

PAC FAQs

LOGIN

Q: I didn't get the login email from CCRSM. What should I do?

A: Make sure to check your spam or junk folder. The email will come from ccrsm@texascrrsm.org with the subject line "Texas College and Career Readiness School Models (CCRSM) Application: Login Link." If you still can't find it after a few minutes, try requesting the link again from the website. If that doesn't work, open a support ticket.

Q: How long is the login link valid?

A: The access link expires 60 minutes after it is sent. If your link has expired, just return to the [CCRSM portal](#) and request a new one.

Q: Is the login link reusable or unique every time?

A: It's unique to you and changes each time you log in. You'll get a new link each time you request access.

Q: Can I bookmark the link in the email to use again later?

A: No, because each link expires after 60 minutes, bookmarks won't work. You need to request a fresh link each time you want to log in.

Q: What should I do if I click the link and it says it's expired?

A: Just return to the login page on the CCRSM site and request a new link. It's a quick process.

Q: Do I need a password?

A: No password is needed. You use your name and school email to get a unique login link each time.

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Getting Started

Q: How do I start a new application?

A: Click the “Start a New Application” button at the top of your portal screen.

Q: I don’t see our application, but I know we submitted one last year. Why not?

A: Only the primary applicant and collaborators from last year’s submission can see the pre-populated renewal application. If those individuals are no longer with your program, please see the next FAQ.

Q: What do I do if none of the original applicants or collaborators still work here?

A: You’ll need to open a support ticket. There’s a specific ticket type for updating the primary applicant. You’ll be asked to provide the new primary applicant’s name and email to help resolve it quickly.

Q: What is the “Applications Pending Renewal” section for?

A: This is where returning programs will see pre-populated versions of last year’s applications (Renewal). You’ll need to confirm and update any information as needed.

Q: Why isn’t all my information already filled in from last year?

A: Not all fields are pre-populated to ensure we collect the most accurate and updated information — especially for things like partner details or program contacts.

Q: Where do I find the applications that I’m working on right now?

A: Any active applications you’re working on — whether started from “Pending Renewal” or via the “Start a New Application” button — will appear under the Applications in Progress section.

Q: What happens if someone from my school or district already started an application?

A: You'll get a notification saying an application is already in progress with the name and email of your primary applicant.

You can then:

- Contact the existing primary applicant or collaborators, or
- Open a ticket if you're unable to reach them (choose the ticket type to update the primary contact).

Application Navigation

Q: Why does the section menu look different than someone else's?

A: The section menu is based on your model and designation type, so it may vary depending on what kind of application you're completing.

Q: How do I move between sections of the application?

A: Use the buttons along the left-hand side of the screen to navigate between sections.

Q: How will I know if I've finished a section?

A: When all questions in a section are completed, the status will change to "Complete" next to that section.

Q: Can I save my work as I go?

A: Yes. On each question page, you'll have two options:

- Save and Continue (to move to the next question), or
- Save and Return to Section Menu (to go back and choose another section).

Q: How do I get a PDF version of my application?

A: Use the "Request a PDF" button at the top of the application (below the name). A copy of everything you've completed so far will be emailed to you.

Q: Can I get a blank version of the full application?

A: For a blank application including all questions, download it from the [CCRSM website](#). If you request a PDF via the portal, it will only include completed sections.

Q: I requested a PDF but haven't received it — what now?

A: PDF generation can take a few minutes. The email will come from [no-reply@webmerge.me](mailto:reply@webmerge.me) with a title like:

“Requested ECHS Planning Application PDF – [Campus Name].”

If you don't see it after a few minutes, check your spam/junk folder.

Completing the Application and Obtaining Signatures

Q: How do I move an application into the Pending Signatures stage?

A: Once your application is complete and final (all edits done, partner approvals in place), you can click the “Ready for Signatures” option. This will lock the content and generate your final documents.

Q: When can I mark my application “Ready for Signatures”?

A: Once all sections of the application are complete, a button labeled “Ready for Signatures” will appear at the top of the section menu. At that point, you're eligible to move the application into the signature phase.

Q: What happens after I mark the application “Ready for Signatures”?

A: The application will:

- Move into the “Applications Pending Signatures” section of the portal
- Be closed for edits
- Trigger an email to you with a PDF of the final application and assurance pages
- Have a copy of the document link appear in the right-hand column of the Applications Pending Signatures section

Q: Can I still make edits after I click “Ready for Signatures”?

A: No. After you mark your application as “Ready for Signatures,” it is locked and can no longer be edited. Be sure you’ve reviewed everything carefully and have incorporated feedback from all relevant partners before taking this step.

Q: Where do I get the final version of the application for signatures?

A: You’ll receive an email with a PDF of the final application and assurance pages. A link to the PDF also appears in the right column of the portal. It may take this link up to an hour to appear after requesting, since it populated at the top of every hour from 8am to 4 pm.

Uploading Assurance Pages and Submitting My Application

Q: Where do I upload the signed version of the application?

A: Go to the Applications Pending Signatures section, select the relevant application, and upload your signed PDF there.

Q: How do I complete my application once it has all the signatures?

A: Save the signed document as a single PDF file on your computer. Then:

1. Return to the Applications Pending Signatures section of the portal
2. Select your application
3. Upload your PDF when prompted

Once uploaded, your application will move into the Applications Complete section and be ready for the Texas Education Agency to review.

Q: Do I need to combine multiple signed pages into one file?

A: Yes. Please upload one single PDF file that includes all the required signatures. The portal will not allow you to upload multiple files.

Q: How will I know my application was successfully submitted and ready for the Texas Education Agency review?

A: Once the PDF is uploaded, your application will automatically move to the Applications Complete section in the portal.

Q: Where can I find my final submitted documents?

A: In the Applications Complete section, look in the right-hand column. There are two links:

- One for the finalized application PDF
- One for the uploaded signatures

These links are generated once an hour: from 8am to 4pm (Central Time).

Q: How often are the signature document links updated?

A: PDF links are generated and refreshed once an hour from 8am to 4pm (Central Time).

This means that while you'll receive an email with the PDF link shortly after a document is ready for signature or completed, the link to download it directly from the portal will become available during these scheduled update times. For example, if a document is flagged for signatures at 10:20 AM, the link to download it from the portal will appear after the 11:00 AM update.

Q: What if I accidentally upload the wrong file?

A: If you uploaded the wrong version of your signature PDF, open a technical support ticket. Be sure to include your application/campus name.

Requesting Additional Help

Q: What if I get stuck or need help during the application?

A: Click the "Open a Ticket" option on the left-hand side of the screen. You can choose from three ticket types:

1. A content-related question for the Texas Education Agency
2. A request to update the primary contact
3. A technical issue with your application

Q: Will I get confirmation that my support ticket was received?

A: Yes, you'll receive an email confirming your ticket submission.