

How to Schedule an In-Person Appointment with the Legal Help Center

There are two ways of scheduling an appointment – online and at the ticket kiosk at the Roseville courthouse.

➤ Method 1 for scheduling an appointment - Online:

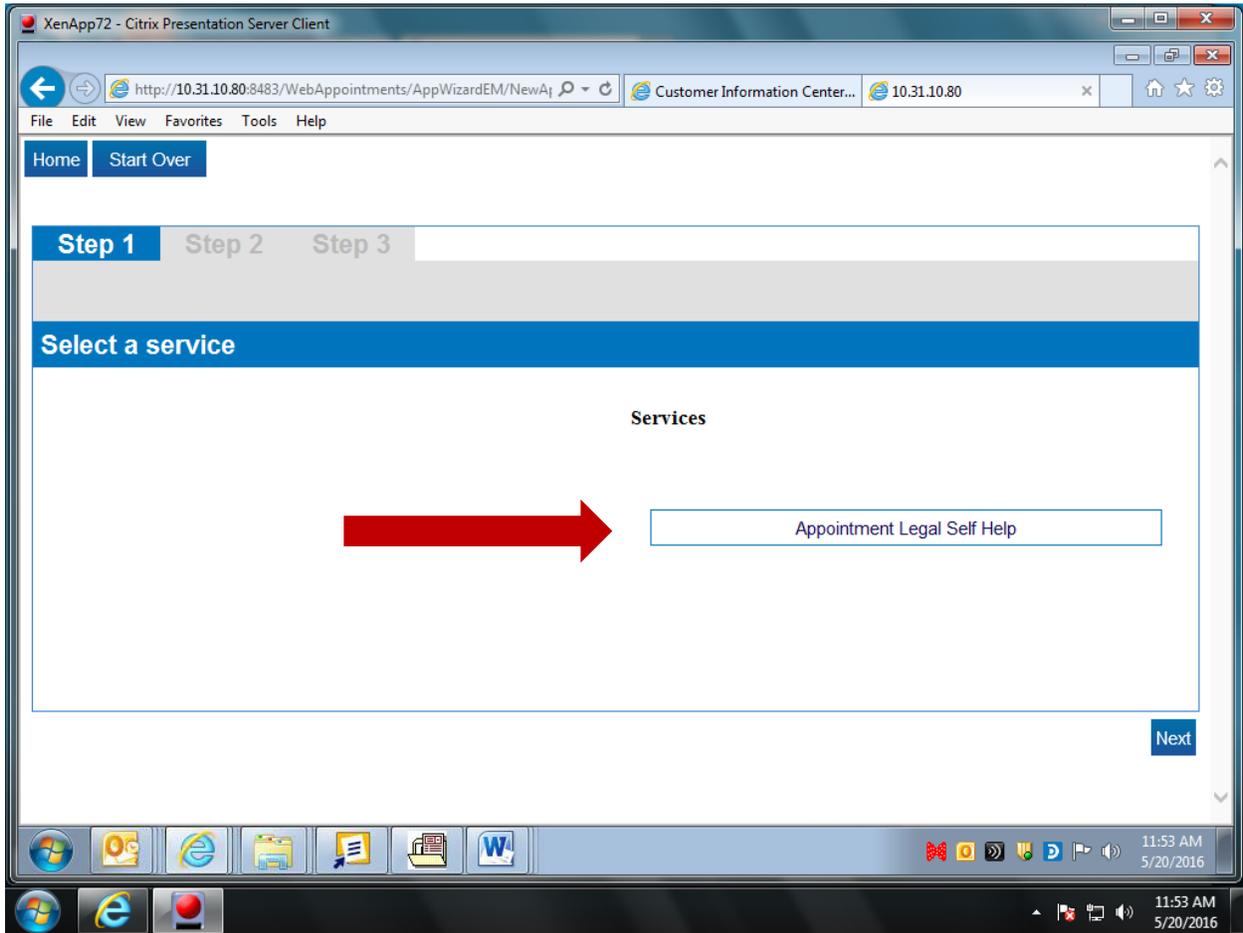
1. Go to the Court's homepage: www.placer.courts.ca.gov



