

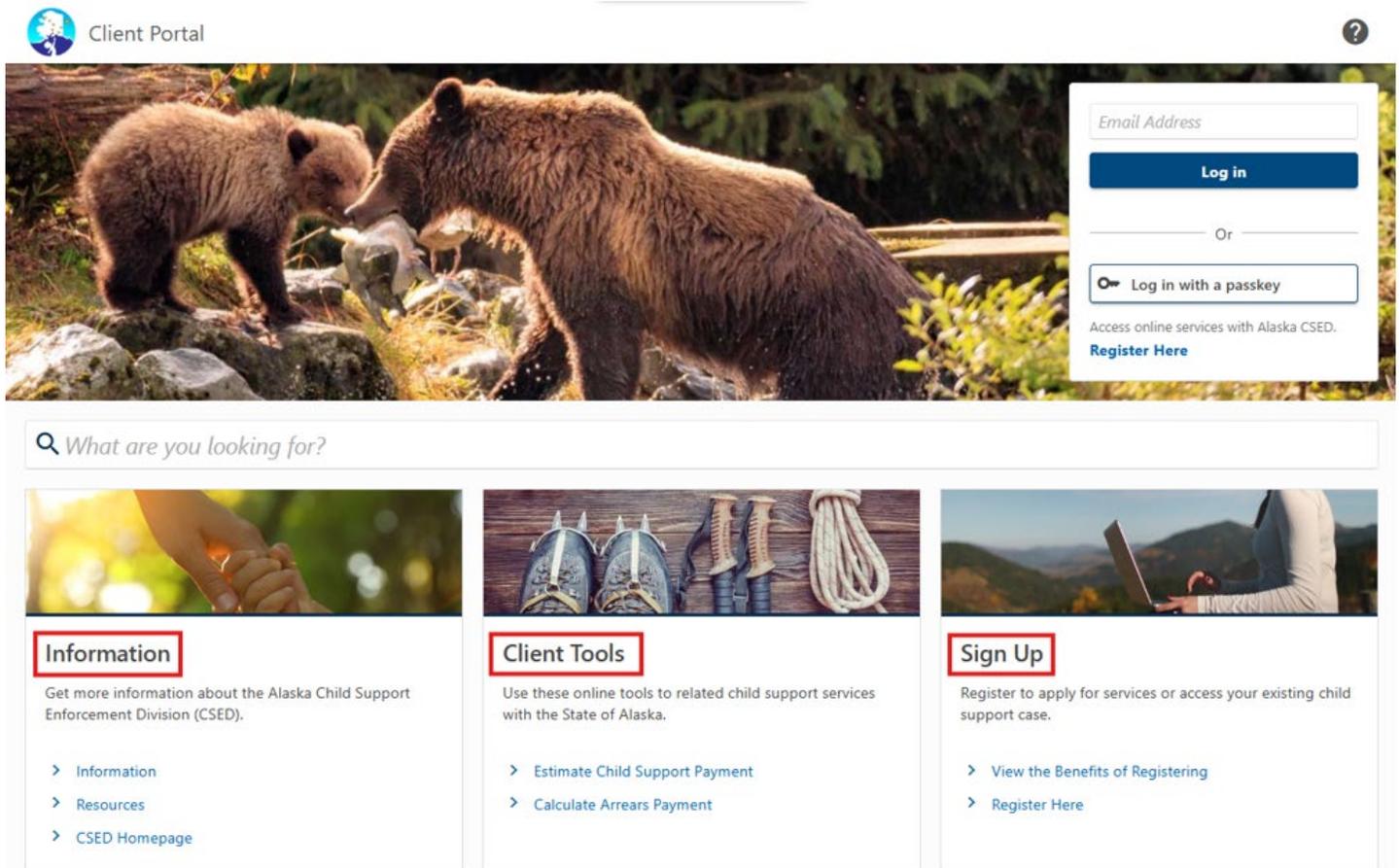
CSED E-SERVICES  
CLIENT PORTAL  
(Obligor)

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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:



Client Portal

What are you looking for?

### 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.

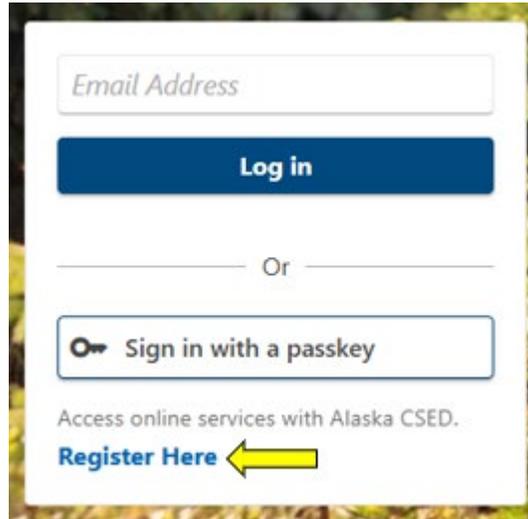
- > View the Benefits of Registering
- > Register Here

- **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.

