



Forgot Password

To reset the password, click on the “Forgot Password” link under “Trouble logging in? View self-service options.”

www.AZDES.gov/
MyFamilyBenefits

Log In / Register

Email / Username

Log On

OR

Register

Trouble logging in? View self-service options below:

[Forgot Password](#)

[Unlock Account](#)

[Forgot Username](#)

Key in the E-mail address or username in the Reset Password page. Select the reset method such as SMS, Voice Call or Email.

www.AZDES.gov/
MyFamilyBenefits

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Reset via SMS

Reset via Voice

Reset via Email

[Back to Log In](#)



Reset via SMS

Enter Email or Username. Click the “Reset via SMS” button. Customer is navigated to the “Enter Verification code sent via SMS” screen.

Note: SMS or Voice Call can only be used if a mobile phone number has been configured.

A One Time Passcode (OTP) is sent to the customer’s phone number.

Once the code is received, enter the One Time Passcode (OTP) in the Enter Code field and click “Verify”.

To complete the reset password process, customers will be required to change their password. Customer Must enter **New password** and **Re-Enter new password** to confirm. Click “Reset Password”

The password will be changed and the customer will be successfully logged in.

The screenshot shows the 'Reset Password' page. At the top is the logo 'www.AZDES.gov/ MyFamilyBenefits'. Below the title 'Reset Password', there is a text input field for 'Email or Username' with a red border. A note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' Below this are three buttons: 'Reset via SMS' (highlighted with a red border), 'Reset via Voice', and 'Reset via Email'. At the bottom right is a link for 'Back to Log In'.

The screenshot shows the 'Enter verification code sent via SMS' page. At the top is the logo 'www.AZDES.gov/ MyFamilyBenefits'. Below the title 'Enter verification code sent via SMS.', there is a text input field for 'Enter Code' with a red border. To its right is a 'Sent' button. Below these is a large yellow 'Verify' button with a green border. At the bottom right is a link for 'Back to Log In'.

The screenshot shows the 'Reset your password' page. At the top is the logo 'www.AZDES.gov/ MyFamilyBenefits'. Below the title 'Reset your password', there is a list of 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 are two text input fields: 'New password' and 'Re-Enter password', both with red borders. At the bottom is a large yellow 'Reset Password' button with a green border. At the bottom right is a link for 'Back to Log In'.



Reset via Voice

Click the “Reset via Voice” button. Customer is navigated to the “Enter Verification code Via SMS Screen”.

Note: SMS or Voice Call can only be used if a mobile phone number has been configured.

www.AZDES.gov/
MyFamilyBenefits

Reset Password

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

[Reset via SMS](#)

[Reset via Voice](#)

[Reset via Email](#)

[Back to Log In](#)

The customer will receive a Voice Call to the phone number registered on their account with One Time Passcode (OTP).

www.AZDES.gov/
MyFamilyBenefits

Enter verification code received via Voice Call.

Enter Code
 [Sent](#)

[Verify](#)

[Back to Log In](#)

Once the code is received, enter the One Time Passcode (OTP) in the Enter code field and click “Verify”.

To complete the reset password process, customers will be required to change their password. Customer Must enter **New password** and **Re-Enter new password** to confirm. Click “Reset Password”.

The password will be changed and the customer will be successfully logged in.

www.AZDES.gov/
MyFamilyBenefits

Reset your password

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.

New password

Re-Enter password

[Reset Password](#)

[Back to Log In](#)



Reset via Email

Click the “Reset via Email” button.

The screenshot shows the 'MyFamilyBenefits' password reset interface. At the top, the URL 'www.AZDES.gov/MyFamilyBenefits' is displayed. The main heading is 'Reset Password'. Below this, there is a text input field for 'Email or Username' which is highlighted with a red border. A note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three buttons: 'Reset via SMS', 'Reset via Voice', and 'Reset via Email', with the latter being highlighted with a red border. A 'Back to Log In' link is located at the bottom right.

A message is displayed to the customer on the “Email Sent!” screen stating an Email has been sent with instructions on resetting the password.

The screenshot shows the 'Email Sent!' confirmation screen. It features the 'MyFamilyBenefits' logo and the text: 'Email sent! Email has been sent to "Your Email" with instructions on resetting the password.' A 'Back to Log In' button is highlighted with a red border.

Customers will receive an email to their registered email address with password reset instructions.

Click on the “Reset Password” link within the email.

The screenshot shows an email message with the following content: 'Dear Customer,' followed by 'We have received a request to unlock your MyFamilyBenefits account.' Below this, it says 'Please click the link below to unlock the account for username: abc123@gmail.com'. A green button with the text 'Unlock Account' is highlighted with a red border. Below the button, it states 'This link expires in 1 hour.' At the bottom, the text 'Arizona Department of Economic Security' is displayed.



Customers will be navigated to the “Reset your password” page. Once the password is reset the customer will be required to change their password.

Customer Must enter **New password** and **Re-Enter new password** to confirm. Click “**Reset Password**”

The password will be changed and the customer will be successfully logged in.



Reset your password

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.

New password

Re-Enter password

Reset Password

[Back to Log In](#)