




Payment Information:		Parent or Guardian with a Case:	
Step	Action	Step	Action
1	Are you a parent or guardian? (Say "yes" or Press 1)	1	Are you a parent or guardian? (Say "yes" or Press 1)
2	All right, enter your Social Security Number (Enter SSN)	2	All right, enter your Social Security Number (Enter SSN)
3	Now, using your keypad, please enter your PIN. Or say I don't know it. (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.)	3	Now, using your keypad, please enter your PIN. Or say I don't know it. (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	If you received a phone message from your local child support office, say message; otherwise say payments, appointments, PIN change, general info, or more options. (Say "payments" or press 2)  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"	4	If you received a phone message from your local child support office, say message; otherwise say payments, appointments, PIN change, general info, or more options. (Choose one of the following) Press 1 or say "Message" Press 2 or say "Payments" Press 3 or say "Appointments" Press 4 or say "PIN Change" Press 5 or say "General Info" Press 6 or say "More Options" Press 1 or say "Update Contact Info" Press 2 or say "Update Employment Info"  CPs: Press 3 or say "Health Insurance" Press 4 or say "Request an Application"  NCPs: Press 3 or say "License Suspension" Press 4 or say "Bank Levies" Press 5 or say "Health Insurance" Press 6 or say "Workers Comp" Press 7 or say "Passports"



Participant Appointment Inquiries:		General Information:	
Step	Action	Step	Action
1	Are you a parent or guardian? (Say "yes" or Press 1)	1	Are you a parent or guardian? (Say "yes" or Press 1)
2	All right, enter your Social Security Number (Enter SSN)	2	All right, enter your Social Security Number (Enter SSN)
3	Now, using your keypad, please enter your PIN. Or say I don't know it. (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.)	3	Now, using your keypad, please enter your PIN. Or say I don't know it. (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	If you received a phone message from your local child support office, say message; otherwise say payments, appointments, PIN change, general info, or more options. (Say "Appointments" or press 2)  (Plays all upcoming appointments in date order)	4	If you received a phone message from your local child support office, say message; otherwise say payments, appointments, PIN change, general info, or more options. (Say "General info" or press 5)

 **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, Bank Levies, or Agent**  
1-866-325-1010 – **Direct Deposit or EPC**  
01-1-408-273-0073 - **International**