

Merced County Superior Court Self-Help Center Guide to Services

The Self-Help Center is closed for walk-in services and will provide assistance via telephone, email, and video-conference.

1 Self-Help services are available via telephone



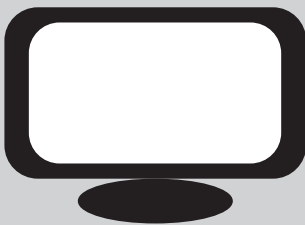
Call us at (209) 725-4168
Mon - Fri: 8:00 a.m. - 12:00 p.m.

2 Self-Help services are available via email



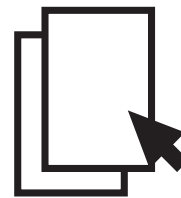
Small Claims cases can email:
smallclaims.advisor@mercedcourt.org
All other cases can email:
selfhelp@mercedcourt.org

3 Schedule a Zoom appointment



To schedule an appointment, email (preferred) or call us at the contact information above.
Appointments are available
Mon-Fri: 8:00 a.m. - 3:00 p.m.

4 Prepare your documents online at home



Go to www.mercedcourt.org, click on **Forms & Filing**, then click on **Online E-Forms**. Choose what type of filing you would like to create and follow the instructions.

Please see the reverse for e-filing information.

Additional information is available on our website at www.mercedcourt.org



How to E-File your Documents with the Court

Before you can e-file your documents, you need to do the following:

1. Fill out all of your forms as you normally would for filing in person. Don't forget to date and sign.
 2. Scan your forms into PDFs. You can download a scanner app on your phone to complete this step. You must create a separate PDF for each form that you are filing. For example, if you are filing for an emergency ex parte custody order, you will have a total of 4 PDFs as follows:
 - Form FL-300 (4 pages). Attach any declarations or evidence to this form.
 - Form MSC-FL-023 (2 pages)
 - Form FL-105 (2 pages)
 - Form FL-305 (2 pages)
 3. Make sure that each and every page is scanned into the correct document and in the correct order. The clerk's office **cannot** organize your paperwork for you.
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After you create your PDFs, your documents are ready to be filed. Next you will:

1. Select an authorized e-filing provider. You can find a complete list at <http://www.odysseyefileca.com/service-providers.htm>
 2. Create an account.
 3. If you already have a case, you will need to look up the case through the e-filing system. Be sure to file your documents into that case.
 4. If you are starting a new case, you will need to enter in your information and the other party's information for your case. Be sure to answer all the questions that are asked.
 5. When the provider asks you to upload your documents, upload the PDFs that you created. Be sure to upload each PDF separately. You will create 1 filing, typically called an envelope, that contains all of the forms (PDFs) that you want to file.
 6. You will be notified, usually by email, whether your filing has been accepted or rejected.
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Fees

Please note the provider may charge a fee for their service and you will be responsible for any Court filing fees or other fees associated with your filing. If you file your documents with a Fee Waiver, or have a previously granted Fee Waiver in your case, then you will not be charged a fee to file your documents.