

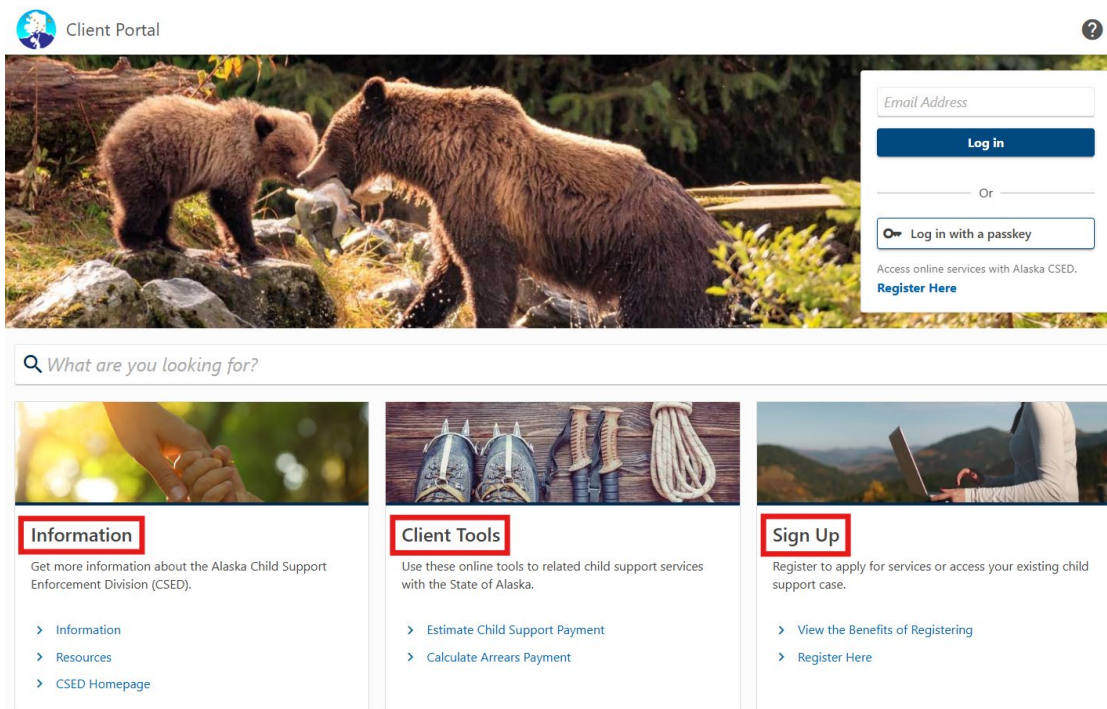
CSED E-SERVICES
CLIENT PORTAL
(Obligee)

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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:



The screenshot shows the Client Portal homepage. At the top left is the 'Client Portal' logo. The main header features a large image of two brown bears in a forest. On the right side of the header is a login section with an 'Email Address' input field, a 'Log in' button, an 'Or' separator, a 'Log in with a passkey' button, and a 'Register Here' link. Below the header is a search bar with the placeholder text 'What are you looking for?'. The main content area is divided into three columns: 'Information', 'Client Tools', and 'Sign Up'. Each column has a red-bordered title and a list of links.

Information

- Get more information about the Alaska Child Support Enforcement Division (CSED).
- > Information
- > Resources
- > CSED Homepage

Client Tools

- Use these online tools to related child support services with the State of Alaska.
- > Estimate Child Support Payment
- > Calculate Arrears Payment

Sign Up

- Register to apply for services or access your existing child support case.
- > View the Benefits of Registering
- > Register Here

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.

