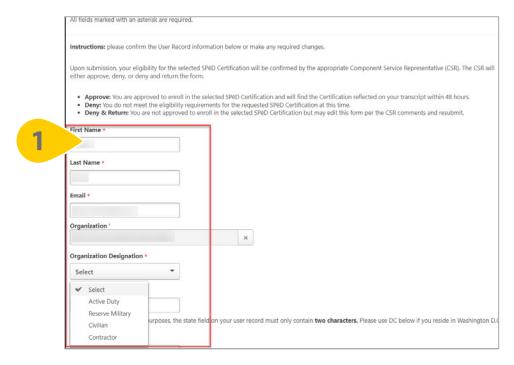
Step 5: If you are a Contractor, there is an opportunity here to upload your Contractor Eligibility Verification Memorandum. If you are not a contractor, select **Submit for Approval**.



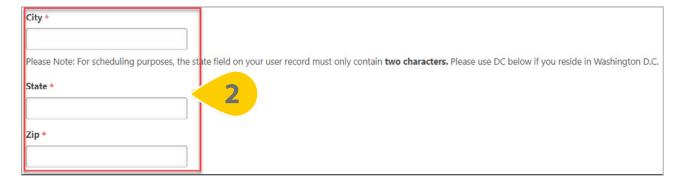
SUBMIT AN APC ENROLLMENT REQUEST FORM

WHEN YOU WANT TO ENROLL IN THE ADJUDICATOR PROFESSIONAL CERTIFICATION...

Step 1: Once you have located the link to your Enrollment Request form on the SPēD Certification Website, confirm at the top of the page that you are completing the correct form. After you have read all instructions at the top of the form, please confirm all **personal information** is correct. If any information is out-of-date, use this form to make corrections.



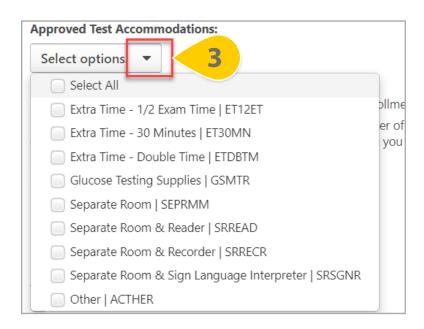
Step 2: Then, enter your location information. The **City, State, and Zip Code** entered here will be sent to Pearson VUE to assist with scheduling your proctored exam.



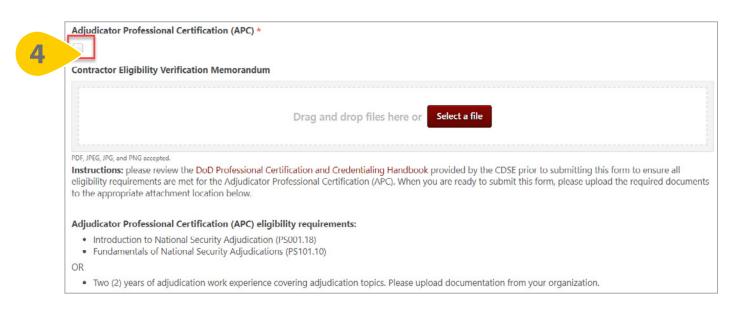
Please Note: For scheduling purposes, the state field on this form must only contain two characters. Please use DC if you reside in Washington DC.

SUBMIT AN APC ENROLLMENT REQUEST FORM (CONT'D)

Step 3: Once you have confirmed all personal information is correct, you may select **any Approved Test Accommodations** from the drop-down. Please select all that apply.



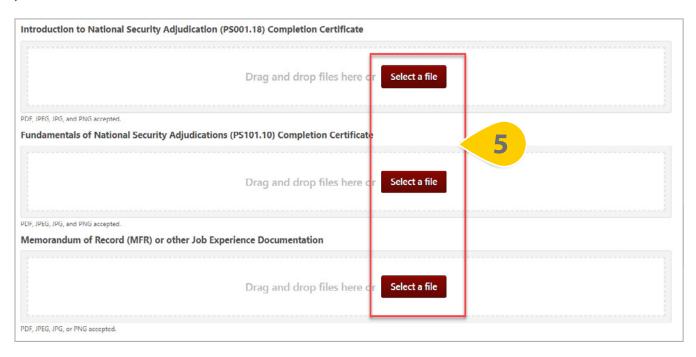
Step 4: At the bottom of this page, select the checkbox next to the **Adjudicator Professional Certification** (**APC**) and read the enrollment instructions. If you are a Contractor, there also is an opportunity here to upload your Contractor Eligibility Verification Memorandum.



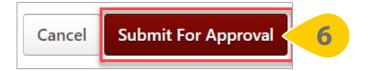
Please Note: You may choose to either submit both completion certificates for Introduction to National Security Adjudication (PS001.18) and Fundamentals of National Security Adjudications (PS101.10), or you can upload a Memorandum of Record (MFR) or other Job Experience Documentation as proof of your two (2) years of adjudication work experience.

SUBMIT AN APC ENROLLMENT REQUEST FORM (CONT'D)

Step 5: Drag and drop your documents onto the page or choose **Select a File** to search for documents from your device.



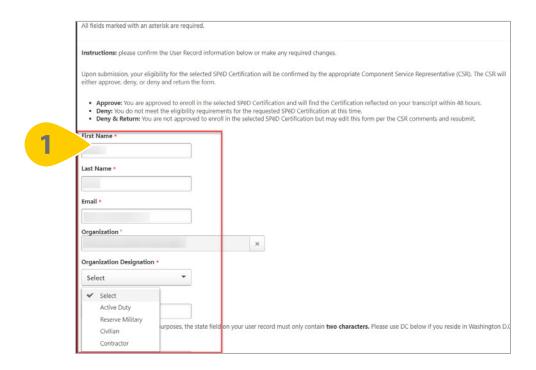
Step 6: When all required documents are uploaded, select Submit for Approval at the bottom of the form.



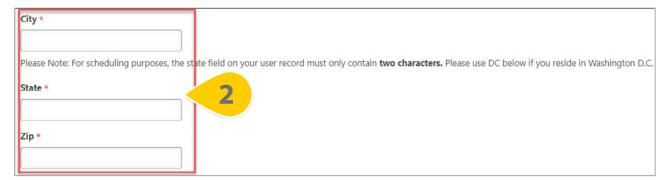
SUBMIT A DPAPC ENROLLMENT REQUEST FORM

WHEN YOU WANT TO ENROLL IN THE DUE PROCESS ADJUDICATOR PROFESSIONAL CERTIFICATION...

