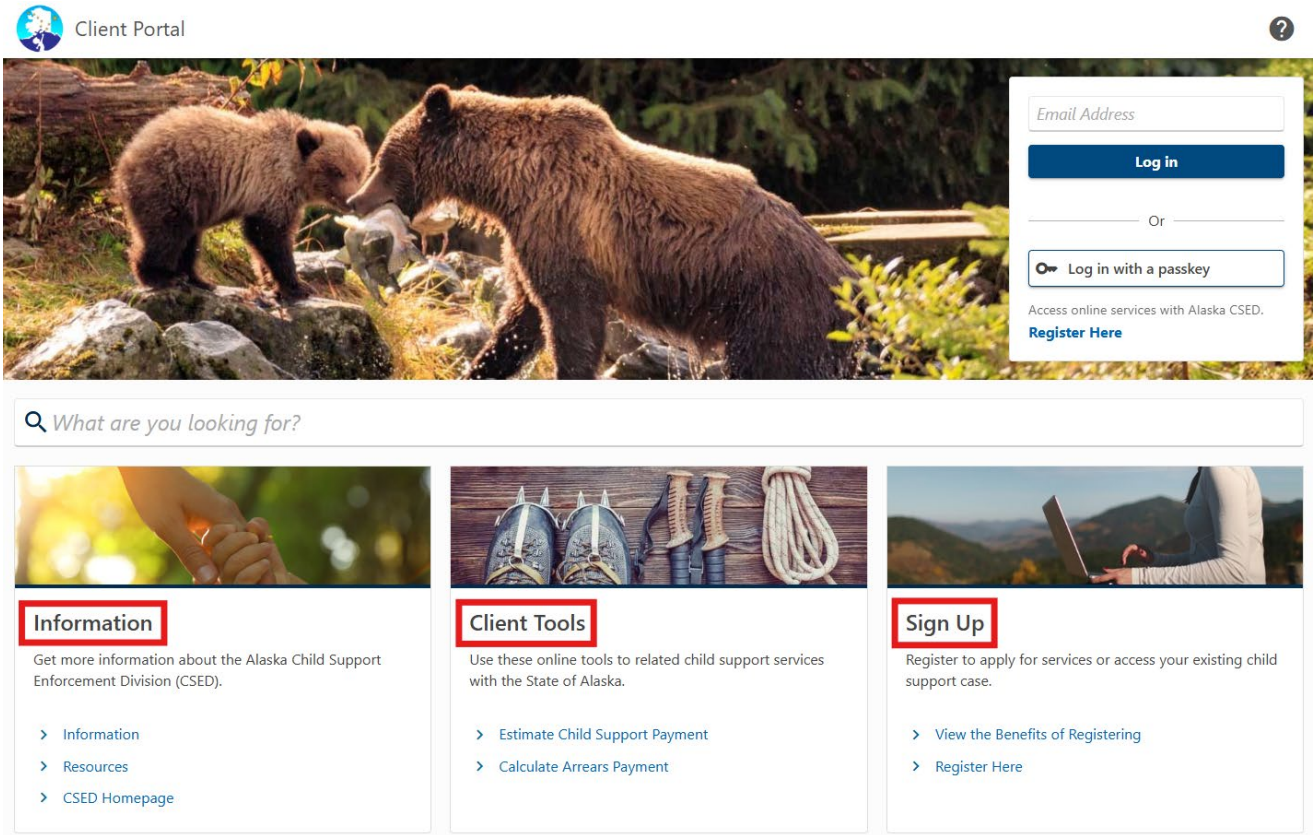
CSED E-SERVICES
CLIENT PORTAL
(Obligor)

Contents

CLIENT PORTAL HOMEPAGE 3
HOW TO REGISTER 4
1. Create a web logon 4
2. Services for new customers 7
HOW TO ASSOCIATE YOUR WEB LOGON TO AN EXISTING CASE 8
CLIENT PORTAL TABS & SERVICES 11
1. 'Summary' tab 11
2. 'Action Center' tab 14
3. 'Resource Programs' tab – 15
4. 'Settings' tab 16
5. 'I Want To…' tab 17
6. 'Manage My Profile' link 18

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:



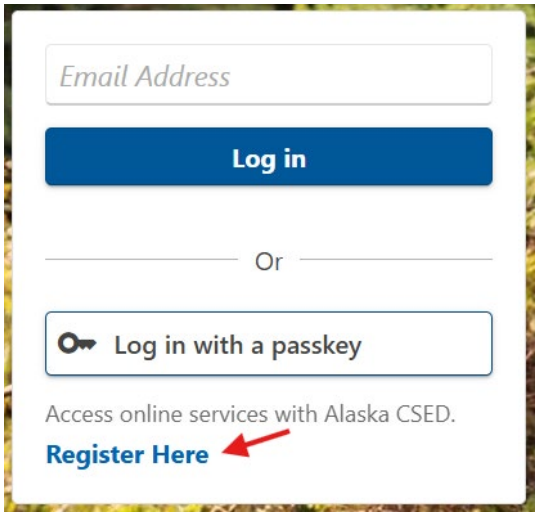
- **Information**
  - i. Information – Get additional information about the Child Support Enforcement Division.
  - ii. Resources – Can't find what you're looking for here, check out other resources and websites that may assist with your specific need.
  - iii. CSED Homepage – Visit the Child Support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

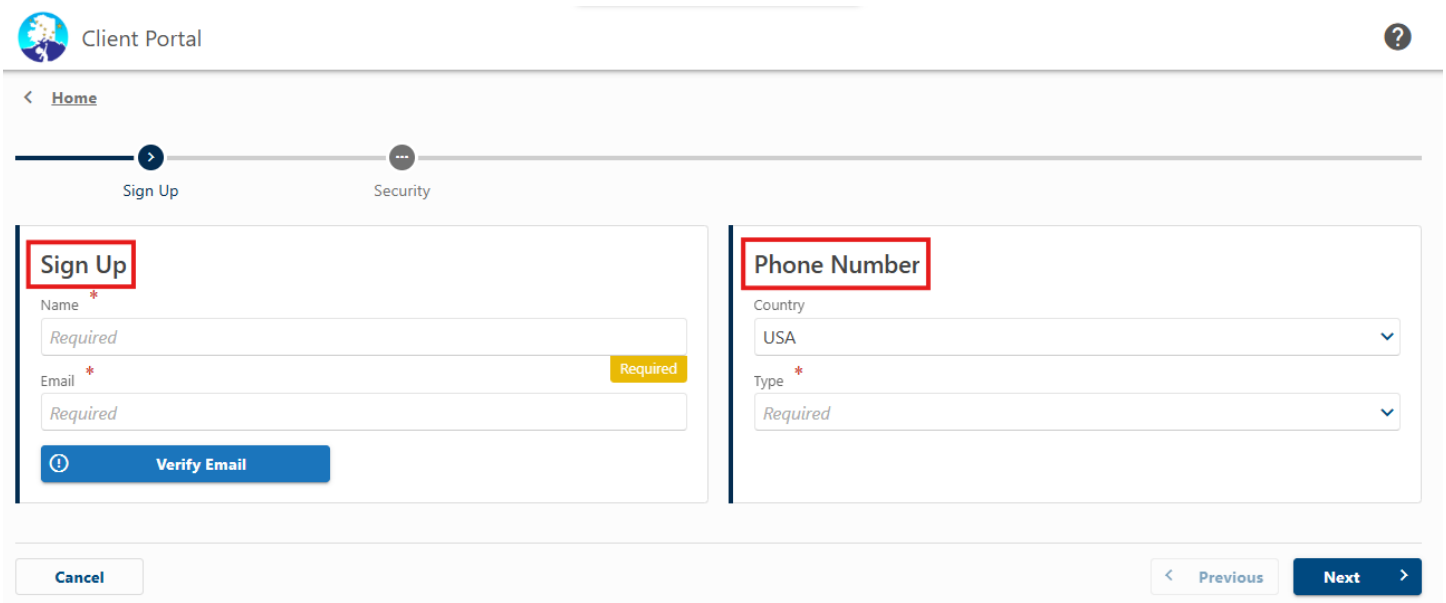
New and existing clients have the ability to register and start using the services available through the client portal.

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 **sign up with your name, email address, and to add a phone number** for your web logon.

