



Superior Court of the District of Columbia
Notice of Clerk's Offices Operations
Revised July 2021

The Clerk's Offices for Superior Court will increase onsite operations starting July 12, 2021 for persons who want to file documents and view cases in person with limited staff. All public offices will be open Monday through Friday from 8:30 a.m. to 5:00 p.m. unless otherwise indicated below. We will also continue to provide remote services electronically. We have employees available to answer questions via telephone, email, and Live Chat. Below is information regarding operations that are conducted in person and remotely by the Clerk's Offices.

If you are not able to file your documents electronically, you can file stamp and place them in the drop box located next to the information booth on the 1st floor in the Moultrie Courthouse, Building A and Building B or file them in the Clerk's Offices. Please provide a contact number and email address for all parties when filing your documents. Most hearings and mediations will continue to be conducted remotely.

Electronic Payments

The Superior Court is accepting payments for certain court fees, fines and costs, in person and using PromptPay, our electronic payment portal. You may use a debit card, credit card (American Express, Discover, Mastercard, Visa), or an ACH electronic check. The non-refundable administrative fee is \$1.00 per transaction and an additional 2.5% fee for using a debit or credit card.



Payment can be made for the following transactions using our PromptPay portal:

- bond payments (credit and debit card payments only for criminal and DV payments);
- protective order payments (less than \$1,000.00);
- sanctions;
- fines;
- court ordered payments including registry and escrow payments
- certified copies;
- record search requests;
- marriage applications, adoption petitions, applications to break seal, documents for sealed case types;
- notices of appeal and court ordered payments for Domestic Violence matters; and
- additional letters and court costs for certain Probate matters

To use our electronic payment portal, you will receive an invoice. You should contact the divisions as follows:

Division	Phone	E-mail
Criminal Division	202- 879-1840	Bonds BondPayPortal@dcsc.gov Fines, Fees and Restitution CRMPay@dcsc.gov
Civil Division - Civil Actions Branch - Landlord & Tenant Branch - Small Claims Branch	202-879-1133 202-879-4879 202-879-1120	CivilDocket@dcsc.gov LandlordandTenantDocket@dcsc.gov SmallClaimsDocket@dcsc.gov
Domestic Violence Division	202-879-0157	CPO or ASO Court Ordered Payments FamilyCourtCIC@DCSC.gov DVM Bond and Court Ordered Payments BondPayPortal@dcsc.gov
Family Court	202-879-1212	Case Payments FamilyCourtCIC@dcsc.gov Copies FamilyCourtCertifiedCopies@dcsc.gov Marriage MarriageBureauReceipts@dcsc.gov Bonds FamilyBonds@dcsc.gov
Probate Division	202-879-9460	ProbateInquiries@dcsc.gov
Tax Division	202-879-1737	TaxDocket@dcsc.gov

You can pay for all other fees using our CaseFileXpress eFiling system at <https://www.dccourts.gov/superior-court/e-filing>.

Please visit the DC Courts website <https://www.dccourts.gov/sites/default/files/Payment-Portal-FAQs.pdf> for frequently asked questions.

Copies and Certified Copies

All copies and certified copies will be issued by the respective Division. You can make these requests in person and electronically. Please see the instructions below for each Division on how to request the documents electronically. When requesting a certified copy via email please use “Request for Certified Document” on the subject line. You should include the name of the document being requested, case number (if available), full name of the parties in the case; and your name, telephone number and email address in the body of the email for all copy requests.

Triple Seals

A request for triple seal can be made through the CaseFileXpress website at <https://www.dccourts.gov/superior-court/e-filing>. If you are not able to use the website, you can visit the Clerk's Office to make a request.

Auditor Master Office

All Auditor-Master hearings are being conducted remotely by WebEx. Parties should attend the hearing via telephone or video and should not report to the office in person. Instructions for participating in the hearing remotely will be provided to all parties.

Parties should comply with all orders issued since August 1, 2020. The Office is issuing separate orders to reschedule all previously scheduled hearings and to schedule hearings in new matters.

All documents are being processed by staff remotely. Staff is available remotely Monday through Friday from 8:30 a.m. to 5:00 p.m.

Documents may be submitted via email to Auditor.Master@dcsc.gov or mailed to: Office of the Auditor-Master, 500 Indiana Avenue NW, Washington, DC 20001. Sensitive documents should be emailed to AMFinancialBox@dcsc.gov.

