

EFFECTIVE FEBRUARY 5, 2021 - REMOTE SERVICES ONLY





The ACCESS Center is here to give you information to help you better represent yourself



We will give you *legal information*, **NOT** *legal advice*.

- The ACCESS Center is available to help both parties to a case, which means we may also help the other side in your case.
- We do **NOT** represent you, will **NOT** act as your lawyer, and your meetings with us are not private. This means that what you tell the ACCESS Center is **NOT** confidential.
- We can help with general information and instructions with San Francisco cases only and when appropriate, we may give you referrals for other resources.
- We are not able to assist nor answer questions for third parties or family members, including attorneys, law firms, document preparers and paralegal services.
- Communications between you and the ACCESS Center are not confidential. You may want to consult with your own attorney if you want personalized advice or strategy, to have a confidential conversation, or to be represented by an attorney in court.
- ACCESS Staff cannot advise, strategize, go to court on your behalf, nor speak to a judge to discuss your case. Contact the (BASF) Bar Association of San Francisco's Lawyer Referral Service at **(415) 989-1616** to hire an attorney, and/or to see if you qualify for a low fee or free attorney.

For updates of hours of operation, FAQs informational materials, and other available self-help online services, visit the ACCESS Center webpage at www.sfsuperiorcourt.org/self-help

Online Chat Assistance: 	For <i>Dissolution of Marriage</i> online chat assistance, visit the ACCESS Center webpage at: www.sfsuperiorcourt.org/self-help Monday, Tuesday, Thursday 10:00 a.m. to 3:00 p.m.
IV-D Child Support:  (415) 551-5880	For telephone information and referrals for cases involving the Department of Child Support Services , leave a voicemail Monday - Friday, 8:00 a.m. - 4:00 p.m. at (415) 551-5880 . Only IV-D child support related cases will receive a return call. For all other cases, see Live Helpline below. Note: Your phone will need to be able to accept blocked calls in order to receive a return call from ACCESS staff. Speak clearly and slowly. Leave your full name, telephone number, case information, and a brief question. Your call will be returned within 2 business days.
Live Helpline:  (415) 551-0605	For telephone information and referrals for cases involving Family Law, Restraining Orders, Small Claims, and Name and Gender Change , call the Live Helpline at (415) 551-0605 Monday, Tuesday, Thursday 8:00 a.m. to 11:30 a.m.
Online Assistance: 	For online inquiries, complete the intake form at: https://www.surveymonkey.com/r/SF-ACCESS Please note: No attachments and no email correspondence are accepted.

The ACCESS Center can help with:

- Divorce/Dissolution of Marriage or Domestic Partnership/Legal Separation/Nullity of Marriage
- Determine Parentage/Parental Relationship
- Child Custody and Visitation
- Child Support/Spousal Support
- Domestic Violence Restraining Orders
- Civil Harassment Restraining Orders
- Name Changes/Gender Changes
- Evictions (Residential)
- Guardianship of the Person
- Conservatorship of the Person
- Step-Parent Adoptions to Confirm Parentage
- Small Claims