Step 1: Once you have located the link to your Enrollment Request form on the SPeD Certification Website, confirm at the top of the page that you are completing the correct form. After you have read all instructions at the top of the form, please confirm all **personal information** is correct. If any information is out-of-date, use this form to make corrections



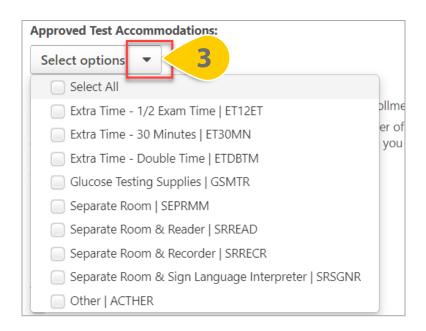
Step 2: Then, enter your location information. The **City, State, and Zip Code** entered here will be sent to Pearson VUE to assist with scheduling your proctored exam.



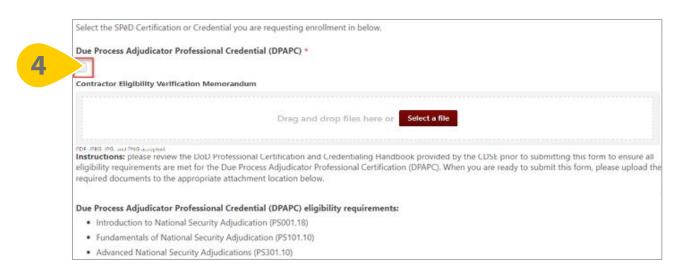
Please Note: For scheduling purposes, the state field on this form must only contain two characters. Please use DC if you reside in Washington DC.

SUBMIT A DPAPC ENROLLMENT REQUEST FORM (CONT'D)

Step 3: Once you have confirmed all personal information is correct, you may select **any Approved Test Accommodations** from the drop-down. Please select all that apply.



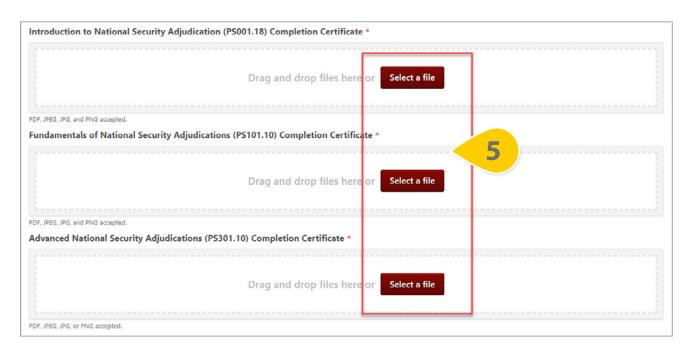
Step 4: At the bottom of this page, select the checkbox next to the **Due Process Adjudicator Professional Certification (DPAPC)** and the read the enrollment instructions. If you are a Contractor, there is an opportunity here to upload your Contractor Eligibility Verification Memorandum.



Please Note: You are required to upload all Completion Certificates for the courses listed prior to submitting the enrollment form.

SUBMIT A DPAPC ENROLLMENT REQUEST FORM (CONT'D)

Step 5: Drag and drop all required documents onto the page or choose **Select a File** to search for documents from your device.



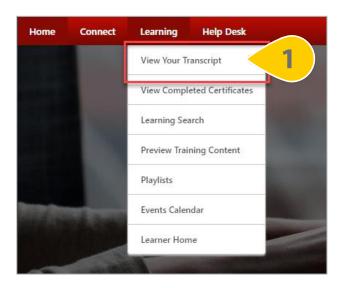
Step 6: When all required documents are uploaded, select Submit for Approval at the bottom of the form.



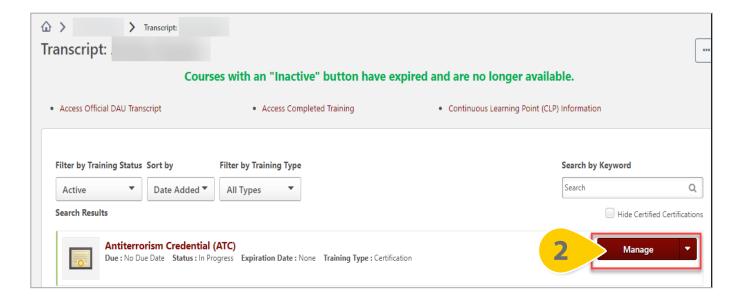
MANAGE YOUR CERTIFICATION

WHEN YOU WANT TO VIEW AND COMPLETE CERTIFICATION REQUIREMENTS...

Step 1: Hover over the Learning Tab and Select View Your Transcript.



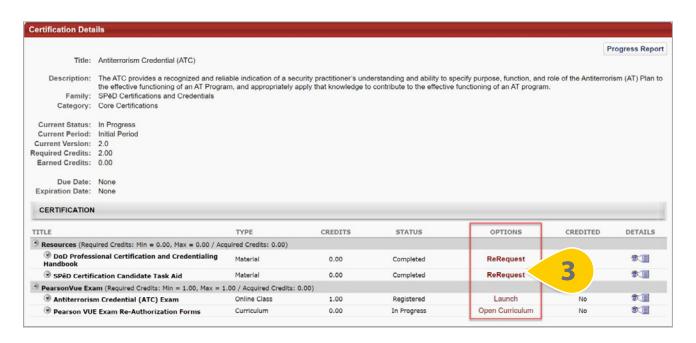
Step 2: On your Active Tab, the Certification you are enrolled in will appear. Some Certification requirements may also appear on your active transcript, depending on their status. Select Manage next to your Certification to view all details and requirements.



MANAGE YOUR CERTIFICATION (CONT'D)

At the top of the page, your Certification details will appear. You may view the description, your status, and any due dates or expirations. The number of credits required to be Certified will appear here, as well as how many credits you currently have.

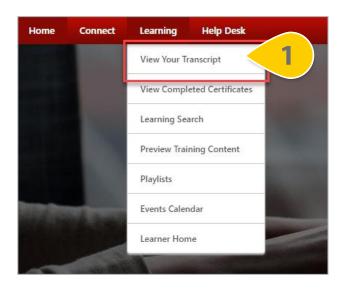
Step 3: In each section, select **Request**, **Launch**, or **Open** to view a requirement of the Certification. If a requirement is completed, you may also have the option to **Mark Complete**.



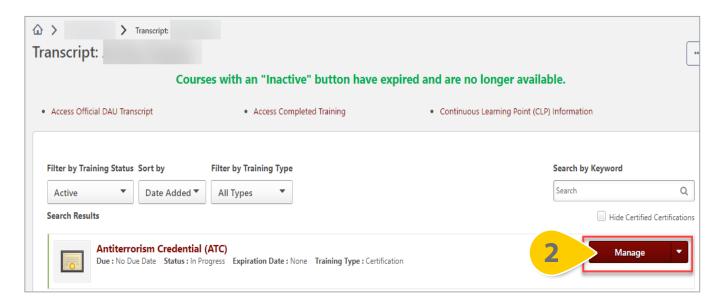
REGISTER FOR YOUR PEARSON VUE EXAM

WHEN YOU WANT TO REGISTER FOR YOUR PEARSON VUE EXAM...