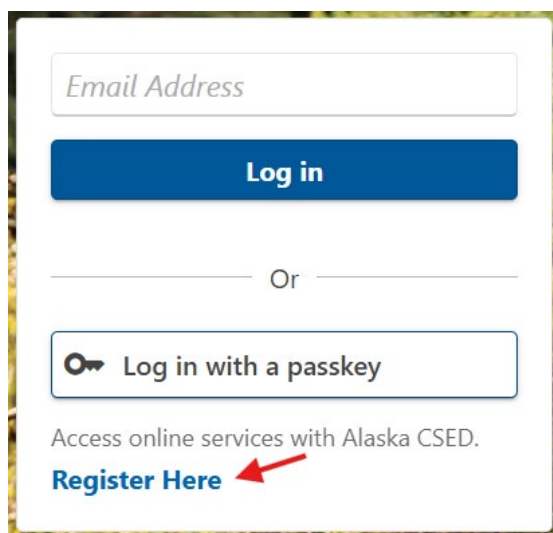
c. Sign Up

- 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

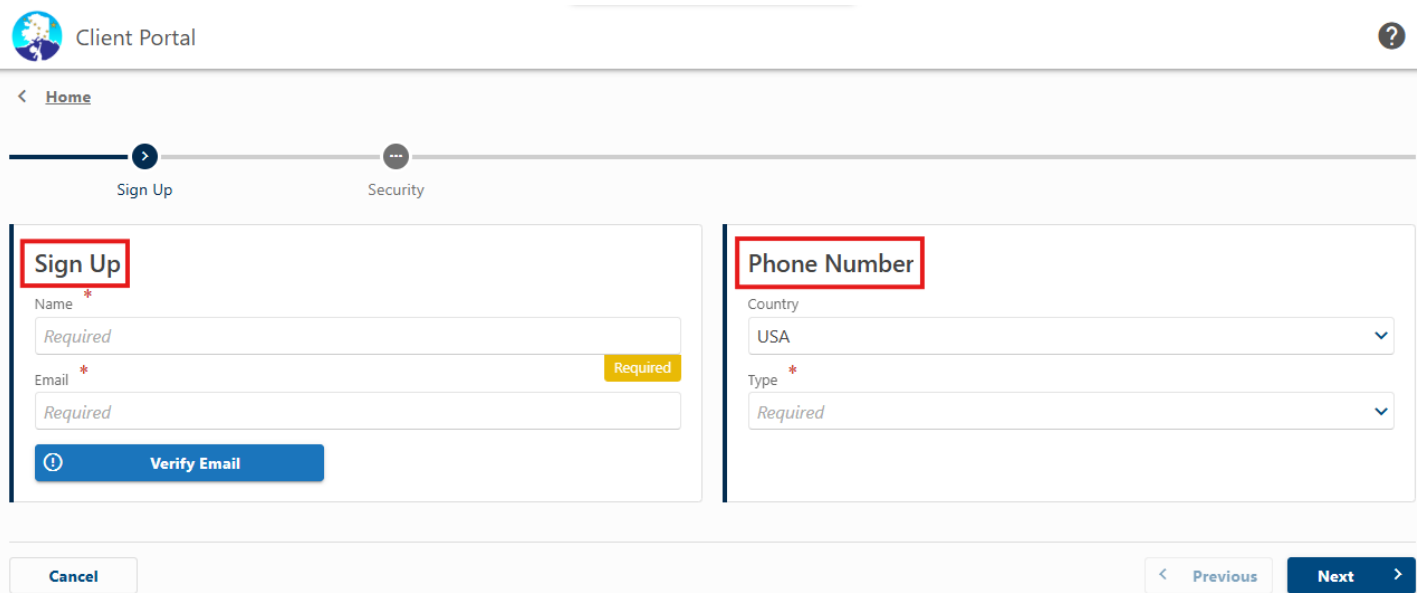
Or

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

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- 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. **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.

 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

 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 jdoe@test.com >
 Password Use a secure password only you know	 Required	Add a password >

[Cancel](#)

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

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- 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.