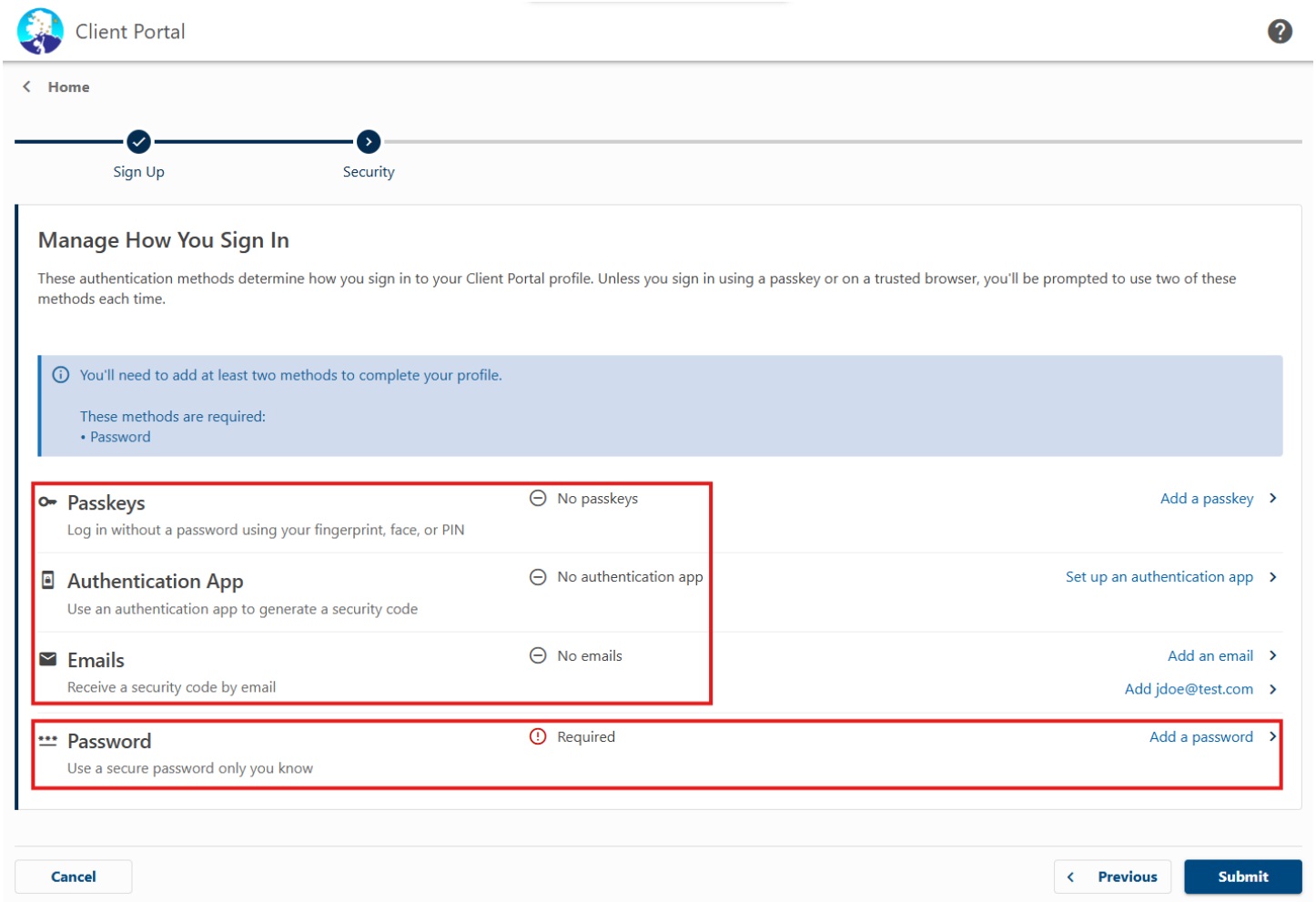


c. Next, you will be prompted to add security to your account and **Manage How You Sign In**, where you will **add a password and one of the following two-step verification methods:**

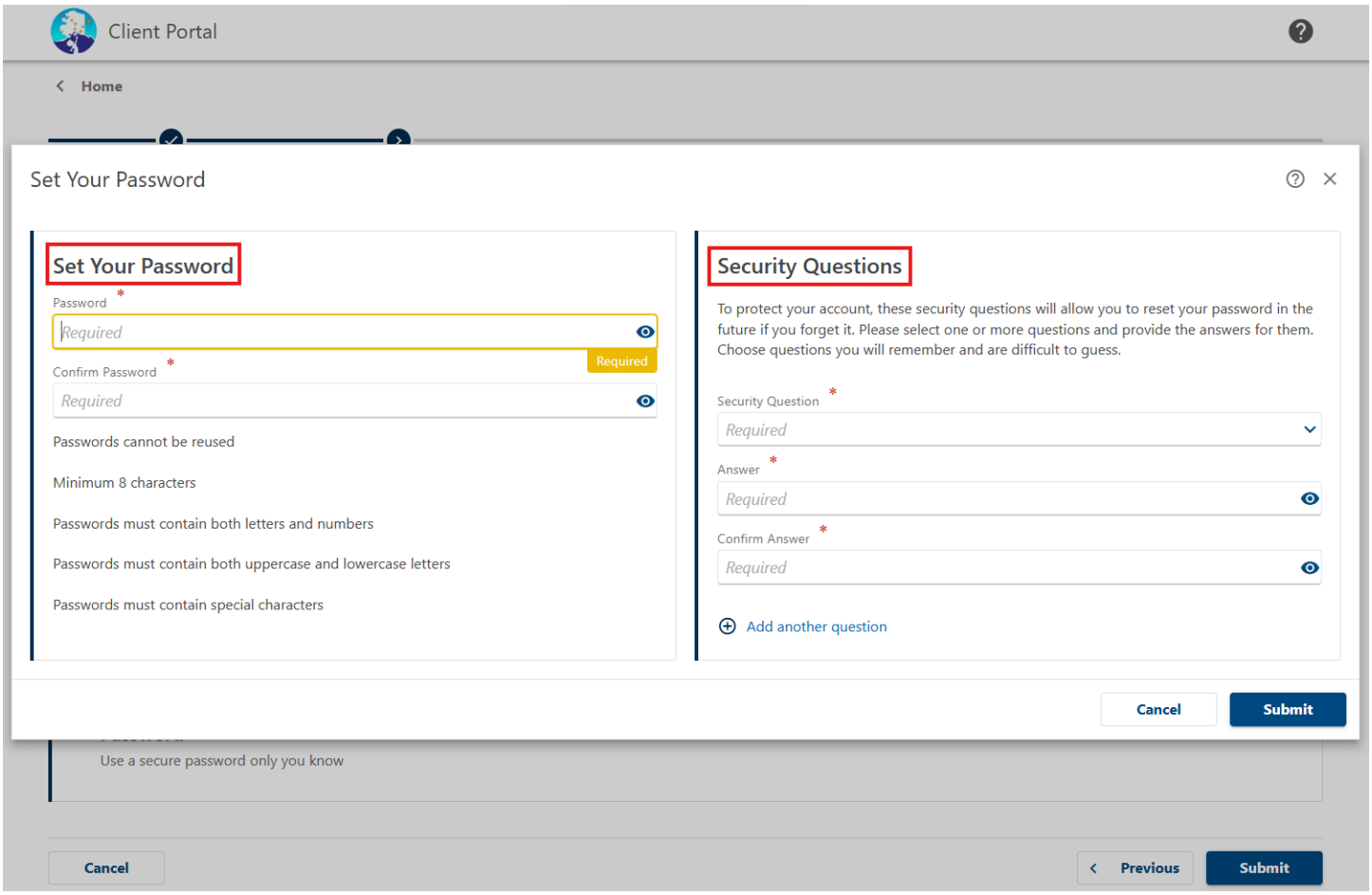
ii. **Passkeys** – Sign in without a password by using your fingerprint, face, or PIN.

iii. **Authentication App** – Use an authentication app to generate a security code.

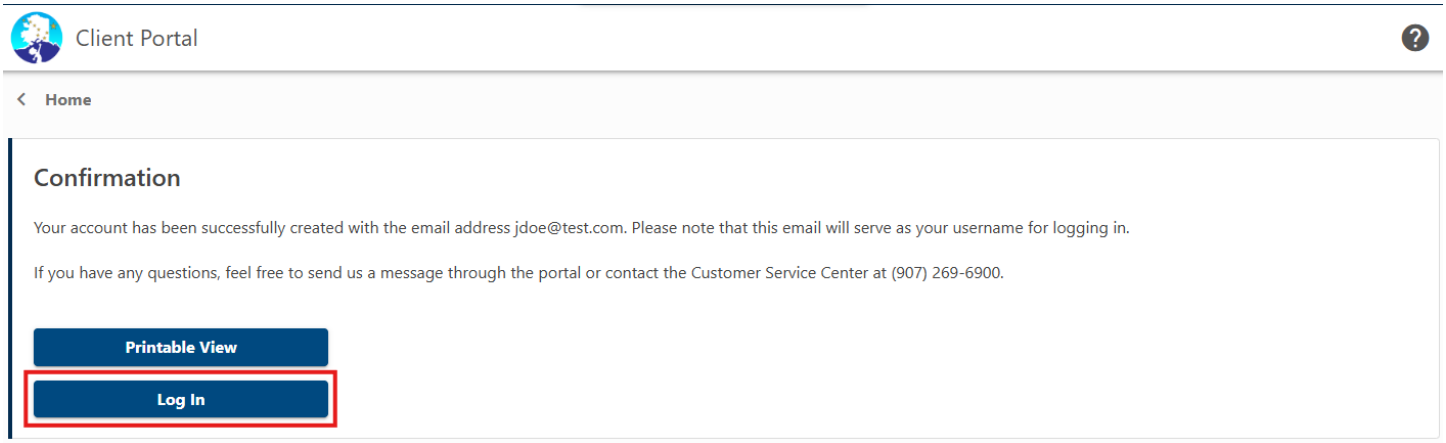
iv. **Emails** – receive a security code by email.