Reports are currently being prepared for matters in which all hearings have been conducted and all documentation has been secured. Reports will be served on parties as soon as they are completed. For questions please contact the Office via telephone at 202-626-3280 or email at Auditor.Master@dcsc.gov.

Civil Division

The Civil Division will serve the public in the Moultrie Building for Civil Actions matters and in Building B for Small Claims and Landlord and Tenant matters. will operate between the hours of 8:30am-5:00pm, Monday through Friday. The Civil Division will continue to process all documents submitted via eFiling. Emergency motions and applications for fee waivers requiring judicial approval will be forwarded to the judge for review.

Cash Payments for Landlord-Tenant Protective Orders

Tenants can pay cash for landlord-tenant protective order payments. Cash payments are accepted Monday through Friday at the Landlord and Tenant Clerk's Office located on the 1st floor of the Building B Courthouse, 510 4th Street, N.W.

1. Attorneys and self-represented litigants can file documents electronically using CaseFileXpress at <https://dc.casefilexpress.com/Login.aspx>, including applications for name change, and petitions for death and birth certificate amendment.

2. Self-Represented litigants without access to eFiling can file documents with an application for waiver of prepayment of cost (Fee Waiver Application) by emailing these documents to Civilefilings@dcsc.gov.
3. Fee Waiver Applications are available on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>. If your fees are waived, the clerk's office will send you information on how to submit the documents via eFiling.
4. If you have a landlord-tenant or housing conditions issue and are not able to submit a document or fee waiver application electronically, you can contact the Landlord Tenant Legal Assistance Network at 202-780-2575.
5. The Neighborhood Legal Services Program provides legal information for small claims matters. You can leave a message with the NLSP Small Claims Resource Center hotline at 202-849-3608.
6. The Consumer Law Resource Center provides information regarding small claims cases, debt collection, rent deposit recovery, and other consumer matters. You can contact the D.C. Bar Pro Bono Center - Consumer Law Resource Center Temporary Phone Line at 202-780-2574 if you have questions about a consumer case, such as the attachment of your bank account, and submitting a motion and fee waiver application electronically.

Please contact the respective Clerk's Office using the following telephone numbers or by clicking the Live Chat button located on the right side of the division's webpage to request copies and information.

Civil Actions Branch:

202-879-1133

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-over-10k>

Request for Copies: CivilDocket@dcsc.gov

Landlord and Tenant Branch:

202-879-4879

Live Chat: <https://www.dccourts.gov/services/civil-matters/landlord-tenant>

Request for Copies: L&TGroup@dcsc.gov

Small Claims Branch:

202-879-1120

Live Chat: <https://www.dccourts.gov/services/civil-matters/requesting-10k-or-less>

Request for Copies: SmallClaimsDocket@dcsc.gov



Crime Victims Compensation Program

Applications for crime victims' compensation funds are processed by staff in-person and remotely. New applications can be emailed to: CVCPapplications@DCSC.gov. Please submit a proof of crime document along with the application.

If you need assistance completing an application in person, staff is available on Monday through Friday from 8:30a.m. to 4:00 p.m. on the 1st floor of the Moultrie Courthouse, 500 Indiana Avenue, N.W. Applications can also be completed and dropped off at one of the Court's Balanced and Restorative Justice Centers located in the community. [Click here](#) for the location of the community sites.

The application for crime victims' compensation can be located on the Courts website at <https://www.dccourts.gov/sites/default/files/CVCPApplicationJune2020.pdf> or can be obtained on the 1st floor of the Moultrie Courthouse, 500 Indiana Avenue, N.W.

You can contact the office via telephone at 202-879-4216 or email at CVCPOffice@dcsc.gov for assistance with new and existing claims.

Criminal Division

The Court cases and some documents can be viewed at <https://eaccess.dccourts.gov/eaccess>. If you would like to pay a fine, fee or restitution please call 202 879-1840 or send an email to CRMPay@dcsc.gov.

To pay a bond on line, please send an email to BondPayPortal@dcsc.gov; You can pay a cash bond in person at the Criminal Finance Office located in the Moultrie Courthouse, Room 4003 from 9:00 a.m. to 4:00 p.m. Monday through Friday. Requests for certified copies should be submitted via email at CriminalMotionSealTeam@dcsc.gov or you can call 202-879-1362.

Please contact the Criminal Division Clerk's Office at 202-879-1373 or via email at CriminalCustomerService@dcsc.gov for questions or to request a copy of documents.

Domestic Violence Division

If you are in immediate danger, you should call 911.

