

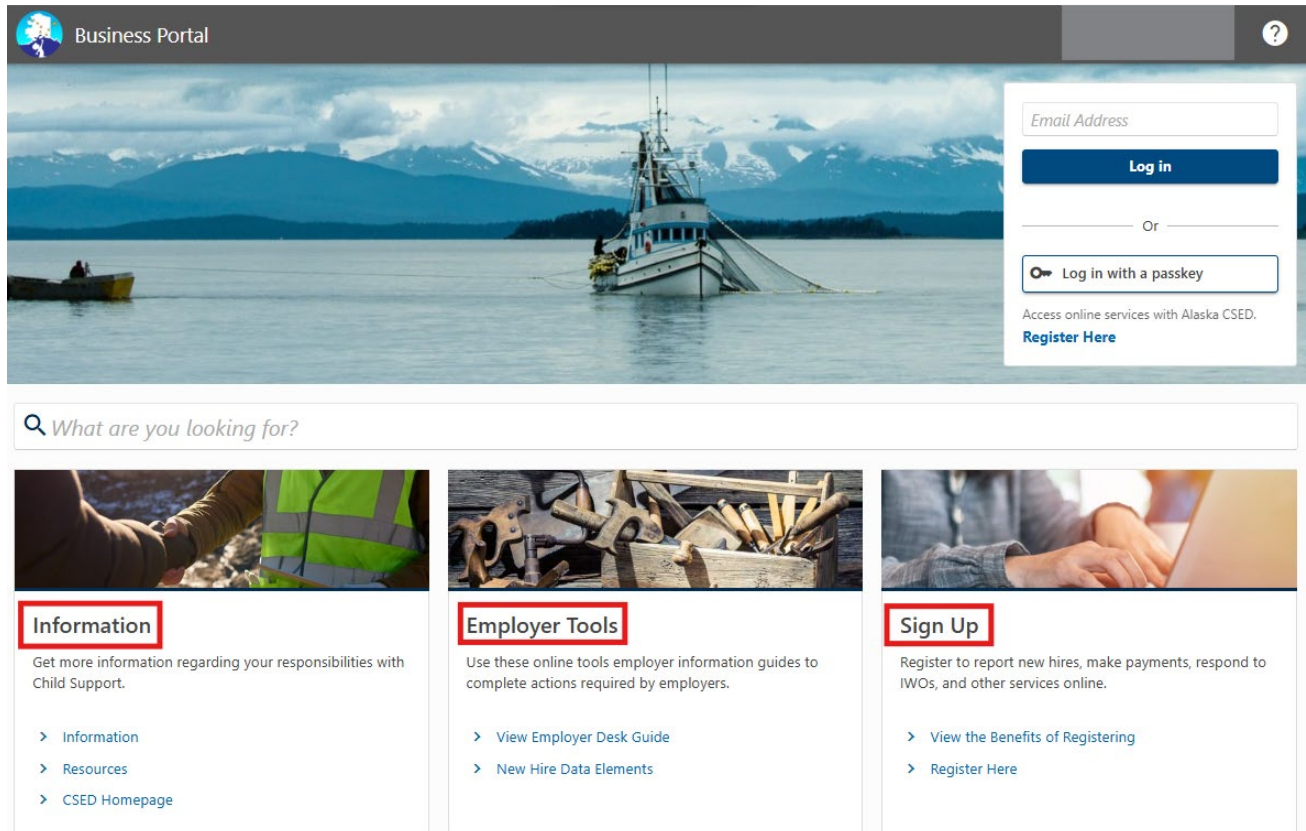
CSED E-SERVICES BUSINESS PORTAL

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BUSINESS PORTAL HOMEPAGE

1. The business portal can be found at <https://acsess.childsupport.alaska.gov/businessportal/>, where you can find a variety of electronic services available for new and existing business/employers to Child Support Enforcement Division (CSED).
2. Services available from the Business Portal Homepage:



The screenshot shows the Business Portal homepage. At the top, there is a header with the "Business Portal" logo and a search bar. Below the header is a large banner image of a fishing boat on a body of water with mountains in the background. To the right of the banner is a login section with a "Log in" button and a "Log in with a passkey" button. Below the banner is a search bar with the text "What are you looking for?". Below the search bar are three main sections: "Information", "Employer Tools", and "Sign Up". Each section has a description and a list of links.

Information
Get more information regarding your responsibilities with Child Support.
> [Information](#)
> [Resources](#)
> [CSED Homepage](#)

Employer Tools
Use these online tools employer information guides to complete actions required by employers.
> [View Employer Desk Guide](#)
> [New Hire Data Elements](#)

Sign Up
Register to report new hires, make payments, respond to IWOs, and other services online.
> [View the Benefits of Registering](#)
> [Register Here](#)

a. Information

- i. Information – Get additional information about the Child Support Enforcement Division.
- ii. Resources – Explore additional resources available on our child support website.
- iii. CSED Homepage – Visit the Child Support website for additional information regarding the portals, public notices, and other resources.

b. Employer Tools

- i. View Employer Desk Guide – Your company’s guide to the requirements as an employer within the State of Alaska.
- ii. New Hire Data Elements – View resources to assist employers with submitting new hire documentation.

c. Sign Up

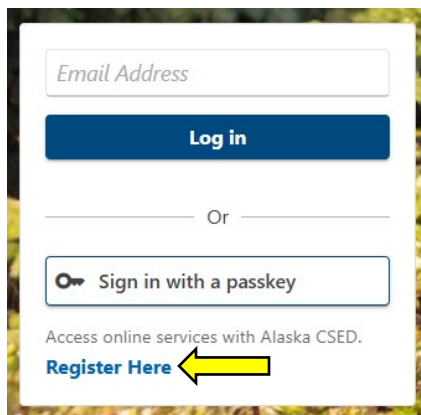
- i. View the Benefits of Signing Up – Reasons to use the business portal for your company’s CSED needs.
- ii. Register Here – Create your new employer portal web login to view your case information.

