

## Permit Processing FAQs

1. What if we do not have an ISD credit card?  
All ISDs were required to register an electronic account with the Comptroller's office which means the district has an ACH that can be used (electronic check). You may need to contact your business office for the account and routing numbers or have the business office representative complete payment.
2. Are we able to pay for multiple permits at the same time?  
Yes. Select the permits you wish to pay for in the "Pay Permit" column.
3. Why am I not able to submit a payment?  
Not every ISD employee is authorized to submit payments. If it has been determined at your district that you should be authorized, you will need to "Add/Modify" your access in TEAL to include "District\_Submit Permits".
4. Do we still need to send a fee remittance form?  
No. The fee remittance form is no longer required for permit payments. Nothing is mailed to TEA. Payments received by mail will be returned to the ISD.
5. How do I submit a hardship emergency permit?  
Hardship emergency permits are entered online (save as denied). Due to system limitations, if the request has more than one subject area, then enter the subject area(s) that meet permit requirements first and enter the hardship subject area(s) last.
6. Do I need to send a copy of the TCAP application to TEA?  
No. A copy should be maintained in the educator's file.
7. How do I request a hardship TCAP?  
Submit the request on district letterhead signed by an authorized human resources representative who has "Permit\_Submit" authority through the TEA Help Desk. The letter must contain the educator's name, TEA ID #, subject area and grade level of the assignment, how many semester hours in the subject taught, and the number of class periods being taught. The ISD must also verify the educator is registered for the next available exam.
8. Does the educator need to be registered for the subject area exam?  
Yes. The educator must be registered for the next available exam. Program candidates must have test approval for the permit area.

9. What is the earliest date a permit can be submitted to TEA for the next school year?

The earliest date is July 1<sup>st</sup>.

10. How far can we backdate the effective date?

The permit may be backdated no more than 60 days from the date of the application.

11. What am I supposed to enter for the low/high grade?

This is the grade range of the assignment.

*Example 1: The educator is teaching 6<sup>th</sup>, 7<sup>th</sup>, and 8<sup>th</sup> grades. The low grade would be 6<sup>th</sup> and the high grade would be 8<sup>th</sup>.*

*Example 2: The educator is teaching only 6<sup>th</sup> grade. The low grade would be 6<sup>th</sup> and the high grade would also be 6<sup>th</sup>.*