

Rapback Expansion Manual for Drivers and Non-licensed Staff



July 2024



State Board of
Education

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Introduction

The State Board of Education monitors the Rapback enrollment of all licensed educators. In July 2024, the State Board began monitoring school bus and van drivers and other individuals working in schools in positions that do not require an education credential. The steps below are required for one of these individual to be enrolled.

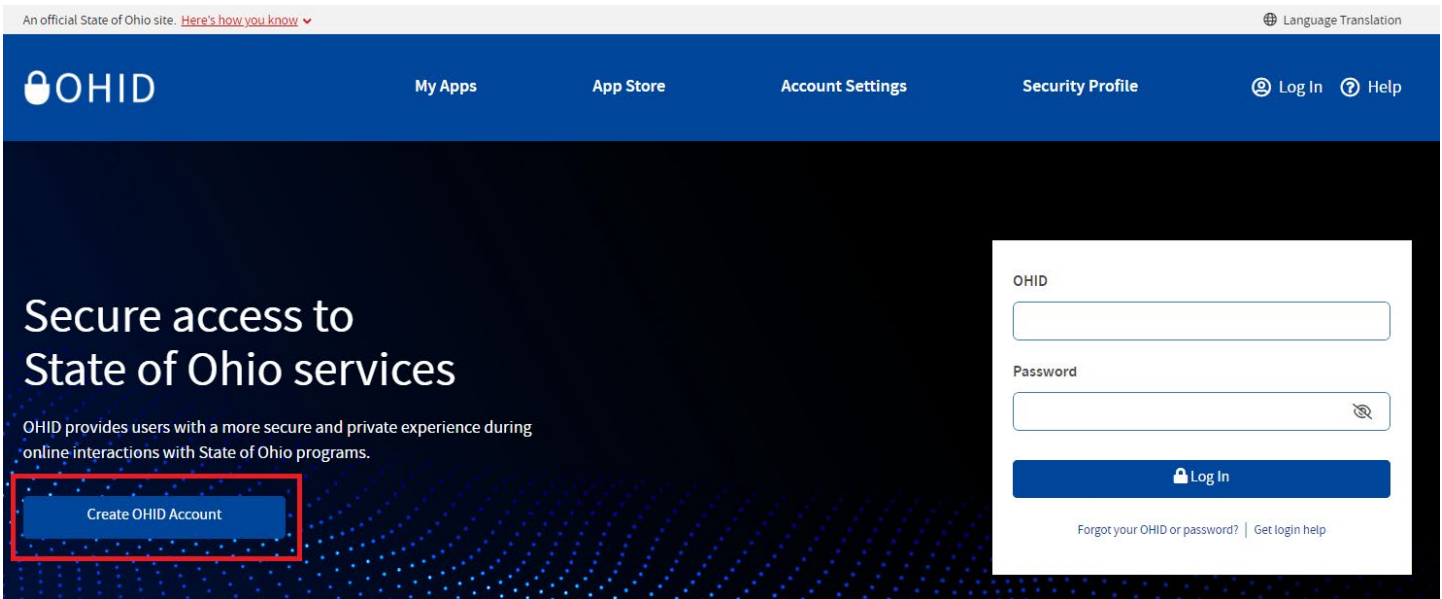
Please note, drivers who are currently enrolled through the Department of Education and Workforce will only need to complete the steps through Request an Educator State ID as long as they complete those steps by October 31, 2024. In addition, licensed educators do not need to follow the steps below to obtain enrollment.

Create an OHID Account

Access to the Connected Ohio Records for Educators (CORE) system is available through the OHID portal. The OHID portal is an identity solution from the InnovateOhio Platform. The goal of OHID is to create one simple and secure location for all Ohio citizens to access information and conduct business with the State of Ohio. Through OHID, school district personnel and applicants can access all statewide applications in a more secure, streamlined way.

New users must create an OHID account and a user profile to access the CORE system and request an Educator State ID. Begin by navigating to <https://ohid.ohio.gov/>. Please review information on the [Help Logging In](#) webpage if you need assistance with setting up your OHID account.

Step 1. Click Create OHID Account



(Figure 1 OHID Login Page)

Step 2. Enter your email address and click **Send PIN** to have a one-time only PIN sent to the email you provided for verification.

An official State of Ohio site. [Here's how you know](#) Language Translation

OHID

Create OH|ID Account

- 1 **Email Verification**
- 2 Personal Info
- 3 Pick a Username
- 4 Create Password
- 5 Account Recovery
- 6 Terms & Conditions

Email Verification

With one OH|ID account, you can sign in to multiple State of Ohio agency systems more securely.

You need an active email address to create an OH|ID account. Need to create one? Companies such as [Google](#), [Microsoft](#), [AOL](#), and [Yahoo](#) offer free email accounts.

We need to verify the email address you want to use for your OH|ID account. A one-time PIN will be emailed to the email address you provide below.

