

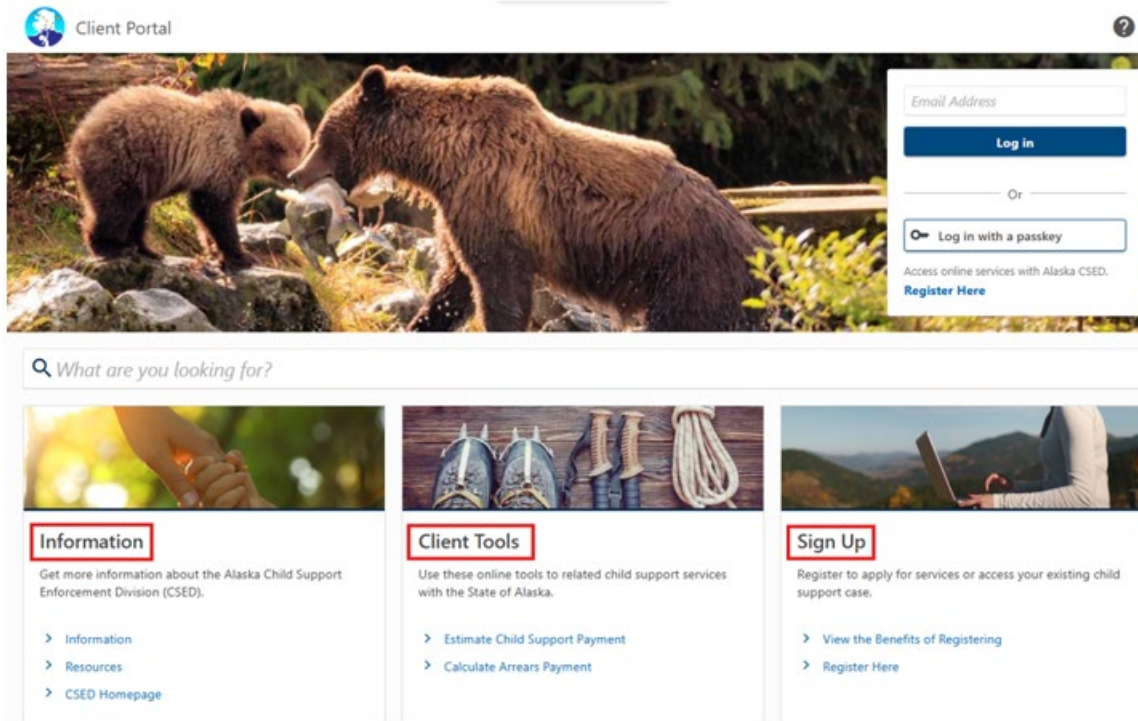
CSED E-SERVICES  
CLIENT PORTAL  
(Obligee)

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## CLIENT PORTAL HOMEPAGE

1. The client portal can be found at <https://access.childsupport.alaska.gov/clientportal/>, where you can find a variety of electronic services available for new and existing Child Support Enforcement Division (CSED) clients.
2. Services available from the Client Portal Homepage:



### a. Information

- i. Information – Get additional information about the Child Support Enforcement Division.
- ii. Resources – Can't find what you're looking for here, check out other resources and websites that may assist with your specific need.
- iii. CSED Homepage – Visit the Child Support website for additional information regarding the portals, public notices, and other resources.

### b. Client Tools

- i. Estimate Child Support Payment – See an estimated amount of what could be paid on a monthly basis.
- ii. Calculate Arrears Payment – Use this calculator to determine the amount you need to pay monthly to catch up on your arrears.

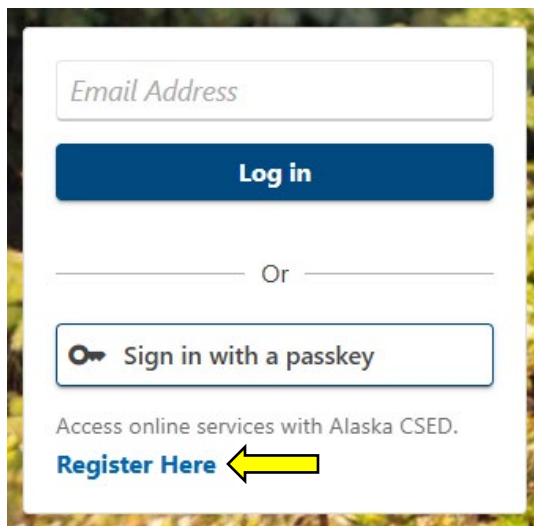
### c. Sign Up

- i. View the Benefits of Registering – Reasons to use the client portal for your CSED needs.
- ii. Register Here – Create your new client portal web logon to view your case information.

