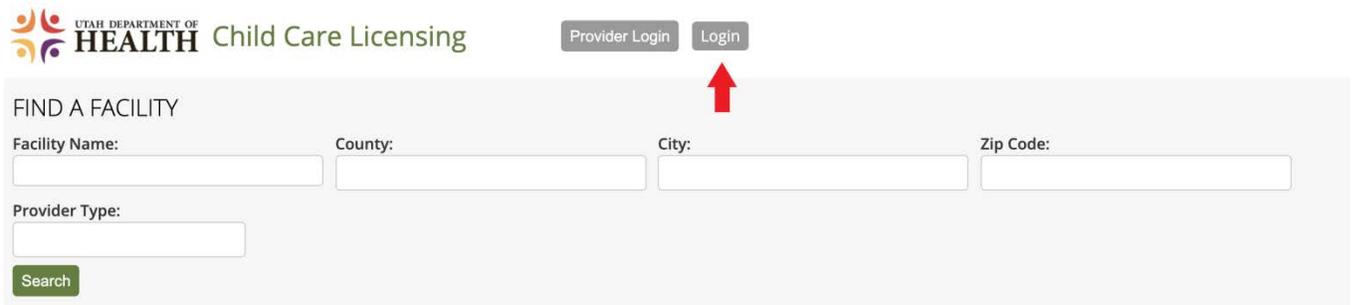


How to Create Your CCL Portal Login

Please see pages 5-7 for answers to common problems encountered when creating the Utah ID.

The portal was created to be used in **Google Chrome**. If using Internet Explorer or Firefox, the application will not work.

1. Go to <https://ccl.utah.gov>
2. Click on the "Login" button at the top of the page



The screenshot shows the top navigation bar of the Utah Department of Health Child Care Licensing website. On the left is the logo for the Utah Department of Health Child Care Licensing. To the right of the logo are two buttons: "Provider Login" and "Login". A red arrow points to the "Login" button. Below the navigation bar is a search area titled "FIND A FACILITY" with input fields for Facility Name, County, City, and Zip Code, and a "Search" button.

3. The Utah ID login window will appear. At the bottom of the Utah ID login window click on "Create Account"



The screenshot shows the Utah ID login window. At the top is the Utah ID logo. Below the logo are two input fields: "Email or Utah-ID" and "Password". Below the input fields is a blue "Login" button. Below the "Login" button is the text "Or Login using:" followed by three social media login buttons: "Google", "YAHOO!", and "facebook". At the bottom of the window are two links: "Forgot Password?" and "Create Account". A red arrow points to the "Create Account" link.

4. Utah ID opens the Utah-ID Creation form. Enter your information. Choose any Utah-ID. Your email must match a primary email associated with Child Care Licensing. If you are unsure of the primary email address associated with CCL please contact us. Contact information can be found at <https://childcarelicensing.utah.gov/contact-us.html>

The screenshot shows the 'Utah-ID Creation' form. On the left, a sidebar titled 'Steps needed to Access ccl.at.utah.gov' lists: (1) Create Account, (2) Provide Information Needed, (3) Activate Account, and a 'Return to Login' link. The main form includes fields for: 'Choose a Utah-ID' (with a placeholder 'Enter ID of your choosing'), 'Your Name' (First and Last), 'Email Address' (with a placeholder 'Enter email associated with CCL record'), 'Repeat Email Address', 'Alternate Email Address' (Optional, with a note: 'This must be a different email address than the one entered in the "Email Address" Line.'), 'New Password' (with a 'Password Strength' indicator), 'Verify Password', 'Mobile' (Optional), and a 'Providers' dropdown menu. A blue 'Create Account' button is at the bottom.

5. Click Create Account

This screenshot is identical to the previous one, but a red arrow points to the 'Create Account' button at the bottom of the form.

