

Frequently Asked Questions

TEAM Certification

1. *Why didn't I receive a TEAM recertification email?*

As TNCompass is the source for the credential list, the TNCompass email address is the address that will be used to contact all previously certified observers.

There are several reasons that you may not receive a recertification email. These include:

- changing your email address due to a change in your employer or name,
- using an email other than the email in TNCompass to access the learning management system (LMS), or
- routing of emails to a spam folder by a district firewall.

First, check your spam folder for the official invitation. Next, ensure the email address listed in TNCompass is the email address you are checking. If you are still unable to find your recertification email, contact TEAM.Questions@tn.gov.

2. *How can I ensure I receive an accurate, timely response from TEAM.Questions@tn.gov?*

Please ensure the following information is included in all correspondence with TEAM.Questions@tn.gov:

- your Teacher License Number (TLN),
- the **specific course name/number** for which you need assistance, and
- the email listed in your TNCompass profile.

Include a **specific** request to allow our team to serve you more effectively. Examples include:

- I need a password reset.
- I am locked out of my account.
- I did not receive the recertification email.
- I received the recertification email but there is no course on my dashboard.

3. *How do I register for recertification?*

There is no registration for recertification. Eligible individuals receive a recertification email on the first day the certification window opens.

4. *How do I register for initial certification?*

Please register on the [TEAM website](#).

- **Teacher Evaluator Certification Training** is needed to observe **teachers**.
- **Administrator Evaluator Certification Training** is needed to observe **principals and assistant principals**.

5. How long does it take for a credential to be displayed in TNCompass?

Please allow up to ten (10) days for a credential to be applied in TNCompass following certification. Individuals **must request their certificate** under the progress tab in the LMS to complete the process for certification.

6. Where can I find my certificate of completion?

Certificates of completion may be accessed under the progress tab in the LMS.

7. What should I do with my certificate of completion?

Save a copy of your certificate for your files and send a copy to your district office if requested. The department tracks observer credentials internally, so there is no need to submit a copy of your certificate to the department.

8. How do I upload my TASL email in TNCompass?

TASL hours are required for school leaders and other administrators who are considered instructional leaders. TASL credit for the new school year may not be uploaded until after the rollover in TNCompass, which occurs annually in late summer. Administrators should upload the TASL documentation they receive by email as a PDF to the TASL tab in TNCompass. For assistance with TASL processes, please contact TASL.Information@tn.gov.

9. May I use TEAM Certification for Professional Development Points (PDPs)?

Teacher leaders and those not eligible to earn TASL credit may upload Teacher Certification TASL emails as documentation of PDPs. For assistance with PDPs, please contact Educator.Licensure@tn.gov.

10. What happens if I miss the recertification deadline?

Anyone missing the recertification deadline will need to enroll in initial certification.

11. What happens if I skipped a year of certification?

Anyone with a gap year in certification will need to enroll in initial certification.

12. Who do I email for help?

With questions on TEAM certification and training, please contact TEAM.Questions@tn.gov.

With questions on TASL credit, please contact TASL.Information@tn.gov.

With questions on PDPs, please contact Educator.Licensure@tn.gov.

Questions sent to TDOE.LMS@tn.gov will be manually forwarded to TEAM.Questions@tn.gov.