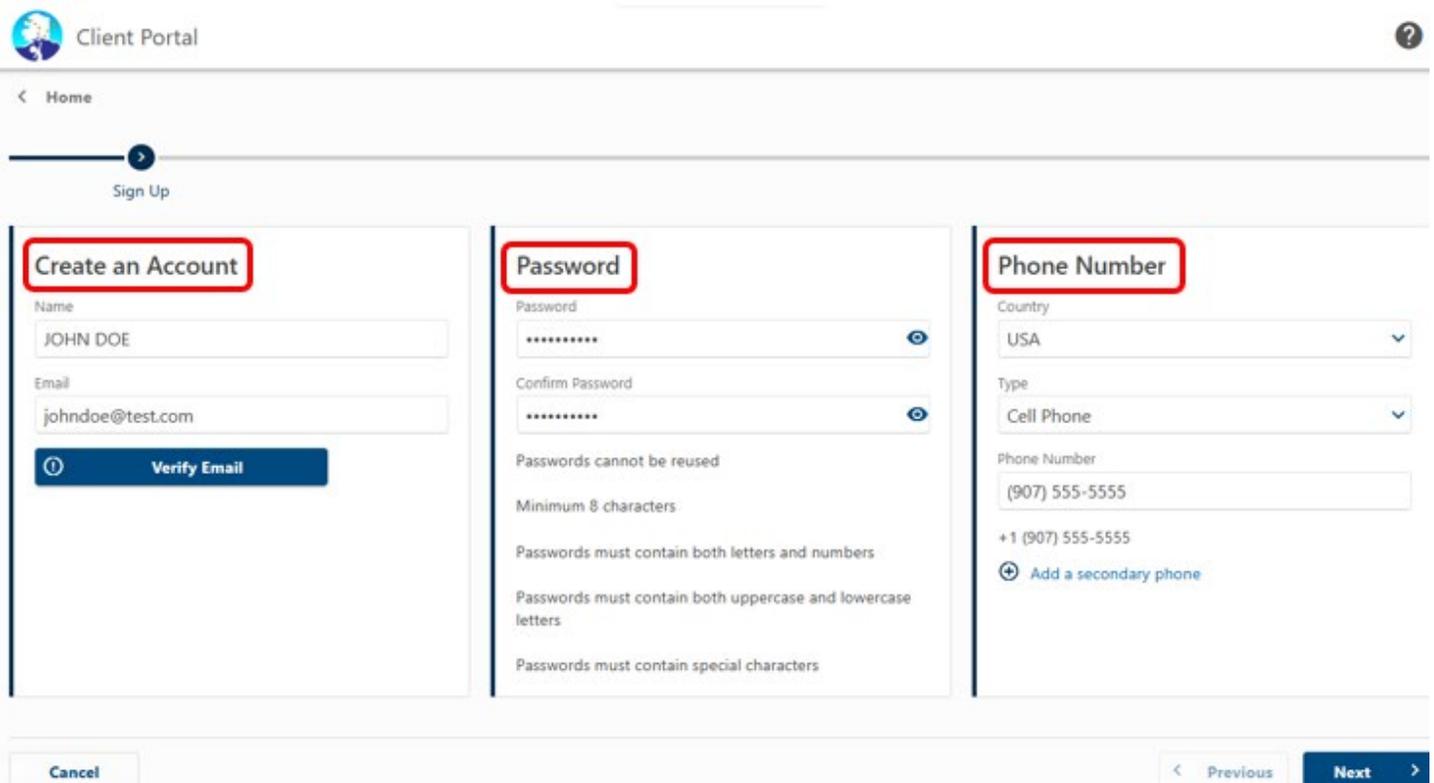
## HOW TO REGISTER

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.



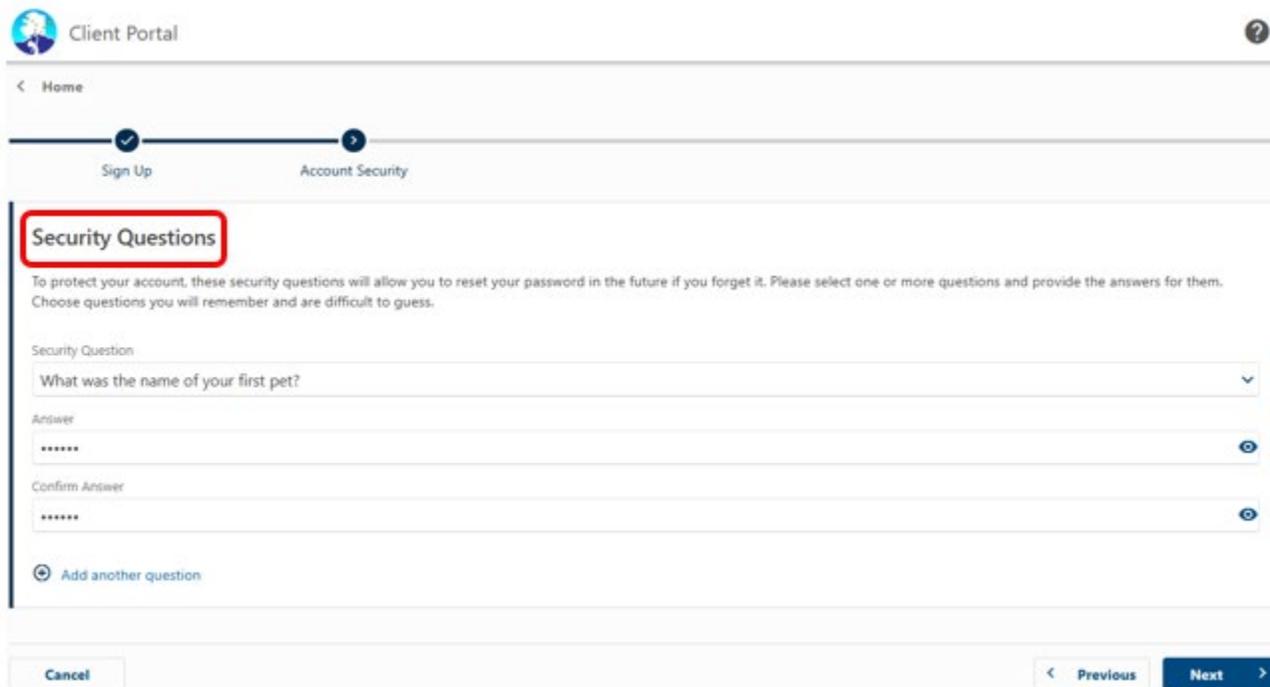
- b. You will then be brought to a screen to **create an account, password, and phone number** for your web log on.