HOW TO REGISTER

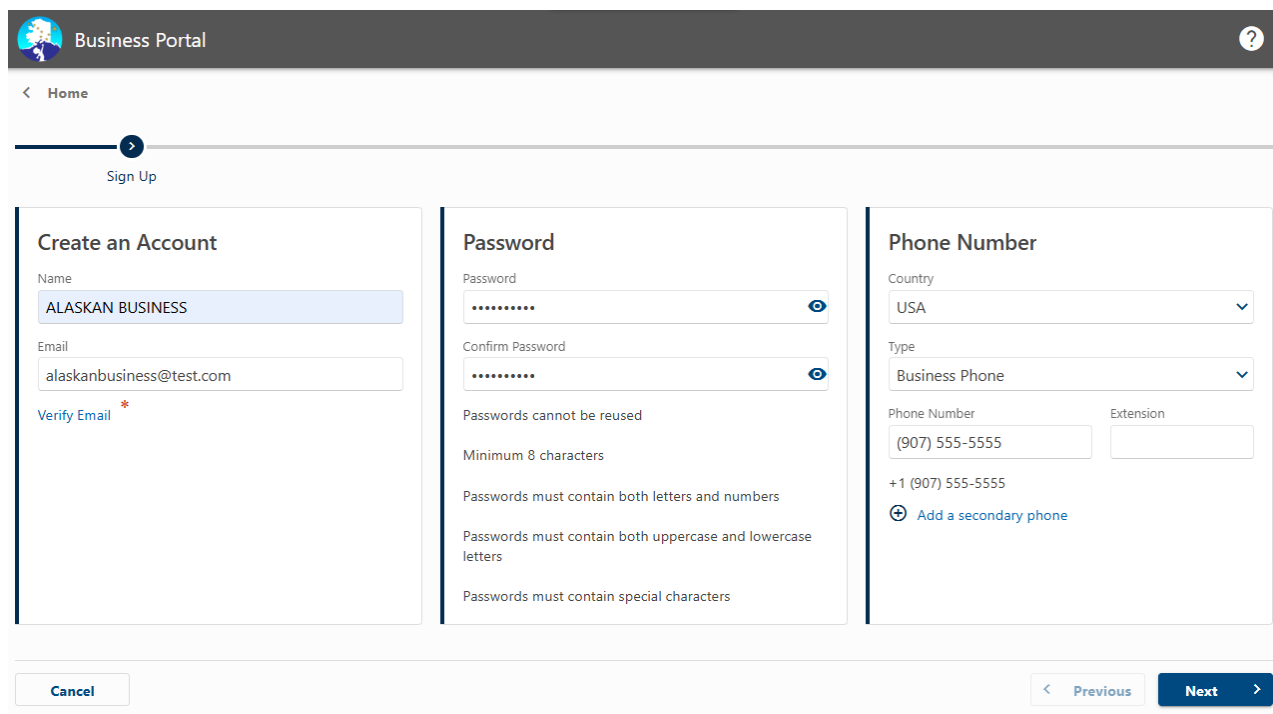
New and existing clients have the ability to register and start using the services available through the business portal.

1. [Create a web logon](#) – A web logon is the account that is created to use the services within the portal.

- a. To get started, click on **'Register Here'** from the business portal home page.

A screenshot of the Business Portal login interface. It features a text input field for 'Email Address', a blue 'Log in' button, and a link for 'Sign in with a passkey'. Below these is a section for 'Access online services with Alaska CSED.' with a blue 'Register Here' link. A yellow arrow points to the 'Register Here' link.

- b. You will then be brought to a screen to create an account, password, and phone number for your web log on.

A screenshot of the Business Portal account creation screen. The header shows 'Business Portal' with a user icon and a help icon. A breadcrumb trail shows '< Home'. A progress bar indicates the 'Sign Up' step. The main content area is divided into three columns: 'Create an Account', 'Password', and 'Phone Number'. The 'Create an Account' column has fields for 'Name' (ALASKAN BUSINESS) and 'Email' (alaskanbusiness@test.com), with a 'Verify Email' link. The 'Password' column has fields for 'Password' and 'Confirm Password', both masked with dots, and a list of password requirements. The 'Phone Number' column has a 'Country' dropdown (USA), a 'Type' dropdown (Business Phone), and 'Phone Number' and 'Extension' input fields. At the bottom, there is a 'Cancel' button, a '< Previous' button, and a 'Next >' button.

- c. Next, you will be prompted to **set up security questions** to allow you to reset your password in case you forget it in the future.

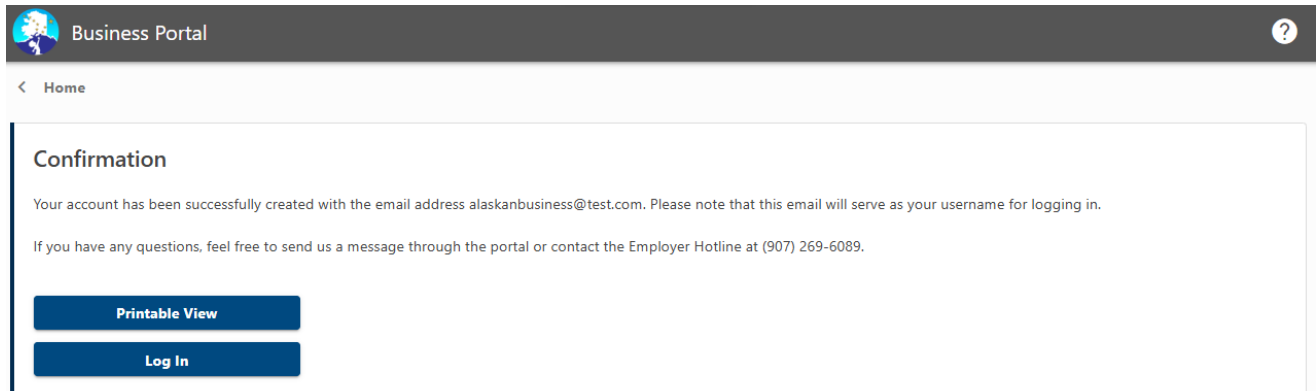
The screenshot shows the 'Business Portal' header with a help icon. Below is a progress bar with 'Sign Up' (checked) and 'Account Security' (active). The main section is titled 'Security Questions' and explains that these questions are for password resets. It contains three input fields: 'Security Question' (a dropdown menu showing 'What was the model name of your first car?'), 'Answer' (a text field with masked characters), and 'Confirm Answer' (another masked text field). Each input field has a visibility toggle icon. At the bottom, there is a 'Cancel' button, a '< Previous' button, and a 'Next >' button.

