






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

<p>Online Chat Assistance:</p> 	<p>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.</p>
<p>IV-D Child Support:</p>  <p>(415) 551-5880</p>	<p>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 5 business days.</p>
<p>Live Helpline:</p>  <p>(415) 551-0605</p>	<p>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.</p>
<p>Online Assistance:</p> 	<p>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.</p>
<p>In-Person Triage:</p> 	<p>Monday, Tuesday, Thursday at Civic Center Courthouse. In order to be seen in-person, obtain an ACCESS Center service ticket Monday, Tuesday, Thursday from 8:00 a.m. to 9:30 a.m. from the WayFinder Kiosk located on the 5th floor of the Civic Center Courthouse. Customers will be assisted on a first come first serve basis. Need extra help? Skip In-Person Triage and call the helpline or submit an online inquiry.</p>

The ACCESS Center can help with:

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| <ul style="list-style-type: none"> • Divorce/Dissolution of Marriage or Domestic Partnership/Legal Separation/Nullity of Marriage • Determine Parentage/Parental Relationship • Child Custody and Visitation • Child Support/Spousal Support | <ul style="list-style-type: none"> • 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 |
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ACCESS Center
400 McAllister Street, San Francisco, CA 94102-4514

For court information: www.sfsuperiorcourt.org
For forms and additional info: www.courts.ca.gov