

CSED E-SERVICES BUSINESS PORTAL

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BUSINESS PORTAL HOMEPAGE

1. The business portal is located at <https://acsess.childsupport.alaska.gov/businessportal/>.
2. Within the Child Support Enforcement Division (CSED) Business Portal Homepage, you will find a variety of services available for new and existing employers:

Business Portal

Alaska now supports e-NMSNs through OCSS.
Learn more at [OCSS](#)

Email Address
Log in
Or
 Log in with a passkey
Access online services with Alaska CSED.
[Register Here](#)

What are you looking for?

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.

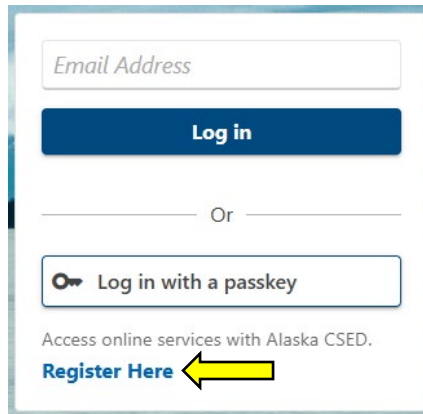
c. Sign Up

- 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 employers can register and start using the online 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.



Email Address

Log in

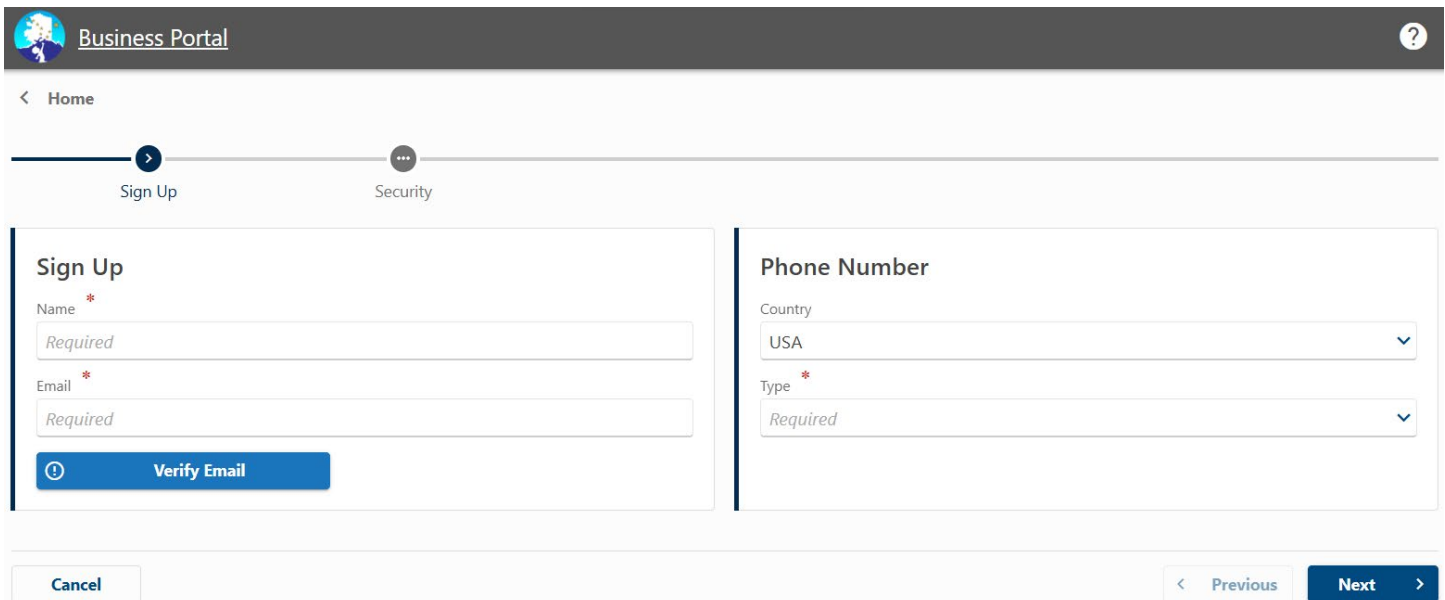
Or

Log in with a passkey

Access online services with Alaska CSED.

[Register Here](#)

- b. You will be brought to a screen to **sign up with your name, email address, and to add a phone number** for your web logon. ***Note***: CSED does not recommend using personal email addresses for Business Portal accounts.



Business Portal

< Home

Sign Up Security

Sign Up

Name *
Required

Email *
Required

Verify Email

Phone Number

Country
USA

Type *
Required

Cancel Previous Next

- c. Next, you will be prompted to add security to your account and **Manage How You Sign In**, where you will **add a password and one of the following two-step verification methods**:
- 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.

Business Portal

< Home

Sign Up Security

Manage How You Sign In

These authentication methods determine how you sign in to your Business Portal profile. Unless you sign in using a passkey or on a trusted browser, you'll be prompted to use two of these methods each time.

