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

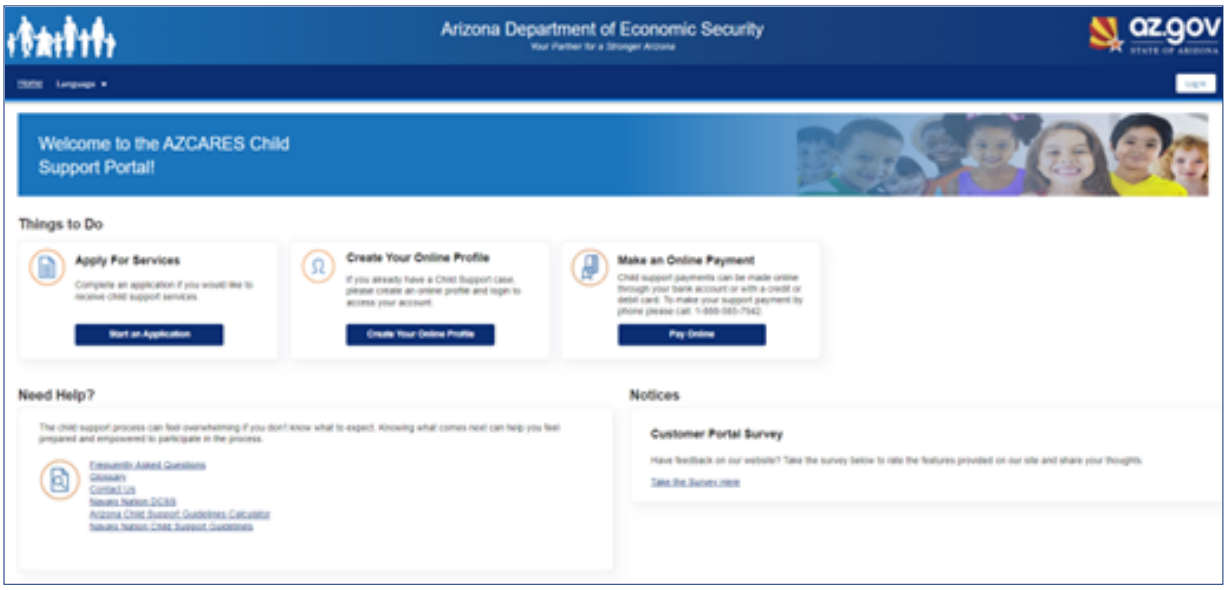
Before You Start

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

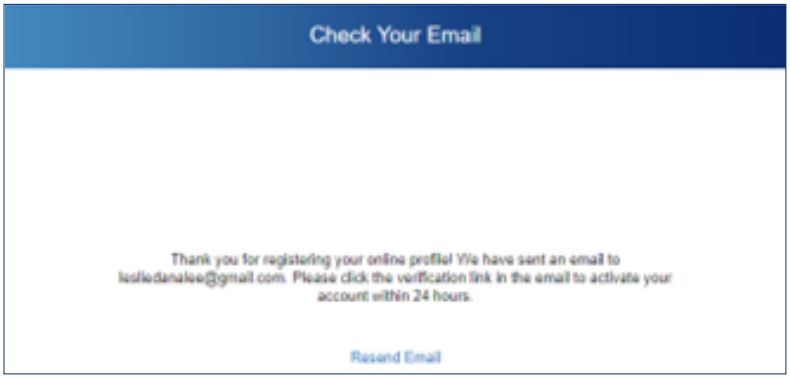
1. Go to mychildsupport.azdes.go



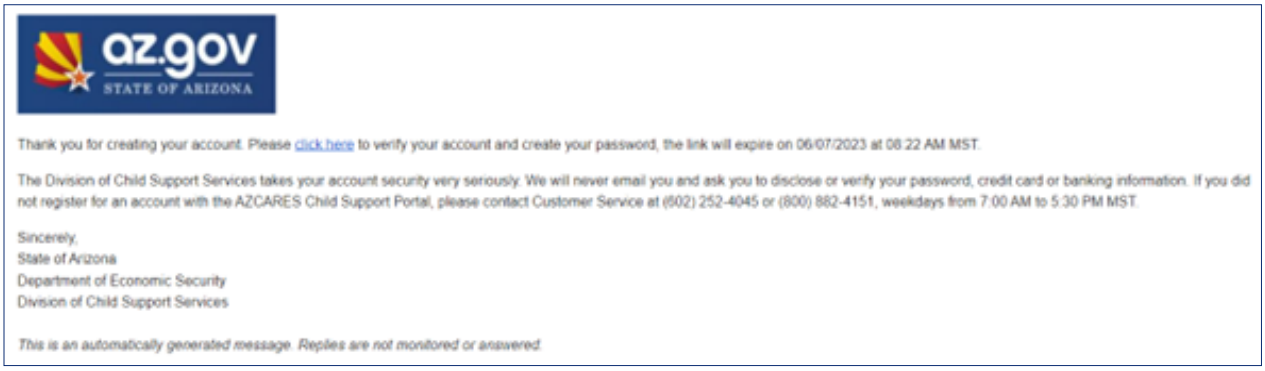
2. Click “Create Your Online Profile”
3. Complete all required fields.

