ARISE Family Portal – Registration

The Alabama Department of Human Resources has implemented Arise, a new childcare management system with a family portal. Families must now register on the portal for their subsidy applications to be approved, for their children to be placed in subsidy facilities, to track attendance, and much more.

Families who are already receiving subsidy benefits will also be required to register and verify their credentials on the new system. Existing family records will be moved to Arise, where family users will be able to easily access their case details and manage their accounts, as required.

How to Register your Credentials as a Family on the Arise Family Portal?

The following is a quick step-by-step guide to registering your credentials on the Family Portal, as a family already receiving state subsidy!

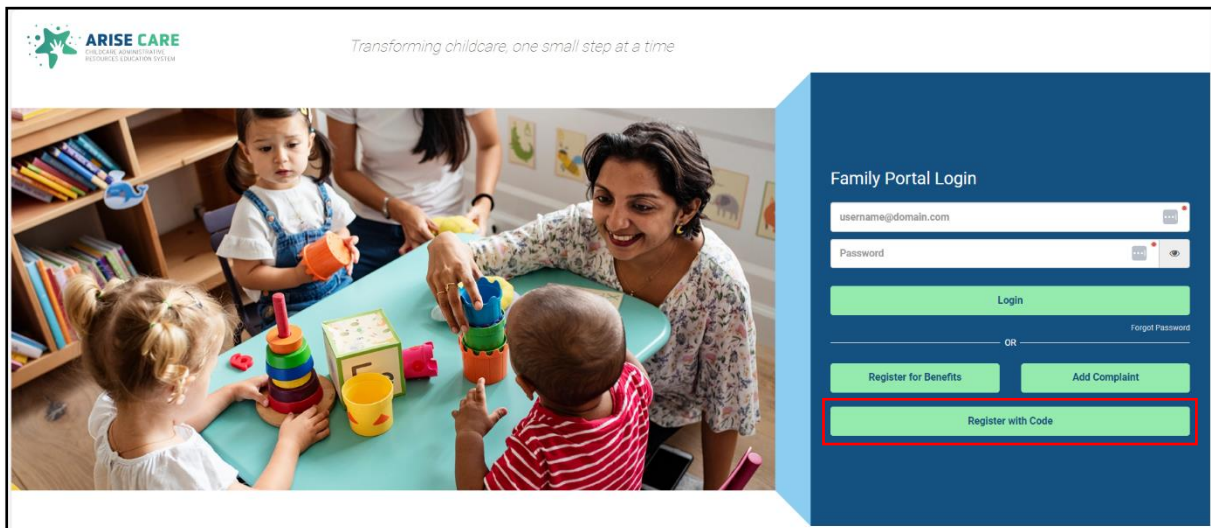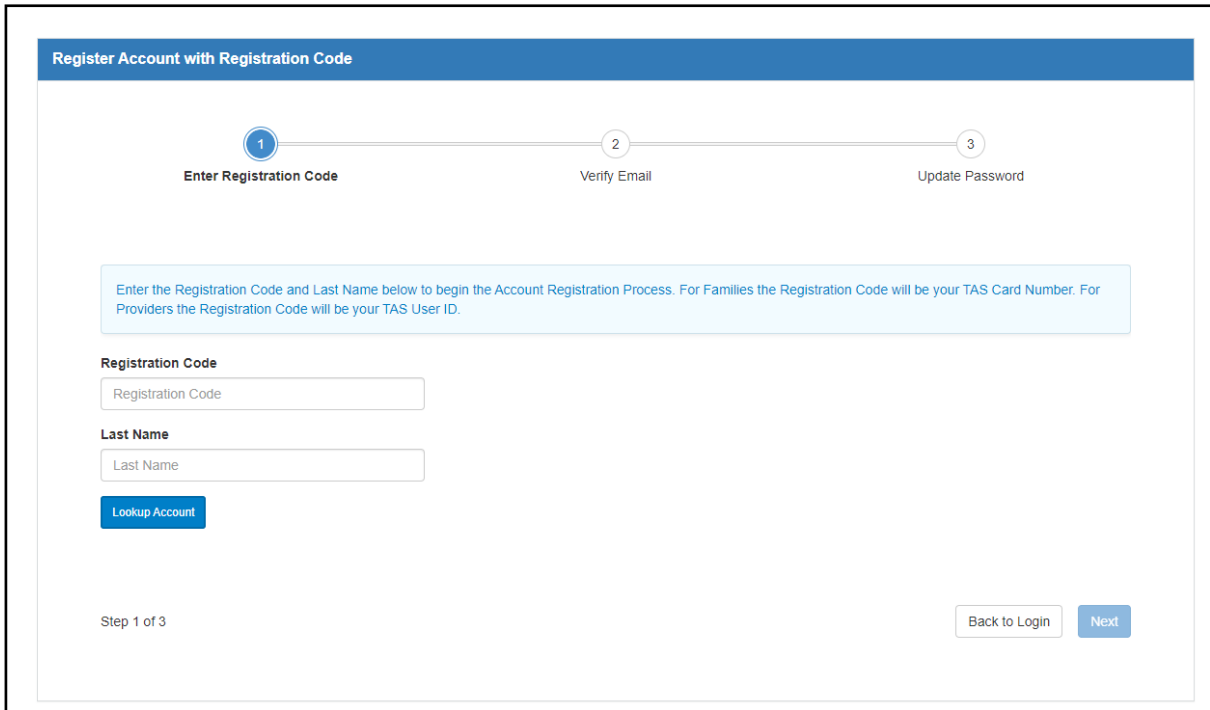Opening the Family Portal leads to the following Login/Registration Page:

Figure 1: Login Page

On this page:

1. Click on the 'Register with Code' button to begin the registration process.
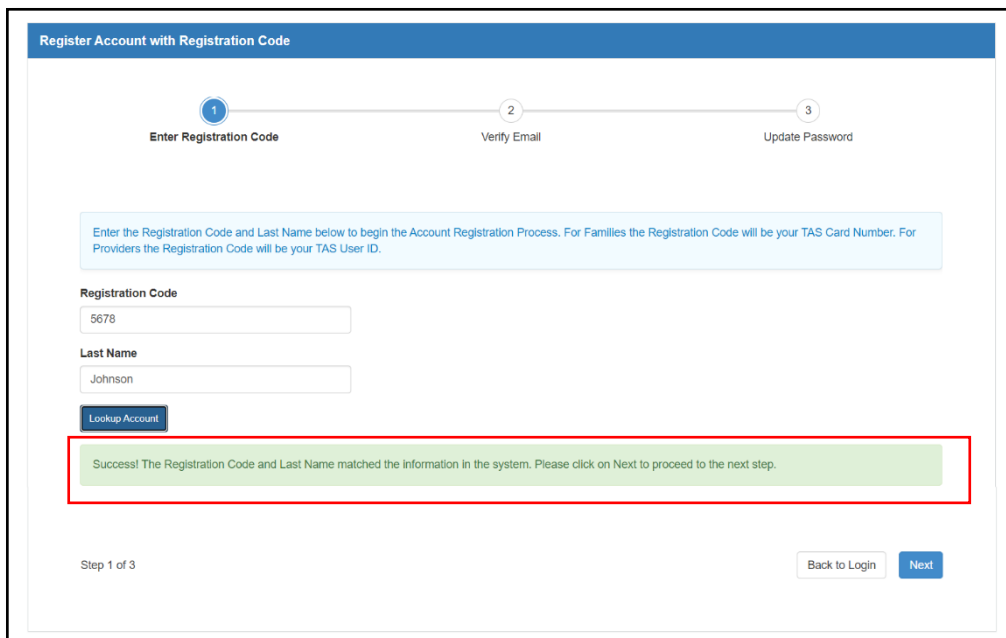2. Clicking on the button will lead you to the following page:

Figure 2: Registration Page

3. Fill in the field for 'Registration Code' with your TAS user ID.
4. Enter your last name in the provided field.
5. Click on the 'Lookup Account' button to access the existing record of your case.