Step 1: Hover over the Learning Tab and Select **View Your Transcript**.



Step 7: On your Active Tab, the Certification you are enrolled in will appear. The Pearson VUE Exam may appear outside of the Certification on your active transcript as well. Select **Manage** next to your Certification to view all details and requirements.



REGISTER FOR YOUR PEARSON VUE EXAM (CONT'D)

Step 3: In the Pearson VUE Exam section, you will find an Online Class with your Pearson VUE Exam title; select **launch** next to this requirement.



Please Note: If the Pearson VUE Exam does not appear on your transcript, please wait 24 hours from your enrollment in the Certification to allow the Exam Authorization to process.

Step 4: Select **Next** at the bottom of the Options page.



REGISTER FOR YOUR PEARSON VUE EXAM (CONT'D)

Step 5: Please read **all information listed** on the registration information page; within 24 hours, you will receive an email from Pearson VUE with scheduling information.



Defense Counterintelligence and Security Agency

You are now registered for the Antiterrorism Credential (ATC) Exam! Here are the next steps:

- You will receive a welcome email from Pearson VUE (pearsonvueconfirmation@pearson.com)
 within 24 hours with detailed instructions on how to schedule your exam. You will not be able to
 register for the exam without the link provided from PearsonVUE.
 - If you do not receive a link, please check your junk mail.
 - If you still cannot find your email from PearsonVUE, please contact your contact your DOD SPēD Component Service Representative (CSR).
- You will need to schedule your exam date and time using the links provided in the PearsonVUE welcome email. You will have 180 days to schedule your first exam date and time.
- Upon closing this window, this Exam will automatically reflect a 'failed' status on your transcript.
 Your Exam score and status will update to reflect the correct Score and Status no more than a
 week after you have completed your exam and a score has been documented.

For information and guidance on the Exam process, please review DCSA's Exam Frequently Asked Questions (FAQs) at www.cdse.edu/Certification/About-SPēD-Certification/Frequently-Asked-Questions/.

You can now close this window or click Exit Course.

Step 6: When you have read all the information, select **Exit Course**; you will be redirected back to your transcript. The Pearson VUE requirement will show as Failed on your Transcript and within your Certification until you have completed your proctored exam.



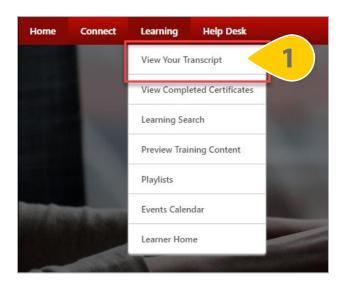




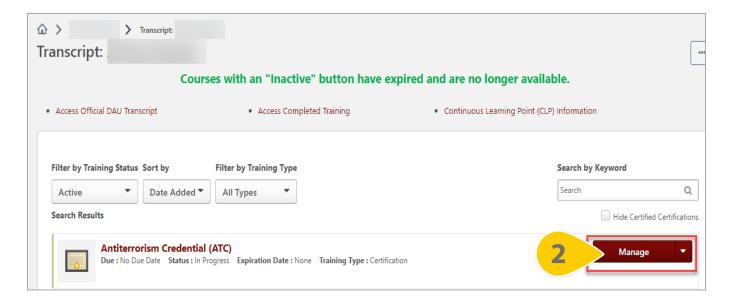
SUBMIT A PEARSON VUE EXAM RE-AUTHORIZATION REQUEST

WHEN YOU WANT TO BE APPROVED FOR ANOTHER PEARSON VUE EXAM ATTEMPT...

Step 1: Hover over the Learning Tab and Select **View Your Transcript**.



Step 2: On your Active Tab, the Certification you are enrolled in will appear. The Pearson VUE Exam may appear outside of the Certification on your active transcript as well. Select **Manage** next to your Certification to view all details and requirements.

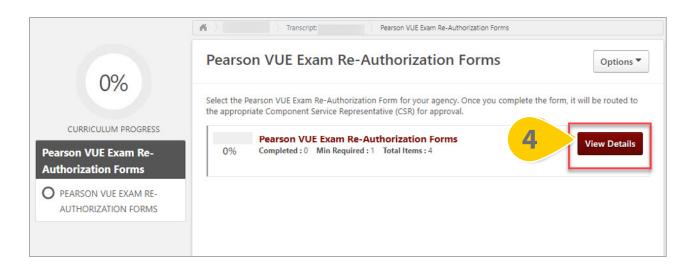


SUBMIT A PEARSON VUE EXAM RE-AUTHORIZATION REQUEST (CONT'D)

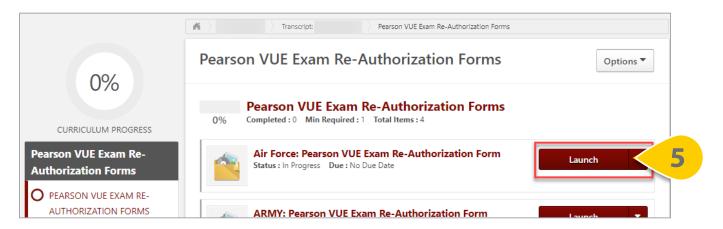
Step 3: Select **Open Curriculum** next to the Pearson VUE Exam Re-Authorization Forms curriculum.



Step 4: A new page will load. Next to the Pearson VUE Exam Re-Authorization Forms section, select **View Details**.

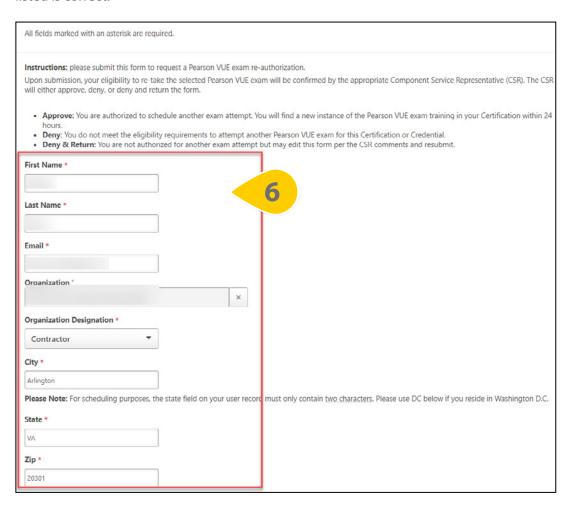


Step 5: A list of Pearson VUE Exam Re-Authorization forms will load. Select **Launch** next to the form for your agency.



SUBMIT A PEARSON VUE EXAM RE-AUTHORIZATION REQUEST (CONT'D)

Step 6: Complete the Pearson VUE Exam Re-Authorization form by confirming that all **personal information** listed is correct.

