



— DEPARTMENT OF —  
ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# CUSTOMER PORTAL

## Access Guide



Account step-up for the  
**Child Support Customer Portal** powered by **AZCARES**.

## Child Support Customer Portal Account Benefits

- ◆ Submit an application for services
- ◆ Save your application progress
- ◆ View your case information
- ◆ Update contact information and preferred method of contact
- ◆ Upload documents online
- ◆ Send questions about your case
- ◆ Make child support payments

## Before You Start

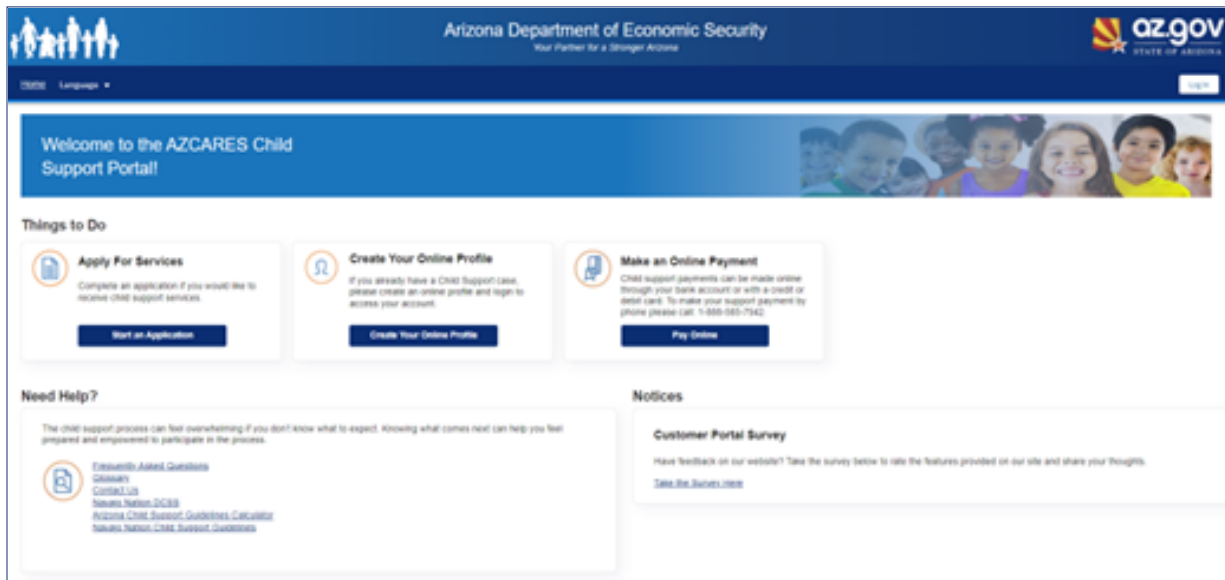
### Established Customers need:

- Your most current email address
- Your child support case number (formerly known as Atlas case number)
- Social Security Number (SSN)/TTIN
  - **NOTE:** If you do not have an SSN, please call (602) 252-4045 or 1-800-882-4151 to register.

# Create Account

## Start here

1. Go to [mychildsupport.azdes.gov](http://mychildsupport.azdes.gov)



2. Click "Create Your Online Profile"
  3. Complete all required fields.
- NOTE: Enter your case number without dashes or spaces.

To get started, please create an online profile.

By creating an account, you will be able to:

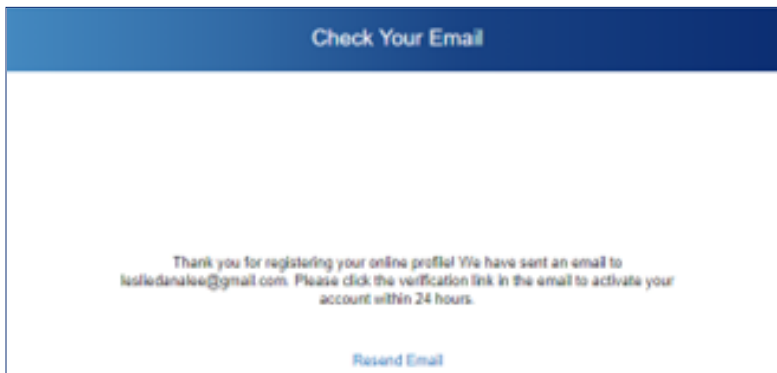
- Save your application in progress (the application can take up to an hour to complete)
- View your case information
- Update contact information
- Upload documents online
- Send us questions about your case

