AZCARES Employer Portal FAQs

Q: *What options are available for password related issues?*

A: Passwords can be reset by clicking the 'Forgot/Reset Password' hyperlink on the login screen. If you are able to log in, you can update your password at any time by selecting "Create password" under "My Profile."

Q: *How can I update my profile, including user, company, service information?*

A: Updates can be made in the 'Administration' section. Only authorized users, such as primary and secondary users, can update this section. In the 'Administration' section, authorized users can:

✓ Close Employer Portal accounts. **This action is not reversible.**

Manage Companies
✓ Add new
✓ Update existing
✓ Remove

Manage Users
✓ Add new
✓ Manage company information for existing users which allows them to modify and interact with portal services

Note: Up to 10 companies can be included in one registration.

Q: *How am I notified when a new document is added to the portal?*

A: Users receive an email notification when documents are sent to the portal.

Q: *I received an email from Okta after trying to log into the portal. Is this email valid?*

A: Yes, Okta is the multifactor authentication solution that provides additional security for the portal.

Q: *Am I able to interact with the DCSS Employer Team through the portal?*

A: Yes, employers are able to send and receive information through the messaging center **after** registration.

Q: *What information can I update for an employee?*

A: Depending on the notice you receive, you have the option to provide medical coverage and employment information, including termination information.

Q: *Can I have both an e-IWO and E-Employer accounts for wage withholding orders?*

A: No, the e-IWO and E-Employer are two separate programs operated by different government entities. Please refer to CSE-1313A - Child Support and Employers Flyer located in our Documents Center for more information

Q: *Can I use the portal for an employee with an order from the Clerk of the Court?*

A: No, the AZ DCSS Employer Portal is only available for employers who have employees with an open child support case with the Division of Child Support Services.

$ Payment options available to employers can be found in the Employer Information section of our AZ DCSS website.

✉ For additional questions Email your questions to **e-Employer@azdes.gov**

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