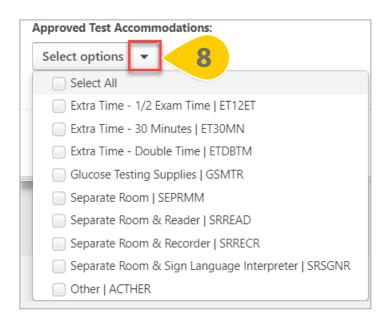


Step 7: Once you have confirmed all personal information is correct, select which **Pearson VUE Exam** you are pursuing. You may only select one option per form.

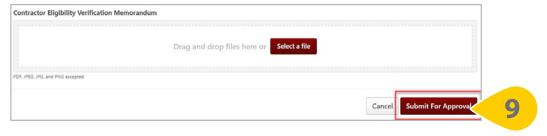


SUBMIT A PEARSON VUE EXAM RE-AUTHORIZATION REQUEST (CONT'D)

Step 8: You may select **any Approved Test Accommodations** from the drop-down prior to submitting the form. Please select all that apply.



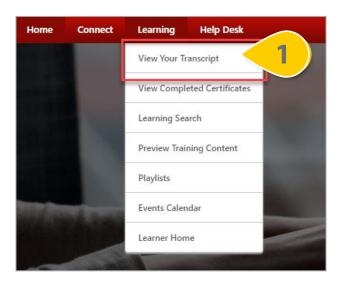
Step 9: Once all form fields are complete, select **Submit for Approval**. If you are a Contractor, you have the opportunity here to upload the Contractor Eligibility Verification Memorandum.



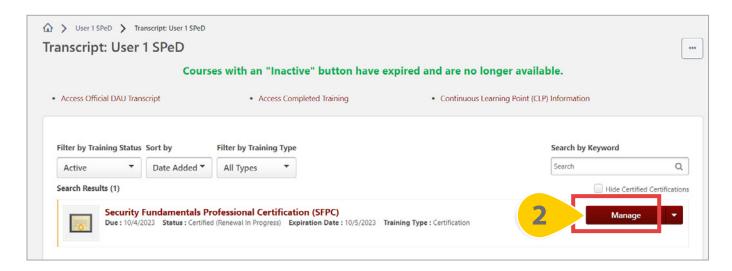
Please Note: You may mark this item complete within the Curriculum or you may re-launch the form to complete it as many times as needed. Marking this form complete will have no impact on your Certification.

WHEN YOU WANT TO PROVIDE PROOF OF YOUR RENEWAL PERIOD REQUIREMENTS...

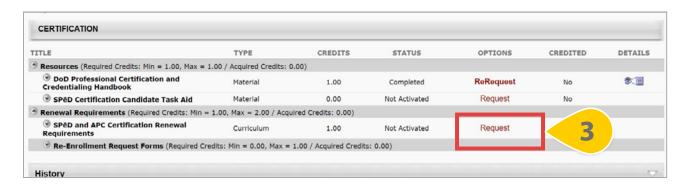
Step 1: Hover over the Learning Tab and Select **View Your Transcript**.



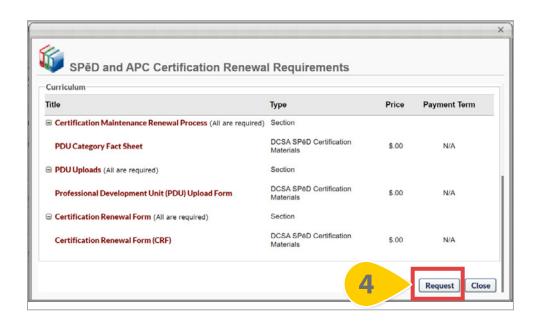
Step 2: On your Active Tab, the Certification you are enrolled in will appear. Some Certification requirements may also appear on your active transcript, depending on their status. Select **Manage** next to your Certification to view all details and requirements.



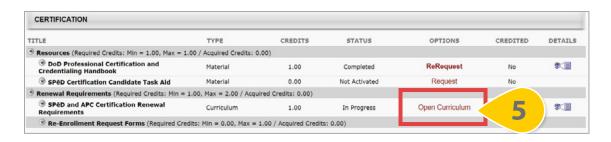
Step 3: Within the Certification, you will find a new section titled SPēD Certification Renewal Requirements. Select **Request** next to the SPēD and APC Certification Renewal Requirements Curriculum.



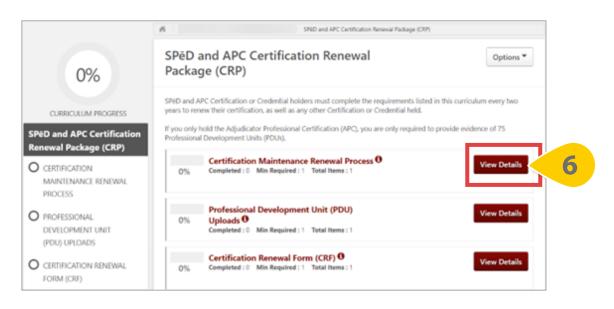
Step 4: A new window will appear. Select **Request** again at the bottom of the window and wait for the page to reload.



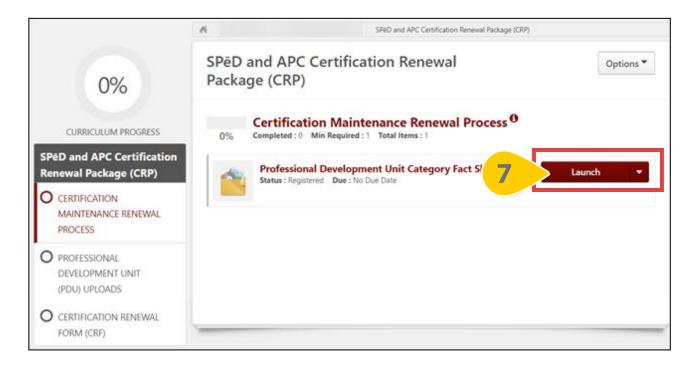
Step 5: Once the Curriculum is requested, select **Open Curriculum**.



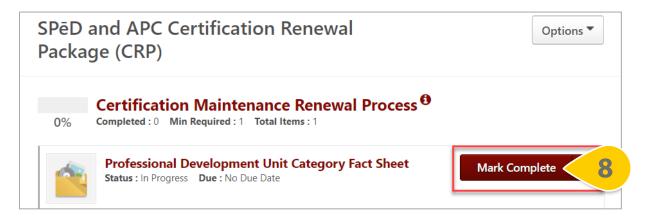
Step 6: The SPēD and APC Certification Renewal Requirements curriculum will load. Open the first section titled **Certification Maintenance Renewal Process** by selecting **View Details**.