2. Scroll down to the bottom of the page and click on “Online Appointments”

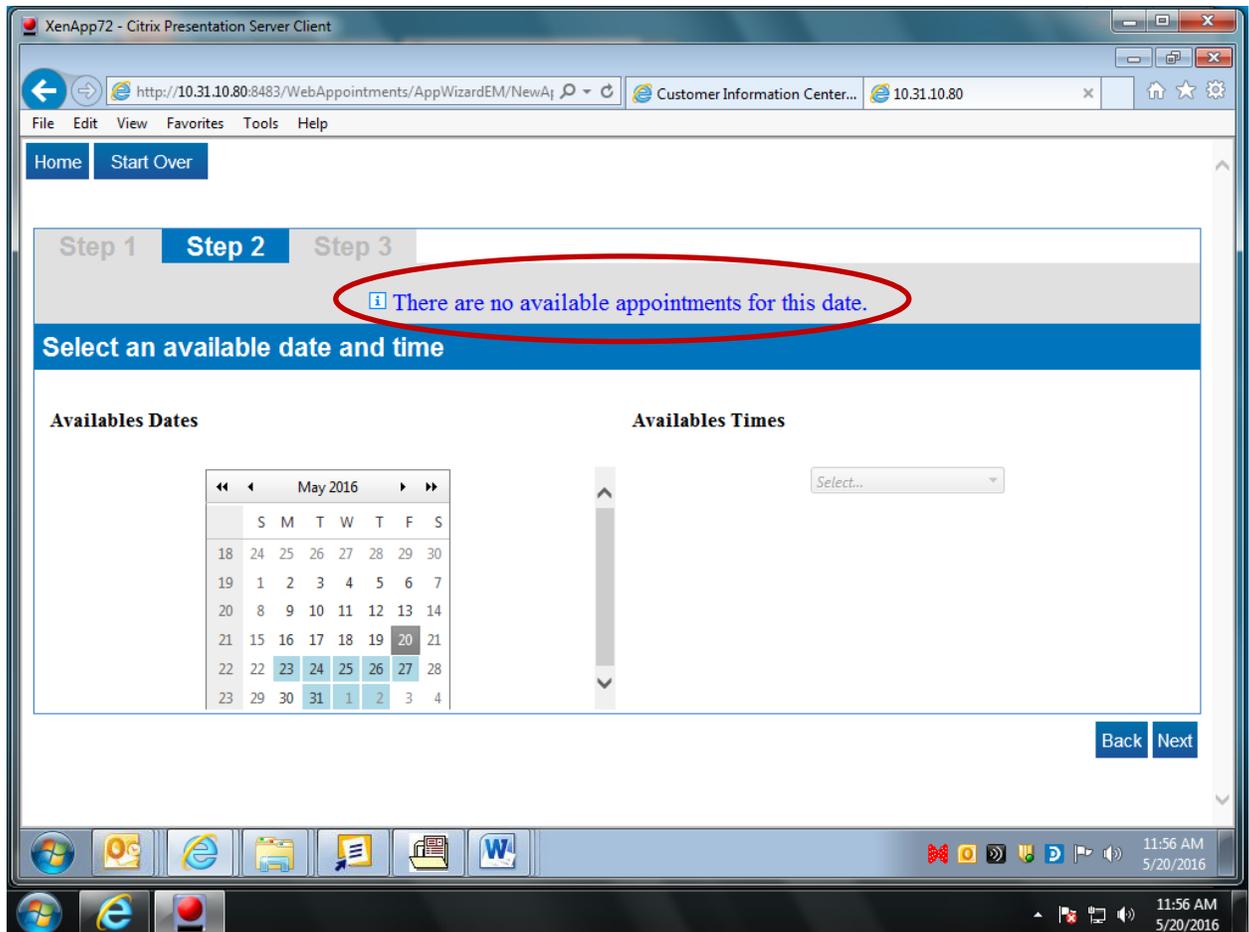
The screenshot shows a web browser window displaying the website for the Superior Court of California, County of Placer. The browser's address bar shows the URL <http://www.placer.courts.ca.gov/>. The page features a blue sidebar on the left with links for 'Press Release', 'Public Notice', and 'Tentative Rulings & Notes', along with an 'Accessibility' icon. The main content area is titled 'Quick Links' and contains several service tiles: 'Court Calendar', 'Check Jury Duty', 'Pay Traffic Fine', 'Online Appointments', 'Case Search', 'Tentative Rulings', 'Telephonic Appearance System', and 'CA Courts Self-Help Center'. The 'Online Appointments' link is circled in red. At the bottom of the page, there is a copyright notice: '© 2006 - 2013 Superior Court of California, County of Placer. All rights reserved.' and contact information: 'Terms of Use | Site Map | Comments regarding this Web site may be directed to: webmaster@placer.courts.ca.gov'. The Windows taskbar at the bottom shows the system tray with the date and time: 11:51 AM, 5/20/2016.

3. Select “Appointment Legal Self Help”

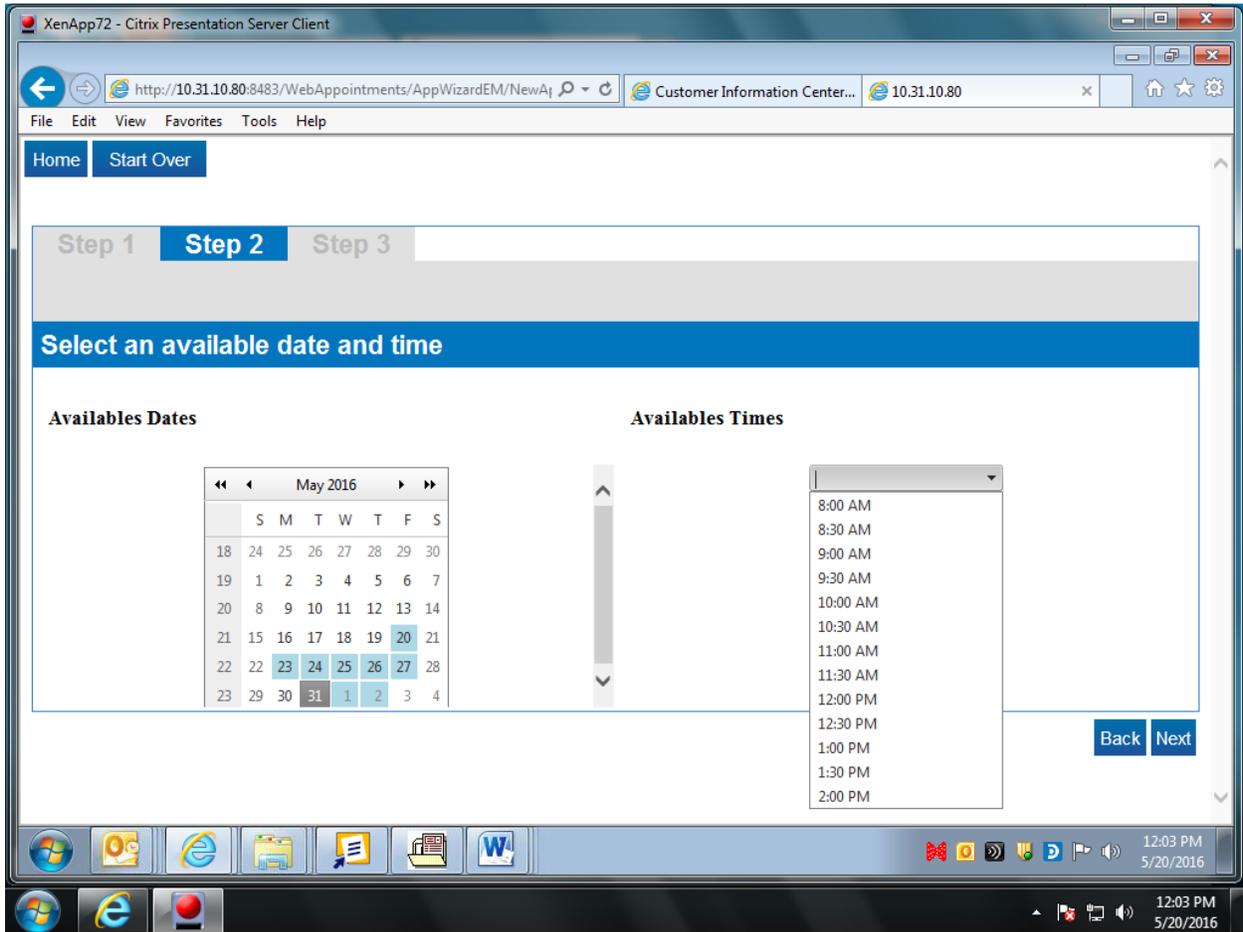


4. You will see a calendar on the next screen. Select a date in **blue**. Only the dates in blue are active in the system (two weeks out).

