#EachChildOurFuture

CORE Applicant User Manual

November 2019

OFFICE OF EDUCATOR LICENSURE

Ohio Department of Education

Table of Contents

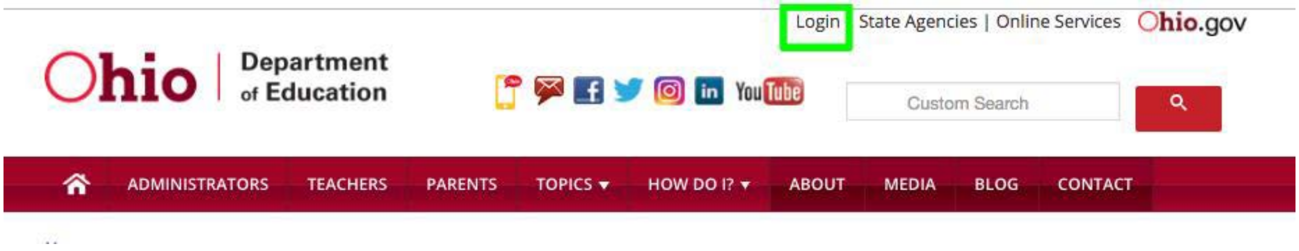
Accessing the CORE System 2
How Do I Request an Educator State ID Online? 6
Educator Licensure and Records (CORE) 7
My Profile 7
  NAME CHANGE 8
  DASHBOARD FEATURES 9
How Do I Submit a New Application? 10
  APPLICATION INFORMATION 12
  APPLICATION PAYMENT 13
  E-CHECK PAYMENT 14
  CREDIT CARD PAYMENT 15

Accessing the CORE System

Access to the Ohio Department of Education's Connected Ohio Records for Educators (CORE) system is available through the Department's 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, Ohio Department of Education users can access Department of Education and other statewide applications in a more secure, streamlined way.

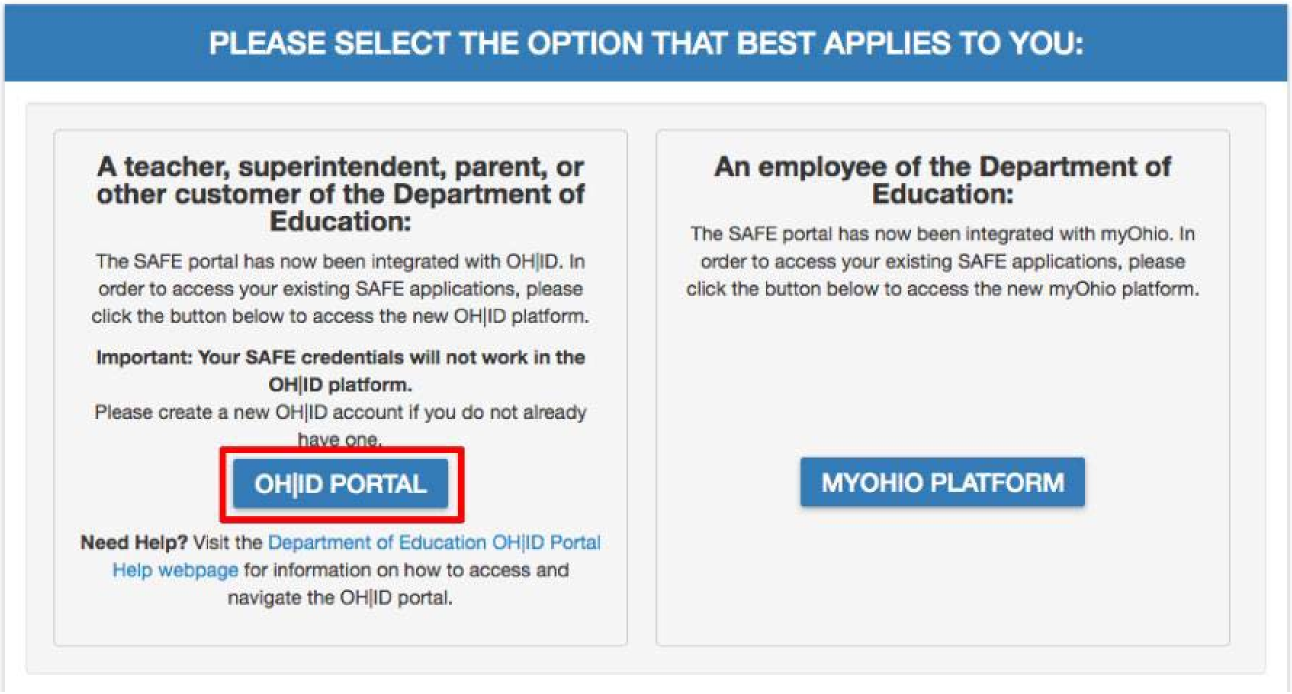
Users must have an OHID account to access the CORE system. Begin by visiting the Department's webpage at education.ohio.gov.

Step 1. Click the *Login* link at the top of the page.



(**Figure 1** Department of Education Homepage)

Step 2. Choose *OHID Portal*.



PLEASE SELECT THE OPTION THAT BEST APPLIES TO YOU:

A teacher, superintendent, parent, or other customer of the Department of Education:

The SAFE portal has now been integrated with OH|ID. In order to access your existing SAFE applications, please click the button below to access the new OH|ID platform.

Important: Your SAFE credentials will not work in the OH|ID platform.

Please create a new OH|ID account if you do not already have one.

OH|ID PORTAL

Need Help? Visit the Department of Education OH|ID Portal Help webpage for information on how to access and navigate the OH|ID portal.

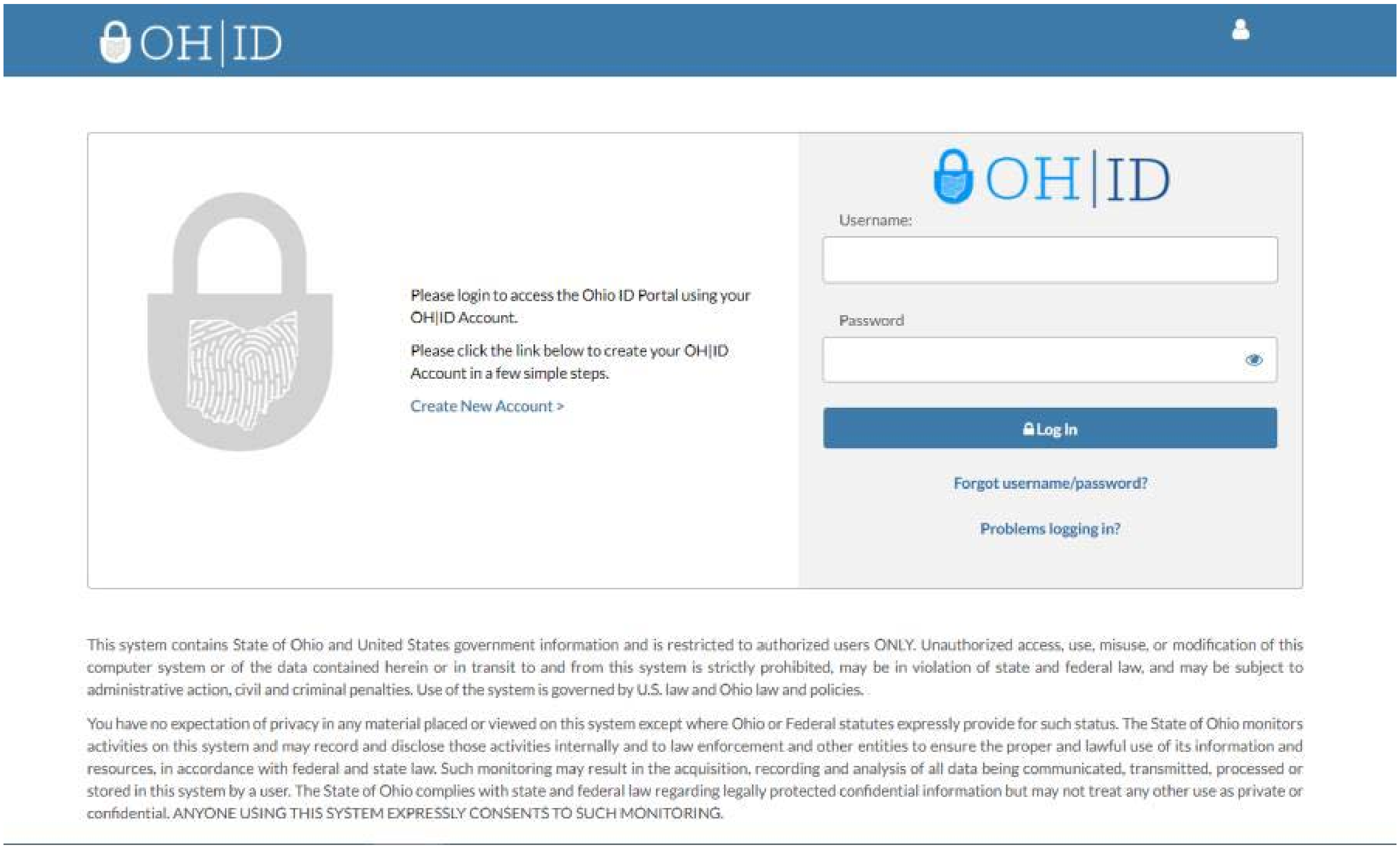
An employee of the Department of Education:

The SAFE portal has now been integrated with myOhio. In order to access your existing SAFE applications, please click the button below to access the new myOhio platform.