Email Address

Confirm Email Address

[Cancel](#)

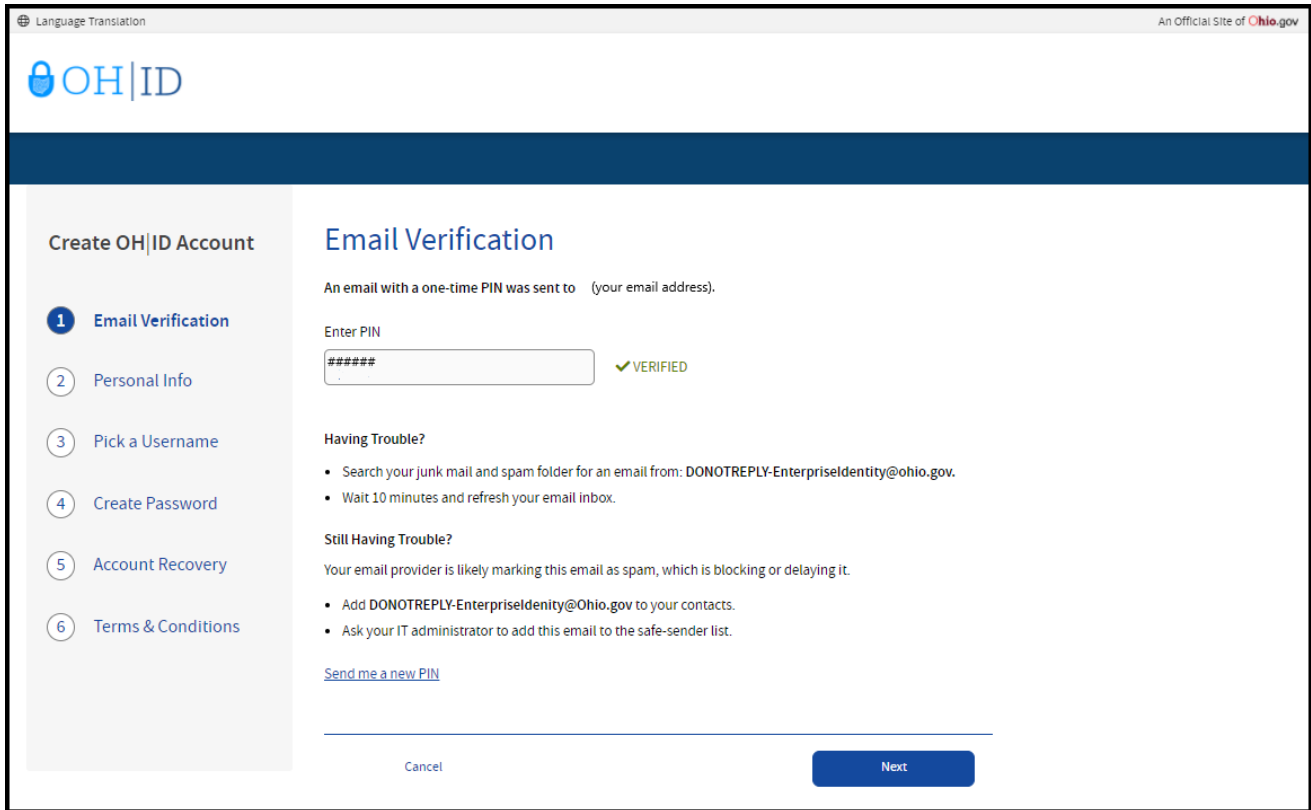
Keeping Your Information Safe

OH|ID respects your privacy. All the data we collect is to give you a better and more secure service. OH|ID does not lease, sell, or release your information to private companies, contractors, or vendors for any purpose.

(Figure 2 Create OHID Account Email Verification)

Step 3. Enter the PIN you received in the next window and click **Verify**. If you did not receive an email, check your junk and spam folders. The system-generated email usually arrives within a few seconds but may take up to several minutes. If necessary, click **Send me a new PIN** to invalidate the previous PIN and send a new one to your email.

Once your email is verified, click **Next**.



The screenshot shows the 'Email Verification' step of the OH|ID account creation process. On the left, a sidebar titled 'Create OH|ID Account' lists six steps: 1. Email Verification (highlighted), 2. Personal Info, 3. Pick a Username, 4. Create Password, 5. Account Recovery, and 6. Terms & Conditions. The main content area is titled 'Email Verification' and includes the following elements:

- A message: 'An email with a one-time PIN was sent to (your email address).'
- An 'Enter PIN' field containing '#####' and a green checkmark with the text '✓ VERIFIED'.
- A 'Having Trouble?' section with two bullet points:
 - Search your junk mail and spam folder for an email from: DONOTREPLY-Enterprisidentity@ohio.gov.
 - Wait 10 minutes and refresh your email inbox.
- A 'Still Having Trouble?' section with the text: 'Your email provider is likely marking this email as spam, which is blocking or delaying it.'
- Two bullet points:
 - Add DONOTREPLY-Enterprisidentity@Ohio.gov to your contacts.
 - Ask your IT administrator to add this email to the safe-sender list.
- A link: [Send me a new PIN](#)
- At the bottom, there are 'Cancel' and 'Next' buttons.

(Figure 3 Create OHID Account Email Verification PIN)

Step 4. Enter your personal information and click **Next**.

The screenshot shows the 'Personal Info' step of the OH|ID account creation process. At the top left, there is a 'Language Translation' link. The OH|ID logo is prominently displayed. A vertical sidebar on the left lists the steps: 'Email Verification' (checked), 'Personal Info' (current step, highlighted with a blue circle), 'Pick a Username', 'Create Password', 'Account Recovery', and 'Terms & Conditions'. The main content area is titled 'Personal Info' and contains four input fields: 'Legal First Name', 'Legal Last Name', 'Date of Birth' (with a placeholder 'mm/dd/yyyy'), and 'Last 4 digits of SSN (optional)'. Below the 'Date of Birth' field, a note reads: 'Be sure to use your real date of birth, you may need it for account recovery later.' At the bottom, there are 'Cancel' and 'Next' buttons.