! You'll need to add at least two methods to complete your profile.

These methods are required:

- Password

Passkeys Log in without a password using your fingerprint, face, or PIN	⊖ No passkeys	Add a passkey >
Authentication App Use an authentication app to generate a security code	⊖ No authentication app	Set up an authentication app >
Emails Receive a security code by email	⊖ No emails	Add an email > Add akbusiness@test.com >
Password Use a secure password only you know	! Required	Add a password >

[Cancel](#) [Previous](#) [Submit](#)

- d. When you **Set Your Password**, a pop-up screen will appear. Here, you will also be setting up your security questions, which will allow you to reset your password in the future if you forget it.

Business Portal

< Home

Set Your Password

Password *

Required

Confirm Password *

Required

Password Requirements

- Passwords cannot be reused
- Passwords must contain at least 8 characters
- Passwords must contain both letters and numbers
- Passwords must contain both uppercase and lowercase letters
- Passwords must contain special characters

Security Questions

To protect your account, these security questions will allow you to reset your password in the future if you forget it. Please select one or more questions and provide the answers for them. Choose questions you will remember and are difficult to guess.

Security Question *

Required

Answer *

Required

Confirm Answer *

Required

[Add another question](#)

Cancel Submit

Use a secure password only you know

Cancel

< Previous Submit

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

Business Portal

< Home

Confirmation

Your account has been successfully created with the email address akbusiness@test.com. Please note that this email will serve as your username for logging in.

If you have any questions, feel free to send us a message through the portal or contact the Employer Hotline at (907) 269-6089.

Printable View

Log In

CSED e-Services – Business Portal

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

a. Find my Business

1. [Find my Business](#) – If your business received letters from CSED and would like to take advantage of the services such as paying income withholding orders or responding to an income withholding order, as the business owner you will need to link your business with your web logon.

b. Messages

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

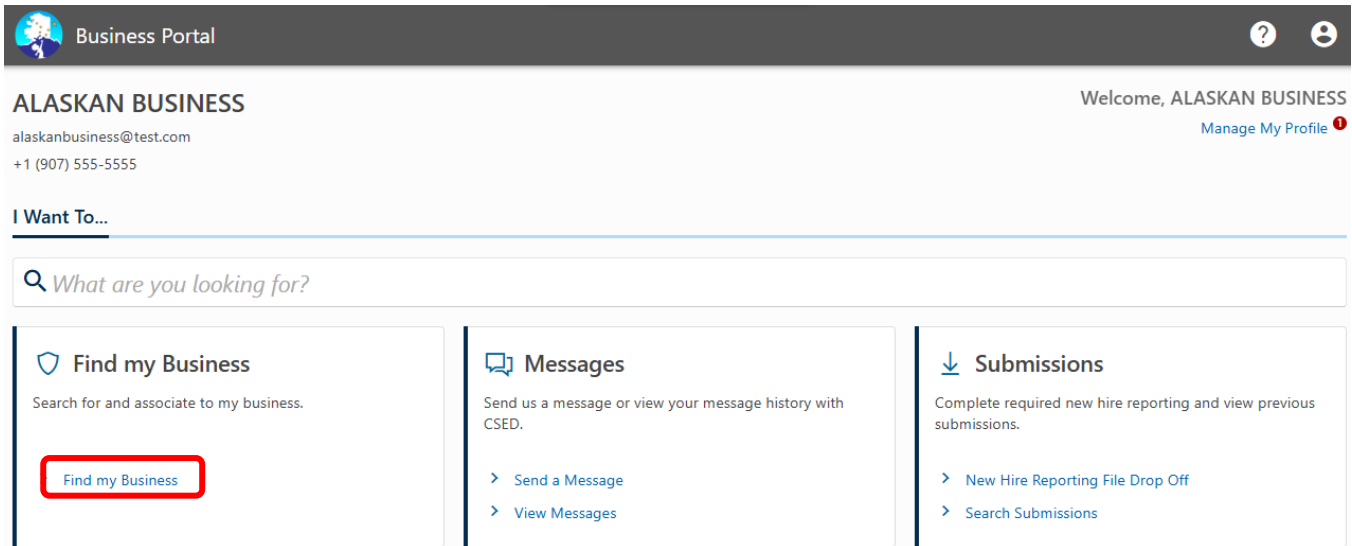
c. Submissions

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.

