



The *Customer Connect* personal identification number (PIN) is the key that unlocks your confidential child support case information on the *Customer Connect* secure website (www.childsup-connect.ca.gov) and on the *Customer Connect* self-service phone-line (866-901-3212). A temporary *Customer Connect* PIN was mailed to you if the local child support agency that handles your case has transitioned to the new state child support system or you have a private wage assignment.

Keep your PIN in a safe place and private – For Your-Eyes-Only.

Note: Child support payments cannot be made using the Customer Connect PIN.

Tip #1 – Change the PIN to something you will remember

On the Web - www.childsup-connect.ca.gov

- Click Log In
- Enter your SSN or Participant ID Number
- Enter your PIN
- Click Log In
- Click the My Profile tab
- Click the Change PIN link
- Enter your Current PIN, New PIN, and Confirm New PIN
- Click Save

Or on the phone line – 866-901-3212

- Select your language – 1 for English, 2 for Spanish
- When asked if you are a parent or guardian, say Yes or press 1
- Enter your social security number or participant ID number
- Enter your PIN
- At the next menu say PIN Change or press 3
- Follow the prompts to change your PIN

If the local child support agency that handles your case has transitioned to the new state child support system, or you have a private wage assignment and you haven't received a *Customer Connect* PIN notice, you can request a new PIN.

Tip #2 – Requesting a new PIN

On the Web - www.childsup-connect.ca.gov

- Click Log In
- Click Reset your PIN
- Enter your First Name, Last Name, and SSN or Participant ID Number.
- Select how you want to receive your PIN
 - Email (delivered within 1 business day)
 - or Standard Mail (delivered in 5 – 10 business days).

Note: A valid mailing/email address must be on file with Child Support Services for the delivery method you select.

Or on the phone line – 866-901-3212

- Select your language – 1 for English, 2 for Spanish
- When asked if you are a parent or guardian, say Yes or press 1
- Enter your social security number (SSN) or participant ID number
- When asked for your PIN say *I don't know it*
- When asked if you want to reset your PIN say Yes
- When asked where you would like your PIN sent
 - say *Email* (delivered within 1 business day)
 - or *Mailing Address* (delivered in 5 – 10 business days)
- When asked, enter your participant ID number

Note: Both a SSN and Participant ID number and a valid mailing/email address must be on file with Child Support Services for the delivery method you select. Say "Agent" at any time and an agent will assist you during regular business hours.