- d. The next step is designed to improve the security of your Business Portal profile. This two-step verification process will require you to use one of the approved methods to confirm your identity each time you log in:
- Passkeys** – Sign in without a password by using your fingerprint, face, or PIN.
 - Authentication App** – Use an authentication app to generate a security code.
 - Emails** – receive a security code by email.

The screenshot shows the 'Business Portal' header. The progress bar now includes 'Two-Step Verification' (active), which is highlighted with a yellow box. The main section is titled 'Protect your Business Portal profile with two-step verification' and explains the purpose of two-step verification. It lists three methods: 'Passkeys' (with a 'No passkeys' status and an 'Add a passkey' link), 'Authentication App' (with a 'No authentication app' status and a 'Set up an authentication app' link), and 'Emails' (with a 'No emails' status and an 'Add an email' link). Each method includes a brief description of how it works. At the bottom, there is a 'Cancel' button, a '< Previous' button, and a 'Submit' button.



CSED e-Services – Business Portal

- e. You will then be directed to the confirmation page. **Click on 'Log In'** to access your new account's homepage.




CSED e-Services – Business Portal


2. [Services for employers new to CSED](#) – The business portal login page for new employers offer several services to help your business get started.


 Business Portal ? 

ALASKAN BUSINESS Welcome, ALASKAN BUSINESS
alaskanbusiness@test.com [Manage My Profile](#) 1
+1 (907) 555-5555

I Want To...

 **Submissions**
Complete required new hire reporting and view previous submissions.
[> New Hire Reporting File Drop Off](#)
[> Search Submissions](#)

 **Find my Business**
Search for and associate to my business.
[> Find my Business](#)

 **Messages**
Send us a message or view your message history with CSED.
[> View Messages](#)
[> Send a Message](#)

a. Submissions

1. New Hire Reporting File Drop Off – Upload or manually input new hire information for your business without having to associate your web logon to an employer.
2. Search Submissions – Search for any online submissions you have previously made.

b. Find my Business

1. Find my Business – If you have done business with CSED through the portal in the past or currently received letters and would like to take advantage of the services such as paying income withholding order or responding to an income withholding order, as the business owner you will need to link your business with your web logon.

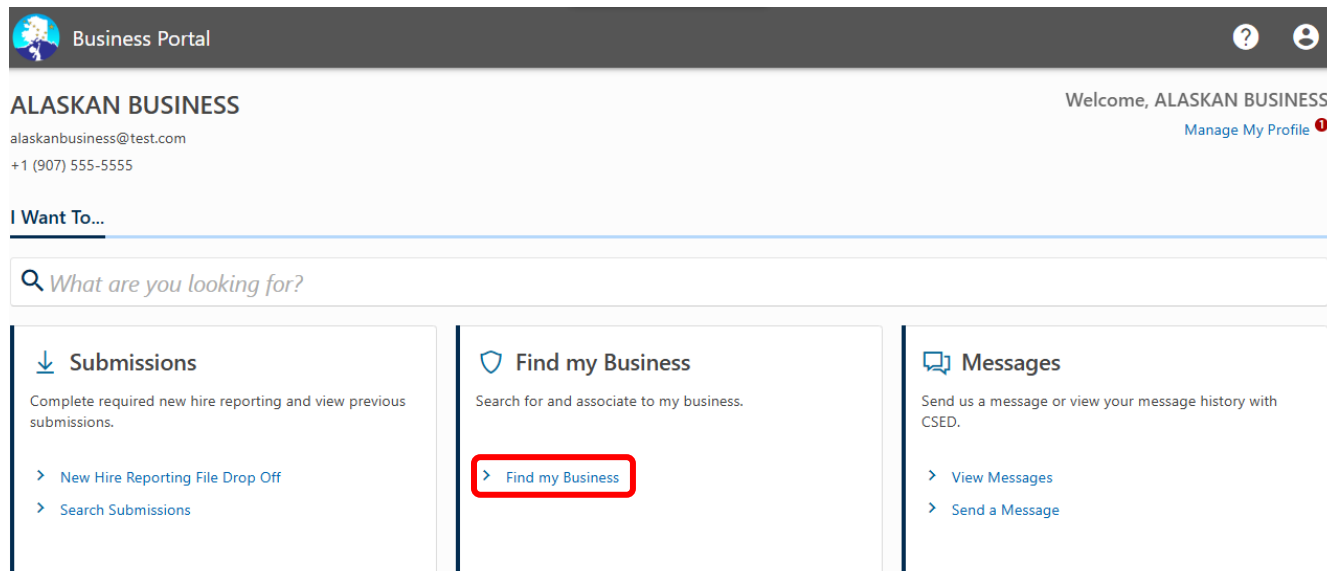
c. Messages

1. View Messages – View messages you have sent to or received from CSED.
2. Send a Message – Send a message to CSED to questions related to child support and your business.

