

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 log-in 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

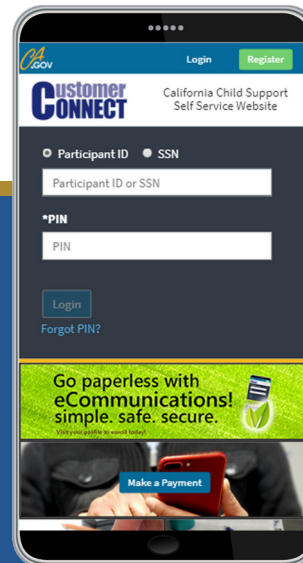
Using Customer Connect online All you need to access your case information is your:

- Participant ID Number 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.



- 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.cse.ca.gov/CustomerConnect

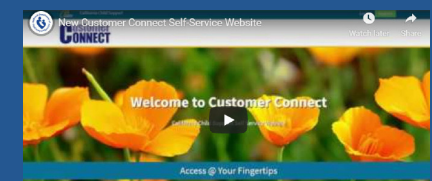
- Click on **Login**
- Enter your participant ID Number or SSN
- Enter your PIN
- Click on **Login**
- You will then be prompted to change your PIN

To view payments online:

- Click on **Login**
- Enter your Participant ID Number or SSN
- 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 or SSN
- 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:

<https://youtu.be/kbOloFsOkCM>

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 SSN
- 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 (EPC), 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 US

Call: **408.273.0073**

**Go paperless with
eCommunications**
simple • safe • secure

Visit your profile to enroll today

For more information on
child support visit:

www.childsupport.ca.gov

Contact California Child Support

866.901.3212
toll-free (within the U.S.)

TTY | 866.399.4096

**Customer
CONNECT**

See your case information 24/7!



Gavin Newsom
*Governor
State of California*



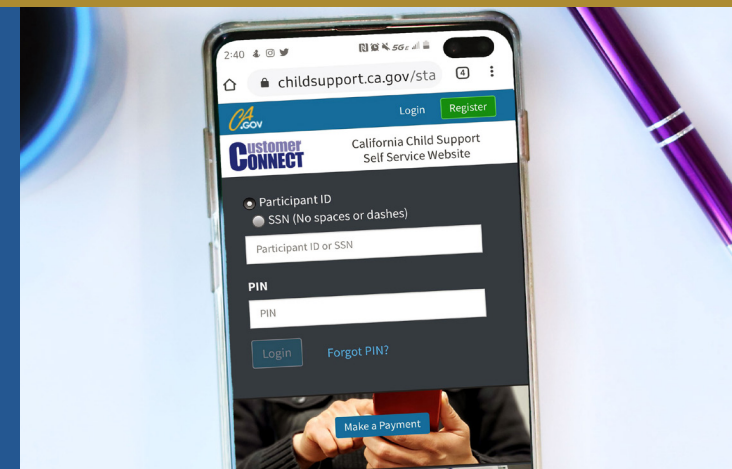
Mark Ghaly
*Secretary
California Health & Human Services Agency*

**CALIFORNIA
CHILD SUPPORT SERVICES**

David Kilgore
*Director
California Department of Child Support Services*

**Customer
CONNECT**

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