   NOTE: Enter your case number without dashes or spaces.

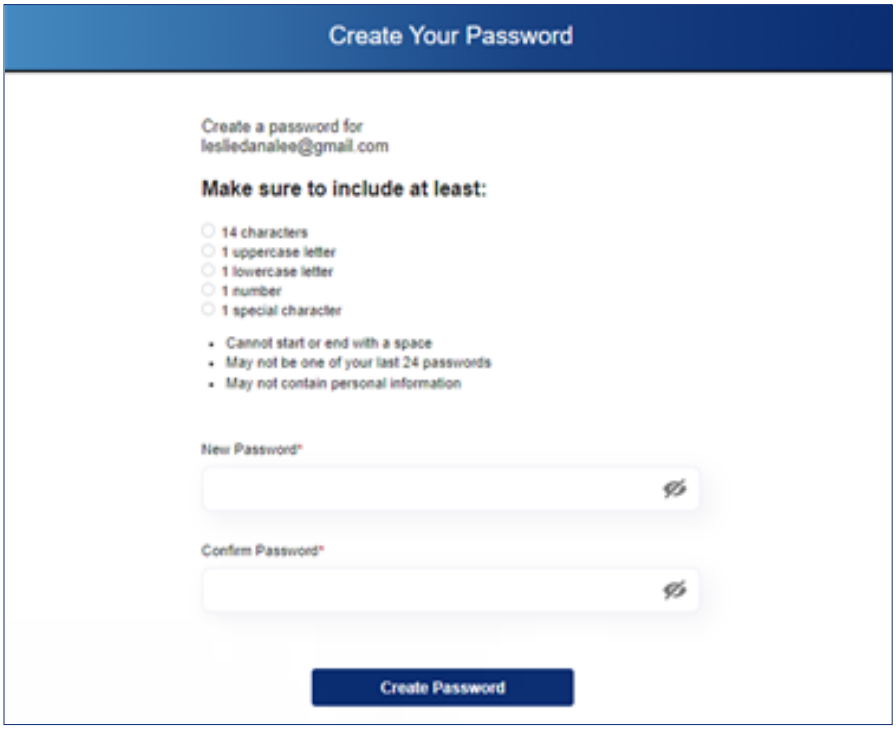
4. View and accept the terms and conditions.
5. Click “Create Account.”
6. You will see a thank you message and instructions.