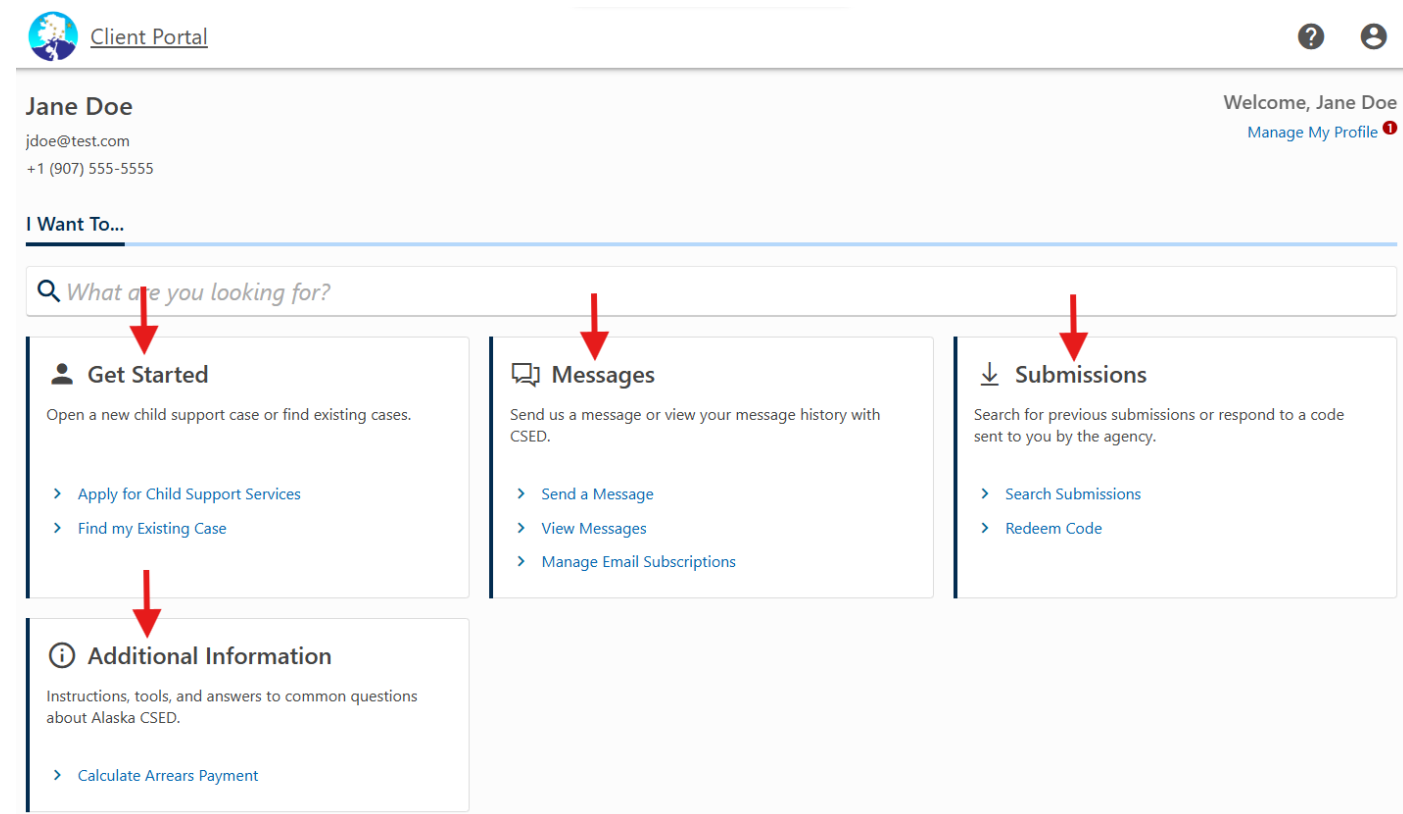
The screenshot shows a 'Set Your Password' pop-up window. The window has a title bar with a question mark icon and a close 'X' icon. The main content is divided into two columns. The left column is titled 'Set Your Password' and contains two text input fields: 'Password' and 'Confirm Password'. Both fields have a red asterisk and a 'Required' label. Below the fields are four lines of text: 'Passwords cannot be reused', 'Minimum 8 characters', 'Passwords must contain both letters and numbers', and 'Passwords must contain both uppercase and lowercase letters'. The right column is titled 'Security Questions' and contains a dropdown menu for 'Security Question' and two text input fields for 'Answer' and 'Confirm Answer'. All three fields have a red asterisk and a 'Required' label. Below the 'Confirm Answer' field is a link that says '+ Add another question'. At the bottom right of the pop-up are two buttons: 'Cancel' and 'Submit'. The background shows the 'Client Portal' header with a home icon and a 'Home' link.