6. Complete the security questions and then click "Submit"

Steps needed to Access
ccl.at.utah.gov

- (1) Create Account
- (2) Provide Information Needed
- (3) Activate Account

- [Return to Login](#)

Information Needed

Review/update your security questions

Recovery Question 1
Select a Question
Your Answer

Recovery Question 2
Select a Question
Your Answer

Recovery Question 3
Select a Question
Your Answer

[Submit](#)

7. On the next screen Utah-ID will send your email a code to verify your email address. Go to your email and retrieve the code. (This is what the email will look like)

utah
gov

Utah-ID Account Information for Access to ccl.at.utah.gov

Do not reply to this message. If you did not create this account, please contact us at our help desk. [Click Here for Help Desk Contact Information.](#)

Please Verify Your Email Address

Please confirm that this is your email address.
Click on the link below and then enter your validation code.

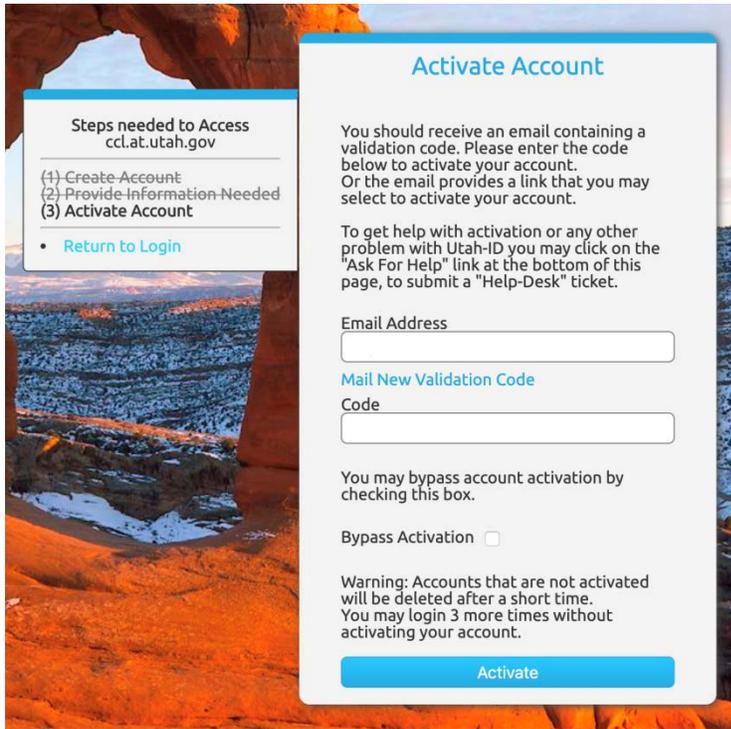
Important! Please click here to verify this email address.

Your Utah-ID: [redacted]
Your Email Address: [redacted]
Validation Code: 6722

Note: We rely on having your e-mail address accurate in our files so we can communicate with you. If you forget your password, this email address will be used to send you information to recover your password.
If your e-mail address changes, please update your profile.

<https://login.utah.gov/user/account>

8. Return to Utah-ID and enter the code. Click Activate.



9. When logging into the portal after creating the Utah-ID, please use the email address not the chosen Utah-ID.



PROBLEMS CREATING UTAH ID

Important information regarding Generic Corporate Email Addresses (i.e. childcarecenter@childcarecorporation.com):

When an email address is used to create a Utah ID, the email address becomes property of the individual setting up the account. If the generic email address is used by an employee to create the Utah ID, that email address may not be recoverable if that individual's employment is terminated.

Problem: It's asking me to enter a "Utah ID," what is that?

Solution: The "Utah ID" is the user name. It can be anything except an email address. It must not contain spaces or special characters.

Problem: When I try to create my Utah ID account, it says my email is in use on another account.

Solution: If the same email address was entered into the "Email Address," "Repeat Email Address," and "Alternate Email Address" fields, please remove it from the "Alternate Email Address" field and click "Create Account."

If the "Alternative Email Address" field was already left blank or if this message is still received after removing the email address from the "Alternative Email Address" field,

Please return to the original login screen by clicking "Return to Login."

Enter your email address and click "Forgot Password?"



Follow the instructions for resetting your password.

Problem: When I try to reset my password, it says my email and last name do not match.

Solution: Please call 801-538-5779 and report to the individual answering the phone that you are trying to reset the password on your "Utah ID account" and it says your email and last name do not match.