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

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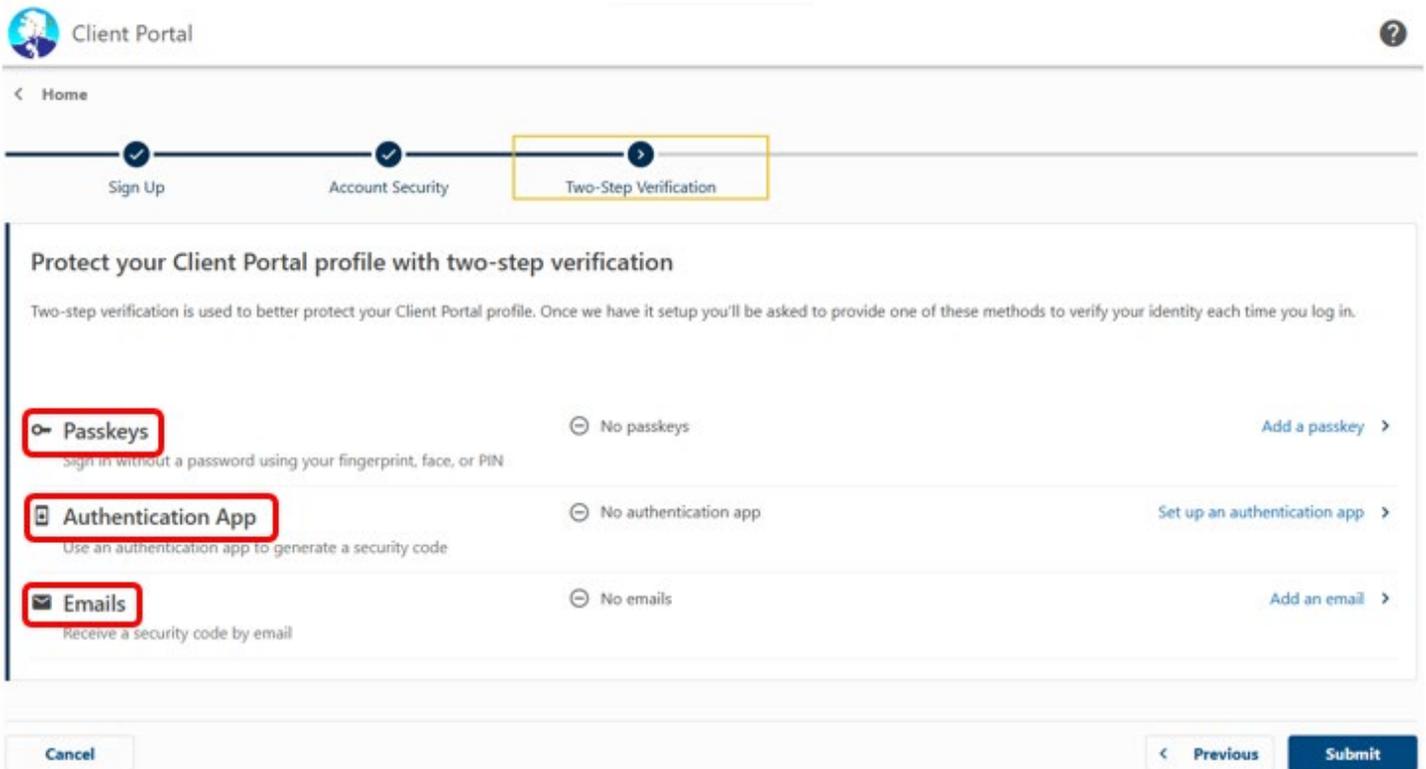
- c. Next, you will be prompted to **set up security questions** to allow you to reset your password in case you forget it in the future.



