

# **CCLD Public Portal: How to Create an Account *Quick Reference Guide for External Partners***



## Contents

|                                                                                                       |    |
|-------------------------------------------------------------------------------------------------------|----|
| <b>CCLD Public Portal: How to Create an Account Quick Reference Guide</b> .....                       | 1  |
| 1. Introduction .....                                                                                 | 4  |
| 2. Key Terms or Concepts .....                                                                        | 4  |
| 3. When to Use This Quick Reference Guide.....                                                        | 4  |
| 4. Process Overview.....                                                                              | 5  |
| 5. Step-by-Step Instructions: Account Creation .....                                                  | 6  |
| Follow the steps below to create a new account with the CCLD Public Portal. ....                      | 6  |
| Step-by-Step Instructions: Multifactor Authentication.....                                            | 7  |
| Follow the steps below to set up Multifactor Authentication for your CCLD Public Portal account. .... | 7  |
| Built in Authenticator .....                                                                          | 7  |
| Physical Security Keys (Universal Second Factor or WebAuthn Key) .....                                | 8  |
| Salesforce Authenticator Mobile App and Verification Codes from an Authenticator Mobile App .....     | 8  |
| 6. Tips & Best Practices .....                                                                        | 9  |
| 7. Common Mistakes to Avoid .....                                                                     | 10 |
| Previous email with CCLD .....                                                                        | 10 |
| 8. Quick Reference Checklist.....                                                                     | 10 |
| 9. Resources and Support .....                                                                        | 10 |
| Account Created .....                                                                                 | 10 |
| Account Not Created .....                                                                             | 11 |
| Videos and Quick Reference Guides .....                                                               | 11 |
| General Information on the CCLD Public Portal .....                                                   | 11 |



## 1. Introduction

- This quick reference guide will explain how to create an account with the CCLD Public Portal. It will describe how to create a new account and how to set up multifactor authentication (MFA).
- The audience for this information is all licensees, administrators, facility owners, and all other **external partners** with Community Care Licensing Division. ***Accounts should not be created by employees of Community Care Licensing Division.***

## 2. Key Terms or Concepts

| Term / Acronym                          | Definition                                                                                                                                                                                                             |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Multifactor Authentication (MFA)</b> | Security method that uses a secondary verification method to provide access to an account. Examples of multifactor authentication methods include physical security keys, authentication apps, and verification codes. |

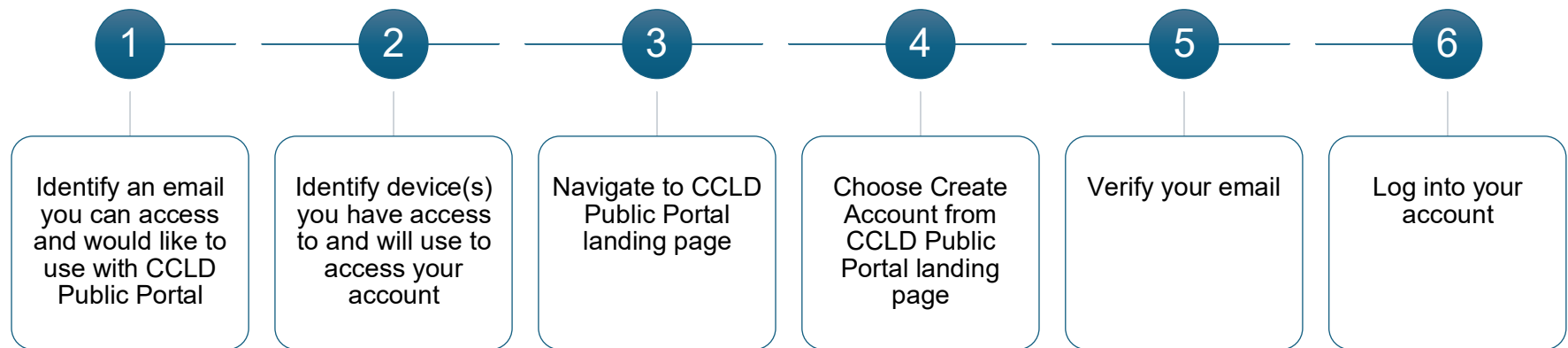
## 3. When to Use This Quick Reference Guide

- To create a new account with the CCLD Public Portal, if you have never had an account with CCLD online. See section on [Previous email with CCLD](#) to confirm if you had a previous account with CCLD.

