

Access @ Your Fingertips

Customer Connect

Getting Started With Customer Connect

Now mobile-friendly with new updates!

Customer Connect is California's self-service child support information system designed with YOU in mind.

Benefits of Customer Connect

Convenient 24/7 access

Reset or change your Personal Identification Number (PIN)

E-mail 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 or over the phone is easy! All you need to access personal 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.

Using the Phone System

To Get General Information

Press 2 (not a parent or guardian) or say: "No"

Press 7 for other options or say: "None of these" View payment information.

To Get Payment Information

Press 1 (parent or guardian) or say: "Yes"

Enter your Participant ID Number or SSN

Enter your PIN

At the Main Menu, say: "Payments"

Account information is available online or over the phone 24/7.

Online: www.cse.ca.gov/CustomerConnect

Call our toll-free automated phone system at: 1-866-901-3212

For speech and hearing-impaired customers, services are available through our TTY number: 1-866-399-4096.

Outside the US? Call 1-408-273-0073

Go paperless with

eCommunications

simple safe secure

Visit your profile to enroll today

<http://www.childsupport.ca.gov>