

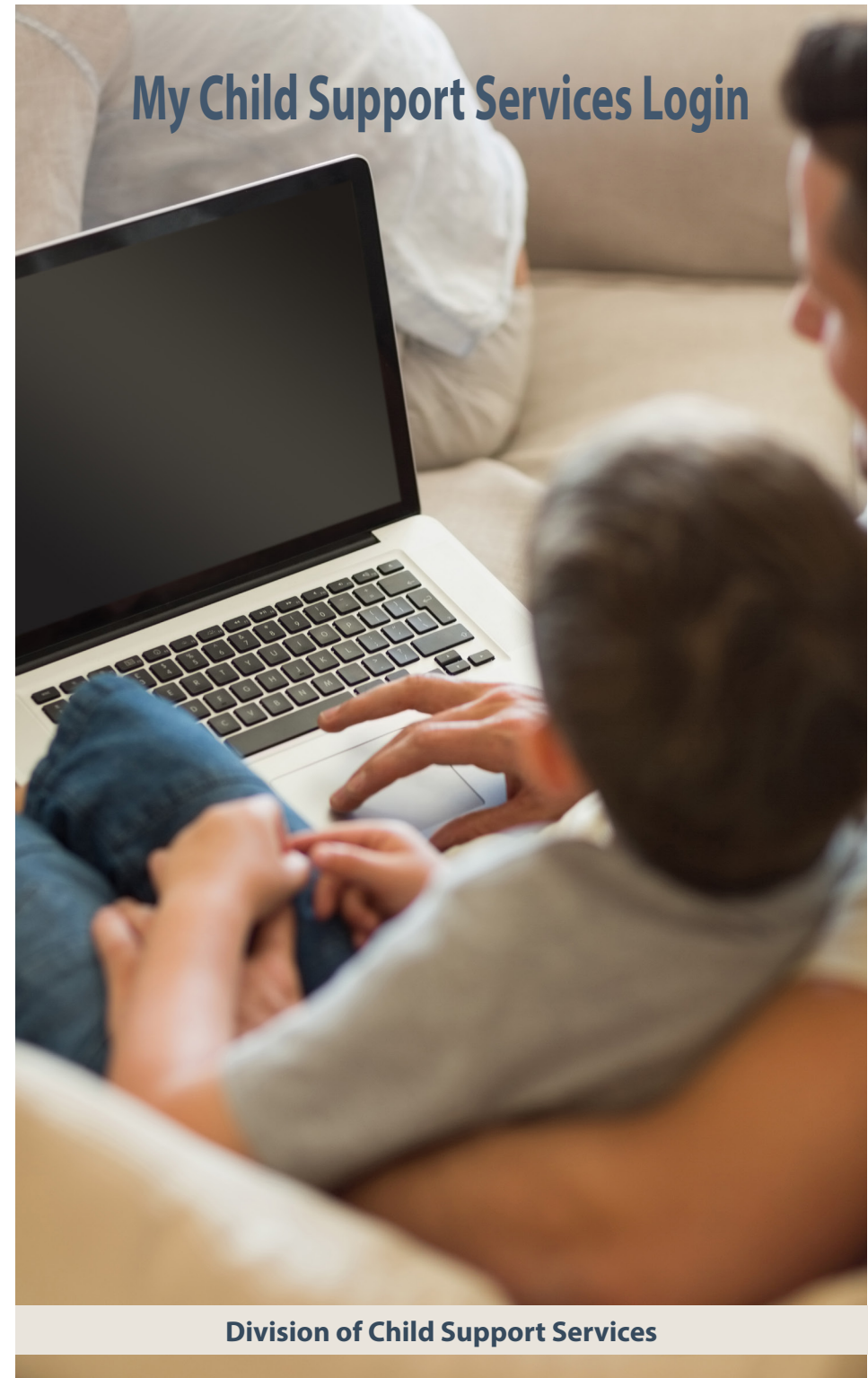
Q: Who can I contact to obtain assistance if I am unable to reset my password or acquire my username or ATLAS case number?

A: Please contact the DCSS Customer Service for assistance. Agents are available to assist Monday through Friday from 7:00 a.m. to 5:30 pm. (Arizona Time) and can be reached at 602-252-4045 or 800-882-4151.



Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.

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Arizona Child Support Web Portal

Customers of the Division of Child Support Services (DCSS) have the ability to view their child support case information and submit questions online to the DCSS Customer Service.

The AZ Child Support Web Portal features:

Office locator

- Provides the closest office location within a given zip code.
- Bus routes and Mapquest maps are also available.

Customer registration

- You must have an open ATLAS case with the DCSS to register for an AZ Child Support Portal Account.*
- Register by submitting your social security number, date of birth, mailing address, zip code, ATLAS case number and email address.
- You will also create a username and password during the registration process.

Access information regarding your case

- You can view the 10 most recent actions that were performed on your case; view your account summary, check the arrears balance, see when the last payment was received, and view the payment history.
- Maintain your profile; update your demographic information (address, phone number, email address), change your username, password, security questions and answers, or email address. The address changes you make online also updates your address information in ATLAS*.

Access e-Forms

- Request to close a child support case
- Electronic payment authorization
- Notification of change of address

Communicate with the DCSS

- Ask questions via email or provide additional case information.
- View the replies you receive from the DCSS representatives.

***Since this web application is supported by the DCSS, only IV-D case information can be accessed. Non IV-D cases are serviced by the Arizona Clerks of Court.**

My Child Support Services Login Frequently Asked Questions

The DCSS Customer Service is available Monday through Friday from 7:00 a.m. to 5:30 p.m. (Arizona Time) and can be reached at **602-252-4045** or **800-882-4151**.

Q: Why am I unable to login to My Child Support Services?

A: If your login attempt fails, you may need to close your internet browser completely, re-open a new browser session, and then return to the login screen.

Q: What if I have forgotten my username, password or ATLAS case number?

A: **Username:** If you have forgotten your username, select "Forgot Username." You can then enter your email address and select "Get Security Questions."

Password: If you have forgotten your password, select "Forgot Password." You can then enter your email address and ATLAS case number and select "Get Security Questions." During the registration process, you were required to select three security questions and provide answers to those questions. Those questions are used to assist you in resetting your password.

NOTE: Your password must be from 8 to 24 characters and must contain one character each of upper case (A), lower case (a), number (1) and special character (!); therefore your password is case-sensitive.

Resetting Password requires you to enter your new password twice before you hit submit.

ATLAS case number: If you have forgotten your ATLAS case number, select "Forgot ATLAS case number." You can then enter your social security number, date of birth, mailing address and zip code.

Q: What if I have forgotten the answers to my security questions?

A: If you have forgotten your security questions, you will need to contact the DCSS Customer Service Center for assistance with a password reset.

The answers to your security questions are **not** case sensitive.

Q: PIN versus Password

A: When contacting the DCSS Customer Service you are asked to provide or enter your PIN. This is a six digit code with numbers only.

When logging into My Child Support Services, you will be asked to enter your password. Your password is 8 to 24 characters and must contain one character each of upper case (A), lower case (a), number (1) and special character (!); therefore your password is case-sensitive.

You PIN and your password are not one in the same.