MYOHIO PLATFORM

(**Figure 2** Login Option Dialog Box)

Step 3. Enter your username and password and click *Log In*. If you do not have an OHID account, click *Create New Account* and follow the instructions to create one. Click here to view the Department of Education OHID Portal Help webpage for additional assistance (see *How to Create a New OHID Account and Department of Education Profile* under **Resources**). Click the *Forgot username/password?* link if you do not remember your username or password.



Please login to access the Ohio ID Portal using your OH|ID Account.

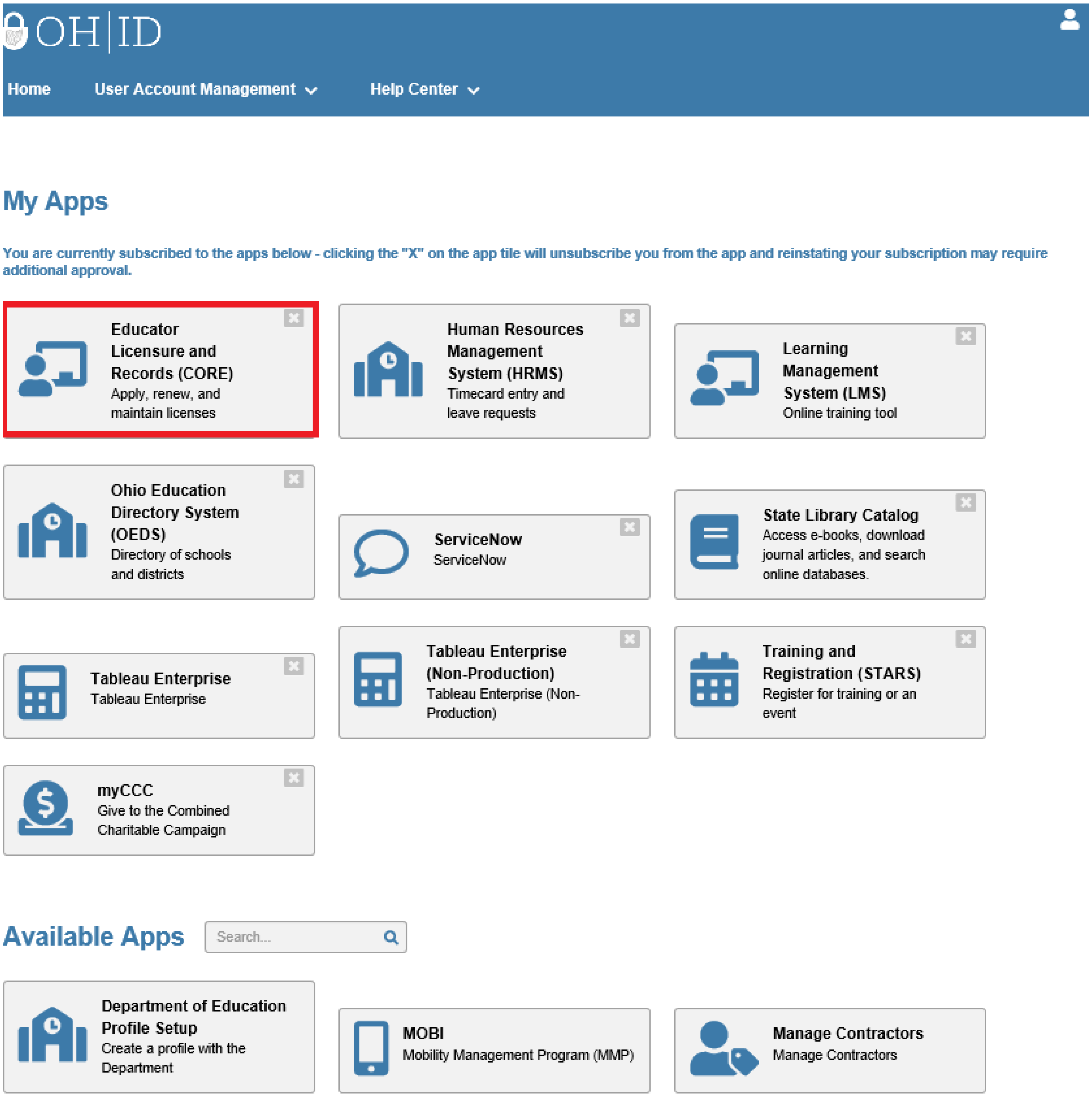
Please click the link below to create your OH|ID Account in a few simple steps.

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

(**Figure 3** OHID Homepage)

Step 4. The *My Apps* section of the OHID homepage will be displayed after you successfully log in to the system.



OH|ID

Home User Account Management Help Center

My Apps

You are currently subscribed to the apps below - clicking the "X" on the app tile will unsubscribe you from the app and reinstating your subscription may require additional approval.

Educator Licensure and Records (CORE)
Apply, renew, and maintain licenses

Human Resources Management System (HRMS)
Timecard entry and leave requests

Learning Management System (LMS)
Online training tool

Ohio Education Directory System (OEDS)
Directory of schools and districts

ServiceNow
ServiceNow

State Library Catalog
Access e-books, download journal articles, and search online databases.

Tableau Enterprise
Tableau Enterprise

Tableau Enterprise (Non-Production)
Tableau Enterprise (Non-Production)

Training and Registration (STARS)
Register for training or an event

myCCC
Give to the Combined Charitable Campaign

Available Apps

Search...

Department of Education Profile Setup
Create a profile with the Department

MOBI
Mobility Management Program (MMP)