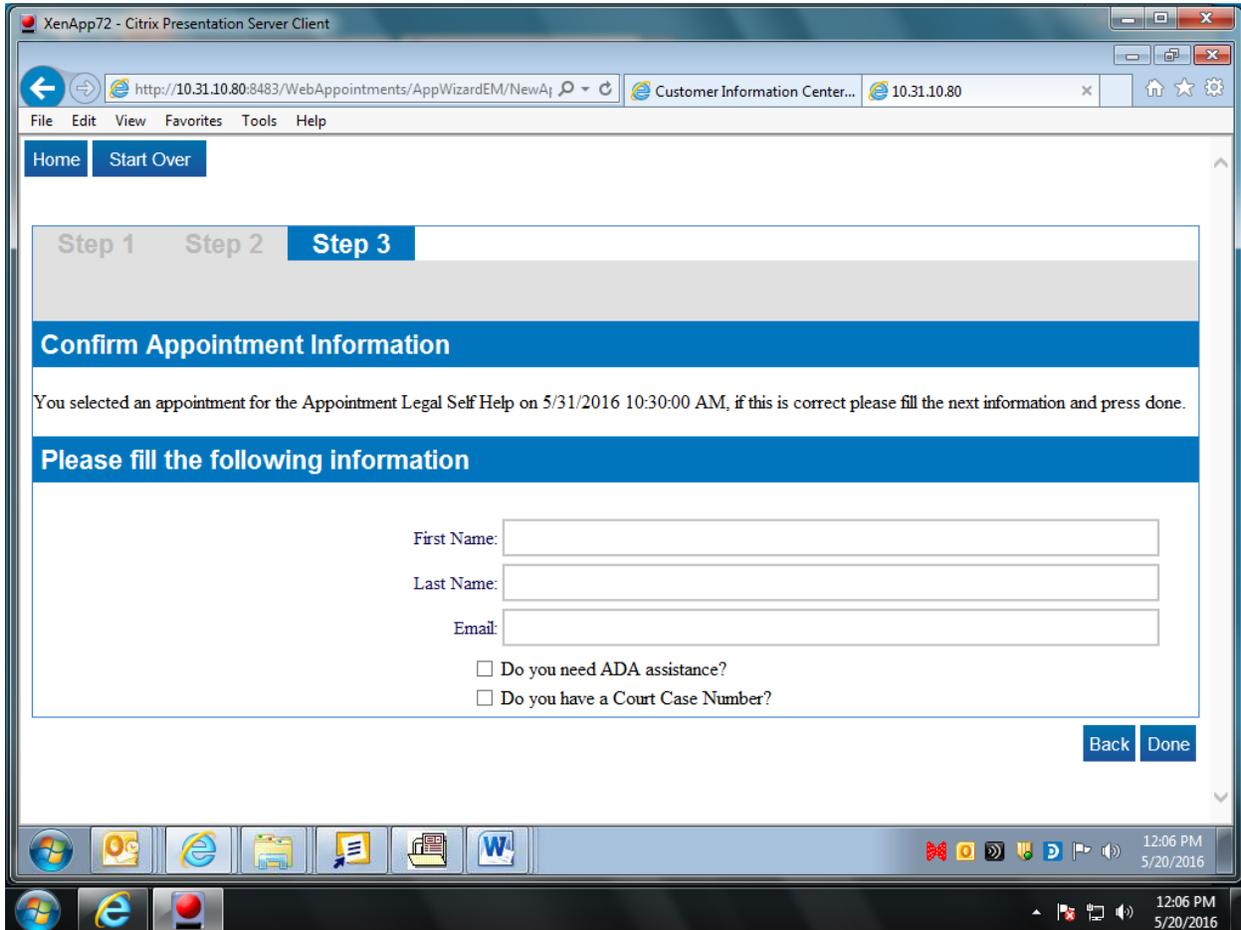
If you select a date in **blue**, and it says, “There are no available appointments for this date”, this means all of the online appointments are already booked for that date. Try another date on the calendar.