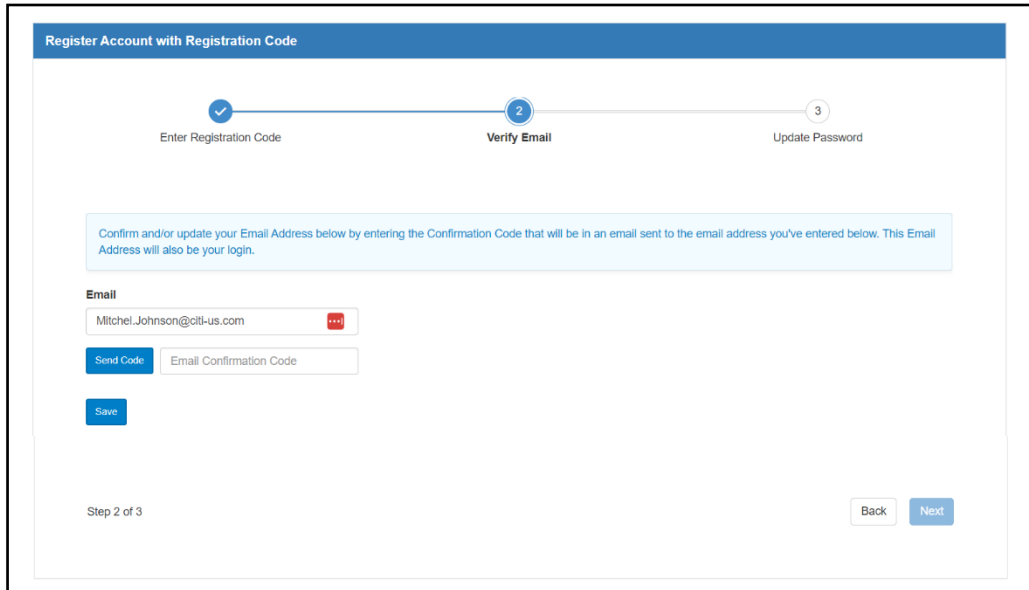Clicking on the button will lead to the following message being displayed on your screen:

Figure 3: Confirmation Message

Once you see the above message on your screen:

1. Click on 'Next' to be directed to the next step, as follows:

Figure 4: Confirm/Update Email Screen

On this page:

Notice that the email ID associated with your case has already been filled in the field provided.

To proceed:

1. Click on 'Send Code' to receive the verification code in the inbox associated with your registered email ID.

<div align="center">OR</div>

2. Update your email address by entering a new/alternate email ID.
3. Click on 'Send Code' to receive the verification code in the inbox associated with your updated email ID.

Clicking on 'Send Code' will result in the following message appearing on your screen:

Figure 5: Verification Code Sent Message

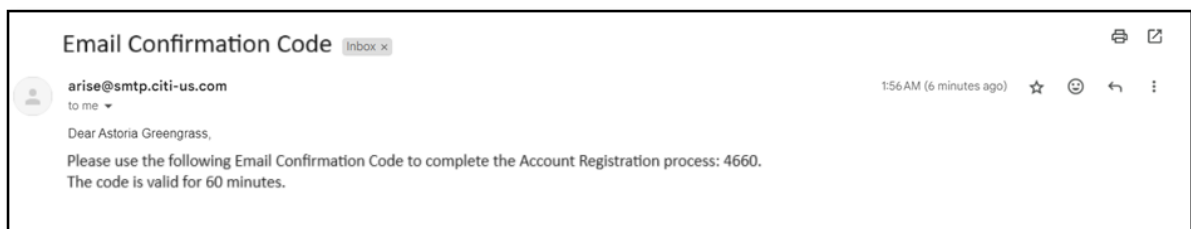You will receive a verification code in your inbox, as follows:

Figure 6: Verification Code

To proceed:

1. Enter the code in the 'Email Confirmation Code' field (refer to Figure 5).
2. Click on 'Save' to complete the confirmation process.

Clicking on 'Save' will result in the following message appearing on your screen:

Figure 7: Confirmation Message

To proceed:

1. Click on 'Next' to be directed to the following page:

Figure 8: Update Password

On this page:

2. Enter and confirm your desired password
3. Click on 'Update Password' to see the following message on your screen:

Figure 9: Password Confirmation Message

To proceed:

1. Click on the 'Login' link provided (refer to the Figure above), to be redirected to the login page, as follows:

Figure 10: Login Page

On this page, you may log in as follows:

1. Enter your verified email ID.
2. Enter your password.
3. Click on the 'Login' button.

Congratulations! You have officially registered and logged in to the Arise Family Portal!

This process will redirect you to the Landing Page, where you will be able to access your case details.