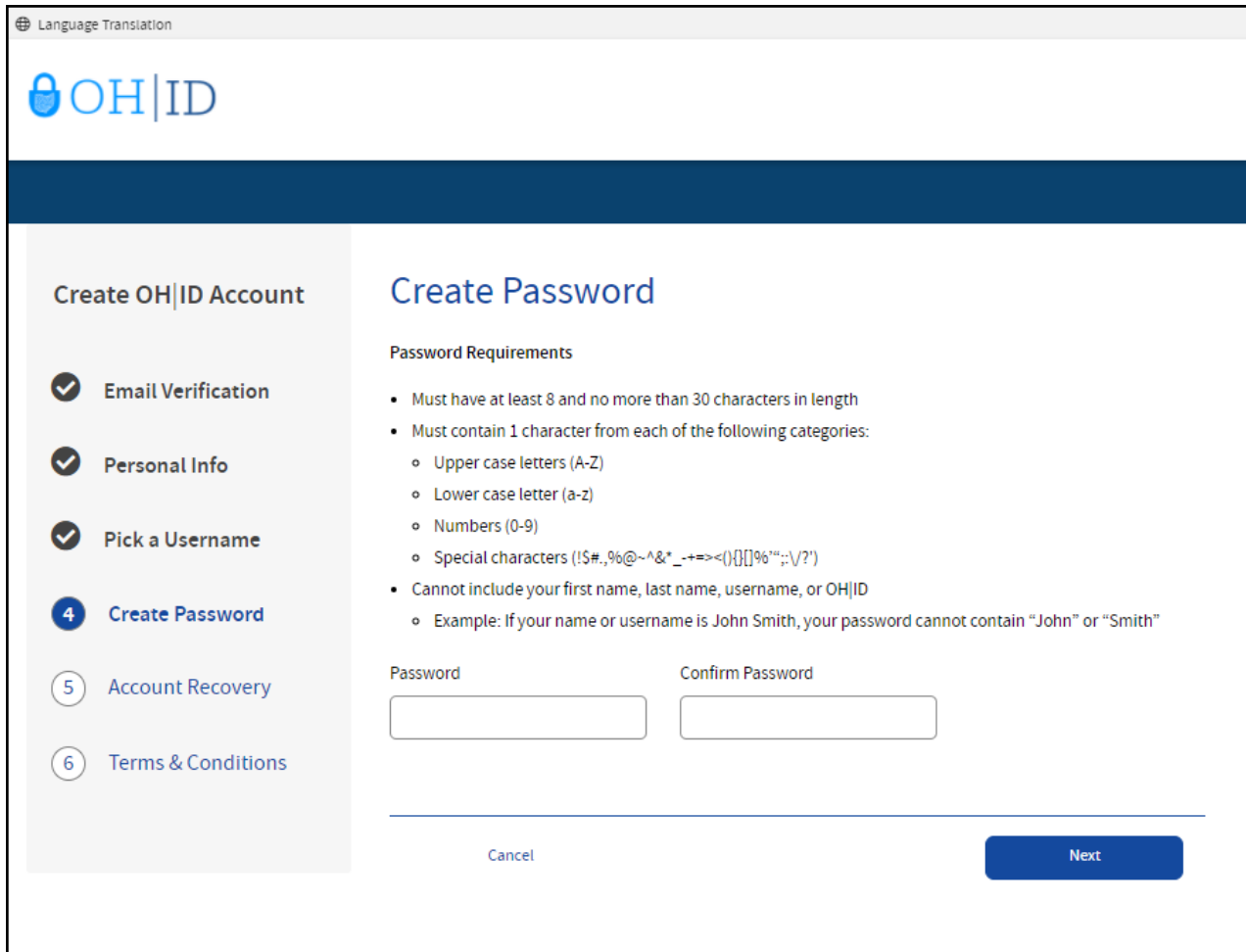
(Figure 4 Create OHID Account Personal Information)

Step 5. Create a username for your OHID account and click **Next**.

The screenshot shows a web browser window with the OHID logo at the top left. Below the logo is a dark blue header bar. On the left side, there is a vertical sidebar titled "Create OH|ID Account" with a list of steps: "Email Verification" (checked), "Personal Info" (checked), "Pick a Username" (selected with a blue circle and number 3), "Create Password" (number 4), "Account Recovery" (number 5), and "Terms & Conditions" (number 6). The main content area is titled "Pick a Username" and contains "Username Requirements" listed as: "Must be between 6-64 characters", "Cannot start or end in a special character", "Cannot contain only numbers", and "Only . _ - or @ No other special characters". Below the requirements is a text input field labeled "Username" with a cursor. At the bottom of the form, there are "Cancel" and "Next" buttons.

(Figure 5 Create OHID Account Pick Username)

Step 6. Create a password for your OHID account and click **Next**.



The screenshot shows the 'Create OH|ID Account' process at the 'Create Password' stage. On the left, a sidebar lists steps: Email Verification, Personal Info, Pick a Username, **Create Password** (highlighted with a blue circle and number 4), Account Recovery, and Terms & Conditions. The main area is titled 'Create Password' and lists requirements: at least 8-30 characters, one character from each of four categories (upper/lower case, numbers, special characters), and no inclusion of first/last name, username, or OH|ID. Below the requirements are two input fields for 'Password' and 'Confirm Password'. At the bottom, there are 'Cancel' and 'Next' buttons.

Language Translation

OH|ID

Create OH|ID Account

- ✓ Email Verification
- ✓ Personal Info
- ✓ Pick a Username
- 4 Create Password**
- 5 Account Recovery
- 6 Terms & Conditions

Create Password

Password Requirements

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (!\$#,%@~^&*_-+=><(){}[]%";:~\|?')
- Cannot include your first name, last name, username, or OH|ID
 - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Password

Confirm Password

Cancel Next

(Figure 6 Create OHID Account Password)

Step 7. Enter your mobile phone number to set up your mobile/text account recovery method for your OHID account and click **Next**.