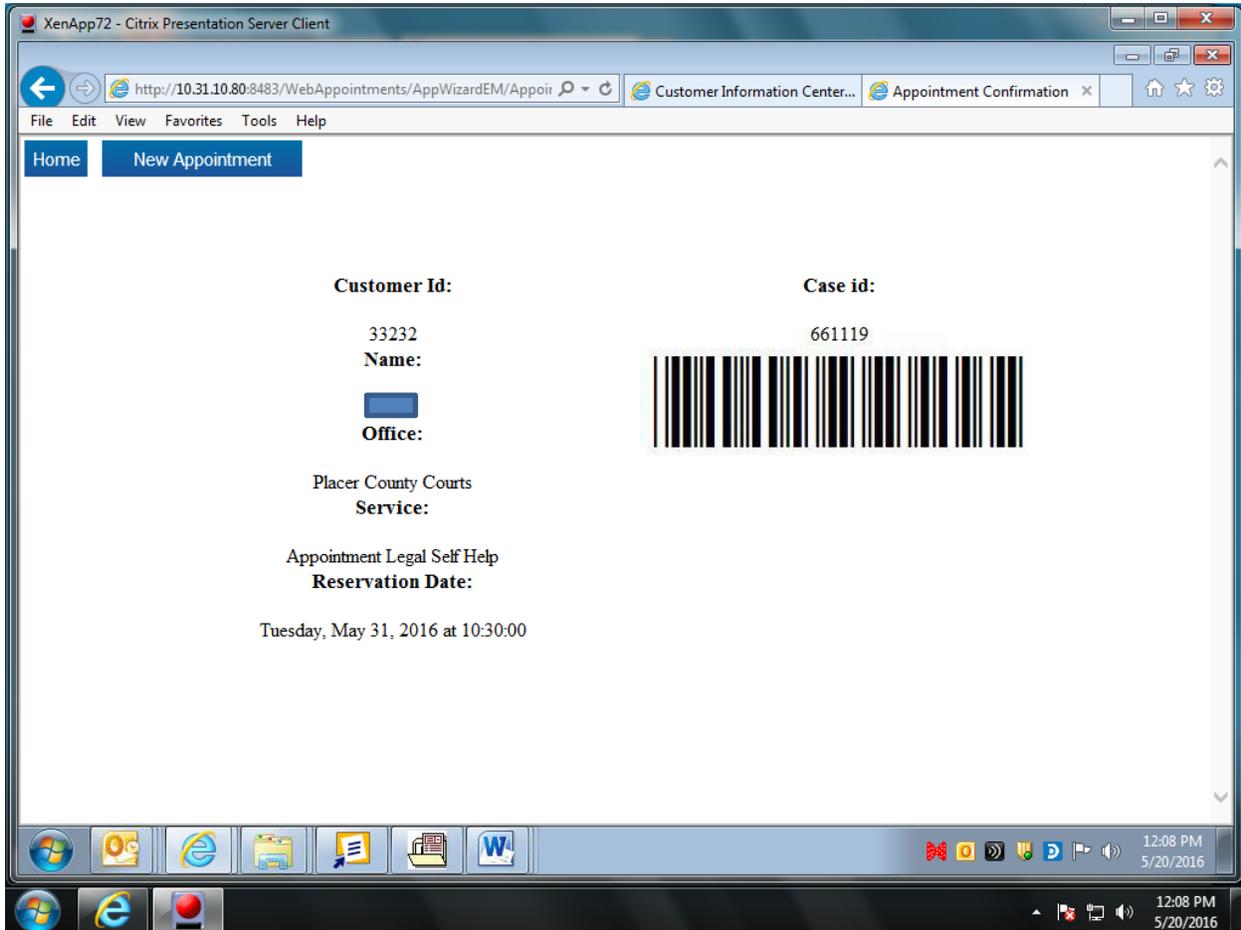
5. Once you find a date with available appointments, use the pull-down menu to select the time you would like for your appointment and then click “Next”.



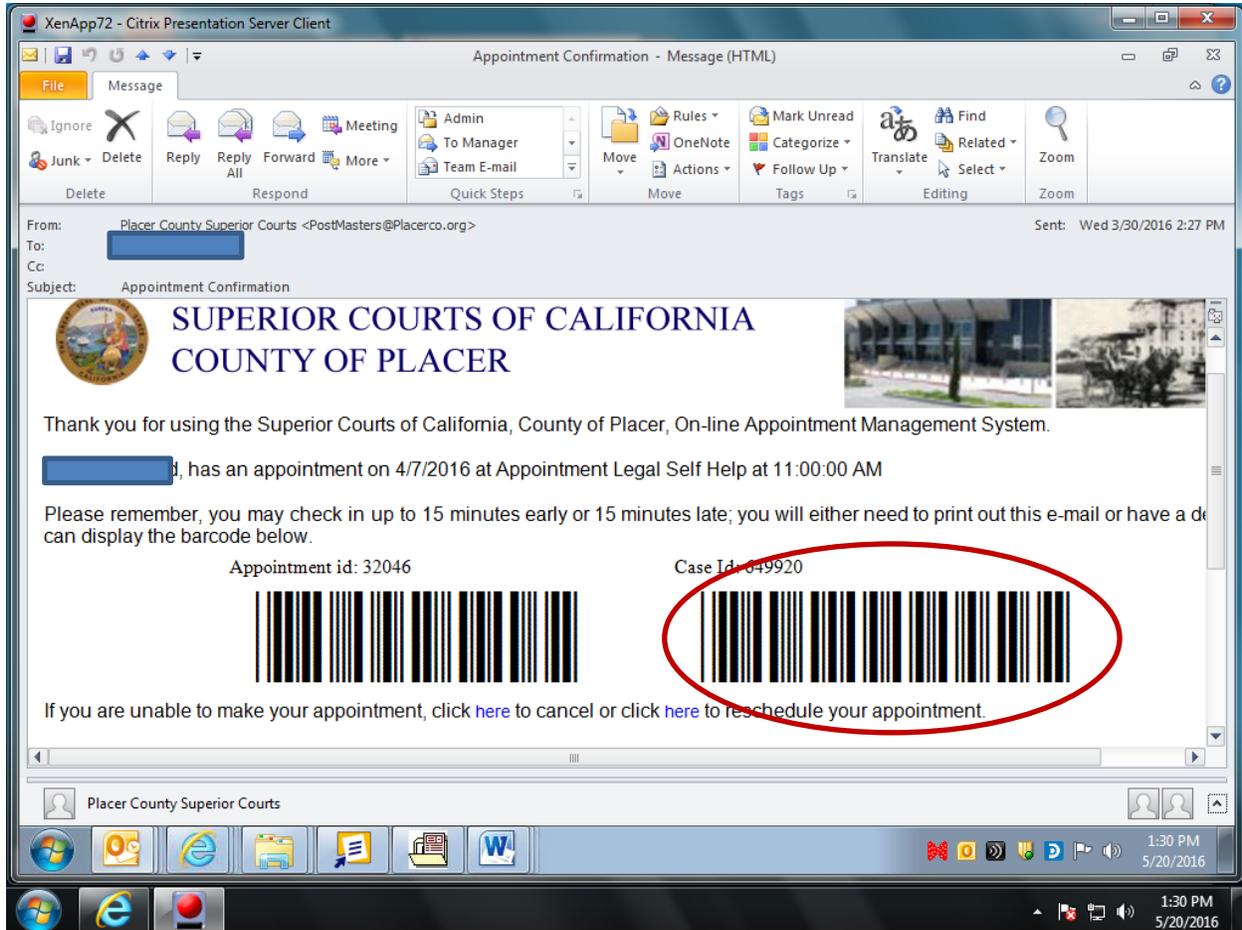
6. Enter your information as requested. You must provide an email address if you want to receive an emailed confirmation of your appointment. If you have a court case number, please check the box and include it. Click “Done” when you are finished.



