

Superior Court of California County of Santa Clara

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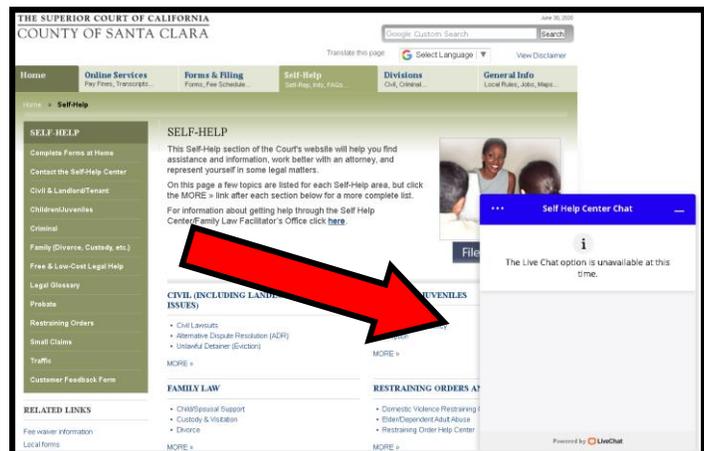


FOR IMMEDIATE RELEASE: July 8, 2020

Live Chat Now Available for Self-Represented Litigants Seeking Assistance With The Self-Help Center

To continue providing services for self-represented litigants safely and responsibly, following temporary COVID-19 protocols and as an alternative to in-person assistance, the Self Help Center has introduced Live Chat.

Live Chat is a two-way chat feature that allows Self Help Center Staff to answer questions in real-time and review documents from self-represented litigants remotely. Live Chat is one of the various alternatives to the regular Self Help walk-in services available at the Family Justice Center Courthouse; other options include email, phone calls, and video conferencing. The Live Chat function will be available during regular Self Help Center business hours, as staffing permits.



“Our Court has undergone numerous changes during the COVID-19 pandemic, and many of these changes allow court customers to do their business without having to appear in person. The Live Chat function, adopted by our Self-Help Center, provides our customers with the added convenience of remote assistance while promoting proper social distancing during this pandemic,” said Presiding Judge Deborah A. Ryan. “Our Self Help Center staff remains committed to assisting self-represented litigants through these difficult and challenging times.”

Live Chat, now available online by visiting the Court’s [Self-Help website](#).

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Please visit the
[Superior Court’s Covid-19 response website](#)
for additional Court information

Additional options to avoid physically coming to a courthouse

If you have business with the Court, please consider the following options that are available to you to minimize the need to come to a courthouse:

- [Look up or pay your traffic ticket online](#)
- Pay your traffic ticket by phone: **408-878-0098**
- [Request a deferral of jury duty](#) or email ssjuryinfo@scscourt.org
- [Search cases and calendars](#)
- [E-Filing for Civil, Family, Probate, and Small Claims cases](#)
- [Complete Forms at Home](#)
- [Self-Help assistance by email](#)
- Call the Self-Help Center: **408-882-2926**
- [COVID-19 Eviction Moratorium Information Sheet](#)
- [Small Claims Mediation Options](#)