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?
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.
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.
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- Bookmarked pages may contain old links that are no longer valid.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...
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 to see if we can help.

Thank you for watching!

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