

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

Customer CONNECT

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

**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

www.childsup-connect.ca.gov

or call toll-free

1-866-901-3212

TTY 1-866-399-4096

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

PUB 255 (1/2011)



Welcome to

Customer CONNECT

*Access
@ your
fingertips*



California Department of
Child Support Services

Getting started with Customer CONNECT

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

- 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