



Office of the
Children's Guardian

Residential Care Workers Register

Logging into the Register and troubleshooting support

March 2025

www.ocg.nsw.gov.au

Password support tips

If you have forgotten your password or are having trouble logging in, you can reset your password yourself. Refer to: [Forgotten Password/Trouble logging in](#) within this document

Contact your agency's Residential Register Primary Administrator or General Administrator to reset your password or for 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](#)

First time logging into the Residential Register

Note: The Residential Register platform is best used with the Google Chrome browser.

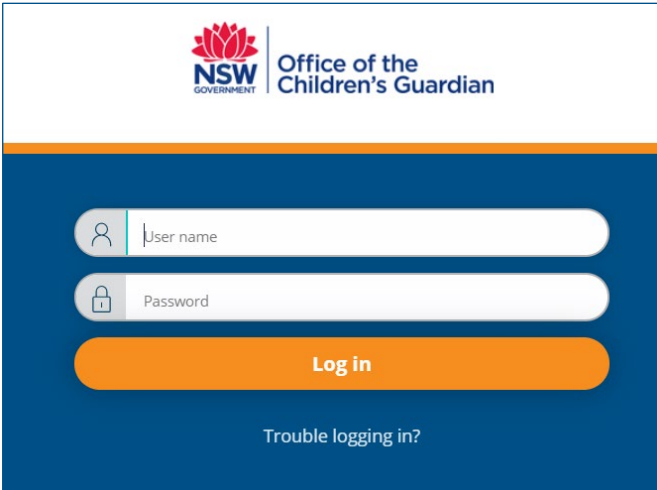
This document outlines Google Chrome actions however other browsers (such as Edge or Safari) will use similar concepts.

1. Navigate to the Residential Register log in page via the OCG website:
<https://ocg.nsw.gov.au/organisations/statutory-out-home-care-and-adoption/residential-care-worker-register>
2. To launch the Residential Register landing page, use the Log into the Residential Register button.



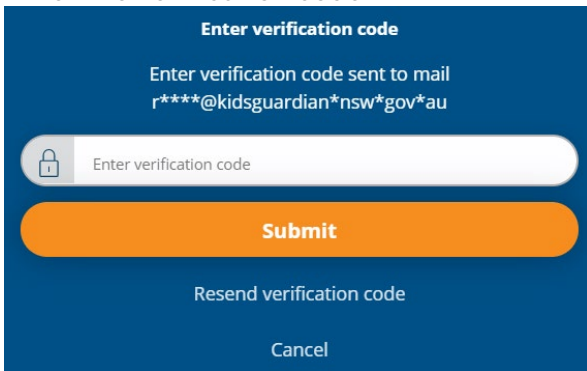
Note: The Residential Register should be accessed via the OCG website as it will provide the most current link. If the Residential Register landing page has been bookmarked previously refer to: [When you have bookmarked the residential register landing page](#) section of this document.

3. Enter Username and password.
4. Click on Log In.



5. If the password is accepted, a verification code will be sent to the email address associated with your account (multi-factor authentication).

6. Enter the verification code



7. Click Submit.

8. If this is the first time logging in or if your password has been reset by an administrator, you will be required to reset your password, using the following 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

Declaration at first log in

1. At first time log in you are required to read and accept the Declaration (Terms of access and use) before access to the Residential Register is provided.
2. Click Accept and Continue.
3. The Residential Register agency dashboard is then displayed.

Note: After your first time logging into the Residential Register, you will only be required to complete steps 1-7 utilising your new password.

Unable to login

Below are some steps to manage common issues that may arise:

- Shut down all browsers and then open a new one. Log in as usual.
- Use a different browser, for example, try using Chrome if you are using Edge.
- Manually type in the verification code instead of using the copy and paste functions.
- Log in via the OCG webpage <https://ocg.nsw.gov.au/organisations/statutory-out-home-care-and-adoption/residential-care-worker-register>
- Restart your computer.

Troubleshooting

1. Not receiving verification code or verification code not working

If you are not receiving the verification code, check the following:

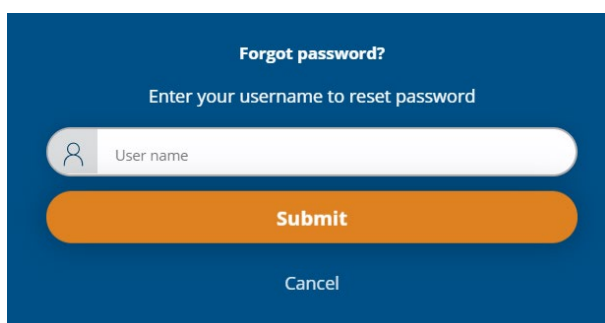
- Email entered against the username is correct
If incorrect, your Primary Administrator or General Administrator can review and update the email listed on your user account.
- Spam or Junk folders and manage the spam or junk folder settings.
- Verification emails are not blacklisted by your agency's internal settings – contact your internal IT administrator to rectify.