Language Translation

OH|ID

Create OH|ID Account

- ✓ Email Verification
- ✓ Personal Info
- ✓ Pick a Username
- ✓ Create Password
- 5 Account Recovery**
- 6 Terms & Conditions

Account Recovery

Your email (emailaddress@email.com) is the main way you'll reset your password. Adding your mobile number to your account ensures that we have a way to reach you if you lose access to your email.

Set up mobile/text message account recovery

You will receive a PIN via text message. Message and data rates apply. [See Terms & Conditions and Privacy Policies.](#)

Mobile Number

If you choose not to add your mobile number to your account at this time, you can [skip this step](#).

[Cancel](#)

(Figure 7 OHID Account Recovery)

You will receive a text message with a PIN. Enter the PIN in the next OHID Account Recovery screen and click **Verify**. Once it is verified, click **Next**.

Step 8. Agree to the terms and conditions of your OHID account and answer the prompt to confirm you are not a robot. Click **Verify**. Then click **Create Account**.

Language Translation

OH|ID

Create OH|ID Account

- ✓ Email Verification
- ✓ Personal Info
- ✓ Pick a Username
- ✓ Create Password
- ✓ Account Recovery
- 6** Terms & Conditions

Terms & Conditions

In order to proceed with creating your account, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID account, you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right, in the event of a violation of law or State of Ohio policy, or as a result of any suspicious activity occurring on your OH|ID account, to refuse service, terminate accounts, remove or edit content on ohid.ohio.gov, or cancel transactions related to your OH|ID account.

I Agree

Confirm you are not a robot

What is forty six thousand and fifty eight as a number?

(Figure 8 OHID Terms and Conditions)

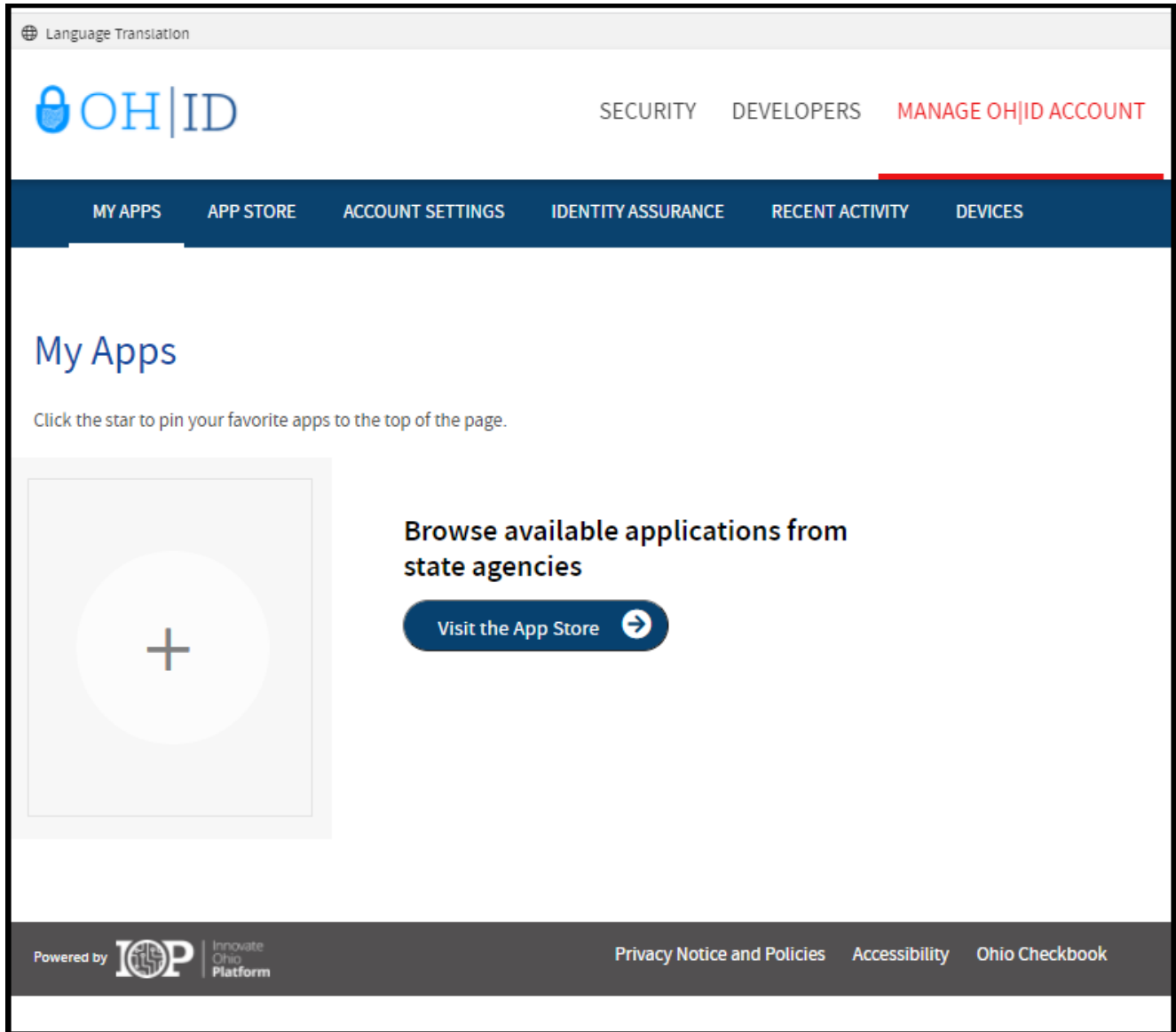
After you click **Create Account**, you will see a prompt to check the email address you provided when setting up your OHID account. Click **log in to OHID** to access your OHID account login screen. The username and password you created should already be filled in for you. If not, enter the information and click **Log in**.

