

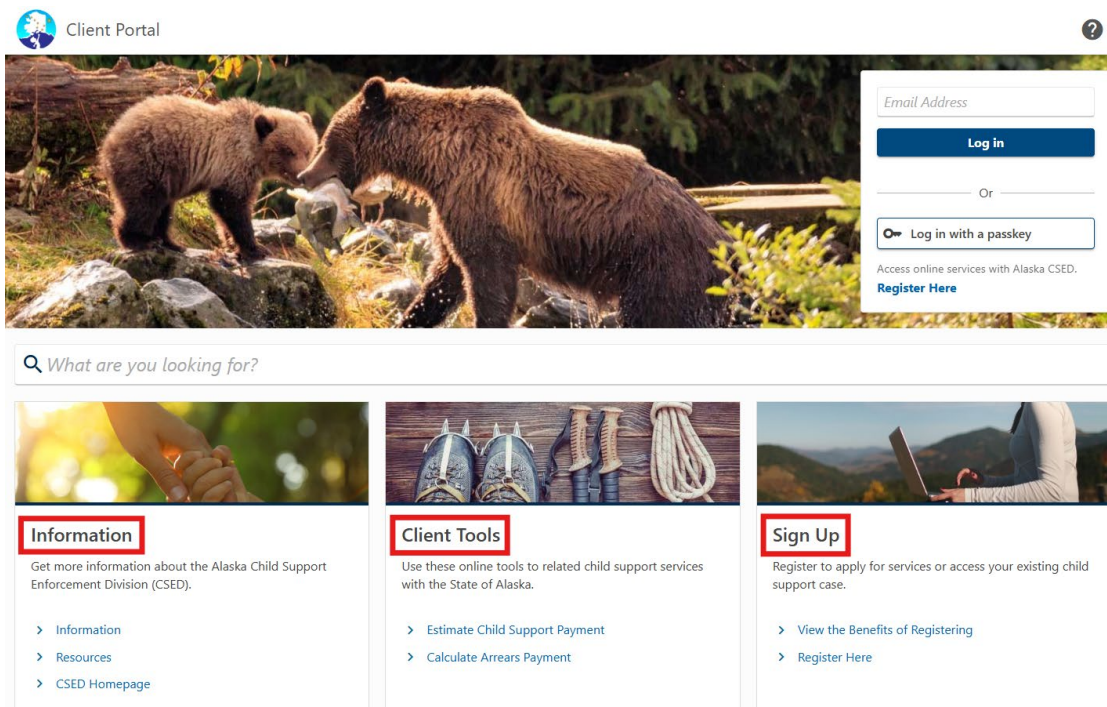
CSED E-SERVICES  
CLIENT PORTAL  
(Obligee)

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## CLIENT PORTAL HOMEPAGE

1. The client portal can be found at <https://acsess.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.

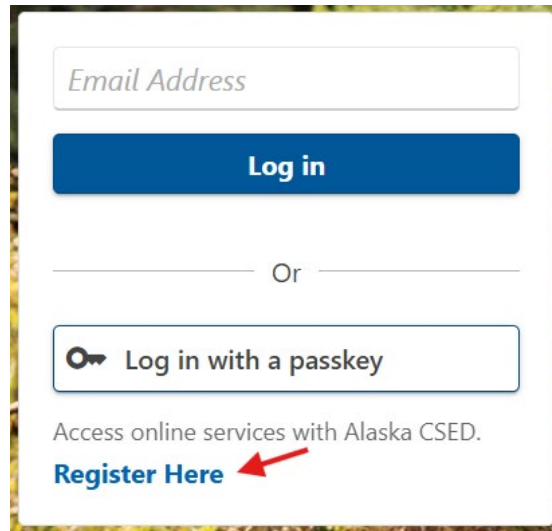
### c. Sign Up

- 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.



