



Payment Information:		Parent or Guardian with a Case:	
Step	Action	Step	Action
1	To continue in Spanish, Press 9	1	To continue in Spanish, Press 9
2	Press 1 (parent or guardian) or say "Yes"	2	Press 1 (parent or guardian) or say "Yes"
3	Enter SSN or Participant ID	3	Enter SSN or Participant ID
4	Enter PIN (Alerts, Appointments for next 30 days, Delinquencies, & Payments will play by default. If previous payments or balance by case is desired, continue to step 5.)	4	Enter PIN
5	(Main Menu) Press 1 or say "Payments"	5	(Main Menu), 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" Press 1 or say "Update Contact Info" (CP/NCP) Press 2 or say "Update Employment Info" (CP/NCP) Press 3 or say "License Suspensions" (NCP) Press 4 or say "Bank Levies" (NCP) Press 5 or say "Health Insurance" (CP/NCP) Press 6 or say "Demand for Payment" (NCP) Press 7 or say "Workers Comp" (NCP) Press 8 or say "Passports" (NCP)
6	CPs: Press 1 or say "Payments Sent to Me" Press 2 or say "Balance"  NCPs: Press 1 or say "Payments I've Made" Press 2 or say "Balance" Press 3 or say "Make a Payment"  Both: Press 1 or say "Payments I've Made" Press 2 or say "Balance" Press 3 or say "Payments Sent to Me" Press 4 or say "Make a Payment"		

Participant Appointment Inquiries:		General Information:	
Step	Action	Step	Action
1	To continue in Spanish, Press 9	1	To continue in Spanish, Press 9
2	Press 1 (parent or guardian) or say "Yes"	2	Press 2 (not a parent or guardian) or say "No"
3	Enter SSN or Participant ID	3	Press 1 or say "Employer" Press 2 or say "Government Agency" Press 3 or say "Attorney" Press 4 or say "Escrow or Title Company" Press 5 or say "parent or guardian" Press 6 or say "New Case" Press 7 or say "None of these" Press 1 or say "Locations and Hours" Press 2 or say "Self Service Help" Press 3 or say "Frequently Asked Questions" Press 4 or say "Bank Levies" Press 5 or say "Demand for Payment" Press 6 or say "None of these"
4	Enter PIN (Upcoming appointments for next 30 days will play by default. If information regarding other appointments is desired, continue to step 5.)		
5	Press 2 or say Appointments (Plays all upcoming appointments in date order. To skip this message, Press 1 now.)		

**How to quickly reach an agent (Identified callers)**

Step	Action
1	To continue in Spanish, Press 9
2	Press 0 (parent or guardian) or say "Agent"
3	Press 1 (parent or guardian) or say "Yes"
4	Enter SSN or Participant ID
5	Call will transfer to the correct LCSA



**Relevant Websites**

Frequently requested website addresses

- [www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov) - CSE Self-Serve Website
- [www.casdu.com](http://www.casdu.com) - SDU Website
- [www.childsup.ca.gov](http://www.childsup.ca.gov) - DCSS Website



**Relevant Phone Numbers**

Frequently requested telephone numbers

- 1-866-901-3212 – Self Service or Agent
- 1-866-904-7674 – Bank Levies
- 1-866-325-1010 – Direct Deposit or EPC
- 01-1-408-273-0073 - International