If you are receiving the error: *incorrect verification code*, you will need to clear the cache. Refer to: [Clearing the cache](#) within this document.

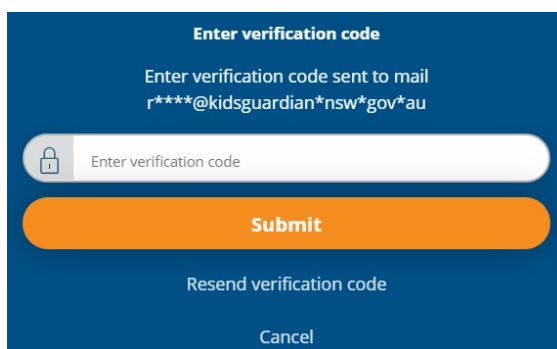
2. Forgotten password or trouble logging in

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

1. The Forgot password? screen will be displayed.

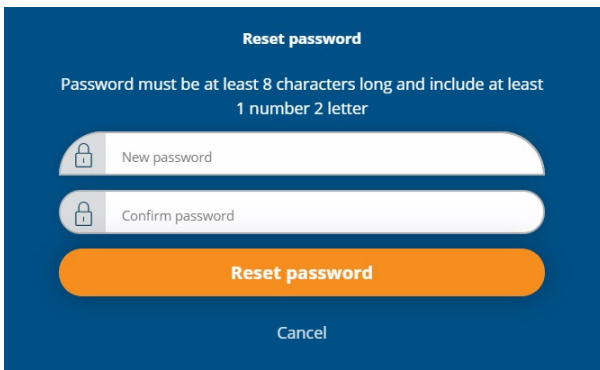


2. Enter Username.
3. Click Submit.
4. You will be prompted to enter the code sent to the email address used to create the user account.
5. Enter the verification code.
6. Click Submit.



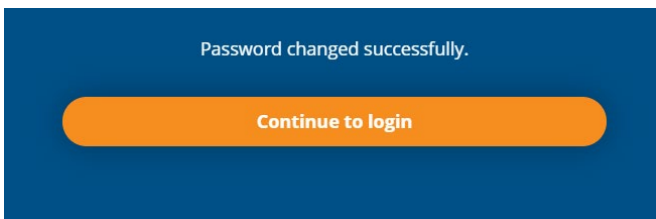
7. Reset password screen displays.
8. Enter new password and confirm by entering password again, following the [password rules](#) detailed above.

9. Click Reset password.



10. Password changed successfully screen displays.

11. Click on Continue to login.



12. You will be taken to the log in screen and Username and the new password need to be entered.



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

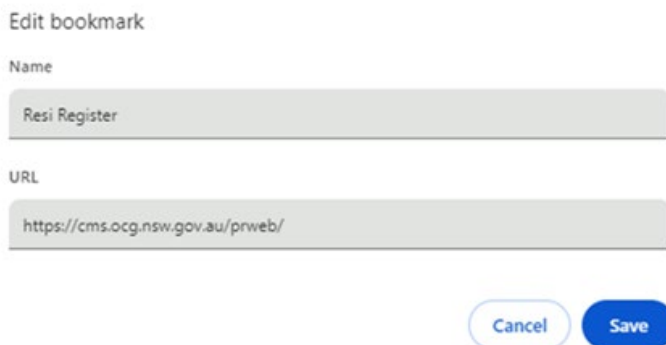
3. When you have bookmarked the Residential Register landing page

The Residential Register must be bookmarked with the following URL:

<https://cms.ocg.nsw.gov.au/prweb/>


To check this:

1. On your web browser, at the top right of the screen and click 
2. Select **Bookmark and lists > Bookmark Manager**
3. Look or Search for **Resi Register** in the list (you may have named it something different)
4. Click on the three dots next to the bookmark name  > select Edit
5. Ensure the URL is this: <https://cms.ocg.nsw.gov.au/prweb/>
6. Select Save



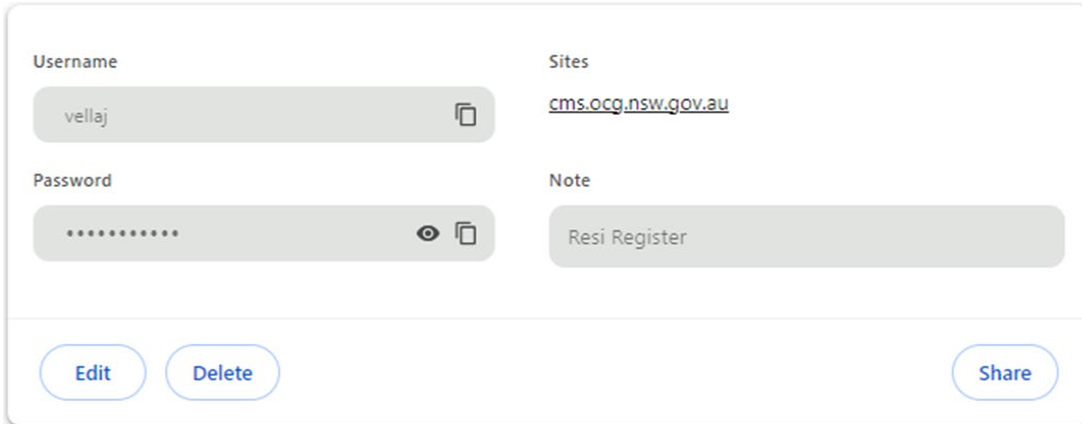
4. Autosaved passwords

If you autosave your passwords, ensure that the correct password is saved against the correct **nsw.gov.au** portal profile. To manually fix this:

1. On your web browser, at the top right of the screen and click 
2. Select **Passwords and auto fill** > Select **Google Password Manager** > Find **nsw.gov.au** in the list of passwords and select this
3. Look for **cms.ocg.nsw.gov.au** in the list with the RCWR login, for example, **RRA0099-smithj**

Note: The **RRA** prefix indicates the account is for the Residential Register. The **ACC** prefix is used for the Accreditation Portal. Use the **Note** field to clearly identify the different accounts.

4. Review and edit the password so this reflects the correct password.
5. Try logging in again as usual.
6. Alternatively, delete these stored passwords and the profile will clear out the issue with logging in using incorrect or outdated passwords.



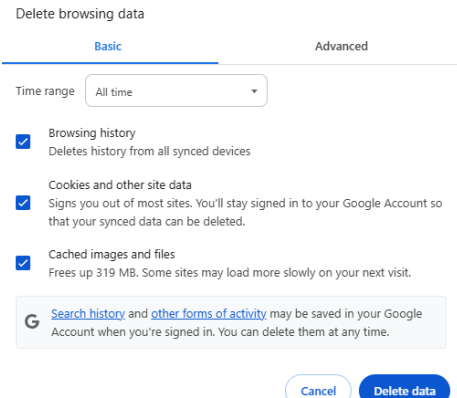
The screenshot shows a Google Password Manager entry for the website **cms.ocg.nsw.gov.au**. The username is **vellaj** and the password is masked with dots. A note field contains the text **Resi Register**. At the bottom, there are buttons for **Edit**, **Delete**, and **Share**.

5. Error: Invalid verification number (clearing the cache)

Clearing the cache is required if you are getting an error of an *invalid verification number* or having trouble with your log in and the above troubleshooting has not fixed the problem.

Clearing the cache assists in clearing out certain information stored by the browser (cookies) for websites to help improve user experience. However, on occasions, cookies can cause login issues.

1. On the top right of the screen click  > then select **Delete browsing data**



The screenshot shows the 'Delete browsing data' dialog box. It has two tabs: **Basic** and **Advanced**. Under the **Basic** tab, there is a 'Time range' dropdown set to 'All time'. Three checkboxes are checked: **Browsing history** (Deletes history from all synced devices), **Cookies and other site data** (Signs you out of most sites. You'll stay signed in to your Google Account so that your synced data can be deleted.), and **Cached images and files** (Frees up 319 MB. Some sites may load more slowly on your next visit.). At the bottom, there are **Cancel** and **Delete data** buttons. A note at the bottom states: 'Search history and other forms of activity may be saved in your Google Account when you're signed in. You can delete them at any time.'


2. Choose a time range > **All time** > Select the types of information you want to remove (for this **Browsing history, Cookies and other site data** and **Cached images and files**)
3. Select **Delete data**.
4. Try logging in again as usual.

6. Incognito mode (interim work around)

Using the Incognito mode is often the “last resort” workaround, as it is easy and is often successful, when all other troubleshooting has been unsuccessful.

Note: This workaround does not actually resolve the root cause of the issue. All other troubleshooting areas should be checked first. However, if all other resolutions have been unsuccessful, incognito mode should be the interim solution.

Note: When accessing the Residential Register using incognito mode, you will be required to enter your password manually

1. Close all web browser windows.
 2. There are a few ways to open an Incognito window on Chrome:
 - Launch Chrome, on the top right of the screen, click  and select New Incognito Window or
 - Launch Chrome, right-click the Resi Register bookmark and select Open in Incognito window or
 - On your desktop taskbar, right-click on the Chrome icon and select New Incognito Window
- Note:** In Microsoft Edge, Incognito window is known as InPrivate window
3. Use the Resi Register URL: <https://cms.ocg.nsw.gov.au/prweb/>
 4. Try logging in again as usual. If this does not work, please see [Further support](#) for the next steps.

Further support

If contact is made with the Carer and Residential Worker Monitoring team, we will first refer you to this document, published on the OCG website.

If the issue persists, contact the team at residential-register@ocg.nsw.gov.au to investigate the issue. Please include screenshots of any error messages and your RCWR log in username when making contact so we can assist as quickly as possible.

Office of the Children’s Guardian

www.ocg.nsw.gov.au

Switchboard: (02) 8219 3600

Carer and Residential Worker Monitoring Team:

(02)8219 3888 or residential-register@ocg.nsw.gov.au

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