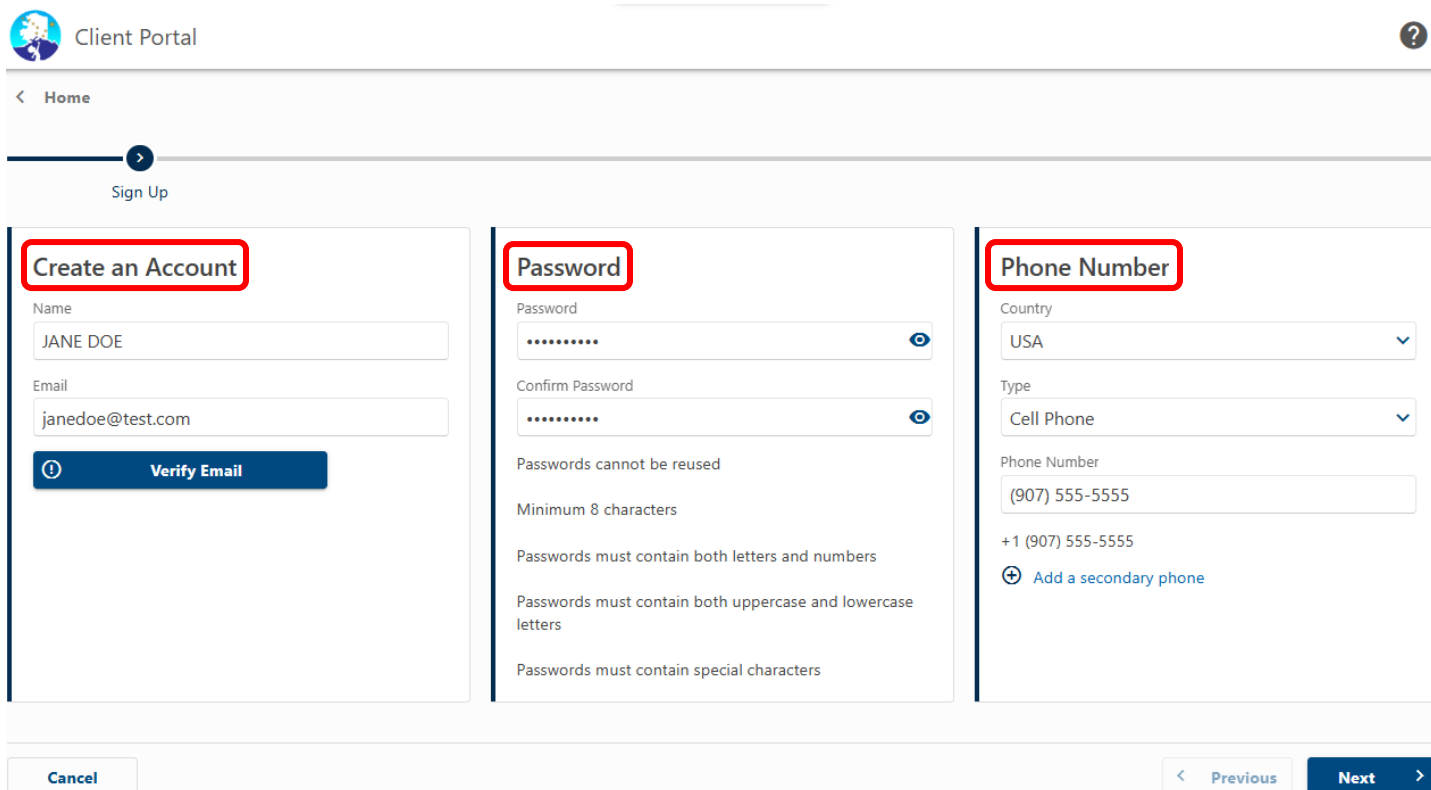
## HOW TO REGISTER

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





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



## CSED e-Services – Client Portal (Obligee)

- 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.

 Client Portal 

[< Home](#)

✓

Sign Up


➤

Account Security


**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

What was the name of your first pet? 

Answer

..... 

Confirm Answer

..... 

[⊕ Add another question](#)

Cancel

[< Previous](#)

[Next >](#)

September 30, 2025

v1.0

Page 5

## CSED e-Services – Client Portal (Obligee)

- d. The next step is designed to improve the security of your Client 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:
- ii. **Passkeys** – Sign in without a password by using your fingerprint, face, or PIN.
  - iii. **Authentication App** – Use an authentication app to generate a security code.
  - iv. **Emails** – receive a security code by email.