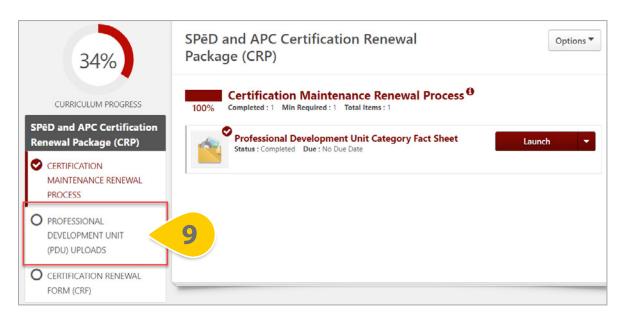
Step 7: Then, select **Launch** next to the Professional Development Unit Category Fact Sheet.



Step 8: The content will load in the viewing screen. Once you have read about all Professional Development Unit activities, select **Mark Complete** to move to the next section.



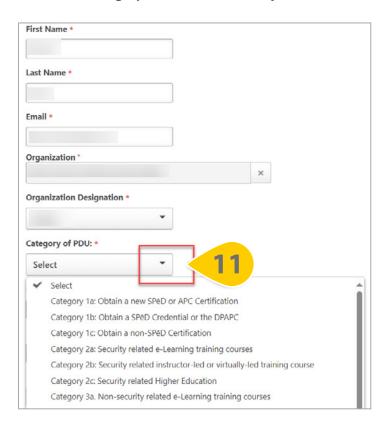
Step 9: Open the PDU Uploads section by clicking on the title.



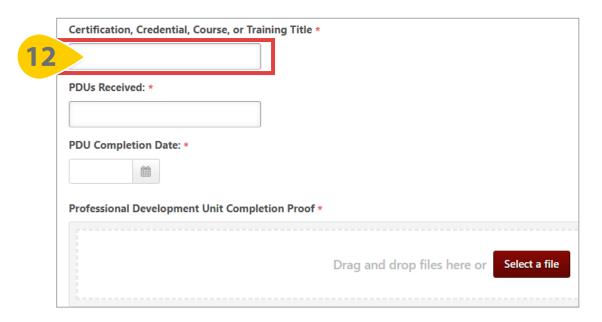
Step 10: Select **Launch** to access the form.



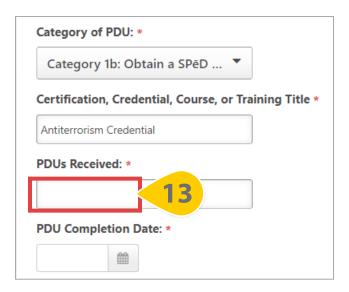
Step 11: When the form loads in a new window, ensure all personal information is correct. Then, select the correct Category of PDU from the **dropdown list**.



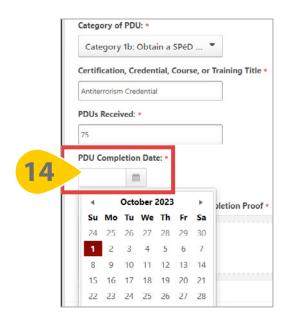
Step 12: Type the **title of the Certification, Credential, Course, or Training** that awarded the PDUs in the first text box.



Step 13: Enter the **number of PDUs** you received in the second text box.



Step 14: Select the **PDU completion date** from the calendar or type the date into the date field.



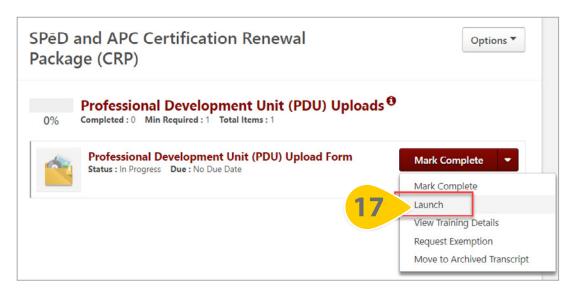
Step 15: Use the **drag and drop box** to upload a completion certificate or other documentation to this form as proof of your Professional Development Units (PDU).



Step 16: Once all form fields are complete, select **Submit**.



Step 17: Repeat this process to provide proof of any additional Professional Development Units by navigating back to the Curriculum and selecting **Launch** from the dropdown menu as many times as needed.



Step 18: Once you have uploaded proof of either 100 or 75 required PDUs, complete this requirement by selecting **Mark Complete** from the dropdown menu.

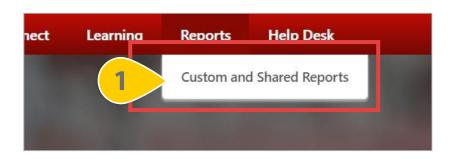


Please Note: Submitted forms cannot be edited further. If you have submitted incorrect information to this Professional Development Unit (PDU) form, please submit an additional form with the correct information

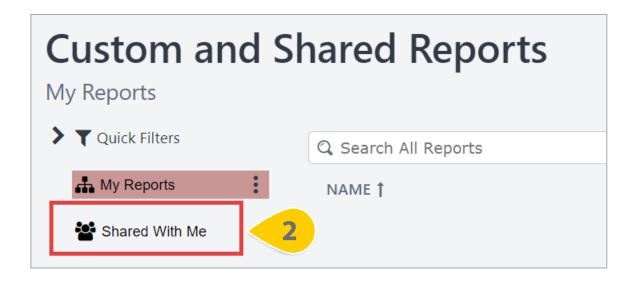
VIEW YOUR SUBMITTED PDUS

WHEN YOU WANT TO SEE HOW MANY PDUS YOU'VE SUBMITTED...

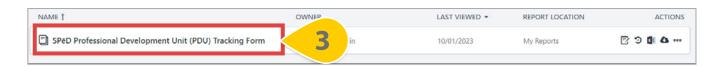
Step 1: Hover over the Reports tab and select **Custom and Shared Reports**.



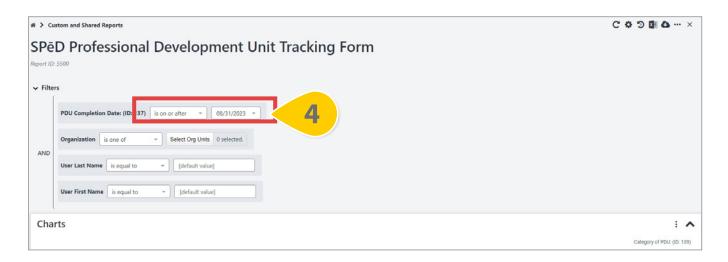
Step 2: On the Reports page, select Shared with Me.



Step 3: Locate the report titled SPeD Professional Development Unit (PDU) Tracking Form and select the title.



Step 4: A chart and report will load with all the PDU form information you have submitted. Use the **PDU Completion Date filter** to alter the results displayed by the desired timeframe.



Step 5: If you have subordinates and can see their PDU uploads, enter your **First and Last Name** in the filters provided to remove their results.



Step 6: Then, select **Refresh** in the top right corner.



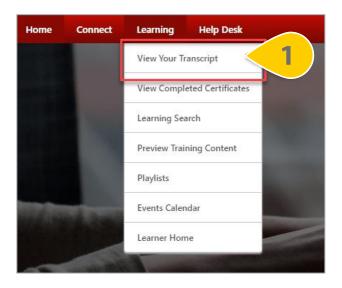
Step 7: The report results will update. Select the **excel icon** to download this report your device.



