

SUPERIOR COURT OF CALIFORNIA COUNTY OF RIVERSIDE



ACCESS TO CASES AND DOCUMENTS PUBLIC PORTAL FREQUENTLY ASKED QUESTIONS

1. **Q: Once the court has transitioned to the new case management system, can I still use Riverside Public Access (RPA) to view cases and order documents for civil, probate and family law?**

A: No, Riverside Public Access (RPA) is no longer available to view cases and order documents for civil, probate and family law. Attorneys and the public will now use the Public Portal to view cases and access documents.

2. **Q: How do I access the new Public Portal?**

A: Access to the Public Portal is available on the Court's website under [Online Services > Search Court Records](#)

3. **Q: What is available on the Public Portal?**

A: The Public Portal allows access to Riverside Superior Court case information for civil, probate and family law, including the index, register of actions and calendar information.

Information available on the Public Portal, including document access, is limited to what the California Rules of Court, rules 2.500 et. seq. allow.

4. **Q: I have an account through Riverside Public Access (RPA); can I access cases through Public Portal with the same log in?**

A: No. To access cases in Public Portal, a new account must be created and verified by the user for the first time. The account does not transfer.

5. **Q: I have credits on my Riverside Public Access (RPA) account. Do those credits transfer to Public Portal?**

A: No. New credits will need to be purchased in Public Portal. The credits remaining in Riverside Public Access (RPA) can be refunded upon request to the Court.

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6. Q: If I already have a Public Portal Account for family law or probate, do I need to create another one for civil?

A: No. If you have already created a Public Portal Account for a previous case type (family law or probate), you do not need to create another account for civil.

7. Q: What happens after I create my Public Portal Account?

A: You will be sent an email to the email address you provided. This is to validate that the email belongs to you. Once your email has been validated, you will be asked to create a password.

8. Q: After I create my Public Portal Account, do I need to do anything else?

A: If you are an attorney, yes. Please contact the court so we can update your role on your account to allow access to confidential case and document types when you are the attorney of record.

You can contact the court via the 'Contact Us' [link](#) on the Public Portal page.

9. Q: I have created a Public Portal Account but cannot access documents.

A: For probate and family law, documents may not be accessed remotely pursuant to California Rule of Court, rule 2.503. The **exception** is that the attorney of record, or party to the case, has the ability to download documents remotely from Public Portal (CRC 2.501) provided the case/document is not sealed. This includes access to confidential documents that are accessible to the party or attorney of record.

However, in order to provide remote document access, validation is required. Validation is accomplished through the email address used to create the Public Portal account. The attorney of record, or party email, used to create the Public Portal account must be associated to the case.

TIP: Attorneys may want to consider using a universal or generic email account to create their Public Portal account. This will allow multiple users in their office to use the same account login to access and research cases.

Those who are not a party to a case may visit the court's self-help computer terminals to access case documents, provided the case type is not confidential or sealed.

10. Q: I represent several clients. How do we get all of our cases updated with an email address?

A: Only the court can update the case with the email address. You may contact the court with the list of clients/cases that need updating. Most of the court's legacy cases (*or active cases prior to the transition to the new case management system*) will need manual updating.

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11. Q: I would like to put my paralegal's email on record as he/she does all of my case research. Can this be done?

A: To date, only one (1) email can be included on the case as there is only one email to associate to the case. Parent/Child account relationship will be available in the future.

TIP: Attorneys may want to consider using a universal or generic email account to create their Public Portal account. This will allow multiple users in their office to use the same account login to access and research cases.

12. Q: Is the Online Copy Request System still available?

A: No, the Online Copy Request System is no longer available for civil, probate and family law cases. It is still available for criminal cases.

13. Q: How do I obtain certified copies?

A: At this time, for civil, probate and family law, certified copies may be obtained through the clerk's office or requesting certified copies utilizing the court's [local form Request for Certified Copies \(RI-MC011\)](#). The Public Portal will be upgraded in the future to order certified copies.

14. Q: Is the Case Subscription Service – Follow A Case – still going to be available after the court has transition to a new case management system?

A: No, the Case Subscription Service – Follow A Case will no longer be available for civil, probate and family law cases. It is still available for criminal cases. The Public Portal will be upgraded in the future to restore this service.

15. Q: Once I have added documents to my cart, how do I view the documents?

A: After you have added the document(s) to the cart, and purchased the document(s), you will return to the document screen and a green download button will appear. Click on the 'download' button to view the document. Document downloads are accessible for 30 days.

16. Q: In Riverside Public Access (RPA) for civil cases, the first page of the complaint can be viewed for free. Will this be the same in the Public Portal?

A: No. The first page of the complaint in civil cases cannot be viewed for free in the Public Portal at this time. However, this service will be restored in the near future.

17. Q: Will the Unlawful Detainer Search still be available?

A: Yes, the Unlawful Detainer Search will be available in the Public Portal. Unlawful Detainer (Eviction) cases are confidential for the first sixty (60) days and cannot be viewed. However, CCP §1161.2 provides for access to such cases by interested parties who can, at a minimum, provide one plaintiff's name, one defendant's name and the property address.