The screenshot shows the 'Client Portal' header with a user icon and a help icon. Below the header is a navigation bar with a back arrow and the text 'Home'. A progress bar indicates three steps: 'Sign Up' (completed), 'Account Security' (completed), and 'Two-Step Verification' (current step). The main content area is titled 'Protect your Client Portal profile with two-step verification' and includes a descriptive paragraph. Below this, there are three rows of options, each with a red box highlighting the method name and a minus icon to its left. The first row is for 'Passkeys' (No passkeys, Add a passkey >), the second for 'Authentication App' (No authentication app, Set up an authentication app >), and the third for 'Emails' (No emails, Add an email >). At the bottom, there are three buttons: 'Cancel', '< Previous', and 'Submit'.

Client Portal

< Home

Sign Up Account Security Two-Step Verification

### Protect your Client Portal profile with two-step verification

Two-step verification is used to better protect your Client Portal profile. Once we have it setup you'll be asked to provide one of these methods to verify your identity each time you log in.

<b>Passkeys</b>	⊖ No passkeys	<a href="#">Add a passkey &gt;</a>
Sign in without a password using your fingerprint, face, or PIN		
<b>Authentication App</b>	⊖ No authentication app	<a href="#">Set up an authentication app &gt;</a>
Use an authentication app to generate a security code		
<b>Emails</b>	⊖ No emails	<a href="#">Add an email &gt;</a>
Receive a security code by email		

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

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

The screenshot shows the 'Client Portal' header with a user icon and a help icon. Below the header is a navigation bar with a back arrow and the text 'Home'. The main content area is titled 'Confirmation' and includes two paragraphs of text. At the bottom, there are two buttons: 'Printable View' and 'Log In', with the 'Log In' button highlighted by a red box.

Client Portal

< Home

### Confirmation

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

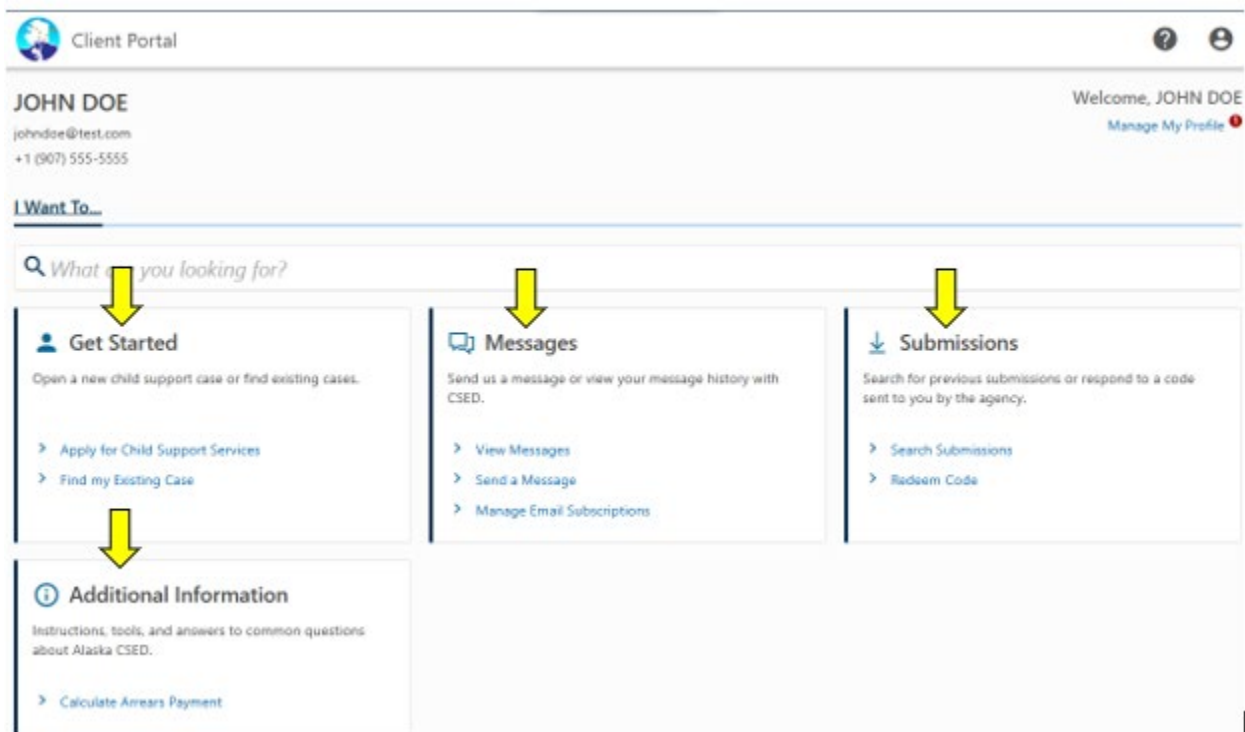
If you have any questions, feel free to send us a message through the portal or contact the Customer Service Center at (907) 269-6900.

[Printable View](#)

[Log In](#)

## CSED e-Services – Client Portal (Obligee)

2. [Services for new customers](#) – The client portal login page for new customers offers several services to help you get started.



