

Housing Verification Steps

Before you can enter Customer Connect your resident will need a pin number generated by our office or the Call Center. This pin will allow them to log in and then they can change their password. Have resident call 866-901-3212 to request a pin if they need one. If the resident already has logged in before, but forgot their pin they can select forgot pin to request a new one.

1. Go to Customer Connect <https://www.cse.ca.gov/CustomerConnect/login> and select log in

CA.gov California Child Support

Customer CONNECT

Participant ID SSN (No spaces or dashes)

PIN

Forgot PIN?

Login Register

Login

Welcome to Customer Connect
California Child Support Self Service Website

Access @ Your Fingertips

Privacy - Terms

2. Once they are logged in a case over page will show. The resident's name will appear at the top. Please note this is the only space their name appears and will not necessarily appear on a print out.

CA Gov California Child Support

DANIEL Logout

Customer CONNECT

Home Payments Documents Messages Other Party

Home

Appointments

No appointments found

SELECT CASE TO VIEW DETAILS:

Case Number:

Other Party:

Case Number:

Other Party:

DCSS Home
State Disbursement Unit
Translation Services
Find a Local Office

Contact Us:
(866) 901-3212
TTY: (866) 399-4096

General Information:
(866) 249-0773 (Recording)

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3. Click on the payments tab to continue.

Customer CONNECT

Home Payments Documents Messages Other Party

Home

- Click on Payments I received to view payments received. Payments received will display with the last 20 payments, similar to the image below.

CA.gov California Child Support

Customer CONNECT

Home Payments Documents Messages Other Party

Payments

Payments I Made **Payments I Received**

Print Page Print By Year Make a Payment

Select the payment date to view more details.

Payment Date	Amount	Payment Type
04/10/2020	\$130.15	INCOME WITHHOLDING ORDER
04/10/2020	\$51.69	INCOME WITHHOLDING ORDER
03/27/2020	\$130.15	INCOME WITHHOLDING ORDER
03/27/2020	\$51.69	INCOME WITHHOLDING ORDER
03/12/2020	\$51.69	INCOME WITHHOLDING ORDER
03/12/2020	\$130.15	INCOME WITHHOLDING ORDER
02/27/2020	\$51.69	INCOME WITHHOLDING ORDER
02/27/2020	\$130.15	INCOME WITHHOLDING ORDER
01/16/2020	\$51.69	INCOME WITHHOLDING ORDER
01/03/2020	\$130.15	INCOME WITHHOLDING ORDER
01/03/2020	\$51.69	INCOME WITHHOLDING ORDER
12/19/2019	\$51.69	INCOME WITHHOLDING ORDER
12/19/2019	\$130.15	INCOME WITHHOLDING ORDER
12/05/2019	\$51.69	INCOME WITHHOLDING ORDER
12/05/2019	\$130.15	INCOME WITHHOLDING ORDER

< 1 2 3 4 5 >

We've made every effort to ensure the information displayed on this page is accurate. However, in the event that the information differs from your records, please call (866) 901-3212.
Payments made prior to May 2006 may not appear on this list.

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5. To print by year simply select Print By Year.



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