



## FLccSC User Accounts

Data Alert – 2025-09

Forgot your FLccSC Username and/or password?

**Do Not create a New User account!**

### Forgot your password?

- If you remember your username/email, you can reset your password on the FLccSC login page.

### Forgot your username/email?

- Contact one of the FLccSC Administrators listed for assistance:
  - Donna Hansen: [dxhansen@health.ucdavis.edu](mailto:dxhansen@health.ucdavis.edu)
  - Janine Smith: [jdssmith@health.ucdavis.edu](mailto:jdssmith@health.ucdavis.edu)

### Each FLccSC User is permitted only one active account

- A personal email is preferred over a work email to avoid the need to change your username/email when changing jobs. If you prefer to use a current work email and have changed facilities, [\*please update your email and organization info in your FLccSC User Profile.\*](#) You can access your FLccSC **User Profile** on the home page left menu.

### Why this matters:

A single account ensures FLccSC can accurately track:

- Enrolled courses and CEs for individual students (which you can review in Your Student Report), enrollments and CEs for all students statewide, including total current completed courses, incomplete courses, quiz results, enrollment by city, county and other FLccSC collaborative metrics and overall system performance measures.
- Aids efficient student support and troubleshooting, since duplicates can cause confusion.

### Notice of Duplicate Accounts:

If you have more than one FLccSC account, the CCR will be contacting you via email in the coming weeks and will ask you to choose which account to keep. The duplicate(s) will then be deactivated.

August 12, 2025