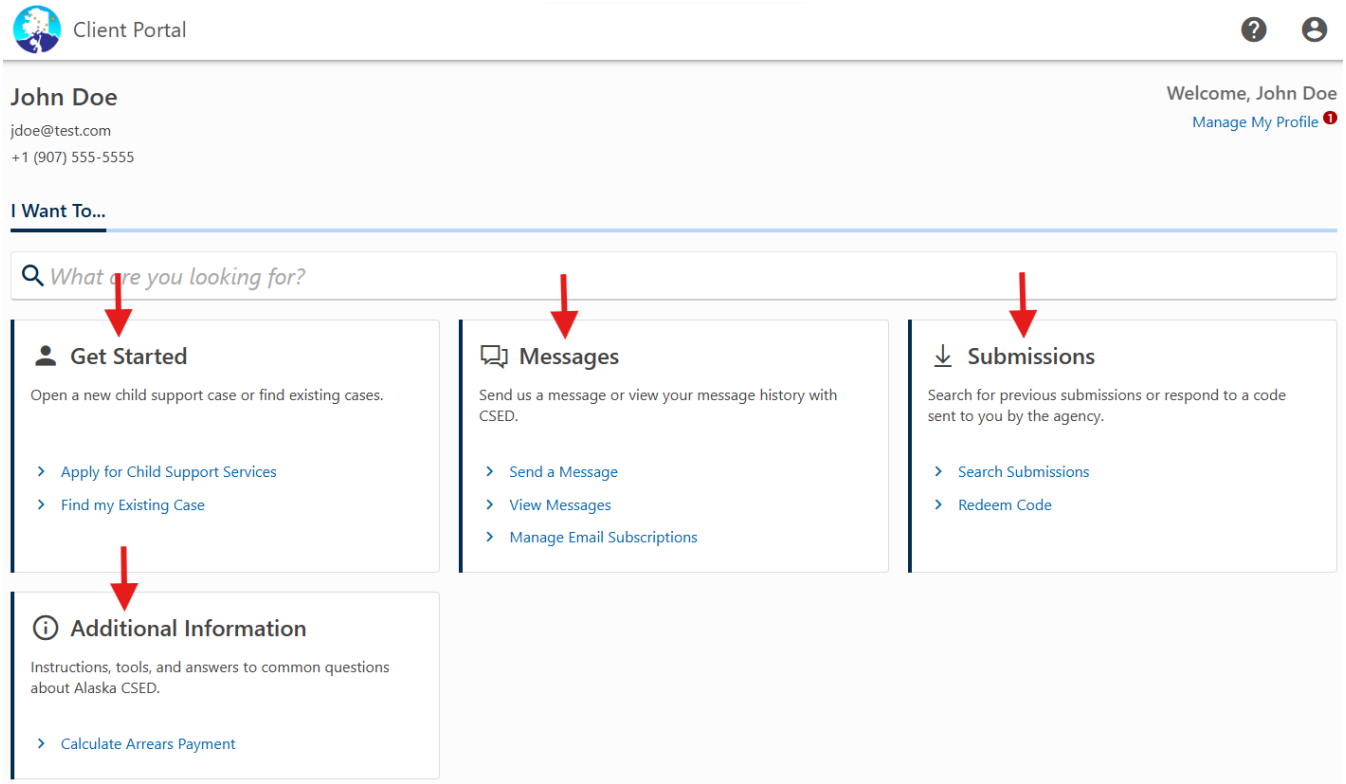
d. When you **Set Your Password**, a pop-up screen will appear. Here, you will also be setting up your security questions, which will allow you to reset your password in the future if you forget it.



