



**WORKFORCE  
SERVICES**  
CHILD CARE

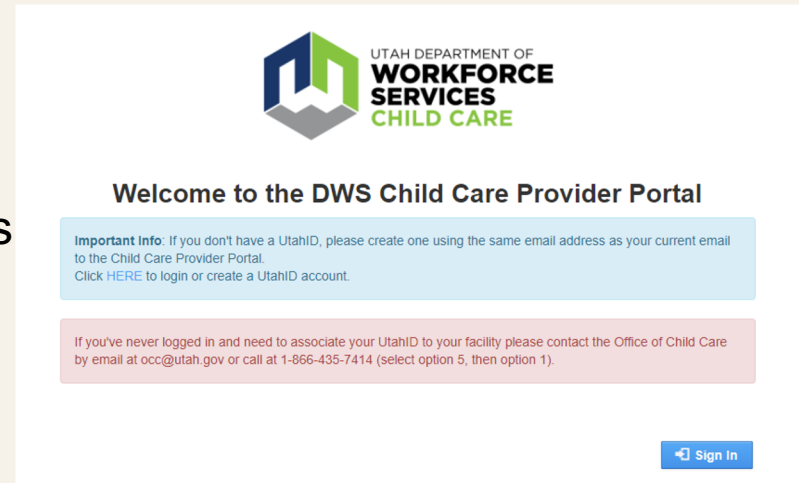
Welcome to the Office of Child Care  
Webinar: DWS Provider Portal  
Troubleshooting

# Portal Troubleshooting

As with any computer system, users do occasionally experience difficulties with the DWS Provider Portal (“the portal”).

At times, if you are unable to access your account, you may simply need to wait a while and try again.

What else can you do when experiencing difficulties with the website?



The screenshot shows the login page for the DWS Child Care Provider Portal. At the top right is the logo for the Utah Department of Workforce Services Child Care, featuring a stylized 'W' and 'S' icon. Below the logo is the text 'UTAH DEPARTMENT OF WORKFORCE SERVICES CHILD CARE'. The main heading reads 'Welcome to the DWS Child Care Provider Portal'. There are two informational boxes: a light blue one with 'Important Info' and a light pink one with contact information. A 'Sign In' button is located at the bottom right.

**UTAH DEPARTMENT OF WORKFORCE SERVICES CHILD CARE**

## Welcome to the DWS Child Care Provider Portal

**Important Info:** If you don't have a UtahID, please create one using the same email address as your current email to the Child Care Provider Portal.  
Click [HERE](#) to login or create a UtahID account.

If you've never logged in and need to associate your UtahID to your facility please contact the Office of Child Care by email at [occ@utah.gov](mailto:occ@utah.gov) or call at 1-866-435-7414 (select option 5, then option 1).

[Sign In](#)



Login assistance and  
password issues



You must use your Utah-id email address to log in to the DWS Provider Portal.

If you forget your password, or need to change your email, please go to the Utah-id website : <https://idhelp.utah.gov>. Or call 801-538-3440.