Your next step is to create a new user profile. Please proceed to the **New User Profile Setup** section of this manual for instructions.

Setup a New User Profile

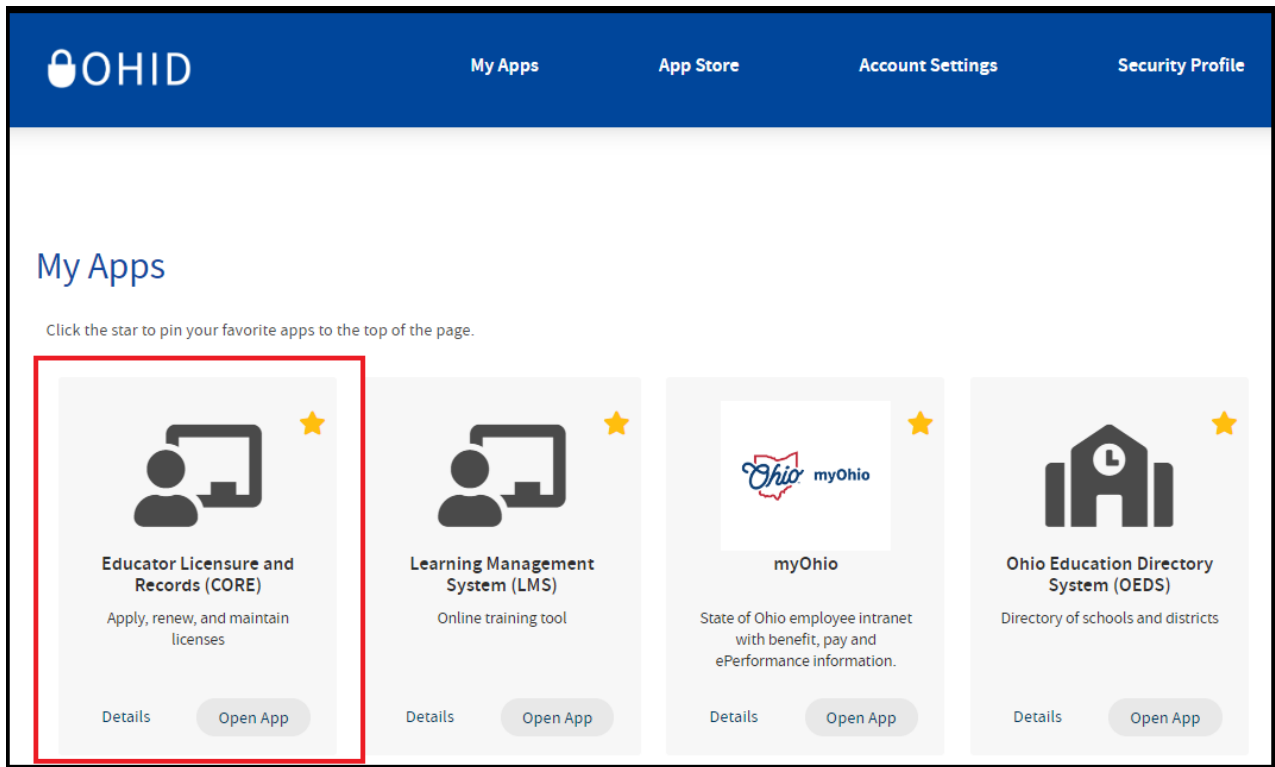
You will create your user profile after setting up your OHID account. Go to <https://ohid.ohio.gov/> to log in to your OHID account. Then follow the directions below.

Step 1. Click Visit the App Store.



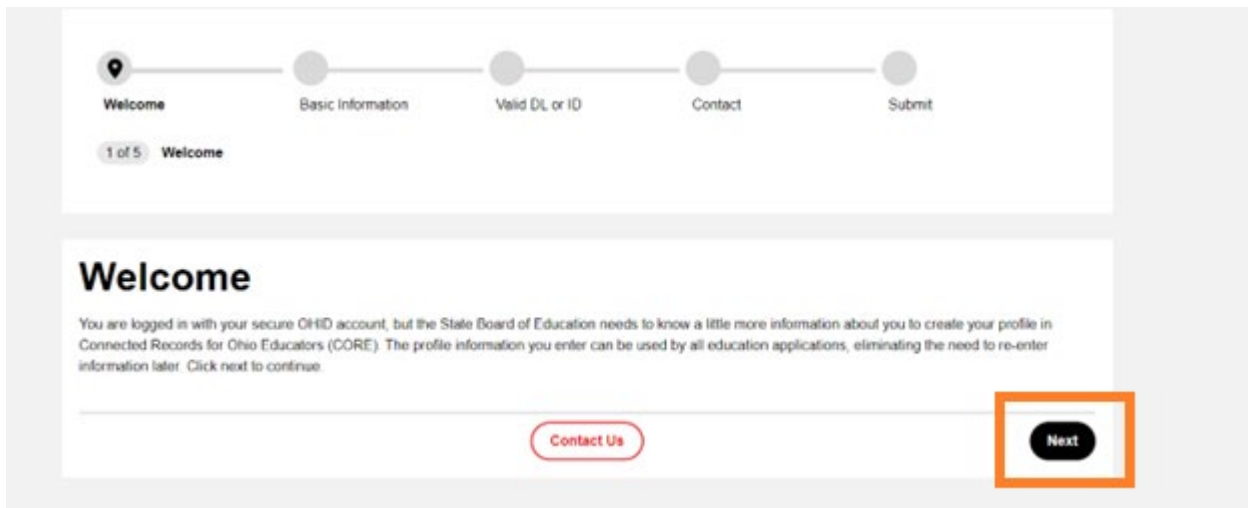
(Figure 9 OHID My Apps)

Step 2. Search for the **Educator Licensure and Records (CORE)** app and click the **Open App** button to open the **User Profile** screen.



