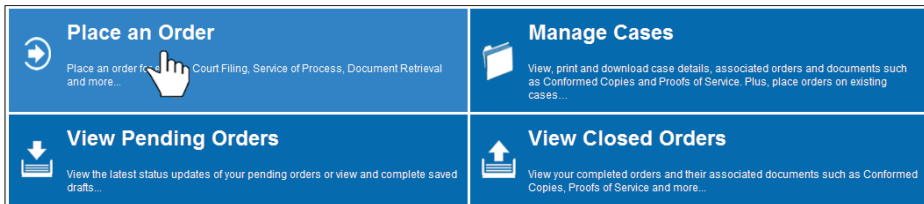


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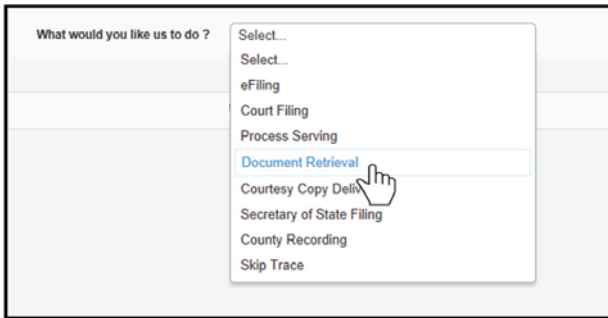
On the provided login page, type in your email, password and click on the "Login" button.

Please note: We recommend using any modern browser for the best experience

1 Once you are logged into the customer portal, click on **"Place an Order."**



2 In the **"What would you like us to do?"** field, select **"Document Retrieval."**



3 If this is an active case that you are working on and you need copies on that case, e.g., copies of conformed copies, minutes of hearing, etc. select **"Retrieve Document(s) on your case."** If this is a case that is not related to your own case but may assist you in other ways, e.g., as a reference, case review, etc. select **"Retrieve Documents on Different Case."**

Choose what items you want to obtain; *(if you choose "Certain Documents," a text box will appear in which you will be able to specify the name of the documents.)*


Indicate if you need the copies to be a **"Certify"** or **"Plain."**

Click on **"Next."**

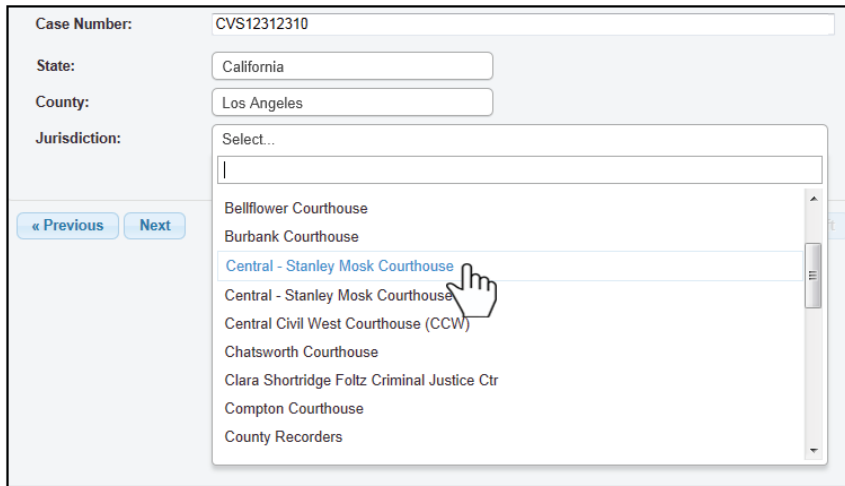
The screenshot shows a form with the following fields and options:

- Select Retrieval Type:** Two radio buttons: 'Retrieve Document(s) on your case' (selected) and 'Retrieve Document(s) on different case'.
- Items To Obtain:*** Three checkboxes: 'Entire File' (checked), 'Certain Documents', and 'Register of Action'.
- Copies:** Two radio buttons: 'Certify' and 'Plain' (selected). Next to it is a 'Limit To Copy:' field with a dropdown arrow and the number '0'.
- Authorize to pay court fees:** Two radio buttons: 'Yes' (selected) and 'No'. A note says 'Court fees will be paid to the court clerk if required.'
- At the bottom right, there is a small asterisk: '*required'.
- At the bottom left, there are two buttons: 'Previous' and 'Next' (highlighted with a hand cursor). To the right of 'Next' is a 'Save As Draft' button.

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 If retrieving documents on a different case, provide the required case information and choose the items you want to obtain.

4 Enter in the Case Number (if any) select the State, County and Jurisdiction of your case.
Click on “Next.”



The screenshot shows a form with the following fields:

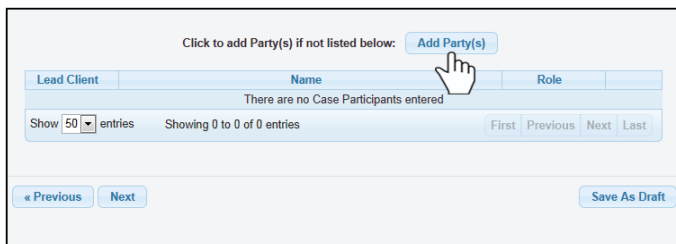
- Case Number: CVS12312310
- State: California
- County: Los Angeles
- Jurisdiction: Select... (dropdown menu)

The dropdown menu for Jurisdiction is open, showing a list of courthouses:

- Bellflower Courthouse
- Burbank Courthouse
- Central - Stanley Mosk Courthouse (highlighted with a hand cursor)
- Central - Stanley Mosk Courthouse
- Central Civil West Courthouse (CCW)
- Chatsworth Courthouse
- Clara Shortridge Foltz Criminal Justice Ctr
- Compton Courthouse
- County Recorders

Buttons: « Previous, Next

5 Click on the “Add Party(s)” button.



The screenshot shows the "Add Party(s)" button being clicked. The button is located above a table with the following columns: Lead Client, Name, Role.