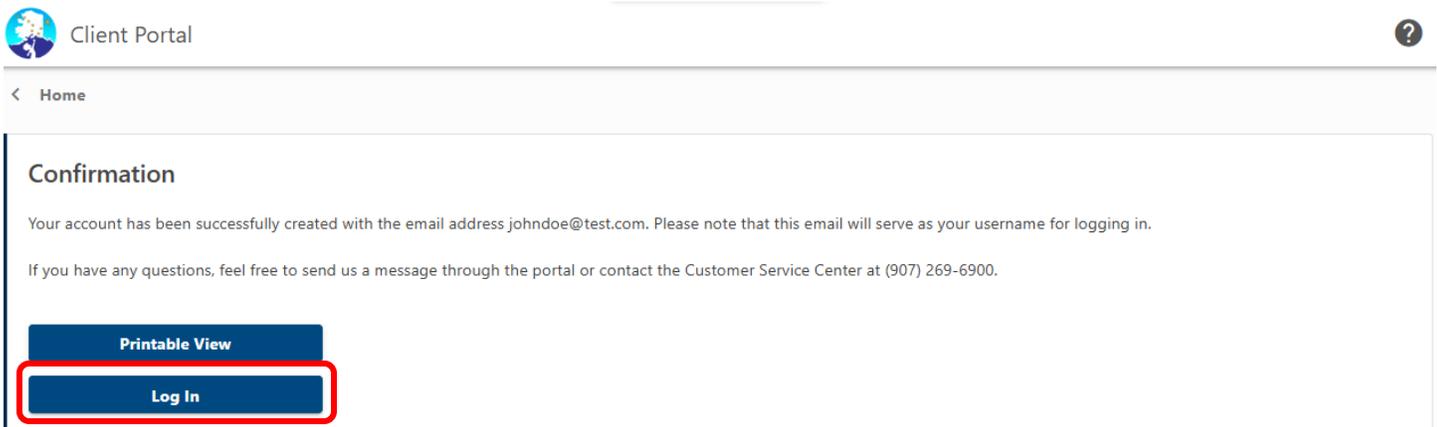
The screenshot shows the 'Client Portal' interface. At the top left is a profile icon and the text 'Client Portal'. A navigation bar below shows a progress indicator with two steps: 'Sign Up' (completed) and 'Account Security' (current step). The main content area is titled 'Security Questions' (highlighted with a red box). Below the title is a paragraph: '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.' There are three input fields: a dropdown menu for 'Security Question' with the text 'What was the name of your first pet?', a text field for 'Answer' with masked characters '\*\*\*\*\*', and a text field for 'Confirm Answer' also with masked characters '\*\*\*\*\*'. Each text field has a toggle icon on the right. At the bottom left of the form is a link 'Add another question'. At the bottom of the page are three buttons: 'Cancel', 'Previous', and 'Next'.

# CSED e-Services – Client Portal (Obligor)

- 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.

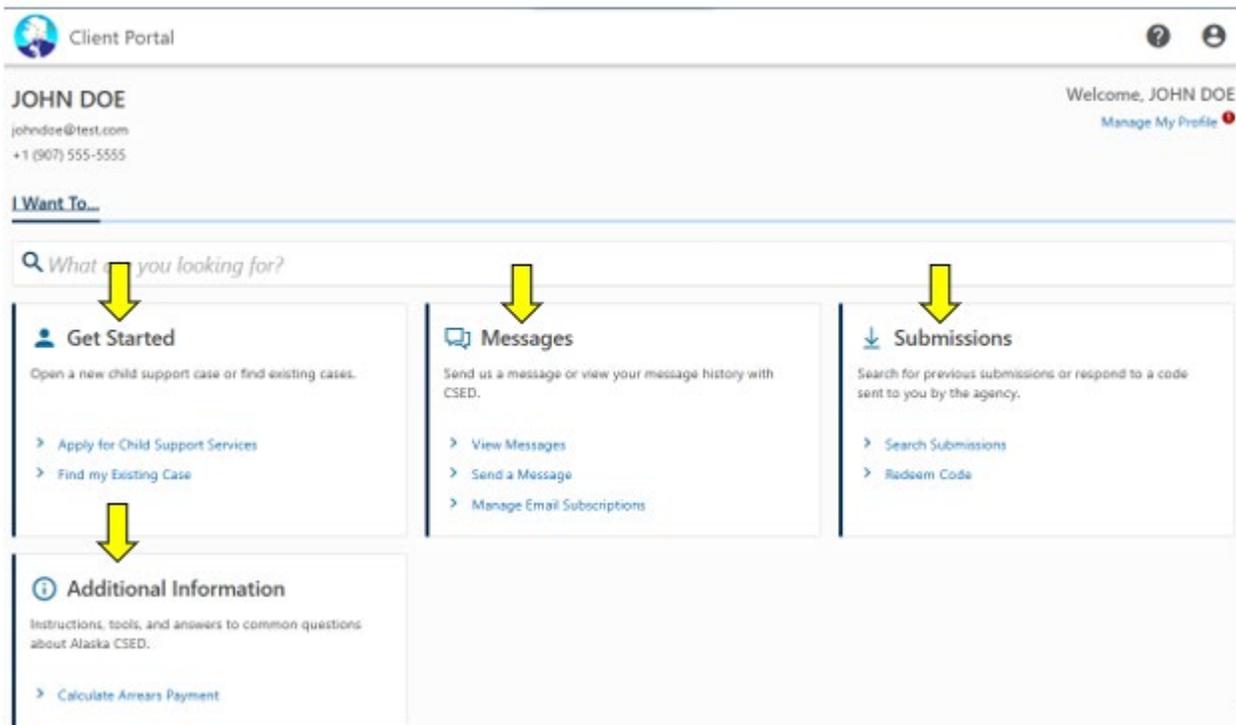


- e. You will then be directed to the confirmation page. Click on '**Log In**' to access your new account's homepage.



# CSED e-Services – Client Portal (Obligor)

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.
- ii.

