

# New myNHDOE (EIS) Instructions

There are two parts to this process:

- creating the account
- creating your profile

## Part 1: Creating the Account

*Note: If you believe you already have an account, [read these instructions](#).*


*If you receive any errors during this process, make note of the error message, cancel the set-up wizard and submit a [myNHDOE Help Desk request](#).*

Click *create an account* (highlighted below).

### myNHDOE Login

Username

Password

Login 

#### LOGIN TROUBLE INSTRUCTIONS

*Before opening a support ticket, please read below*

New user? **Create an Account**

Existing myNHDOE user?  
**Forgot Username/Password**  
Use the [Forgot Username/Password](#) wizard

Disabled account?  
Use the [Forgot Username/Password](#) wizard to re-enable your account and reset your password

Locked out of your account?  
Try logging in again later using the [Forgot Username/Password](#) wizard

Fill in the personal information. **Use your personal email address** so you will still be able to access the account when you are no longer a PSU student.

NH DOE Home ISEE Contacts Helpdesk Additional Resources

## Create User Account Wizard

Step 1 of 4

You are completing the Create User Name Wizard.

**We need to collect information to create your account**  
Please provide your First Name, Last Name, Date of Birth and Primary/Work Email.  
Required Fields are marked with an asterisk.  
**Note:** You need access to the email address and account in in the event forget your username/password.

\* First Name:



\* Last Name:

\* Date of Birth:

\* Primary/Work Email:

Alternate E-Mail Address (Optional):

Once you have entered the required information click the Next button.

Cancel  Next 

A recent streamlining of the process has eliminated Step 2 for new account submitters.

*If the system matches your information to an existing EIS account, Step 2 will appear (see below) and you will be asked to connect with your Ed ID or SSN. If you do not know your Ed ID and you did not provide your SSN on your initial paper application submitted to us, you will need to submit a [Help Desk request](#) for assistance.*

## Create User Account Wizard

Step 2 of 4

You are completing the Create User Name Wizard.

We may have your NH educator record on file. Please enter and confirm your New Hampshire Educator ID or your Social Security Number so we can connect you to your educator record.

- I wish to connect with my NH Educator ID  
 I wish to connect with my Social Security Number

NH Educator ID:

Once you have entered the required information click the Next button.

Otherwise, the wizard may continue straight to Step 3 of 4.

## Create User Account Wizard

Step 3 of 4

You are completing the Create User Name Wizard.

Please enter and confirm the Username and Password, Town of Birth, Secret Question and Answer.

- A check will be performed to confirm the user name is unique. Enter your town of birth.
- The secret question will be used during password resets, user verification, etc.

### Username

Your User Name must be between 6 and 20 characters long.

User Name:

Confirm User Name:

User Name Suggestion:

(step 3 continues on the next page)

## Password

Your password must be between 6 and 20 characters long **and** consist of 2 types of characters (Lowercase letters, Uppercase letters, Numbers, or Symbols).

Password:

Confirm Password:

## Town of Birth

Your town of birth will be used to help you access your account in the event you forget your username/password.

Town of Birth (City/Town Only):

## Secret Question

The secret question that you select will be asked any time you reset your User Name. It will be requested every 25 logins for account security.

Secret Question:

Secret Question Answer:

Once you have entered the required information click the Next button.

Next is the last step for creating an account.

## Create User Account Wizard

Step 4 of 4

You are completing the Create User Name Wizard.

You are almost finished!

Your new myNHDOE Single Sign On System account has NOT been updated yet. Clicking the Enter button will finalize the account information you have entered with the following username

User Name:

After your account settings are finalized, you will be able to review your full Profile and make changes if you choose.

Confirm your profile clicking the Enter button.