7. You will see the following confirmation page with a barcode. Print this page. You will need this barcode to check in for your appointment. If you included your email address in the previous screen, you will also receive an email confirmation with the barcode as well.



8. The email appointment confirmation looks like this. The barcode on the right is the one you will need to check in at the ticket kiosk. We suggest you print out the email so you have the barcode. You may use your smartphone to access your email to check in at the kiosk (sometimes the kiosk does not read the digital barcode as well as the printed one).

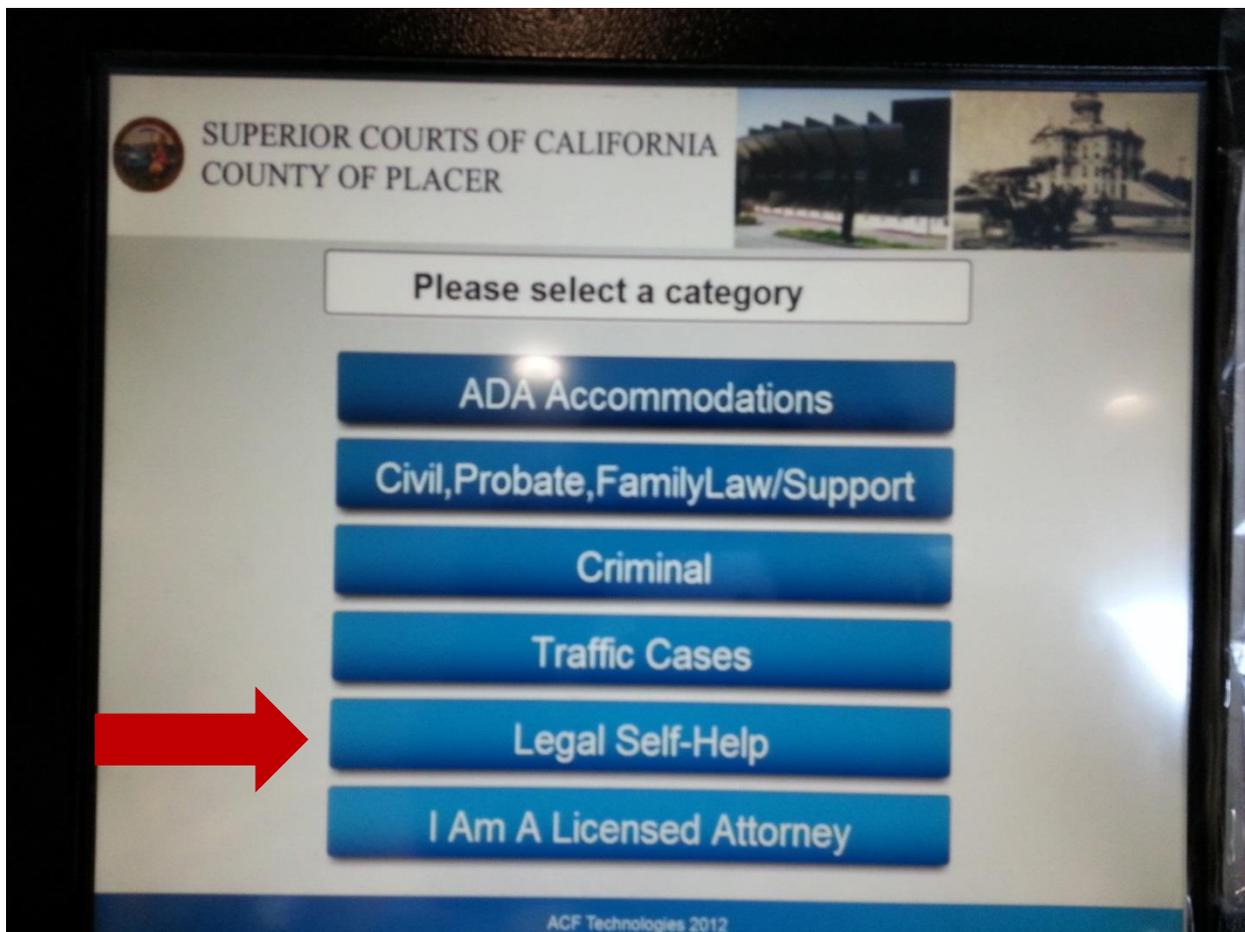


Instructions for how to Check-in at the ticket kiosk are at the end of this instruction packet.

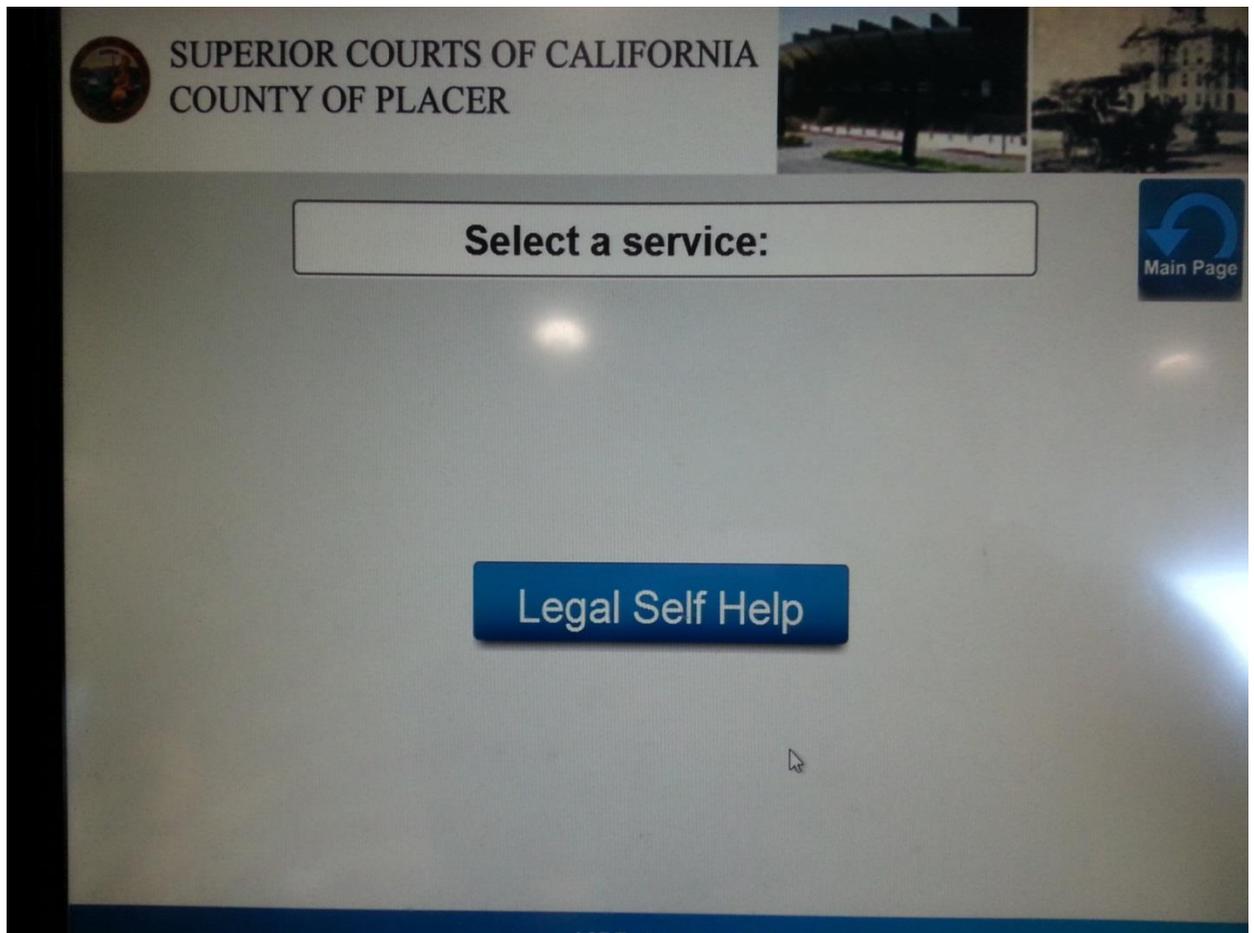
➤ **Method 2 for scheduling an appointment - Ticket Kiosk:**