(Figure 10 OHID Apps Store)

Step 3. Click the **Next** button.



(Figure 11 New User Profile Screen)

Step 4. Enter your information on the Add Basic Information page and click **Next**. If you do not have a social security number (SSN) or individual taxpayer identification number (ITIN), click the box next to **I do not have an SSN or ITIN**.

Add Basic Information

First, we need some basic information about you. Fields marked with an asterisk are required. To help avoid creating a duplicate profile:

- Please enter your legal name where indicated, even if that is not what you normally use. For example, Robert instead of Bob or Elizabeth instead of Beth.
- Providing the last four digits of your social security number (SSN) or Individual Taxpayer Identification Number (ITIN) significantly decreases duplicate profiles. If you do not have one of these numbers, please check the "I do not have an SSN or ITIN" box.

*(Required)

*Legal First Name Middle Name

*Current Legal Last Name Previous Last Name

Suffix (e.g. Jr., I, II, III) *Date of Birth

*Full SSN or ITIN I do not have an SSN or ITIN

[Back](#) [Contact Us](#) [Next](#)

(Figure 12 New User Profile Add Basic Information)

If you indicated that you do not have an SSN or ITIN, you will be prompted to upload a document to verify your identity. Please review acceptable forms of identification on the [Identity Verification webpage and upload the appropriate documentation](#).

Progress: Welcome ✓ Basic Information ✓ Valid DL or ID (current) Contact Submit

3 of 5 Valid DL or ID

Upload Verification Document

Click or Drag file(s) here to upload or click here to browse for files.

Queue progress

- Under Document Type drop down list select the document type you would like to have the document(s) you would have the files listed under.
- You may select up to 5 documents at a time to upload.
- Drag file from file window to the Drag and Drop window to add the file to the Documents list.
- Maximum file size is 100 MB
- Only the following file extensions are accepted: .doc, .docx, .gif, .jpeg, .jpg, .mht, .mp3, .msg, .pdf, .png, .txt, .wav, .x-png, .xls, .xlsx, .xlsm, .xlsx, .zip

[Back](#) [Contact Us](#)

(Figure 13 Upload Verification Document)

If your identity could not be verified with your SSN or ITIN, you will be prompted to provide your Ohio driver's license information in the Identity Verification section and click **Verify**. If you do not have an Ohio driver's license, review other acceptable forms of identification on the [Identity Verification webpage](#). Upload the appropriate documentation, click the **I agree to the Department's data privacy policy** box, and click **Next**.

3 of 5 Valid DL or ID

Identity Verification

To create your profile, please enter your Ohio driver's license or Ohio ID issued by Ohio Bureau of Motor Vehicles (BMV).
Click on **Verify my identification** button once you entered your DL/ID.

(Optional)

Ohio Driver's Number or ID Re-enter Ohio Driver's Number or ID

Verify my identification

Click here if you either do not have an Ohio driver's license or you are getting an error when verifying your identification.
You can upload alternate documentation if you do not have an Ohio driver's license or state ID. Common alternatives are non-Ohio driver's licenses or passports. The full list of acceptable documents can be found [here](#). Note that this option can take several business days to complete.

Upload Verification Document

Attached Files: ApproveOptionsforuser.PNG ×

I agree to the Department's data privacy policy - [Privacy | Ohio Department of Education and Workforce](#).

Back Contact Us Next

(Figure 14 Identity Verification)

Step 5. Once your identity is verified by the system, you will be prompted to agree to the Ohio Department of Education and Workforce's data policy. Click the **I agree to the Department's data privacy policy** box. Then click **Next**.

Step 6. Provide your contact information in the next section and click **Next**. If a potential match is detected, you will see the Duplicate Prevention screen. Select your information (address, email, and phone number) and click **Next**.

Step 7. Review your information on the Review and Submit screen and click Submit.

Once your user profile is approved you may request an Educator State ID. Please proceed to the **Request an Educator State ID** section of this manual.

