



Clerk's Office LiveChat: FAQ

This FAQ addresses questions frequently submitted to the General Clerk's Office LiveChat and is organized by case type.

GENERAL

What hours is LiveChat available for the Clerk's Office?

The general Clerk's Office LiveChat is available on (*excluding Court Holidays, [which can be found here](#)*):

- Mondays from 8:00am-9:00am and 2:00pm-4:00pm
- Tuesdays from 8:00am-9:00am and 2:00pm-4:00pm
- Wednesdays from 2:00pm-4:00pm
- Thursdays from 2:00pm-4:00pm
- Fridays from 2:00pm-4:00pm

The Self-Help Center also offers LiveChat, and their hours can be found here:

<https://www.placer.courts.ca.gov/online-services/live-chat>

What can I do on LiveChat?

LiveChat is intended to provide live-time availability to the Clerk's Office, during specified hours. The Court Clerk will provide general information pertaining to court policies and procedures, as well as case-specific information (i.e. upcoming court dates and confirmation of received documents). **IMPORTANT:** The Court Clerk will not provide you with [legal advice](#).

Can I utilize LiveChat for research requests?

No. General name searches (dating back to 1999) can be completed over the phone, or in person. More comprehensive research and/or copy requests must be submitted via a completed PL-CW001 - Records Request Form, which can be found [on the court's website](#).

Can I pay filing fees or other payments through LiveChat?

No, payments are not accepted via LiveChat.

CIVIL

How do I sue somebody?

Clerks cannot provide legal advice as to which forms are needed to open a case, nor can they provide advice on the appropriate case type for the circumstances. You will need to contact an attorney or reach out to our Self-Help Center for guidance.

Can I speak to the judicial officer (Judge or Commissioner) about my case?

All communication with a judicial officer must be written and in proper filing format, or done at a pre-scheduled hearing.

What is the process for getting a restraining order?

You will need to submit the appropriate forms to request a restraining order. The Clerk's Office has restraining order packets available containing the forms needed, or, you may find it on [our website](#). Once forms are submitted, they are provided to the judicial officer for consideration. Whether it is granted or denied, a hearing date will be set and the clerk will place the packet of completed forms into the Restraining Order basket for pickup by the petitioner.

Where is the Civil document pick-up basket?

- **Gibson Courthouse:** In the 1st floor lobby, behind security, next to the drop box.
- **Historic Courthouse:** In the hallway on the 2nd floor outside the door to the Clerk's Office.
- **Tahoe Courthouse:** In the lobby, located to the right of the Clerk's Office window.

Where do I check in for my Ex-Parte hearing?

- **Gibson Courthouse:** Go straight to a Civil filing window (8, 9, or 10, whichever is currently open) and let them know you are checking in for an Ex-Parte hearing. Please do not pull a ticket, and do not go into the Courtroom.
- **Tahoe Courthouse:** Check in at the Clerk's Office window.

How do I evict my tenant? / How do I open an eviction case? / What is the process for eviction?

Contact the Self-Help Center through our website by video/telephone appointment or LiveChat. The Self-Help Center also offers eviction support on a first come, first serve basis on designated days. [Please see their division page for additional information.](#)

How do I get assistance with my questions about Probate (including Guardianship or Conservatorship) cases?

Due to the complexity of this case type, it is recommended to seek legal advice from an attorney, or reach out to the Self-Help Center, who may also be able to provide limited assistance.

How do I get assistance with my questions about Adoption cases?

Due to the complexity and confidentiality of this case type, it is recommended to seek legal advice from an attorney, or reach out to the Self-Help Center, who may also be able to provide limited assistance. If you contact the Clerk's Office for assistance, you will be required to provide verification of your identity prior to discussing any case-related matters.

CRIMINAL

Can I pay my case-related fines/fees through LiveChat?

No. For criminal-related fines/fees, please call or visit the Court's Clerk's Office. Payments on traffic-related matters (41-case numbers), can be completed on our website, via drop box/mail, or in person. Payments are not allowed over the phone, or via LiveChat.

Can I request a Remote Appearance through LiveChat?

Remote Appearances must be requested via the proper request form. Documents and additional information can be found [on the court's website](#).

How can I schedule an appearance to surrender on my warrant?

To schedule a surrender on warrant appearance, please call the Clerk's Office at:

- **For South Placer (Roseville, Auburn, etc.) Criminal matters:** (916) 408-6000
- **For Tahoe Criminal matters:** (530) 584-3460

FAMILY

How can I file my document(s)?