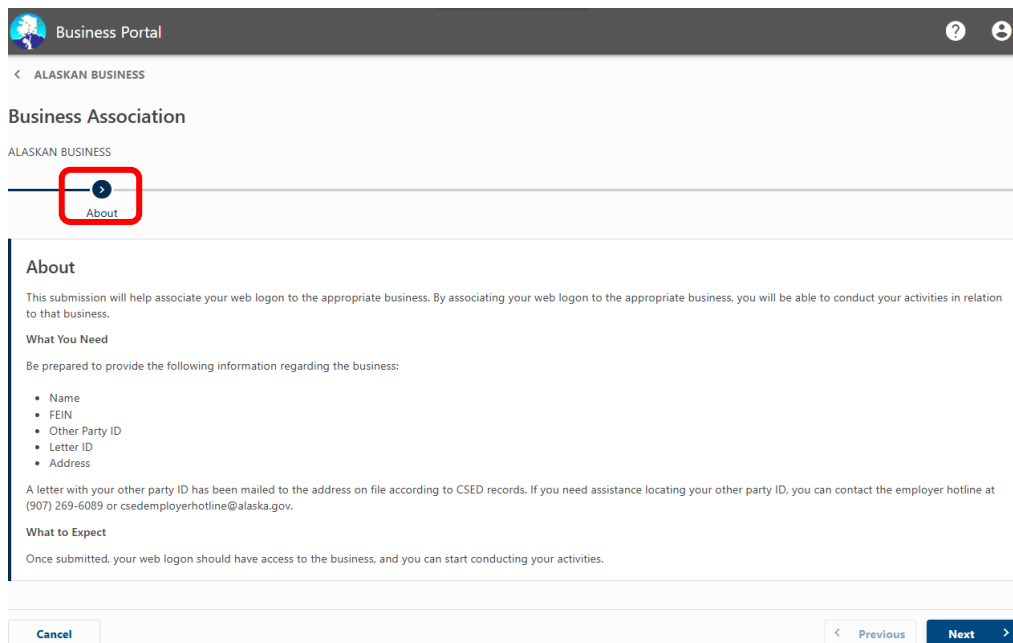
HOW TO ASSOCIATE YOUR WEB LOGON TO AN EXISTING EMPLOYER

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.'**



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



CSED e-Services – Business Portal

3. You will **need to complete the fields** below with your business information; Business Name, FEIN, and Address on File. ***Note***: Click the “Verify Address” button to proceed to the next step.

Business Portal

< ALASKAN BUSINESS

Business Association

ALASKAN BUSINESS

About Business Information

Business Information

Please provide the following information of the business you are associating with.

Business Name * FEIN *

Address on File

Country


Attention

Street *

Street 2

Unit Type Unit City *

State Zip * County

 Address needs to be verified *

Verify Address

CSED e-Services – Business Portal

- For additional security it will ask you to enter **your 'Letter ID' or 'Other Party ID.'** If you need guidance to locate the ID, click on the icon information link, "Where can I find the Other Party ID and the Letter ID?".

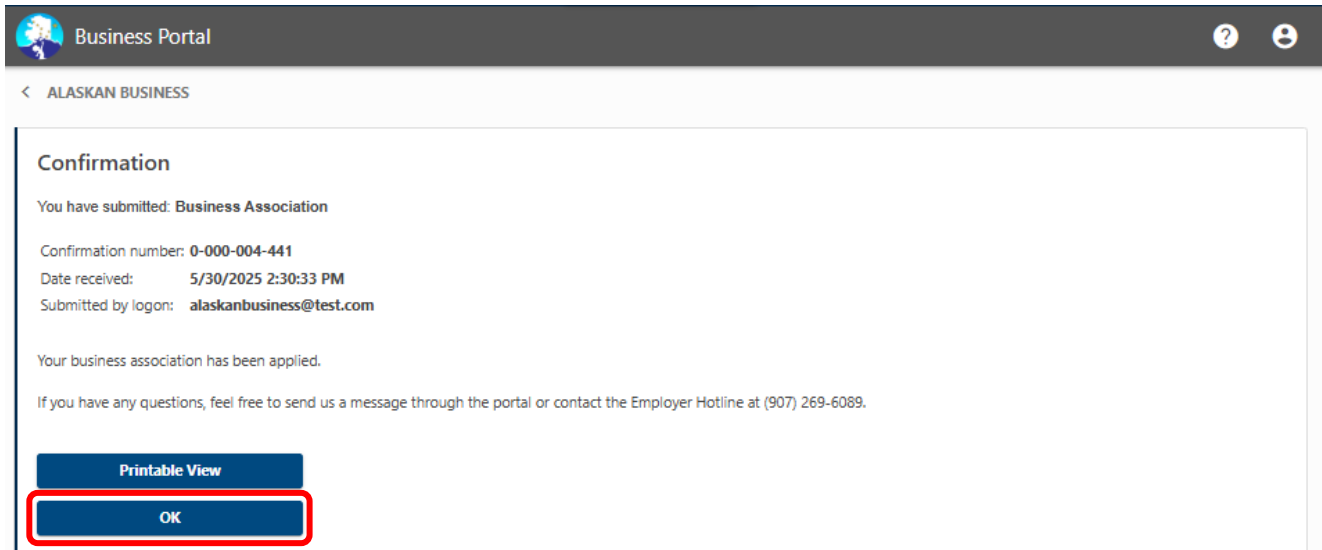
The screenshot shows the 'Business Portal' header with a user profile icon and a help icon. Below the header is a breadcrumb trail: < ALASKAN BUSINESS. The main heading is 'Business Association' with a sub-heading 'ALASKAN BUSINESS'. A progress bar at the top shows three steps: 'About' (checked), 'Business 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 an information icon with the link 'Where can I find the Other Party ID and the Letter ID?'. Underneath, there are radio buttons for 'Letter ID' (selected) and 'Other Party ID'. A 'Letter ID' input field is present with a red asterisk and a yellow 'Required' label. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