Request an Educator State ID

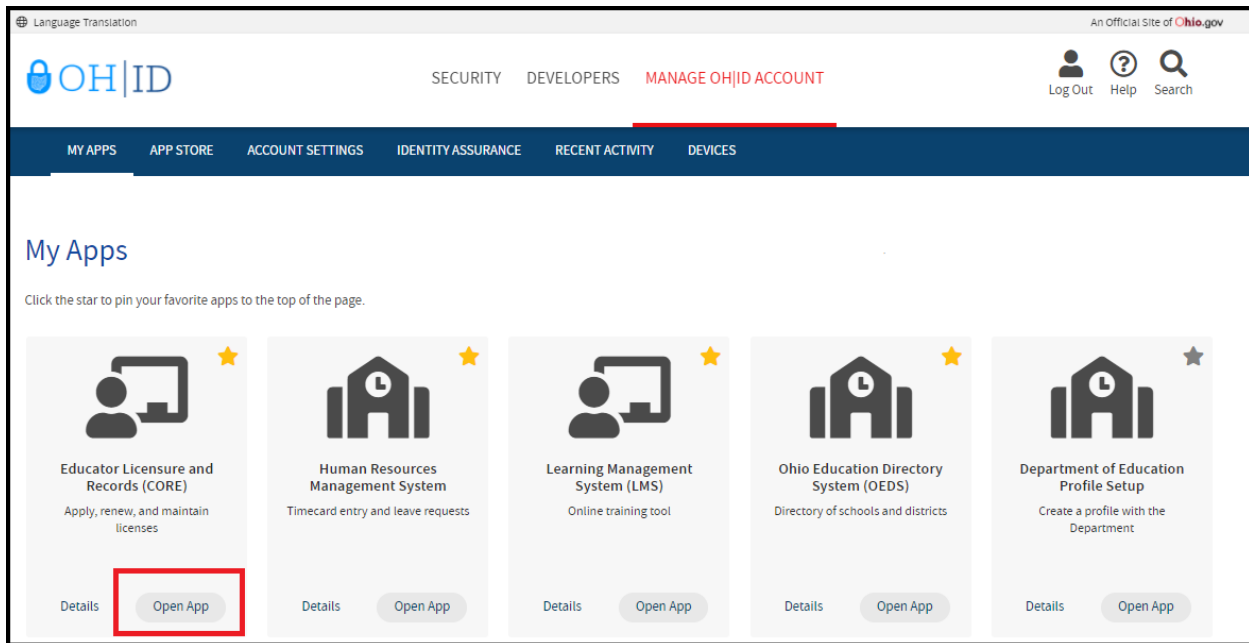
The next step is to request an Educator State ID number for use in the CORE system. The Educator State ID is necessary to complete Rapback enrollment and monitoring for drivers, non-licensed school personnel, and licensed educators. Educator State IDs also help State Board of Education staff identify and eliminate the occurrence of duplicate records in the database.

Please complete the following steps to request an Educator State ID:

Step 1. First, you must have an OHID account and create a user profile. If you have not completed these steps, please follow the instructions beginning in the **Create an OHID Account** section of this manual.

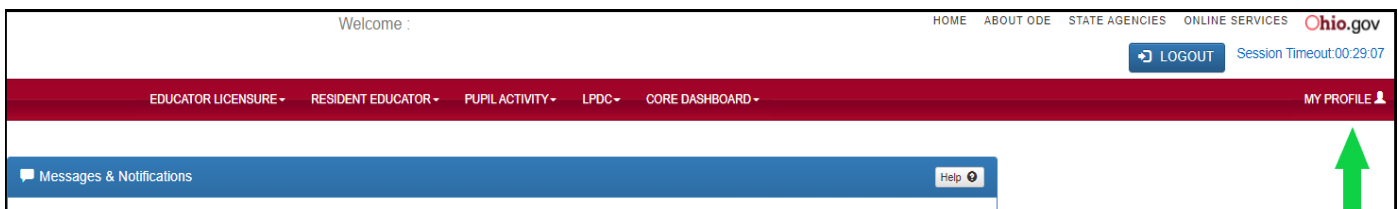
Step 2. After you have created an OHID account and user profile, navigate to <https://ohid.ohio.gov/> and log in to your OHID account.

Step 3. Open the **Educator Licensure and Records (CORE)** app under **My Apps**.



(Figure 13 OHID My Apps)

Step 4. Click **My Profile** in the red ribbon at the top of your CORE Dashboard.



(Figure 14 CORE Dashboard)

Step 5. Click **Obtain Educator State ID** and answer the questions in the pop-up box. If you answer **Yes** to any of these questions, you already have an Educator State ID. You may be prompted to select an account that matches your demographic information. Once you have answered all the questions correctly, your Educator State ID will be assigned automatically and appear on your CORE Dashboard under **My Educator State ID**.

Please note: If you are a credentialed educator in the State of Ohio, you already have an Educator State ID. You will see it on your CORE Dashboard under **My Educator State ID** and in My Profile under **Educator State ID**. **IF** you are a credentialed educator in the State of Ohio **and** the **Obtain Educator State ID** button appears, you may have a duplicate record. This requires maintenance in the data system. **DO NOT click Obtain Educator State ID if you are a credentialed educator.** Please contact Educator Licensure Customer Support at Educator.Licensure@sboe.ohio.gov to correct the duplicate records.

(Figure 15 Obtain State ID Pop-Up Box)

Request to Associate

The next step is to request to associate to your school, district, or employer.

Please complete the following steps to request to associate before you may be enrolled in Rapback as (1) a school bus and van driver and (2) an individual working in a school in a position that does not require an education credential

Step 1. Click **My CORE Dashboard** in the red ribbon at the top of CORE.

Step 2. Click **Request to Associate** under the Rapback Enrollment – Drivers & Non-credentialed section.

(Figure 16 Request to Associate button)

Step 3. Begin Entering your information into the Rapback Questionnaire page. Select whether you are a **School Bus or Van Driver**, or an individual in a **Non-credentialed Position**, or both.

Step 4. Select your employing organization by typing the first three letters of the organization's name. The dropdown will populate potential organizations. Click the correct organization. Next, click **Add Association**. Note, you may enter multiple associations if you are working for more than one employer.

Step 5. Certify that your selections are true and complete by clicking **Yes** in the Complete Application section. Next, click **Review and Submit Application**.