Email Address

Log in

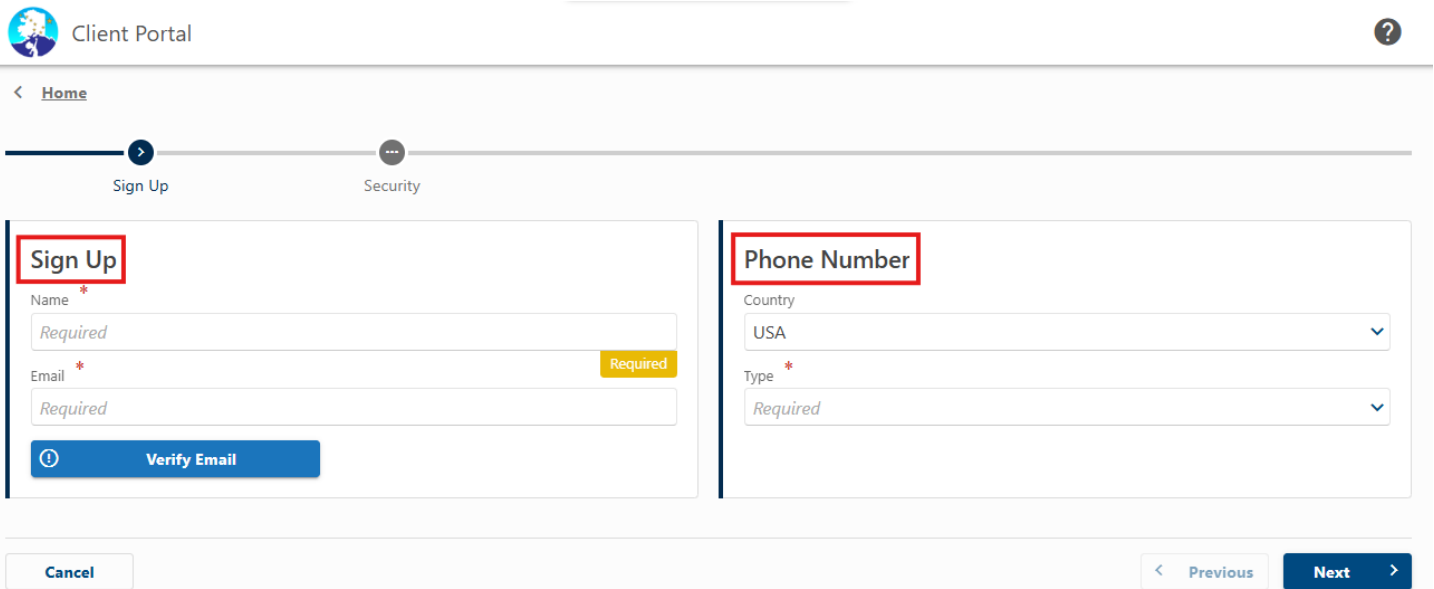
Or

Log in with a passkey

Access online services with Alaska CSED.

[Register Here](#)

- b. You will then be brought to a screen to **sign up with your name, email address, and to add a phone number** for your web logon.



Client Portal

< Home

Sign Up Security

**Sign Up**

Name \*  
Required

Email \*  
Required

Verify Email

**Phone Number**

Country  
USA

Type \*  
Required

Cancel Previous Next

# CSED e-Services – Client Portal (Obligee)

- 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:
- ii. **Paskeys** – 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.

Client Portal

< Home

Sign Up Security

### Manage How You Sign In

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.

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

These methods are required:

- Password

<b>Passkeys</b> Log in without a password using your fingerprint, face, or PIN	No paskeys	<a href="#">Add a passkey &gt;</a>
<b>Authentication App</b> Use an authentication app to generate a security code	No authentication app	<a href="#">Set up an authentication app &gt;</a>
<b>Emails</b> Receive a security code by email	No emails	<a href="#">Add an email &gt;</a> <a href="#">Add jdoe@test.com &gt;</a>
<b>Password</b> Use a secure password only you know	Required	<a href="#">Add a password &gt;</a>

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

# CSED e-Services – Client Portal (Obligee)

- 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.

