



Unlock Account

To unlock the account, click on the “**Unlock Account**” link under “**Trouble logging in? View self-service options.**”

The screenshot shows the 'Log In / Register' page of the MyFamilyBenefits portal. At the top, the logo includes the URL 'www.AZDES.gov/ MyFamilyBenefits'. Below the title, there is an input field for 'Email / Username', followed by a yellow 'Log On' button. A horizontal line with 'OR' in the center separates this from a blue 'Register' button. Underneath, the text 'Trouble logging in? View self-service options below:' is followed by three links: 'Forgot Password', 'Unlock Account' (which is highlighted with a red rectangular border), and 'Forgot Username'.

Key in the E-mail address or username in the Unlock Account page. Select the method such as SMS, Voice Call or Email to generate a verification code.

The screenshot shows the 'Unlock Account' page. It features the same logo as the previous page. Below the title 'Unlock Account', there is an 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 blue buttons: 'Send SMS', 'Voice Call', and 'Send Email'. At the bottom right, there is a link for 'Back to Log In'.



Unlock via SMS

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

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

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

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 label 'Enter Code' followed by a white text input field with a red border. To the right of the input field is a blue button labeled 'Sent'. Below the input field is a yellow button labeled 'Verify' with a green border. At the bottom right is a link 'Back to Log In'.

A pop up window will notify the customer the account has been successfully unlocked. Click on “Back to log in” to return to the login page.

The screenshot shows the 'Account successfully unlocked!' page. At the top is the logo 'www.AZDES.gov/ MyFamilyBenefits'. Below the title 'Account successfully unlocked!', there is a message: 'You can log in using your existing username and password.' Below the message is a blue button labeled 'Back to Log In' with a red border.



Unlock via Voice Call

Enter Email or Username. Click the “**Voice Call**” button.
Customer is navigated to the “**Enter Verification code sent Via Voice Call**” screen.

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

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

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

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

A pop up window will notify the customer the account has been successfully unlocked. Click on “**Back to log in**” to return to the login page.

The screenshot shows the 'Account successfully unlocked!' page. At the top is the logo 'www.AZDES.gov/ MyFamilyBenefits'. Below the title, there is a message: 'Account successfully unlocked! You can log in using your existing username and password.' At the bottom is a blue button with a red border labeled 'Back to Log In'.



Unlock via Send Email

Enter Email or Username. Click the “Send Email” button.

www.AZDES.gov/
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Unlock Account

Email or Username

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

[Send SMS](#)

[Voice Call](#)

[Send Email](#)

[Back to Log In](#)

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

www.AZDES.gov/
MyFamilyBenefits

Email sent!

Email has been sent to notice31387 with instructions on unlock an account.

[Back to Log In](#)

Customers will receive an email to their registered email address with Unlock Account instructions.

Click on the “**Unlock Account**” button within the email.

Dear Customer,

We received a request to unblock your MyFamilyBenefits account.

Please click the link below to unlock the account from: abc123@gmail.com

[Unlock account](#)

This link will expire in 1 hour.

Arizona Department of Economic Security



A pop up window will notify the customer the account has been successfully unlocked. Click on **“Back to log in”** to return to the login page.

A screenshot of a web notification window. At the top, it features the Arizona Department of Economic Security logo and the text 'www.AZDES.gov/ MyFamilyBenefits'. The main message reads 'Account successfully unlocked!' followed by 'You can log in using your existing username and password.' At the bottom, there is a blue button with the text 'Back to Log In' highlighted by a red rectangular border.

www.AZDES.gov/ MyFamilyBenefits

Account successfully unlocked!

You can log in using your existing username and password.

[Back to Log In](#)