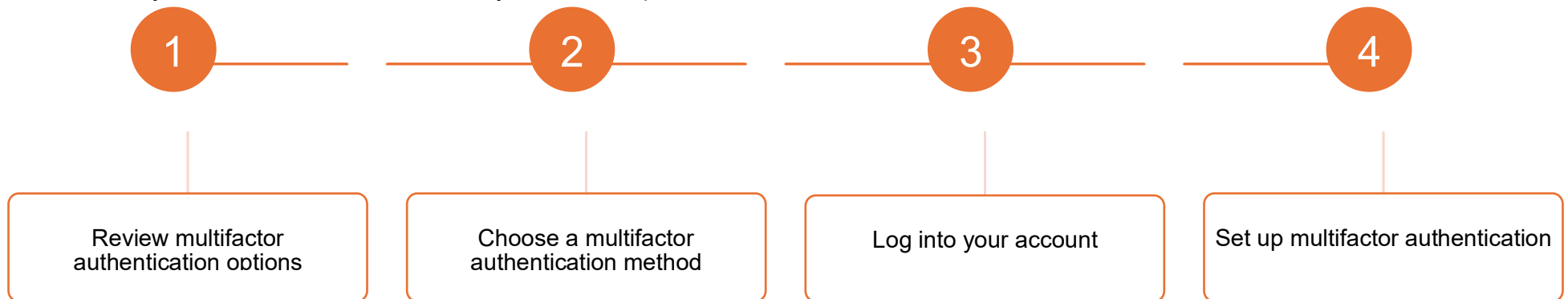
- To understand how to set up with Multifactor Authentication (MFA) to continue accessing your account with CCLD Public Portal.

### 4. Process Overview

Below is a simple illustration of the steps creating a new account with the CCLD Public Portal and setting up multifactor authentication.



Once you have created an account, you will set up multifactor authentication.



## 5. Step-by-Step Instructions: Account Creation

Follow the steps below to create a new account with the CCLD Public Portal.

1. Navigate to the CCLD Public Portal landing page: <https://fmsportal.dss.ca.gov/CCLDPublicPortal/s/homepublic>
2. Click the Create Account button from the top right of the screen.
3. Provide your First Name, Last Name, and Email.
  - a. **Important! If you have an email you previously used with CCLD or you receive an error to log in with your account information, please see section [Common Mistakes to Avoid](#) for further instructions.**
4. Click Continue.

You will now see a screen titled “Check your email” that states a verification link has been emailed to the email address you have been provided. Please make sure to check your spam folder or junk folder for your email.

**Tip:** If you do not receive the email, you can click the resend email button.

**The next steps take place from the inbox of the email you used to create your account.**

1. Navigate to your email inbox.
2. Click the link included in your email.

**The next steps take place from a browser after you have clicked the verification email.**

1. Enter a new password for your account. Your password must be at least 15 character long, and must include 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character.
2. Click Change Password.

You are now logged into your account.



## Step-by-Step Instructions: Multifactor Authentication

Follow the steps below to set up Multifactor Authentication for your CCLD Public Portal account.

When you return to your CCLD Public Portal account for a second time, you will be asked to set up multifactor authentication. Multifactor authentication is a security method that protects your sensitive and confidential information.

1. Navigate to the CCLD Public Portal landing page: <https://fmsportal.dss.ca.gov/CCLDPublicPortal/s/homepublic>
2. Choose Log In from the top right of the screen.
3. Enter your username and password.
4. Click Log In.

You will now see a screen that prompts you to choose a verification method.

5. Choose a verification method.
6. Click continue.

Depending on your choice, you will follow different steps. Below you will find a brief description of each method and steps to finish multifactor authentication setup.

### Built in Authenticator

An example of a built-in authenticator for your device is FaceID for Apple devices or Windows Hello for Microsoft devices.