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



2. Services for new customers – The client portal logon 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.

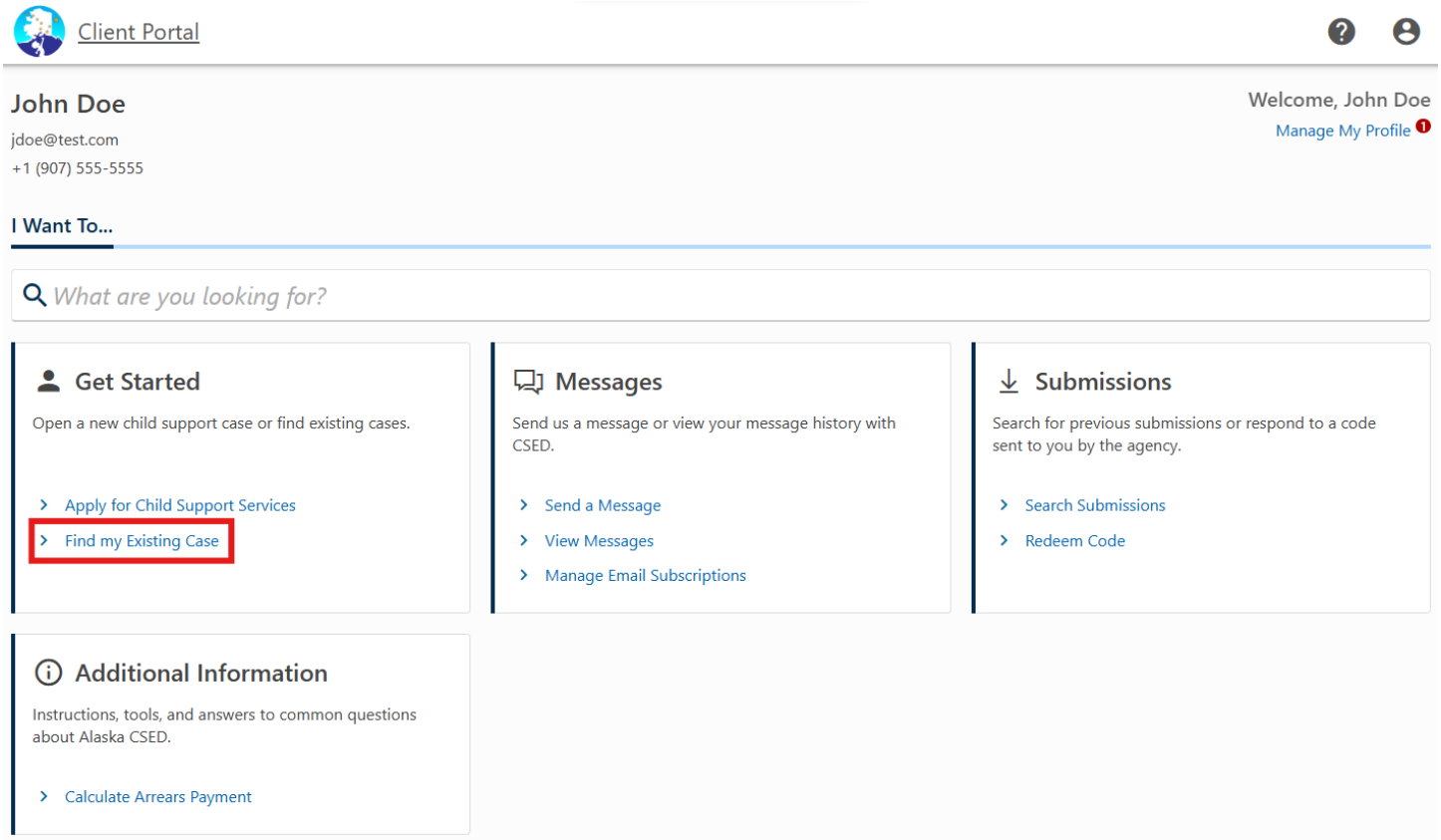
d. Additional Information

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

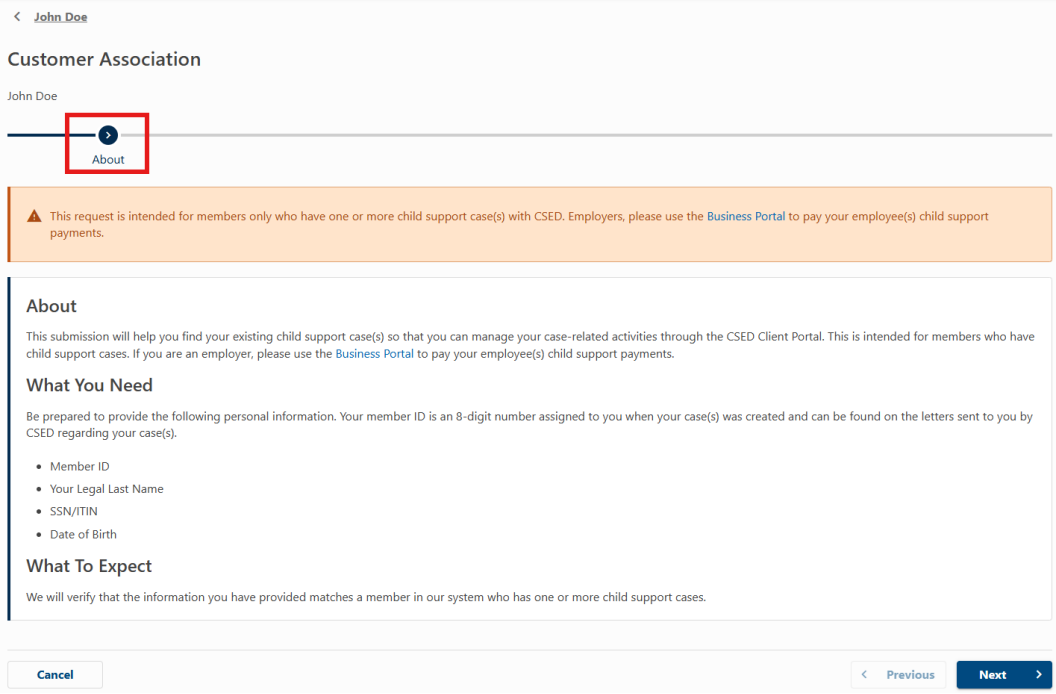
HOW TO ASSOCIATE YOUR WEB LOGON TO AN EXISTING CASE

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).

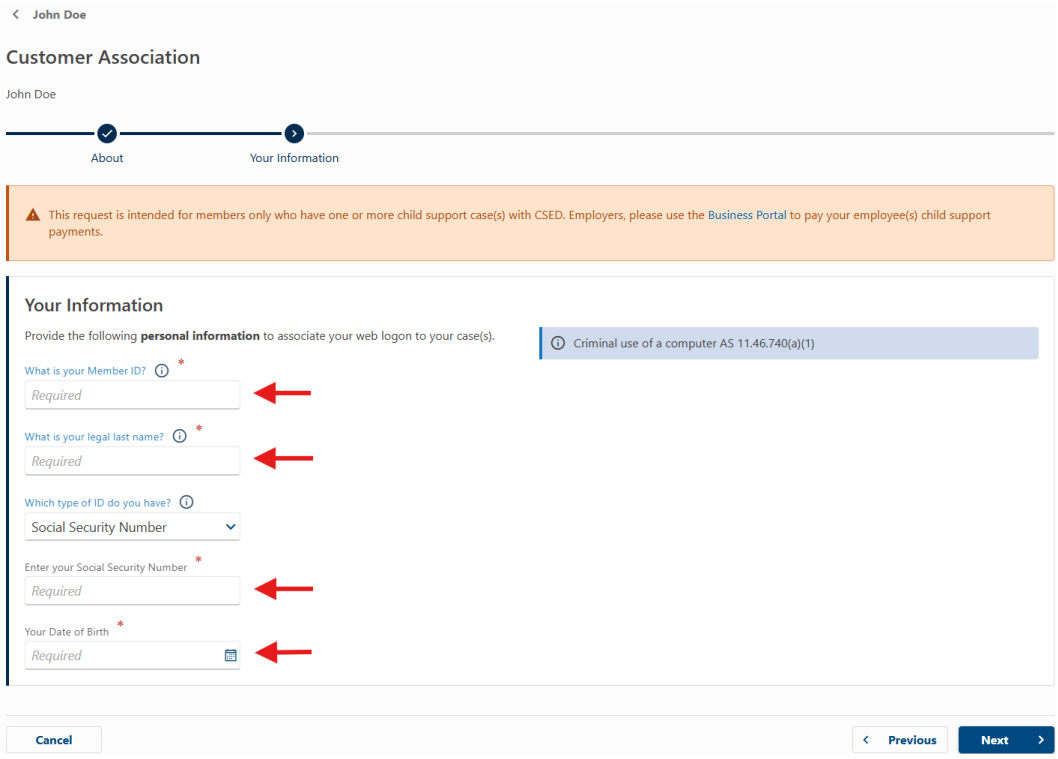
1. Under the **'Get Started'** web group, you will want to click **'Find my Existing Case.'**



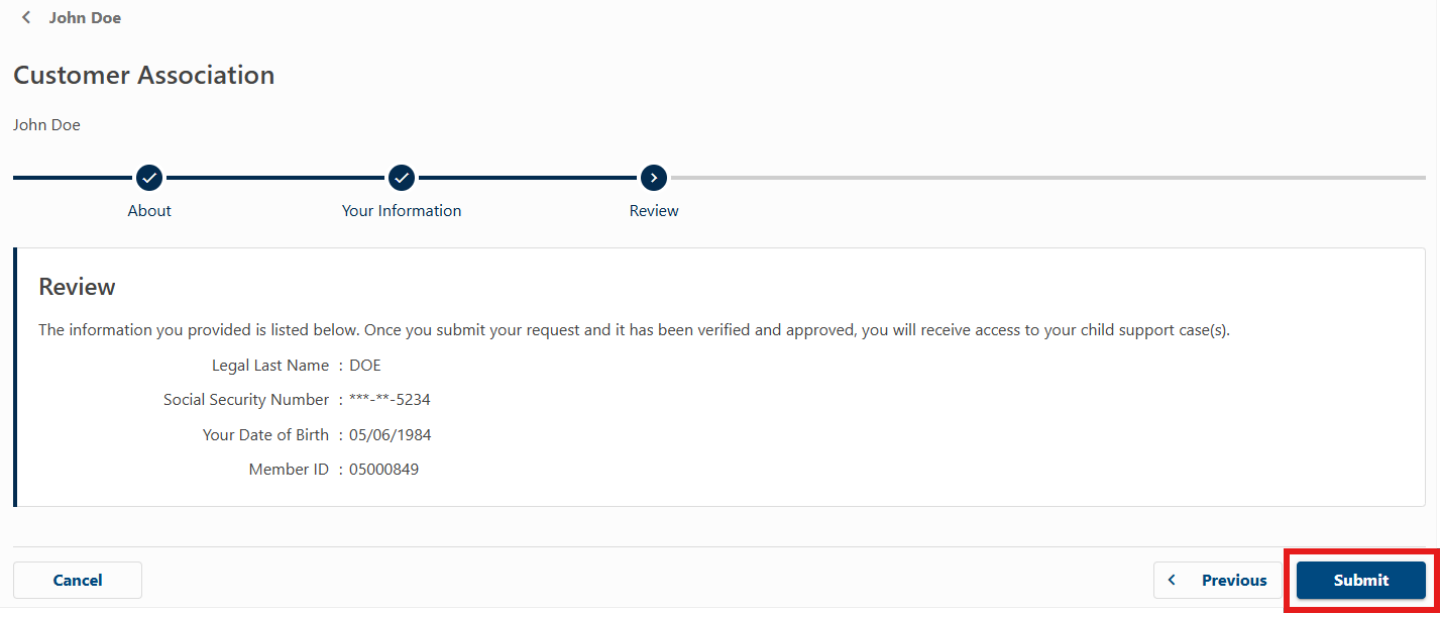
2. You will then be taken to the **'About'** step, where you can find information on the necessary details and an overview of what to expect when completing this web request.