If you are a self-represented litigant you can file all paperwork in person at the Roseville, Auburn, or Tahoe Courthouse, by mail, by drop-box, or via eFiling. eFiling is mandatory for attorneys with limited exceptions. For additional information on eFiling, [please see the eFiling webpage](#).

Where can I get a copy of my marriage license and divorce decree?

Marriage licenses are issued and stored with the County Recorder's Office, so you would need to contact that office for copies. The court will be able to provide a copy of the divorce judgment if one was filed.

How do I get a copy of court documents for a Family case?

The process for requesting copies of court documents will depend on the age of the case.

If the case was filed after January 1, 2017:

- Parties may be able to view and print documents from their case using the Online Portal. For family law cases, you must create a portal account and receive a token from the court in order to view the documents in your case. For additional information on requesting case access please see the [Online Portal webpage](#). This is a free service.
- If the request is less than 20 pages you may come to the Roseville, Auburn, or Tahoe Courthouse to request a copy from the court clerk.
- If the request exceeds 20 pages or you cannot come to the courthouse you can submit a written request ([see Optional Local Form PL-CW001](#)) that will be processed in the order it was received. Please be sure to supply a self-addressed, stamped envelope to return the copies and a check for payment. Checks can be blank, include a "not to exceed" amount, or you can contact the clerk's office for an amount due.

If your case was filed before January 1, 2017:

- The case may need to be ordered from our archives facility. Please call the clerk's office to determine the location of the file *before* attempting to come to the courthouse.
- If the request is less than 20 pages you may come to the Roseville, Auburn, or Tahoe Courthouse to request a copy from the court clerk.
- If the request exceeds 20 pages or you cannot come to the courthouse you can submit a written request (see [Optional Local Form PL-CW001](#)) that will be processed in the order it was received. Please be sure to supply a self-addressed, stamped envelope to return the copies and a check for payment. Checks can be blank, include a "not to exceed" amount, or you can contact the clerk's office for an amount due.

How do I prepare and submit exhibits?

Parties should coordinate the numbering of exhibits – typically one party will use exhibit numbers 1-100 and the other party will use 101-200. Exhibits should be brought directly to your court hearing. The Clerk's Office will only lodge exhibits if they are being filed conditionally under seal or there is a court order on file.

I can't come to my court hearing. What do I do?

Depending on the date/time/hearing type, you may be able to continue or drop the hearing or appear remotely. Please see the [Continue/Drop Procedure webpage](#) and/or the [Remote Appearance System webpage](#). If the deadline for requesting a drop/continuance/remote appearance has passed, you can appear in person, send a representative in your stead or ask the opposing party to let the court know of the situation. The Clerk's Office will not communicate with the judicial officer on your behalf.

TRAFFIC

Can I pay my case-related fines/fees through LiveChat, or over the phone?

Payments are not allowed over the phone, or via LiveChat. Payments on traffic-related matters (41-case numbers), can be completed on our website (see the [Online Portal](#)), provided in-person at the Clerk's Office, or sent to the court via USPS mail.

Can I request a Remote Appearance through LiveChat?

Remote Appearances can only be scheduled on our court's website. The remote appearance must be scheduled by 4:00pm, the day prior to the hearing. Additional information can be found [on the court's website](#).

Can I sign up for Traffic School via LiveChat?

Traffic school sign-up is available on the court's website, via request through USPS mail, the [Customer Information Center email](#), or in person. For additional online information, please [go to the court's website](#) for instructions and TVS availability.

Where can I find a list of Traffic School Programs?

Information on approved traffic schools can be found on the CA DMV website, or the California Traffic Safety Institute (CTSI) website. You may access links to these resources [on our court's website](#).

Do I have to go to court?

For traffic-related cases, most appearances are not required. Please go to the court's website for more information pertaining to non-appearance options, mandatory appearances, Remote Appearances, and reduced calendar information, or you can call the Clerk's Office.

- **For South Placer (Roseville, Auburn, etc.) Traffic matters:** (916) 408-6000
- **For Tahoe Traffic matters:** (530) 584-3460

How do I request a fine reduction?

If you do not wish to contest your ticket but can't afford to pay your fine, you can request a lower fine, payment plan, more time to pay, or community service. You can make these requests by:

- Filling out the ["Can't Afford to Pay" form](#)
- Appearing at your scheduled court date in person or [remotely](#) (for certain hearing types)
- Submitting a [request online with MyCitations](#)