Client Portal

< Home

### Set Your Password

**Set Your Password**

Password \*  
Required

Confirm Password \*  
Required

Passwords cannot be reused

Minimum 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 **‘Log In’** to access your new account’s homepage.

Client Portal

< Home

### Confirmation

Your account has been successfully created with the email address jdoe@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.

The screenshot shows the CSED Client Portal interface for Jane Doe. At the top, there is a search bar with the placeholder text "What are you looking for?". Below the search bar, there are four main service categories, each with a red arrow pointing to it:

- Get Started**: Open a new child support case or find existing cases. Sub-links: Apply for Child Support Services, Find my Existing Case.
- Messages**: Send us a message or view your message history with CSED. Sub-links: Send a Message, View Messages, Manage Email Subscriptions.
- Submissions**: Search for previous submissions or respond to a code sent to you by the agency. Sub-links: Search Submissions, Redeem Code.
- Additional Information**: Instructions, tools, and answers to common questions about Alaska CSED. Sub-link: Calculate Arrears Payment.

## 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.'**

The screenshot shows the Client Portal interface for Jane Doe. At the top left, there is a profile icon and the text "Client Portal". At the top right, there are help and user icons. Below the header, the user's name "Jane Doe" is displayed, along with her email "jdoe@test.com" and phone number "+1 (907) 555-5555". A "Welcome, Jane Doe" message and a "Manage My Profile" link are visible on the right. A section titled "I Want To..." contains a search bar with the placeholder text "What are you looking for?". Below the search bar are three main sections: "Get Started", "Messages", and "Submissions". The "Get Started" section includes the text "Open a new child support case or find existing cases." and two links: "Apply for Child Support Services" and "Find my Existing Case", which is highlighted with a red box. The "Messages" section includes the text "Send us a message or view your message history with CSED." and three links: "Send a Message", "View Messages", and "Manage Email Subscriptions". The "Submissions" section includes the text "Search for previous submissions or respond to a code sent to you by the agency." and two links: "Search Submissions" and "Redeem Code". At the bottom, there is an "Additional Information" section with the text "Instructions, tools, and answers to common questions about Alaska CSED." and one link: "Calculate Arrears Payment".

# 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 'Customer Association' page for Jane Doe. At the top, there is a progress bar with two steps: 'About' (highlighted with a red box) and 'Your Information'. Below the progress bar is an orange warning banner: 'This request is intended for members only who have one or more child support case(s) with CSED. Employers, please use the Business Portal to pay your employee(s) child support payments.' The main content area is titled 'About' and 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. This is intended for members who have child support cases. If you are an employer, please use the Business Portal to pay your employee(s) child support payments.' Below this is a section titled 'What You Need' with the text: 'Be prepared to provide the following personal information. Your member ID is an 8-digit number assigned to you when your case(s) was created 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'. A section titled 'What To Expect' contains the text: 'We will verify that the information you have provided matches a member in our system who has one or more child support cases.' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- 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 'Customer Association' page for Jane Doe. The progress bar now shows 'About' as a completed step (with a checkmark) and 'Your Information' as the current step (highlighted with a yellow box). The orange warning banner is still present. The main content area is titled 'Your Information' and contains the text: 'Provide the following personal information to associate your web logon to your case(s).' To the right of this text is a blue box with a warning icon and the text: 'Criminal use of a computer AS 11.46.740(a)(1)'. Below this are five required fields, each with a red arrow pointing to it: 'What is your Member ID?' (text input), 'What is your legal last name?' (text input), 'Which type of ID do you have?' (dropdown menu with 'Social Security Number' selected), 'Enter your Social Security Number' (text input), and 'Your Date of Birth' (calendar icon). At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

# CSED e-Services – Client Portal (Obligee)

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

The screenshot shows the 'Client Portal' interface for user 'Jane Doe'. The main heading is 'Customer Association'. Below it, a progress bar shows three steps: 'About', 'Your Information', and 'Review'. The 'Review' step is highlighted with a yellow box. The 'Review' section contains the following information: '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 : \*\*\*-\*\*-6789', 'Your Date of Birth : 06/09/1979', and 'Member ID : 05000846'. At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Submit'. The 'Submit' button is highlighted with a red box.