They will be able to find where the email is in use at and give you options.

To reduce confusion, please always refer to your account as the "Utah ID" when speaking to the individuals on this hotline.

Problem: I am trying to reset my password and I can't remember the answer to my security question.

Solution: Please call 801-538-5779 and report to the individual answering the phone that you are trying to reset the password on your "Utah ID account" but you can't remember the answer to your security question. They will assist you in this matter.

To reduce confusion, please always refer to your account as the "Utah ID" when speaking to the individuals on this hotline.

Problem: It won't accept my password; it says it's too close to other information on the account.

Solution: This message is received when the password contains parts of the Utah ID, the individual's first or last name, or part of the email address. Please enter a password that does not contain any of the information already entered.

Problem: I entered my cell phone number, what do I put in the "Provider" box?

Solution: The "provider" referenced here is your cell phone carrier. Please use the pull down menu and select your carrier from the list.

Problem: I entered the activation code sent to me, do I also check the box next to "Bypass Activation?"

Solution: Please leave the box next to "Bypass Activation" blank. Once you have entered the activation code, please click "Activate."

Problem: I did not receive an Activation Code.

Solution: Please call 801-538-5779 and report to the individual answering the phone that you did not receive an activation code when attempting to set up a "Utah ID account." They will be able to provide you with a code and help you complete the account set up.

To reduce confusion, please always refer to your account as the "Utah ID" when speaking to the individuals on this hotline.

Problem: I successfully created the Utah ID but when I try to login to the portal it keeps taking me back to this screen:



UTAH DEPARTMENT OF HEALTH Child Care Licensing Login

FIND A FACILITY

Facility Name: County: City: Zip Code: Provider Type:

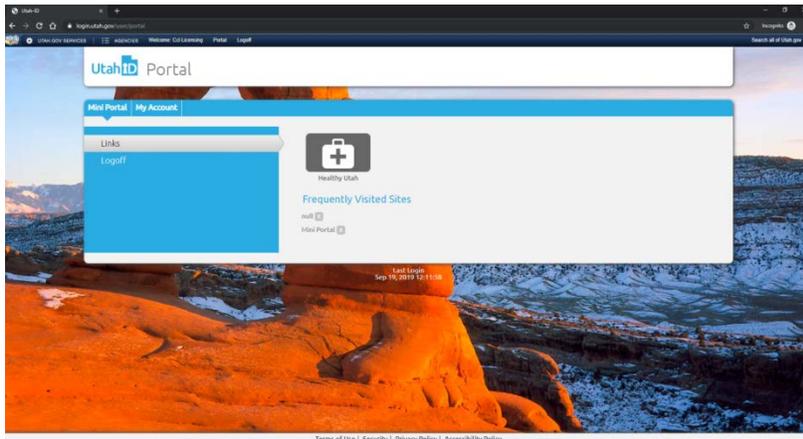
Search

Solution: In order to enter your portal, the email address used to create the Utah ID must match an email address on your facility's CCL file. When you are repeatedly looped back to this screen, the email addresses are not matching. Please call a CCL Program Specialist to check the email addresses on the file. Contact information can be found at: <https://childcarelicensing.utah.gov/contact-us.html>
If the email address used to create the Utah ID is not the same as the email on the CCL file:

- the email address used to create the Utah ID can be added to file as an additional email address;
- the email address on the file can be changed to the email address used to create the Utah ID;
- the email address on the Utah ID can be changed to match the email address on the CCL file.
(For this action, please contact Sarah Atherton at 801-842-1422 for instructions.)

Note: a maximum of 3 email addresses can be added to each file. Permission to change an email address can only be given by someone with authority on the file; i.e. owner, contact person, director, or member of the governing body.

Problem: When I try to login to my portal, I am sent this webpage



Solution: This website is the account maintenance site for your Utah ID account. To gain access to your CCL portal, please logoff this page.

Once logged off, please go to ccl.utah.gov,

Click the green login button and enter the requested information to access your portal.

If you have any questions please contact Sarah Atherton at satherton@utah.gov or 801-842-1422.