



MyFamilyBenefits- Create an Account

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Registration

The customer may only register one account in MyFamilyBenefits for the budgetary unit. The account will be created using the information from the primary Informat on the case. All associated cases where the individual is the primary will be included in the same account.

Step 1: Launch MyFamilyBenefits URL

<https://myfamilybenefits.azdes.gov>

Step 2: Select the “Register” button

A screenshot of the MyFamilyBenefits web application. At the top, there is a header with the website URL 'www.AZDES.gov/' and the 'MyFamilyBenefits' logo. Below the header, the main content area has a blue background. It features a 'Log In / Register' section. Under this section, there is a text input field labeled 'Email / Username'. Below the input field is a yellow 'Log On' button. Below the 'Log On' button is a white box containing the text 'OR'. Below the 'OR' box is a blue 'Register' button, which is highlighted with a red rectangular border. At the bottom of the form, there is a link that says 'Trouble logging in? View self-service options below:'. Below this link are three more links: 'Forgot Password', 'Unlock Account', and 'Forgot Username'.



Step 3: Enter a valid Email address in the "Enter Email Address" and "Confirm Email Address" fields, then click the "Continue" button.

MyFamilyBenefits now requires an email Id to create an account and the same email address cannot be used for multiple accounts.

The screenshot shows the 'Registration' page of the MyFamilyBenefits portal. At the top is the logo and the URL 'www.AZDES.gov/MyFamilyBenefits'. Below the header, a yellow box contains a notice: 'MyFamilyBenefits now requires customers to provide one email per account. The same email cannot be used for multiple accounts.' The main form area has two input fields: 'Enter Email Address' and 'Confirm Email Address', both with red borders. Below these fields is a blue button with a green 'Continue' label. At the bottom, there is a link for users without an email address: 'If you do not have an email address, you can set one up for FREE from [Gmail](#) or [Yahoo](#).' and a link to 'Back to Log In'.

Step 4: Complete authentication by entering the **Case Number/Date of Birth** or **Social Security Number/Date of Birth** of the Primary Informant. The customer will need the Case Number and Date of Birth of the Primary Informant on the case. If the customer does not know their Case Number, they can use the Social Security Number and Date of Birth of the Primary Informant on the case.

Register With Case Number (Option1): On the Register with Case Number screen:

- 1) Enter the Case Number and Date of Birth of the Primary Informant.
- 2) Select the **check box** next to "I agree to the terms and conditions. [Click Here](#)".
- 3) Click the Continue button.

If Case Number is not available, proceed to **Register With Social Security Number (Option2)** below.

The screenshot shows the 'Register With Case Number' page. It features the same header as the previous page. Below the header, a section titled 'Register With Case Number' asks the user to 'Please provide your Case Number and Date of Birth for Authentication.' There are two input fields: 'Case Number' and 'Primary Person Date of Birth', both with red borders. Below these fields, a text box explains: 'You will need the Case Number and DOB of the primary person to create an account. You can find the case number on any letters received from Family Assistance.' Below this is a checkbox labeled 'I agree to the terms and conditions.' with a 'Click Here' link. A blue button with a green 'Continue' label is positioned below the checkbox. At the bottom, there is a link: 'Do not have a Case Number? [Click Here](#)' and a link to 'Back to Log In'.



To review the terms and conditions, select the [“Click Here”](#) link in the “I agree” statement. A pop-up of the agreement will appear.

Accept User Agreement ✕

User Agreement: Please read the rules contained in this Agreement carefully. This site displays confidential information from the Family Assistance Administration. It is intended to allow members to access their own program eligibility information and that of other members in their household. The information is to be used only by the person(s) it is intended for. If you are not the person this information is intended for, or you have not been given permission to do so, be aware that any use, disclosure, copying, sharing or distribution of the contents of this information is prohibited. Misuse of the site or attempts to use the site for any other purpose will result in termination of access to the site, without notice, and may subject the user to criminal prosecution.

Close

Register With Social Security Number (Option2) Customers that do not have a Case Number can register their accounts using Social Security Number & Date of birth.

On the Social Security Number screen:

- 1) Enter Social Security Number and Date of Birth of the Primary Informant.
- 2) Select the check box next to “I agree to the terms and conditions”. [Click Here](#).
- 3) Click the Continue button

To return to **Register With Case Number (Option1)** click on the [“Click Here”](#) link.

Register With Social Security Number

Please provide your Social Security Number and Date of Birth for Authentication

Social Security Number

Primary Person Date of Birth

You will need the Social Security Number and DOB of the primary person to create an account.