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

The screenshot shows the 'Client Portal' interface for user 'Jane Doe'. The main heading is 'Confirmation'. The text reads: 'You have submitted: **Customer Association**', 'Confirmation number: **0-000-030-107**', 'Date received: **5/4/2026 9:49:03 AM**', and 'Submitted by logon: **jd@test.com**'. Below this, it says 'Your request has been received and processed immediately.' and '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.' At the bottom, there are two buttons: 'Printable View' and 'OK'. The 'OK' button is highlighted with a red box.

## 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. **View all Cases** – View the summary and order history for your case(s).
2. **Manage Disbursement Method** – Manage how you will receive your child support payments.

**Receiver Summary** [> View all Cases](#)

Direct Deposit to TOPLINE FINANCIAL CREDIT UNION [> Manage Disbursement Method](#)  
\*\*\*\*\*6789

Total Arrears Owed as of April 30, 2026: \$30,675.00

- 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](#)

You have not received any disbursements yet.

# CSED e-Services – Client Portal (Obligee)

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## d. Account

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

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

005002172-003-001

Balance

**\$0.00**

## 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.

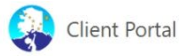
**Case ID: 001300840** [> View my Case Type](#)

Case Type: Never Assistance IV-D [> View Details](#)

Status: Update Pending [> Case Actions](#)

[> Request a Statement](#)

## 'SUMMARY' TAB OVERVIEW



**JANE DOE**

05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

Welcome, Jane Doe

You last logged in on Monday, May 4, 2026 11:30:47 AM

[Manage My Profile](#)

**Summary** | [Action Center](#) | [Resource Programs](#) | [Settings](#) | [I Want To...](#)

Filter

**JANE DOE**

05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

**Child Support Member**

[Update Your Address](#)

You are required to keep your address current with CSED.

**Child Support Obligee**

JANE DOE  
Monthly Support Amount: \$4,000.00

**Receiver Summary**

[View all Cases](#)

Direct Deposit to TOPLINE FINANCIAL CREDIT UNION  
\*\*\*\*6789

[Manage Disbursement Method](#)

Total Arrears Owed as of April 30, 2026: \$30,675.00

**Last Disbursement**

[View Disbursement History](#)

You have not received any disbursements yet.

**Fees**

JANE DOE  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

**Account**

005002172-003-001

Balance

**\$0.00**

[Submit a Fee Payment](#)

**Child Support Case**

Participants:  
JOHN DOE  
BABY DOE  
KID DOE  
CHILD DOE

**Case ID: 001300840**

Case Type: Never Assistance IV-D

Status: Update Pending

[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  

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**JANE DOE** Welcome, Jane Doe  
05002172 You last logged in on Wednesday, Jun 4, 2025 10:06:55 AM  
550 W 7TH AVE RM 310 [Manage My Profile](#)   
ANCHORAGE AK 99501-3564

Summary **Action Center** <sup>4</sup> Resource Programs Settings I Want To...