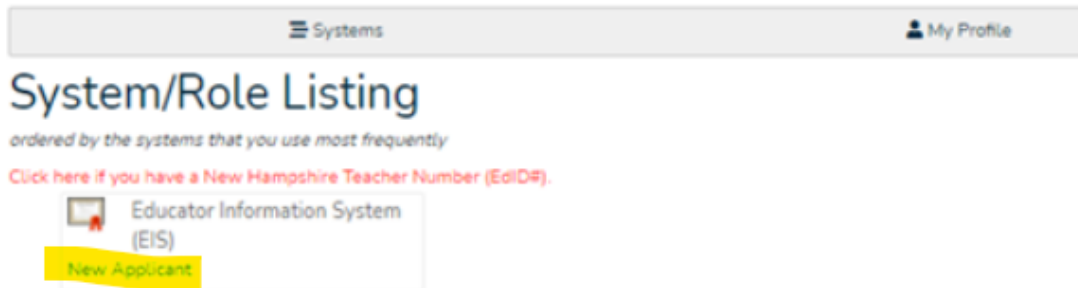
*Troubleshooting at Step 4:*

*If you submit and then receive an error message, try using a new browser window <https://my.doe.nh.gov> and log in with the username and password you just created. If this is unsuccessful, please submit a [Help Desk request](#).*

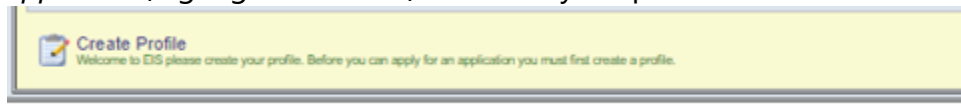
**Wait!! You're not finished yet. You still need to create your profile.**

## Part 2: Creating Your Profile

Once you log into your new account, you should be at a window that looks like this:



Click *new applicant* (highlighted above) to create your profile. Then click *create profile*.



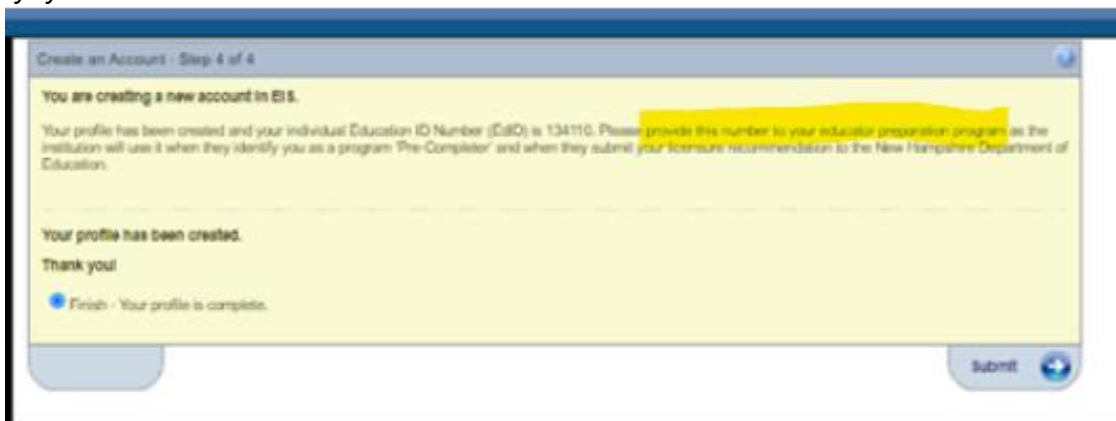
There are four steps for this part as well. Steps 1-3 ask you profile questions, such as:

- social security number
- mailing address
- physical address
- date of birth
- phone number/s
- email address/es

You can skip any item without a red asterisk\* (for example, the section about years of experience), if you wish.

Then you will find yourself at a page that asks criminal history questions as well as the checkboxes for the final agreement/s of the profile.