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

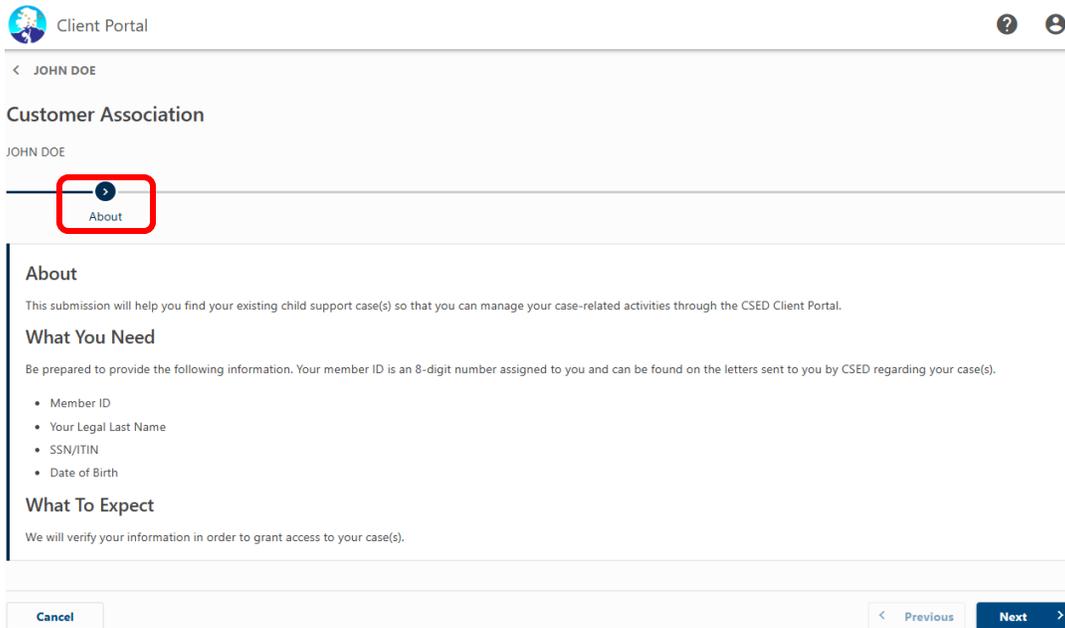
If you have an existing child support case(s), you will need to use this link to associate your web logon to your case(s).

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

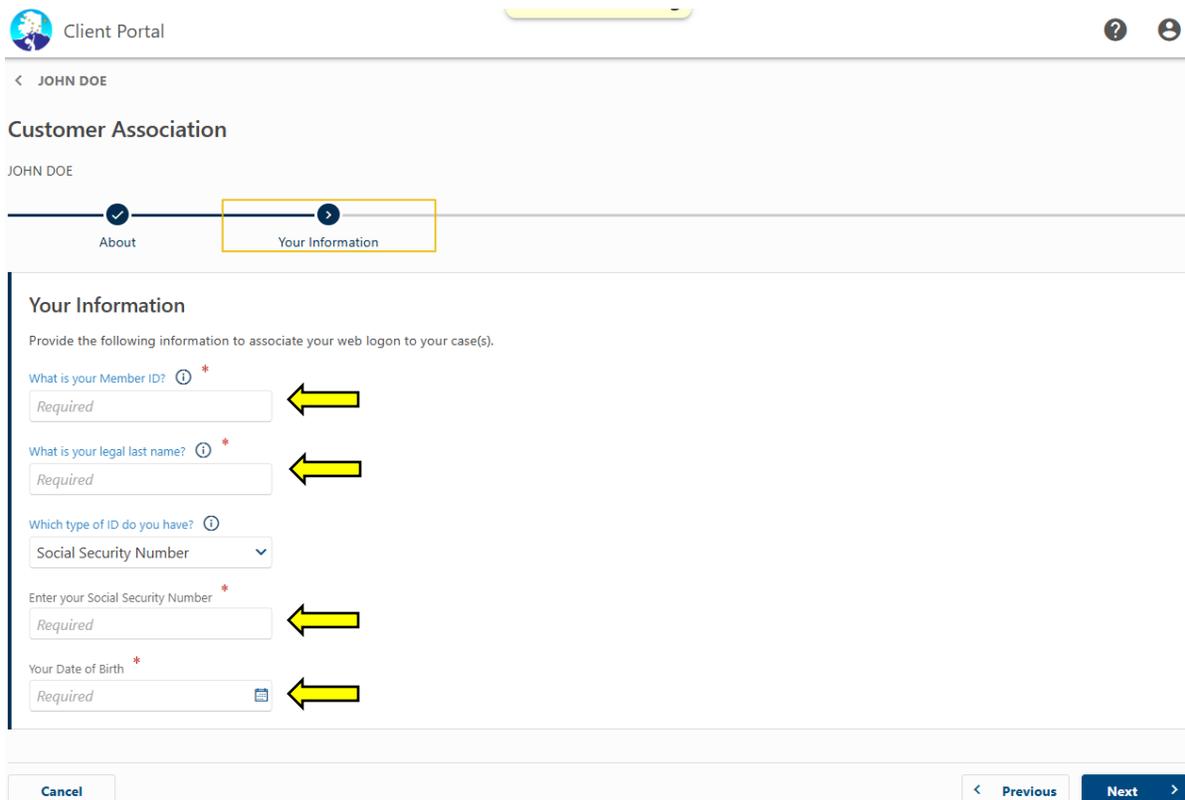
The screenshot displays the CSED Client Portal interface. At the top left, there is a 'Client Portal' header with a user icon. On the right, there are help and user icons. Below the header, the user's name 'JOHN DOE' is displayed, along with email 'johndoe@test.com' and phone '+1 (907) 555-5555'. A 'Welcome, JOHN DOE' message and a 'Manage My Profile' link are visible on the right. A search bar with the placeholder 'What are you looking for?' is present. The main content area is divided into four sections: 'Get Started', 'Messages', 'Submissions', and 'Additional Information'. The 'Get Started' section contains two links: 'Apply for Child Support Services' and 'Find my Existing Case', with the latter highlighted by a red box. The 'Messages' section includes 'View Messages', 'Send a Message', and 'Manage Email Subscriptions'. The 'Submissions' section includes 'Search Submissions' and 'Redeem Code'. The 'Additional Information' section includes 'Calculate Arrears Payment'.

