



## ***ANNOUNCEMENT OF LIVE CHAT PILOT PROGRAM***

The Placer County Superior Court is pleased to announce the expansion of Live Chat to Clerk's Office. In addition to the Self-Help Center, Live Chat will now be offered by the Civil, Criminal, Family and Traffic Units!

### **What is Live Chat?**

Live Chat is an online tool that allows you to chat directly with court staff. Using the chat, you may ask general questions about your case or case type. *Note:* The Court cannot provide you legal advice or technical assistance over Live Chat.

### **How can I access Live Chat?**

Live Chat is available on the [Civil](#), [Criminal](#), [Family](#), [Probate](#), [Self-Help](#) and [Traffic](#) Division webpages. During available hours, click on the blue tab at the bottom right corner of the division's webpage to start a chat.

<b><u>Case Type</u></b>	<b><u>Hours (excluding Court Holidays)</u></b>
<b>Civil</b>	<b>Monday</b> from 8:00am-10:00am <b>Tuesday</b> from 8:00am-10:00am <b>Wednesday</b> from 3:15pm-4:15pm <b>Friday</b> from 8:00am-10:00am
<b>Criminal</b>	<b>Tuesday</b> from 3:00pm-4:00pm <b>Wednesday</b> from 3:00pm-4:00pm <b>Thursday</b> from 3:00pm-4:00pm
<b>Family</b>	<b>Monday</b> from 10:00am-12:00pm <b>Tuesday</b> from 3:15pm-4:15pm <b>Wednesday</b> from 10:00am-12:00pm <b>Friday</b> from 10:00am-12:00pm
<b>Traffic</b>	<b>Monday</b> from 11:00am-12:00pm and 3:15pm-4:15pm <b>Thursday</b> from 11:00am-12:00pm <b>Friday</b> from 11:00am-12:00pm

For more details about the service and FAQs, please visit the Court's website at <http://www.placer.courts.ca.gov/live-chat.shtml>.

***Live Chat is Available Now!***