

Updated Public Access to Online Services and Payment Processing

On September 22nd, 2023, the Court's online services will be changing payment processors. Please be aware that you will notice visible changes to the login screen as well as to the online services screens (Case Document Images, Search for Case Number By Name, Search for Case by Defendant Name).

You may be asked to re-enter your credit card information with the new payment processor. This will be the case if you have a registered customer account with the Court. If you are a "member" on an account belonging to another person or company, the account owner will need to re-enter their credit card number before you can make a transaction. Guest users will be asked for a credit card number at the time of purchase. Finally, owners of pre-payment accounts can re-enter their credit card number when they want to reload funds to their account. Other account features are unaffected by this change. If you have any questions, you may email OnlineServices@LACourt.org.

Navigation to Online Services remains the same

LASC provides many online resources. You can check on your jury duty, pay your ticket, check court records and more.

1. Click the banner from anywhere at LACourt.org to see available services.

Home	Online Services Pay Fines, Search Records...	Forms, Filings & Files Forms, Filing Fees...	Self-Help For persons without attorneys	Divisions Civil, Criminal, Family...	Jury Jury Duty Portal, Q&A...	General Info Courthouses, ADA ...
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2. Click any "Access Now" Button to navigate to the service.

Case Document Images - Civil You can download scanned images of case documents.	Access Now
Court Reservation System (CRS) - Civil You can make a reservation for a civil unlimited case online (for selected courthouses).	Access Now
Case Calendar - Civil You can access up to 14 days of a courtroom's calendar to find your court date for general jurisdiction civil, limited jurisdiction civil, family law and probate calendars. In compliance with Code of Civil Procedure section 1161.2, Unlawful Detainer case information is not available to the public for the first 60 days.	Access Now
Hearing Reminder Service - Civil Hearing Reminder Service (HRS) Schedule an E-Mail or Text Message Reminder for your Public Hearing.	Access Now

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To access a paid service, users must log in or continue as a guest from the “Online Services Login” page. You can go directly to the login page by clicking a link for one of our paid (fee-imposed) services:

- [Search for Case Number by Name](#)
- [Case Document Images](#)
- [Search for Case Number by Defendant Name](#)

In order to provide electronic public access to court information, LASC incurs technology development, maintenance, and operational expenses. Pursuant to California Rule of Court 2.506 and Government Code Section 68150(h), LASC may impose fees for the costs of providing access to its electronic records.

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Simplified log in to paid services

Registered users can log in at the “For Registered Customers” section or access the “Forgot Password” and “Forgot User ID” self-service tools.

Unregistered users can “Continue as Guest” to navigate to their improved features or can click “Create New Account” to become a registered user.

Online Services Login

In order to provide electronic public access to court information, the Los Angeles Superior Court incurs technology development, maintenance, and operational expenses. Pursuant to California Rule of Court 2.506 and Government Code Section 68150(h), the Los Angeles Superior Court may impose fees for the costs of providing access to its electronic records.

For Registered Customers

User Id:	<input type="text"/>
Password:	<input type="password"/>

[Login](#) [Forgot Password](#) [Forgot User ID](#)

For Guest Users

If you do not wish to create an account, you may use this service as a guest. Please see the New Account section below to see the features that you will be missing.

[Continue as Guest](#)

Become a Registered Customer

Registered user benefits include:

- Sliding scale fees for name searches for high volume users ([Fee Information](#))
- Transaction Reports
- Option for prepayment accounts
- Option for multi-member accounts
- Ability to retrieve purchased documents for the past 30 days