# CSED e-Services – Client Portal (Obligor)

- 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.



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



# CSED e-Services – Client Portal (Obligor)

4. 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 profile icon and a question mark. Below the header, the user's name 'JOHN DOE' is displayed. The main heading is 'Customer Association'. A progress bar below the heading shows three steps: 'About', 'Your Information', and 'Review'. The 'Review' step is highlighted with a yellow box. Below the progress bar, the 'Review' section contains the following text: '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 : \*\*\*-\*\*-2222 Your Date of Birth : 02/16/1989 Member ID : 04024333'. At the bottom of the page, 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' header with a user profile icon and a question mark. Below the header, the user's name 'JOHN DOE' is displayed. The main heading is 'Confirmation'. Below the heading, the text reads: 'You have submitted: Customer Association Confirmation number: 0-000-019-809 Date received: 6/5/2025 8:52:43 AM Submitted by logon: johndoe@test.com'. Below this, it says: '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.' At the bottom of the page, 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 CSED record and case(s).

- a. **Child Support Member**

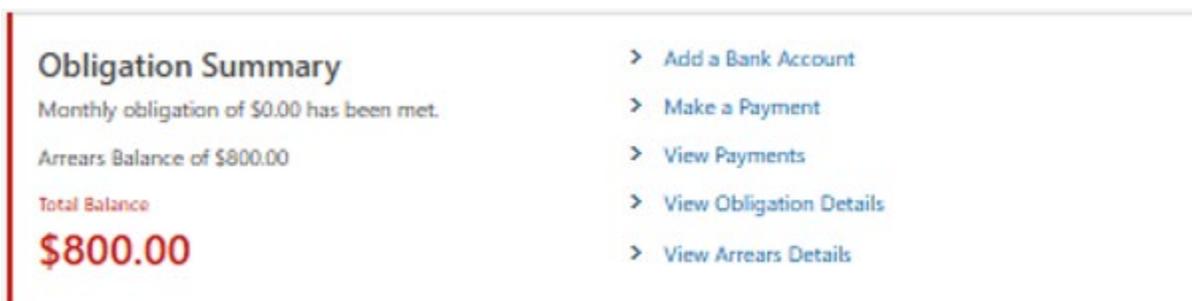
1. **Update your Address** – Keep your residential and mailing up to date.



The screenshot shows a card titled "Child Support Member" with a blue header. Below the title, it states "You are required to keep your address current with CSED." To the right of the card, there is a blue link with a right-pointing chevron: "Update Your Address".

- 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.



The screenshot shows a card titled "Obligation Summary" with a red header. Below the title, it displays "Monthly obligation of \$0.00 has been met." and "Arrears Balance of \$800.00". The "Total Balance" is prominently shown in red as "\$800.00". To the right of the card, there are five blue links with right-pointing chevrons: "Add a Bank Account", "Make a Payment", "View Payments", "View Obligation Details", and "View Arrears Details".

- 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.



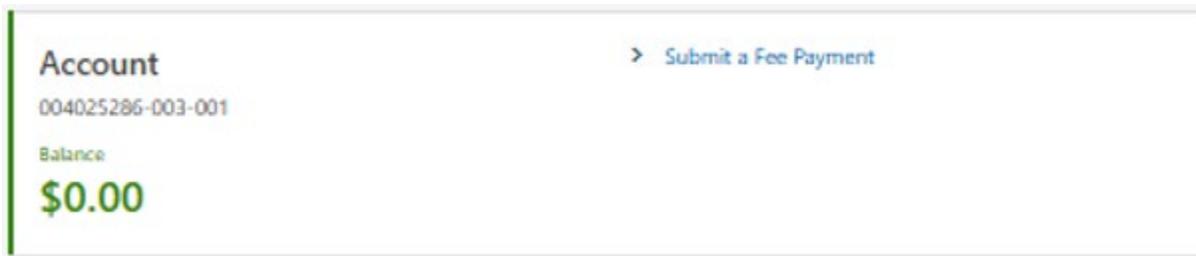
The screenshot shows a card titled "Account Details" with a brown header. Below the title, it displays "Active Cases: 1" and "Payment Method" followed by "Self Paid" in a large, bold, brown font. To the right of the card, there are two blue links with right-pointing chevrons: "Enable Auto Payments" and "View Case Details".

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

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### d. Account

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



The screenshot shows the 'Account' section of the client portal. It displays the account number '004025286-003-001' and the current balance as '\$0.00'. A link labeled '> Submit a Fee Payment' is visible in the top right corner.

### 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.



The screenshot shows the 'Case ID' section of the client portal. It displays the case ID '000020108', the case type 'Never Assistance IV-D', and the status 'Active'. Four links are listed on the right side: '> View my Case Type', '> View Details', '> Case Actions', and '> Request a Statement'.

## 'SUMMARY' TAB OVERVIEW



**JOHN DOE**

04025286  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

Welcome, JOHN DOE

You last logged in on Tuesday, Apr 22, 2025 1:06:59 PM

[Manage My Profile](#)

**Summary**

[Action Center](#)

[Resource Programs](#)

[Settings](#)

[I Want To...](#)

Filter

**JOHN DOE**

04025286  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571  
[Action Center Items](#)

**Child Support Member**

[Update Your Address](#)

You are required to keep your address current with CSED.

**Child Support Obligor**

JOHN DOE

**Obligation Summary**

Monthly obligation of \$0.00 has been met.