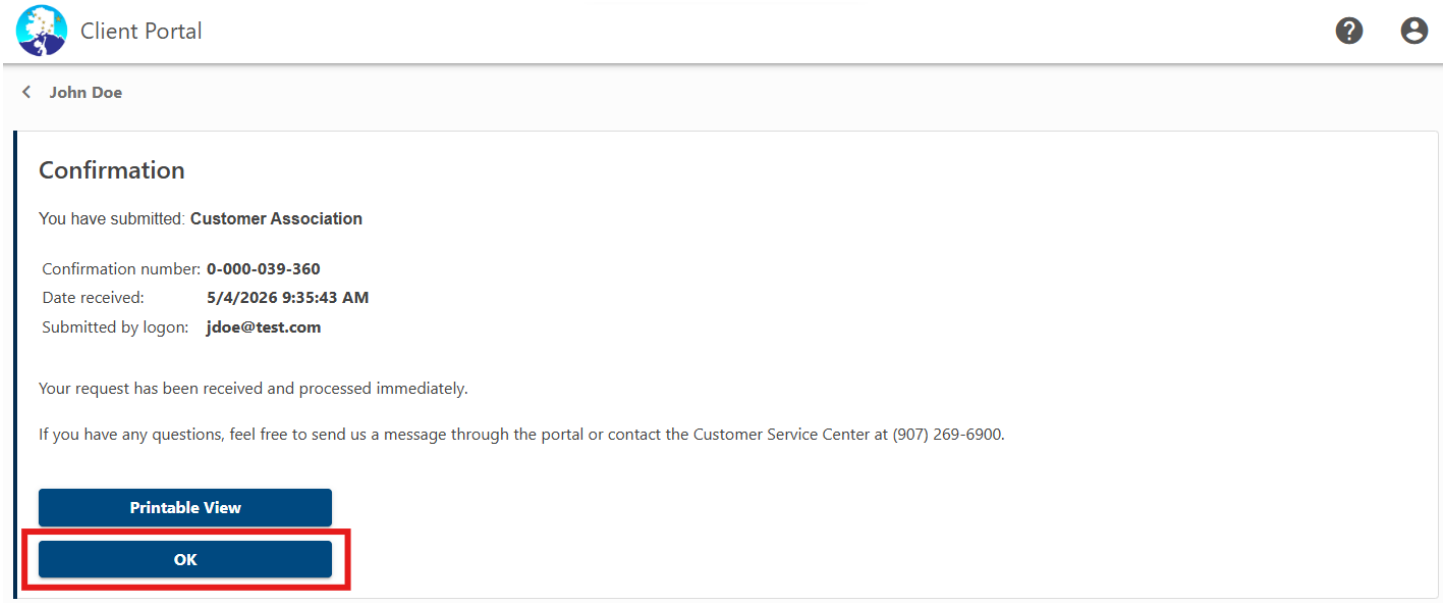
3. On the **'Your Information'** step, you will be required to provide your <u>member number, legal last name, social security number, and date of birth</u>.



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



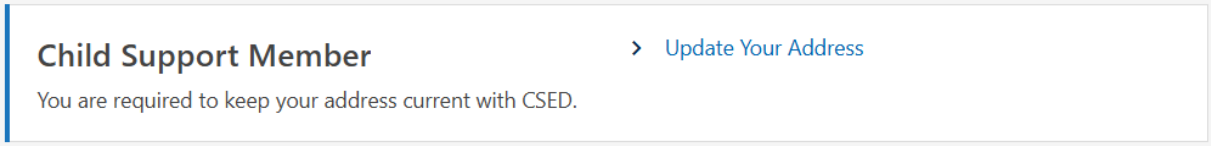
5. Once you **click 'OK'** on the confirmation page, you will have access to your case(s) information.



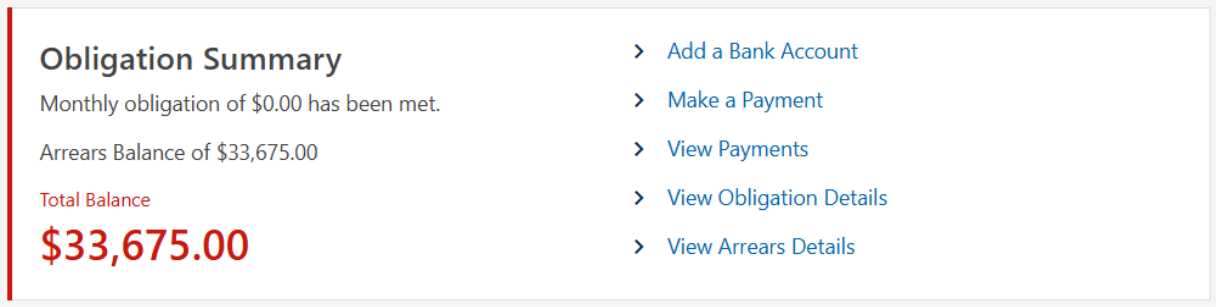
CLIENT PORTAL TABS & SERVICES

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 CSED record and case(s).

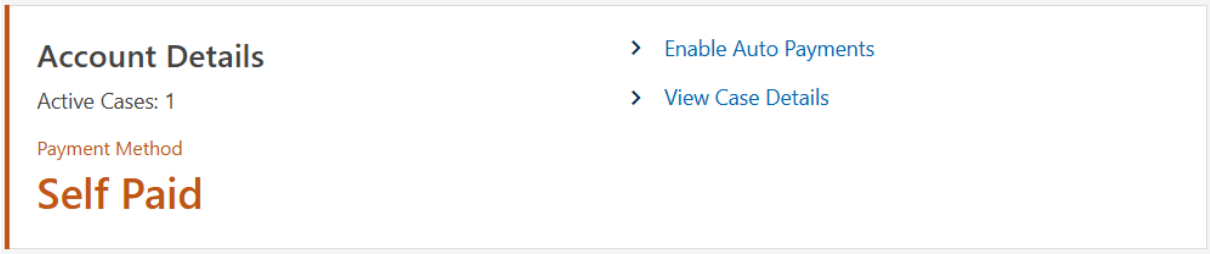
   a. Child Support Member
      1. **Update your Address** – Keep your residential and mailing up to date.



   b. Obligation Summary
      1. **Add a Bank Account** – Register a bank account for future payments.
      2. **Make a Payment** – Make a payment on your child support case.
      3. **View Payments** – Review your payment history and any pending transactions.
      4. **View Obligation Details** – View your monthly support amount and when the payments are due.
      5. **View Arrears Details** – View your outstanding child support balance.

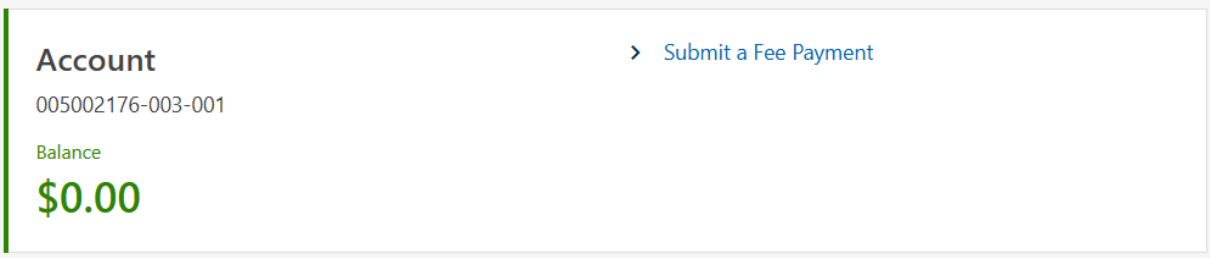


   c. Account Details
      1. **Enable Auto Payments** – Select an amount and a time for recurring payments to be withdrawn from your bank account.
      2. **View Case Details** – View current support amount, custody, and order history.



d. Account

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



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.

'SUMMARY' TAB OVERVIEW

JOHN DOE
05002176
550 W 7TH AVE STE 310
ANCHORAGE AK 99501-3555

Welcome, John Doe
You last logged in on Monday, May 4, 2026 10:35:39 AM
Manage My Profile 1

Summary | Action Center 1 | Resource Programs | Settings | I Want To...