HOW TO ASSOCIATE YOUR WEB LOGON TO AN EXISTING EMPLOYER

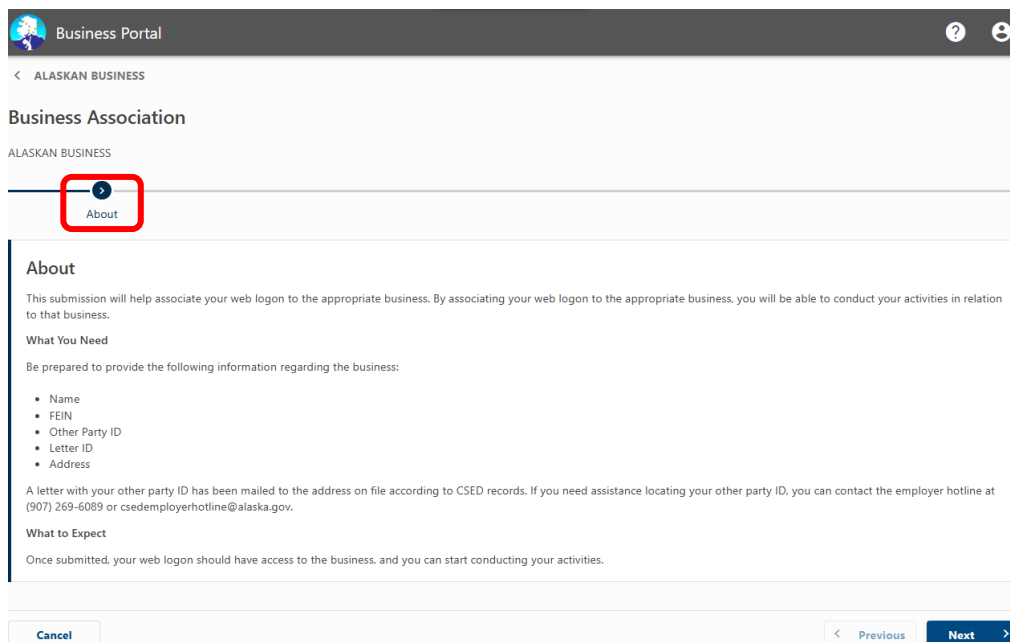
Associating your business – By associating your web logon, your account will be authorized to perform operations related to your business activities.

1. To get started, click **‘Find my Business.’**



The screenshot shows the ALASKAN BUSINESS portal. At the top, there's a header with the Business Portal logo and a user profile icon. Below the header, the user is logged in as ALASKAN BUSINESS with the email alaskanbusiness@test.com and phone number +1 (907) 555-5555. A 'Welcome, ALASKAN BUSINESS' message is displayed with a 'Manage My Profile' link. Below this, there's a section titled 'I Want To...' with a search bar. The search bar contains the text 'What are you looking for?'. Below the search bar, there are three main sections: 'Submissions', 'Find my Business', and 'Messages'. The 'Find my Business' section has a button labeled 'Find my Business' which is highlighted with a red box. The 'Submissions' section has links for 'New Hire Reporting File Drop Off' and 'Search Submissions'. The 'Messages' section has links for 'View Messages' and 'Send a Message'.

2. The **‘About’** step will go over what information we will need and what you can expect by completing this web request.



The screenshot shows the 'Business Association' page in the ALASKAN BUSINESS portal. The page has a breadcrumb trail: < ALASKAN BUSINESS. The main heading is 'Business Association'. Below this, there's a progress bar with a step indicator. The 'About' step is highlighted with a red box. The 'About' section contains the following text: 'This submission will help associate your web logon to the appropriate business. By associating your web logon to the appropriate business, you will be able to conduct your activities in relation to that business.' Below this, there's a section titled 'What You Need' with the text: 'Be prepared to provide the following information regarding the business:'. A list of required information is provided: Name, FEIN, Other Party ID, Letter ID, and Address. Below this, there's a note: 'A letter with your other party ID has been mailed to the address on file according to CSED records. If you need assistance locating your other party ID, you can contact the employer hotline at (907) 269-6089 or csedemployerhotline@alaska.gov.' Below this, there's a section titled 'What to Expect' with the text: 'Once submitted, your web logon should have access to the business, and you can start conducting your activities.' At the bottom of the page, there are three buttons: 'Cancel', 'Previous', and 'Next'.

CSED e-Services – Business Portal

- You will then **need to complete the fields** below with your business information; Business Name, FEIN, and Address of File (Note: you will also need to click the “Verify Address” button prior to proceeding to the next step).

Business Portal

Rollout Testing

?

< ALASKAN BUSINESS

Business Association

ALASKAN BUSINESS

✓

➔

AboutBusiness Information

Business Information

Please provide the following information of the business you are associating with. If you received a letter, please provide the Letter ID found in the top right corner.