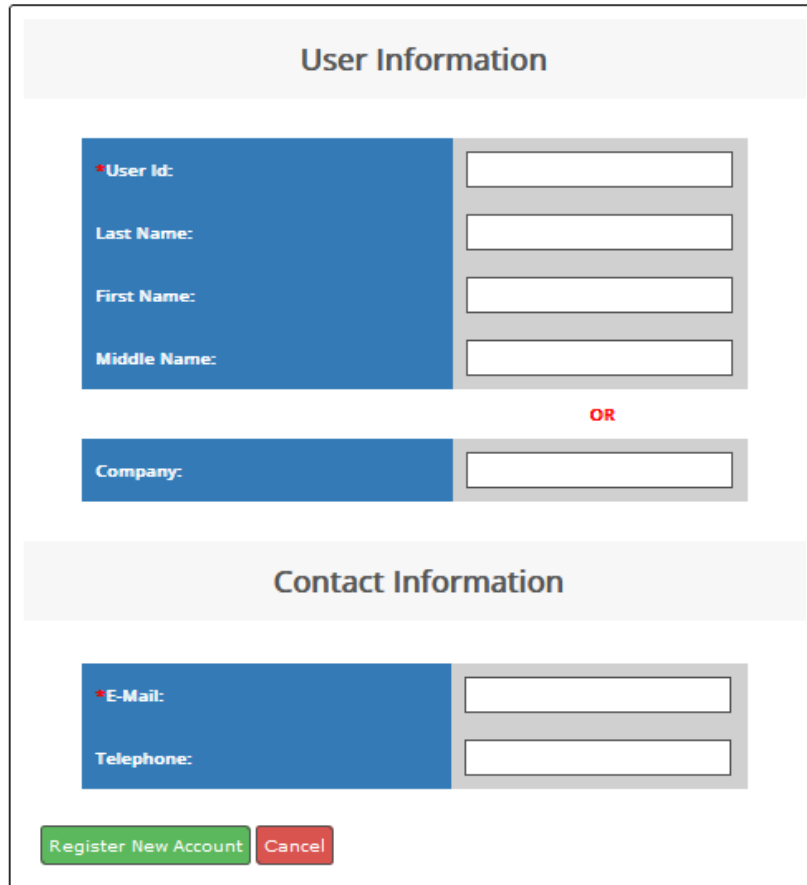
[Create New Account](#)

Disclaimer: by accessing and using Online Services you indicate that you have read, understood, and agree to use this web site in accordance with the [Public Access Online Services User Agreement](#).

Becoming a registered customer

From the Online Services Login page, click “Create New Account” to find the new account registration page.

Create New Account



User Information

*User Id:

Last Name:

First Name:

Middle Name:

OR

Company:

Contact Information

*E-Mail:

Telephone:

During registration, you must provide:

- a **User ID**

It must have 6 to 12 characters, is not case sensitive, must be made up of only letters and/or numbers, and spaces are not allowed. Once created, User IDs cannot be changed.

- your **First Name and Last Name** or your **Company Name**
- an active **e-mail** address

After successfully registering your new account, we will send your e-mail a verification link to set your **password**. It must have at least 8 characters, is case sensitive, must contain at least one letter, at least one number, at least one special character, and will not accept spaces. A special character is not a letter and is not a number, for example: *, #, \$, or %.

Updated Public Access to Online Services and Payment Processing

What's new

Registered users will log in and see a new account information page, where they can:

- access **Available Services** (fee-imposed),
- view or update their account information within the **My Account** section,
- manage **Members'** account information and access (as the administrator), and
- view purchase information within **My Transactions**. In this area you can
 - recreate receipts
 - retrieve name search results (time restrictions apply)
 - retrieve purchased document images (time restrictions apply).

Guest users can continue to a "Guest Information" page which provides access to Available Services and transaction information (receipt number required; time restrictions apply).

Improved navigation and access to helpful information

Click the **FAQ** icon at the top of any Online Services page to find our commonly asked questions.



After logging in, return to your account or guest information page at any time by clicking **Home**.



Click **Log Out** to end your session from any page.



If you logged out or your session has expired, click **Log In** to return to the Online Services Login page.



After logging in or continuing as a guest, **Available Services** are consolidated for easy access at the top of the page.

ONLINE SERVICES

Online Services for Purchase

In order to provide electronic public access to court information, the Los Angeles Superior Court incurs technology development, maintenance, and operational expenses. Pursuant to California Rule of Court 2.506 and Government Code Section 68150(h), the Los Angeles Superior Court may impose fees for the costs of providing access to its electronic records.