---

Filter

**JANE DOE**  
05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

**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** ? 👤

**JANE DOE**  
05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

Welcome, Jane Doe  
You last logged in on Monday, May 4, 2026 11:30:47 AM  
[Manage My Profile](#)

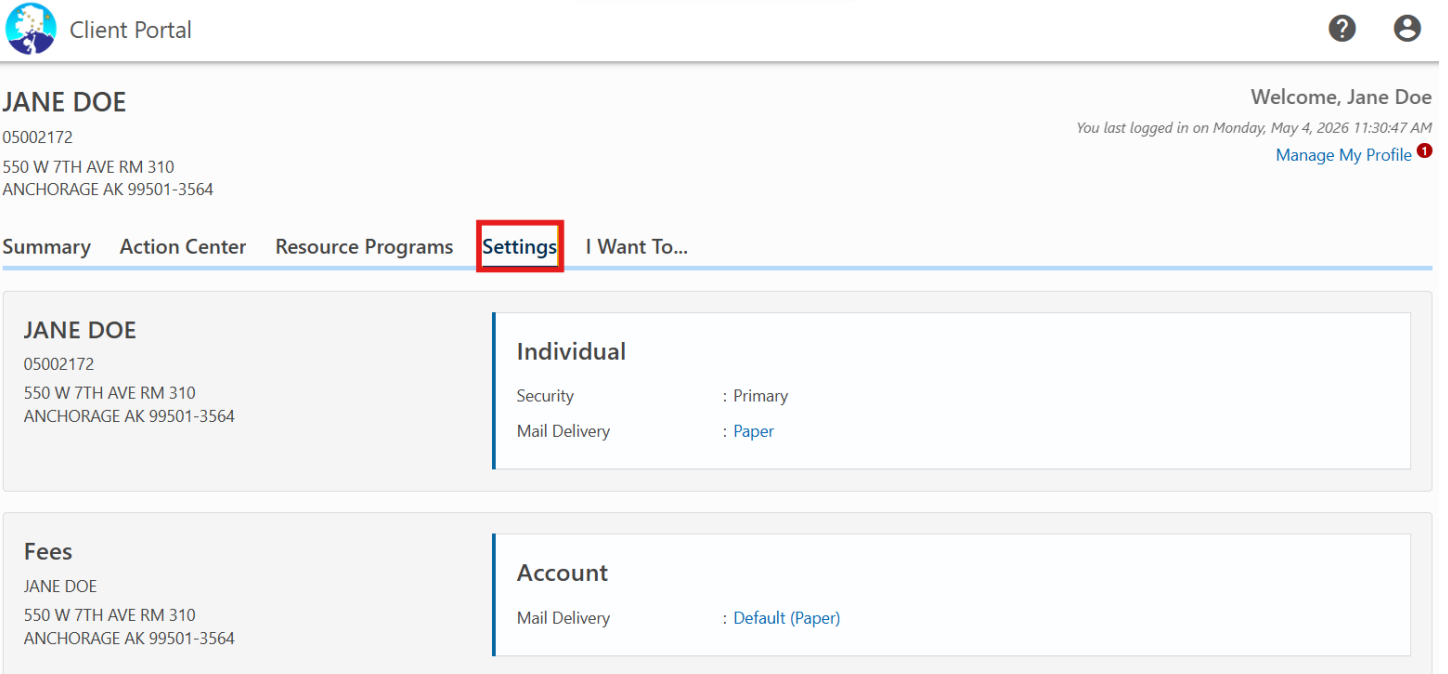
Summary | Action Center | **Resource Programs** | Settings | I Want To...

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: Professions within the state government play a vital role in supporting life in the Last Frontier.
  - Alaska Job Center 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 INI)
- Alaska Trial Courts**
  - Courtview: Obtain information about court cases.
  - Court Directory: Locations, Hours of Operations, Contact Numbers
  - Requests 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 Licenses**
  - 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
  - Careline 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. This is where you can update your mail delivery preferences.



The screenshot shows the 'Client Portal' interface for a user named Jane Doe. The 'Settings' tab is highlighted with a red box in the navigation menu. The page displays account information for Jane Doe, including her name, ID number (05002172), and address (550 W 7TH AVE RM 310, ANCHORAGE AK 99501-3564). The 'Settings' section is divided into two main categories: 'Individual' and 'Account'. Under 'Individual', the 'Security' is set to 'Primary' and 'Mail Delivery' is set to 'Paper'. Under 'Account', the 'Mail Delivery' is set to 'Default (Paper)'. The 'Fees' section is also visible, showing the same account information.