First Name *	Last Name *	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address *	Confirm Email Address *	Language Preference
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number	Phone Type	Social Security Number/TTIN *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Support Case Number *	*Are you the Custodial Parent/Support Recipient?	*Are you living in Navajo Nation Tribal Lands?
<input type="text"/>	<input type="text"/>	<input type="text"/>

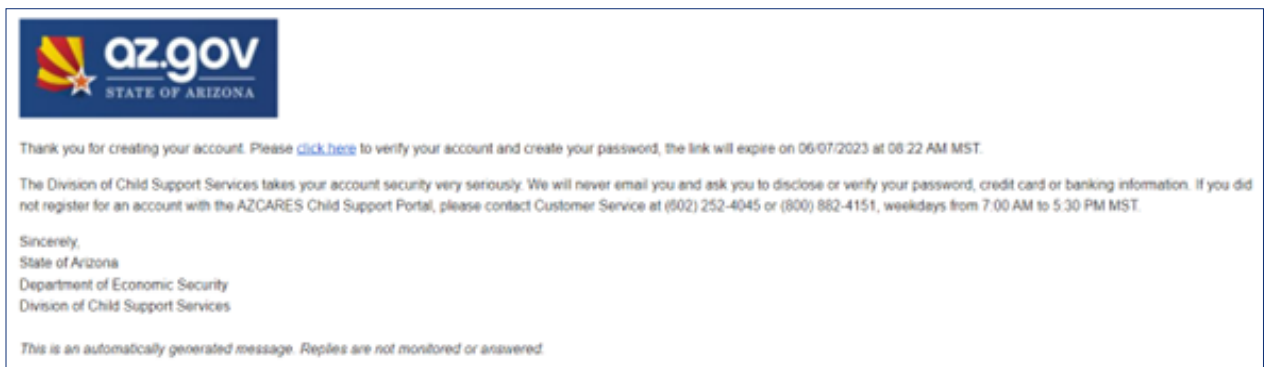
Before creating an account, you must view and accept the [terms and conditions](#).

Already have an online profile?  
[Log in here](#)

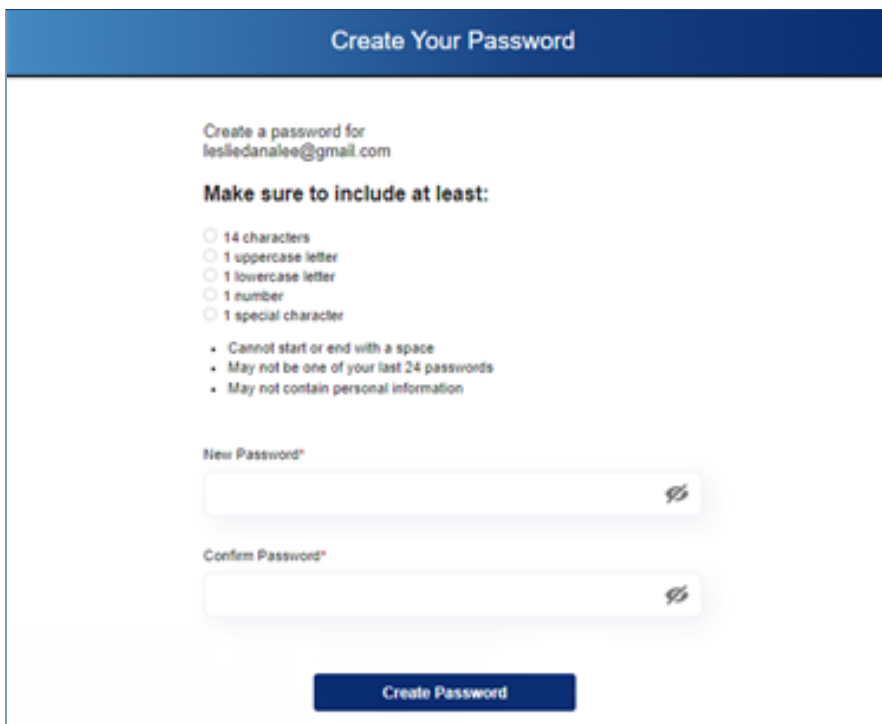
4. View and accept the terms and conditions.
5. Click "Create Account."
6. You will see a thank you message and instructions.