Finally, you will see this:



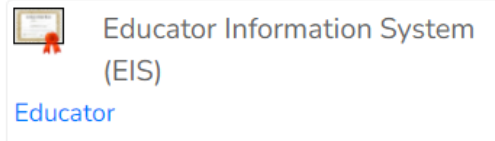
The highlighted text tells you to **provide your Education ID Number to your education preparation program (at PSU that is the Holmes Center).**

Please do this with an email to: [psu-holmescenter@plymouth.edu](mailto:psu-holmescenter@plymouth.edu).

You may need to log into your account again. If so, you will see the following. Click educator.

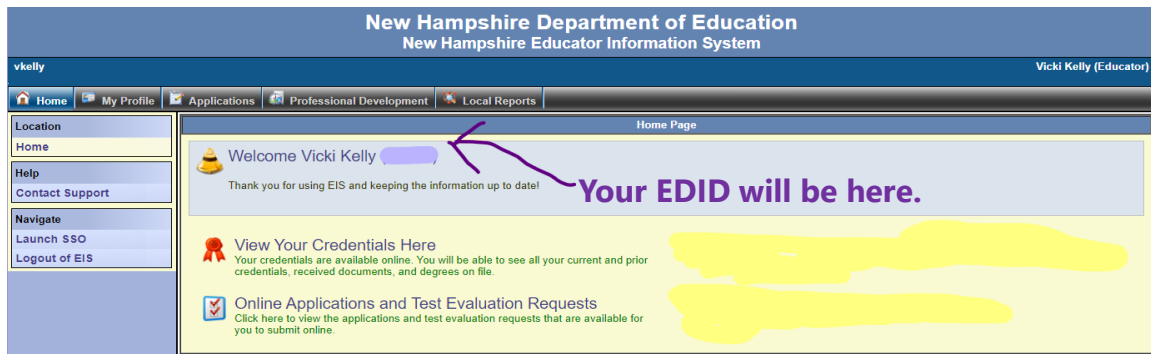
# System/Role Listing

*ordered by the systems that you use most frequently*



A card representing the Educator Information System (EIS). It features a small icon of a certificate with a red ribbon, the text "Educator Information System (EIS)", and the role "Educator" in blue text below it.

Your finished account will look something like this:



A screenshot of the New Hampshire Department of Education's Educator Information System (EIS) home page. The page has a blue header with the text "New Hampshire Department of Education" and "New Hampshire Educator Information System". Below the header, the user's name "Vicki Kelly (Educator)" is displayed in the top right corner. A navigation menu includes "Home", "My Profile", "Applications", "Professional Development", and "Local Reports". On the left side, there are sections for "Location" (Home), "Help" (Contact Support), and "Navigate" (Launch SSO, Logout of EIS). The main content area features a "Welcome Vicki Kelly" message with a purple arrow pointing to a redacted area. Below this, there are two main sections: "View Your Credentials Here" and "Online Applications and Test Evaluation Requests". Both sections have redacted content. A purple arrow points to the "Your EDID will be here." text in the welcome message.

Congratulations! You are officially an educator.

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*Note: If you believe you already have an account, but you aren't sure how to access it, read on:*

- *If you do not remember your login credentials, please use the [Forgot Username/Password wizard](#) and provide the most recent email you used in your account. If you do not receive an email for a password reset after approximately 15 minutes, this means either you do not yet have a myNHDOE account established already or the email you are using is not the email in your myNHDOE account.*
- *If you no longer have access to the email you used to set up your myNHDOE or EIS accounts, or you don't remember which email you used:*
  - *If employed in a NH school, please contact your employer's [Local myNHDOE System Administrator](#).*
  - *If not employed in a NH school (or your school is not listed on the [Local myNHDOE System Administrator list](#) above), submit a [myNHDOE Help Desk request](#).*
- *If you receive the reset password email, but have forgotten the answer to your Security Question:*
  - *If employed in a NH school, please contact your employer's [Local myNHDOE System Administrator](#).*
  - *If not employed in a NH school (or your school is not listed on the [Local myNHDOE System Administrator list](#) above), submit a [myNHDOE Help Desk request](#).*