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.

   FROM THE HOME SCREEN, YOU CAN:

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

   MORE!
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.

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

DOCUMENTS

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

- 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.

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.

CONTACT US

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