Filter

JOHN DOE
05002176
550 W 7TH AVE STE 310
ANCHORAGE AK 99501-3555
Action Center Items 1

Child Support Member
You are required to keep your address current with CSED.
- Update Your Address

Child Support Obligor
JOHN DOE

Obligation Summary
Monthly obligation of $0.00 has been met.
Arrears Balance of $33,675.00
Total Balance
$33,675.00
- Add a Bank Account
- Make a Payment
- View Payments
- View Obligation Details
- View Arrears Details

Account Details
Active Cases: 1
Payment Method
Self Paid
- Enable Auto Payments
- View Case Details

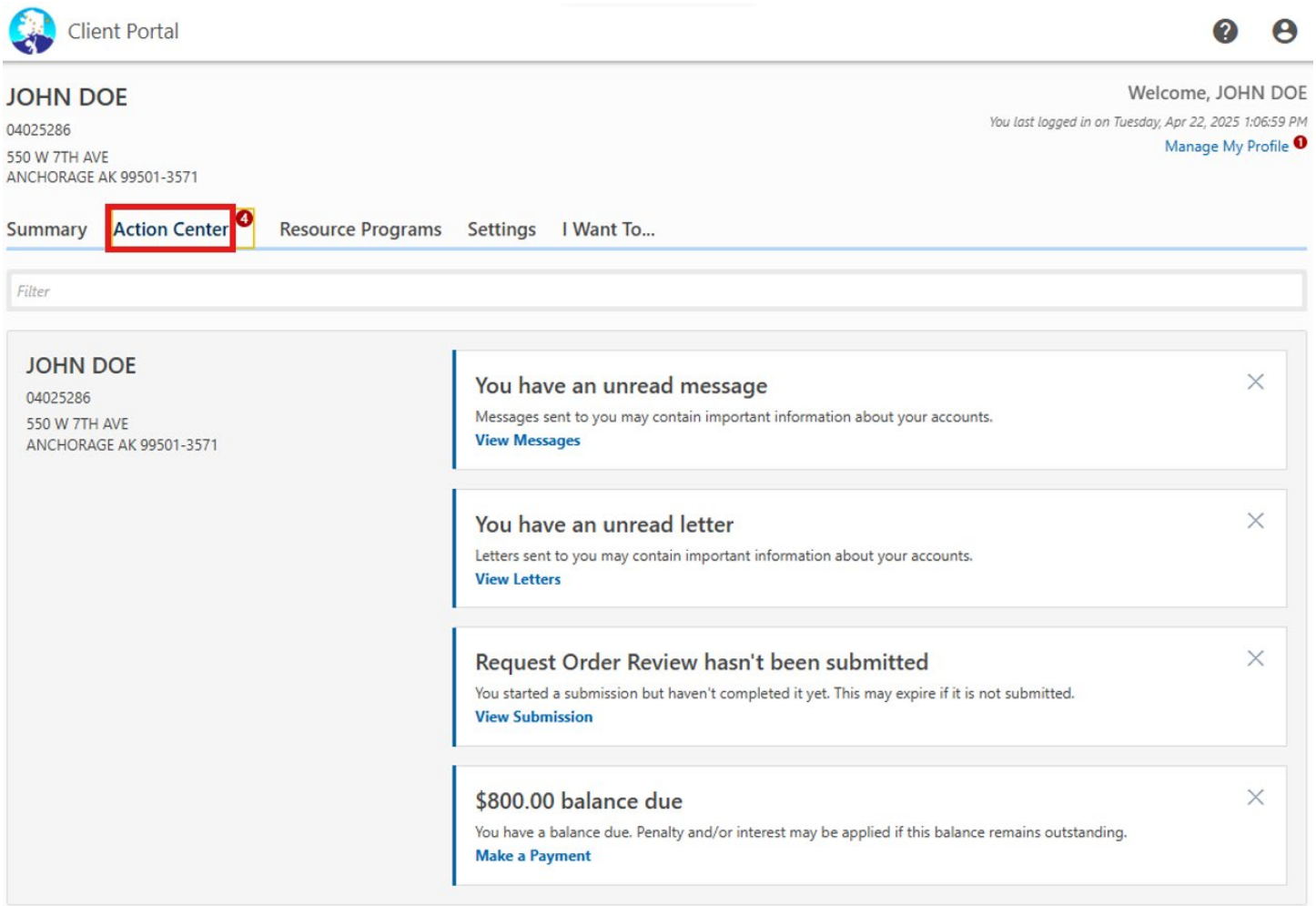
Fees
JOHN DOE
550 W 7TH AVE STE 310
ANCHORAGE AK 99501-3555

Account
005002176-003-001
Balance
$0.00
- Submit a Fee Payment

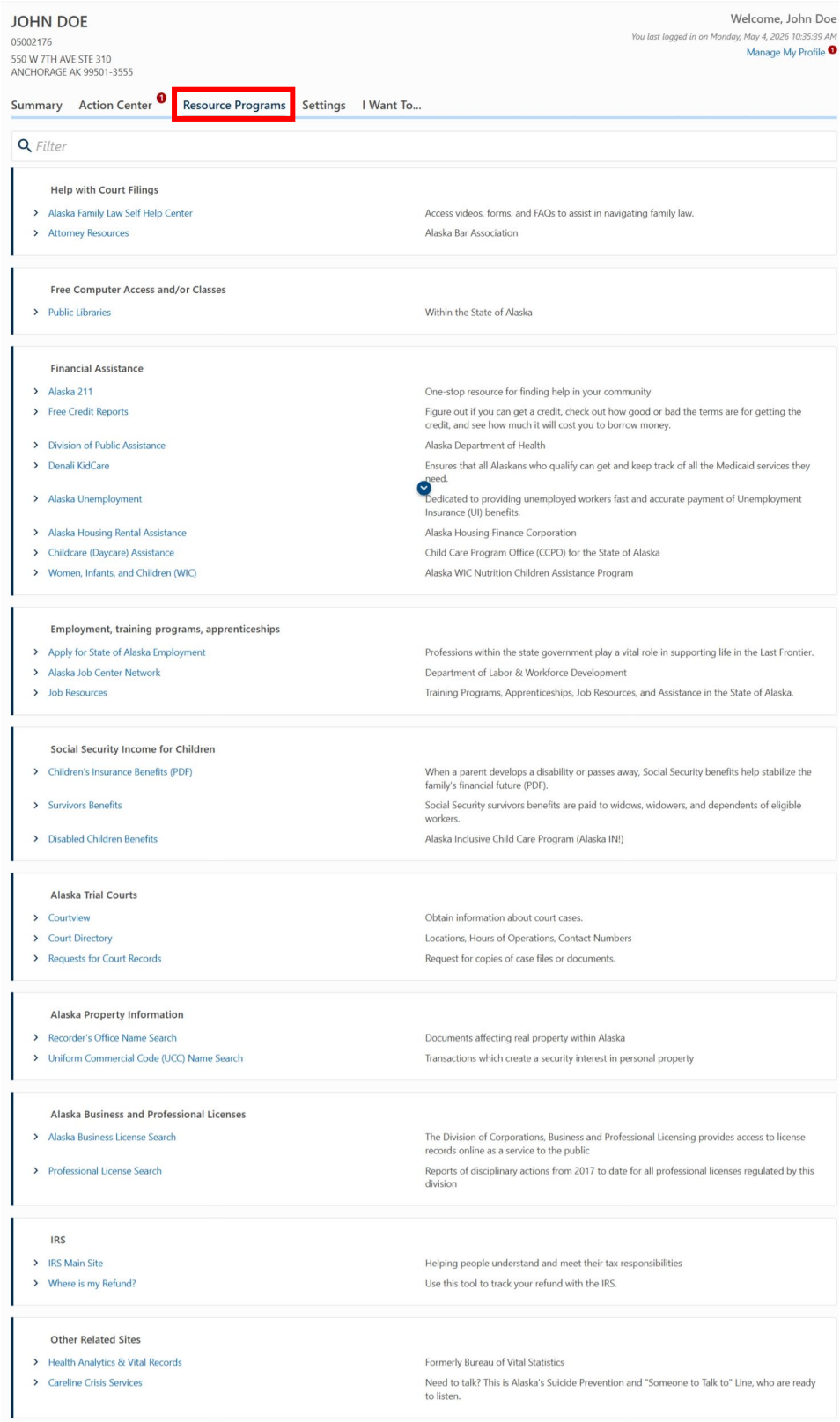
Child Support Case
Participants:
JANE DOE
BABY DOE
KID DOE
CHILD DOE

Case ID: 001300840
Case Type: Never Assistance IV-D
Status: Update Pending
- View my Case Type
- View Details
- Case Actions
- Request a Statement