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

The screenshot shows the 'Business Portal' header with a user profile icon and a help icon. Below the header is a breadcrumb trail: < ALASKAN BUSINESS. The main heading is 'Business Association' with a sub-heading 'ALASKAN BUSINESS'. A progress bar at the top shows four steps: 'About' (checked), 'Business Information' (checked), 'Business Validation' (checked), and 'Review' (active, highlighted with a red box). The 'Review' section is titled 'Business Information Review' and contains the 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, the following information is displayed: 'Business Name : ALASKAN BUSINESS', 'FEIN : [REDACTED]', 'Other Party ID : [REDACTED]', and 'Address : [REDACTED]'. At the bottom, there are 'Cancel', 'Previous', and 'Submit' buttons, with the 'Submit' button highlighted by a red box.

CSED e-Services – Business Portal

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

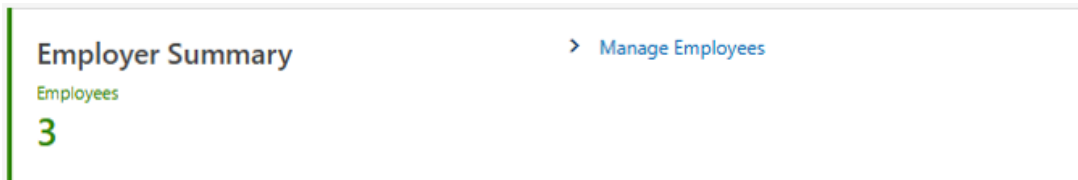


BUSINESS PORTAL TABS & SERVICES

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:

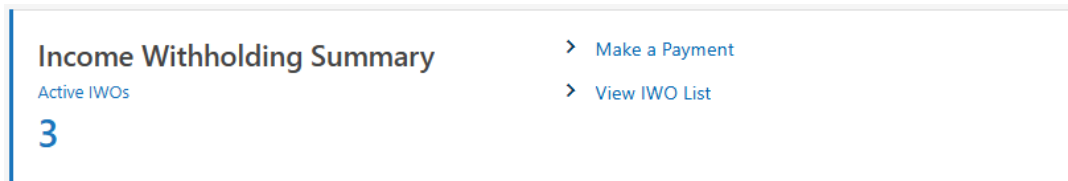
- a. Employer Summary

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



- b. Income Withholding Summary

- i. **Make a Payment** – 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 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

The screenshot shows the 'Business Portal' header with a user profile icon and a question mark. Below the header, the user is identified as 'ALASKAN BUSINESS' with redacted information. A navigation bar includes 'Summary' (highlighted with a red box), 'Action Center', 'Settings', and 'I Want To...'. A 'Filter' input field is present. The main content area displays three summary cards: 'Employer Summary' with 3 employees and a 'Manage Employees' link; 'Income Withholding Summary' with 3 active IWOs and links for 'Make a Payment' and 'View IWO List'; and 'IWO Response Needed' for employee JOHN DOE, due by 19-Sep-2025, with a 'Respond to an IWO' link.

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

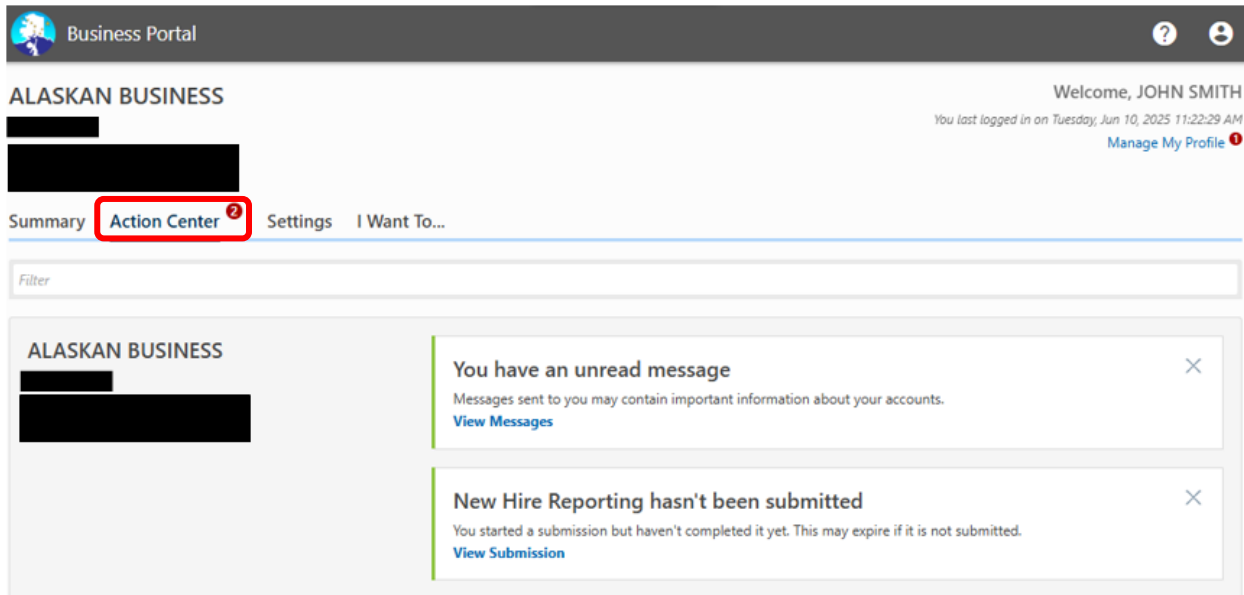
Employer Summary > [Manage Employees](#)
Employees
3

