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1. What is CACTUS?

CACTUS is a database developed and monitored by the USBE to house Utah Educator Licenses. Each record is assigned a computer-generated number to help identify it. This “CACTUS” number can also be referred to as a License or Credential number. Each licensed educator in Utah is able to enter this database through a [Utah Education Network \(UEN\)](#) account to view information about their license and obtain the number.

2. How do I obtain my CACTUS number?

To create a CACTUS number, initiate a USBE Background Fingerprint Check at [Educator Licensing Online](#). To retrieve a CACTUS number, log in to a UEN account that can be created 24 hours after initiating a USBE background fingerprint check online.

- Go to [UEN](#), scroll to the bottom of the page
- Enter your login name and password (If you do not remember it, please contact **UEN** to reset it.)
- If logging in for the first time, click on the "Register" button to create an account with a login and password
- On the Personal Page, click the CACTUS link at the bottom under “USBE Tools”
- Click “Enter Cactus”

3. Why am I unable to enter my CACTUS record?

There may be a few factors involved that do not allow you to enter your CACTUS record. The security features between your UEN account and the CACTUS database require that a person's first and last names, birthdate, and last four digits of the social security number match exactly. If any of this information is different, the system will not allow you to enter your CACTUS record. You can update your name at any time on your UEN account. If the error is in CACTUS, you must provide documentation to [Educator Licensing](#) in order to have the information corrected.

4. What is a USBE Educator Ethics Review?

The review is designed to ensure an educator's familiarity with the State Board ethical rules for educators. An educator will be asked a series of multiple choice questions regarding two State Board rules ([R277-515](#) and [516](#)) related to educator ethics. To complete the USBE Educator Ethics Review go to [Educator Licensing Online](#). A CACTUS number is required to complete it.

5. How often do I need to do a USBE Educator Ethics Review?

An educator is required to complete this review within one calendar year of renewing, upgrading to a level 2 license, or obtaining an initial educator license. At least 30 minutes of uninterrupted time is needed to finish it.

6. How do I change my name on CACTUS?

Go to [Additional Licensing Processes](#), click on the "Name Change in CACTUS" option for instructions.

7. What is the Utah Education Network (UEN)?

UEN works closely with state legislators, the Governor's office, public education, and higher and technical education departments to deliver cost-effective services throughout the state. Their tools include interactive video conferencing, an online library with thousands of media resources and a statewide learning management system. For licensed educator, one of the services they provide is a personal account to allow you access to the CACTUS database, so you can view your Utah Educator License anytime, anywhere.

8. How do I log in to UEN?

To log in to your UEN account you can go to www.uen.org, and scroll to the bottom of the page to enter your login and password under "my.uen". To reset a login and password contact UEN directly by clicking on the appropriate links. If an old email is still linked to a CACTUS record, it must be updated at [Educator Licensing Online](#). It is the license holder's responsibility to accurately maintain these records. Please allow at least 24 hours for the online systems to update your email address before you try to access CACTUS.

9. How do I have a degree posted in my CACTUS record?

Go to [Additional Licensing Processes](#), click on the "Posting of Degree on CACTUS" option for instructions.

10. What is the process to submit electronic transcripts?

Go to [Additional Licensing Processes](#), click on the "Transcript Submission Policy" option for instructions.

11. Am I able to update my contact information in CACTUS?

Yes. Go to [Educator Licensing Online](#), click the option called "Update My Contact Information" and follow prompts. You will be able to change your mailing address, phone number, and e-mail.

12. How do I correct information on CACTUS?

It depends on what information needs to be corrected. Documentation is required to correct information in CACTUS. Additional information such as gender or ethnicity can be done over the phone. For details go to [Additional Licensing Processes](#), click on "Correct/Update Information in CACTUS".

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13. Can background fingerprint check results from other jurisdictions be accepted by USBE?

No, USBE does not accept results from other jurisdictions. You must initiate a USBE Background Fingerprint check at [Educator Licensing Online](#).

14. Where can I find the Live Scan Authorization form required to get my fingerprints done?

After you initiated a background check online, a Live Scan Authorization form was emailed to you from support@utah.gov within 24 hours to the address provided in CACTUS. It may have gone to a junk, trash, or spam folder. If it has been more than 24 hours, contact Educator Licensing at (801) 538-7740.

15. Where can I get my fingerprints done in Utah?

In the email you received for the authorization letter, there is a link for a list of the [Live Scan locations](#).

16. What do I do if I have an issue with the clearance of my USBE background fingerprint check?

Please contact the Utah Professional Practices Advisory Commission (UPPAC) at (801) 538-7745, regarding questions and concerns about documents and procedures to clear background checks with issues.

17. My fingerprints have been rejected, what do I do?

You should have received a letter with the rejected print card and a new card. Take the new card to the police station, sheriff's office, or school district for a new set of fingerprints. Then return both the rejected set and the new card to USBE.

18. How do I know if my USBE Background Fingerprint Check has cleared?

It may take 15 weeks for the result of the background check to be returned to USBE and posted on CACTUS. You will receive an email notifying you of the clearance. This email may end up in your spam folder.

19. How do I know if I need a new USBE background fingerprint check?

If you started a USBE background check online at [Educator Licensing Online](#) after July 1, 2015, it is now being continuously monitored. Another check will not be necessary unless your Utah Educator License expires or there is no activity on your CACTUS record after one calendar year for earning a Utah Educator License.

20. How do I do a USBE Background Fingerprint check if I live *outside* of Utah?

If you *live outside Utah*, you are required to complete a background check, including fingerprinting with fingerprint cards. To start the process, go to [Educator Licensing Online](#), select **Background Check** and follow the prompts. When prompted to choose a fingerprint method, choose **Card Submission**. You will receive a packet in the mail with instructions to complete the packet. The fingerprinting portion must be completed within 60 days of beginning the online process. *Average clearance time from the date fingerprint cards are received by USBE is approximately 15 weeks.*

This packet can only be mailed within the United States. If you live outside the United States, please provide an address in CACTUS of a relative or friend who can mail it to you after they receive it from USBE.

21. How do I do a USBE Background Fingerprint check if I live *inside* of Utah?

If you *live in Utah*, you are required to complete a background check, including a fingerprinting via LiveScan. To start the process, go to the [Educator Licensing Online](#), select **Background Check** and follow the prompts. When prompted to choose a fingerprint method, choose **Live Scan**. You will receive an e-mail within 24 hours with your authorization form and a link to a list of LiveScan sites. Please also check your junk mailbox or spam for an email from support@utah.gov. The fingerprinting portion must be completed within 60 days of beginning the online process. You may be charged a fee at the LiveScan site. *Average clearance time from the date fingerprinting is processed is approximately 20-25 business days.*

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22. How do I receive written verification of my Utah Educator License?

Go to [Additional Licensing Processes](#), click on the “Verification of a Utah Educator License” tab for instructions. Additionally, written verification of Board-approved tests or for a USBE Alternative Routes to Licensure (ARL) Program, may be obtained upon request. The [Educator Look-up Tool](#) is an online option that is available to anyone.

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