

*The Department of  
Child Support Services  
is pleased to offer*

# Customer CONNECT

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

Account information is available online  
or over the phone 24 hours a day, seven  
days a week.

Use **Customer Connect** to:

- Update personal information
- Check account balances
- View payment information
- Check court dates and appointments
- Look up case information

Get connected — use our secure  
self-service website.

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

or call our toll-free  
automated phone system

**1-866-901-3212**

**TTY 1-866-399-4096**

**1-408-273-0073 (Outside the U.S.)**

Visit our secure website

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or call toll-free

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**TTY 1-866-399-4096**

California Department of Child Support Services  
P.O. Box 419064 A-130  
Rancho Cordova, CA 95741

PUB 255 (5/2012)

 OSP 12 127383



*Welcome to*

# Customer CONNECT

*Access  
@ your  
fingertips*



California Department of  
Child Support Services

# Getting started with **Customer CONNECT**

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

**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)
- Update your account information
- View payment information
- 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.

*It's easy, fast and ready when you are.*

## Customer Connect . . . access @ your fingertips

### Getting Started Online

Use your **Customer Connect** temporary PIN the first time you login at [www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov):

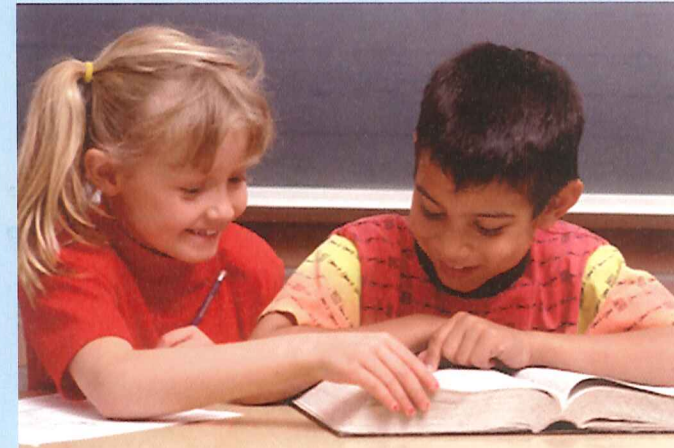
- Click on *Login*
- Enter your Participant ID Number or SSN
- Enter your PIN
- Click on *Login*
- You will then be prompted to change your PIN

### 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 Personal Information

- Follow the above procedure, but select the *My Profile* tab
- Information can be updated under either *Update My Information* or *Provide Other Party's Information*



### 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"

#### 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"

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

Customer Connect Toll-Free

**1-866-901-3212**