### a. Get Started

- i. Apply for Child Support Services – Complete a separate application for services for each case you wish to have CSED open and enforce on your behalf.
- ii. Find My Existing Case – If you have an existing child support case, you will need to link your portal login to that case.

### b. Messages

- i. View Messages – View messages you have sent to or received from CSED.
- ii. Send a Message – Send a message to CSED to address any specific concerns or questions related to your child support case or client portal.
- iii. Manage Email Subscriptions – Subscribe to or unsubscribe from our email notifications.

### c. Submissions

- i. Search Submissions – Search for any online submissions you have previously made.
- ii. Redeem Code – This would be a code that you received in the form of letter, email, or text from the agency.


### d. Additional Information



- i. Calculate Arrears Payment – Use this calculator to determine the amount you need to pay monthly to catch up on your arrears.

## HOW TO ASSOCIATE YOUR WEB LOGON TO AN EXISTING CASE

If you have an existing child support case(s), you will need to use this link to associate your web logon to your case(s).

1. Under the **'Get Started'** web group, you will want to click **'Find my Existing Case.'**


 Client Portal





**JANE DOE**  
janedoe@test.com  
+1 (907) 555-5555


Welcome, JANE DOE  
[Manage My Profile](#)


I Want To...

 What are you looking for?

 **Get Started**  
Open a new child support case or find existing cases.  
  
[> Apply for Child Support Services](#)  
[> Find my Existing Case](#)

 **Submissions**  
Search for previous submissions or respond to a code sent to you by the agency.  
  
[> Search Submissions](#)  
[> Redeem Code](#)

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

 **Additional Information**  
Additional information and answers to common questions from Alaska CSED.  
  
[> Frequently Asked Questions](#)  
[> Making or Receiving Payments](#)



## CSED e-Services – Client Portal (Obligee)

- You will then be taken to the **'About'** step, where you can find information on the necessary details and an overview of what to expect when completing this web request.



The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, a breadcrumb trail shows '< JANE DOE'. The main heading is 'Customer Association' with a sub-heading 'JANE DOE'. A progress bar at the top has a red box around the 'About' step, which is currently selected. The 'About' section contains the following text: 'This submission will help you find your existing child support case(s) so that you can manage your case-related activities through the CSED Client Portal.' Below this is a section titled 'What You Need' with the text: 'Be prepared to provide the following information. Your member ID is an 8-digit number assigned to you and can be found on the letters sent to you by CSED regarding your case(s).' This is followed by a bulleted list: 'Member ID', 'Your Legal Last Name', 'SSN/ITIN', and 'Date of Birth'. Another section titled 'What To Expect' contains the text: 'We will verify your information in order to grant access to your case(s).' At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'.

- On the **'Your Information'** step, you will be required to provide your member number, legal last name, social security number, and date of birth.

The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, a breadcrumb trail shows '< JANE DOE'. The main heading is 'Customer Association' with a sub-heading 'JANE DOE'. A progress bar at the top has two steps: 'About' (completed) and 'Your Information' (current step). The 'Your Information' section contains the following text: 'Provide the following information to associate your web login to your case(s).' Below this are five input fields, each with a yellow arrow pointing to it: 'What is your Member ID?' (Required), 'What is your legal last name?' (Required), 'Which type of ID do you have?' (Social Security Number), 'Enter your Social Security Number' (Required), and 'Your Date of Birth' (Required). At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'.

# CSED e-Services – Client Portal (Obligee)

4. After reviewing that your information is correct, you can proceed with submitting the web request.

 Client Portal ? 

< JANE DOE

## Customer Association

JANE DOE

✓

✓

>

AboutYour InformationReview

### Review

The information you provided is listed below. Once you submit your request and it has been verified and approved, you will receive access to your child support case(s).

Legal Last Name : DOE

Social Security Number : \*\*\*-\*\*-7753

Your Date of Birth : 04/24/1991



Member ID : 04025340

Cancel

< Previous

Submit

5. Once you **click 'OK'** on the confirmation page, you will have access to your case(s) information.

 Client Portal ? 

< JANE DOE

## Confirmation

You have submitted: **Customer Association**

Confirmation number: **0-000-037-338**

Date received: **6/3/2025 11:37:09 AM**

Submitted by logon: **janedoe@test.com**

Your request has been received and processed immediately.

If you have any questions, feel free to send us a message through the portal or contact the Customer Service Center at (907) 269-6900.

Printable View

OK

## CLIENT PORTAL TABS & SERVICES

1. **'Summary' tab** – The Summary tab will serve as the homepage upon initial login to your client portal account, offering a brief overview of your case(s).

- a. Child Support Member

1. **Update your Address** – Keep your residential and mailing up to date.

