

How To: Account Creation and Association

The [Care About Childcare website](#) allows early learning and youth professionals to access training opportunities, register for courses, track and record professional development, participate in Utah's Career Ladder system, apply for scholarships and more.

The first step to accessing these resources is to create a user profile or connect with your profile from the old site.

- Follow **Option 1** if you had an account in the old Care About Childcare website
- Follow **Option 2** if you are creating a new account

Click [here](#) to watch an Instructional Video on Account Association. This video will go through all possible scenarios for account creation and association.

Option 1: How to Associate your UtahID with an old Care About Childcare Account

1. Go to <https://cac.utah.gov> on Utah's Department of Workforce Services website.
2. Click on the "Log in to Care About Childcare" button.



WORKFORCE SERVICES CHILD CARE

Home About Divisions Partners Sign in

Job Seekers Employers Assistance Economic Data

Care About Childcare and The Utah Registry for Professional Development

Utah's Early Childhood and Youth Education Program Database and Workforce Registry

Utah Registry for Professional Development

Families Searching for Care

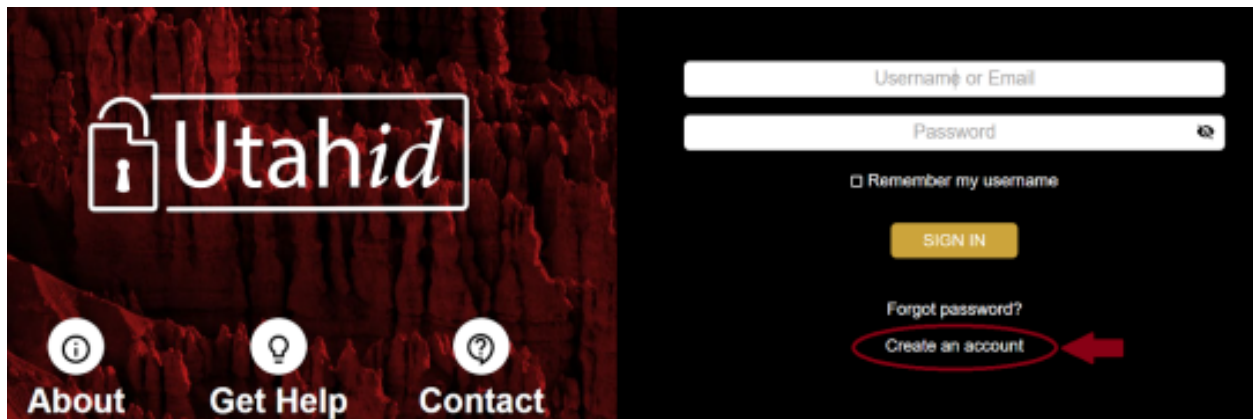
Youth and Early Learning Professionals, Teachers, Caregivers and Program Administrators

Log In to Care About Childcare

Tutorials and FAQs

3. You will be directed to a UtahID login page. If you already have a UtahID for another state web application, you may log in with the same username and password. If not, you will need to select "Create an account." *Please note that if you use the same unique*

email address that was associated with your old Care About Childcare (CAC) account, your accounts will automatically be connected. Skip to step 9.



4. Follow the instructions to authenticate your account and set up your username and password. For questions regarding UtahID, visit the [UtahID FAQs](#) page. If you need further assistance with your UtahID account, call the Department of Technology Services (DTS) Help Desk at 800-678-3440.
5. After you have signed in with your UtahID, if your email address did not match your old account, you will be directed to a Care About Childcare (CAC) “Account Not Found” page. If you had an account in the old CAC account, you will select the “Find My Account” button.



6. If you remember your old CAC account username and password, you can enter those credentials to link your UtahID with your old account. Click “Submit,” and skip to step 9. If you cannot remember your credentials, select “Forgot Username and Password.”

ACCOUNT ASSOCIATION

Now that you've signed in to Utah ID, it's time to migrate your account from the old system onto the new system. Migration is easy, just sign in below with your old account credentials, and we'll take care of the rest.

Sign in with your **old account credentials**

Username (from the previous system)

Password

Cancel Submit

[Forgot Username or Password?](#)

7. On the “Account Retrieval” pages, enter in your old account information and background check number to link your UtahID to your old CAC account. Click “Submit.” If the information matches your old CAC account, skip to step 9.

