



Professional Development Registry (PDR)

Frequently Asked Questions

What is PDR and what are the benefits?

- A personal online registry developed to house personal credentials that have been verified by the Georgia Professional Standards Commission (GaPSC).
- The registry will assign a Career level based on education and Early Childhood Education (ECE) credentials.
- A resume is automatically generated on all active registrant's profiles. The PDR resume will list your verified credentials when applying to prospective employers.
- Once an Early Care and Education professional is registered, the PDR profile will decrease the need to reproduce hard copies of transcripts, certificates, and other supporting documentation to employers and other entities. An individual's professional development record is housed in one convenient, secure location and available online 24 hours a day.

I am a director of a childcare center and I am trying to register my employees. I successfully registered one person but now I am not able to register the others using our center email address.

- Early care professionals are responsible for their own registration, as it is a personal registry.
- An email address can only be used once within the PDR system. Each registrant must have a valid individual email address. The registry will NOT allow multiple users to enter the same email address into the registry.
- PDR Customer Service Representatives are available Monday through Friday from 7:30am to 4:30pm for assistance. Please contact us at 866-258-7737.

I am trying to register but an error message says my social security number is already in use.

- If you are receiving the error message that your social security number is already in use, you have already started the registry process or have completed a profile. Go the login screen, click on "**forgot login information**" and enter your email address to receive a system generated temporary password. This will allow you to login and access the profile you created initially.

If my documents are on file at the GaPSC do I need to send them again?

- If documents were submitted to the Georgia Professional Standards Commission (GaPSC). They will not need to be re-submitted to PDR
- You may contact our office if your profile status is Pending to inform us that your documents are already on file in the certification division.

If I send my training without entering it on my profile, will the PDR Team enter it for me?

No, The PDR team cannot enter any information on registrant's profiles. We can only evaluate the registrant's profile after the registrant has made entries.

Once credentials or trainings are entered into the registry the educator should send hard copies to be verified by PDR.

I completed High School a long time ago and do not have a copy of my diploma. What should I do?

- If the registrant has obtained an Early Childhood Education (ECE) credential after High School they are not be required to submit a copy of your High School diploma. An ECE credential is a: CDA, TCC, TCD or degree.
- If a higher credential has not been completed, PDR must receive verification of High School diploma. The registrant can submit a photocopy of the High School diploma or a photocopy of the transcript. A sealed letter from the school district is acceptable for verification.
- If the registrant completed the GED, a photocopy of the GED diploma is required for verification.

Where do I send my documents and how do I contact PDR?

- *Mail:* Georgia Professional Standards Commission
Professional Development Registry
200 Piedmont Avenue SE
Suite 1702 West
Atlanta, GA 30334-9032
- *Phone:* Atlanta Metro — 404-334-6461
Georgia except for Metro-Atlanta — 1-866-258-7737
Out-of-State — 404-334-6461
PDR Customer Service Specialists are available Monday through Friday 8:00 a.m. to 4:30 p.m.
- *Fax:* 404-232-2661
Faxes should not exceed 10 pages
- *Email:* pdr@gapsc.com Degrees submitted cannot be copied, faxed or emailed.

I have a certificate at the GaPSC. Why is it not showing on my PDR profile?

- Please login to your PDR profile and confirm you have entered the correct Social Security number on your profile. If your Social Security number is incorrect on your PDR profile, you may correct it and resubmit your profile for review.
- If your Social Security number is correct on your PDR profile, then it may be incorrect at the GaPSC; therefore, you may call the PSC at **404-232-2500** to have it corrected. The GaPSC customer service line is available Monday, Wednesday and Friday from 7:00 a.m. to 4:30 p.m.

I am trying to fax my documents but I keep getting a busy signal. Is there another fax number I can use?

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- No, **404-232-2661** is the dedicated fax line for PDR. PDR receives a large volume of faxes, as result you may receive a busy signal. Please continue trying to fax the documents or email the documents to pdr@gapsc.com.
- Faxed documents should not exceed 10 pages. If your documents are 10 pages or more, please email or mail them to our office.

How do I enter my trainings?

Click on the “Add Training” button and select the Training Type from the drop-down list. The Training Types are listed below.

- **State Approved Training** – your training certificate copy has a code, TG-BFTS-nnnnn (don't confuse with the Trainer's code TR-BFTS-nnnnn)
- **Approved Entity Training** – your training certificate copy has a code, AE-BFTS-nnnnn
- **State Accepted Training** – this is training sponsored by Bright from the Start and usually administered by Georgia State University – Best Practices Department. These trainings do not require a code
- **Conference** - These trainings do not require a code
- **Curriculum Training** - These trainings do not require a code
- **Other ECE Related Credentials or Courses (not related to a degree)** – choose this type to get credit for courses taken while working towards a degree. If you are still earning the degree, then wait until the degree has been awarded to add it to the Education section
- **Other Type of Training** - These trainings do not require a code
- CPR, Fire Safety and AED training should be entered in the “ Other Career Data” Section of PDR.

Why am I unable to enter some of my training?

- Registrants that hold a degree or an ECE credential and are eligible for a PDR Career Level 4 or higher will be allowed to enter training completed within the last **3** years only .
- Registrants who hold only a High School diploma will be assigned a Career Level 1. The system will allow those individuals to add trainings earned within the last **5** years to achieve a Career Level 2 or 3.

I entered my degree on my profile but I haven't completed the degree. Can you delete it?

- This is personal profile. PDR cannot delete any entries made by the registrant.
- If the profile is pending we can deny the degree information entered.
- Once the profile is active, the registrant can delete or make changes to the entry. Registrant should make a new

I want to change my email address. Can you do that for me?

entry to reflect changes.

- Registrants can change their own email address by logging onto their profile and clicking on the “Contact” tab at the top of the screen or the “Update” button in the “My Contact” section. The user must click the save button for the information to update.

Why is my status still pending?

- Either documentation has not been received or has not yet been verified.
- Documents are verified approximately 7 to 10 business days from the date the documentation is received.

How do I know what documents to send?

- Documentation for all credentials entered on the registry must be mailed/faxed/emailed for verification with the exception of degrees. Official transcripts must be mailed to our office.
- All the documents needed for an evaluation of your PDR profile are sent through an email that you will receive after your profile is submitted.

I faxed/emailed my official transcripts. Why weren't they accepted?

- Transcripts are not official if they are **copied, faxed or emailed**.
- Official transcripts must be mailed.
- Official transcripts are defined as unaltered transcripts embossed with the stamp or signature of the college registrar, or imprinted with a college or university seal.
- However, an emailed transcript sent directly to our office from the **college registrar** using a secure document delivery system is acceptable.

My password isn't working.

- Make sure you are at the correct website: **<https://pdr.decal.ga.gov>**.
- Don't forget to include all of the special characters including capital letters in your password.
- If you cannot remember your password, on the login screen, click “**forgot login information**” and enter your email address to receive a system generated temporary password. This will allow you to login and create a new password.

How do I obtain a letter or document with my PDR # and Career Level?

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- Print the system generated email that you received indicating your profile has been reviewed. It will have your PDR # and Career Level listed in the email.
- Login to your profile and to the "Reports" tab at the top of the screen and in the drop down box you will have the option of printing your Registry Profile, Training History or Resume.

What will happen if my profile is reviewed before my documents are received?

It is never too late to submit documents.

- After 30 days your Profile will be leveled. The career level will be determined by whatever credentials are on file. If there are no credentials on file, the career level will be **0**. Your status will return to active after our review.
- Once documents are received for an active or a pending profile, they will be verified upon receipt and the career level will be recalculated.