**Client Portal** ? 👤

**JANE DOE** Welcome, Jane Doe  
05002172 You last logged in on Monday, May 4, 2026 11:30:47 AM  
550 W 7TH AVE RM 310 [Manage My Profile](#)  
ANCHORAGE AK 99501-3564

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

**JANE DOE**  
05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

**Individual**  
Security : Primary  
Mail Delivery : Paper

**Fees**  
JANE DOE  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

**Account**  
Mail Delivery : Default (Paper)

# CSED e-Services – Client Portal (Obligee)

5. '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

Client Portal

**JANE DOE**  
05002172  
550 W 7TH AVE RM 310  
ANCHORAGE AK 99501-3564

Welcome, Jane Doe  
You last logged in on Monday, May 4, 2026 11:30:47 AM  
[Manage My Profile](#)

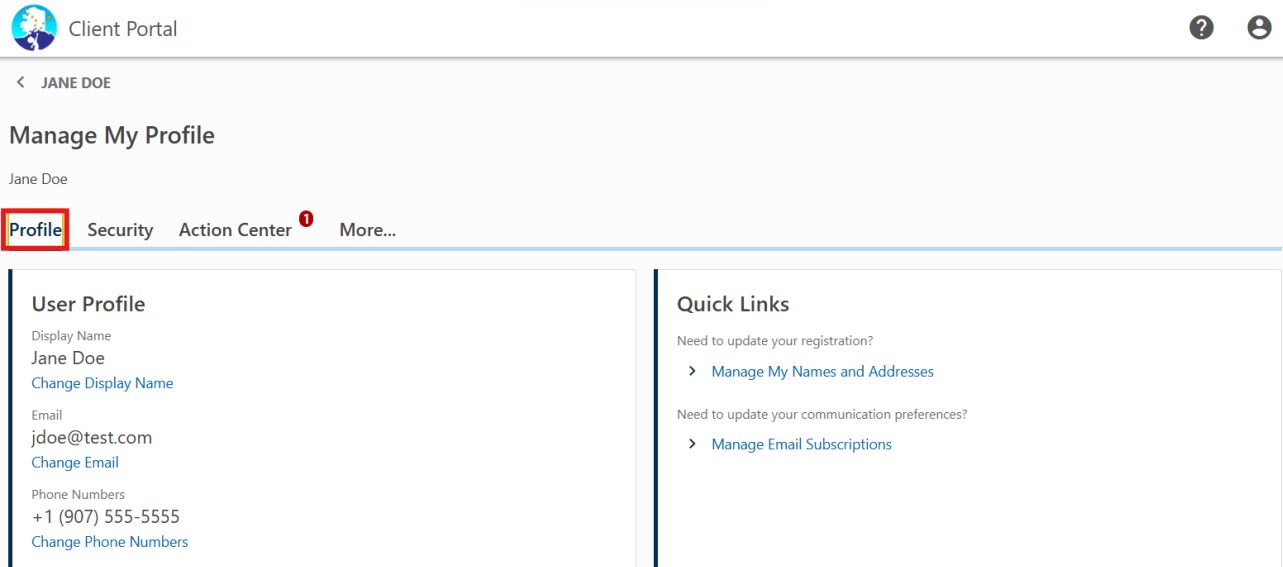
Summary Action Center Resource Programs Settings **I Want To...**

Q What are you looking for?

