**Office of the
Children's Guardian**

Residential Care Workers Register

Quick Guide: Logging into the Register
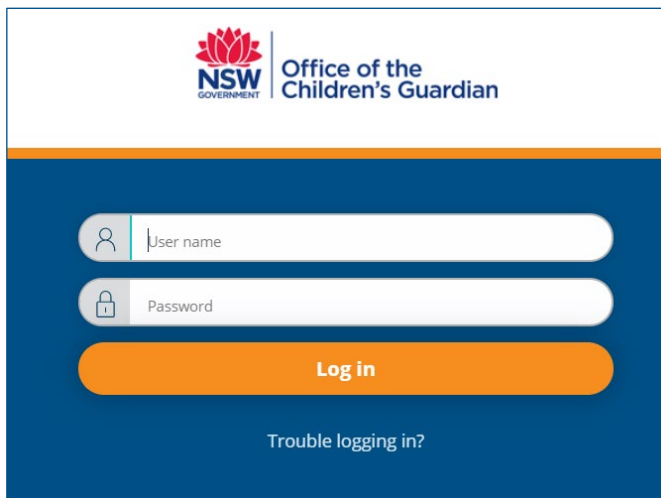
November 2022

Steps to log in to the Residential Register

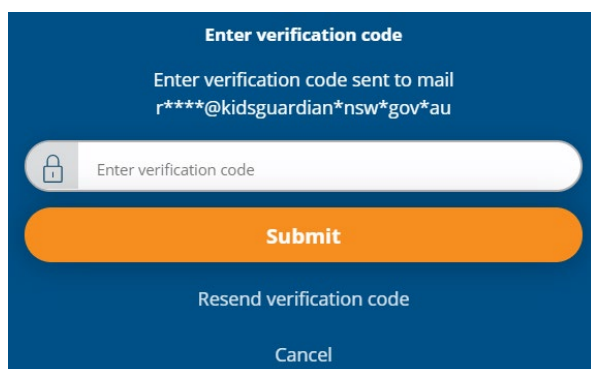Enter Username and password.

Click on Log In.

If this is the first time logging in, the user is prompted to enter a code sent to their email address to verify the user and provides access to the Residential Register.

Enter the verification code.

Click Submit.

After logging in with the initial password the user will be required to re-set their password. Passwords must follow the password rules.

Password Rules

The new password must meet the following criteria:

- At least 8 characters long

Contains:

- At least one upper case letter: (A-Z)
- At least one lower case letter: (a-z)
- At least one number: (0-9)

Note: special characters are allowable

When logging in for the first time the user is required to read and accept the Declaration (Terms of access and use) before access to the Residential Register is provided.
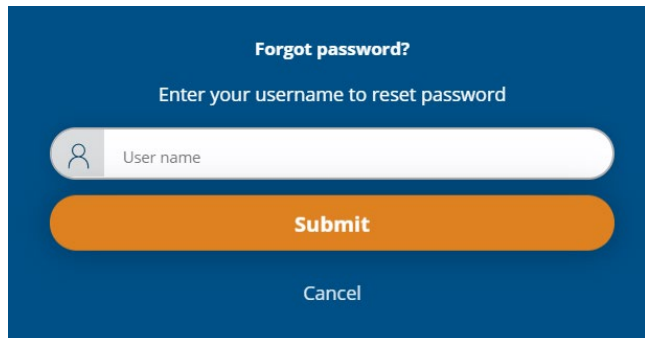
Click Accept and Continue.

The Residential Register agency dashboard is then displayed.

Unable to log in

For a forgotten password or where a user is unable to log in, click on **'trouble logging in?'** on the log in screen.

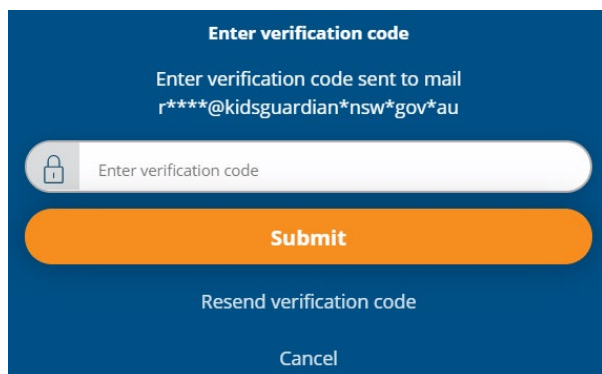The Forgot password? screen will be displayed.

Enter Username.

Click Submit.

The user is prompted to enter a code sent to their email address to verify the user and provides access to the Residential Register.
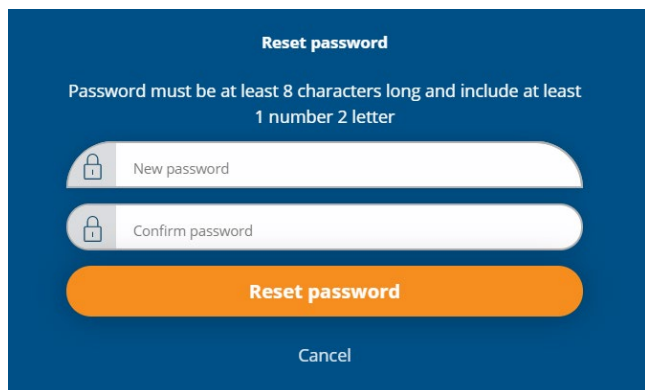
Enter the verification code.

Click Submit.

Reset password screen displays.

Enter new password, and confirm by entering password again.

Click Reset password.

Password changed successfully screen displays.

Click on Continue to login.

Password changed successfully.

Continue to login

User will be taken to the log in screen and User name and the reset password need to be entered.

Click on log in and user will be taken to the dashboard.

Support

An agency's Primary Administrator and General Administrator user roles for the Residential Register have the functionality to update another user's password.

Contact your agency's Primary Administrator or any General Administrator to request an updated password or assistance with logging in.

Refer to Training Module 1: New user account and first time log in for further information located on the OCG website

Office of the Children's Guardian

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