

Helpful Tips and Tricks When Experiencing Website Errors or Access Issues



The [Care About Childcare website](https://jobs.utah.gov/careabout.html) 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.

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

1. Refresh the browser screen
2. Clear "Cache" and "Cookies." Keyboard shortcut for all browsers is "Ctrl + Shift + Delete"
3. Open a new "Private" or "Incognito" window in the browser
4. Reboot your computer or device

Browser Screen Shots

See Page 2 for Mozilla Firefox Screen Shots

See Page 3 for Google Chrome Screen Shots

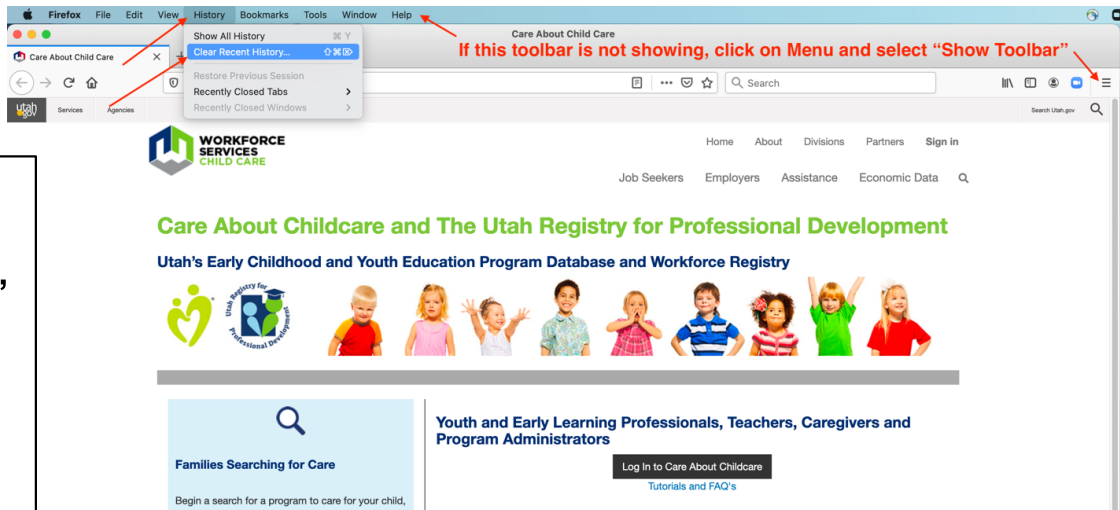
See Page 4 for Internet Explorer Screen Shots

Mozilla Firefox Screen Shots

#1- Refresh the Browser Screen



#2- Clear Browsing History, Cache, Cookies
"Ctrl + Shift + Delete"
or access it from the
Toolbar



#3- Open a "private" or "incognito" window



Google Chrome Screen Shots

#1- Refresh the Browser Screen



#2- Clear Browsing History, Cache, Cookies
"Ctrl + Shift + Delete"
or access it from the Toolbar



#3- Open a "private" or "incognito" window



Internet Explorer Screen Shots

#1- Refresh the Browser Screen



#2- Clear Browsing History, Cache, Cookies
 "Ctrl + Shift + Delete" OR access it from the Toolbar



#3- Open a "private" or "incognito" window



- The maximum file size for uploading documents to your Transcript, Work History, and Recognitions is 25 MB. If your file size exceeds this, you will get a message saying your file is too big. This website has instructions on how to decrease the size of a file.
http://www.ctimls.com/Support/KB/How%20To/Reduce_Image_Size.htm

- There are several very informative Video Tutorials (including Spanish) on how to navigate the Care About Childcare 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 is a link for quick reference:

<https://jobs.utah.gov/occ/cachelp/cactuto.html>

Here are a few links to the most common functions of the CAC website:

- How to create a User Profile or link to your profile in the former CAC website:
<https://youtu.be/aJ5uZscAYig>
- How to navigate the professional development features of the CAC website:
<https://youtu.be/qt17TRRFzeE>
- How to navigate the Facility features of the CAC website if you are the Facility Owner, Director or Business Administrator:
<https://youtu.be/a-ElefJCosk>
- How to submit a CCQS application on the CAC website:
<https://youtu.be/HiM-Ue0npgY>

For additional assistance with the CAC Web application, reach out to your [regional Care About Childcare agency](#).