

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 Participant ID Number.
- 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

California Child Support Services

www.childsupport.ca.gov

866.901.3212

TTY | 866.399.4096

Customer CONNECT

www.childsupport.ca.gov/customer-connect
See your child support information 24/7!



Gavin Newsom
*Governor
State of California*

CHHS
California Health & Human Services

Kim Johnson
Secretary

California Health & Human Services Agency

**CALIFORNIA
CHILD SUPPORT SERVICES**

Kristen Erickson-Donadee

*Director
California Child Support Services*

PUB 302

Customer CONNECT

**CALIFORNIA
CHILD SUPPORT SERVICES**



www.childsupport.ca.gov/customer-connect

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

Using Customer Connect online

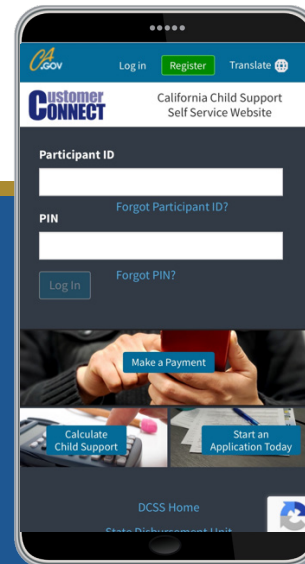
All you need to access your case information is your:

- Participant ID Number

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.



- Stay organized with eCommunications
- Review case information
- Verify court dates and appointments

Getting started online

Use your Customer Connect temporary PIN the first time you login at:

www.childsupport.ca.gov/customer-connect

- Click on Login
- Enter your Participant ID Number
- 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
- 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
- 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:

www.vimeo.com/1027075497