



NEWS RELEASE

SUPERIOR COURT OF CALIFORNIA • COUNTY OF SAN DIEGO
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Release: Immediately

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San Diego Superior Court Online Services Now Available *System Was Disrupted October 18 through October 24*

The San Diego Superior Court's online services are now available to the public after a five-day suspension. The disruption was caused by a major upgrade of the Case Management System for *Traffic/Minor Offense cases*. The implementation lead to a planned interruption of online services.

The following Online Services were **unavailable** from October 18-October 24

- Ability to make any payments including;
 - Fines or Bail
 - Payments on payment plans
- Ability to request an Extension of Appearance Date (Continuance).
- Ability to request Traffic School.
- Ability to schedule a Court Appearance.
- Ability to schedule a Business Office Appointment
- Ability to establish a new payment plan.

During the disruption, the public was urged to plan early when making payments or requests normally offered online. Alternative options were to appear in person, use the Express Drop Box at court locations, use mail, fax or call the appropriate Court location.

For those who were unable to make a payment between October 19, 2017 and October 24, 2017 using the methods available during that period, the Court has established a grace period. The Court will not take action on payments that were originally due from October 19, 2017 through October 24, 2017, IF those payments are received by the Court on or before November 9, 2017 at 4:30 p.m. For more information on payment options, please see the Traffic pages on the Court's website.

With the implementation of the new case management system, the public will no longer be able to make payments or requests via the Automated Telephone System. Traffic Court self-service will now only be available via the web. The public will still be able to make payments via phone conversations with the staff but no more self-service payments via phone.

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