Rapback Questionnaire

NOTE: This section is ONLY for (1) school bus and van drivers and (2) individuals in non-credentialed positions.

Please check ALL of your position(s) for each of your associations:

School Bus or Van Driver
 Non-credentialed Position

Add ALL of your employer(s) for each of your associations:

Organization IRN or Name

Existing associations:

| Organization | Positions |
|---|------------------------|
| Columbus City Schools District - 043802 | Nonlicensed Position |
| Dublin City - 047027 | Transportation Drivers |

Complete Application

I certify that the answers I have made to all of the questions in this application are true and complete to the best of my knowledge.

(Figure 17 Rapback Questionnaire)

Step 6. Ensure that a current background check (completed within the last 12 months) is on file with the State Board of Education by selecting the State Board as a recipient when you submit your fingerprints for your background check. Note, this step can be completed prior to the other steps as well.

Congrats! You have completed all the steps required of a potential enrollee. Check your CORE profile later to ensure that your association was approved by your organization, and you were enrolled in Rapback.

The screenshot displays the CORE Dashboard with several sections:

- My Credentials:** Includes an 'Apply for NEW Credential' button and a 'View History' link. Below is a table with columns: Credential, Status, Effective Year, Expiration Date, Credential Number, and Action. A note states: 'If you have never held an Ohio license or are applying to receive a new credential that you have not previously held, please click the Apply for NEW Credential button. If you are a license holder renewing or modifying a license that you currently hold or have held in the past, please find the credential in the list below and select the Action button.' Total credentials: 0.
- Rapback Enrollment - Drivers & Non-credentialed:** Features a 'Request to Associate' button. A red box highlights the enrollment status: 'Enrollment status: Not Enrolled'. Below is a table with columns: Status, Organization, and Positions. The table shows one entry: Status: Approved, Organization: Dublin City - 047027, Positions: Transportation Drivers. Total associations: 1.
- Submitted Applications (last 365 days):** No applications to display.
- Applications Not Yet Submitted:** No applications to display.
- My Evaluations:** Includes a 'Request an Evaluation' button. A note says: 'If you have never held an Ohio license or are requesting a new evaluation, please click the Request an Evaluation button. If you've already requested an evaluation, but need to request a re-evaluation then please do so by clicking the Action Button.' No evaluations to display.
- My Background Checks:** Includes a 'Click to View' button.

(Figure 18 CORE Dashboard Enrollment and Association display)

Approve Association

The next steps will need to be completed by your organization’s Rapback Authorized Representative. Note, Rapback Authorized Representative is an OEDS role that is controlled by your organization’s designated OEDS Administrator.

Step 1. Open the **Educator Licensure and Records (CORE)** app under **My Apps**.

Step 2. Click **Rapback Communications** in the red ribbon at the top of your CORE Dashboard.

The screenshot shows the CORE Dashboard interface:

- Header: Ohio State Board of Education logo, Welcome: Grace Administrator, SAFE HOME, ABOUT SBOE, STATE AGENCIES, ONLINE SERVICES, LOGOUT, Session Timeout:00:59:49.
- Red Ribbon: EDUCATOR LICENSURE, PUPIL ACTIVITY, LPDC, **RAPBACK COMMUNICATIONS** (highlighted with a red box), CORE DASHBOARD, MY PROFILE.
- Messages & Notifications: A yellow banner asks 'HAVE YOU SUBMITTED AN APPLICATION?' with instructions to check application status.
- My Educator State ID: Educator State ID: OH3493207.
- My Application Status: View History, Currently processing applications submitted on or before 6/23/2024.

(Figure 19 Rapback Communications ribbon location)

Step 3. Click My Rapback Associations to display a list of individuals associated to your organization. You may want to filter to review only pending associations or other statuses. Click **Approve** for individuals employed by your organization and **Remove** for individuals not employed by your organization.

My Rapback Associations

Filter View

My Organization Associations

Disclaimer: This list does NOT include credentialed staff and is current as of 7/29/2024 10:13 AM Export

Show rows Quick Search:

| Name | State ID | DOB | Status | Organization | Position | Association Action | Rapback |
|------------|-----------|----------|---------|----------------------|------------------------|--|--------------|
| Joe Driver | OH3493206 | 1/1/1960 | Pending | Dublin City - 047027 | Transportation Drivers | Approve Remove | Not Enrolled |

Showing 1 to 1 of 1 rows Previous 1 Next

(Figure 20 My Rapback Associations)

Step 4. Click My Rapback Reports to review, filter, and export your associated employees and contractors. If an individual is displaying as “Not Enrolled” under the Rapback column but the individual has an approved association to your organization, this likely means that this individual does not have a current background check on file with the State Board of Education. A new BCI-only background check may be required before this person may be enrolled. For more information on background check requirements and other frequently asked questions, please visit our [website](#).

My Rapback Reports

Filter Reports

Enrollment Status: Association Status: Position: Background Check Status:

Apply Filter Reset Filter

Disclaimer: This list does NOT include credentialed staff and is current as of 7/29/2024 12:14 PM Export

| Name | State ID | DOB | Association Status | Background Status | Organization | Positions | Rapback |
|------------|-----------|------------|--------------------|-------------------|---|------------------------|--------------|
| Joe Driver | OH3493206 | 01/01/1960 | Approved | Not Approved | Dublin City - 047027 | Transportation Drivers | Not Enrolled |
| Joe Driver | OH3493206 | 01/01/1960 | Pending | Not Approved | Columbus City Schools District - 043802 | Nonlicensed Position | Not Enrolled |

Total Records 2 1/1 100

(Figure 21 My Rapback Reports)