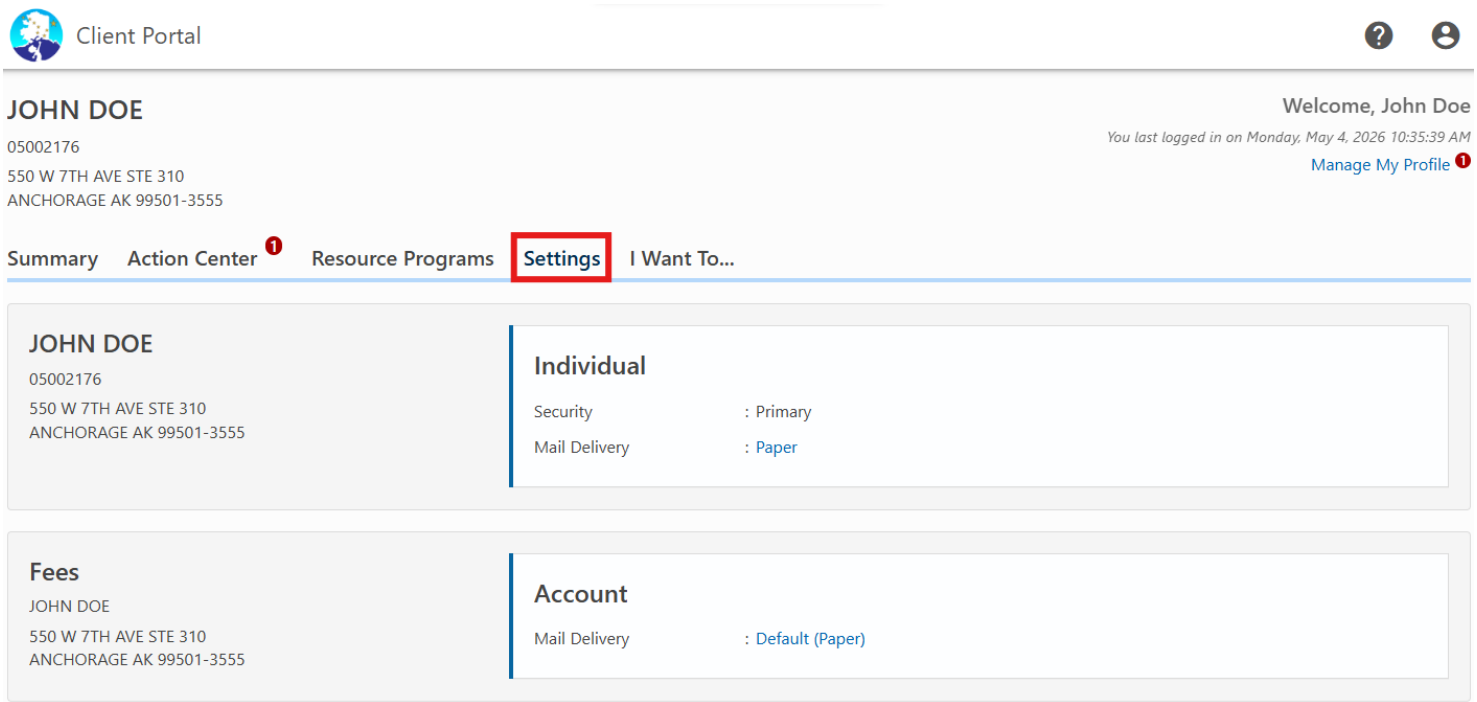
2. 'Action Center' tab – This is where you can find notifications from CSED requesting you to take action. Examples may include unread messages or letters, or incomplete but saved web request submissions.



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



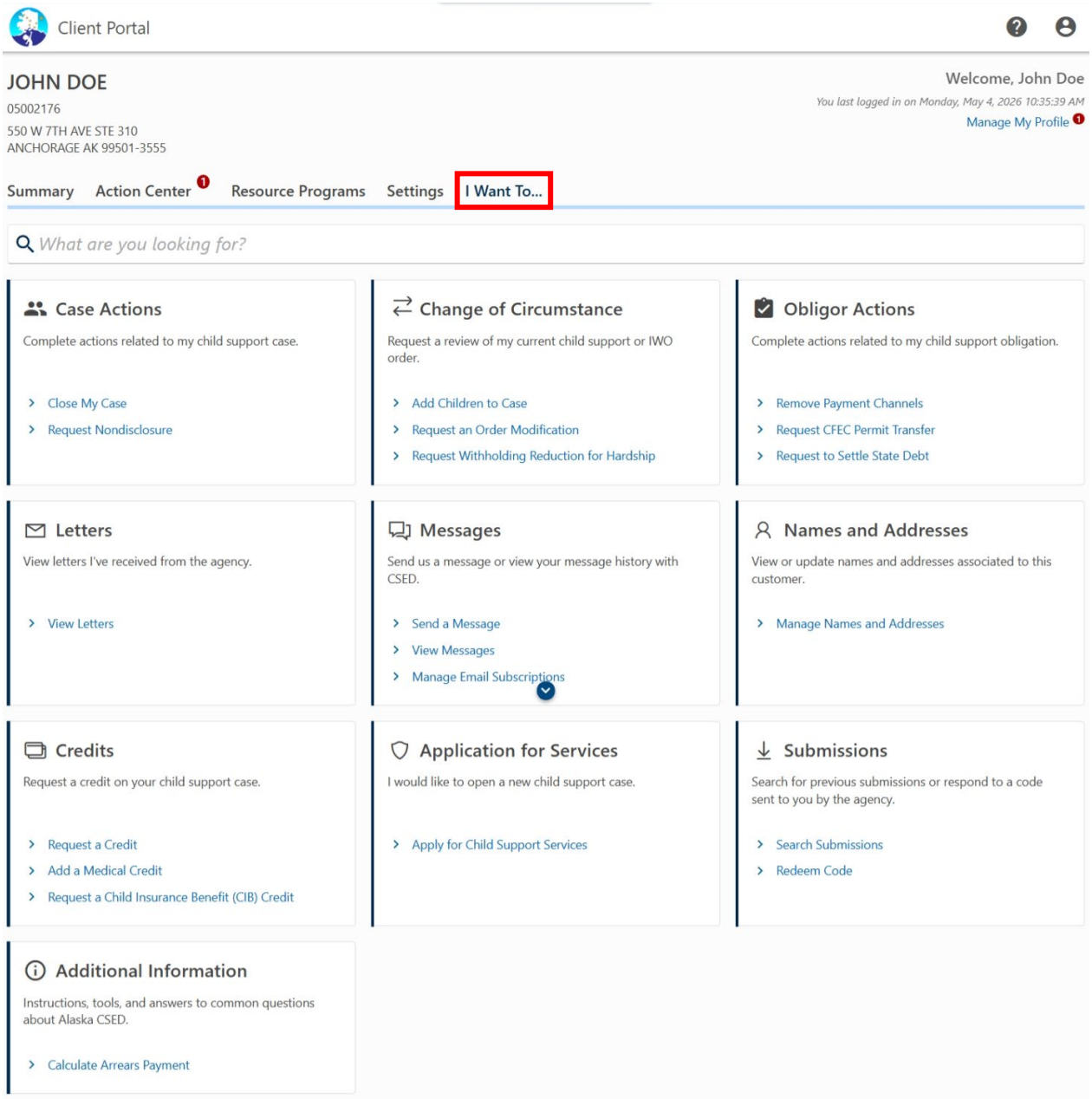
4. 'Settings' tab – The Settings tab provides access to various account details. This is where you can update your mail delivery preferences.



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

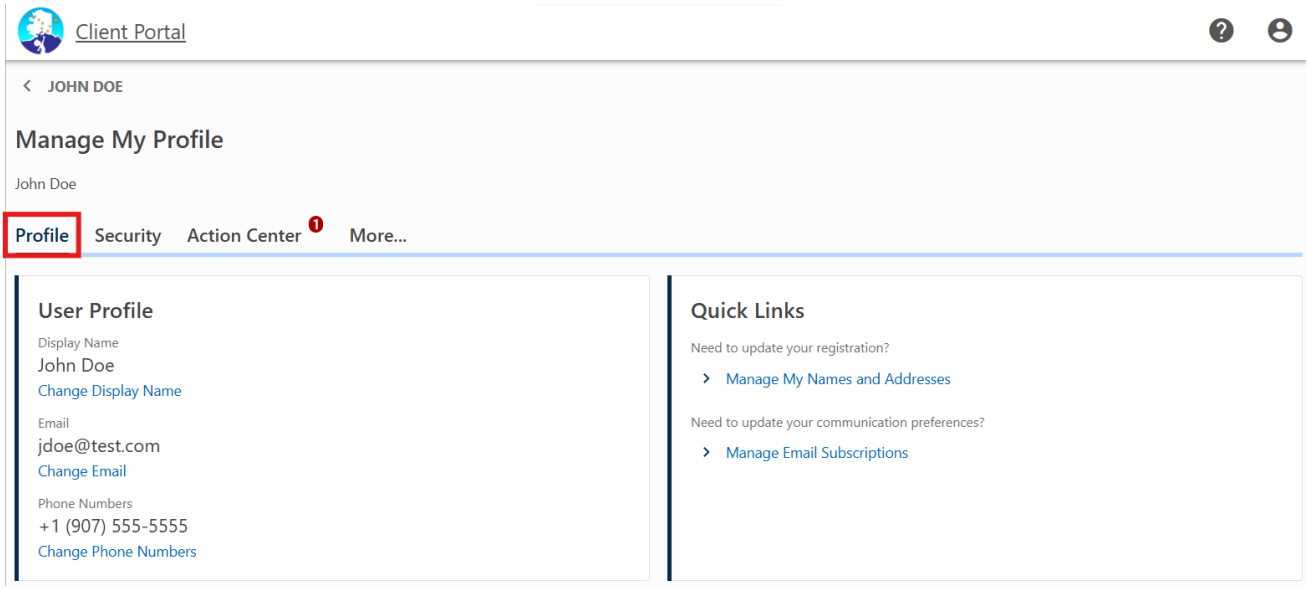
Note: More information on this tab to come with explanations regarding web requests.