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

The screenshot shows the 'Confirmation' page in the Client Portal. The page has a header with the 'Client Portal' logo and a question mark icon. Below the header is a 'Home' link. The main content area is titled 'Confirmation' and contains two paragraphs of text. The first paragraph says: '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.' The second paragraph says: '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 of the page are two buttons: 'Printable View' and 'Log In'. The 'Log In' button is highlighted with a red border.

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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.'**

The screenshot shows the CSED e-Services Client Portal interface. At the top, there is a header with the "Client Portal" logo on the left and a user profile icon on the right. 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 message "Welcome, Jane Doe" and a "Manage My Profile" link are also present. Below this, there is a section titled "I Want To..." with a search bar. The main content area is divided into four panels: "Get Started", "Messages", "Submissions", and "Additional Information". The "Get Started" panel contains two links: "Apply for Child Support Services" and "Find my Existing Case", with the latter highlighted by a red box. The "Messages" panel contains three links: "Send a Message", "View Messages", and "Manage Email Subscriptions". The "Submissions" panel contains two links: "Search Submissions" and "Redeem Code". The "Additional Information" panel contains one link: "Calculate Arrears Payment".

Client Portal

Jane Doe
jdoe@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](#)

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

- > [Send a Message](#)
- > [View Messages](#)
- > [Manage Email Subscriptions](#)

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)

- 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. A progress bar at the top has two steps: 'About' (highlighted with a red box and a right arrow) and 'Your Information'. Below the progress bar is an orange warning box with a triangle icon: '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'. Another 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 'Your Information' page in the 'Customer Association' process for Jane Doe. The progress bar at the top shows 'About' as a completed step (with a checkmark) and 'Your Information' as the current step (highlighted with a yellow box and a right arrow). The orange warning box from the previous step is still present. The main content area is titled 'Your Information' and includes the instruction: 'Provide the following **personal information** to associate your web login to your case(s).' To the right of this instruction is a blue box with a question mark icon and the text: 'Criminal use of a computer AS 11.46.740(a)(1)'. Below the instruction 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 showing 'Social Security Number'), 'Enter your Social Security Number' (text input), and 'Your Date of Birth' (date picker). Each field is marked as 'Required' with an asterisk. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

CSED e-Services – Client Portal (Obligee)

- After reviewing that your information is correct, you can proceed with submitting the 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'. Below this, the user's name 'Jane Doe' is displayed. A progress bar with three steps is shown: 'About' (checked), 'Your Information' (checked), and 'Review' (active and 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' (highlighted with a red box).

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

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 '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: **jdoue@test.com**'. Below this, it states: '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' (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](#)
[> Manage Disbursement Method](#)

Direct Deposit to TOPLINE FINANCIAL CREDIT UNION
*****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)

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

 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...

