New User Account Request Instructions

A user may request access to the CARES Plus Data System, CSP Profile and Evaluation Data System, CSP Readiness Assessment, or the Annual Report System by submitting the County User Account Form along with the Confidentiality Agreement.

1. The user will contact their County Account Administrator and complete a County User Account Form and Confidentiality Agreement. The County Account Administrator is a person recognized by First 5 California for authorizing data system access for users within their county.

   Note: *The User Account form and the Confidentiality Agreement must be signed by the Account Administrator and the user.*

2. The user will review and complete the County User Account Form and the Confidentiality Agreement for the specified data systems. If the user requires access to more than one data system or role for a particular data system, a single County User Account Form may be utilized.

3. Once the County User Account Form and Confidentiality Agreement are completed, the County Account Administrator will submit these documents to First 5 California by fax at 916-263-1360 or by e-mail to F5SystemSupport@ccfc.ca.gov.

4. Upon receipt of new user forms, First 5 California will review and verify the User Account Form. First 5 California will contact the County Account Administrator if additional information is needed.

5. When the new account is created, the Help Desk staff will send an e-mail with the User ID, instructions on how to access the system, and information regarding changing the temporary password. This e-mail also will be sent to the County Account Administrator.

6. Help Desk staff will send a second e-mail to the new user with their temporary password. The temporary password is set to expire the first time the user logs in and is prompted to change their password.

If you have any questions, contact the Help Desk telephone at 916-263-1323 or by e-mail F5SystemSupport@ccfc.ca.gov.