Forgot Username

To retrieve the username, click on the "**Forgot Username**" link under "**Trouble logging in? View self-service options.**"

Customers will be required to enter "**Case Number**" and "**Date of Birth**" in the **"Forgot Username?"** window to retrieve username.

If the case number is not available, customers can still retrieve their username by using their SSN & DOB. Click "Do not have a Case Number? "Click Here" link and they will be given the option to enter SSN & DOB.

Click **Continue**.

The Username will generate in red, over the login button. The customer can now click "Login" or "Back to Login" to access the Login screen.

www.AZDES.gov/
MyFamilyBenefits

Forgot Username?

Enter Case Number

XXXXXXXX

Date of Birth

MM/DD/YYYY

Do not have a Case Number? Click Here

Your Username is "Test123"

Login

Back to Log In

If the case number is not available, customers will be required to enter "Social Security Number" and "Date of Birth" in the **"Forgot Username?"** window to retrieve username.

www.AZDES.gov/
MyFamilyBenefits

Forgot Username?

Social Security Number

XXX-XX-XXXX

Date of Birth

MM/DD/YYYY

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

Continue

Back to Log In

The Username will generate in red, over the "**Continue**" button. The customer can now click "Continue" or "Back to Login" to access the Login screen.

www.AZDES.gov/ MyFamilyBenefits

Forgot Username?

Social Security Number

770-12-4962

Date of Birth

07/07/1980

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

Your Username is Test123

Login

Back to Log In