'I WANT TO…' TAB OVERVIEW

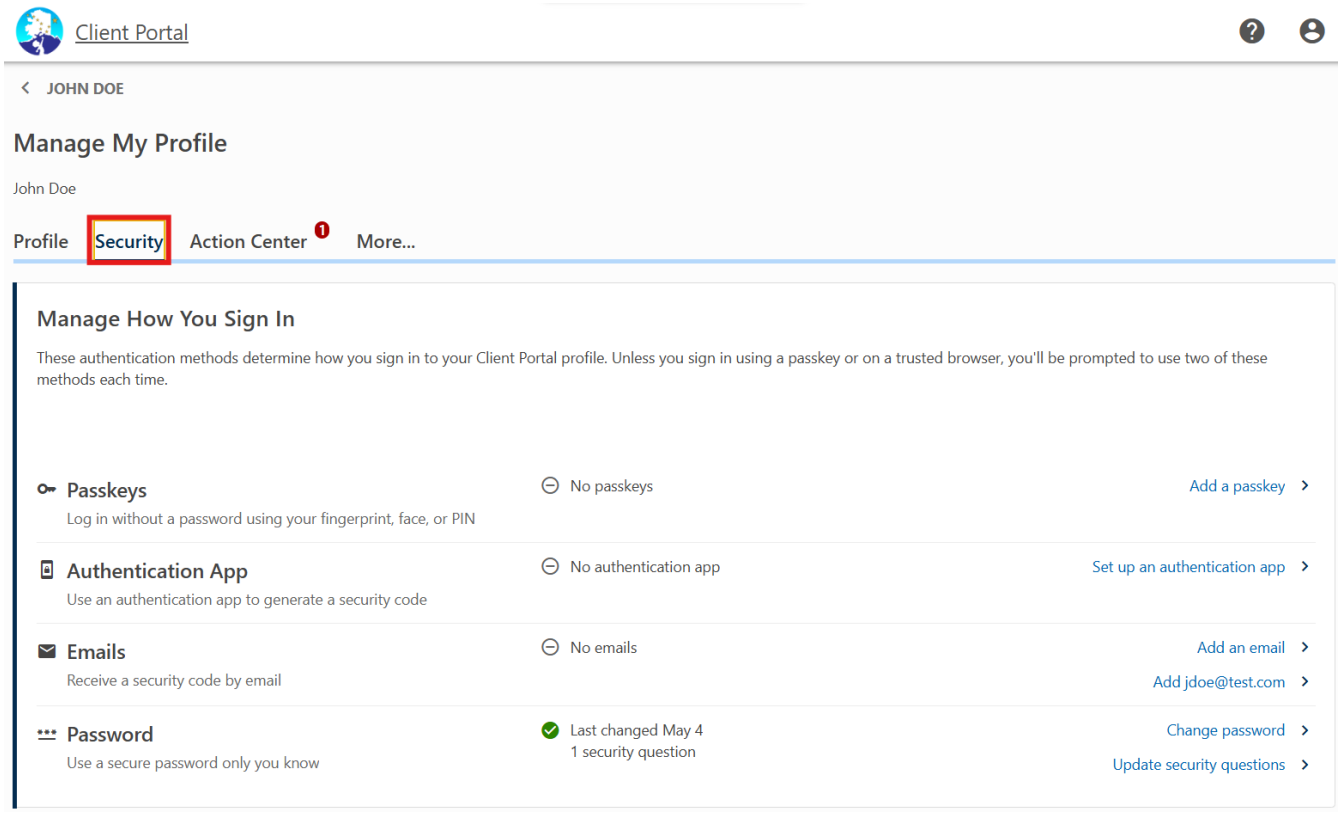


6. 'Manage My Profile' link – This is where you will be able to update and manage your personal information.

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



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



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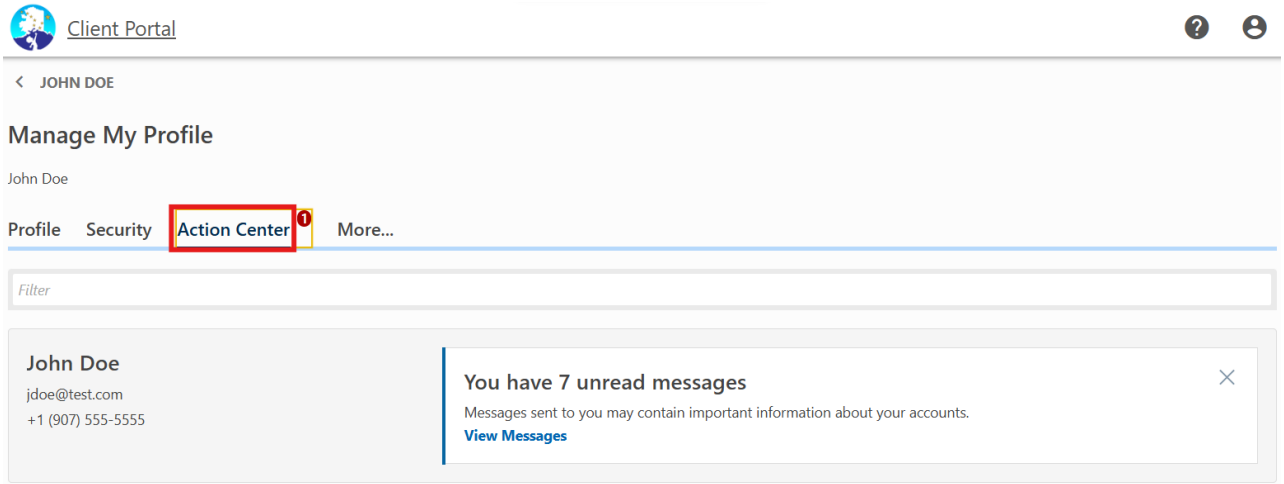
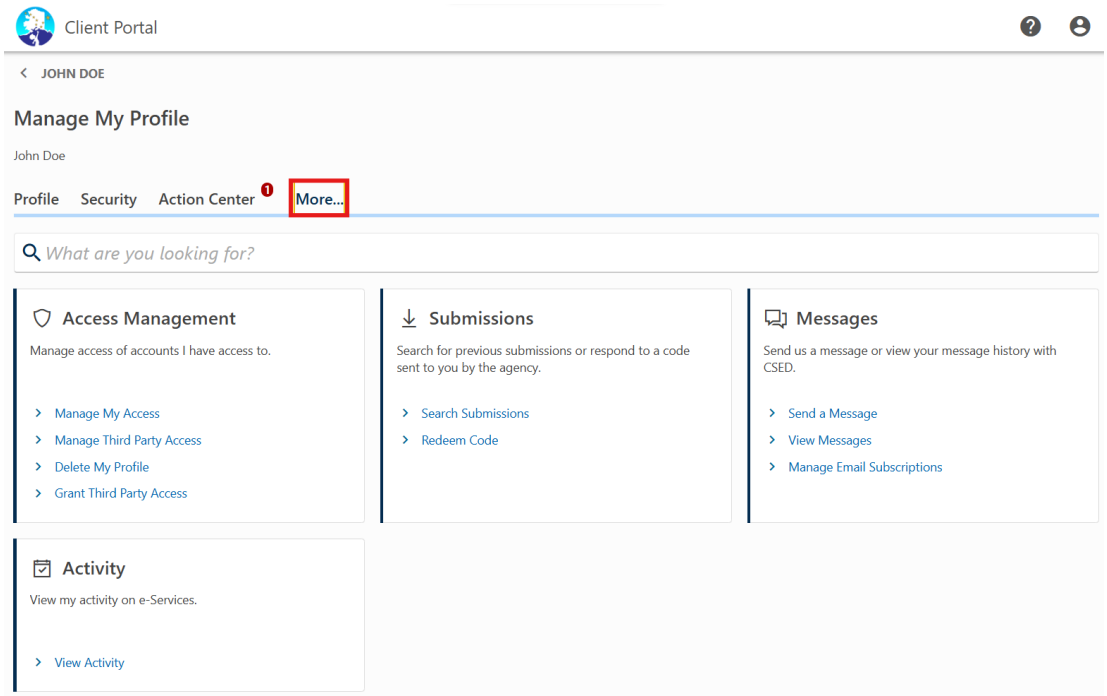


d. More – Access Management

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 where you can view Submissions, Messages, and Activity.