ACCOUNT RETRIEVAL

An account could not be found with that username and password combination. Please provide some additional information to assist with finding your account in the previous system.

Enter the following information to help us find your old account

Username from the previous system (or best guess)

() _ _ _

Email address used in the previous system

Cancel Submit

ACCOUNT RETRIEVAL CONT.

Your account could not be found. If you have a background check number, it may be used to find your account.

Please enter your background check number.

If you don't remember your BC#, click the "Submit" button.

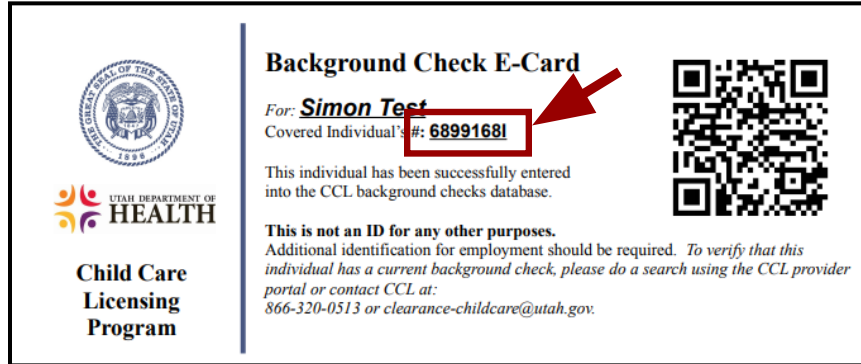
Your Background check number

I have not received a background check through Utah Department of Health-Child Care Licensing

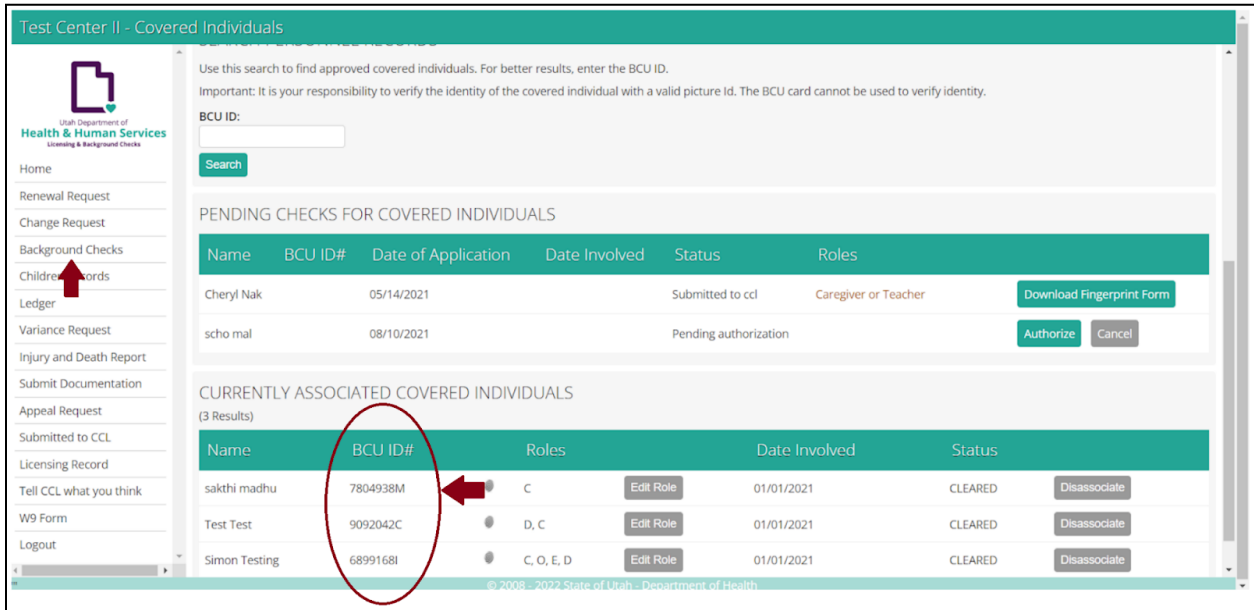
Cancel Submit

There are **two** ways to access your Background Check Number:

- Your number may be found on your Background Check E-Card issued by the Utah Department of Health and Human Services, Child Care Licensing Program via email.



