

## **User Agreement for Access to Court Electronic Records**

This User Agreement ("Agreement") governs your access to, and use of the electronic records maintained by the Superior Court of California, County of San Mateo ("Court") through its Portal. The Portal you are being granted elevated access to is operated by the Court. The Agreement governs access to and use of this Portal, any court mobile application, and any court vendor-hosted case information portal (collectively, "Portal"), as well as the information and materials available on or through this Portal, including any court-related or case-related information (collectively, the "Content"). By accessing or using this Portal, or its Content, you agree that you have read, understood, and accept these Terms of Use in this Agreement. If you, the undersigned, do not accept these Terms of Use, you may not access or use the Portal or the Content. The Portal and the Content do not constitute the official record of the Court.

### **Terms of Use**

- **User Account Requirements:**

- In order to access the Portal, you will be required to provide your name, email address, and mailing address, along with the case number(s) for your court case(s) on the attached form.
- You will be required to come in person to the Clerk's Office to present a valid government issued ID in order to verify your identity.
  - You must schedule an online appointment with the Records Division to process your request; walk-ins cannot be guaranteed service.
- You will only be provided access if you have been deemed by the Court to be acting in Pro Per (self-represented); you will not be granted access if you are represented by counsel.
- Should you subsequently retain counsel, your access will be terminated. You will be required to submit a new request should you be deemed Pro Per (self-represented) again at a later time.
- You will be required to create a user account. You agree to provide accurate and complete information when creating your account and to update such information as necessary to ensure its accuracy.
- You may not share your account information with any third-party including friends, family, document preparation agents, or paralegals. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.
- You agree to notify the Court immediately of any unauthorized use of your account or any other breach of security.

- **Restrictions on Access to Portal:**

- Access to the Portal is provided solely for the purpose of obtaining information related to your court records and proceedings.
- Access shall be governed by all applicable privacy laws, statues, rules, and regulations.
- You agree not to use the court records for any unlawful or unauthorized purpose.

- **Use of Information:**
  - In accessing or using this Portal and the Content, you agree to comply with these Terms of Use as well as all applicable laws, rules (including the California Rules of Court and local court rules), regulations, and court orders.
  - The User acknowledges that the Portal and the Content may contain sensitive and confidential information. The User agrees to maintain the confidentiality of such information and to only disclose it to individuals authorized to access it under applicable laws and regulations.
- **Disclaimer:**
  - The Court's electronic records are intended to be copies of current court records at the time of provisioning. As the official court record may be updated subsequent to the Court granting access to the Portal, the electronic court record may not reflect the current record at a later point. The Court shall have no liability in the event an electronic court record is not current.
  - The Court and its officers, officials, employees, contractors and agents make no representations or warranties regarding this Portal or the Content, including but not limited to their completeness, accuracy, timeliness, non-infringement of third-party rights, or freedom from computer viruses. Your access to and use of this Portal and the Content are at your sole risk.
- **Termination:**
  - The Court may terminate this Agreement at any time and for any reason, with or without cause. The Court reserves the right to immediately suspend service to the user, without prior notice, if the Court determines that this Agreement has been violated. The Court may reinstate suspended service upon verification that such violations have been corrected and that measures have been taken to prevent future violations.

I have read, understood, and accept the terms of this Agreement.

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Name/Signature

**Portal Access Request Form**

**Do You Already Have a Registered Portal Account?** YES \_\_\_\_\_ NO \_\_\_\_\_

*\*If you do not have a registered portal account, please expect a 2-day processing time. If you already have a registered account, you can expect elevated access to the new requested case(s) to be available within 2 business days of the approval of your request. If do not have access after 2 business days from the approval of your request, email: [webmaster@sanmateocourt.org](mailto:webmaster@sanmateocourt.org) to inquire further.*

**After completing this form, please do not attempt to register for a portal account as this will delay or prevent your access. Court IT staff will setup the initial account and you will receive an email when done.**

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Case Number(s) for Which Elevated Access is Requested [*Please note, for example 24-FAM12345 and 24-FAM12345-A are different case numbers and must each be listed separately to be granted access.*]:

\_\_\_\_\_  
\_\_\_\_\_

Phone Number (optional): \_\_\_\_\_

Would you like to opt in to receive text notifications, if available, regarding your case in the future?  
*\*The text messaging service is a courtesy reminder. You are obligated to follow all court orders regardless of whether you receive a text.*

YES \_\_\_\_\_ NO \_\_\_\_\_

**THIS SECTION IS FOR COURT STAFF USE ONLY**

Name: \_\_\_\_\_ Date of Processing: \_\_\_\_\_

Access Granted for Case(s): \_\_\_\_\_

Access Denied for Case(s): \_\_\_\_\_

Notes: \_\_\_\_\_

Identification:  CDL \_\_\_\_\_  PP \_\_\_\_\_  Other \_\_\_\_\_