Income Withholding Summary > [Make a Payment](#)
Active IWOs > [View IWO List](#)
3

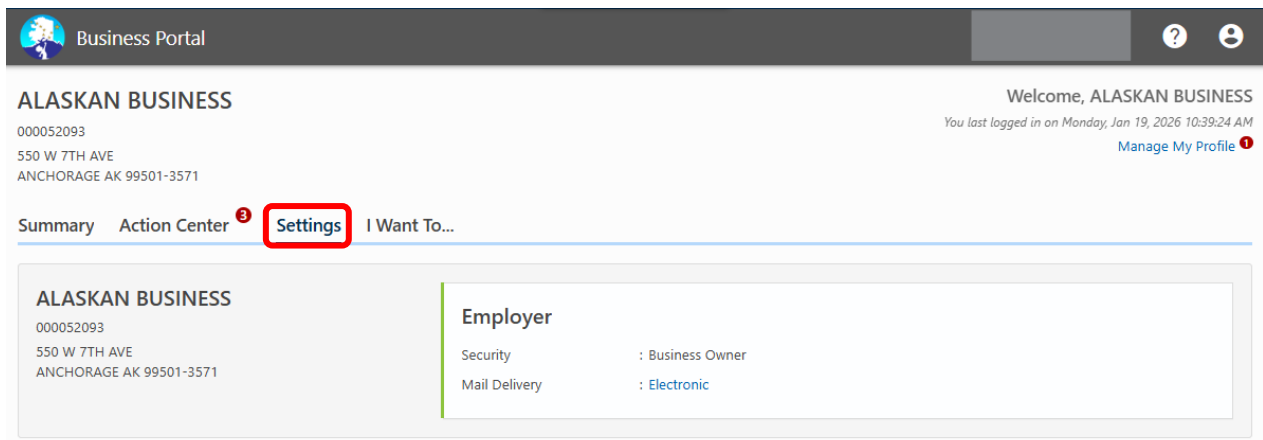
IWO Response Needed > [Respond to an IWO](#)
Employee : JOHN DOE
Due By
19-Sep-2025

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.



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

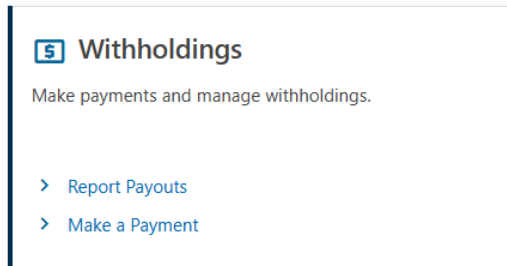


CSED e-Services – Business Portal

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

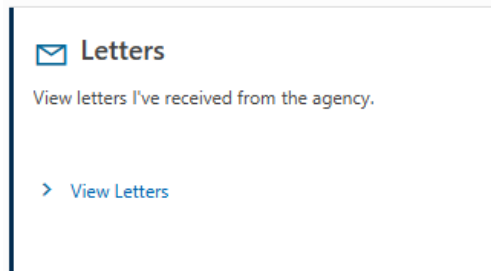
a. Withholdings

- 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 of your employees.