Business Name *

FEIN *

Required

Required

Address on File

Country

USA

Attention

Street *

Required

Street 2

Unit Type

Unit

City *

Required

State

ALASKA

Zip

County

⚠ Address needs to be verified *

Verify Address

Cancel

< Previous

Next >

CSED e-Services – Business Portal

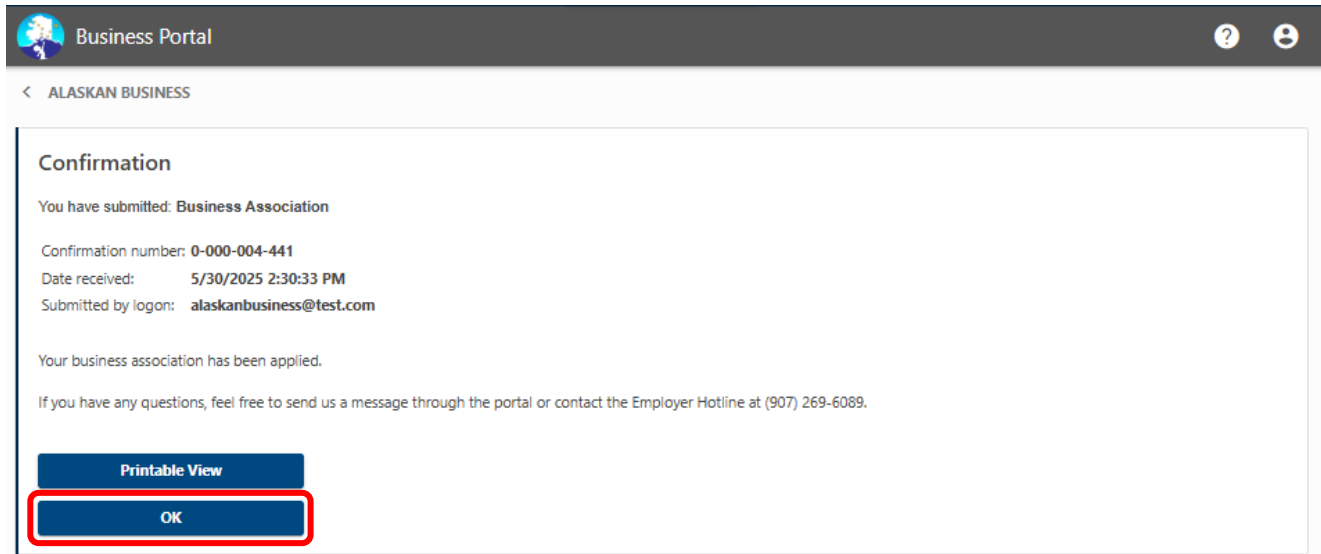
- For additional security it will then ask you to enter **your 'Letter ID' or 'Other Party ID.'** If you are unsure of where to find that number, there is a clickable link available that will direct you to the location.

The screenshot shows the 'Business Portal' header with a user icon and a help icon. Below the header is a breadcrumb trail: < ALASKAN BUSINESS. The main heading is 'Business Association'. Underneath is another breadcrumb: ALASKAN BUSINESS. A progress bar shows three steps: 'About' (checked), 'Business Information' (checked), and 'Business Validation' (active, highlighted with a yellow box). The 'Business Validation' section contains the following text: 'For additional account security, provide the Letter ID from any letter provided by the agency or your Other Party ID to associate your business with your account.' Below this is a link: 'Where can I find the Other Party ID and the Letter ID?'. Then, it says 'I Have My' followed by two radio buttons: 'Letter ID' (selected) and 'Other Party ID'. Below the radio buttons is a text input field for 'Letter ID' with a red asterisk and a yellow 'Required' label. At the bottom of the form are three buttons: 'Cancel', '< Previous', and 'Next >'.

- After verifying that your business information is accurate, you will click **'Submit.'**

The screenshot shows the 'Business Portal' header with a user icon and a help icon. Below the header is a breadcrumb trail: < ALASKAN BUSINESS. The main heading is 'Business Association'. Underneath is another breadcrumb: ALASKAN BUSINESS. A progress bar shows four steps: 'About' (checked), 'Business Information' (checked), 'Business Validation' (checked), and 'Review' (active, highlighted with a blue box). The 'Review' section contains the following text: 'You are about to associate this web logon to the business specified below. If the information is correct, you may proceed and submit this web request.' Below this is a list of business details: 'Business Name: ALASKAN BUSINESS', 'FEIN: 87-8787878', and 'Address: 550 W 7TH AVE ANCHORAGE AK 99501-3571'. At the bottom of the form are three buttons: 'Cancel', '< Previous', and 'Submit' (highlighted with a red box).

- Next, you will be directed to the confirmation page. **After clicking 'OK,'** you will gain access to your employer customer account and be able to perform various tasks related to your business.



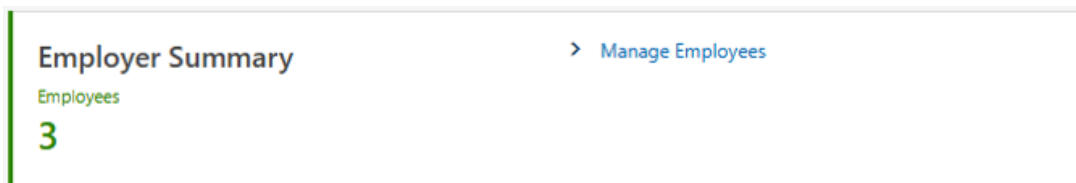
The screenshot shows the 'Business Portal' interface. At the top, there is a dark header bar with the 'Business Portal' logo on the left and a help icon and user profile icon on the right. Below the header, a breadcrumb trail shows '< ALASKAN BUSINESS'. The main content area is titled 'Confirmation' and contains the following text: 'You have submitted: Business Association', 'Confirmation number: 0-000-004-441', 'Date received: 5/30/2025 2:30:33 PM', and 'Submitted by logon: alaskanbusiness@test.com'. Below this, it states 'Your business association has been applied.' and provides contact information: 'If you have any questions, feel free to send us a message through the portal or contact the Employer Hotline at (907) 269-6089.' At the bottom of the content area, there are two blue buttons: 'Printable View' and 'OK'. The 'OK' button is highlighted with a red rectangular border.

BUSINESS PORTAL TABS & SERVICES

1. **'Summary' tab** – The Summary tab will serve as the homepage upon initial login to your business portal account, offering a brief description of each panel:

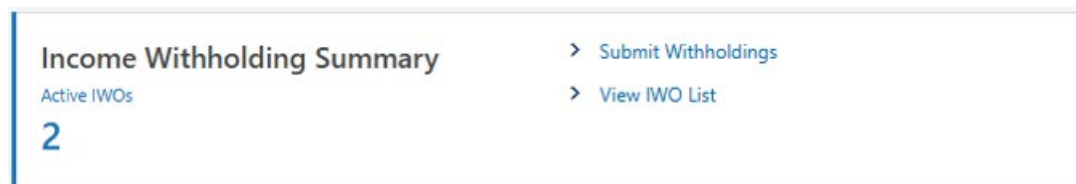
- a. Employer Summary

- i. **Manage Employees** – View and update employee details along with report termination of employment.



