UTAH DEPARTMENT OF
**WORKFORCE
SERVICES**
CHILD CARE

Care About Childcare Website
Troubleshooting Document Uploads

Struggling to upload a document within the Care About Childcare (CAC) website? Here are some steps you can try to work around the problem:

1. Clear your web browser's cache ([ctrl], [shift], [del]). Log out, and then back in, and re-attempt to upload your document.
2. Make sure your document is in one of these accepted formats: .jpeg, .jpg, .pdf, .xls, .xlsx, .doc, .docx, .png, .tif., hcif
   a. Try changing the format type if it doesn't upload. For example, if a.pdf won't save, try to save it as a .jpeg and re-upload
      i. TIP! The .jpeg format tends to work the best.
3. Try renaming the document if it doesn't upload.
   a. When naming the document, don't put spaces, symbols or punctuation (period, exclamation points, quotation marks, etc.) in the file name.
4. Make sure the file does not exceed the 20MB size limit.
   a. TIP! If the document has several pages, try uploading one page at a time.
5. Make sure the file does not contain links or embedded symbols.
6. If you are still experiencing issues, try taking a picture of the document, save it as a .jpeg and upload.

What if none of these work for me?
For assistance with professional development documents such as training certificates, transcripts, credentials, degree and scholarships reimbursement receipts, contact Utah Registry for Professional Development at urpd@usu.edu.

For assistance with Child Care Quality System program documents such as family engagement, awards or recognitions, contact Office of Child Care at ccqs@utah.gov.

Why is this happening?
When a user uploads a file to the CAC site it is scanned by Amazon Web Services Security (AWS). AWS reads each file before it can be accepted and uploaded. In some instances, AWS is rejecting files believing they contain "malicious or harmful" content, even if they really don't.