Educator Development, Licensure, and Family Engagement (EDLiFE) Frequently Asked Questions

Backgrounds FAQs

Q: I have an arrest and/or a conviction on my record. What documentation might I be asked to supply in order to complete my background evaluation?
A: You will usually only receive a request for further documentation from our office if your criminal history report is incomplete, or if it shows an arrest but no final case disposition. The types of documents we usually require include (but may not be limited to) court records showing case dispositions, orders for reversal/expungement/dismissal of a conviction, police/district attorney's reports indicating that a case was or was not prosecuted, or parole/probation reports showing successful completion of probation or a pre-trial diversion program.

Pursuant to the provisions of NRS 391.033, any conviction for a felony or for a misdemeanor or gross misdemeanor crime involving moral turpitude is grounds for denial of an educator license. A background review will determine if a conviction appearing on an applicant's criminal history report is disqualifying or not. You may request your own criminal history from the Nevada Repository and/or the FBI.

Q: How long will it take to complete my background check?
A: The Department of Education uses the FBI and the NV Department of Public Safety to process backgrounds and have no control over the time frame involved. Depending on circumstances, we may receive criminal histories in as little as four weeks, or it may take much longer. If your fingerprints are rejected, you have to submit a new set of prints, this may significantly delay the completion of your background check.

Q: Can I use a fingerprint card?
A: Yes. Fingerprint cards must be FBI form FD-258 or an equivalent card, and they must be submitted to one of our licensure offices located in Carson City or Las Vegas. If you wish to mail the fingerprint card to us, please send to:

Nevada Department of Education
Attn: Office of Educator Licensure
2080 E. Flamingo Rd., Ste. 210
Las Vegas, NV 89119

Q: My local Police department uses a different fingerprint card than the FD-258. Is it okay to submit my fingerprints on their card instead?
A: No. All fingerprint cards submitted for purposes of educator licensing must be on FBI form FD-258 or the equivalent, for the reasons listed on our Background Process page.

Q: Can I submit fingerprints electronically (Livescan) for my background check?
A: Yes. An applicant who chooses to submit fingerprints electronically via Livescan must first register for an account through OPAL to apply for licensure and pay licensing fees. Once the application and fees are received, he or she will be sent an email detailing where all the NDE-approved fingerprinting agencies are located. You will need to bring a government-issued ID to the vendor to have them submit your fingerprints to the DPS and FBI on our behalf.

Q: What agencies can submit my fingerprints via Livescan?
A: The Department of Education currently works with a group of approved Livescan vendors, which are listed on the authorization information which will be emailed to you. Only approved locations may be used for electronic fingerprint submission. Approved vendors are located in Las Vegas, Carson City, Reno, and Elko. Applicants who do not live near an approved Livescan location will have to turn in a fingerprint card in lieu of submitting prints electronically.

Most Law enforcement agencies do not submit fingerprints via Livescan for the Department of Education, although they can still take an applicant's fingerprint and provide him or her with a fingerprint card to turn in.

Livescan submissions from out-of-state vendors will not be accepted by the Department of Public Safety for background processing. Anyone who resides out of state and wants to apply for or renew a Nevada educator license must submit a fingerprint card with his or her application.

Q: Why were my fingerprints rejected and what should I do now?
A: There are several reasons why fingerprints may be considered unusable by DPS or the FBI.

This may be a result of an error in the fingerprinting process, but more typically is because of physical conditions that make it difficult to obtain clear fingerprints (such as excessively rough or dry skin, or certain medical conditions).

Licensure FAQs

Q. Do I have to create an OPAL account to submit a license application, or can I submit a paper application?
A. You must create an OPAL account and submit the electronic application. As of July 1, 2018, the NDE no longer accepts paper applications. If you submit a paper application, it will be returned to you along with any documents you provided.

Q. How long does it take for processing of applications or provision removals through OPAL?
A. Processing times will vary depending on multiple factors, including but not limited to the time of year that the application is submitted, current application volume, and if a background check is required for the application. If a background check is required, the application processing will take longer. Background checks are completed through the FBI and Department of Public Safety. Please visit our Backgrounds page for more information.

Q. How can I change my name on my license record?
A. You will log into your OPAL account and click on the link under Online Services that says, "Name Change with supporting documentation" and upload legible PDF copies of your valid government-issued ID along with any court documentation (marriage certificate, divorce decree, or name change decree).

Q. How do I remove a provision from my license(s) and/or endorsement(s)?
A. Instructions for removing a provision from your license can be found here. Submitting the document (transcript, exam score report, etc.) only will not remove the provision. The provision removal request and supporting documentation must be submitted prior to the due date to avoid your license and/or endorsement becoming invalid. Once all provisions have been satisfied on your provisional license, you may submit a renewal application to upgrade your license to a standard.

Q. How can I get a copy of my teaching license?
A. You can view/print/email your license at any time from both your OPAL user account as well as the public educator verification site. If you search for your license on the educator verification site, only enter your license number or the name on your current license record.

Q. How do I apply for an extension?
A. You can apply for a six-month extension in your OPAL user portal and select the Extension link under Online Services. Extension requests can be requested if you are within six months of your license expiration and/or provision due date(s). Please note that only one extension of six months may be granted per license period and the request must be submitted via OPAL by your license expiration and/or provision due date(s) per NAC 391.077.

Q. Can I submit my transcripts and/or other documents for review before I submit an application for a license.
A. Unfortunately, we are unable to evaluate transcripts or other education-related documents without a submitted application. It is the responsibility of the applicant to review the requirements of the license they are seeking prior to applying. All license and endorsement requirements can be found by selecting the appropriate link on the Educator Licensure home page.

Q. I want to apply for a teaching license, but I have foreign transcripts. Do you have a list of approved evaluation agencies?
A. Yes. Please visit our Foreign Educators page for the approved agencies.

Q. How can I apply for a job at one of your schools?
A. The Nevada Department of Education does not have any authority over our school districts' hiring, or their volunteer processes. Please click here for links to Nevada school districts.

Q. How can I contact the Office of Educator Licensure?
A. If you have an educator license question, you can email license@doe.nv.gov. For technical questions related to OPAL, please email opalsuport@doe.nv.gov. For questions related to background checks, please email backgrounds@doe.nv.gov. If you do not have a licensing question but would like to provide feedback, you can complete a survey. Please visit the NDE Directory page for questions that are not related to educator licensure.

OPAL FAQs

Q. What happens if I change my email address or cannot access my OPAL account through an old email address, I can no longer access?
A. If you know your OPAL password, you can log in to your user account and scroll to the Contact Detail section (left side). Click the edit button next to your email address and enter your new email address. You will be sent a verification code via email, and you will need to enter that code to confirm the change.

If you do not have access to the email account you registered with and do not remember your password, please send an email to opalsupport@doe.nv.gov and provide the full name on your license record, your date of birth, and a phone number associated to your license record. Please indicate the email address you would like to use. We recommend using a personal email address to prevent losing access in the future.

Q. How do I reset my password?
A. Click the "forgot password" function on the OPAL login screen and a temporary password will be sent via email to your registered OPAL user ID email address. Please wait before requesting a second temporary password. Requesting a second temporary password will invalidate any previously sent temporary passwords. All passwords are case-sensitive.

Q. What are the acceptable file formats for documents I upload to OPAL?

A. All documents must be in PDF format. There are many free, online options for converting another file type to PDF. There are also scanning options on smartphones. iPhone users can scan to PDF in the Notes app and Android users can use a scanning app to scan to PDF.