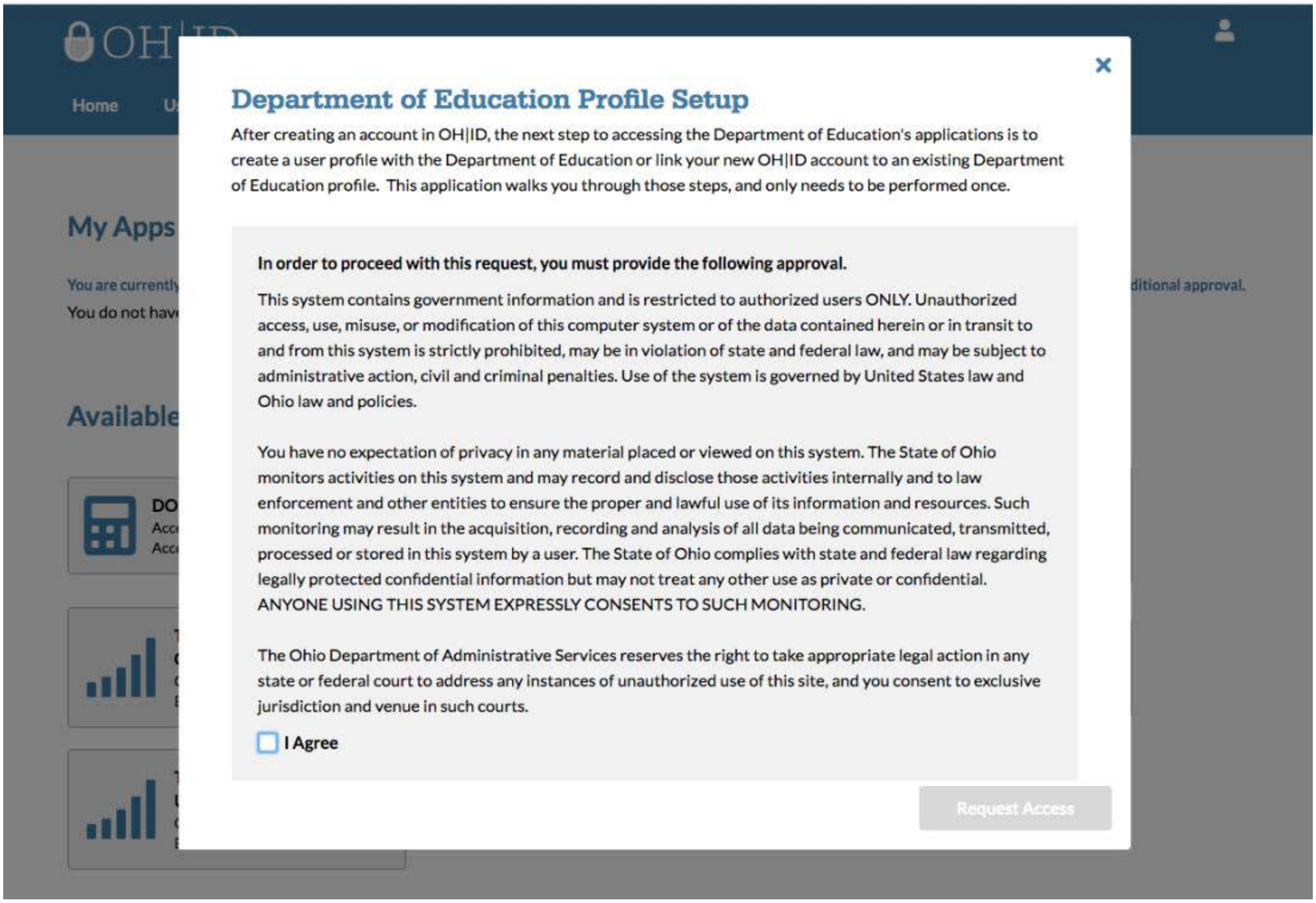
Manage Contractors
Manage Contractors

(**Figure 4** OHID Dashboard)

The *My Apps* section of the OHID homepage houses tiles for applications that you have previously accessed. The *Available Apps* section houses tiles for applications you may access but have not yet configured.

Step 5. To request access to an application, click on the tile for that application. Additionally, you can use the search bar next to *Available Apps* to search for a specific application tile you wish to access. You will need to select *Educator Licensure and Records (CORE)* to request access to this application. From the *Educator Licensure and Records (CORE)* application, you will have access to your CORE Dashboard where you will complete your application requests.

Step 6. After you click on the tile, the terms and conditions for the application will pop up. Once you have scrolled to the bottom of the pop up, click the box next to *I Agree*. A checkmark will appear indicating you have accepted the terms and conditions. After accepting the terms and conditions, click *the Request Access* button to request access to the application.



Department of Education Profile Setup

After creating an account in OH|ID, the next step to accessing the Department of Education's applications is to create a user profile with the Department of Education or link your new OH|ID account to an existing Department of Education profile. This application walks you through those steps, and only needs to be performed once.

In order to proceed with this request, you must provide the following approval.

This system contains government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by United States law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

The Ohio Department of Administrative Services reserves the right to take appropriate legal action in any state or federal court to address any instances of unauthorized use of this site, and you consent to exclusive jurisdiction and venue in such courts.

☐ **I Agree**

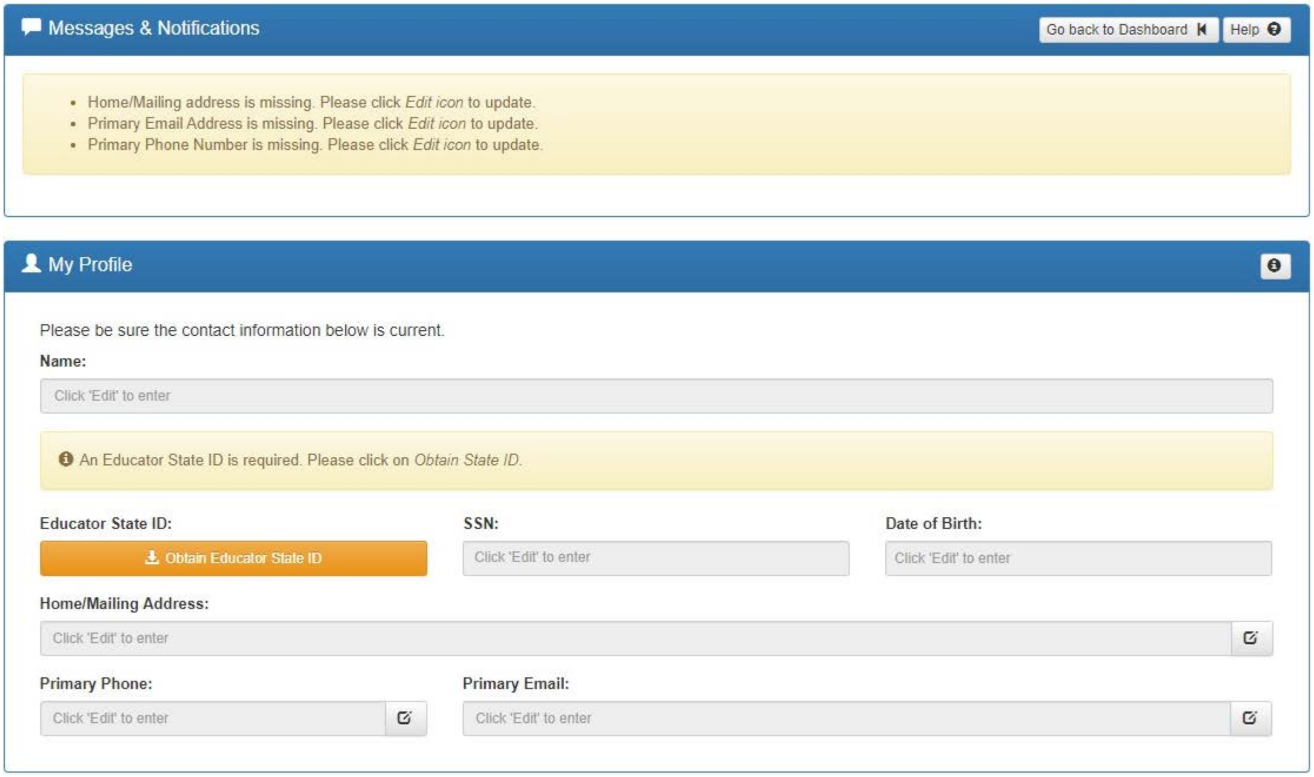
(**Figure 5** Terms and Conditions Page)

How Do I Request an Educator State ID Online?

The Ohio Department of Education creates and assigns Educator State ID numbers to individuals in CORE. The Educator State ID is necessary to complete an application. Educator State IDs also help Department staff identify and eliminate the occurrence of duplicate records in the Department's database.

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

1. First, you must have an OHID account. If you do not have an OHID account, please follow the instructions in the ***Accessing the CORE System*** section of this manual.
2. After you have created an OHID account, log in to the OHID portal and click *Educator Licensure and Records (CORE)* under **My Apps**.
3. Select *My Profile* in the red ribbon on the CORE Dashboard.



- Home/Mailing address is missing. Please click *Edit icon* to update.
- Primary Email Address is missing. Please click *Edit icon* to update.
- Primary Phone Number is missing. Please click *Edit icon* to update.

Please be sure the contact information below is current.

Name: Click 'Edit' to enter

An Educator State ID is required. Please click on *Obtain State ID*.