☒ I agree to the terms and conditions.
[Click Here](#)

Continue

If you do not know your Case Number or Social Security Number, please contact us for assistance at 1-855-777-8590. To return to the Case Number/DOB authentication page, [Click Here](#)

[Back to Log In](#)




To review the terms and conditions, select the ["Click Here"](#) link in the **"I agree"** statement. A pop-up of the agreement will appear.

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User Agreement: Please read the rules contained in this Agreement carefully. This site displays confidential information from the Family Assistance Administration. It is intended to allow members to access their own program eligibility information and that of other members in their household. The information is to be used only by the person(s) it is intended for. If you are not the person this information is intended for, or you have not been given permission to do so, be aware that any use, disclosure, copying, sharing or distribution of the contents of this information is prohibited. Misuse of the site or attempts to use the site for any other purpose will result in termination of access to the site, without notice, and may subject the user to criminal prosecution.

Close

Step 5: An email will be sent with a temporary password to the email entered in Step 3 above. Select **"Close"** and a new window will open to the **"Log In"** screen. Or skip to **step 7** to access the login page.

 www.AZDES.gov/
MyFamilyBenefits

Message Sent

Temporary password has been sent.
Please check your email.

Close



Step 6: Customer will receive an email from: “**FamilyAssistanceAdministration** <noreply@azdes.gov>” with a Temporary Password.

Note: Click Login if the “**Close**” button was not selected at **Step 5**

Dear Customer,

We have received a Temporary Password Request. Please click the link below to log in using your username and temporary password.

Login to your account: abc123@gmail.com

Temporary Password: 5vv5tGFs

Log In

Arizona Department of Economic Security

Step 7: Enter the Email Id from **Step 3** then click “**Log On**”.



Log In / Register

Email / Username

Log On

OR

Register

[Trouble logging in? Click to view self-service options.](#)



Step 8: Enter the “Temporary Password” received in the email, then click “Verify”.

www.AZDES.gov/
MyFamilyBenefits

Password

Password

Verify

[Back to Log In](#)

Email Authentication

Click “Send me the Code” to obtain One Time Passcode (OTP) via email.

Note: Code will be sent to the customer's registered email provided at **Step 3**.

www.AZDES.gov/
MyFamilyBenefits

Verify with Email Authentication

Send a verification code to l...9@azdes.gov.

Send me the code

[Back to Log In](#)

One Time Passcode (OTP) is sent to the customer via email.

Dear Customer,

Please use the following one-time code to verify the email address for your account:

605167

Arizona Department of Economic Security

This is an auto-generated response do not reply to this email.

NOTICE: This email (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this email (and any attachments). If you have received this email in error, please immediately notify the person named above by reply email, and then delete the original email. Thank you.



Enter the One Time Passcode (OTP) in the **“Verification Code”** field, then click **“Verify”**.

The screenshot shows the 'Verify with Email Authentication' page. At the top is the header with the website URL 'www.AZDES.gov/' and the 'MyFamilyBenefits' logo. Below the header is a circular icon containing an envelope. The main heading is 'Verify with Email Authentication'. A message states: 'A verification code was sent to l...9@azdes.gov. Check your email and enter the code below.' There is a text input field labeled 'Verification code' and a yellow button labeled 'Verify'. At the bottom right is a link that says 'Back to Log In'.

Step 9: Change Temporary Password

Review the password requirements displayed in the **“Your password has expired”** window.

- 1) Enter the Temporary Password received in email (**Step 6** above)
- 2) Enter New Password and Re-Enter password.
- 3) Click the Change Password button to continue

The screenshot shows the 'Your password has expired' page. At the top is the header with the website URL 'www.AZDES.gov/' and the 'MyFamilyBenefits' logo. Below the header is a red-bordered box with the heading 'Your password has expired'. Inside this box, the password requirements are listed: 'Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name Your password cannot be any of your last 6 passwords.' Below this box is a text input field labeled 'Temporary Password received in Email or Old Password'. There are two more text input fields: 'New password' and 'Re-Enter password'. At the bottom is a blue button labeled 'Change Password'. At the bottom right is a link that says 'Log Out'.



Step 10: Manage Delivery Preferences

The customer may set up their communication preferences for the Notices/Messages from the Family Assistance Administration. Click “**Continue**” to navigate to Dashboard. The customer will be taken to the MFB Dashboard.

Manage Delivery Preferences

Please indicate how we can notify you regarding information on your case.

Do you want to receive notifications electronically?

YES ☒

abc123@gmail.com [Edit](#)

☒ (XXX) XXX-XXXX [Edit](#)

Msg & Data Rates May Apply

☒ I acknowledge the [User Agreement](#) and understand that I will no longer receive notifications via USPS mail.

[Continue](#)

* Please sign into your [Health-e-Arizona Plus](#) account to update your preferences for Medical Assistance.

*****End of Registration*****