- Case Actions**  
Complete actions related to my child support case.
  - > Close My Case
  - > Request Nondisclosure
- Change of Circumstance**  
Request a review of my current child support or IWO order.
  - > Add Children to Case
  - > Request an Order Modification
- Letters**  
View letters I've received from the agency.
  - > View Letters
- Messages**  
Send us a message or view your message history with CSED.
  - > Send a Message
  - > View Messages
  - > Manage Email Subscriptions
- Names and Addresses**  
View or update names and addresses associated to this customer.
  - > Manage Names and Addresses
- Credits**  
Request a credit on your child support case.
  - > Request a Credit
  - > Add a Medical Credit
- Application for Services**  
I would like to open a new child support case.
  - > Apply for Child Support Services
- Submissions**  
Search for previous submissions or respond to a code sent to you by the agency.
  - > Search Submissions
  - > Redeem Code
- Additional Information**  
Instructions, tools, and answers to common questions about Alaska CSED.
  - > Calculate Arrears Payment

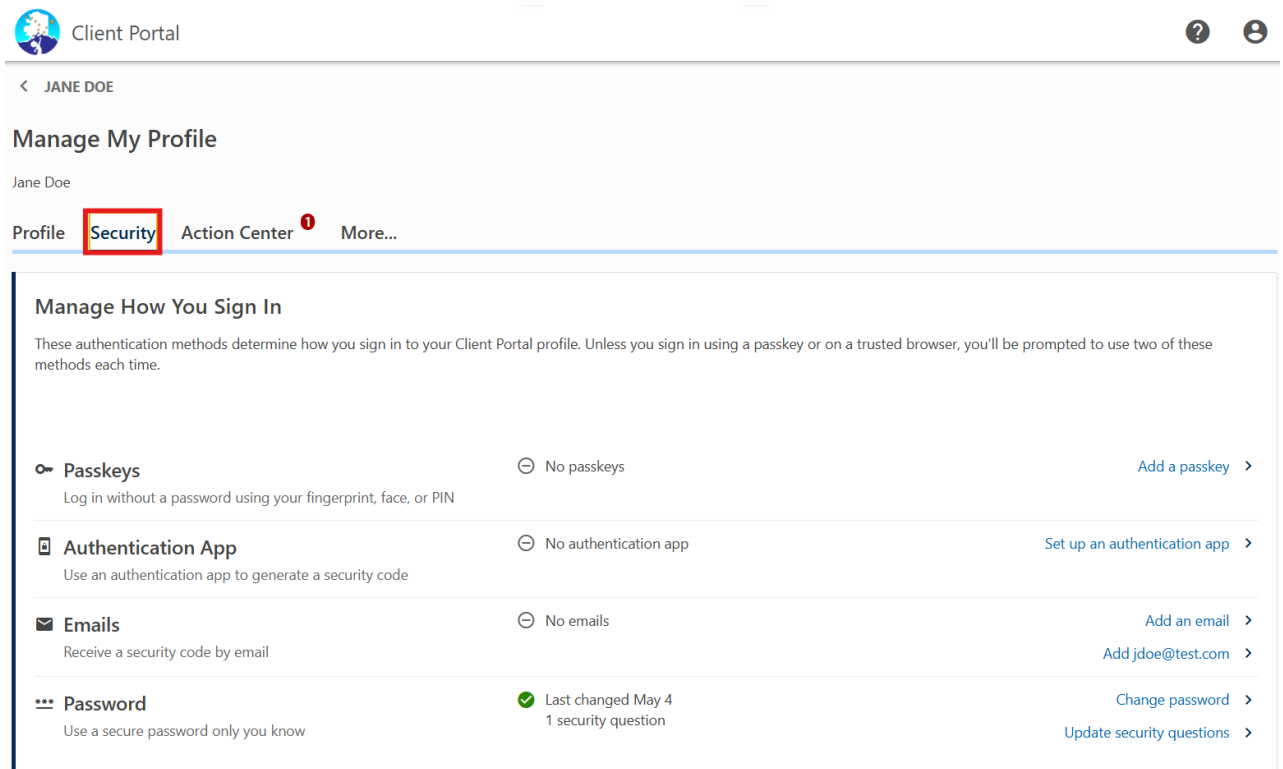
# CSED e-Services – Client Portal (Obligee)