**Child Support Member**[> Update Your Address](#)

You are required to keep your address current with CSED.

- b. Receiver Summary

1. **Manage Disbursement Method** – Manage how you will receive your child support payments.
2. **View Case Details** – View current support amount, custody, and order history.

**Receiver Summary**[> Manage Disbursement Method](#)  
[> View Case Details](#)

Direct Deposit to CONSUMERS FEDERAL CREDIT UNION \*\*\*\*\*6789

Total Support Owed as of May 31, 2025: \$100.00

- c. Last Disbursement

1. **View Disbursement History** – View the date, type, amount and additional details of payments that you have received.

**Last Disbursement**[> View Disbursement History](#)

Direct Deposit issued on 11-Apr-2025

Amount

**\$600.00**

- d. Account

1. **Submit a Fee Payment** – Make payments on any fees accumulated.

**Account**[> Submit a Fee Payment](#)

004025284-003-001

Balance

**\$0.00**

## CSED e-Services – Client Portal (Obligee)


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e. Case ID

1. **View my Case Type** – Check whether your case pertains to Non-Assistance, TANF, Registry, etc.
2. **View Details** – Another link to show your child support, custody, order history, and to request a statement of your case.
3. **Case Actions** – Request a statement, notify CSED of a change in circumstance, and take actions on your case.
4. **Request a Statement** – Request a detailed or summarized statement of your case.

<b>Case ID: 000020108</b>	> View my Case Type
Case Type: Never Assistance IV-D	> View Details
Status: Active	> Case Actions
	> Request a Statement

## ‘SUMMARY’ TAB OVERVIEW

 Client Portal



**DOE, JANE**  
04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, Jane Doe  
You last logged in on Wednesday, Jun 4, 2025 10:06:55 AM  
[Manage My Profile](#)

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

**DOE, JANE**  
04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571  
[Action Center Items](#)

**Child Support Member**  
You are required to keep your address current with CSED.  
[Update Your Address](#)

**Child Support Obligee**  
DOE, JANE  
Monthly Support Amount: \$1,300.00

**Receiver Summary**  
Direct Deposit to CONSUMERS FEDERAL CREDIT UNION \*\*\*\*\*6789  
Total Support Owed as of May 31, 2025: \$100.00  
[Manage Disbursement Method](#)  
[View Case Details](#)

**Last Disbursement**  
Direct Deposit issued on 11-Apr-2025  
Amount  
**\$600.00**  
[View Disbursement History](#)

**Fees**  
DOE, JANE  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571


**Account**  
004025284-003-001  
Balance  
**\$0.00**  
[Submit a Fee Payment](#)



**Child Support Case**  
Participants:  
DOE, JOHN  
DOE, BABY  
[Action Center Items](#)

**Case ID: 000020108**  
Case Type: Never Assistance IV-D  
Status: Active  
[View my Case Type](#)  
[View Details](#)  
[Case Actions](#)  
[Request a Statement](#)

## CSED e-Services – Client Portal (Obligee)

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

 Client Portal



**DOE, JANE**  
04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, Jane Doe  
*You last logged in on Wednesday, Jun 4, 2025 10:06:55 AM*  
[Manage My Profile](#)

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

Filter

**DOE, JANE**  
04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

You have an unread message

Messages sent to you may contain important information about your accounts.  
[View Messages](#)

You have 3 unread letters

Letters sent to you may contain important information about your accounts.  
[View Letters](#)

Apply for Child Support Services hasn't been submitted

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

**Child Support Case**  
Case ID: 000020108  
Participants:  
DOE, JOHN  
DOE, BABY

Review direct payment

A direct payment was reported and requires your review.  
[Review the direct payment](#)

[View Dismissed Actions](#)

# CSED e-Services – Client Portal (Obligee)

3. 'Resource Programs' tab – This tab provides additional information and external resources to assist our clients with their child support cases.

**Client Portal**

**DOE, JANE**  
34032384  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, Jane Doe  
You last logged in on Wednesday, Jan 4, 2023 10:02:54 AM  
[Manage My Profile](#)

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

**Filter**

**Help with Court Filings**

- Alaska Family Law Self-Help Center: Access videos, forms, and FAQs to assist in navigating family law.
- Attorney Resources: Alaska Bar Association

**Free Computer Access and/or Classes**

- Public Libraries: Within the State of Alaska

**Financial Assistance**

- Alaska 211: One-stop resource for finding help in your community.
- Free Credit Reports: Figure out if you can get a credit, check out how good or bad the terms are for getting the credit, and see how much it will cost you to borrow money.
- Division of Public Assistance: Alaska Department of Health
- Denali KidCare: Ensures that all Alaskans who qualify can get and keep track of all the Medicaid services they need.
- Alaska Unemployment: Dedicated to providing unemployed workers fast and accurate payment of Unemployment Insurance (UI) benefits.
- Alaska Housing Rental Assistance: Alaska Housing Finance Corporation
- Childcare (Daycare) Assistance: Child Care Program Office (CCPO) for the State of Alaska
- Women, Infants, and Children (WIC): Alaska WIC Nutrition Children Assistance Program

**Employment, training programs, apprenticeships**

- Apply for State of Alaska Employment: Professionals within the state government play a vital role in supporting life in the Last Frontier.
- Alaska Job Career Network: Department of Labor & Workforce Development
- Job Resources: Training Programs, Apprenticeships, Job Resources, and Assistance in the State of Alaska.