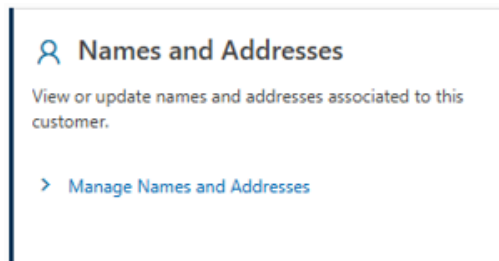
b. Letters

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



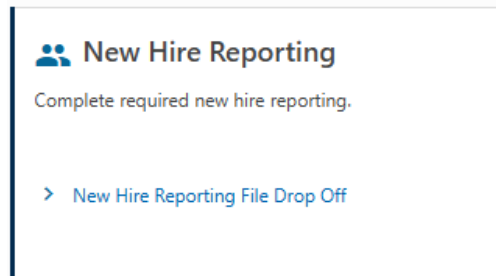
c. Names and Addresses

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



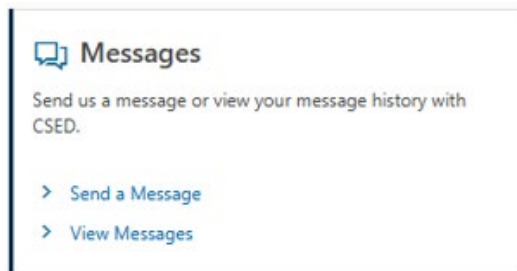
d. New Hire Reporting

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



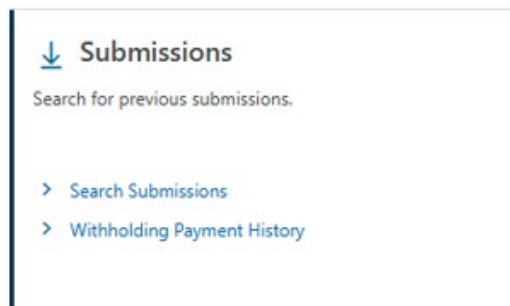
e. Messages

- 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.



f. 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

The screenshot shows the ALASKAN BUSINESS portal interface. At the top, there is a dark header with the 'Business Portal' logo and user profile icons. Below the header, the user is identified as 'ALASKAN BUSINESS' with contact information: 000052093, 550 W 7TH AVE, ANCHORAGE AK 99501-3571. A welcome message states 'Welcome, ALASKAN BUSINESS' and 'You last logged in on Monday, Jan 19, 2026 10:39:24 AM' with a 'Manage My Profile' link. A navigation bar contains 'Summary', 'Action Center' (with a notification badge), 'Settings', and 'I Want To...' (highlighted with a red box). Below the navigation bar is a search bar with the placeholder text 'What are you looking for?'. The main content area is divided into six panels, each with a title, description, and a list of actions:

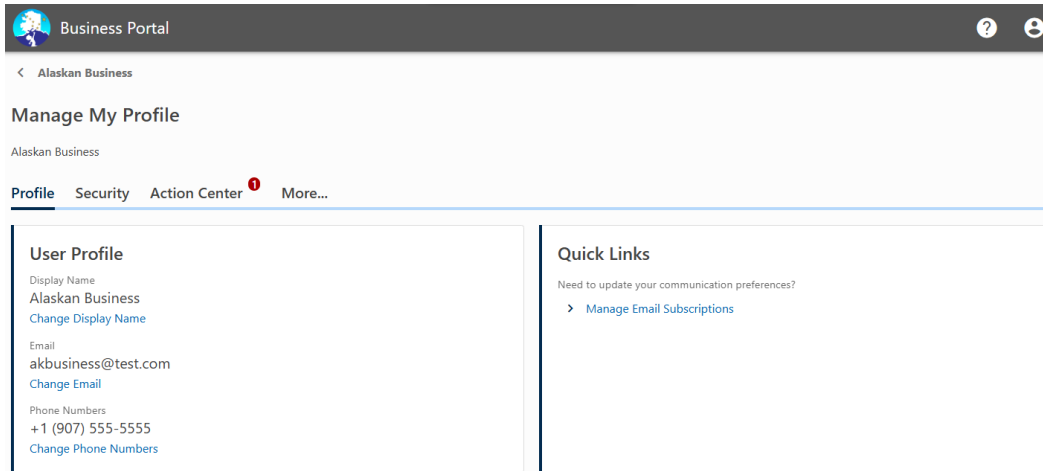
- Withholdings**: Make payments and manage withholdings. Actions: Report Payouts, Make a Payment.
- Letters**: View letters I've received from the agency. Action: View Letters.
- Names and Addresses**: View or update names and addresses associated to this customer. Action: Manage Names and Addresses.
- New Hire Reporting**: Complete required new hire reporting. Action: New Hire Reporting File Drop Off.
- Messages**: Send us a message or view your message history with CSED. Actions: Send a Message, View Messages.
- Submissions**: Search for previous submissions. Actions: Search Submissions, Withholding Payment History.