1. Verify your identify with your device, if prompted.
2. Click Create Passkey.

3. Follow on-screen prompts to finish creating your passkey.
4. Click Connect.
5. You are now logged in to your account.

### Physical Security Keys (Universal Second Factor or WebAuthn Key)

An example of a physical security key is U3F or FIDO2 key. Confirm your physical security key is nearby.

1. Verify your identify with your device, if prompted.
2. Click Create Passkey.
3. Insert your security key into the appropriate port on your computer or mobile device. If it has a button, touch the button.
4. Follow on-screen prompts to finish creating your passkey.
5. Click Connect.
6. You are now logged in to your account.

### Salesforce Authenticator Mobile App and Verification Codes from an Authenticator Mobile App

The Salesforce Authenticator app is an example of a mobile app that provides verification does. This is similar to third-party authentication apps such as Google Authenticator or Authy. This option may work best if you have two devices, such as a laptop and mobile device.

1. Verify your identify with your device, if prompted.
2. Scan the QR code.
3. Follow on-screen prompts to add information to your authentication app.
4. Enter the current code generated by the authenticator app.
5. Click Connect.

6. You are now logged into your account.

## 6. Tips & Best Practices

### Account Creation

- ✓ You may find it easier to have a mobile device and a second device (such as a laptop) to create a new account.
- ✓ When you receive the verification email for your new account, the email will be from [noreply@salesforce.com](mailto:noreply@salesforce.com) and be on behalf of CCLD Public Portal.

### Multifactor Authentication

- ✓ When you choose an authentication method, consider your access to that device over time. Some authentication methods, such as built-in authenticator app on your device, may restrict you to that device or operating system.
- ✓ Choosing verification codes for multifactor authentication may require resetting access when you change devices.
- ✓ Choosing verification codes from an authenticator app, may require you to download an app from your device's app store.
- ✓ If you choose a physical security key, have your physical security key near you to finalize multifactor authentication.

## 7. Common Mistakes to Avoid

### Previous email with CCLD or “log in with your account” error message

If you have an email you previously used with an account for CCLD, do not create a new account. You may also have received an error that you should log in with your account information. This may have been an email you used for the Vendor Portal or Administrator Portal.

Please use the previous email and add **.fmsportal** to the end of the email. This information will be used as a username so you can reset your password by going to the CCLD Public Portal landing page and choosing the Log In button from the top right of the screen. This allows you to click on Forgot Password and will require the username ID.

- For example [email@email.com](#) would become [email@email.com.fmsportal](#) for your username.

## 8. Quick Reference Checklist

- Confirm you have access to the email account you will be using.
- If you already had an email you registered to CCLD, follow steps in [Common Mistakes to Avoid](#) to use the correct email ID and reset your password.
- If you will use a physical security key, confirm the physical security key is close by when setting up multifactor authentication.
- If you will use a third party authenticator, consider using a second device as it may make it easier to complete multifactor authentication.

## 9. Resources and Support

### Account Created

If you created an account and are having a technical issue, please navigate to <https://fmsportal.dss.ca.gov/CCLDPublicPortal/s/homepublic> and scroll to the bottom of the page to a section titled *Contact Us*. In the *Contact Us* section you will choose Contact CCLD to submit a request for technical help.

### Account Not Created

If you have not created an account and have run into an issue, you may reach out to [CCLDFMSInfo@dss.ca.gov](mailto:CCLDFMSInfo@dss.ca.gov) or reach out to your Regional Office and request a help ticket be submitted on your behalf for the CCLD Public Portal.

### Videos and Quick Reference Guides

Training related information for the CCLD Public Portal will continue to be added to:  
<https://www.cdss.ca.gov/inforesources/community-care-licensing/ccld-public-portal-training>

It may also be accessed by clicking on Login Help from the CCLD Public Portal landing page:  
<https://fmsportal.dss.ca.gov/CCLDPublicPortal/s/homepublic>

### General Information on the CCLD Public Portal

General information about the CCLD Public Portal page can be found on our Community Care Licensing Division Public Portal Project page: <https://www.cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/ccld-public-portal-project>