Educator State ID: Obtain Educator State ID

SSN: Click 'Edit' to enter

Date of Birth: Click 'Edit' to enter

Home/Mailing Address: Click 'Edit' to enter

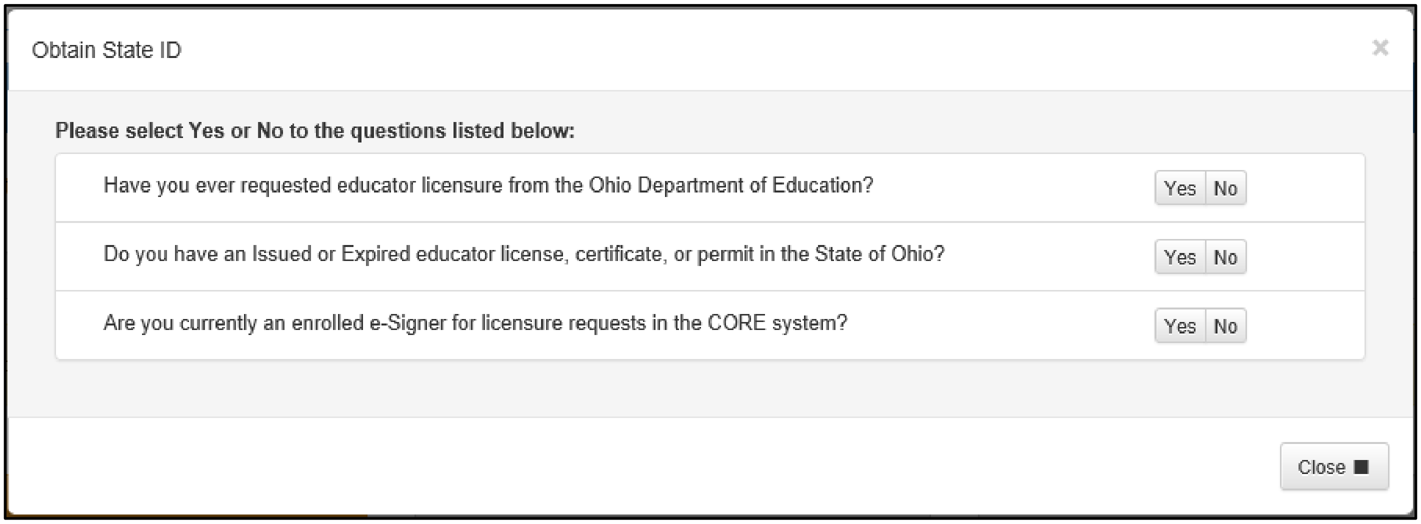
Primary Phone: Click 'Edit' to enter

Primary Email: Click 'Edit' to enter

(**Figure 6** My Profile Page)

4. 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 in the Educator State ID field on the My Profile screen.

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 Dashboard and in My Profile. ***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 Department's data system**. DO NOT click *Obtain Educator State ID* if you are a credentialed educator.** Please contact Educator Licensure Customer Support at Educator.Licensure@education.ohio.gov to correct the duplicate records.



Obtain State ID ×

Please select Yes or No to the questions listed below:

Have you ever requested educator licensure from the Ohio Department of Education?	Yes No
Do you have an Issued or Expired educator license, certificate, or permit in the State of Ohio?	Yes No
Are you currently an enrolled e-Signer for licensure requests in the CORE system?	Yes No

(**Figure 7** Obtain State ID Pop-Up Box)

Educator Licensure and Records (CORE)

You will be able to navigate the Educator Licensure and Records (CORE) online system from your CORE Dashboard. This easy-to-use page allows you to access the features in CORE. The items that appear on your CORE Dashboard are customized to you. The red ribbon at the top of the page will indicate access areas based on your unique user role(s).

My Profile

The **My Profile** section of the Dashboard houses your demographic information. **Please note that you must update your information under My Profile before starting or submitting an application.** To access your information in **My Profile**:

1. Click **My Profile** in the red ribbon at the top right of the screen on the CORE Dashboard.
2. Update your information (address, phone or email) by clicking the edit icon.
    - Click *Edit* in the section that needs updated and make the necessary changes in the pop-up box.
    - Click *Save*.
    - Click *Return to Page* when you are finished updating your information.
3. Click *Go back to Dashboard* to return to your CORE Dashboard.

QuickTips

It is important to keep your information current. The Department uses the information in **My Profile** to contact applicants regarding their applications.

NAME CHANGE

Please follow the steps below to change the name that appears on your educator license or permit. Please note that the name on your educator license must match the name on your current, valid Ohio driver's license or state ID card. If your driver's license or state ID card reflects a different name, you must first update your state ID at the Bureau of Motor Vehicles. The process to change your name in CORE and OHID will not work if your name does not match what appears on your driver's license or state ID card.

Updating your name is a two-step process. In the first step you will update your name within CORE. In the second step you will update your name in OHID.

Step 1 – Update Your Name in CORE

1. Login to OHID (https://ohid.ohio.gov).
2. Under **My Apps**, click *Educator Licensure and Records (CORE)*.
3. At the top of the screen you will see *Welcome* and then your name.
4. Click your name. The screen will show the contact information for your CORE account.
5. Click *Manage Name*. A warning will display.
6. Click *Change Name* to proceed.
7. Enter your Ohio driver's license or state ID number. If you do not have an Ohio driver's license or state of Ohio ID card, select *click here* to upload a scanned copy of your identification card.
8. Enter your first name, middle name and last name. Please note, this information must match exactly as it appears on your current Ohio driver's license or state ID card.
9. Click *Save*. Your updated information should now be displayed.

Step 2 – Update Your Name in OHID

1. After completing Step 1, click the blue *LOGOUT* button in the upper right of **MY HOME PAGE**. Your screen will update, and you will be routed to the OHID Dashboard.
2. Click the small triangle to the right of the *User Account Management* menu. This will open a menu with an option to *Update Profile*. On the *Update Profile* screen, you can update all your information. Update your profile name to match what you entered in CORE. Your name must match exactly to link your OHID profile to your CORE profile.
3. Make the necessary changes.
4. Double-check the information is correct and click *Update*.
5. Under account settings, click *Manage Name* to update your information.
6. Log out.
7. Close all browser windows.
8. Log back in.

Logging out and logging back in is essential for allowing the system to update your profile. You may verify your updated information by viewing your CORE profile and your OHID profile. You may also print a revised copy of your active license or permit reflecting your name change under **My Credentials** from your CORE Dashboard.

If you encounter any error messages during Steps 1 or 2, please email profile.help@education.ohio.gov with the error message and a summary of what you are trying to accomplish.

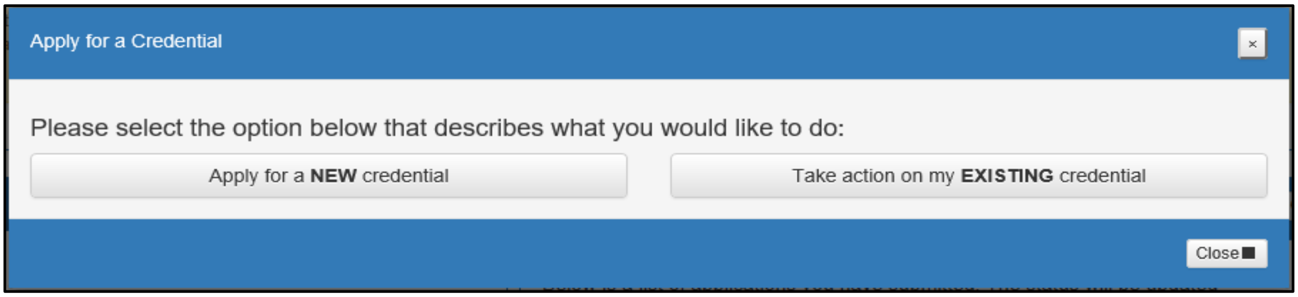
DASHBOARD FEATURES

- The **HELP** icon in the blue ribbon at the top of the Messages & Notifications box links to a list of helpful resources.
- **Messages & Notifications** displays the most recent notifications.
- **My Credentials** displays your active and historical credential information. From this section, you may begin an application for a new license or renew, advance, align or transition currently held licenses. You also may download and print a copy of your active credential. NOTE: You must click *View History* to see a full list of your credential history.
- **My Application Status** displays the status of your application(s). You may edit, delete or submit an application you began previously. You may edit or delete any application you have not yet submitted. Click *Action* next to the credential application you need to edit. You may change any information except the type of credential you requested. If you requested the wrong credential, you must delete the application request and start a new one.
- **My Account** displays your payment history and current account balance. You may make a payment from this section. Submitting a payment is easy with the secure, online system that accepts credit cards and electronic checks (E-Checks) for licensure applications. You may also request a refund if you have a positive balance available that you will not be applying toward a future application.
- **My Documents** displays documents you have uploaded to your account. You may upload required transcripts and other documents.
- **My Background Checks** displays your BCI/FBI background check history.
- **My Resident Educator Summary** allows Resident Educator and Alternative Resident Educator license holders to view their progress in the Resident Educator program and the results of any Resident Educator Summative Assessment scores.
- **Assessment Data** displays your licensure exam history.
- **High Performing Educator Summary** displays your eligibility criteria information for the consistently high-performing teacher designation.

How Do I Submit a New Application?