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

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

Child Support Obligee
JANE DOE
Monthly Support Amount: \$4,000.00

Receiver Summary
Direct Deposit to TOPLINE FINANCIAL CREDIT UNION
*****6789
Total Arrears Owed as of April 30, 2026: \$30,675.00
[View all Cases](#)
[Manage Disbursement Method](#)

Last Disbursement
You have not received any disbursements yet.
[View Disbursement History](#)

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





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

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

> Attorney Resources

Access videos, forms, and FAQs to assist in navigating family law.
Alaska Bar Association

Free Computer Access and/or Classes

> Public Libraries

Within the State of Alaska

Financial Assistance

> Alaska 211

> Free Credit Reports

> Division of Public Assistance

> Denali KidCare

> Alaska Unemployment

> Alaska Housing Rental Assistance

> Childcare (Daycare) Assistance

> Women, Infants, and Children (WIC)

One-stop resource for finding help in your community
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.
Alaska Department of Health
Ensures that all Alaskans who qualify can get and keep track of all the Medicaid services they need.
Dedicated to providing unemployed workers fast and accurate payment of Unemployment Insurance (UI) benefits.
Alaska Housing Finance Corporation
Child Care Program Office (CCPO) for the State of Alaska
Alaska WIC Nutrition Children Assistance Program

Employment, training programs, apprenticeships

> Apply for State of Alaska Employment

> Alaska Job Center Network

> Job Resources

Professions within the state government play a vital role in supporting life in the Last Frontier.
Department of Labor & Workforce Development
Training Programs, Apprenticeships, Job Resources, and Assistance in the State of Alaska.

Social Security Income for Children

> Children's Insurance Benefits (PDF)

> Survivors Benefits

> Disabled Children Benefits

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

Alaska Trial Courts

> Courtview

> Court Directory

> Requests for Court Records

Obtain information about court cases.
Locations, Hours of Operations, Contact Numbers
Request for copies of case files or documents.

Alaska Property Information

> Recorder's Office Name Search

> Uniform Commercial Code (UCC) Name Search

Documents affecting real property within Alaska
Transactions which create a security interest in personal property

Alaska Business and Professional Licenses

> Alaska Business License Search

> Professional License Search

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

IRS

> IRS Main Site

> Where is my Refund?

Helping people understand and meet their tax responsibilities
Use this tool to track your refund with the IRS.

Other Related Sites

> Health Analytics & Vital Records

> Careline Crisis Services

Formerly Bureau of Vital Statistics
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.

 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...

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

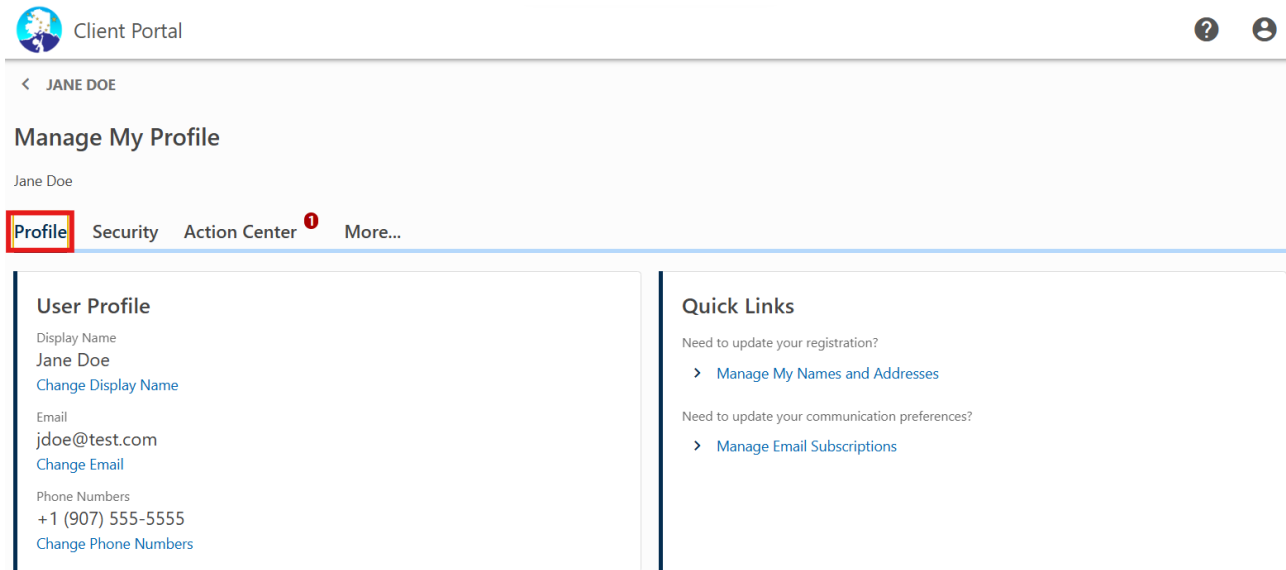
The screenshot shows the 'I Want To...' tab selected in the Client Portal. The user is Jane Doe, logged in on Monday, May 4, 2026. The page displays a grid of nine service categories, each with a description and a list of actions.

