Welcome to Customer Connect

Instructions for creating and navigating your account

REGISTERING YOUR ACCOUNT
To register for an account, you will need your Participant ID number.

1

In your web browser,
Go To:
www.cse.ca.gov/CustomerConnect/login

Once you register for an account, you will receive a notification with your PIN number. This is required to complete your account registration.

1. **Click Register**
2. **Enter requested information**

If you opt for an emailed PIN, you should receive it within 20 minutes. Otherwise, your pin will be mailed to you.

2

Once you receive your PIN, you can log in using your Participant ID number.

3

FROM THE HOME SCREEN, YOU CAN:

- **Access payments made or received**
- **Request Documents**
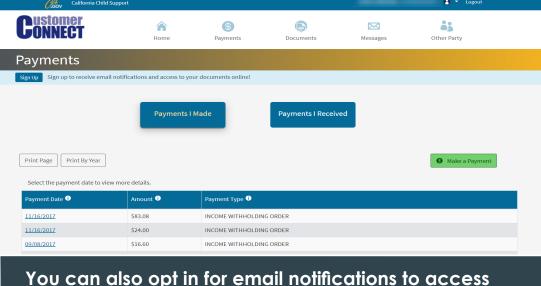- **View and leave messages for your Child Support Officer**

MORE!

4 PAYMENTS

Upon selection, the Payments screen allows you to view or print payments.

You can print payments by the page, or year.

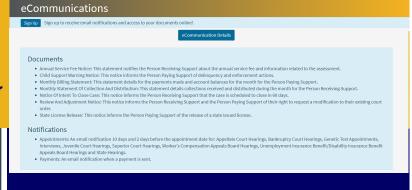Alternatively, you can simply view payments made or received.

California Child Support

Customer CONNECT

| Home | Payments | Documents | Messages | Other Party | Logout |

Payments

Sign Up — Sign up to receive email notifications and access to your documents online!

[Payments I Made]   [Payments I Received]

[Print Page] [Print By Year] $ Make a Payment

Select the payment date to view more details.

Payment Date ℹ	Amount ℹ	Payment Type ℹ
11/16/2017	$83.08	INCOME WITHHOLDING ORDER
11/16/2017	$24.00	INCOME WITHHOLDING ORDER
09/08/2017	$16.60	INCOME WITHHOLDING ORDER

You can also opt in for email notifications to access documents online.

5 DOCUMENTS

When accessing documents online, it is important to remember the following:

eCommunications

Sign Up — Sign up to receive email notifications and access to your documents online!

[eCommunication Details]

Documents
- Annual Service Fee Notice: This statement notifies the Person Receiving Support about the annual service fee and information related to the assessment.
- Child Support Warning Notice: This notice informs the Person Paying Support of delinquency and enforcement actions.
- Monthly Billing Statement: This statement details for the payments made and account balances for the month for the Person Paying Support.
- Monthly Statement Of Collection And Distribution: This statement details collections received and distributed during the month for the Person Receiving Support.
- Notice Of Intent To Close Case: This notice informs the Person Receiving Support that the case is scheduled to close in 60 days.
- Review And Adjustment Notice: This notice informs the Person Receiving Support and the Person Paying Support of their right to request a modification to their existing court order.
- State License Release: This notice informs the Person Paying Support of the release of a state issued license.

Notifications
- Appointments: An email notification 10 days and 2 days before the appointment date for: Appellate Court Hearings, Bankruptcy Court Hearings, Genetic Test Appointments, Interviews, Juvenile Court Hearings, Superior Court Hearings, Worker's Compensation Appeals Board Hearings, Unemployment Insurance Benefit/Disability Insurance Benefit Appeals Board Hearings and State Hearings.
- Payments: An email notification when a payment is sent.

- **Six months of documents are available to view.**

- **If you are a Person Paying Support via an Income Withholding Order (wage assignment), a billing statement will not be available.**

- **If you are a Person Receiving Support and your case has not received a payment during the month, a Monthly Statement of Collections and Distribution will not be available.**

- **We must have a valid mailing address to generate your online documents.**

- **The California Department of Child Support Services will notify you via email when your document is available online. If you are enrolled in eCommunications, you are responsible for notifying us if you change your email address.**
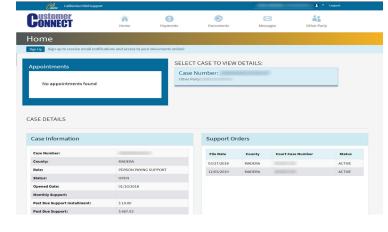
6 VIEWING CASE DETAILS

From the Home screen, click on your case number.

Here you can view detailed case information such as amounts owed, court case numbers, and monthly assigned support.

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Home

Sign Up — Sign up to receive email notifications and access to your documents online!

Appointments

No appointments found

SELECT CASE TO VIEW DETAILS:

Case Number:
Other Party:

CASE DETAILS

Case Information	
Case Number:	
County:	MADERA
Role:	PERSON PAYING SUPPORT
Status:	OPEN
Opened Date:	01/10/2018
Monthly Support:	
Past Due Support Installment:	$10.00
Past Due Support:	$667.93

Support Orders			
File Date	County	Court Case Number	Status
03/27/2018	MADERA		ACTIVE
12/03/2019	MADERA		ACTIVE

CONTACT US

If you have any questions please feel free to contact your case worker directly or call 1-866-901-3212.