



RIVERSIDE COUNTY
OFFICE OF EDUCATION

Verification of Payment or Non-payment of Child Support - Instructions

The Department of Child Support Services (DCSS) provides online services for families to open, change, and access their child support cases. Families can log-on from any computer with internet access or by using one of the kiosks at the DCSS offices.

If you have any questions regarding this process, please contact your assigned Early Care and Education Child Care Liaison.

I Need a PIN

If you have never used the website or cannot remember your PIN, you need to request a PIN.

Go to: <https://www.cse.ca.gov/CustomerConnect/login>

Click on "Login"

Click on "Forgot PIN?"

Complete the information to request your PIN.

E-mail delivery of a PIN is generally one-business day.

Standard mail delivery of a PIN can take up to 10-business days.

Please allow time for delivery of your PIN so that you can access your account prior to your appointment with ECE.

I Already Have a PIN

Once you have a PIN, you will need to complete the following prior to your appointment with ECE. You must also bring your PIN to the appointment.

Go to: <https://www.cse.ca.gov/CustomerConnect/login>

Click on "Login"

Select and Enter your Participant ID or Social Security Number and your PIN.

Click on "Login"

You are now on the Participant Home Page – this page will need to be printed for your appointment with ECE.

Next, click on "My Payments"

Click on "Payments I Received"

You will need to print all pages of your payment history and bring them to your appointment with ECE.

I Need to Open a Child Support Case or Add a Child to an Existing Case

Go to: <https://www.cse.ca.gov/CustomerConnect/login>

Scroll to the bottom.

Click on "Start an Application Today"

Bullet 1. Apply Online-Click Here.

If this is your first time using the application website, you will need to complete the registration steps by clicking "Register for an account".

Once you are registered, or if you are already registered, enter your Username and Password.

Click on "Login"

Complete the online application.

Once you have completed the application, you will need to print the confirmation page for your appointment with ECE.