**Social Security Income for Children**

- Children's Insurance Benefits (PDF): When a parent develops a disability or passes away, Social Security benefits help stabilize the family's financial future (PDF).
- Survivors Benefits: Social Security survivors benefits are paid to widows, widowers, and dependents of eligible workers.
- Disabled Children Benefits: Alaska Inclusive Child Care Program (Alaska IV)

**Alaska Trial Courts**

- Courtview: Obtain information about court cases.
- Court Directory: Locations, Hours of Operations, Contact Numbers
- Request for Court Records: Request for copies of case files or documents

**Alaska Property Information**

- Recorder's Office Name Search: Documents affecting real property within Alaska
- Uniform Commercial Code (UCC) Name Search: Transactions which create a security interest in personal property

**Alaska Business and Professional Licensure**

- Alaska Business License Search: The Division of Corporations, Business and Professional Licensing provides access to license records online as a service to the public.
- Professional License Search: Reports of disciplinary actions from 2017 to date for all professional licenses regulated by this division.

**IRS**


- IRS Main Site: Helping people understand and meet their tax responsibilities
- Where is my Refund?: Use this tool to track your refund with the IRS.



**Other Related Sites**

- Health Analytics & Vital Records: Formerly Bureau of Vital Statistics
- Caroline Crisis Services: Need to talk? This is Alaska's Suicide Prevention and "Someone to Talk to" Line, who are ready to listen.

# CSED e-Services – Client Portal (Obligee)

4. ‘Settings’ tab – The Settings tab provides access to various account details. You can update your email preferences and manage notification settings.

 Client Portal



DOE, JANE

04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, Jane Doe

You last logged in on Friday, Apr 18, 2025 1:03:15 PM

[Manage My Profile](#)

Summary

Action Center

Resource Programs

Settings

I Want To...

DOE, JANE

04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Individual

Security : Primary

Mail Delivery : Paper

Fees

DOE, JANE  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Account

Mail Delivery : Default (Paper)



# CSED e-Services – Client Portal (Obligee)

6. 'I Want To...' tab – This tab displays the different types of web requests that can be submitted on your case(s).

**\*Note: More information on this tab to come with explanations regarding web requests.\***

## 'I WANT TO...' TAB OVERVIEW

The screenshot shows the 'I Want To...' tab selected in the Client Portal. The user is Jane Doe, logged in as Jane Doe. The page displays a grid of nine service categories, each with a description and a list of actions.

**Client Portal**

**DOE, JANE**  
04025284  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, Jane Doe  
You last logged in on Friday, Apr 18, 2025 1:03:15 PM  
[Manage My Profile](#)

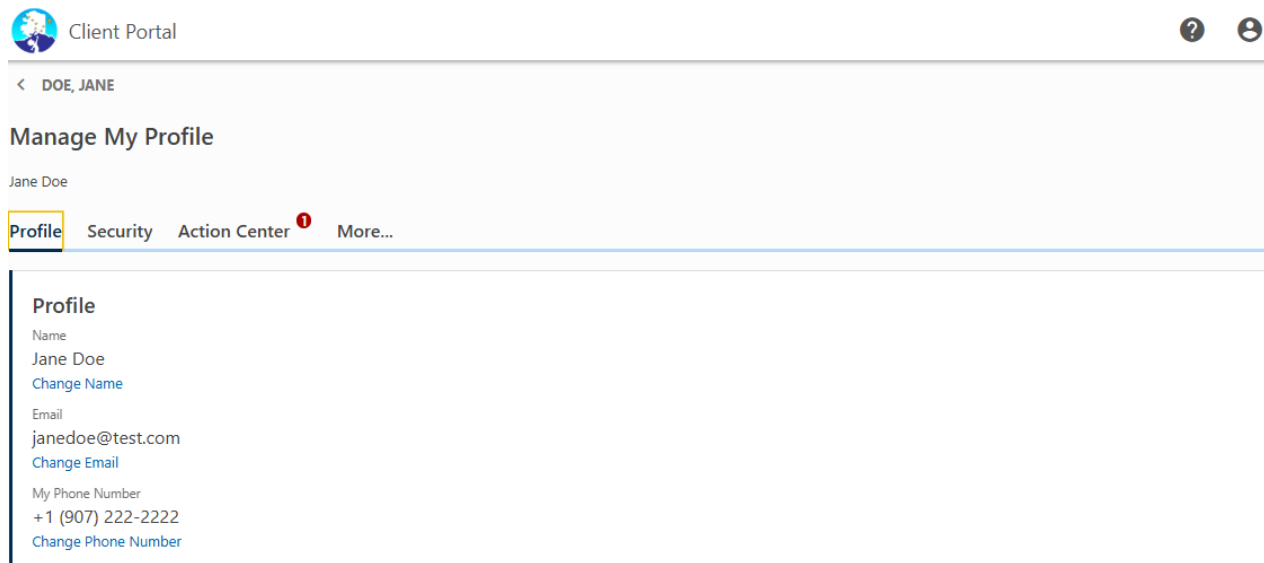
Summary Action Center Resource Programs Settings **I Want To...**