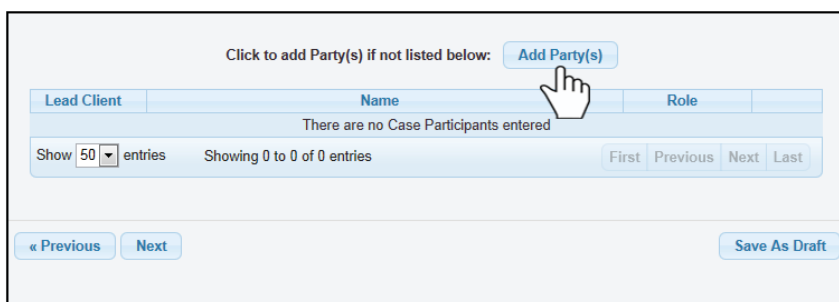
Text: Click to add Party(s) if not listed below: Add Party(s)

Text: There are no Case Participants entered

Text: Show 50 entries Showing 0 to 0 of 0 entries First Previous Next Last

Buttons: « Previous, Next, Save As Draft

When the Add Party box appears, provide the name of the party involved, their role, and if they are your client.



The screenshot shows the "Add Party(s)" button being clicked. The button is located above a table with the following columns: Lead Client, Name, Role.


Text: Click to add Party(s) if not listed below: Add Party(s)

Text: There are no Case Participants entered

Text: Show 50 entries Showing 0 to 0 of 0 entries First Previous Next Last

Buttons: « Previous, Next, Save As Draft

USERGUIDE

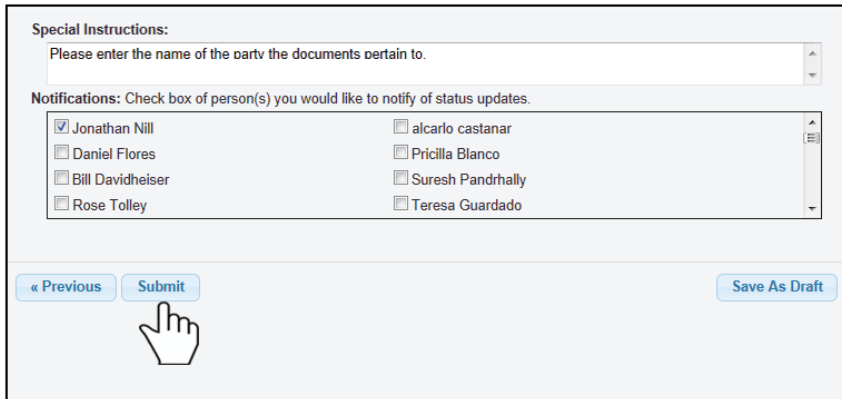
 If you select “Yes” to indicate that this is your client, a “Billing Code” may be required to proceed. The “Billing Code” is your firm’s internal, billing, or client matter number code on a particular case.

6 A notice will appear informing you of when your order will be dispatched. You may also pick your service level and type in any Special Instructions and indicate who needs to be notified regarding this case.

When you are ready to place the order, click on the “Submit” button.



The screenshot shows the 'Order Details' tab selected in a navigation bar. Below the navigation bar is a section titled 'When would you like this filed?' with two radio button options: 'File Today by 11:45 AM (On Demand) *' and 'File Today by 4:30 PM (Same Day) *'. A small asterisked note below the options reads: '* The Service times displayed are only an estimate based on the information provided. If you need your order processed sooner than the times listed above, please call us at [redacted]'.



The screenshot shows the 'Special Instructions' and 'Notifications' section. Under 'Special Instructions', there is a text input field with the placeholder text 'Please enter the name of the party the documents pertain to.' Below this is the 'Notifications' section, which includes the instruction 'Check box of person(s) you would like to notify of status updates.' and a list of names with checkboxes: Jonathan Nill (checked), Daniel Flores, Bill Davidheiser, Rose Tolley, alcarlo castanar, Pricilla Blanco, Suresh Pandrhally, and Teresa Guardado. At the bottom of the form are three buttons: '« Previous', 'Submit' (with a hand cursor icon pointing to it), and 'Save As Draft'.

- 7 A Confirmation notice will appear indicating your order was received.


Thank you for your order(s)

Your order number(s): **1042731**

You can print the Order Confirmation and/or Routing Pages by clicking the appropriate Print button.

If you would like further assistance, please contact our Customer Support

[Print Confirmation\(s\)](#) [Back to Manage Cases](#)



« Previous Submit Save As Draft

Document Retrieval

Retrieval Details:
Items To Obtain: Entire File
Copies: Plain
All pages copied
Authorize to pay court fees.

Case Info:
Case Number: CVS12312310
Jurisdiction: Central - Stanley Mosk Courthouse

Order Details:
Notify:
Jonathan Nill
Special Instructions: