



**WORKFORCE  
SERVICES**  
CHILD CARE

# Care About Childcare **How-to Help Documents**



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.

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## 1. Troubleshoot Document Uploads

If you're struggling to upload a document within the Care About Childcare website, try these steps:

- ❶ Clear your web browser's cache ([Ctrl], [Shift], [Del]). Log out, then log back in and try uploading your document again.
- ❷ Make sure your document is in one of these formats: .jpeg, .jpg, .pdf, .xls, .xlsx, .doc, .docx, .png, .tif, .hcf
  - Try changing the format type if it doesn't upload. For example, if a .pdf file won't save, try saving it as a .jpeg and then re-upload it.
  - **TIP!** The .jpeg format works best.
- ❸ Try renaming the document if it doesn't upload.
  - When naming the document, don't use spaces, symbols or punctuation (period, exclamation points, quotation marks, etc.) in the file name.
- ❹ Make sure the file does not exceed the 20MB size limit.
  - **TIP!** If the document has several pages, try uploading one page at a time.
- ❺ Make sure the file does not contain links or embedded symbols.
- ❻ If you are still experiencing issues, try taking a picture of the document, save it as a .jpeg and upload it.

### What if these don't work?

For assistance with professional development documents, such as training certificates, transcripts, credentials, degree and scholarship reimbursement receipts, contact the Utah Registry for Professional Development at [urpd@usu.edu](mailto:urpd@usu.edu).

For assistance with Child Care Quality System (CCQS) program documents, such as family engagement, awards or recognitions, contact the Office of Child Care at [ccqs@utah.gov](mailto:ccqs@utah.gov).

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## 2. Create or Link Your Account

The [Care About Childcare website](#) helps early learning and youth professionals access training, register for courses, track their professional development, participate in Utah's Career Ladder system, apply for scholarships and more. Here's how to get started:

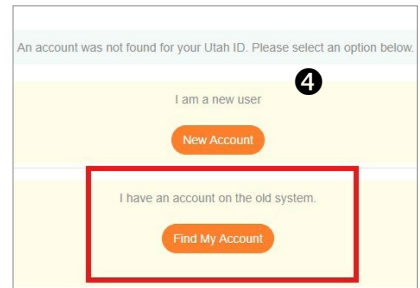
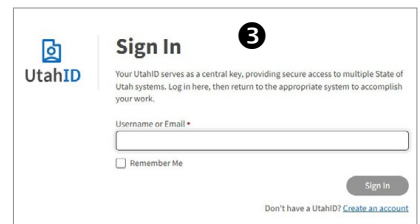
- Follow **Option 1** if you had an account in the old Care About Childcare website.
- Follow **Option 2** if you are creating a new account.

## Option 1: Link Your UtahID with a previous Care About Childcare (CAC) Account

- 1 Navigate to the [Care About Childcare](#) website.
- 2 Click on "Log in to Care About Childcare."
- 3 Sign in with your UtahID (if you have an account for another state website) or select "Create an account" if you do not have a UtahID. Follow the instructions and set up your username and password. For questions or additional assistance regarding UtahID, visit the [UtahID Help](#) page.

*Please note that if you use the same unique email address associated with your old Care About Childcare account, your accounts will be automatically connected. Skip to step 6.*

- 4 Once signed in, if your email address doesn't match your old Care About Childcare account, you will be directed to the "Account Not Found" page. Select "Find My Account."  
If you remember your previous account credentials, enter them to link your UtahID with your old account. Click "Submit," and **skip to step 7**. If you cannot remember your credentials, select "Forgot Username and Password."
- 5 On the "Account Retrieval" pages, enter your old account information and background check number to link your UtahID to your old Care About Childcare account. Click "Submit." If the information matches your old CAC account, **skip to step 7**.



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 5

Sign in with your **old account credentials**

Username (from the previous system)

Password

Cancel Submit 4

Forgot Username or Password?

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

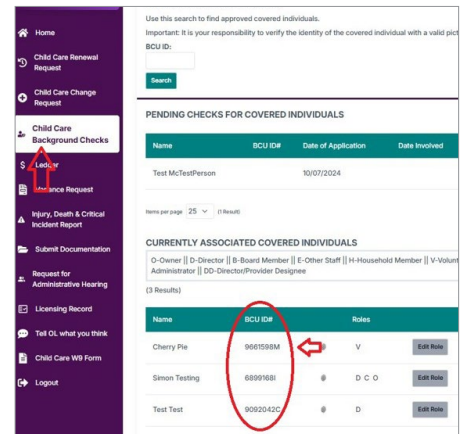
Cancel Submit 5

Access your Background Check Number in one of the following ways:

- Check your Background Check E-Card issued by the Utah Department of Health and Human Services, Office of Licensing, via email.



- Program Administrators (owners, directors, licensees) have access to log in to the DLBC provider portal to look up background check numbers. The "Child Care Background Checks" page lists the background check number (BCU ID#) for each employee.
- **Note:** If you have questions or need additional assistance with locating your background check number, contact the Office of Background Processing at [clearance-childcare@utah.gov](mailto:clearance-childcare@utah.gov).



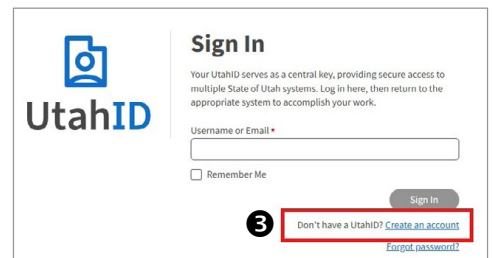
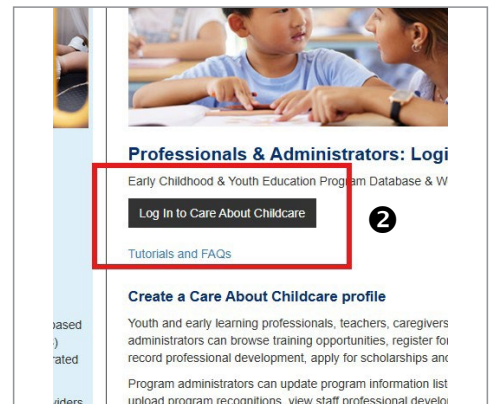
- 6 If information does not fully match with an account in the system, you will be directed to an "Assisted Account Retrieval" page. Fill out the form, and click "Submit." A Care About Childcare website administrator will review your information to match your accounts and will reach out to you once your accounts have been linked so that you can log in.

- 7 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.
- 8 If you are having trouble linking your profile from the former Care About Childcare website to the new website, you can create a new profile and then contact URPD at urpd@usu.edu or 435-797-2468 to merge your two profiles.

## Option 2: Create a New Care About Childcare Account

- 1 Navigate to the [Care About Childcare](#) website.
- 2 Click on "Log in to Care About Childcare."
- 3 Sign in with your UtahID (if you have an account for another state website) or select "Create an account" if you do not have a UtahID. Follow the instructions and set up your username and password. For questions or additional assistance regarding UtahID, visit the [UtahID Help](#) page.
- 4 After you have signed in with your UtahID, you will be directed to a Care About Childcare "Account Not Found" page. Select "New Account."
- 5 After submitting your registration, complete all required fields on the "Contact Information" page and click the orange "Save" button to be directed to your homepage.

**If you have questions or need assistance creating a Care About Childcare account or linking your UtahID to your old Care About Childcare account, contact your regional [Child Care Resource Agency](#).**



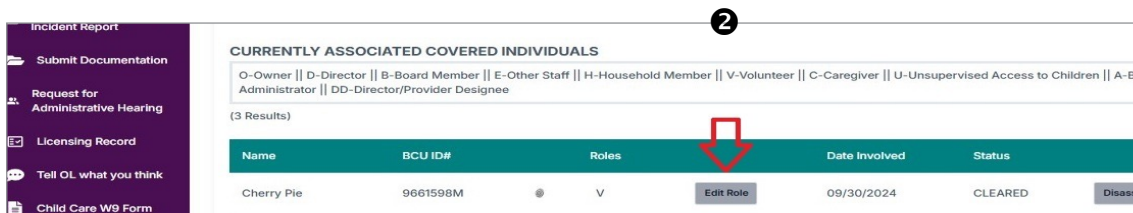
### 3. Access, View and Edit Program Information

As a program director, administrator or owner, you have access to many functions of the Care About Childcare website related to your program. Watch a [video tutorial](#) on navigating the website.

→ **First, confirm the correct roles in the Office of Licensing provider portal.**

The Care About Childcare website uses information from the Office of Licensing provider portal to ensure correct access and association with programs. Please confirm that the individuals who have access to view and edit your program information on the Care About Childcare website are associated with your program and have the correct roles assigned in the Division of Licensing and Background Checks (DLBC) provider portal.

- 1 Log in to the [DLBC provider portal](#) and click "Background Checks."
- 2 Go to the section titled "Currently Associated Covered Individuals." Individuals who need access to view and edit program information on the Care About Childcare website should have an Owner ("O"), Director ("D") or Business Administrator ("A") role assigned to them. If not, click "Edit Role" on the row next to the name of the person that needs roles added or edited.



2

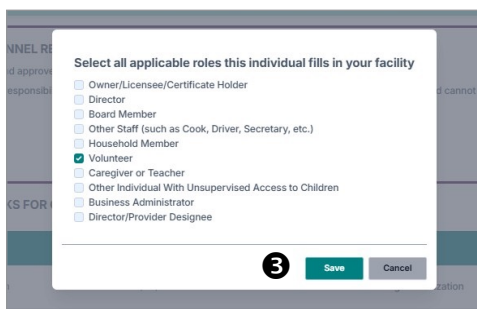
CURRENTLY ASSOCIATED COVERED INDIVIDUALS

O-Owner || D-Director || B-Board Member || E-Other Staff || H-Household Member || V-Volunteer || C-Caregiver || U-Unsupervised Access to Children || A-Business Administrator || DD-Director/Provider Designee

(3 Results)

Name	BCU ID#	Roles	Date Involved	Status
Cherry Pie	9661598M	V	09/30/2024	CLEARED

- 3 A "Create New Association" page will pop up. Select all roles that will apply to the individual and click "Save." Please note that changes will not be reflected on the Care About Childcare website until the following day.



Select all applicable roles this individual fills in your facility

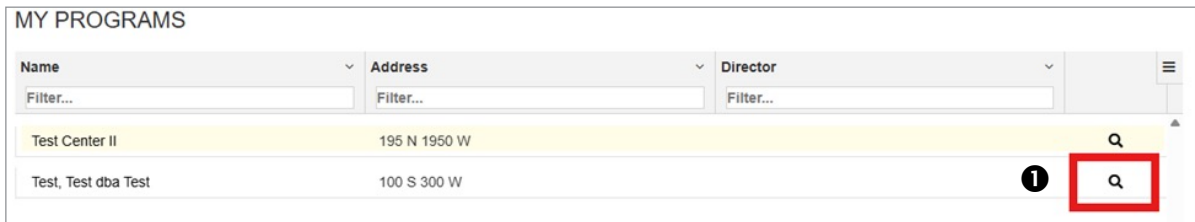
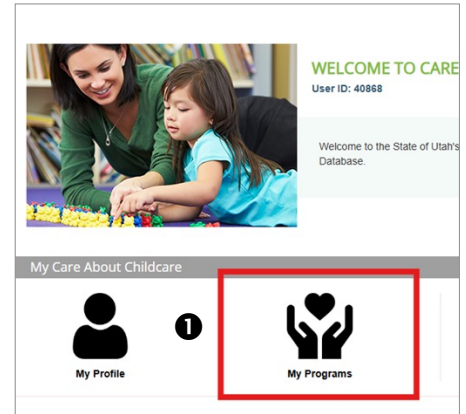
- Owner/Licensee/Certificate Holder
- Director
- Board Member
- Other Staff (such as Cook, Driver, Secretary, etc.)
- Household Member
- Volunteer
- Caregiver or Teacher
- Other Individual With Unsupervised Access to Children
- Business Administrator
- Director/Provider Designee

3 Save Cancel

- 4 The individual's roles will appear under the column marked "Roles."

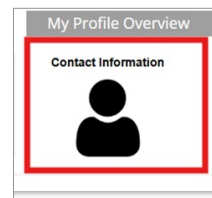
**Then, access, view and edit your program information**

- 1 Log in to [Care About Childcare](#). From your home page, click "My Programs." If you are associated with more than one program, click on the name or magnifying glass of the program you would like to view.



**Troubleshooting: Are you missing the "My Programs" icon?** This means that your background check number from the Office of Licensing is either missing or incorrect, which prevents you from being associated with your program(s). You will need to add or verify your background check number.

- Click on "My Profile."
- Click on "Contact Information."
- On the "Contact Information" page, scroll down to the "Background Check #" field, and click "Add (or Edit) Background Check #." Submit the form to update your background check number. After submission, Care About Childcare will need to confirm your number. Please check *back in the next few days*.



Months Worked Per Year: 10-12

**Background Check #**: TEST40868 [Edit Background Check #](#)

Current Licensed Program(s): Test Center II, Test, Test dba Test

- From your program landing page, you can access, view and edit all of the pages related to your program.

**Troubleshooting: Are you taken directly to your program’s “Contact Information” page instead of the program landing page?** Your role in the Office of Licensing portal must be listed as Owner (“O”), Director (“D”) or Business Administrator (“A”) to access the program landing page and view and edit program information. Any additions or edits to roles in the Office of Licensing portal will not be reflected until the next business day. See information on the first page of this document to assist with adding or editing roles.

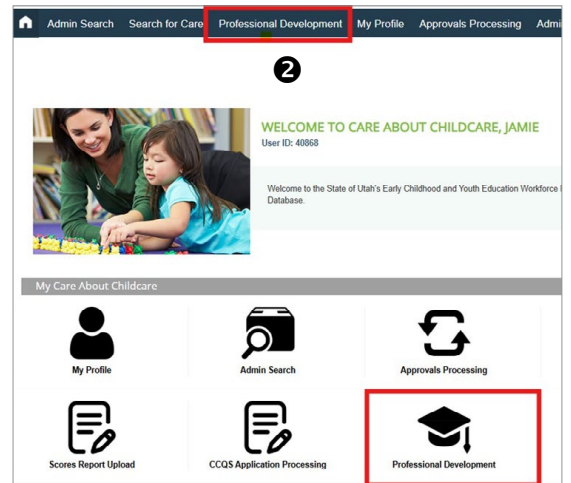
**For additional assistance with the Care About Childcare website, please contact your regional [Child Care Resource Agency](#).**

## 4. Upload Training and Degrees to Your Transcript

Users are encouraged to add courses, professional activities, credentials and degrees to their Care About Childcare transcript page to track their accomplishments on their career pathway, apply for Career Ladder levels, scholarships, receive points in the Child Care Quality System (CCQS) and more.

▶ Watch a [video tutorial](#) (beginning at 4:21) for instructions on uploading items to your Care About Childcare transcript.

- Log in to your [Care About Childcare](#) profile.
- Navigate to your “Professional Development” page. You can access this two ways:
  - Click on “Professional Development” on the navy blue banner toward the top of the page, or
  - Click on the “Professional Development” tile under My Care About Childcare.



- 3 Click on the "Transcript" tile.



**Note:** The Transcript tile contains many items to view. Click on the three dots at the top of each column and select "Choose Columns" to add other options to the view. You can also drag columns from side to side to view your desired layout. Some of the options included are if the course has been used for a Career Ladder level, the subject area of a course, if the course is business-related and many more.

### There are two options for uploading to your Care About Childcare transcript.

- 1 **Training Record:** This should be used for training and individual college courses, including first aid/CPR courses and food handler training. Here are some tips when uploading training and college courses:
  - If you have questions on what courses you should upload, please reach out to URPD at [urpd@usu.edu](mailto:urpd@usu.edu).
  - Documentation is required for each submission.
  - If you cannot see the options in the drop-down menus, refresh your browser, and the selections should then appear.
- 2 **New Degree and Credentials Record:** This should be used for college degrees and credentials such as the CDA, NAC and CCP. Here are some tips when uploading degrees and credentials.
  - Be sure to list the degree and major/emphasis exactly as it appears on your transcript and/or diploma.
  - If your degree emphasis is not early childhood, elementary education or special education and you would like your degree to be considered for the Career Ladder, please upload related courses to the top orange button as well. Feel free to email [urpd@usu.edu](mailto:urpd@usu.edu) with any questions.
  - Documentation is required for each submission.
  - If you cannot see the options in the drop-down menus, refresh your browser page, and the selections should then appear.
  - Be sure you list the correct confer/award date. If this date does not match the documentation submitted, a resubmission will be necessary. URPD cannot edit these dates if they are entered incorrectly.

## INSTRUCTIONS:

1. Click on the applicable option based on what needs to be uploaded to your transcript.
2. Fill in the required fields. (Indicated with an asterisk)
  - If you cannot see the options in the drop-down menus, refresh your browser page, and the selections should then appear.
3. Attach approved documentation.
4. Click on "Choose Files" to add an attachment.
  - If you have questions on what you should upload, please reach out to URPD at [urpd@usu.edu](mailto:urpd@usu.edu).
5. Click "Submit."
  - URPD will receive your submission and process it within 1-5 business days.
  - You will be notified by email when processing has completed, so please ensure that your email address is current on your profile's "Contact Information" page.

### Print your transcript in one of the following ways:

1. "Print All Verified" button: This is found at the bottom of the transcript. When selected, a new window will open to a PDF document listing all of your verified training.
2. "Print Selected" button: This is found at the bottom of the transcript. When you select a box next to a course in your transcript, this button will then be available. When selected, a new window will open to a PDF document listing all the verified training you have selected. You may also use the filter options on each column of your transcript to decide what you would like to print. The filters can be accessed by the 'funnel' icon and the three dots. An example of a filter could be "show courses taken from a 'to' and 'from' date."
3. You can also access an Excel document of your transcript by clicking on the download icon at the top right of your transcript.

**For additional assistance with the Care About Childcare website, reach out to your regional [Child Care Resource Agency](#).**

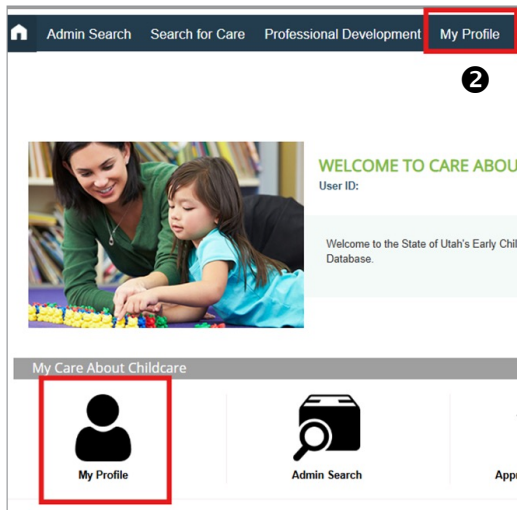
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## 5. Submit Your Work History to Your Profile

Users are encouraged to add their work history to their Care About Childcare profile to track their career pathway progress and receive points if their program is participating in the Child Care Quality System.

- 1 Log in to your [Care About Childcare](#) profile.

- 2 Navigate to your "My Profile" page. You can access this two ways:
  - Click on "My Profile" on the navy blue banner toward the top of the page, or
  - Click on the "My Profile" tile under My Care About Childcare.



- 3 Click the "Work History" tile.
- 4 Click "New."
- 5 Fill in the required fields. (Indicated with an asterisk)
- 6 Attach approved documentation. Documentation requirements can be found at the top of the submission page.
- 7 Click "Submit for Approval."
  - You will be notified by email when your submission has been processed. Please verify that your email address is accurate by going to your profile's "Contact Information" page.

*Tips for submitting work history:*

- If you cannot see the fields in the pull-down menus, refresh your browser, and those selections should then appear.
- Accepted forms of work history documentation are listed at the top of the submission screen.
- Ensure that the documentation you submit for your work history includes a start date.
- If using a W-2 for documentation, make sure to submit the W-2 for your start year.
- Make sure the start date you list in your submission matches exactly the start date listed in the documentation you are uploading.
- Please reach out to [urpd@usu.edu](mailto:urpd@usu.edu) if you have any questions. **Reaching out to URPD before you submit your work history can save you time if you are unsure about your documentation.**

**For additional assistance with the Care About Childcare website, reach out to your regional [Child Care Resource Agency](#).**

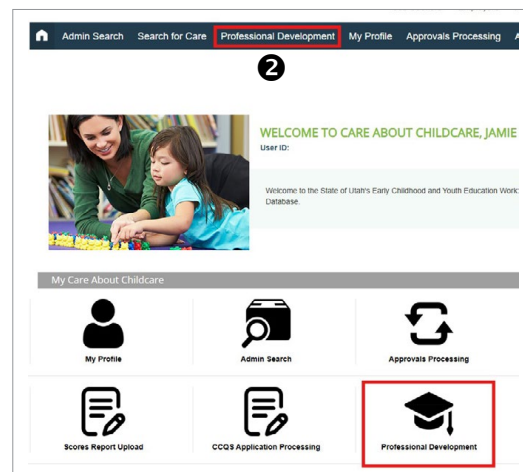
## 6. Apply for a Career Ladder Level

Users are encouraged to participate in Utah's Career Ladder system, which provides a method for individuals to track professional accomplishments and recognize academic achievement. Additional information and an FAQ page on the Career Ladder system can be found on the Utah Registry for Professional Development (URPD) [Career Ladder System](#) page.

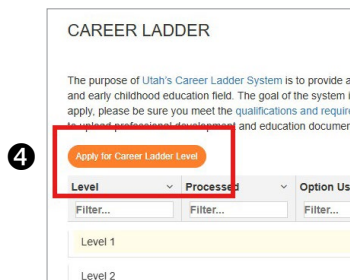
🎥 Watch a [video tutorial](#) (starting at 3:29) of the process of applying for a Career Ladder level.

- 1 Log in to your [Care About Childcare](#) profile.
- 2 Navigate to your "Professional Development" section. You can access this in two ways:
  - Click on "Professional Development" on the navy blue banner toward the top of the page, or
  - Click on the "Professional Development" tile under My Care About Childcare.

3 Click the "Career Ladder" tile.



4 Click "Apply for a Career Ladder Level."



- 5 Select "Career Ladder" as the award type.
  - If you are unable to see the drop-down menu options, refresh your page, and those selections should then appear.
- 6 Select the Career Ladder level you would like to apply to receive.
- 7 Click the agreement box.
- 8 Click "Submit For Approval."
  - URPD will receive your submission and process it within 1-5 business days. You will be notified by email when processing has completed. Please verify your email address is current on your profile's "Contact Information" page.

## Tips:

- Be sure that you have the courses, credentials and/or degrees listed on your Care About Childcare transcript necessary for the level you are applying for before submitting your application.
- Additional information about the Career Ladder can be found on the [Utah Registry for Professional Development \(URPD\) website](#).
- If you need assistance with this, please contact URPD at [urpd@usu.edu](mailto:urpd@usu.edu) before applying for a Career Ladder level.

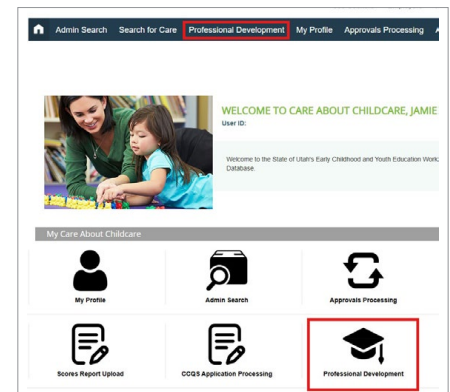
**For additional assistance with the Care About Childcare website, reach out to your regional [Child Care Resource Agency](#).**

## 7. Apply for a Scholarship

The Office of Child Care and the Utah Registry for Professional Development (URPD) offer support to individuals pursuing professional development goals. To learn about all current scholarship offerings, please visit the Utah Registry for Professional Development (URPD) [Scholarships and Financial Support](#) page.

▶ Watch a [video tutorial](#) (starting at 5:40) of the step-by-step process to apply for a scholarship. All Reimbursement Scholarships require proof of payment. Please have that ready when you apply so you can upload it.

- 1 Log in to your [Care About Childcare](#) profile.
- 2 Navigate to your "Professional Development" page. You can access this in two ways:
  - Click on "Professional Development" on the navy blue banner toward the top of the page, or
  - Click on the "Professional Development" tile under My Care About Childcare.
- 3 Click on the "Scholarships and Incentives" tile.



- 4 Click "New" button under Scholarships.



- 5 Select the type of Scholarship you would like to apply for.

**Notes:**

- If you are unable to see the drop-down menu options, refresh your page, and the selections should then appear.
- Some scholarship options have subtypes; please select the applicable one.
- Some scholarships have a payment option to select:
  - Reimbursement
  - Direct Pay to Organization: The Direct Pay to Organization option requires working with your regional Child Care Resource Agency. Please contact them before applying for this option.

- 6 Fill in the required fields. (Indicated with an asterisk)

- 7 Upload the required documentation.

- 8 Click each box within Section 6: Applicant Certification.

- 9 Click "Submit."

- Scholarships may take up to six weeks to process, but you will be notified within five business days of your application regarding the next steps. Please verify that your email address is accurate by going to your profile's "Contact Information" page.

**For additional assistance with the Care About Childcare website, please contact your regional [Child Care Resource Agency](#).**

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## 8. Apply for a Professional Development Incentive (PDI)

The Professional Development Incentive (PDI) encourages progression along [Utah's Career Ladder](#) to eligible youth and early learning professionals as they achieve professional development milestones. To learn more about the PDI, please visit the Utah Registry for Professional Development (URPD) [Scholarships and Financial Support](#) page.

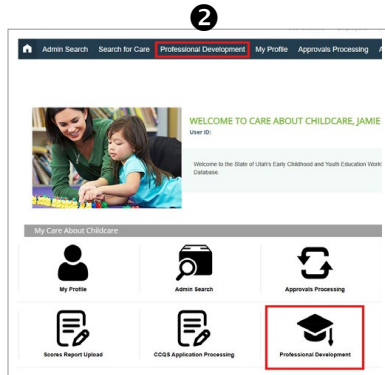
▶ Watch a [video tutorial](#) (starting at 6:10) for a step-by-step process to apply for a Professional Development Incentive (PDI).

- 1 Log in to your [Care About Childcare](#) profile.

- 2 Navigate to the "Professional Development" section. You can access this in two ways:

- Click on "Professional Development" on the navy blue banner toward the top of the page, or

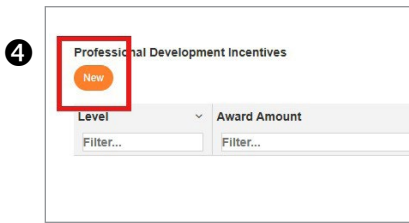
- Click on the “Professional Development” tile under My Care About Childcare.



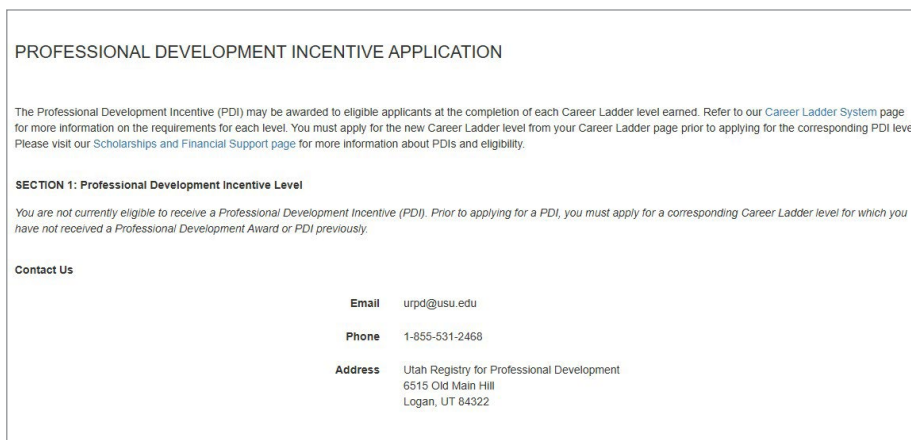
- Click on the “Scholarships and Incentives” tile.



- Click “New” under Professional Development Incentives.



- **Note that you must have a Career Ladder level awarded to earn a PDI.**
- If you are not eligible, you will see this screen informing you that you are not currently eligible because you must apply for the corresponding Career Ladder level first.



If you are eligible to apply for a PDI, you will see the application screen.

1. Select the level(s) you wish to apply to receive.
  - Be sure to apply for the Professional Development Incentive (PDI) in sequential order according to the Career Ladder levels. Once you have been awarded a PDI for a certain level, you will not be eligible to receive a PDI for any lower level. If you have questions or need assistance, your regional Child Care Resource Agency can help.
2. Click each box within Section 2: Eligibility and Agreements.
3. Click "Submit."
  - PDIs may take up to six weeks to process, but you will be notified within five business days of your application regarding the next steps. Please verify that your email address is accurate by going to your profile's "Contact Information" page.

**For additional assistance with the Care About Childcare website, reach out to your regional [Child Care Resource Agency](#).**

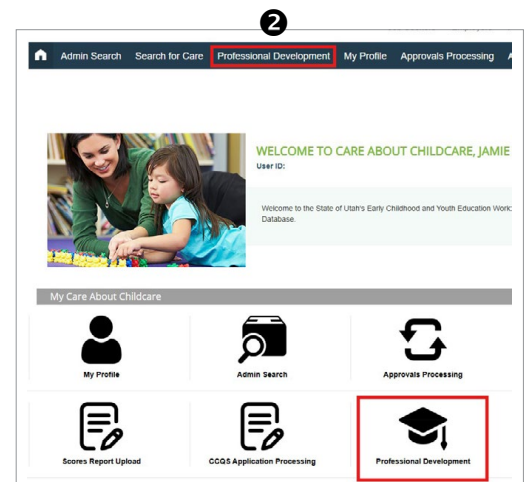
## 9. Navigate the Course Calendar

Affordable courses are offered through [Utah's Child Care Resource Agencies](#) and community partners across the state. These courses support the requirements of the [Career Ladder System](#). The Course Calendar provides information about upcoming classes. It allows you to see upcoming courses, read course descriptions and register for courses you are interested in attending.

🎥 A video tutorial of the Course Calendar (starting at 1:05) overview can be found [here](#).

You can access the Course Calendar without logging in by clicking [here](#). However, logging in to your [Care About Childcare](#) profile will give you access to more options.

- 1 Log in to your [Care About Childcare](#) profile.
- 2 Navigate to your "Professional Development" page. You can access this in two ways:
  - Click on "Professional Development" on the navy blue banner toward the top of the page, or
  - Click on the "Professional Development" tile under My Care About Childcare.



- 3 Click on the "Course Calendar" tile.



### Navigating the Course Calendar

Once you are on the Course Calendar, you will see a list of upcoming courses. There are several filters on the left that you can use to filter by Career Ladder level, dates, locations, etc.

You can use filters to search for courses on the Course Calendar. The most commonly used filters are on the left of the calendar. Be sure to click on the three lines at the top right of the calendar to see additional filter options.

To learn more about a course, click the magnifying glass to the right of the course title. A new tab will open with more information.

### Registering for a Course

If a course is available for registration, a shopping cart icon will be displayed next to it.

1. To add the course to your cart, click on the shopping cart to the right of the course information.
  - Please note that the number next to the CHECKOUT content may not change, but the course should be added.
  - Add any courses you wish to register to attend.
2. Click on the blue shopping cart and "Checkout" above your name to go to your Course Cart.
  - On the Course Cart screen, you can view:
    - A link to your Registration History.
    - The list of courses you have put in your course cart.
    - Payment options, including whether you prefer to have your program pay or use a voucher.
    - The Course Code of Conduct.
3. Select your method of payment.
  - Self pay, or
  - Program pays
    - Only select the "Program Pay" option if your program is going to pay for your course, and you have permission from your program's owner/director to use this option. Contact your program supervisor after you have requested that they pay for a course, so they can complete the payment and registration.
4. Check the "I agree to the Course Code of Conduct" check box.
5. Click "Register."

## Information about vouchers

- If you have a course voucher available, that voucher will show on the page and you can use it for payment.
- If you are a program owner or director and a course voucher has been awarded to your program, select “Program Pay,” then go to your program page on your Care About Childcare profile, and you will see the option to use that voucher for registration.

**For additional assistance with the Care About Childcare website, reach out to your regional [Child Care Resource Agency](#).**

## 10. Navigate the Course Catalog

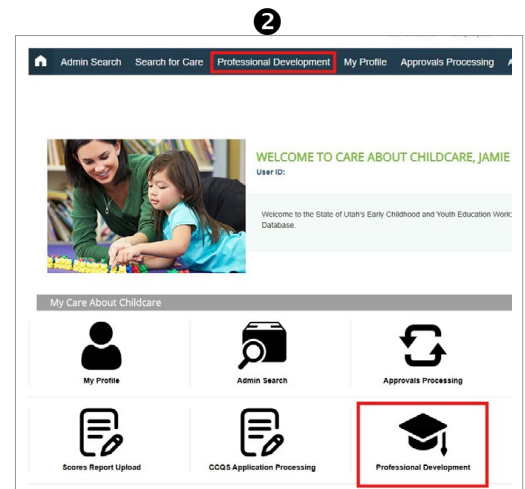
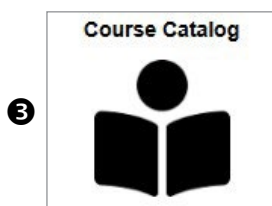
The [Course Catalog](#) includes some of the approved [Career Ladder](#) courses (online and in person) offered through Child Care Resource Agencies, as well as community and online partners.

🎥 A video tutorial of the Course Catalog overview (starting at 0:13) can be found [here](#).

You can access the Course Catalog without logging in by clicking [here](#). However, logging in to your [Care About Childcare](#) profile will give you access to more options.

The Course Catalog allows you to see what courses are approved for the Utah Career Ladder, who offers those courses and if there are any upcoming dates for a course. It also provides a list of online courses that are available for Career Ladder credit.

- 1 Log in to your [Care About Childcare](#) profile.
- 2 Navigate to your “Professional Development” page. You can access this in two ways:
  - Click on “Professional Development” on the navy blue banner toward the top of the page, or
  - Click on the “Professional Development” tile under My Care About Childcare.
- 3 Click on the “Course Catalog” tile.



## Navigating the Course Catalog

Once you are in the Course Catalog, you will see the list of approved Career Ladder courses, both face-to-face and online options. There are several filters on the left that you can use to filter by Career Ladder level, online options, dates, etc.

There are many filters you can use to search for courses on the Course Catalog. The most commonly used filters are on the left of the calendar. Be sure to click on the three lines at the top right of the calendar to see additional filter options.

To learn more about a course, click the magnifying glass to the right of the course title. A new tab will open with more information.

If the course is a face-to-face offering, this page will also indicate whether the course is upcoming and provide an option to register if the course is currently open.

**For additional assistance with the Care About Childcare website, please contact your regional [Child Care Resource Agency](#).**

## 11. Tips and Tricks for Website Errors or Access Issues

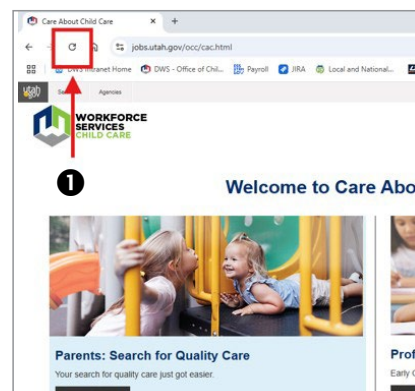
**When experiencing errors or access issues with the Care About Childcare website, please try the following:**

1. Refresh the browser screen.
2. Clear Browsing history and cookies, or use the keyboard shortcut for all browsers, which is "Ctrl + Shift + Delete."
3. Open a new "Private" or "Incognito" window in the browser.
4. Reboot your computer or device.

Due to Internet Explorer not being supported by Microsoft, some features in Care About Childcare may not function or display properly.

### Google Chrome Screen Shots

1. **Refresh the browser**
  - o Click the circle arrow in the red box.



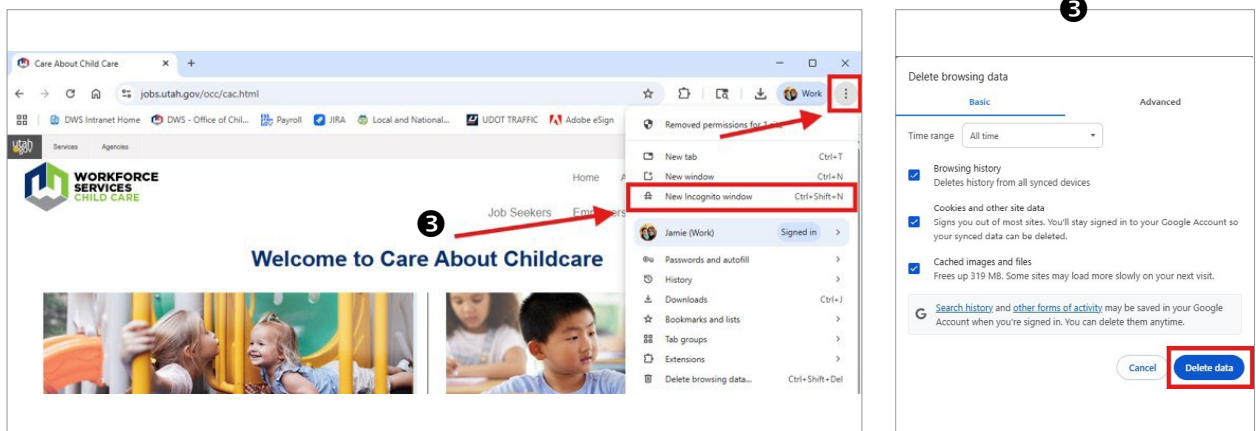
## 2. Opening a tab in an Incognito Window

- Click on the three dots in the top right corner of the screen.
- Select New Incognito window.



## 3. Clear your Cache and Cookies

- Click on the three dots in the upper right corner.
- Click on "Delete browsing data".
- Select the Time Range.
- Check the three boxes: Browsing history, Cookies and other site data, and Cached images and files.
- Check Delete data.



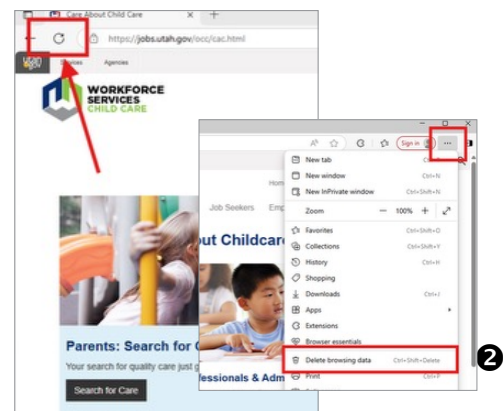
## Microsoft Edge Screen Shots

### 1. Refresh the browser:

- Click the circle arrow in the red box.

### 2. Clear your Cache and Cookies

- Click on the three dots in the upper right corner.
- Click on "Delete browsing data".
- Select the Time Range.
- Check the Browsing history and Cookies.



- The maximum file size for uploading documents to your Transcript, Work History, and Recognitions is 20 MB. If your file size exceeds this limit, you will receive a message stating that your file is too large.
- There are several very informative video tutorials (including Spanish) on how to navigate the Care About Childcare website on the [Workforce Services website](#). The link to these Video Tutorials can be found under the black Log In button in the middle of the page on the website.
- Here are a few links to the most common functions of the Care About Childcare website:
  - [How to create a User Profile or link to your profile in the former Care About Childcare website](#)
  - [How to navigate the professional development features of the Care About Childcare website](#)
  - [How to navigate the Facility features of the Care About Childcare website if you are the Facility Owner, Director or Business Administrator](#)
  - [How to submit a CCQS application on the Care About Childcare website](#)

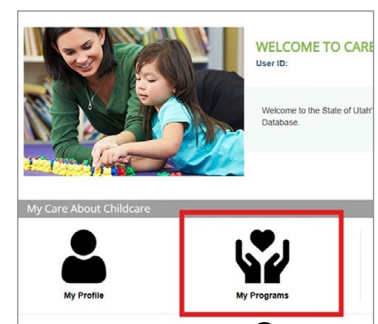
**For additional assistance with the Care About Childcare website, please contact your regional [Child Care Resource Agency](#).**

## 12. Apply for the Child Care Quality System (CCQS)

Child care programs that join CCQS can earn a certified quality rating. This rating shows that the program has practices that lead to positive outcomes for children and is overseen by the Department of Workforce Services, Office of Child Care (OCC). The process includes checking the education and training of caregivers, family engagement efforts, and evidence-based best practices. For more information on CCQS, please [click here](#).

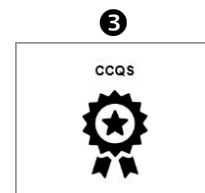
To get started:

- 1 Log in to your [Care About Childcare](#) profile. Make sure you have the Owner, Director or Business Administrator role in the Utah Office of Licensing Provider Portal to see the “My Programs” tile on your dashboard. Changes in the Office of Licensing portal are updated every 24 hours on the Care About Childcare website.
- 2 Select your program. Click on “My Programs” to see your program(s). If you are attached to more than one program, click on the program you wish to apply for.



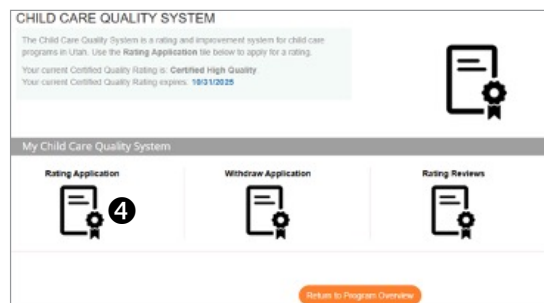
3 Click on the "CCQS" tile where you can:

- Submit a new application or view current or past applications by selecting "Rating Application."
- Withdraw an application by selecting "Withdraw Application."
- Request a review of a processed application by selecting "Rating Reviews" within 30 days of receiving the Notice of Certified Quality Rating.



4 Submit a new CCQS Application

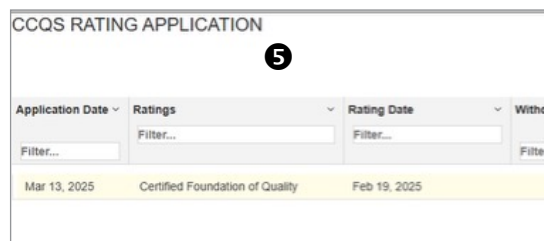
- Select "Rating Application."
- Click on the orange "Apply for a Rating" button.
- Complete the application and sign it. Make sure to list a Primary Owner, Primary Director/ Caregiver and Business Administrator from your program's staff. These roles can be held by the same person or different people, but it's important for scoring. If you have questions, contact your CCQS specialist at your regional [Child Care Resource Agency](#).



***If you can't see the drop-down menu options, try refreshing the page.***

5 Check your application status. Click on "Rating Application" to view any applications you have in progress or a history of past applications and ratings.

- Use the magnifying glass icon to view your application.
- Click the downward arrow icon to download a PDF version of your application.
- The list icon lets you see your scoresheet after receiving a rating.



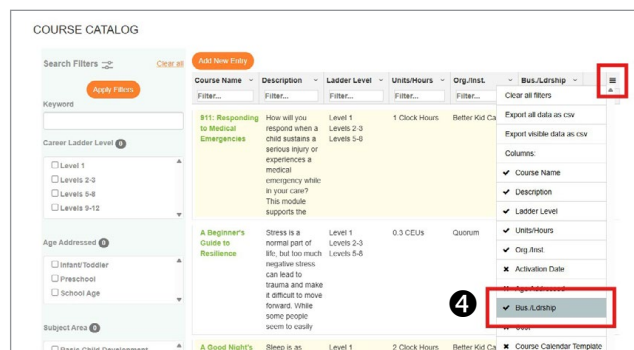
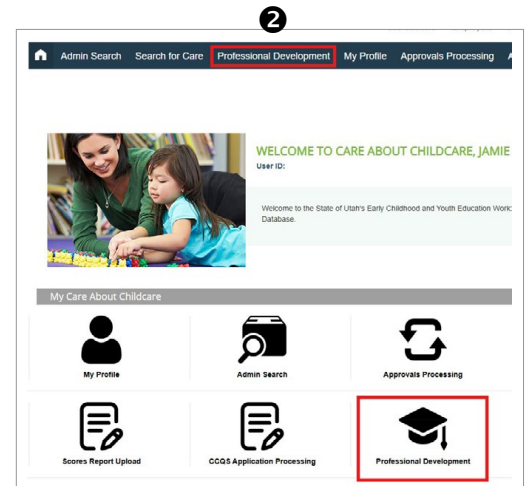
**For more information about CCQS, reach out to your regional [Child Care Resource Agency](#).**

## 13. Find business and leadership courses for Child Care Quality System (CCQS)

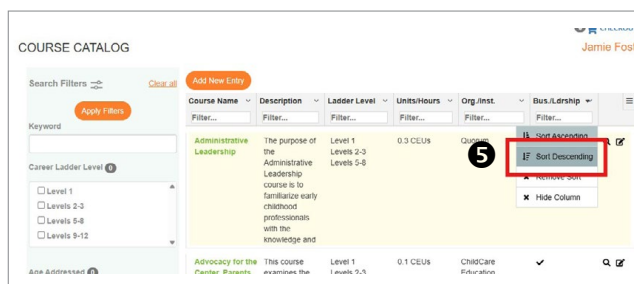
Here's a step-by-step guide on how to search for these courses on the Care About Childcare website. Keep in mind that the course listings are not exhaustive. For details on what qualifies as a business or leadership course, check the Office of Child Care CCQS Domains - Management and Administration policy.


**Please note:** To receive credit for business and leadership college courses, each course needs to be submitted individually on a user's transcript with required documentation.

- 1 Log in to your [Care About Childcare](#) profile.
- 2 Click on "Professional Development" in the top blue banner or in the tile under "My Care about Childcare."
- 3 Click on the "Course Catalog" tile.
- 4 In the upper right corner, click on the three horizontal lines, scroll down and choose the "Bus./Ldrshp" filter. This will add a new column labeled "Bus./Ldrshp" to the page.



- 5 Click on the "Business and Leadership" column heading and select "Sort Descending." This will list all the approved courses at the top of the results, marked with a checkmark.



- 
- ⑥ Click the magnifying glass icon to read more about a course, including:
    - Who offers it (such as CCRA, Office of Licensing, The Children’s Center, etc.)
    - The Career Ladder level it qualifies for
    - The subject area
    - Ages addressed
    - Course hours
  - ⑦ Enroll in a course by clicking on the orange “Add to Cart” button. You can also check the Course Calendar to see when the course will be available and register for upcoming sessions.

**For additional assistance with the Care About Childcare website, please contact your regional [Child Care Resource Agency](#).**