

Customer Connect

California Child Support Services

www.cse.ca.gov/CustomerConnect

What is Customer Connect?

Customer Connect is California Child Support Services' online case management platform, giving you 24/7 access to the information you need about your case.

Our secure website allows you to contact your caseworker, receive appointment reminders and updates, print your payment history and other information, update your contact information, and change your login credentials any time, from anywhere.

Learn more about Customer Connect at: www.childsupport.ca.gov

Benefits of Customer Connect

- Convenient 24/7 access
- Mobile-friendly
- Reset or change your Personal Identification Number (PIN)
- Email your caseworker
- Update your account information
- Check your payments and print payment history
- Stay on track with appointment reminders
- Stay organized with eCommunications
- Review case information
- Verify court dates and appointments

Using Customer Connect online

All you need to access your case information is your:

- Participant ID Number or Social Security Number (SSN)

Note: Your Participant ID Number can be found on a child support check or on a child support billing statement.

- Customer Connect PIN

Note: If you didn't receive or forgot your PIN, you can request a new one online if you have a valid mailing address on file.

Getting started online

Use your Customer Connect temporary PIN the first time you login at:
www.cse.ca.gov/CustomerConnect

- Click on Login
- Enter your participant ID Number or SSN
- Enter your PIN
- Click on Login
- You will then be prompted to change your PIN

To view payments online:

- Click on Login
- Enter your Participant ID Number or SSN
- Enter your PIN
- Click on Login
- Select the My Payments tab
- Select either Payments I Made or Payments Sent to Me

To update contact information for yourself or the other party:

- Click on Login
- Enter your Participant ID Number or SSN
- Enter your PIN
- Click on Login
- Select the My Profile tab
- Information can be updated under either Update My Information or Provide Other Party's Information

Take a video tour of the Customer Connect self-service portal here:

<https://youtu.be/kbOloFsOkCM>

To get your case information by phone

Call our toll-free automated phone system at: 866.901.3212

- If you are a parent or guardian, say *Yes*, then enter your SSN
- To speak to a customer representative at any time, say *Agent* or *Press 0*

To get payment information by phone

Call our toll-free automated phone system at: 866.901.3212

- For direct deposit, Electronic Payment Card, or to make a payment, *Press 1*
- For recent payments that you have made, *Press 3*
- For payments that you are expecting to receive, *Press 3*

Outside the U.S.

Call: 408.273.0073

Go paperless with eCommunications. Simple, safe, secure.
Visit your profile to enroll today.

For more information on child support visit: www.childsupport.ca.gov

Contact California Child Support Services
866.901.3212 – Toll-free (within the U.S.)
TTY – 866.399.4096

Customer Connect
See your case information 24/7!

Gavin Newsom
Governor of State of California

Mark Ghaly
Secretary of California Health and Human Services Agency

David Kilgore
Director of California Child Support Services