

# Create External User Account

*The following steps will help you create an account for your Facility/Agency.*

1. From the RCC TRAILS homepage (<https://rcctrails.dhs.ga.gov>), insert your user name (your facility/agency email address). Click on the “Forgot Password” link.

## Welcome to Residential Child Care Licensing

Submit Application	Submit POA for the Care of Child Report
File a Complaint	Find a Facility

## Residential Child Care Licensing Login

User Name:

Password:

Log In

[Forgot Password](#)

2. If you are the Owner/CEO, Director, Human Service Professional, Casework Supervisor, or if creating a password for the Facility Email ID, enter the email address in the box. Click submit.

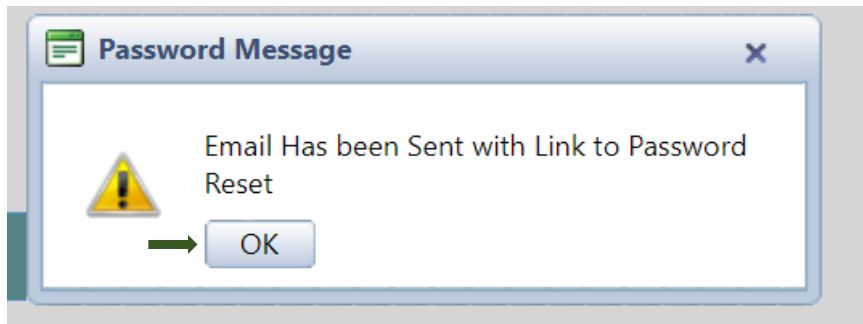
### Forgot Password

To begin changing your password, please enter your Email ID.

Email ID

Submit

3. A password message will populate informing you that an email will be sent to the user email address with a link to reset the password. Click OK.



4. Check your email for the reset password link below. Be sure to check your junk mail as well for the email. Click the “reset your password” link. If you have not received a reset password email within 24 hours, email RCCL at [rccs@dhs.ga.gov](mailto:rccs@dhs.ga.gov)

Below is your requested password reset link for RCC Trails:



Click here to [reset your password](#).

If you did not request a password reset, please disregard this notice. Your password has not been changed.

Residential Child Care Licensing

5. After clicking the reset password link, create a new password and confirm the password. Please following the requirements of the password.

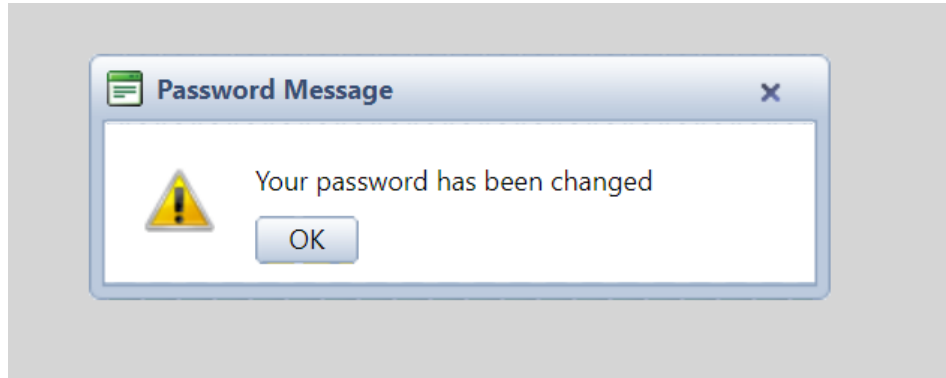
Please create your new password below. The same password must be entered in both fields for confirmation.

Password	<input type="password"/>
Confirm Password	<input type="password"/>
<div><input type="button" value="Change"/> <input type="button" value="Cancel"/></div>	

\*\*\*PASSWORDS must include 8 or more characters and consist of:

- An uppercase character (A through Z)
- A lowercase character (a through z)
- Numeric character (0 through 9)
- Special character (for example: !, \$, #, %)

6. *Once the password has been reset, you will receive a password message informing you that your password has been changed. You can now log into RCC TRAILS.*



### **Contact Information**

If there are any questions or technical problems, please forward  
to [rcc@dhs.ga.gov](mailto:rcc@dhs.ga.gov).

For technical problems, be sure to include a screenshot of the  
problem you are having on RCC TRAILS.