

Policy F.Y.I.

From the Policy Unit

Date: 04-25-2025

FYI-464

Please contact the Policy Unit if you have questions regarding this announcement at

DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-464 | The Office of Child Support Services (OCSS) National Training Series - Communication Center Overview

This Policy FYI is to inform team members that a training session hosted by the Department of Family Services (DFS) is now available online. This one-hour training provides an overview and demonstration of the Child Support Portal's Communication Center application. Experience a step-by-step demonstration of the application and learn about recent enhancements, such as the new Communication Center dashboard.

Links to the presentation slides, session, and passcode to access the recordings are listed below:

Presentation Date: January 16, 2025

Presentation Slides: [Communication Center Overview](#)

Session Link: [Communication Center Overview](#)

Passcode: **x#2?9Rzc**

We urge DCSS team members to view this information directly on The PORT and not create a separate personal file.

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