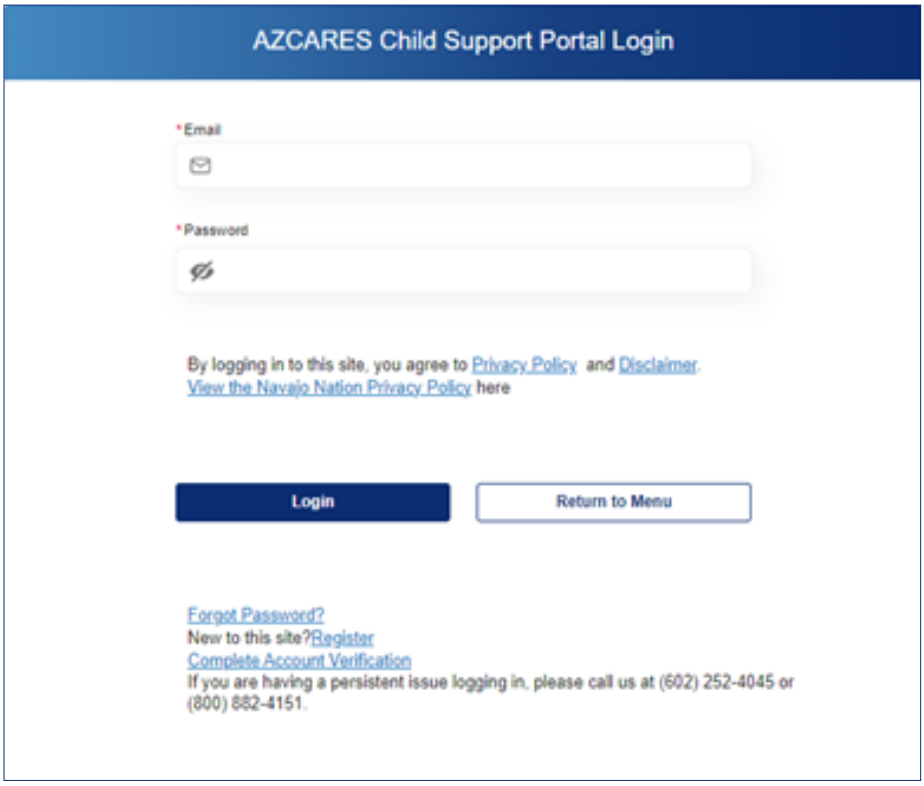
7. Go to your email inbox and click the verification link which expires within 24 of when it was sent.



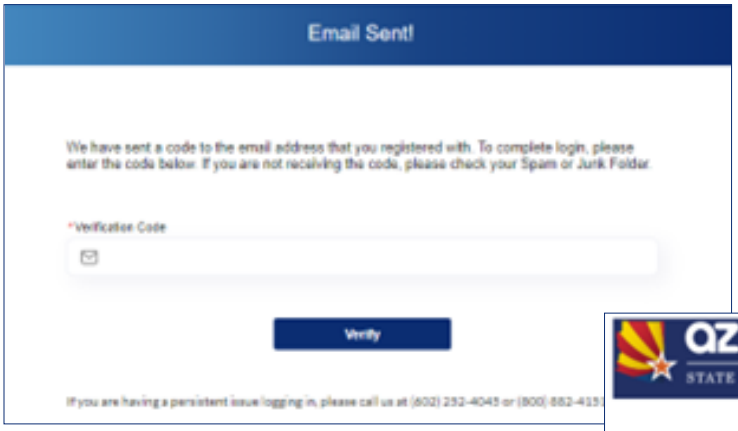
8. On the next page, create a password that meets the requirements listed



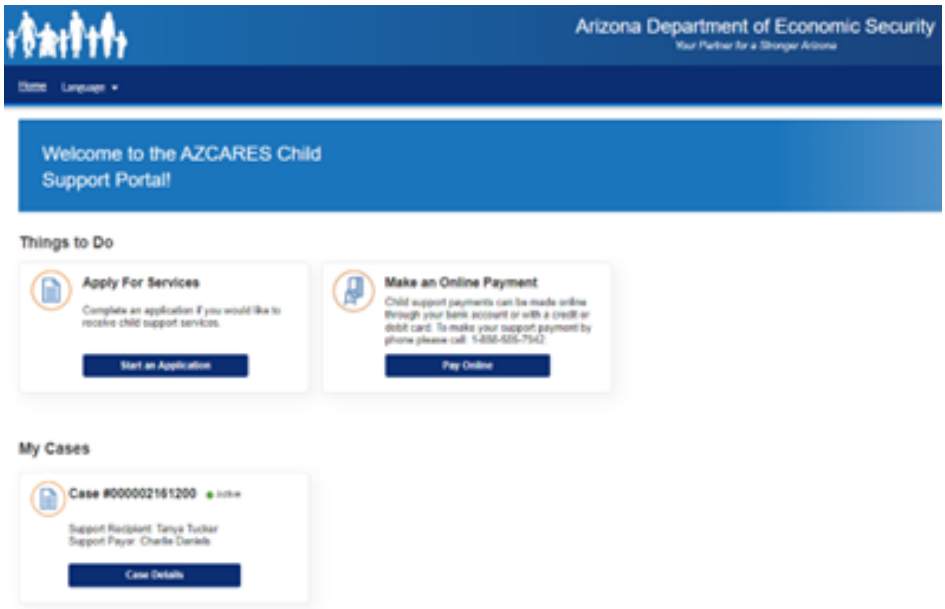
9. Click Create Password.
10. On the next screen, enter the email selected in step 3 and the password from step 8 and login.



*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.



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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