Please complete the following steps to apply for licensure:

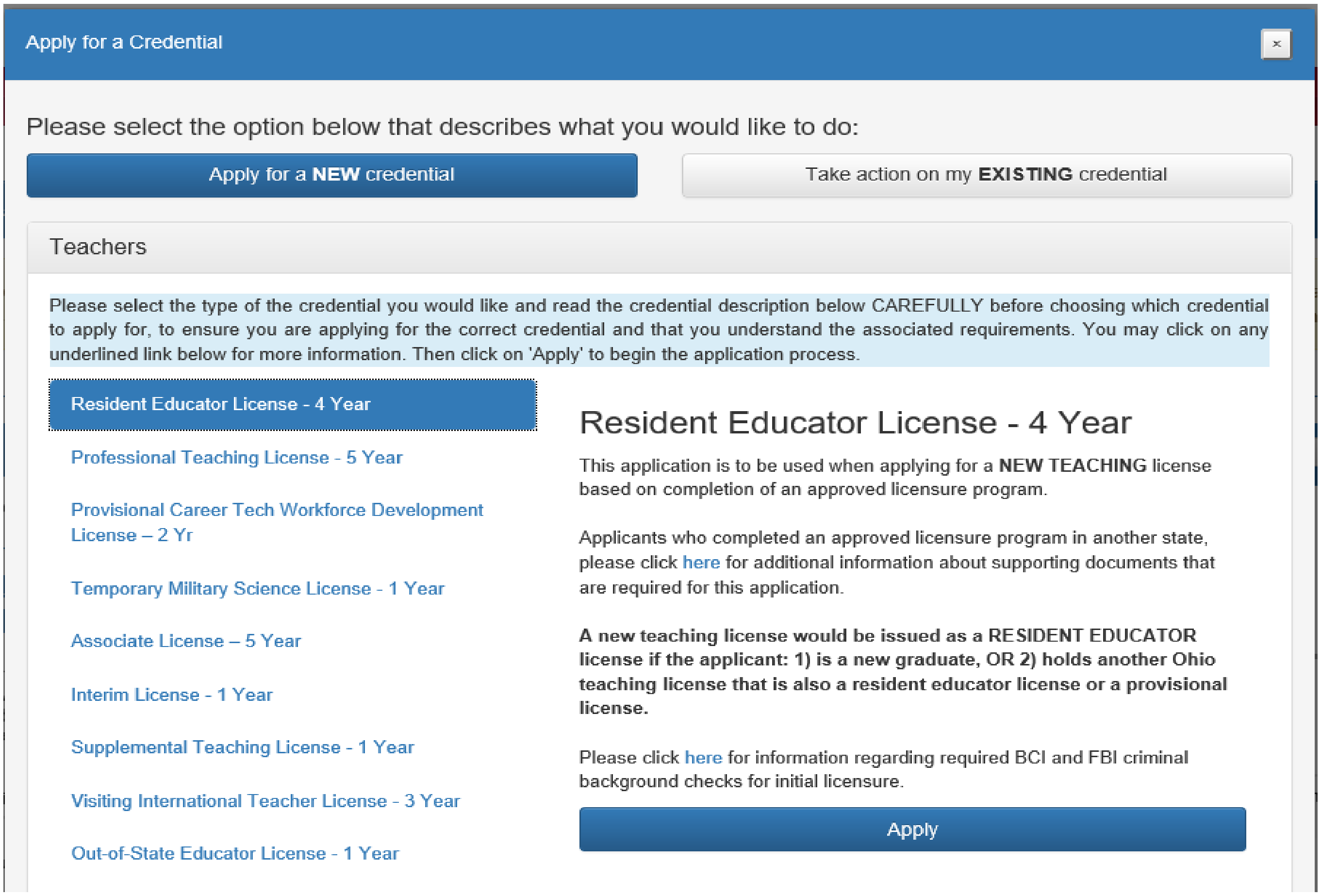
1. To begin an application for a NEW credential, click *Apply for a NEW Credential* in the **My Credentials** section on your CORE Dashboard.
2. A pop-up screen will prompt you to select an application type.


Apply for a Credential
×
Apply for a **NEW** credential
Take action on my **EXISTING** credential
Close

Please select the option below that describes what you would like to do:

(**Figure 8** Apply for a Credential Pop-Up Box)

3. Click *Apply for a **NEW** credential* if you wish to apply for a new license.The next screen is organized by categories of licenses. Click the category to view a list of available licenses. Example: Click *Teachers* to view a list of all licenses for which a teacher may apply.


Apply for a Credential
×
Apply for a **NEW** credential
Take action on my **EXISTING** credential
Teachers
Resident Educator License - 4 Year
Professional Teaching License - 5 Year
Provisional Career Tech Workforce Development License – 2 Yr
Temporary Military Science License - 1 Year
Associate License – 5 Year
Interim License - 1 Year
Supplemental Teaching License - 1 Year
Visiting International Teacher License - 3 Year
Out-of-State Educator License - 1 Year
Apply

Please select the option below that describes what you would like to do:

Please select the type of the credential you would like and read the credential description below CAREFULLY before choosing which credential to apply for, to ensure you are applying for the correct credential and that you understand the associated requirements. You may click on any underlined link below for more information. Then click on 'Apply' to begin the application process.

Resident Educator License - 4 Year

This application is to be used when applying for a **NEW TEACHING** license based on completion of an approved licensure program.

Applicants who completed an approved licensure program in another state, please click here for additional information about supporting documents that are required for this application.

A new teaching license would be issued as a RESIDENT EDUCATOR license if the applicant: 1) is a new graduate, OR 2) holds another Ohio teaching license that is also a resident educator license or a provisional license.

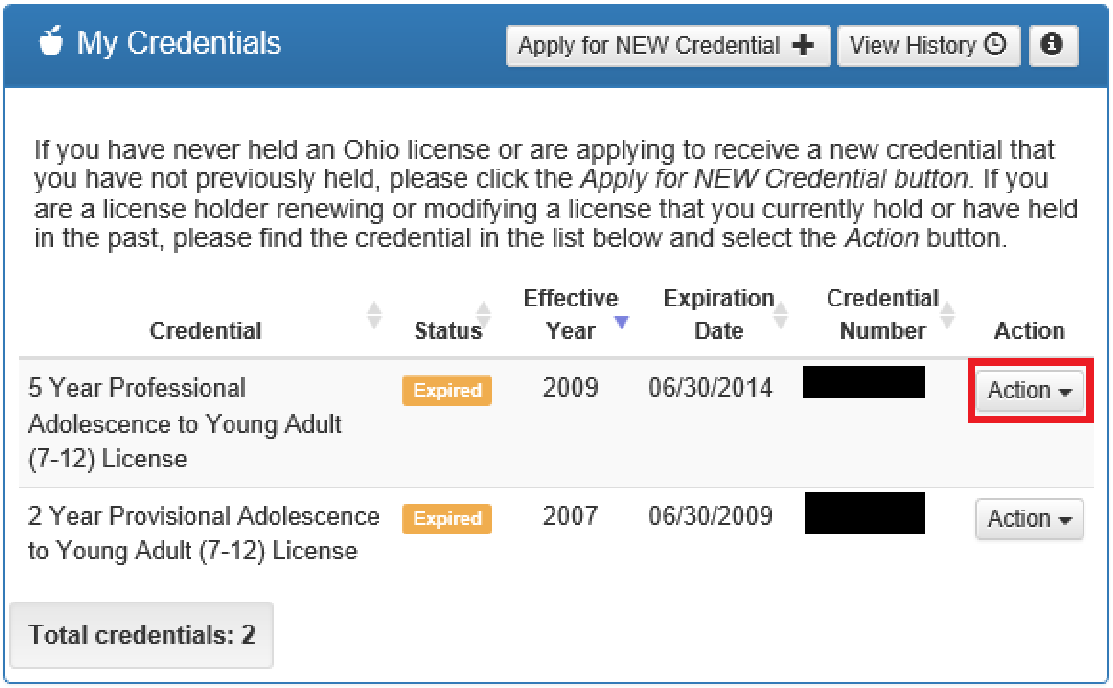
Please click here for information regarding required BCI and FBI criminal background checks for initial licensure.

(**Figure 9** Apply for a Credential Screen)

4. Select a license type to get a full description of that credential and helpful links to more information for out-of-state applicants, background checks and other requirements.
5. Once you have selected the license type, click *Apply* to begin the application.

Complete the following steps to take action on an existing license:

1. From your CORE Dashboard under My Credentials , select the *Action* button next to your previously issued credential and select the appropriate action from the dropdown menu (e.g., Advance, Renew, Transition, etc.).