Arrears Balance of \$800.00

Total Balance

**\$800.00**

[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  
ANCHORAGE AK 99501-3571

**Account**

004025286-003-001

Balance

**\$0.00**

[Submit a Fee Payment](#)

**Child Support Case**

Participants:  
JANE DOE  
BABY DOE

**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 (Obligor)

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.

The screenshot displays the Client Portal interface for JOHN DOE. The user's name and address are shown in the top left, and a welcome message with the login date is in the top right. The navigation menu includes 'Summary', 'Action Center' (highlighted with a red box and a notification badge), 'Resource Programs', 'Settings', and 'I Want To...'. Below the navigation is a 'Filter' input field. The main content area shows four notifications:

- JOHN DOE**  
04025286  
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 an unread letter**  
Letters sent to you may contain important information about your accounts.  
[View Letters](#)
- Request Order Review hasn't been submitted**  
You started a submission but haven't completed it yet. This may expire if it is not submitted.  
[View Submission](#)
- \$800.00 balance due**  
You have a balance due. Penalty and/or interest may be applied if this balance remains outstanding.  
[Make a Payment](#)

# CSED e-Services – Client Portal (Obligor)

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

**Client Portal**

**JOHN DOE**  
94025266  
550 W 7TH AVE  
ANCHORAGE AK 99501-1571

Welcome, JOHN DOE  
You last logged in on Tuesday, Apr 22, 2025 1:00:59 PM  
[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
- > Dental 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 fair 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 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 survivor benefits are paid to widows, widowers, and dependents of eligible workers.
- > Disabled Children Benefits: Alaska Inclusive Child Care Program (Alaska I3C)

**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 (Obligor)

4. 'Settings' tab – The Settings tab provides access to various account details. You can update your email preferences, manage notification settings, and revoke your access as needed.

The screenshot shows the 'Client Portal' interface for user JOHN DOE. The user's profile information is displayed on the left, including their name, ID (04025286), and address (550 W 7TH AVE, ANCHORAGE AK 99501-3571). The 'Settings' tab is highlighted with a red box in the navigation menu. The main content area is divided into two sections: 'Individual' and 'Fees'. The 'Individual' section shows settings for Security (Primary), Mail Delivery (Electronic), and Mail Notification (Notify me of new mail). The 'Fees' section shows settings for Security (Research), Mail Delivery (Default (Electronic)), and Mail Notification (Default (Notify me of new mail)). A 'Cancel Access' link is visible in the top right of the 'Individual' section.

Client Portal ?

**JOHN DOE** Welcome, JOHN DOE  
04025286 You last logged in on Tuesday, Apr 22, 2025 1:06:59 PM  
550 W 7TH AVE [Manage My Profile](#)  
ANCHORAGE AK 99501-3571

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

**JOHN DOE** Cancel Access  
04025286  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

**Individual**

Security : Primary  
Mail Delivery : Electronic  
Mail Notification : Notify me of new mail

**Fees**

JOHN DOE  
550 W 7TH AVE  
ANCHORAGE AK 99501-3571

**Account**

Security : Research  
Mail Delivery : Default (Electronic)  
Mail Notification : Default (Notify me of new mail)

# CSED e-Services – Client Portal (Obligor)

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 in the CSED Client Portal. The user is identified as JOHN DOE. The navigation bar includes Summary, Action Center (with a notification badge), Resource Programs, Settings, and I Want To... (which is the active tab). A search bar is present with the placeholder text 'What are you looking for?'. The main content area is a grid of 10 tiles, each representing a different type of request or action available to the user.

**Client Portal** ? 🏠

**DOE, JOHN** Welcome, JOHN DOE  
04025286 You last logged in on Wednesday, May 28, 2025 3:20:03 PM  
2107 CASEY CUSACK LOOP [Manage My Profile](#)  
ANCHORAGE AK 99515-2810

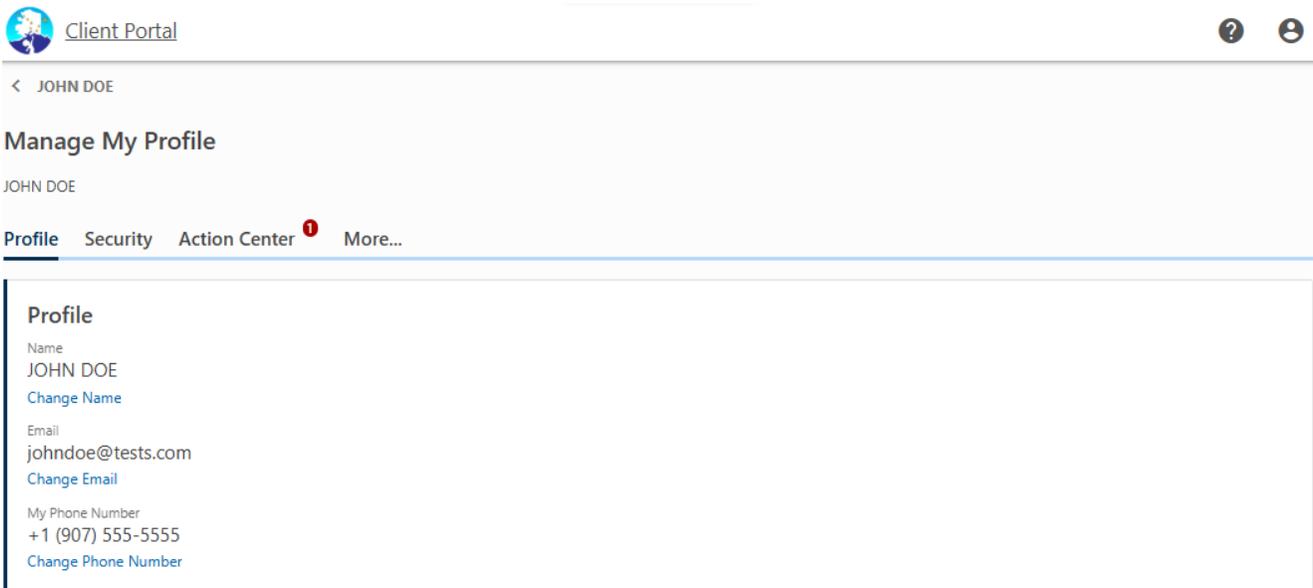
Summary **Action Center** 2 Resource Programs Settings **I Want To...**