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

CSED e-Services – Client Portal (Obligee)

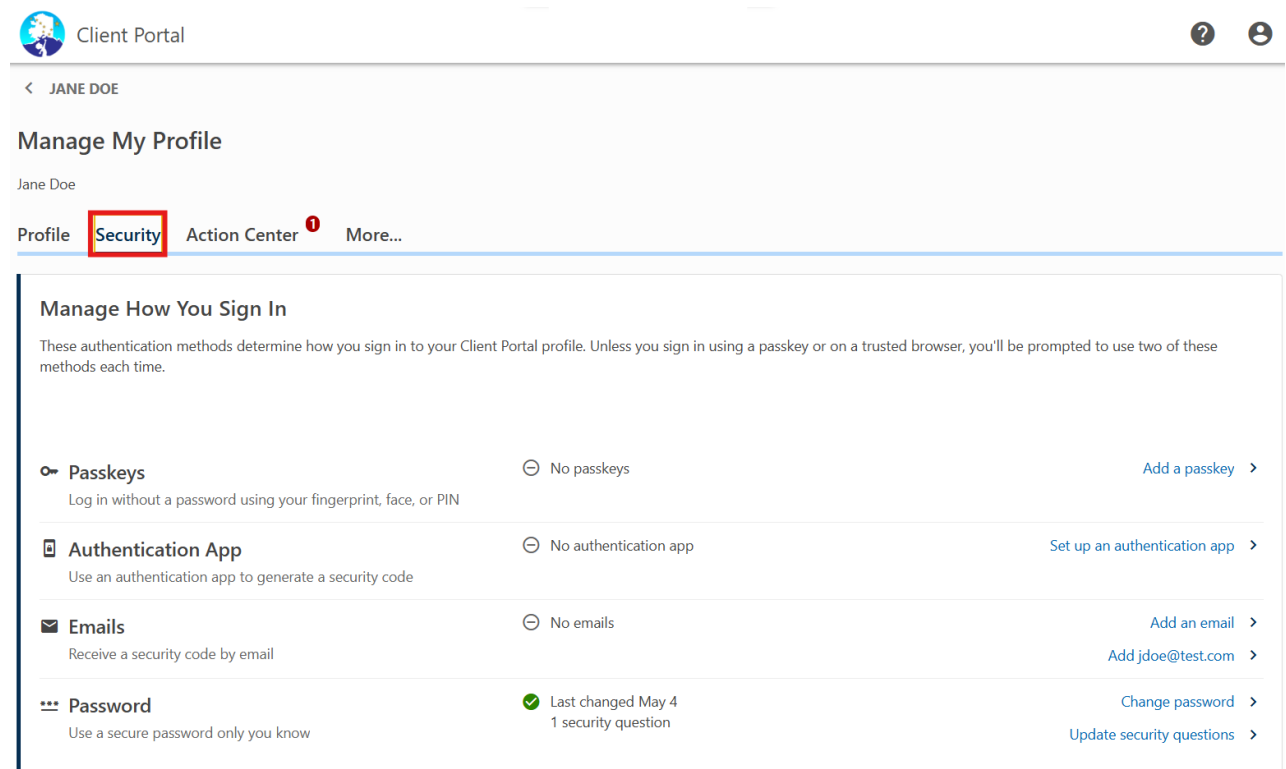
6. [‘Manage My Profile’ link](#) – This is where you will be able to update and manage your personal information.

a. Profile tab – You will be able to update your name, email addresses, and phone numbers.