Same day walk in appointments are available at the ticket kiosk at the Roseville Courthouse each work day. There are only a limited number of same day appointments available. We suggest that you arrive when the courthouse opens at 8:00 a.m., as most appointments are all taken by 8:15-8:30 a.m.

1. Select “Legal Self Help”.



2. Select "Legal Self Help" again.



3. Do you have an appointment? Select "No"



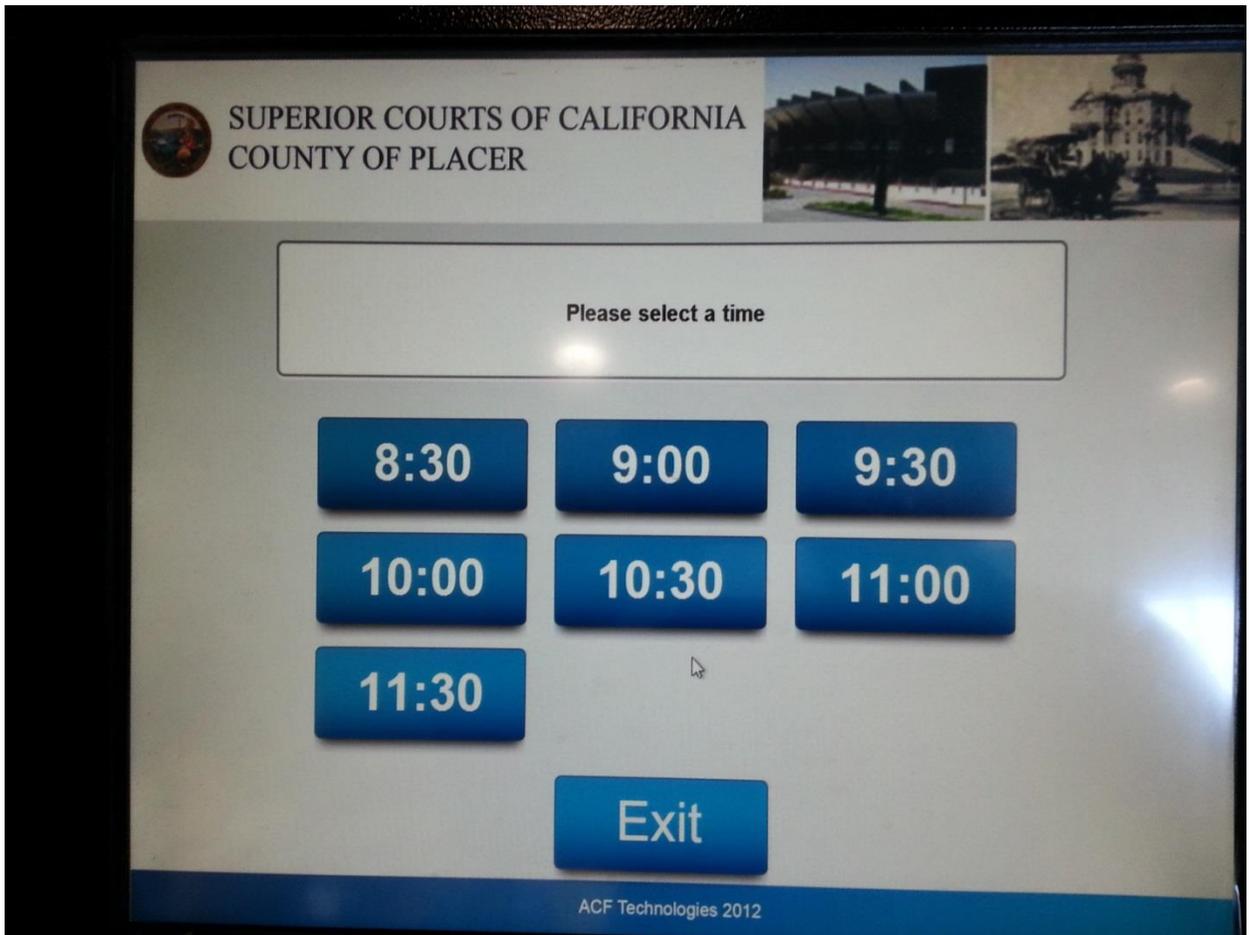
SUPERIOR COURTS OF CALIFORNIA
COUNTY OF PLACER

Do you have an appointment?