🔍 *What are you looking for?*

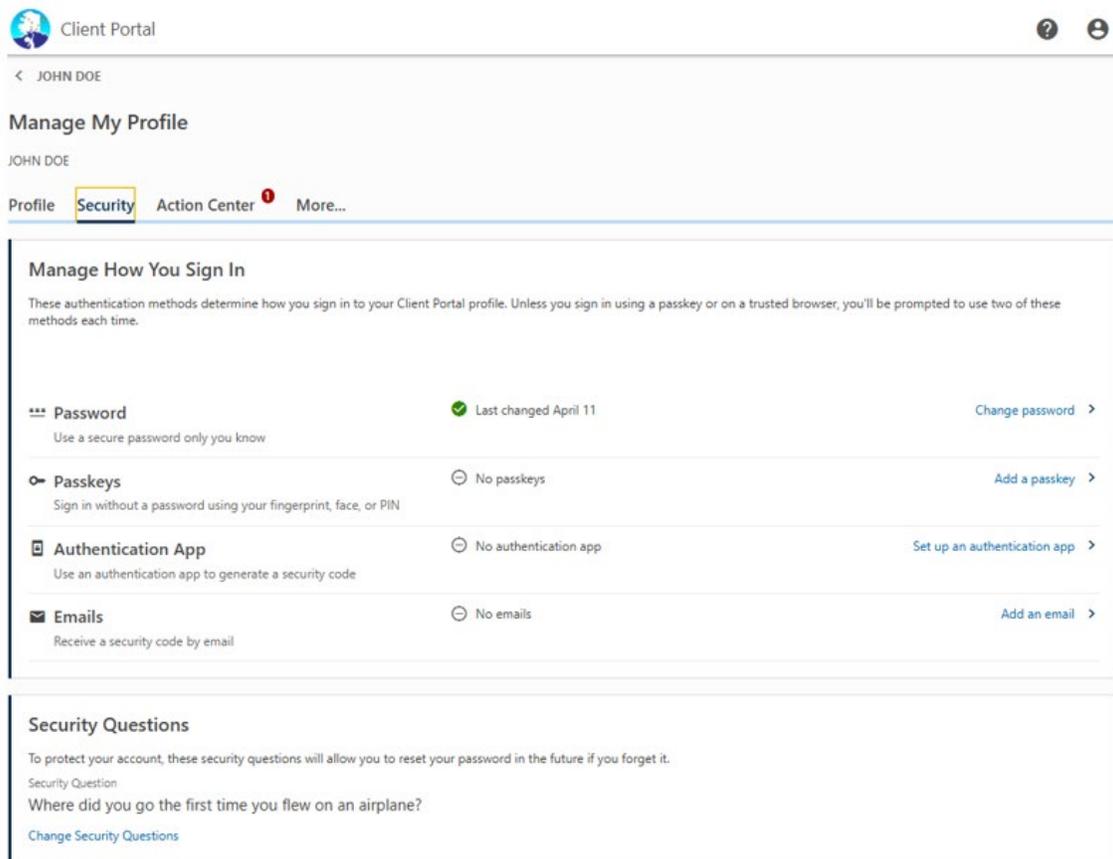
- Case Actions**  
Complete actions related to my child support case.
  - > Close My Case
  - > Request Nondisclosure
- Change of Circumstance**  
Request a review of my current child support or IWO order.
  - > Add Children to Case
  - > Request an Order Modification
  - > Request Withholding Reduction for Hardship
- Obligor Actions**  
Complete actions related to my child support obligation.
  - > Remove Payment Channels
  - > Request CFEC Permit Transfer
  - > Request to Settle State Debt
- Letters**  
View letters I've received from the agency.
  - > View Letters
- Messages**  
Send us a message or view your message history with CSED.
  - > View Messages
  - > Send a Message
  - > 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
  - > Request a Child Insurance Benefit (CIB) 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 (Obligor)

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.



# CSED e-Services – Client Portal (Obligor)

- c. **Action Center** – 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' interface for 'JOHN DOE'. The 'Manage My Profile' section is active, with tabs for Profile, Security, Action Center (highlighted with a red notification badge), and More... A search filter box is present. A notification banner at the top right of the content area reads: 'You have 9 unread messages. Messages sent to you may contain important information about your accounts. View Messages'.

- 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.

The screenshot shows the 'More...' page in the 'Client Portal' for 'JOHN DOE'. It features a search bar with the placeholder text 'What are you looking for?'. Below the search bar are four main sections:

- Access Management**: Manage access of accounts I have access to. Includes 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. Includes links for Search Submissions and Redeem Code.
- Messages**: Send us a message or view your message history with CSED. Includes links for View Messages, Send a Message, and Manage Email Subscriptions.
- Activity**: View my activity on e-Services. Includes a link for View Activity.