Available Services

<h4>Search for Case by Name</h4> <p>You can search parties of record and participants for civil, small claims, family law and probate cases to find case numbers.</p>	<h4>Search for Case by Defendant Name</h4> <p>You can search for defendants in criminal cases by name.</p>	<h4>Search for Document Images</h4> <p>You can download scanned images of case documents for civil, small claims, family law and probate cases.</p>
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Updated Public Access to Online Services and Payment Processing

Registered users see their account information within the **My Account** section.

Users will see an [ADMINISTRATOR] or [MEMBER] tag in the **Account Type** field.

My Account

Account Information

User Id:	AdminUser
Name:	Doe, John
Email:	Admin@gmail.com
Phone Number:	
Account Type:	Regular ? [ADMINISTRATOR]
Saved Credit Card:	Not Set Set Credit Card

Members can view their administrator's User ID and email address.

Account Information

User Id:	MemberUser
Name:	Doe, Jane
Email:	Member@gmail.com
Phone Number:	
Account Type:	Regular ? [MEMBER]
Your administrator is AdminUser with email address Admin@gmail.com	
Change Password	Update

Users can change their account **password** or **update** their information by clicking the associated button below Account Information.

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The **Members** section is below Account Information. If you do not see this section, then you are not logged in as the account administrator. For the Online Services system, the administrator is not a specific individual, but is the person who manages the account and has login credentials for the Administrator User ID.

ID	Name	Last Accessed	Status
LascMember	Joan Doe	9/13/2023 10:07 AM	Active
LascUser	John Doe	9/13/2023 10:41 AM	Active

Members

[Add Member](#)

The account administrator can access **Member Management** by editing a user's information, or by adding a new user to the account.

At the **Member Management** page, the administrator can add or make changes to any open field.

Editing an existing user

Member Information

User Id: LascMember

* Last Name:

* First Name:

Middle Name:

Contact Information

* E-Mail:

(optional) Telephone:

Account Status

Adding a new user

Member Information

User Id:

* Last Name:

* First Name:

Middle Name:

Contact Information

* E-Mail:

(optional) Telephone:

Account Status

Account Status:

At the bottom of the page within **Account Status**, selecting **Deactivate** will remove the User ID's access to Online Services. You can return to Member Management and select **Activate** to re-enable access.

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When done, click **Update** to save your information or **Add** to create the new account member.

All members can see their purchased information at **My Transactions**. The administrator is able to see all transactions associated to the account.

My Transactions

Note: Name Search results remain available for 2 hours after completing the transaction. Purchased documents remain available for 30 days after the receipt date. We suggest downloading or printing your results. After 30 days, you will need to re-purchase the documents if you need them again.

8/14/2023 To 9/13/2023 [Update Time Frame](#)

3 transactions found.

User ID	Date	Receipt #	Amount	Description	Action
LascMember	9/13/2023 2:32 PM	PA-2023-9730103	\$1.00	Civil Name Search For "John Perez"	
LascUser	9/11/2023 4:41 PM	PA-2023-9729874	\$3.00	Acknowledgment of Satisfaction of Judgment (Pages 1-3)	
LascUser	9/11/2023 7:57 AM	PA-2023-9729792	\$3.00	Acknowledgment of Satisfaction of Judgment (Pages 1-3)	

There are clickable icons within My Transactions' **Action** column.

A receipt can be recreated at any time by clicking the **Get Receipt** button.



Case document images can be re-downloaded or re-emailed by clicking **Get Document** within 30 days from the purchase.



Search results can be re-created by clicking **Redo Search** within two hours from the purchase.



A **gold action icon** indicates the transaction was refunded and must be purchased again, if required.