- b. Income Withholding Summary

- i. **Submit Withholdings** – Submit a single payment for all employees at once.
 - ii. **View IWO List** – View the withholding plan for each employee.






- c. IWO Response Needed (Note: This will only be visible if an answer to an inquiry request is needed from your business regarding an income withholding order that was sent)

- i. **Respond to an IWO** – **! New Feature !** You can now respond to a recent income withholding order that was sent to your business through the portal.



‘SUMMARY’ TAB OVERVIEW

 Business Portal



ALASKAN BUSINESS

Welcome, JOHN SMITH

You last logged in on Tuesday, Jun 10, 2025 11:22:29 AM

[Manage My Profile](#)

Summary

Action Center

Settings

I Want To...

Filter

ALASKAN BUSINESS

Employer Summary

Employees

3

> Manage Employees

Income Withholding Summary

Active IWOs

2

> Submit Withholdings

> View IWO List

IWO Response Needed

Employee : JOHN DOE

Due By

19-Sep-2025

> Respond to an IWO

CSED e-Services – Business Portal

2. 'Action Center' tab – This is where you can find notifications from CSED requesting you to take action. Some examples may include unread messages or letters, or incomplete but saved web request submissions.

The screenshot shows the Business Portal interface for a user named JOHN SMITH. The 'Action Center' tab is selected and highlighted with a red box and a notification badge. The page displays two notifications: 'You have an unread message' and 'New Hire Reporting hasn't been submitted'. Both notifications include a 'View' link. The left sidebar shows the user's business information, and the top navigation bar includes links for Summary, Action Center, Settings, and I Want To...

Business Portal

ALASKAN BUSINESS

Welcome, JOHN SMITH
You last logged in on Tuesday, Jun 10, 2025 11:22:29 AM
[Manage My Profile](#)

Summary **Action Center** Settings I Want To...

Filter

ALASKAN BUSINESS

You have an unread message
Messages sent to you may contain important information about your accounts.
[View Messages](#)

New Hire Reporting hasn't been submitted
You started a submission but haven't completed it yet. This may expire if it is not submitted.
[View Submission](#)

3. 'Settings' tab –The settings tab provides access to update mail delivery options.

The screenshot shows the Business Portal interface for a user named ALASKAN BUSINESS. The 'Settings' tab is selected and highlighted with a red box and a notification badge. The page displays the 'Employer' section with fields for Security and Mail Delivery. The left sidebar shows the user's business information, and the top navigation bar includes links for Summary, Action Center, Settings, and I Want To...

Business Portal

ALASKAN BUSINESS

Welcome, ALASKAN BUSINESS
You last logged in on Monday, Jan 19, 2026 10:39:24 AM
[Manage My Profile](#)

Summary Action Center **Settings** I Want To...

ALASKAN BUSINESS

000052093
550 W 7TH AVE
ANCHORAGE AK 99501-3571

Employer

Security : Business Owner
Mail Delivery : [Electronic](#)

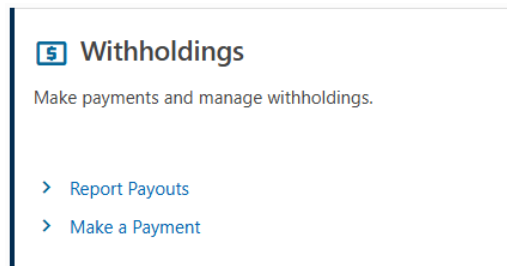
CSED e-Services – Business Portal

4. **'I Want To...' tab** – This tab displays the different types of web requests that can be submitted on behalf of your business.

5.

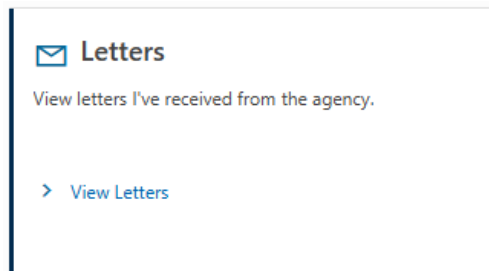
a. Withholdings

- i. **Report Payouts** – Report a one-time payment, such as year-end bonus or gambling or bingo payout.
- ii. **Make a Payment** – Submit a single payment for all your employees.



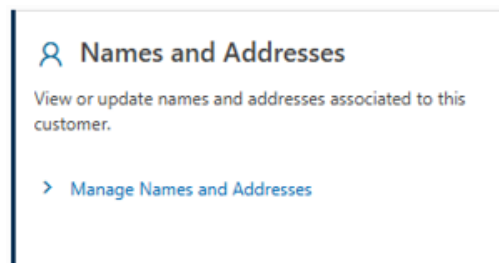
a. Letters

- i. **View Letters** – View all letters that have been sent to you from CSED.



a. Names and Addresses

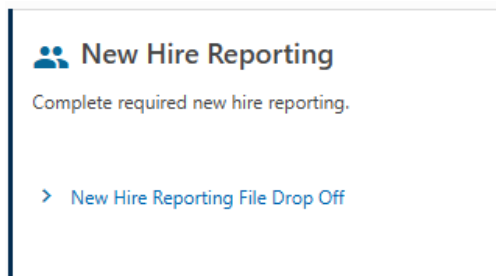
- i. **Manage Names and Addresses** – Update your business' mailing address and add DBA for your business.



CSED e-Services – Business Portal

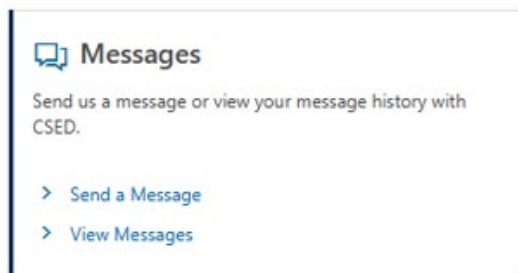
a. New Hire Reporting

- i. **New Hire Reporting File Drop Off** – Upload a file or manually enter new hire data.



