



NEWS RELEASE

RIVERSIDE SUPERIOR COURT LAUNCHES NEW WEB CHAT ONLINE SERVICES

SUPERIOR COURT OF
CALIFORNIA
COUNTY OF RIVERSIDE
4050 Main Street
Riverside, CA 92501

951.777.3163

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Contact: Marita C. Ford, Public Information Officer

RIVERSIDE COUNTY:

In March 2021, the Riverside Superior Court piloted a new online “web chat” service to allow customers to communicate through typed-messages directly with a clerk in real-time. Since the pilot the court has successfully launched web chat for all case types.

Court users can access the web chat through the court’s website either with a smart phone, tablet, or computer. Web Chat is available for all case types Monday through Friday 7:30 am to 2:00 pm and for Jury Services on Friday’s 8:00 am to 2:00 pm.

The court continually searches for ways to provide convenient services to its customers through innovative technologies. The web chat service accomplishes this goal by allowing people to have their questions answered without the inconvenience of travel or phone delays.

The court was able to fund the implementation of the web chat through a modernization grant sponsored by the Judicial Council of California.

To access the web chat services, please visit the court’s website at <https://www.riverside.courts.ca.gov/OnlineServices/CourtWebChat/chat.php>.

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Electronic version available at: www.riverside.courts.ca.gov under Media Center.