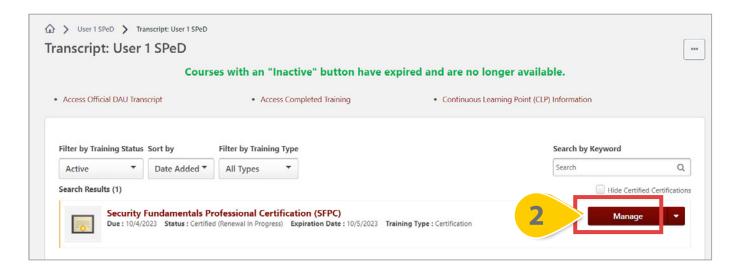
SUBMIT A CERTIFICATION RENEWAL FORM

WHEN YOU WANT TO SUBMIT A CRF AND RENEW YOUR CERTIFICATION OR CREDENTIAL...

Step 1: Hover over the Learning Tab and Select **View Your Transcript**.



Step 2: On your Active Tab, the Certification you are enrolled in will appear. Some Certification requirements may also appear on your active transcript, depending on their status. Select **Manage** next to your Certification to view all details and requirements.

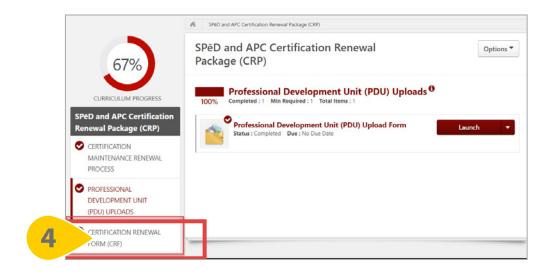


SUBMIT A CERTIFICATION RENEWAL FORM (CONT'D)

Step 3: Within the Certification, find the SPēD and APC Certification Renewal Requirements Curriculum and select **Open Curriculum**.



Step 4: When the Curriculum loads, ensure both the Certification Maintenance Renewal Process section and the PDU Uploads sections are Marked Complete. Then, open the Certification Renewal Form section by selecting **the title**.

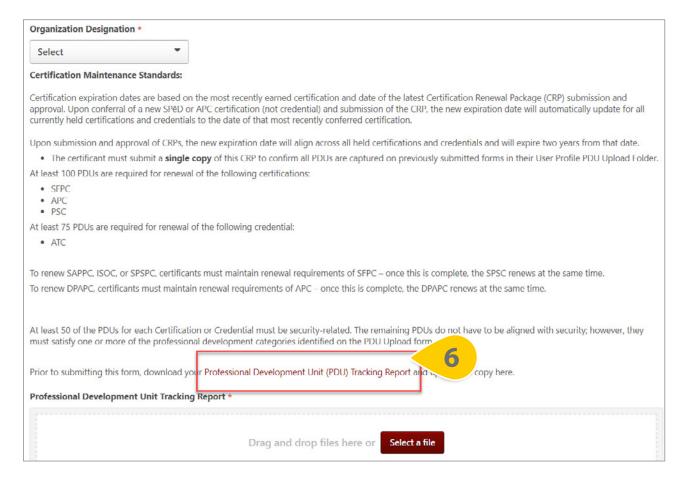


Step 5: Select **Launch** to access the form.



SUBMIT A CERTIFICATION RENEWAL FORM (CONT'D)

Step 6: When the form loads, ensure all personal information is correct. Then, read the instructions and select the **Professional Development Unit Tracking Report** link to view your PDUs.

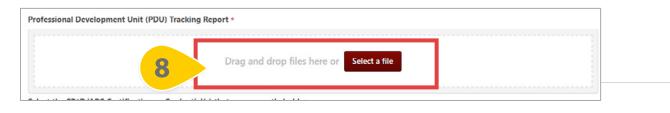


Step 7: When the report loads in a new tab, select the **excel icon** at the top of the form to download the PDU Tracking Report to your device.

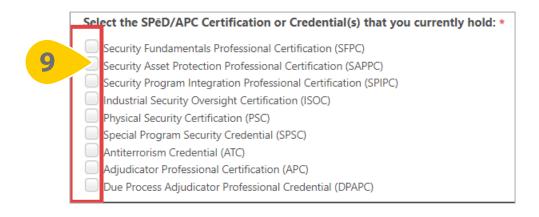


SUBMIT A CERTIFICATION RENEWAL FORM (CONT'D)

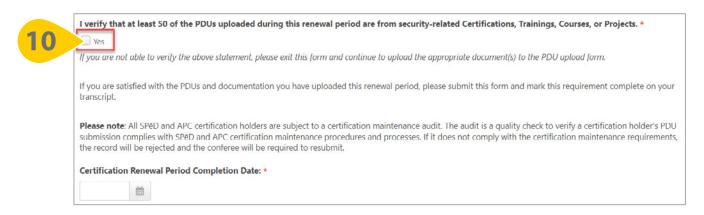
Step 8: Navigate back to the Certification Renewal Form (CRF) tab and **upload this excel file** to the form by using the drag and drop feature, or by searching your device. If incorrect information is included on your file, please delete the incorrect PDU information prior to uploading.



Step 9: Select **all Certifications** that you currently hold from the list of options. Submission of this form will count for all Certifications or Credentials held.

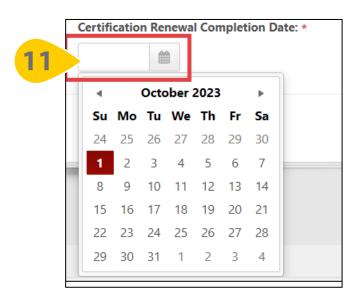


Step 10: Select **Yes** to verify that at least 50 of the PDUs you've received during this renewal period are from security-related Certifications, Trainings, Courses, or Projects.



SUBMIT A CERTIFICATION RENEWAL FORM (CONT'D)

Step 11: Choose today's date from the **Certification Renewal Completion Date selector**.



Step 12: Select **Submit** at the bottom of the form.



Step 13: Navigate back to the SPēD and APC Certification Renewal Requirements tab and select **Mark Complete** next to the Certification Renewal Period form.