6. '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' interface for 'JANE DOE'. The page title is 'Manage My Profile'. Below the title, the user's name 'Jane Doe' is displayed. A navigation bar contains four tabs: 'Profile' (highlighted with a red box), 'Security', 'Action Center' (with a red notification badge), and 'More...'. The main content area is divided into two columns. The left column, titled 'User Profile', lists the following information: Display Name 'Jane Doe' with a 'Change Display Name' link; Email 'jdoe@test.com' with a 'Change Email' link; and Phone Numbers '+1 (907) 555-5555' with a 'Change Phone Numbers' link. The right column, titled 'Quick Links', contains two sections: 'Need to update your registration?' with a link to 'Manage My Names and Addresses', and 'Need to update your communication preferences?' with a link to 'Manage Email Subscriptions'.

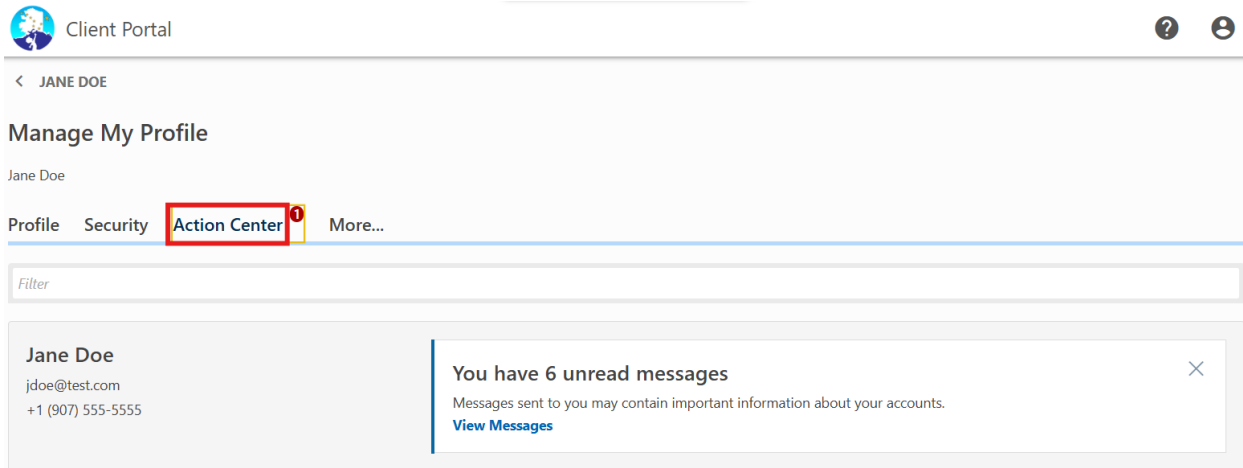
- b. Security tab – Manage your security questions, change your password, or update the two-step verification.



The screenshot shows the 'Client Portal' interface for 'JANE DOE'. The page title is 'Manage My Profile'. Below the title, the user's name 'Jane Doe' is displayed. A navigation bar contains four tabs: 'Profile', 'Security' (highlighted with a red box), 'Action Center' (with a red notification badge), and 'More...'. The main content area 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, each with a status indicator and a link to manage it: 1. 'Passkeys' (No passkeys) with a link 'Add a passkey >'. 2. 'Authentication App' (No authentication app) with a link 'Set up an authentication app >'. 3. 'Emails' (No emails) with links 'Add an email >' and 'Add jdoe@test.com >'. 4. 'Password' (Last changed May 4, 1 security question) with links 'Change password >' and 'Update security questions >'.

# 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.



- d. **More – Access Management**

1. *Manage My Access* – Manage your own access.
2. *Manage Third Party Access* – Manage who and how much access a third-party individual has to your account.
3. *Delete My Profile* – Delete your access or entire account.
4. *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.