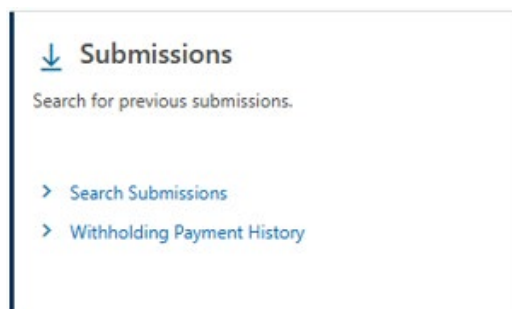
b. Messages

- i. **Send a Message** – Send a message to CSED to address any specific concerns or questions related to your business.
- ii. **View Messages** – View messages you have sent to or received from CSED.






c. Submissions

- i. **Search Submissions** – Search for any online submissions you have previously made.
- ii. **Withholding Payment History** – View or search the history of all withholding payments made.



‘I WANT TO...’ TAB OVERVIEW


 Business Portal




ALASKAN BUSINESS
000052093
550 W 7TH AVE
ANCHORAGE AK 99501-3571

Welcome, ALASKAN BUSINESS
You last logged in on Monday, Jan 19, 2026 10:39:24 AM
[Manage My Profile](#)


Summary Action Center ³ Settings **I Want To...**

 **Withholdings**
Make payments and manage withholdings.


[> Report Payouts](#)
[> Make a Payment](#)

 **Letters**
View letters I've received from the agency.


[> View Letters](#)

 **Names and Addresses**
View or update names and addresses associated to this customer.


[> Manage Names and Addresses](#)

 **New Hire Reporting**
Complete required new hire reporting.

[> New Hire Reporting File Drop Off](#)

 **Messages**
Send us a message or view your message history with CSED.

[> View Messages](#)
[> Send a Message](#)

 **Submissions**
Search for previous submissions.

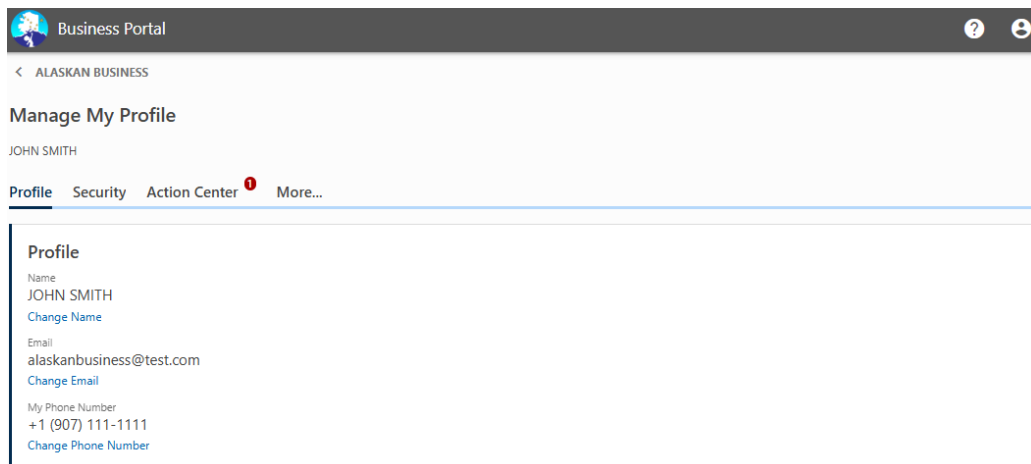
[> Search Submissions](#)
[> Withholding Payment History](#)

CSED e-Services – Business Portal

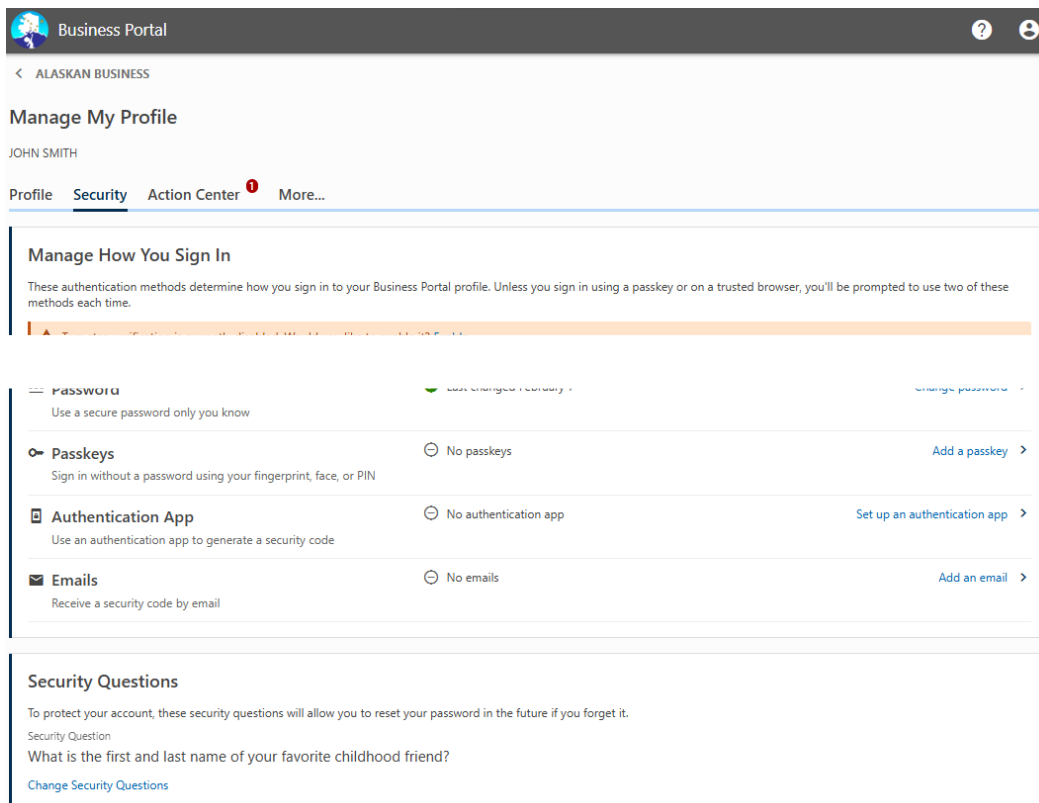
6. [‘Manage My Profile’ link](#) – This is where you will be able to update and manage your personal information.