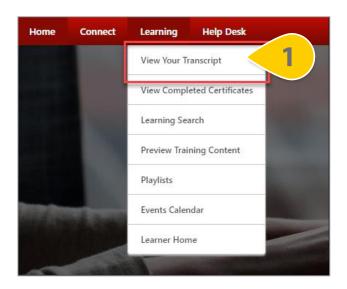


Please Note: When you complete the Certification Renewal Form Curriculum, you will trigger a 100% Completion Request for your Renewal Period. Your PDUs will be available for audit by the Program Management Office, and you will be notified when your Certification has been approved and renewed for another 2-year period

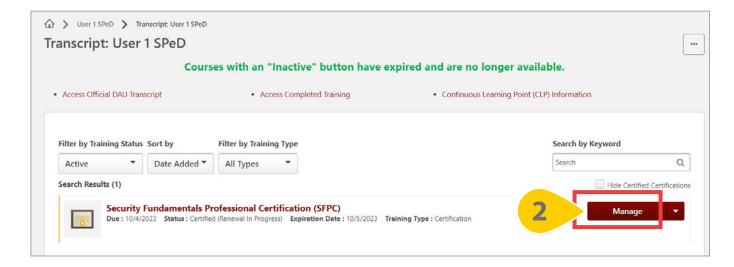
SUBMIT A SPēD/APC RE-ENROLLMENT REQUEST FORM

WHEN YOU WANT TO RE-ENROLL IN AN EXPIRED CERTIFICATION OR CREDENTIAL...

Step 1: Hover over the Learning Tab and Select **View Your Transcript**.



Step 2: On your Active Tab, the Certification you are enrolled in will appear. Some Certification requirements may also appear on your active transcript, depending on their status. Select **Manage** next to your Certification to view all details and requirements..

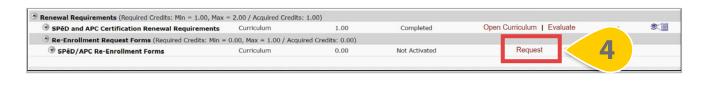


SUBMIT A SPēD/APC RE-ENROLLMENT REQUEST FORM (CONT'D)

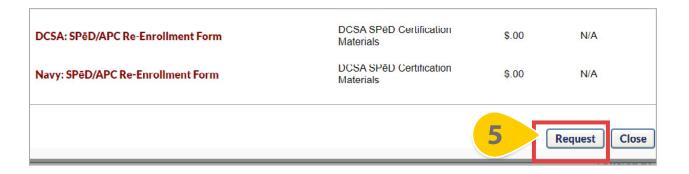
Step 3: Within the Renewal Requirements section, open the subsection titled Re-Enrollment Request Forms by selecting the **down arrow**.



Step 4: Select **Request** under the Options column for the SPēD/APC Re-Enrollment Forms Curriculum.



Step 5: A new window will appear. Select **Request** again at the bottom of the window and wait for the page to reload.



Step 6: Once the Curriculum is requested, select **Open Curriculum**.

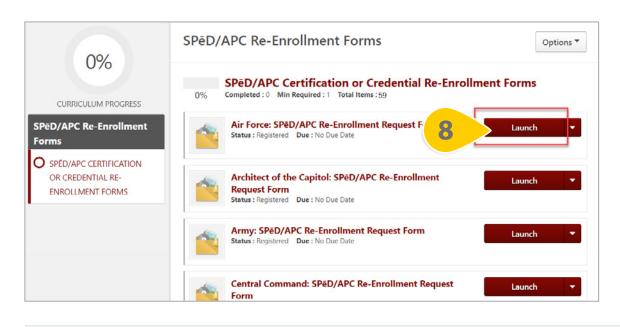


SUBMIT A SPēD/APC RE-ENROLLMENT REQUEST FORM (CONT'D)

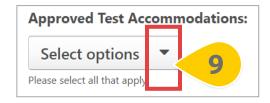
Step 7: Once the Curriculum loads, select **View Details** next to the SPēD/APC Certification or Credential Re-Enrollment Forms section to show all possible agency forms.



Step 8: From the list of agency-specific forms, **launch** next to the form that applies to you. Please note that there are 58 possible forms; if you do not see your agency listed, please select the OTHER form.



Step 9: When the form loads, ensure your personal details are correct, then use the dropdown menu to select **any approved test accommodations** for your new Pearson VUE exam.

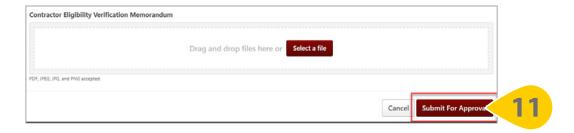


SUBMIT A SPēD/APC RE-ENROLLMENT REQUEST FORM (CONT'D)

Step 10: Select the **SPēD Certification or Credential** that you would like to re-enroll in. If you have allowed more than one Certification or Credential to lapse, please complete this form multiple times.



Step 11: Once all form fields are complete, select **Submit for Approval**. If you are a Contractor, you have the opportunity here to upload the Contractor Eligibility Verification Memorandum.



This form will be routed to the appropriate Component Service Representative for review and approval. You will be notified via email if a Renewal Period Pearson VUE Exam Registration has been added to your transcript.

Please Note: You may mark this item complete within the Curriculum or you may re-launch the form to complete it as many times as needed. Marking this form complete will have no impact on your Certification.

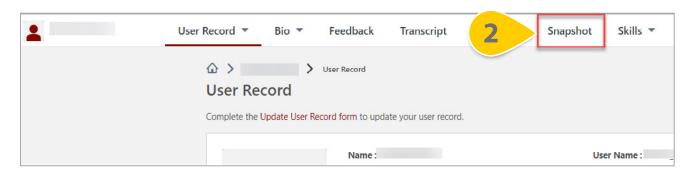
VIEW YOUR SUBMITTED FORMS

WHEN YOU WANT TO VIEW ALL SUBMITTED FORMS IN CORNERSTONE...

Step 1: Hover over the Home tab and select **Universal Profile**.



Step 2: Select **Snapshot** from the menu bar at the top of the Universal Profile.

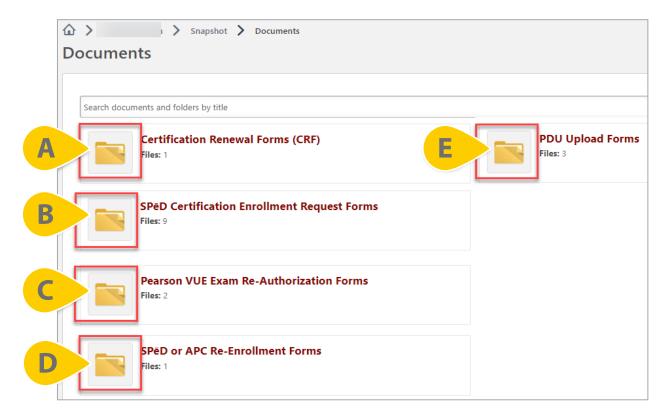


Step 3: On the Snapshot page, select the **Documents** widget.



VIEW YOUR SUBMITTED FORMS (CONT'D)

Step 4: Select the **correct folder** for the form you wish to view.