Q What are you looking for?

<b>Case Actions</b> Complete actions related to my child support case. <ul style="list-style-type: none"><li>&gt; Close My Case</li><li>&gt; Request Nondisclosure</li></ul>	<b>Change of Circumstance</b> Request a review of my current child support or IWO order. <ul style="list-style-type: none"><li>&gt; Add Children to Case</li><li>&gt; Request an Order Modification</li></ul>	<b>Letters</b> View letters I've received from the agency. <ul style="list-style-type: none"><li>&gt; View Letters</li></ul>
<b>Messages</b> Send us a message or view your message history with CSED. <ul style="list-style-type: none"><li>&gt; View Messages</li><li>&gt; Send a Message</li><li>&gt; Manage Email Subscriptions</li></ul>	<b>Names and Addresses</b> View or update names and addresses associated to this customer. <ul style="list-style-type: none"><li>&gt; Manage Names and Addresses</li></ul>	<b>Credits</b> Request a credit on your child support case. <ul style="list-style-type: none"><li>&gt; Request a Credit</li><li>&gt; Add a Medical Credit</li></ul>
<b>Application for Services</b> I would like to open a new child support case. <ul style="list-style-type: none"><li>&gt; Apply for Child Support Services</li></ul>	<b>Submissions</b> Search for previous submissions or respond to a code sent to you by the agency. <ul style="list-style-type: none"><li>&gt; Search Submissions</li><li>&gt; Redeem Code</li></ul>	<b>Additional Information</b> Instructions, tools, and answers to common questions about Alaska CSED. <ul style="list-style-type: none"><li>&gt; Calculate Arrears Payment</li></ul>

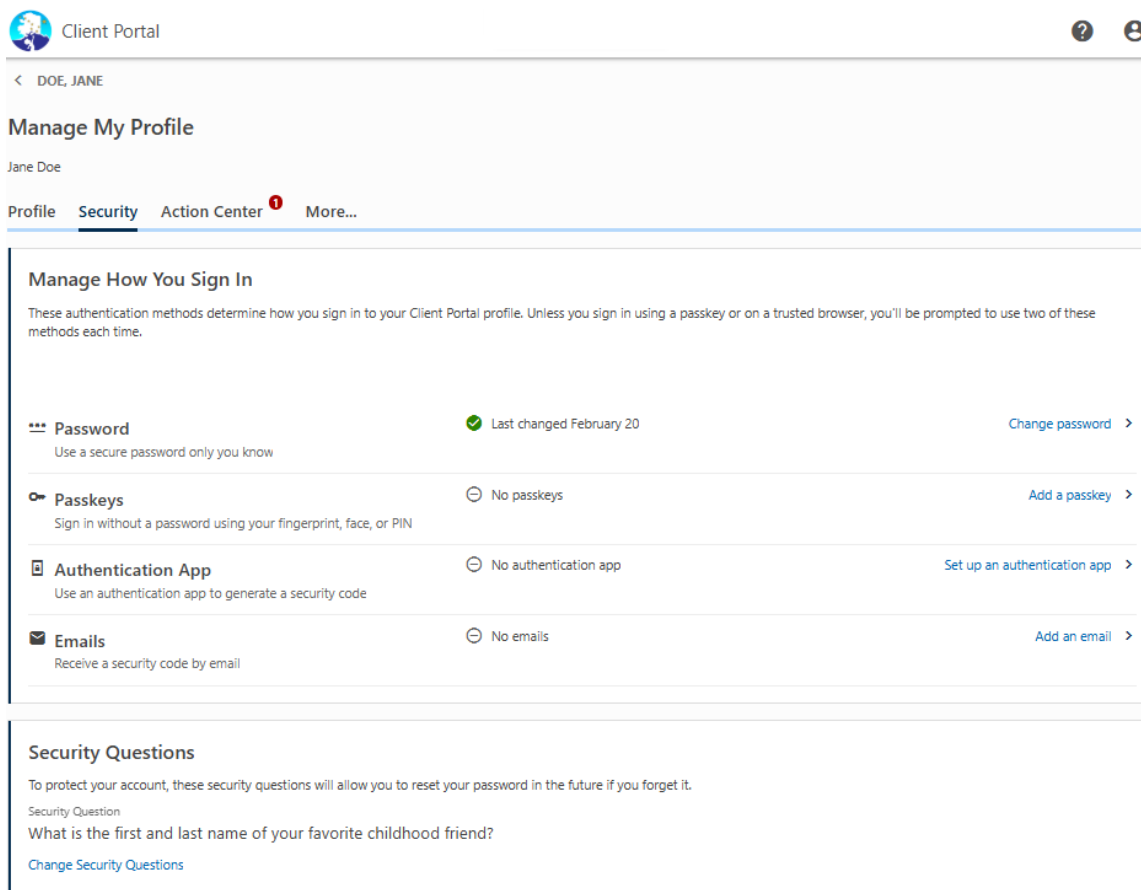
## CSED e-Services – Client Portal (Obligee)