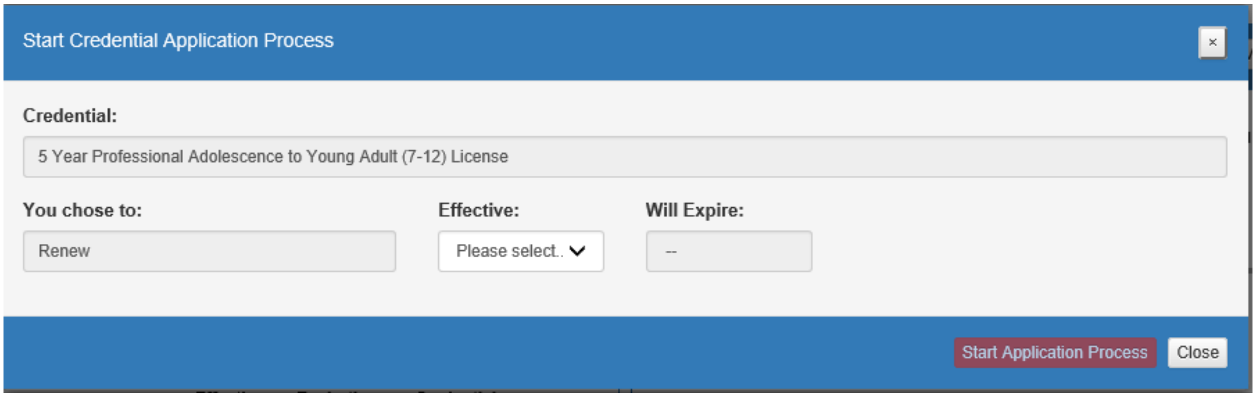
If you have never held an Ohio license or are applying to receive a new credential that you have not previously held, please click the *Apply for NEW Credential button*. If you are a license holder renewing or modifying a license that you currently hold or have held in the past, please find the credential in the list below and select the *Action* button.

Credential	Status	Effective Year	Expiration Date	Credential Number	Action
5 Year Professional Adolescence to Young Adult (7-12) License	Expired	2009	06/30/2014	[redacted]	Action
2 Year Provisional Adolescence to Young Adult (7-12) License	Expired	2007	06/30/2009	[redacted]	Action

Total credentials: 2

(**Figure 10** My Credentials Section of CORE Dashboard)

2. Make the appropriate selections in the pop-up box (e.g., select the effective date, etc.) and click *Start Application Process*.


Start Credential Application Process
×
Start Application Process
Close

Credential: 5 Year Professional Adolescence to Young Adult (7-12) License

You chose to: Renew

Effective: Please select..

Will Expire: --

(**Figure 11** Start Application Process Pop-Up Window)

APPLICATION INFORMATION

Throughout the application process, you must provide information related to your specific application. You will be required to answer questions regarding your residency, military service and criminal history. Additionally, you must electronically sign your application by selecting *Yes* in the **Applicant Signature** section. Please see below for information regarding some of the prompts.

- **Effective Date**. If applicable, you will need to select an effective date for your credential during the application process. **Note that all credentials will be "effective" on July 1 of the chosen effective year.**
- **E-Signature**. If your application requires an electronic signature from an employing school/district/LPDC or from an Ohio college/university, enter the IRN provided by the organziation or the name of the organization. Select the correct organzation by clicking the name or IRN in the list that populates. You also may click *Find* and type the IRN or organization name in the pop-up box provided and click *Find Organization*. If you accidentally select the wrong organization, simply click *Reset* to clear the selection.
- **Documents**. If your application requires the submission of documents, click *Upload Documents*. Please note that you may open and view your previously uploaded documents.

Transcripts

If a transcript is required to process your application, please scan and upload your original, official transcript in PDF format only. **We cannot accept grade reports, photos of transcripts or unofficial transcripts.** It is not necessary to resubmit transcripts already on file. Please see the following requirements before uploading your transcripts:

- The date your degree was awarded must be visible.
- Include all pages of transcript (front and back).
- Registrar's signature and transcript key/guide must be visible.
- Create one PDF file per transcript (do not upload pages separately).
- Upload transcripts from multiple universities separately (each transcript should be one PDF file).
- Electronic transcripts may only be sent **directly from the issuing college/university** to educator.licensure@education.ohio.gov.
- Please do not submit transcripts that will expire or are password protected or locked.
- If you completed your coursework outside the US, you must provide a course-by-course analysis from a Department approved international credential evaluation service for college coursework completed outside the United States. Please see our list of approved organizations.

Additionally, you may mail your original, official transcript to our office for review:

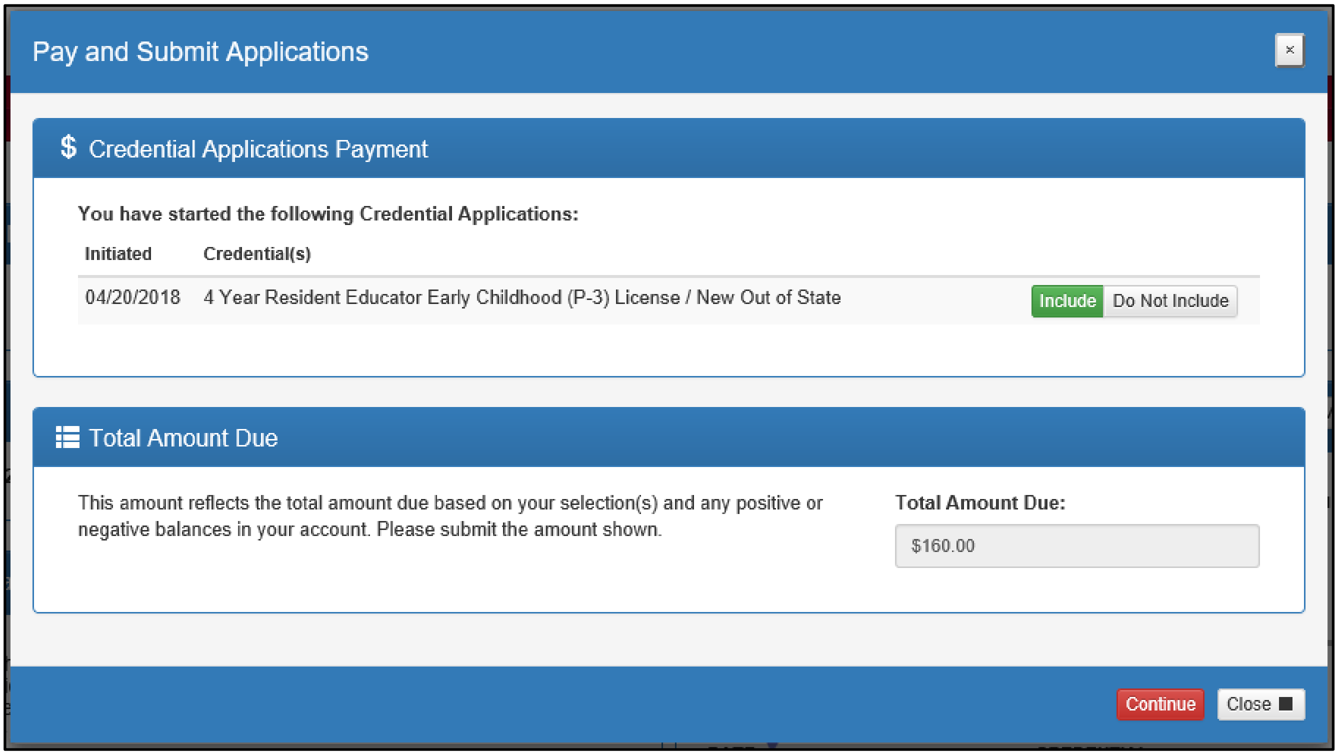
Ohio Department of Education
Office of Educator Licensure
25 S. Front Street, Mail Stop 504
Columbus, OH 43215

Bundling Applications

You may bundle multiple applications of the same license type and action and pay for all of them at once. For example, if you have multiple five-year professional licenses to renew, you may bundle them and submit one application and payment. Click *Request Additional Credential* at the bottom of the application.

APPLICATION PAYMENT

1. **Pay and Submit Applications**. Click *Include* for the application(s) you wish to submit. You will see the total amount due for all applications selected.
2. Click *Continue*. You will see a pop-up box verifying you are navigating to the external payment site to process your secure, online payment.
3. Click *Continue* to make your payment or *Cancel* if you do not wish to make a payment yet. Do not click your browser's back button from this screen.


