

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

## Customer CONNECT

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

Get connected—use our secure self-service website or call our toll-free automated phone system. General information and specific account information is available 24 hours a day, seven days a week. It's easy, fast and ready when you are.

### Benefits of Customer Connect

- Convenient 24/7 access
- Update your account information
- Individual case information
- Payment information
- Make a payment
- Reset or change your PIN
- Appointment dates and times

Be sure to have your Social Security number (or Participant ID) and personal identification number (PIN) ready if you want to access case-specific information.

Visit our secure self-service website  
[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

or call toll-free

**866-901-3212**

**TTY 866-399-4096**

### Customer Connect Q&A

*When I call the toll-free number, who will I reach?*

You will reach an automated system designed to answer your child support questions and provide specific case information—24 hours a day.

*Can I still speak to someone if I have questions?*

Yes. For individuals with an open child support case at a local child support agency, **Customer Connect** can transfer your call to a local representative during regular business hours.

If you have a wage assignment payment processed by the State Disbursement Unit, your call can be transferred to a customer service representative during regular business hours.

*Can **Customer Connect** provide up-to-date information on payments and appointments?*

Yes.

*I have cases in different counties.*

*Do I need to call each local child support agency (LCSA)?*

LCSAs statewide are in the process of transitioning to **Customer Connect**. If your LCSA has transitioned to the new system, you can use it to access your case information. If you have cases in multiple counties, ask your LCSA when they will transition to **Customer Connect**.

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

PUB 255 (3/07)



*Welcome to*

## Customer CONNECT

*Access  
@ your  
fingertips*



California Department of  
Child Support Services

# Getting started with **Customer CONNECT** 866-901-3212

**Customer Connect** is an exciting new service that allows parents, guardians, and others to get child support information 24 hours a day.

Use **Customer Connect** to verify:

- Appointment times
- Account balances
- Payments received
- Payments made

## **What to expect when you call Customer Connect**

Call the toll-free number and you will be greeted with a menu of choices. You have the option of speaking your choices or using your touch-tone phone.

When you call, our system will ask if you are a parent or guardian calling about your case. If so, have your Social Security number (or Participant ID) and your personal identification number (PIN) ready.

**Customer Connect** also provides general information about child support services for those who do not have an open case.

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

## **Customer Connect . . . step-by-step**

### **PARENT OR GUARDIAN WITH A CASE**

Press 1 for *English* or 2 for *Spanish*

Press 1 (parent or guardian) or say *Yes*

Enter your Social Security number (or Participant ID) and PIN

Press 1 or say *Payments*

Press 2 or say *Appointments*

Press 3 or say *PIN change*

Press 4 or say *General info*

Press 5 or say *More options; then*

Press 1 or say *Update contact info*

Press 2 or say *Update employment info*

### **PIN change**

Press 1 for *English* or 2 for *Spanish*

Press 1 (parent or guardian) or say *Yes*

Enter your Social Security number (or Participant ID) and PIN

Press 3 or say *PIN change*

### **Payment information**

Press 1 for *English* or 2 for *Spanish*

Press 1 (parent or guardian) or say *Yes*

Enter your Social Security number (or Participant ID) and PIN

Press 1 or say *Payments*

### **Appointment inquiries**

Press 1 for *English* or 2 for *Spanish*

Press 1 (parent or guardian) or say *Yes*

Enter your Social Security number (or Participant ID) and PIN

Press 2 or say *Appointments*



### **GENERAL INFORMATION**

Press 1 for *English* or 2 for *Spanish*

Press 2 (not a parent or guardian) or say *No*

Press 6 for other options, or say *None of these*

### **TO OPEN A NEW CASE OR REQUEST AN APPLICATION**

Press 1 for *English* or 2 for *Spanish*

Press 2 (not a parent or guardian) or say *No*

Press 1 for New case or say *New case*

**Customer Connect Toll-Free  
866-901-3212**