Snapshot Documents Folder Contents:

- A. Certification Renewal Forms (CRF): this folder contains all Certification Renewal Form submissions from the Certification Renewal Period.
- B. SPēD Certification Enrollment Request Forms: this folder contains any Core, Specialty, APC, or DPAPC Enrollment Request forms submitted by you.
- C. Pearson VUE Exam Re-Authorization Forms: this folder contains any Pearson VUE Exam Re-Authorization forms that have been submitted during the Initial Certification Period.
- D. SPēD or APC Re-Enrollment Request Forms: this folder contains any re-enrollment request forms that have been submitted after a Certification expired.
- E. PDU Upload Forms: this folder contains all Professional Development Unit (PDU) upload forms that have been submitted by you for all Certifications.

VIEW YOUR SUBMITTED FORMS (CONT'D)

Step 5: Once a folder is selected, you will see a list of submitted forms. Select **Open** from the dropdown arrow to view the form contents. You may also choose to download a PDF version of the form.



Step 6: At the top of each form, you will be able to see the form's **approval status** and any comments submitted by an approver.



Step 7: Once you have read all information, select **Done** at the bottom of the page to return to the folder.



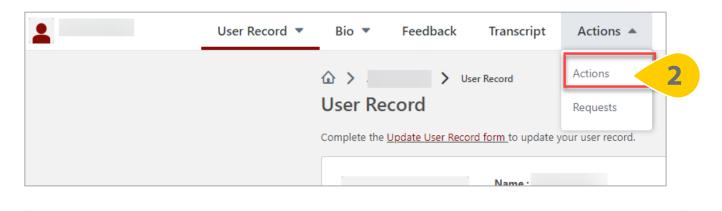
RE-SUBMIT A RETURNED FORM

WHEN YOU WANT TO VIEW AND RESUBMIT A RETURNED FORM FOR APPROVAL...

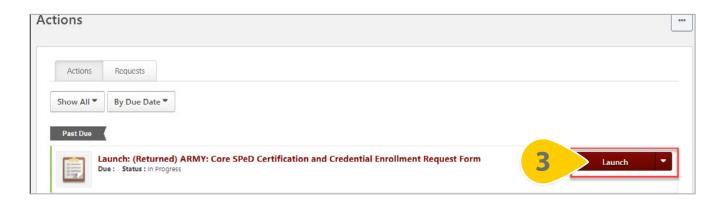
Step 1: Hover over the Home tab and select **Universal Profile**.



Step 2: Select **Actions** from the menu bar at the top of the Universal Profile.



Step 3: On the Actions page, you will find any returned forms pending your edits and resubmission. Select **Launch** next to the form.

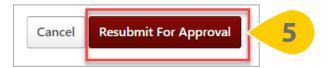


RE-SUBMIT A RETURNED FORM (CONT'D)

Step 4: Read the comments provided by the approver in **the orange bar** at the top of the form.



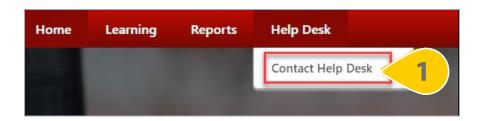
Step 5: Make any required edits to the form; select **Resubmit for Approval** when all updates are complete.



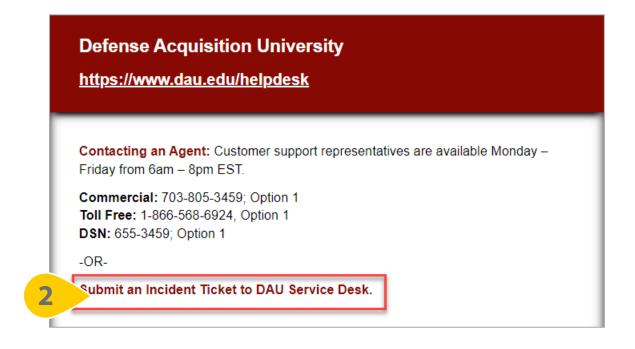
UPDATE YOUR PEARSON VUE PERSONAL INFORMATION

WHEN YOU WANT TO UPDATE YOUR PERSONAL INFORMATION WITHIN PEARSON VUE...

Step 1: Begin the process of updating your personal information within Pearson VUE by hovering over the Help Desk tab and selecting **Contact Help Desk** from the dropdown.

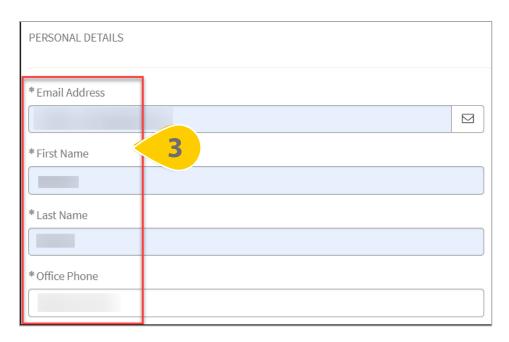


Step 2: On the right side of the page, select Submit an Incident Ticket to DAU Service Desk.

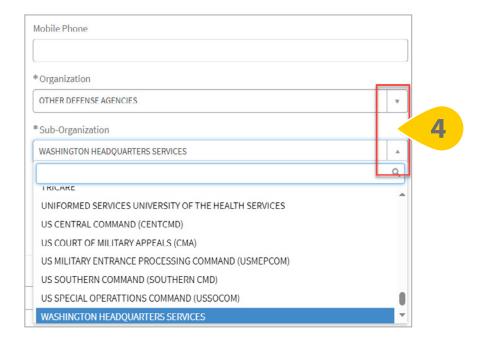


UPDATE YOUR PEARSON VUE PERSONAL INFORMATION (CONT'D)

Step 3: Enter your correct personal information into the **email address, first name, last name, and phone number** fields.



Step 4: Select your Organization and Sub-Organization from the dropdown menus..

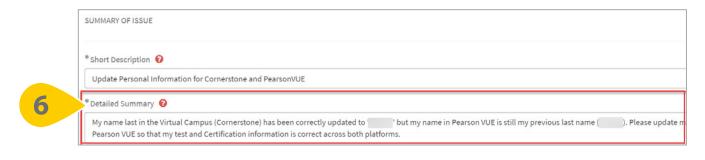


UPDATE YOUR PEARSON VUE PERSONAL INFORMATION (CONT'D)

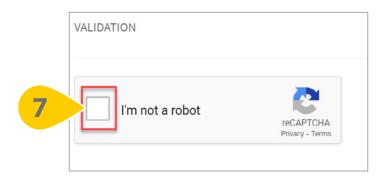
Step 5: In the Summary of Issue section, enter **Update Personal Information for Cornerstone and Pearson VUE** in the Short Description text box.



Step 6: In the Detailed Summary section, detail what personal information must be updated within Cornerstone and Pearson VUE. Be as specific as possible.



Step 7: Select the **checkbox** next to I'm not a robot.



UPDATE YOUR PEARSON VUE PERSONAL INFORMATION (CONT'D)

Step 8: Then, select **Submit** to submit your request.



Please Note: The DAU Help Desk may contact you to validate your new information. Please ensure that emails from **SERVICENOW@DAU.EDU** are marked as "Safe" and can reach your inbox.