7. Go to your email inbox and click the verification link which expires within 24 of when it was sent.

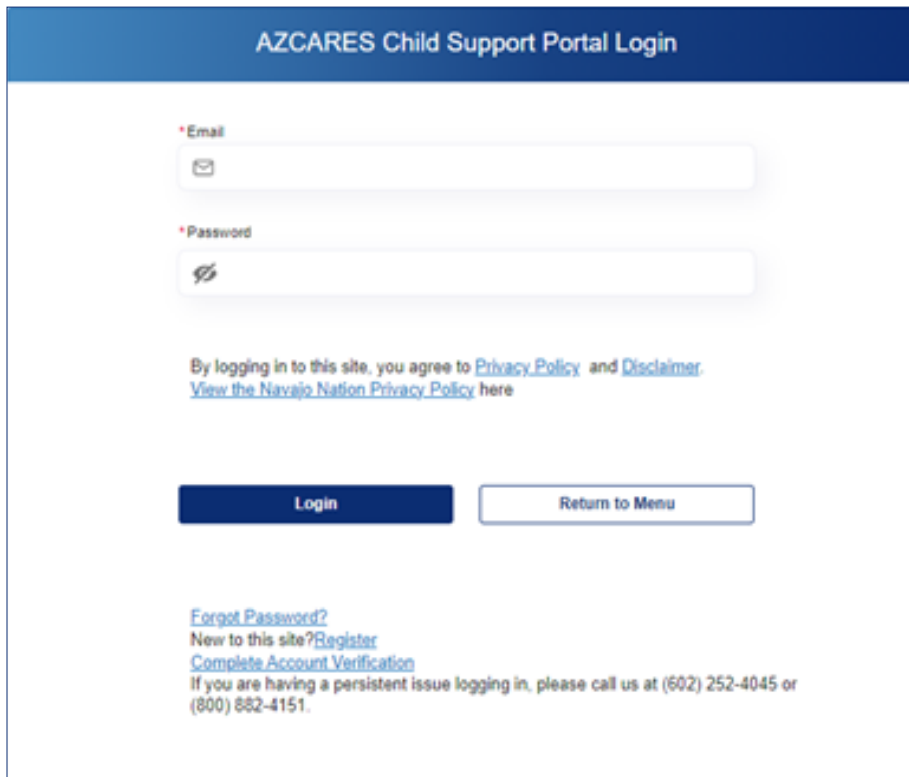


8. On the next page, create a password that meets the requirements listed



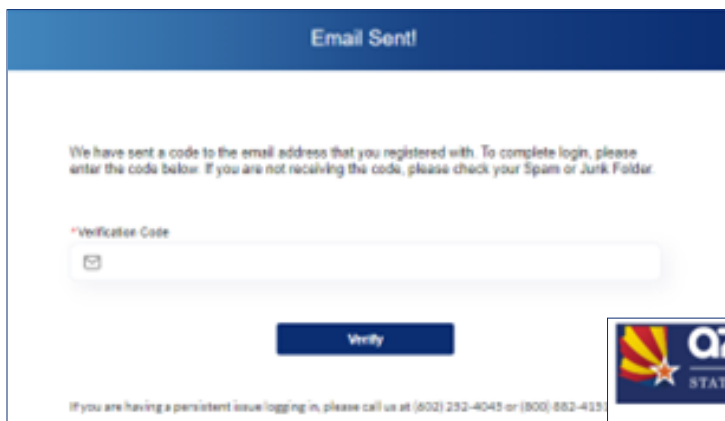
The screenshot shows a "Create Your Password" form. At the top is a dark blue header with the text "Create Your Password". Below the header, it says "Create a password for lesledanalee@gmail.com". Underneath is the heading "Make sure to include at least:" followed by a list of requirements: "14 characters", "1 uppercase letter", "1 lowercase letter", "1 number", and "1 special character". Below these are three bullet points: "Cannot start or end with a space", "May not be one of your last 24 passwords", and "May not contain personal information". There are two input fields: "New Password\*" and "Confirm Password\*", each with a password strength indicator icon on the right. At the bottom is a dark blue button labeled "Create Password".