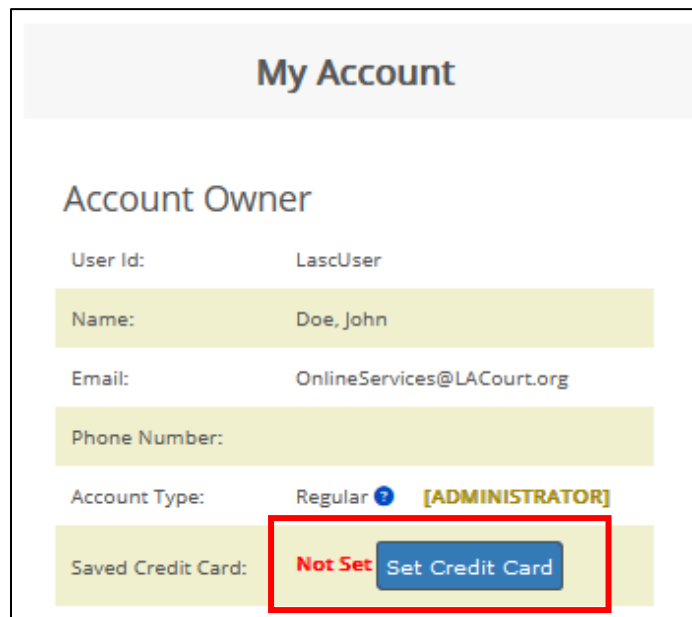
A **gray action icon** indicates the time for requesting a refund or retrieving the purchased information has expired. You must purchase the information again, if required.



Updated Public Access to Online Services and Payment Processing

Updating your payment information

All accounts must have updated payment information with Heartland Payment Systems in order for member users to continue using Online Services.



The screenshot displays a 'My Account' page with the following details:

- Account Owner**
- User Id: LascUser
- Name: Doe, John
- Email: OnlineServices@LACourt.org
- Phone Number: (field is empty)
- Account Type: Regular ⓘ [ADMINISTRATOR]
- Saved Credit Card: Not Set [Set Credit Card](#)

The 'Set Credit Card' button is highlighted with a red rectangular box.

The administrator is able to set or remove credit or debit card information for the account. Active account Members can process transactions using the stored payment information. Only the administrator has access to the full payment details.

Clicking “**Set Credit Card**” will navigate your browser to Heartland Payment Systems where you can add your payment information.

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Los Angeles Superior Court Shopping Cart

Store Payment Details

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

Account Information	Card Holder Information
Credit Card *	First Name *
Card Number *	Middle Name *
Name on Card *	Last Name *
Month *	City *
Year *	State *
Security Code *	Postal Code *
Expiry Date *	Country *
	United States *
	Phone Number *
	Email *

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

By checking the "I agree to the Terms and Conditions" checkbox below, you are confirming your payment is in accordance with the rules and regulations of the agreement between me and my card issuer.

My payment can only be completed upon the acceptance and authorization of my issuing credit or debit card company. If my payment cannot be completed, I will retain the same liability, which is my sole responsibility. The payment is through Heartland Payment Services. There are also links for additional fees and conditions to the bottom of the page.

I agree to the Terms and Conditions

[Cancel](#) [Proceed](#)

You will be taken to our payment processor, Heartland Payment Services, to enter your payment details.

[Cancel](#) [Proceed](#)

Click **Cancel** to return to your account information or **Proceed** to continue adding your information.




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After proceeding, you can enter your credit or debit card payment information.

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

Account Information

Credit

Card Number *   

Name on Card *

Month * Year *

Security Code * CVC


Card Holder Information

First Name * Middle Name Last Name *

Address *

City * State * Select One

Postal Code * Country United States

Phone Number * 

Email *

At the bottom of the page, you must agree to the Terms and Conditions before authorizing the saving of payment information.

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

By checking the "I agree to the Terms and Conditions" checkbox below I am confirming my payment is in accordance with the rules and regulations of the agreement between me and my card issuer.

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I agree to the Terms and Conditions

CANCEL **CREDIT/DEBIT CARD PAYMENT AUTHORIZATION**

Click the **"Credit/Debit Card Payment Authorization"** button to save your payment information.

The LASC Shopping Cart will display confirmation when your payment information is successfully saved.

Updated Public Access to Online Services and Payment Processing

Los Angeles Superior Court Shopping Cart

Payment Details Successfully Stored

Click Continue to return to your application.

Continue

Click **“Continue”** to return to Online Services where you can see the last four digits of your payment information in the “Saved Credit Card” field.

My Account

Account Owner

User Id:	LascUser
Name:	Doe, John
Email:	OnlineServices@LACourt.org
Phone Number:	
Account Type:	Regular ⓘ [ADMINISTRATOR]
Saved Credit Card:	XXXX-XXXX-XXXX-0001 Remove

The administrator is able to remove payment information for the account after the information has been stored by clicking **“Remove”**.