The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, the breadcrumb is '< JANE DOE'. The main title is 'Manage My Profile' with the user name 'Jane Doe' below it. A navigation bar contains four tabs: 'Profile' (highlighted with a red box), 'Security', 'Action Center' (with a red notification badge), and 'More...'. The 'Profile' tab content is divided into two columns. The left column, titled 'User Profile', lists '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'.

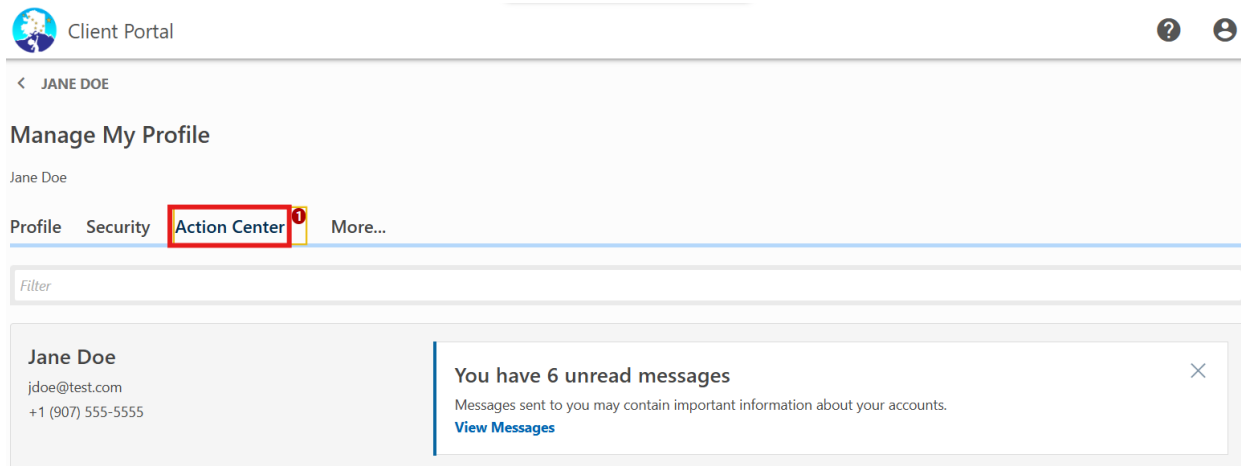
b. Security tab – Manage your security questions, change your password, or update the two-step verification.



The screenshot shows the 'Client Portal' header with a user icon and a question mark. Below the header, the breadcrumb is '< JANE DOE'. The main title is 'Manage My Profile' with the user name 'Jane Doe' below it. A navigation bar contains four tabs: 'Profile', 'Security' (highlighted with a red box), 'Action Center' (with a red notification badge), and 'More...'. The 'Security' tab content 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 an icon, a title, a description, a status indicator, and a link to manage it. 1. 'Passkeys' (key icon): 'Log in without a password using your fingerprint, face, or PIN'. Status: 'No passkeys' (minus icon). Link: 'Add a passkey >'. 2. 'Authentication App' (app icon): 'Use an authentication app to generate a security code'. Status: 'No authentication app' (minus icon). Link: 'Set up an authentication app >'. 3. 'Emails' (envelope icon): 'Receive a security code by email'. Status: 'No emails' (minus icon). Links: 'Add an email >' and 'Add jdoe@test.com >'. 4. 'Password' (key icon): 'Use a secure password only you know'. Status: 'Last changed May 4' and '1 security question' (checkmark icon). 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.