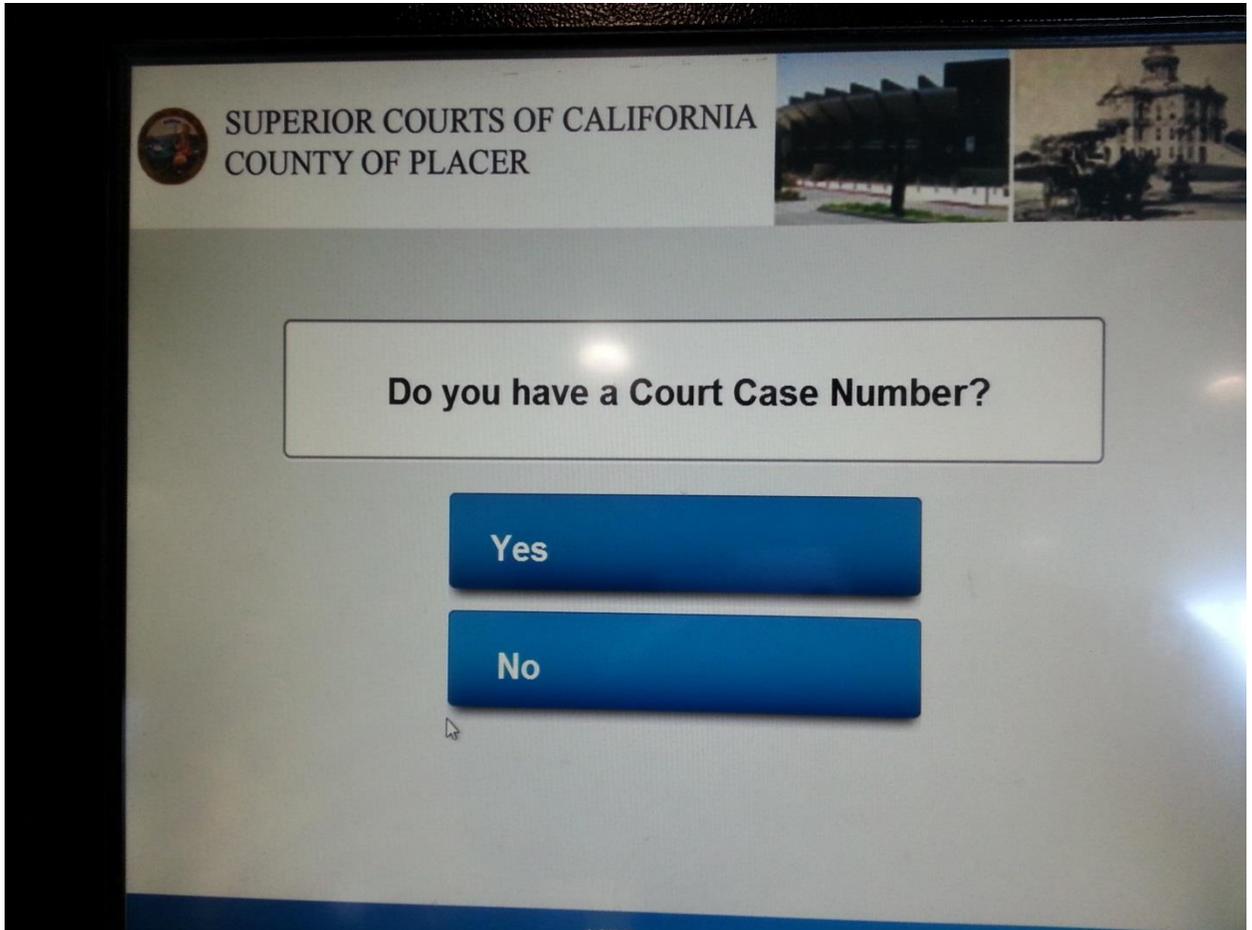
Yes

No

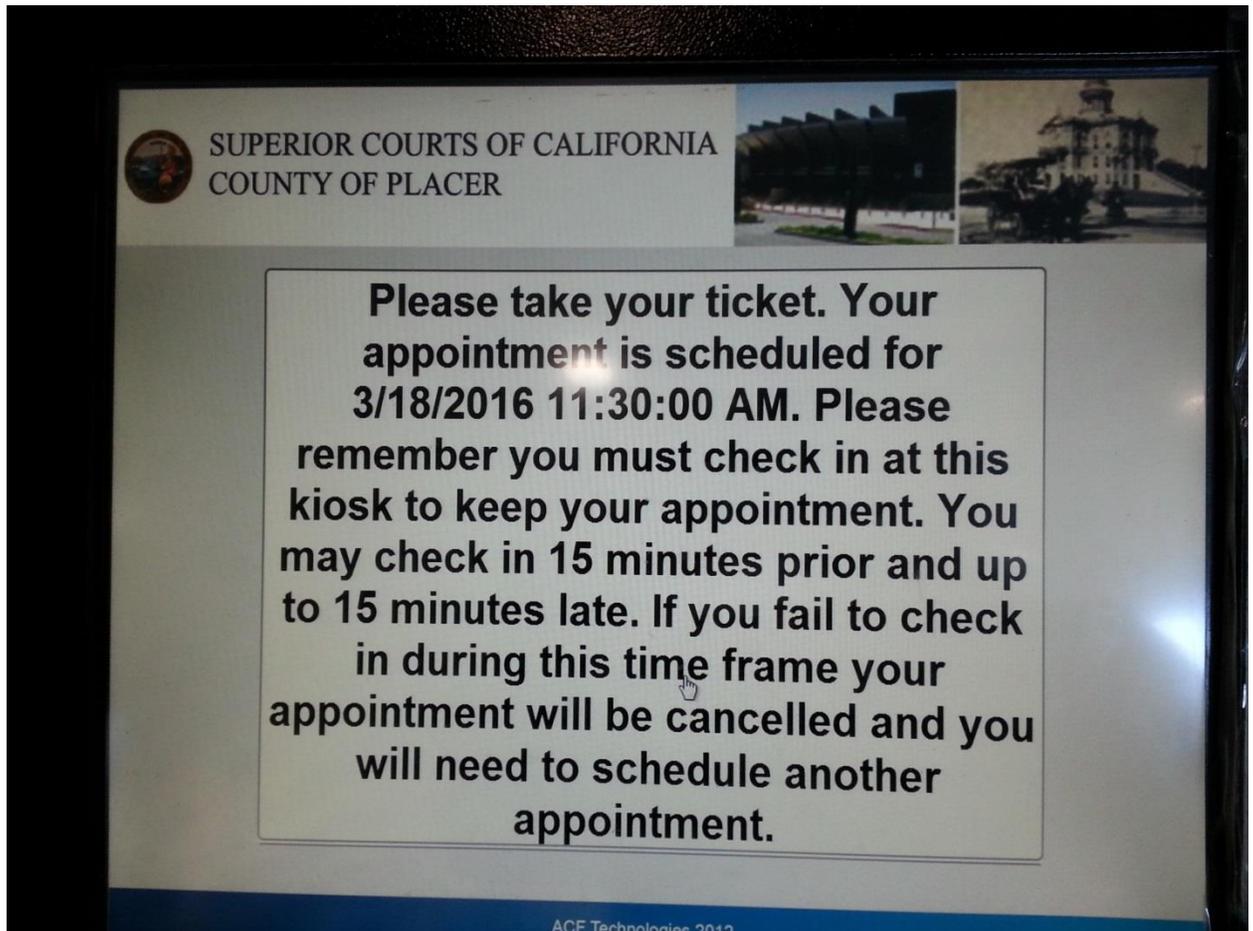
4. The screen will display available appointment times. Select a time.