7. [‘Manage My Profile’ link](#) – This is where you will be able to update and manage your personal information.
  - a. [Profile tab](#) – You will be able to update your name, email addresses, and phone numbers.



The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, a breadcrumb trail shows '< DOE, JANE'. The main heading is 'Manage My Profile' with the user name 'Jane Doe' below it. A navigation bar contains 'Profile' (highlighted), 'Security', 'Action Center' (with a red notification badge), and 'More...'. The 'Profile' section includes fields for Name (Jane Doe, with a 'Change Name' link), Email (janedoe@test.com, with a 'Change Email' link), and My Phone Number (+1 (907) 222-2222, with a 'Change Phone Number' link).

- b. [Security tab](#) – Manage your security questions, change your password, or update the two-step verification.



The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, a breadcrumb trail shows '< DOE, JANE'. The main heading is 'Manage My Profile' with the user name 'Jane Doe' below it. A navigation bar contains 'Profile', 'Security' (highlighted), 'Action Center' (with a red notification badge), and 'More...'. The 'Security' section is titled 'Manage How You Sign In' and includes a sub-header: 'These authentication methods determine how you sign in to your Client 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.' Below this, there are four rows of authentication methods: 1. Password (Last changed February 20, with a 'Change password >' link), 2. Passkeys (No passkeys, with an 'Add a passkey >' link), 3. Authentication App (No authentication app, with a 'Set up an authentication app >' link), and 4. Emails (No emails, with an 'Add an email >' link). Below the authentication methods, there is a 'Security Questions' section with a sub-header: 'To protect your account, these security questions will allow you to reset your password in the future if you forget it.' It shows a 'Security Question' field with the text 'What is the first and last name of your favorite childhood friend?' and a 'Change Security Questions' link.

# CSED e-Services – Client Portal (Obligee)

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

The screenshot shows the 'Client Portal' header with a user icon and name 'DOE, JANE'. Below the header is the 'Manage My Profile' section with the user's name 'Jane Doe'. A navigation bar contains 'Profile', 'Security', 'Action Center' (highlighted with a red notification badge), and 'More...'. A search bar labeled 'Filter' is present. The main content area shows the user's profile information: 'Jane Doe', 'janedoe@test.com', and '+1 (907) 222-2222'. To the right, a notification banner states 'You have 6 unread messages' with a link to 'View Messages'.

- d. More – Access Management
- i. Manage My Access – Manage your own access.
  - ii. Manage Third Party Access – Manage who and how much access a third-party individual has to your account.
  - iii. Delete My Profile – Delete your access or entire account.
  - iv. Grant Third Party Access – Allow another person to access your account with full or limited permissions.

\*This is another area on the client portal where you can view Submissions, Messages, and Activity.

The screenshot shows the 'Client Portal' header with a user icon and name 'DOE, JANE'. Below the header is the 'Manage My Profile' section with the user's name 'Jane Doe'. A navigation bar contains 'Profile', 'Security', 'Action Center' (with a red notification badge), and 'More...' (highlighted). A search bar labeled 'What are you looking for?' is present. The main content area is divided into four sections: 'Access Management' (Manage access of accounts I have access to, with links for Manage My Access, Manage Third Party Access, Delete My Profile, and Grant Third Party Access), 'Submissions' (Search for previous submissions or respond to a code sent to you by the agency, with links for Search Submissions and Redeem Code), 'Messages' (Send us a message or view your message history with CSED, with links for View Messages, Send a Message, and Manage Email Subscriptions), and 'Activity' (View my activity on e-Services, with a link for View Activity).