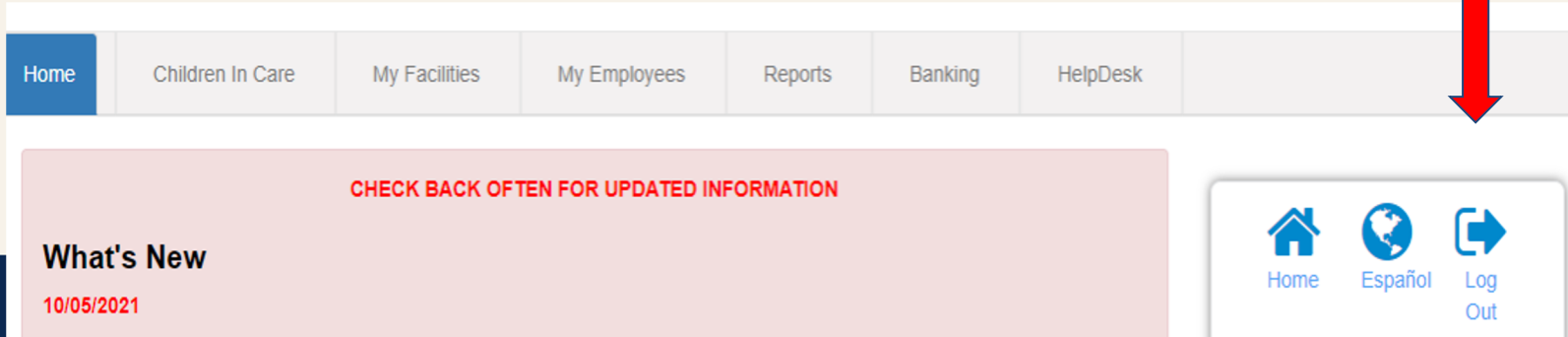
**Change of password:** Use your new Utah-id password to log in to the DWS Provider Portal.

**Change of Utah-id associated email address:** OCC must add the new email address to your facility; please email [occ@utah.gov](mailto:occ@utah.gov).

# Recommendations

If you log in and the portal says “*not a provider*”, try clicking “Log Out”, and then log back in.

You may need to try again later.



The screenshot shows a web portal interface. At the top is a navigation bar with the following items: Home (highlighted in blue), Children In Care, My Facilities, My Employees, Reports, Banking, and HelpDesk. Below the navigation bar is a red banner with the text "CHECK BACK OFTEN FOR UPDATED INFORMATION". To the left of the banner is a "What's New" section with the date "10/05/2021". To the right of the banner is a white box containing three icons: a house icon labeled "Home", a globe icon labeled "Español", and a right-pointing arrow icon labeled "Log Out". A large red arrow points from the text above down to the "Log Out" button.

# Recommendations

- Use a **desktop** or **laptop**. Tablets and smartphones may have limited capabilities. Older devices may not function properly.
- We recommend **Google Chrome**. Other browsers may not work depending on the version and device.
- If too many tabs or webpages are open, it may slow the portal or cause a loading error.

# Page or file not found errors

- Refresh the page by pressing the refresh arrow, or Control F5.
- Clear your browser history by pressing Control H. Select “Clear Browsing History”, and then “clear data”.
- Bookmarked pages may contain old links that are no longer valid. Try typing **jobs.utah.gov/childcare** directly into the address bar.

# Note:

You can no longer access the Portal through a direct link from Care About Childcare. You can access the Portal from the CAC page, or the main Jobs.utah.gov website by clicking the word “**Divisions**” in the upper right hand corner. Then...



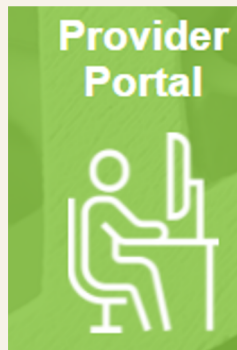
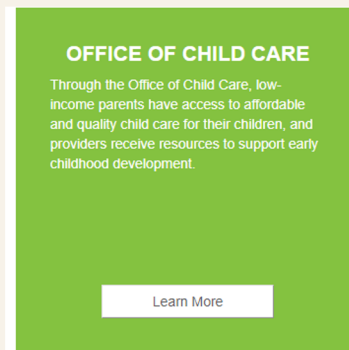
Home About **Divisions** Partners Sign in

Job Seekers Employers Assistance Economic Data 



# Accessing the DWS Provider Portal

After clicking on “Divisions”, scroll down to the green Office of Child Care box, and click “Learn More”. From there, click the link to the portal.



# For additional help

If you are unable to resolve any difficulty, please email OCC at [OCC@utah.gov](mailto:OCC@utah.gov) to see if we can help.

**Thank you for watching!**

Be sure to view our other Webinars, and refer back to them as needed.