CSED e-Services – Business Portal

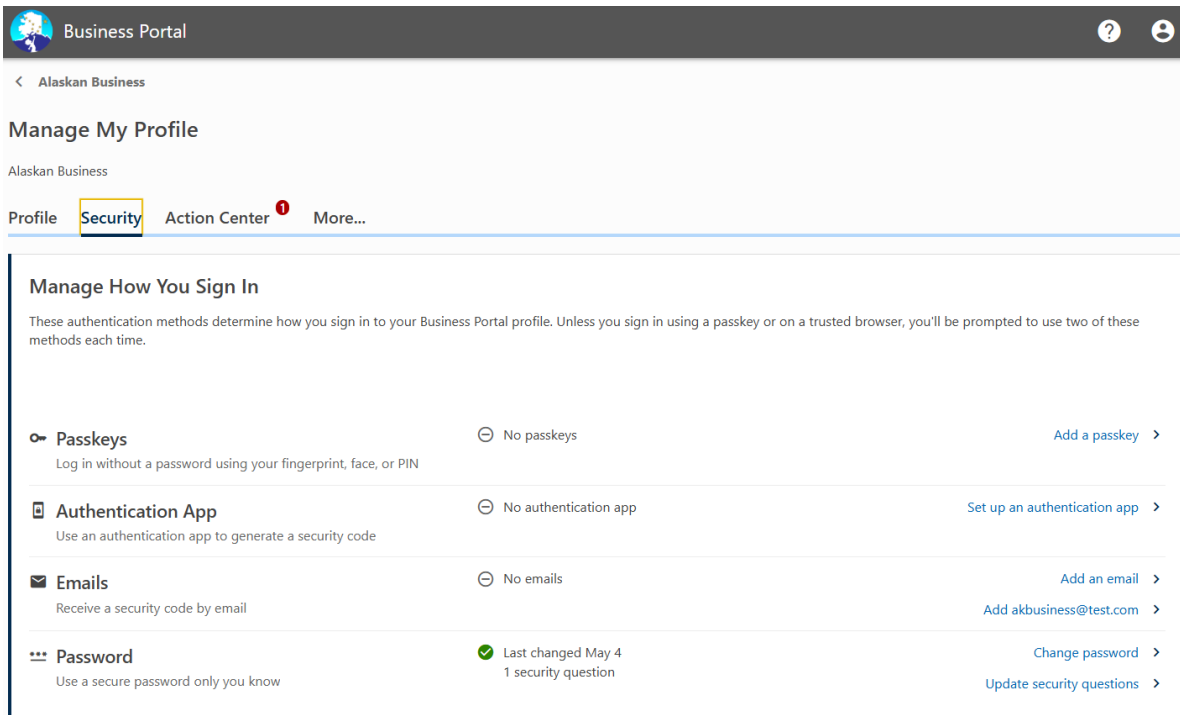
5. 'Manage My Profile' link – This is where you will be able to update and manage your personal information.



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

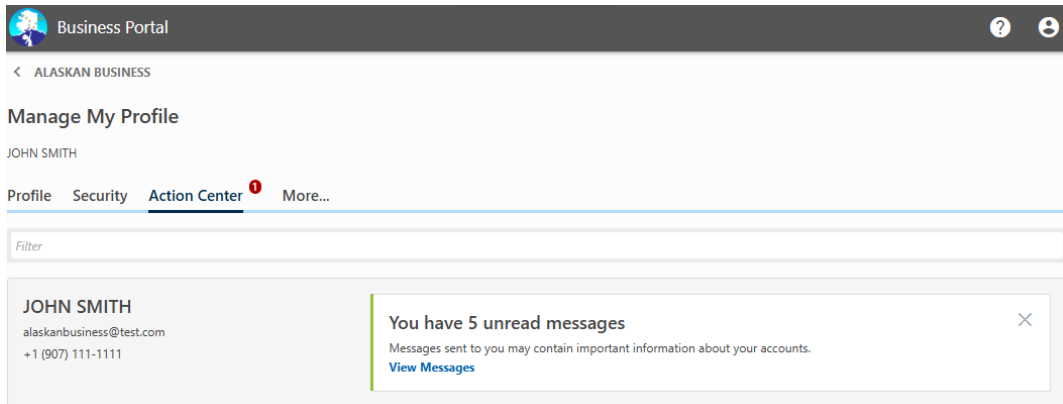


- b. **Security tab** – Manage how you sign into your account, change your password, and change your security questions.



CSED e-Services – Business Portal

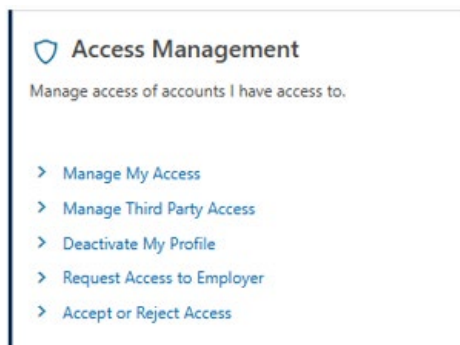
- c. **Action Center tab** – This is another location where you can find notifications from CSED requesting you to take action.



- 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.



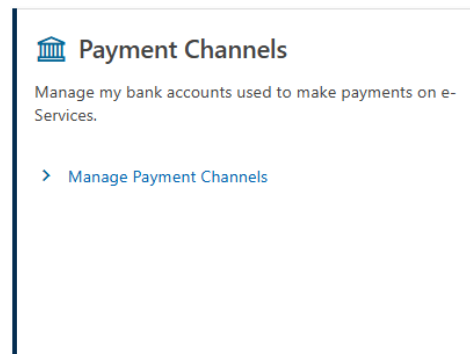
ii. My Users

- **Manage Secondary Logons** – Manage customer and customer group access to the Business Portal.