9. Click Create Password.
10. On the next screen, enter the email selected in step 3 and the password from step 8 and login.



The screenshot shows the login page for the AZCARES Child Support Portal. At the top, there is a blue header with the text "AZCARES Child Support Portal Login". Below the header, there are two input fields: one for "Email" with an envelope icon and one for "Password" with a key icon. Below the input fields, there is a line of text: "By logging in to this site, you agree to [Privacy Policy](#) and [Disclaimer](#). [View the Navajo Nation Privacy Policy](#) here". At the bottom of the form area, there are two buttons: a dark blue "Login" button and a white "Return to Menu" button. Below the buttons, there are several links: "Forgot Password?", "New to this site? Register", and "Complete Account Verification". At the very bottom, there is a note: "If you are having a persistent issue logging in, please call us at (602) 252-4045 or (800) 882-4151."

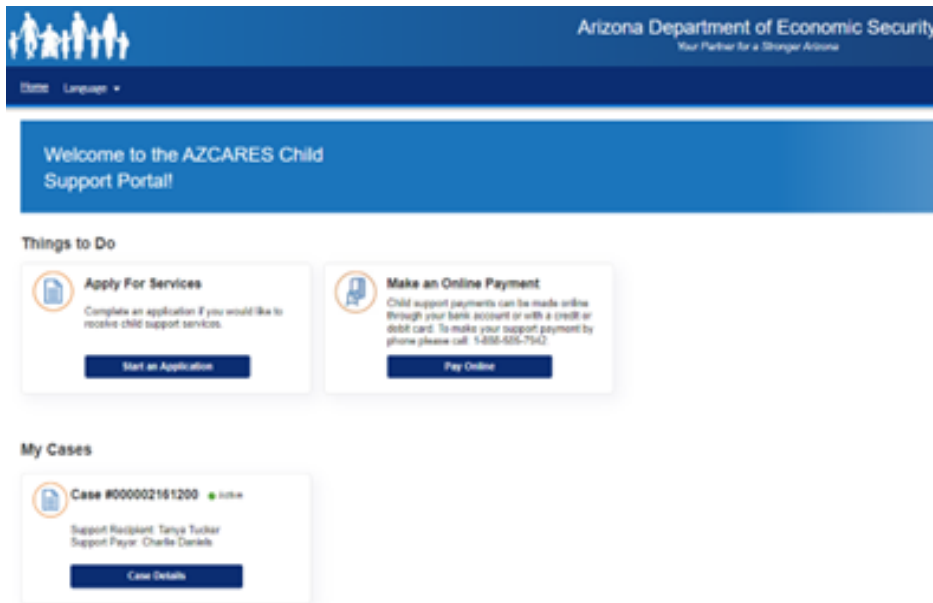
- \*11. Second verification email: On the next screen, you will see "Email Sent!" with instructions to check your email inbox where you will see an additional email with a verification code.



The screenshot shows the "Email Sent!" verification screen. At the top, there is a blue header with the text "Email Sent!". Below the header, there is a line of text: "We have sent a code to the email address that you registered with. To complete login, please enter the code below. If you are not receiving the code, please check your Spam or Junk Folder." Below this text, there is an input field for the "Verifier Code" with an envelope icon. At the bottom of the form area, there is a dark blue "Verify" button. Below the button, there is a note: "If you are having a persistent issue logging in, please call us at (602) 252-4045 or (800) 882-4151."



12. Enter the code from the email into the verification code field on the “Email Sent!” screen to log in.
13. Access your account - You should see a confirmation that verification has been successfully completed. Then, you will be redirected to your account dashboard.



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Child Support Services at 602-252-4045; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local.

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