Pay and Submit Applications
×
$ Credential Applications Payment
Include
Do Not Include
Total Amount Due
Continue
Close

You have started the following Credential Applications:

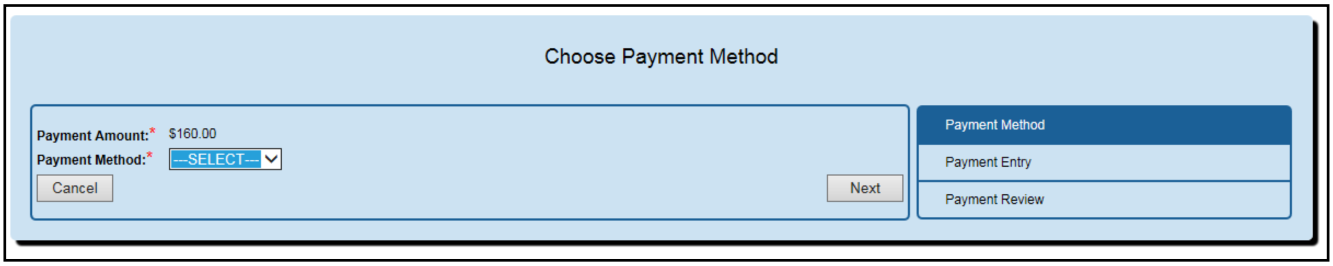
Initiated	Credential(s)
04/20/2018	4 Year Resident Educator Early Childhood (P-3) License / New Out of State

This amount reflects the total amount due based on your selection(s) and any positive or negative balances in your account. Please submit the amount shown.

Total Amount Due: $160.00

(**Figure 12** Pay and Submit Applications Screen)

4. **Choose Payment Method**. You may pay for your application with a credit card or electronic check (E-check). Select one of these choices in the **Payment Method** drop-down menu. Click *Next*.

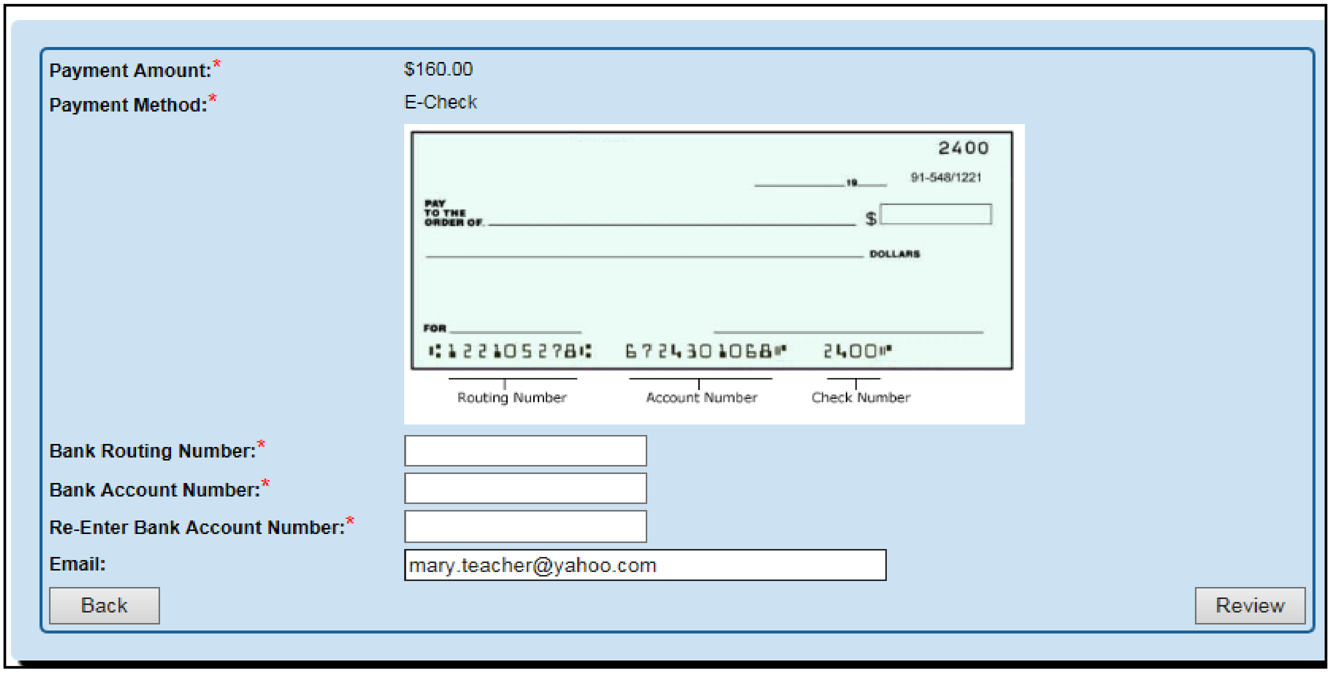

Choose Payment Method
Cancel
Next
Payment Method
Payment Entry
Payment Review

Payment Amount:* $160.00
Payment Method:* ---SELECT---

(**Figure 13** Choose Payment Method Screen)

E-CHECK PAYMENT

- You may use either a checking or savings account to make a payment by E-check. Enter the bank routing number, your bank account number and your email address. Then click *Review* to proceed.

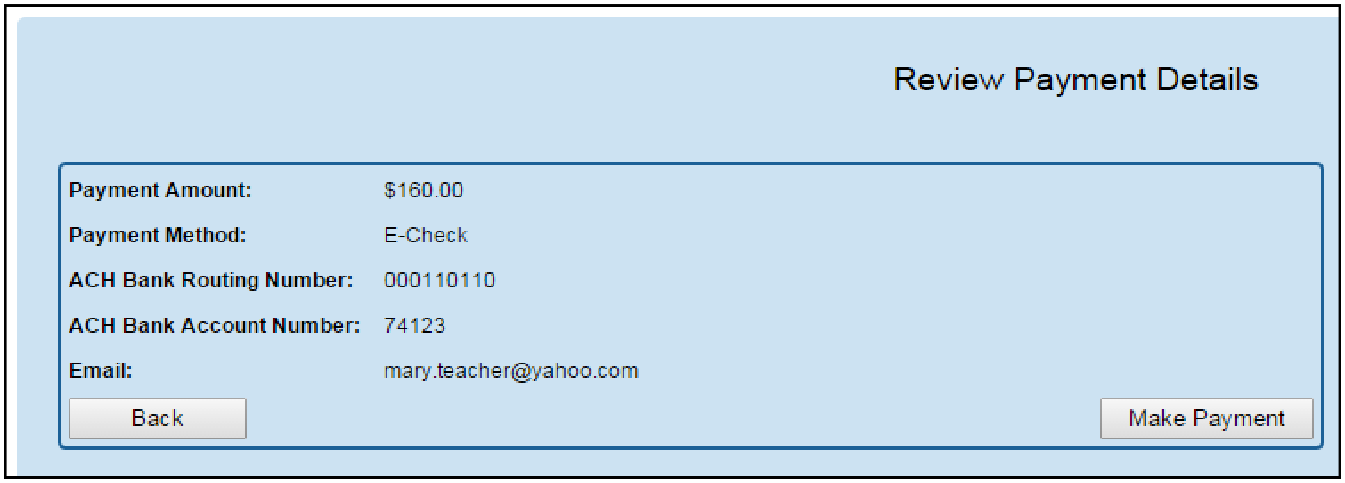


Payment Amount:* $160.00
Payment Method:* E-Check

Bank Routing Number:*
Bank Account Number:*
Re-Enter Bank Account Number:*
Email: mary.teacher@yahoo.com

(**Figure 14** E-Check Payment Screen)

- **Review Payment Details.** Review the details on the following screen and click *Make Payment* if the information displayed is correct. If you need to make changes, click *Back* to return to the previous screen.