- a. **Profile tab** – Change or update your name, email address, and phone numbers.

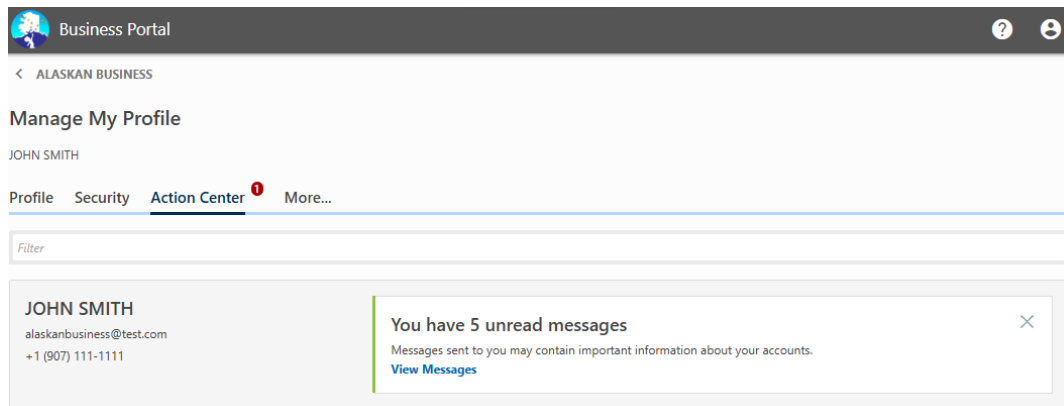


- b. **Security tab** – Manage how you sign into your account, change your password, and change your security questions.



CSED e-Services – Business Portal

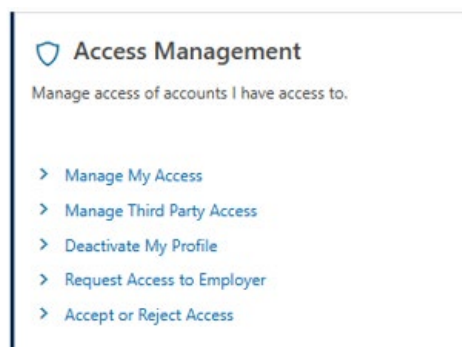
- c. **Action Center tab** – This is another location where you can find notifications from CSED requesting you to take action.



- d. **More tab** – This tab will provide additional links for specific web requests for your business.

i. Access Management

- **Manage My Access** – Manage your own access.
- **Manage Third Party Access** – Manage who and how much access a third-party individual has to your business account.
- **Deactivate My Profile** – Reassign primary access, report business closure, or deactivate all of your accounts.
- **Request Access to Employer** – Request access to other employers' business portal (as a third-party to their business).
- **Accept or Reject Access** – Manage who can access your business portal with a redeemable code.



CSED e-Services – Business Portal

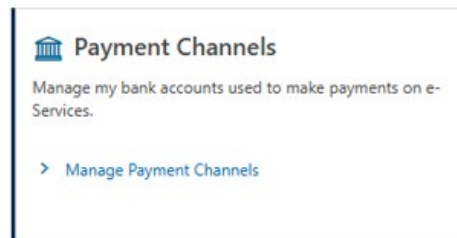
ii. My Users

- **Manage Secondary Logons** – Manage customer and customer groups access to the business portal.



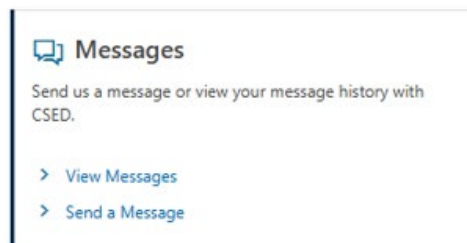
iii. Payment Channels

- **Manage Payment Channels** – Change or update banking or payment information.



iv. Messages

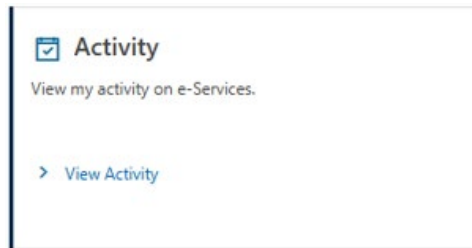
- **View Messages** – View Messages you have sent to or received from CSED.
- **Send a Message** – Send a message to CSED to address any specific concerns or questions related to your business.




CSED e-Services – Business Portal

v. Activity

- **View Activity** – View all activity by date, time, and web request done on the business portal.



MANAGE MY PROFILE LINK – MORE TAB OVERVIEW

 Business Portal


ALASKAN BUSINESS

Manage My Profile


ALASKAN BUSINESS

Profile Security Action Center ¹ More...


What are you looking for?

 **Access Management**
Manage access of accounts I have access to.


- > Manage My Access
- > Manage Third Party Access
- > Deactivate My Profile
- > Request Access to Employer
- > Accept or Reject Access

 **My Users**
Manage users who work for me.


- > Manage Secondary Logons

 **Payment Channels**
Manage my bank accounts used to make payments on e-Services.

- > Manage Payment Channels

 **Messages**
Send us a message or view your message history with CSED.

- > View Messages
- > Send a Message

 **Activity**
View my activity on e-Services.

- > View Activity