- Your program administrator(s) (Owner, Director, Licensee) who has access to log in to the Child Care Licensing Portal at <https://ccl.utah.gov> may look up the background check numbers for individuals associated with your program. The "Background Checks" page lists the background check number (BCU ID#) for each current employee.



If you have questions or need additional assistance with locating your background check number, contact a [Child Care Licensing](#) Office Specialist or the Licensor assigned to your program.

8. If information does not fully match with an account in the system, you will be directed to an “Assisted Account Retrieval” page. Fill out the form, and click “Submit.” A CAC website administrator will review your information to match up your accounts and will reach out to you when your accounts have been linked so that you may log in.

ASSISTED ACCOUNT RETRIEVAL

Please answer the following question to help us find your old account.

Username (from the previous system)

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E-Mail

Date of Birth (MM/DD/YYYY)

Street Address

City

Utah

Zip Code

Please include any other information that might help us find your account - perhaps the last date you recall logging in, or the name of a course you registered for.

Cancel Submit

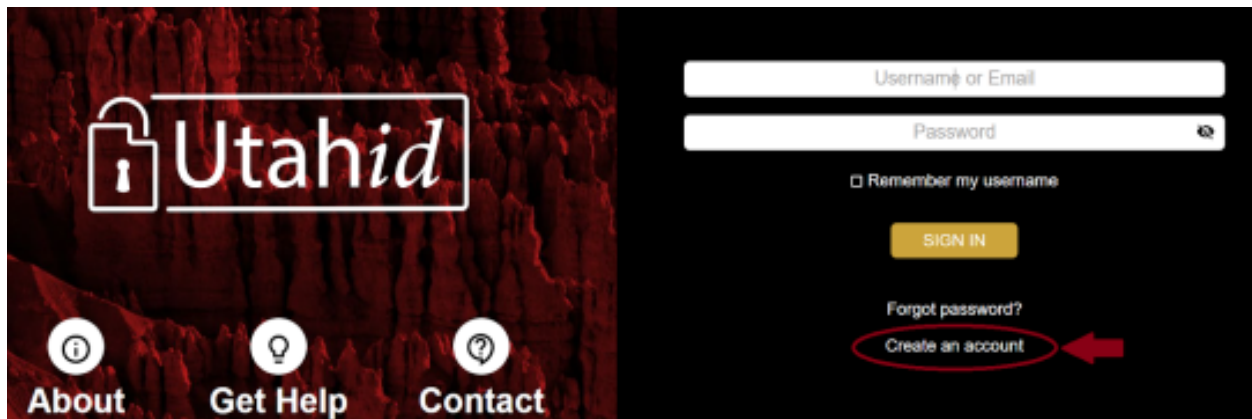
9. After submitting registration information and connecting accounts, complete all required fields on the “Contact Information” page. After reviewing all information, click the orange “Save” button to be directed to your homepage.
10. If you are having trouble associating your profile from the former CAC website to the new website you can create a new profile and then reach out to URPD at urpd@usu.edu or 435-797-2468 to have us merge your two profiles.

Option 2: How to Register for a New Care About Childcare Account

1. Go to <https://cac.utah.gov> on Utah’s Department of Workforce Services website.
2. Click on the “Log in to Care About Childcare” button.



3. You will be directed to a UtahID login page. If you already have a UtahID for another state web application, you may log in with the same username and password. If not, you will need to select “Create an account.”



4. Follow the instructions to authenticate your account and set up your username and password. For questions regarding UtahID, visit the [UtahID FAQs](#) page. If you need further assistance with your UtahID account, call the Department of Technology Services (DTS) Help Desk at 800-678-3440.
5. After you have signed in with your UtahID, you will be directed to a Care About Childcare “Account Not Found” page. If you have never had a Care About Childcare account before, you will select the “New Account” button.

ACCOUNT NOT FOUND



6. After submitting your registration, complete all required fields on the “Contact Information” page. After reviewing all information, click the orange “Save” button to be directed to your homepage.

If you have questions or need assistance creating a CAC account or associating your UtahID with your old CAC account, contact your [local Care About Childcare agency](#).