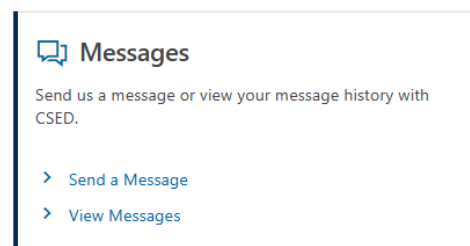
iii. Payment Channels

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



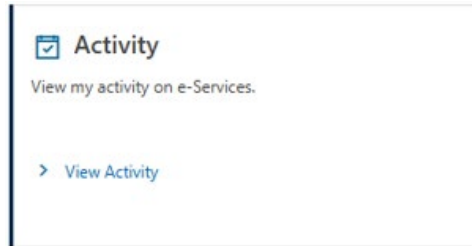
iv. Messages

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

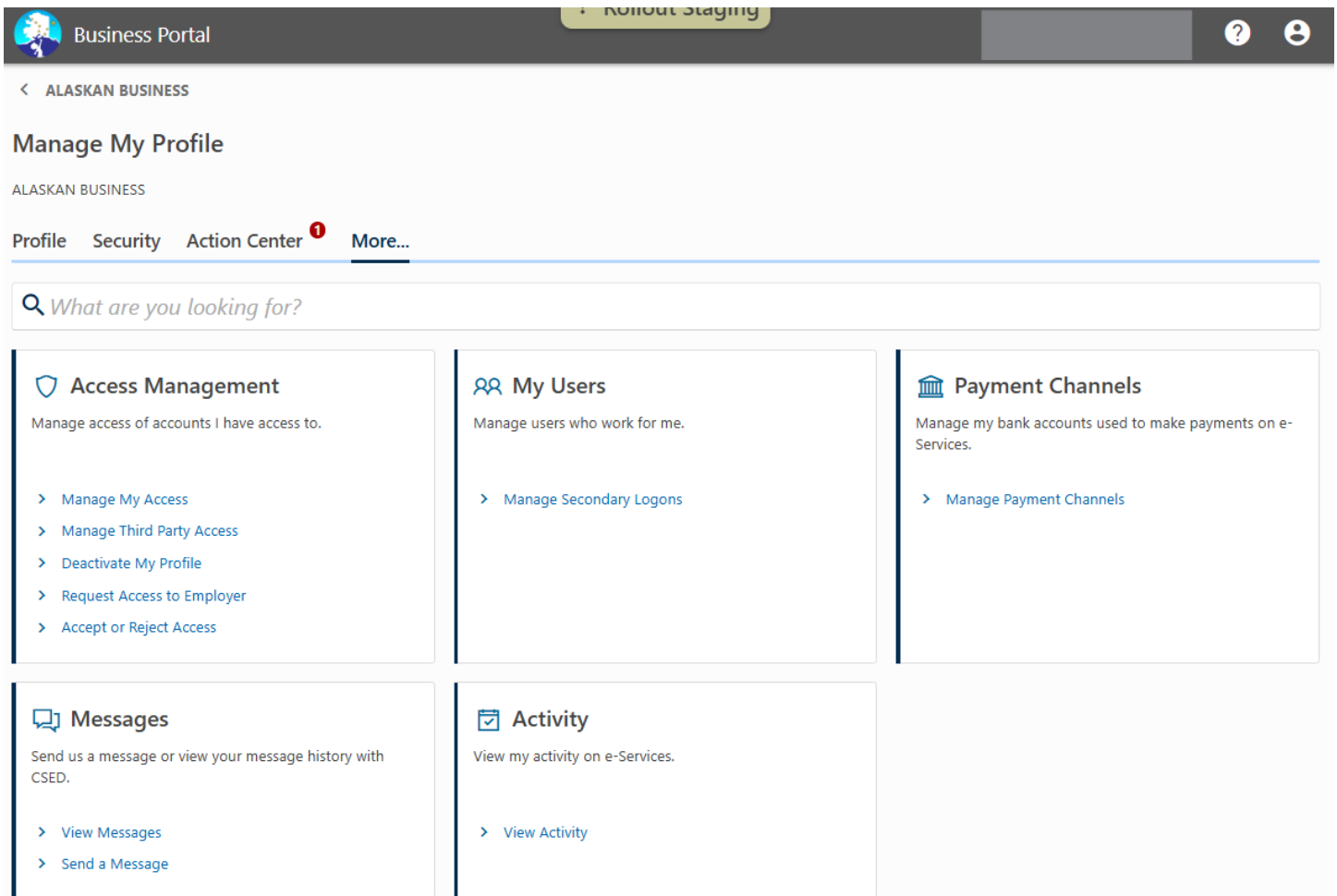


v. Activity

- **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