

# 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](http://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>