

# How to Use CourtCall

## Schedule your appearance (at least two court days prior):

- Online: Go to [CourtCall.com](https://CourtCall.com) and sign up for an account
- Website: Chat with live agent
- Email: [Assist@CourtCall.com](mailto:Assist@CourtCall.com)
- Voice: Call us between 4:25 am PT – 5:30 pm PT

## Payment:

- We accept Visa, MasterCard, American Express and Discover credit cards, CourtCall Debit Accounts and business checks.
- Personal checks are not accepted.
- IF YOU DO NOT RECEIVE CONFIRMATION WITHIN 1 HOUR OF PLACING YOUR ORDER AND MAKING PAYMENT, CALL (888) 882-6878 FOR ASSISTANCE.

## Service Copy:

- Service copy will be provided with your Confirmation. Do not send your Confirmation to other parties with your unique credentials for your appearance.
- Any party appearing must have their own Confirmation with their name.

## Making Your CourtCall Appearance:

- Please review the specific instructions on your Confirmation for your appearance. View the check in time, Judge directives and appearance protocols.
- **Be on time** and make sure you are in a quiet area, and have sufficient internet bandwidth if you are appearing by video.
- Land line is preferred in most settings, cell phones are prohibited in some courtrooms. Please review your Confirmation for your hearing details.
- During your appearance, state your name each time you speak for the Court's record.
- If the Court does not join your call within 15 minutes of your scheduled start time, please remain on the line, and have a staff member contact support at (888) 882-6878 for assistance.

**Recording or re-broadcasting audio or video of Court proceedings is STRICTLY PROHIBITED, and doing so will subject a participant to sanctions or other penalties.**