Review Payment Details

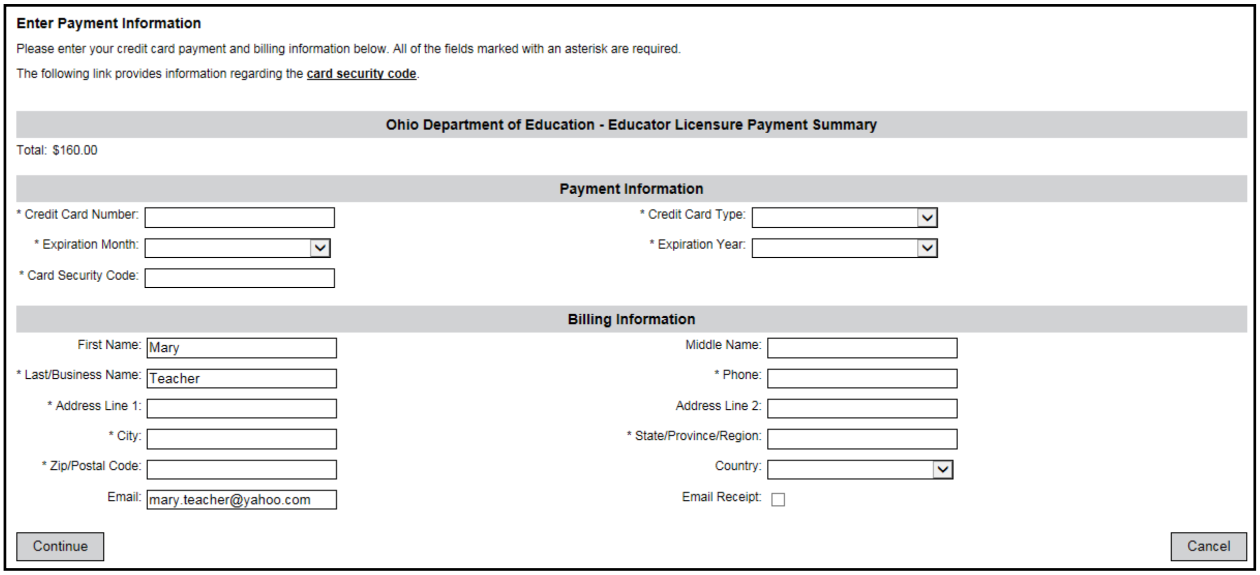
Payment Amount: $160.00
Payment Method: E-Check
ACH Bank Routing Number: 000110110
ACH Bank Account Number: 74123
Email: mary.teacher@yahoo.com

(**Figure 15** Review Payment Details Screen)

- While your payment is processing, a spinning circle will appear. **DO NOT press any keys on your keyboard or use your mouse during this time to ensure proper payment processing.**
- **Application Submitted**. After your payment is processed, you will return to your Dashboard where you may view the status of your application.
- **Verify Payment**. In the My Account section, you will see your payment posted to your account. You will receive an email confirmation of the submission of your application. If you click *Email Receipt*, you will receive a separate email verifying your payment.

CREDIT CARD PAYMENT

- Select *Credit Card* from the **Choose Payment Method** screen to process a credit card payment. The following credit cards may be used: American Express, Discover, Master Card or Visa. **Please note:** You must use a credit card or a debit card that does NOT require a PIN. Cards that require a PIN are not accepted. Prepaid cards are acceptable if they do not require a PIN.



Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.

The following link provides information regarding the **card security code**.

Ohio Department of Education - Educator Licensure Payment Summary

Total: $160.00

Payment Information

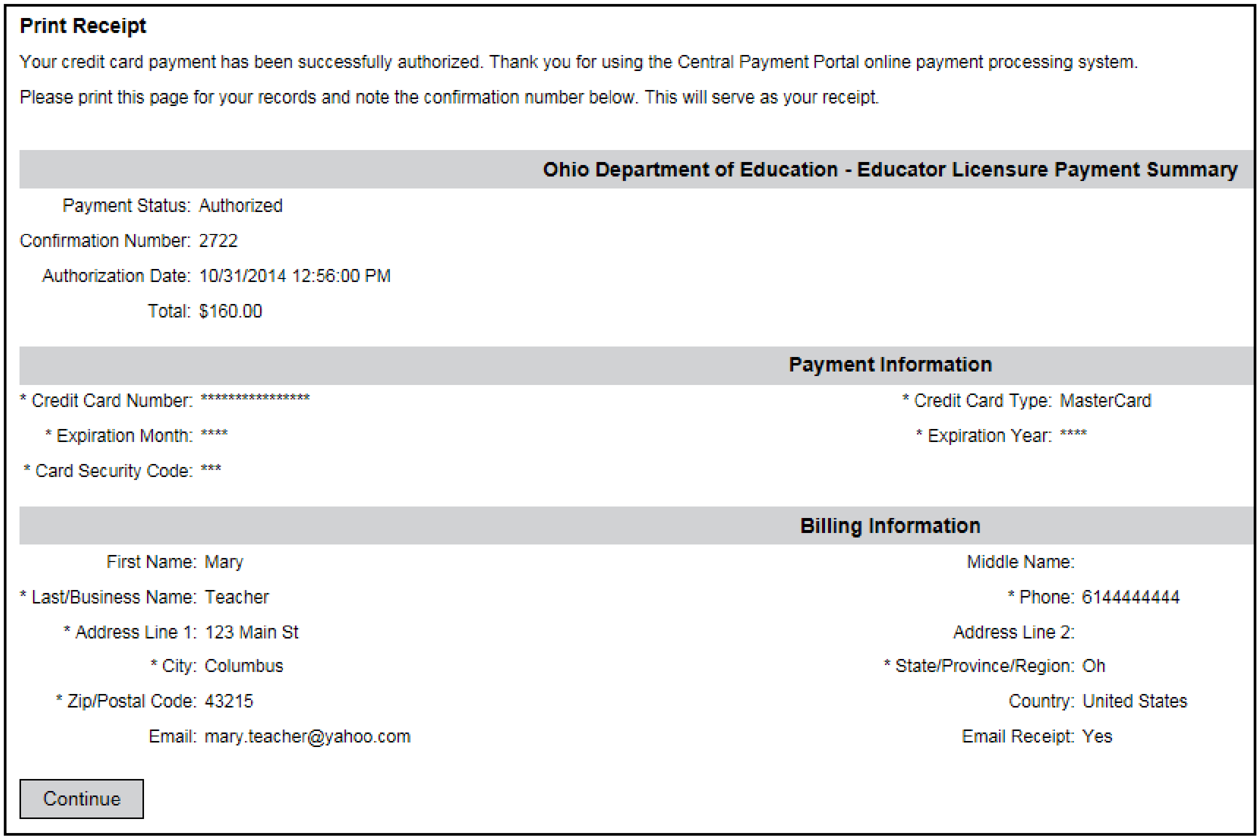
* Credit Card Number:
* Credit Card Type:
* Expiration Month:
* Expiration Year:
* Card Security Code:

Billing Information

First Name: Mary
Middle Name:
* Last/Business Name: Teacher
* Phone:
* Address Line 1:
Address Line 2:
* City:
* State/Province/Region:
* Zip/Postal Code:
Country:
Email: mary.teacher@yahoo.com
Email Receipt: ☐

(**Figure 16** Credit Card Payment Screen)

- Enter the necessary information on the credit card payment screen. The fields indicated with an asterisk are required. You must provide an email address and check the *Email Receipt* box to receive an email confirmation of your payment. Click *Continue* when you are finished.
- **Review Payment Details**. Review the details on the following screen and click *Confirm* if the information displayed is correct. If you need to change any information, click *Back* to return to the previous screen.
- While your payment is processing, a spinning circle will appear. **DO NOT press any keys on your or use your mouse during this time to ensure proper payment processing.**
- **Print Receipt (for credit card payments only)**. Your receipt will appear on the next screen. You may print this for your records. You also will receive an email receipt if you checked the *Email Receipt* box and provided your email during the payment process. Click *Continue*.



Print Receipt

Your credit card payment has been successfully authorized. Thank you for using the Central Payment Portal online payment processing system.

Please print this page for your records and note the confirmation number below. This will serve as your receipt.

Ohio Department of Education - Educator Licensure Payment Summary

Payment Status: Authorized
Confirmation Number: 2722
Authorization Date: 10/31/2014 12:56:00 PM
Total: $160.00

Payment Information

* Credit Card Number: ****************
* Credit Card Type: MasterCard
* Expiration Month: ****
* Expiration Year: ****
* Card Security Code: ***

Billing Information

First Name: Mary
Middle Name:
* Last/Business Name: Teacher
* Phone: 6144444444
* Address Line 1: 123 Main St
Address Line 2:
* City: Columbus
* State/Province/Region: Oh
* Zip/Postal Code: 43215
Country: United States
Email: mary.teacher@yahoo.com
Email Receipt: Yes

(**Figure 17** Print Receipt Screen)

- **Application Submitted**. After your payment is processed, you will return to your Dashboard where you may view the status of your application.
- **Verify Payment**. In the My Account section, you will see your payment posted to your account. You will receive an email confirmation of the submission of your application. If you click *Email Receipt*, you will receive a separate email verifying your payment.