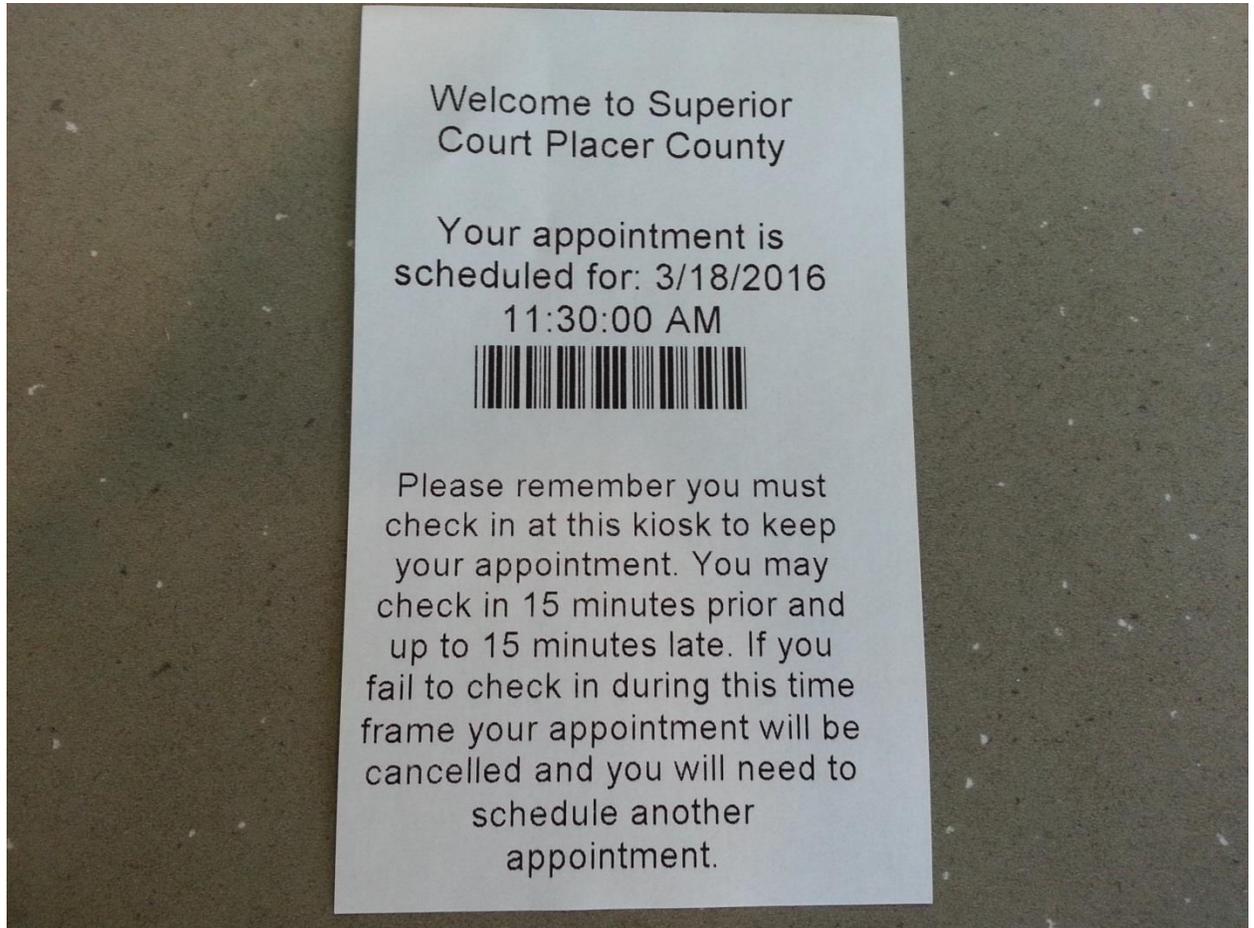
5. Do you have a case number? Select “Yes” or “No”. (If you select, “Yes”, it will take you to another screen to enter your case number).



6. This is the confirmation screen. A barcode ticket will print out below the screen at the kiosk. **You must keep this barcode!** You will need it to check in for your appointment!



7. The Barcode looks like this. Again, you must keep this barcode or else you will not be able to check in for your appointment.



➤ **To Check In for Your Appointment:**

You may check in 15 minutes before your appointment or up to 15 minutes after your appointment (for example, for an appointment at 9:00 a.m., you may check in between 8:45 a.m. and 9:15 a.m.). If you do not check in, you will lose your appointment slot.

- Go to the ticket kiosk during the proper timeframe (see above)
- Select "Legal Self Help" twice
- Do you have an appointment? "Yes"
- Scan your barcode to the left of the machine.
- Your ticket will print out and will begin with "L" (for example, "L101").
- Have a seat and wait for your ticket to be called to the Self Help Center.