Parties can request any of the following orders in the Domestic Violence Division:

- Civil Protection Order (CPO);
- Anti-Stalking Order (ASO);
- Extreme Risk Protection Order (ERPO); or
- A Temporary or Ex-Parte Order in any of these matters

A request for any of these orders can be made by:

1. calling the DC SAFE Critical Response Team at 800-407- 5048;
2. filing electronically, through www.probono.net/dccourts;

3. emailing the filing to DVD@dcsc.gov or
4. filing in person at the Moultrie Building, 500 Indiana Avenue, NW Room 4510

[Click here](#) to access the Petition and Affidavit for a Civil Protection Order;
[Click here](#) to access the Petition and Affidavit for an Anti-Stalking Order; and
[Click here](#) to access the Petition and Affidavit for an Extreme Risk Protection Order.
To access all fillable forms on the DC Courts' website, [click here](#).

If parties reach an agreement in a CPO matter, the proposed CPO agreement should be emailed to DVDhearings@dcsc.gov.

For questions and to request a copy of documents please contact the office at 202-879-0157 or send an email to DVD@dcsc.gov.

Family Court

The Family Court's public offices (including Central Intake Center, Domestic Relations, Parentage and Support, Juvenile and Neglect, Mental Health and Habilitation, Counsel for Child Abuse and Neglect and the Marriage Bureau) will be open for in person service. The Family Court will also continue to process documents submitted via eFiling. Emergency matters are forwarded to the judge for review and most hearings are conducted remotely. Please note that all emergency matters must be filed by 4:00 p.m., Monday through Friday, except holidays. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.

Self-represented litigants that require assistance completing and filing requests for custody, divorce and/or child support should contact the Family Court Self-Help Center at 202-879-0096.

For questions or to request a copy of documents please contact the Family Court Call Center at 202-879-1212 or send an email to FamilyCourtCertifiedCopies@dcsc.gov.

Marriage Bureau

The Marriage Bureau is processing applications for marriage licenses both in person and remotely and is performing weddings by videoconference. All parties – both the parties to the wedding and the person performing the wedding – must be physically present in the District of Columbia at the time of the ceremony.

To begin the application process, please complete and submit the online application at <https://www.dccourts.gov/form/marriage-application>. You can use a computer or mobile device (iPad, Tablet or smartphone) to complete and submit the application. A representative from the Marriage Bureau will then contact you to complete the application process. You are strongly encouraged to submit the online application even if you intend to pick up your marriage license in person

If you are not able to apply online, you can complete an application in person.

For a certified copy of a marriage certificate, please complete this form: https://www.dccourts.gov/webform/marriage_certified_copy/. You can also call 202-879-1212 for assistance.

Jurors' Office

Jurors can complete the juror questionnaire, defer jury duty service, and make requests to be excused from jury duty service online at www.dccourts.gov/jurorservices. Jurors can also email the completed questionnaire or an image of their completed questionnaire to jurorhelp@dcsc.gov.

The Jurors' Office is available to respond to questions by telephone at 202-879-4604, email at jurorhelp@dcsc.gov or by clicking the Live Chat button located on the right side of the webpage at <https://www.dccourts.gov/jurors/about-your-jury-duty>, Monday through Friday between the hours of 8:30 a.m. - 5:00 p.m.



Probate Division

The Probate Division is accepting document in person and via eFiling. Emergency matters (21-day and provisional guardianship) are forwarded to the judge for review and all hearings are conducted remotely. Judges are also issuing a ruling for non-emergency matters if no hearing is required.

1. To file an emergency 21-day temporary guardian petition, email the document to ProbateEmergencyFilings@dcsc.gov.
2. To file a new Petition for 90-day HealthCare Guardian or Petition for General Proceeding, email the petition to probatefilings@dcsc.gov. If you have a case number, the petition should be filed electronically using Case File Express.
3. If you need prepayment of costs to be waived, please complete a Fee Waiver Application located on our website at <https://www.dccourts.gov/services/judge-in-chambers/in-forma-pauperis-fee-waiver>
4. Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>.

Please see the Probate Division's webpage at <https://www.dccourts.gov/services/probate-matters> for additional information and other Probate matters.

You can contact the Probate Division by calling one of the telephone numbers, sending an email, or by clicking the Live Chat button on the right side of the division's webpage.

General Probate Questions

Telephone: 202-879-9460 or 202-879-9461

Email: Probateinquiries@dcsc.gov

Live Chat: <https://www.dccourts.gov/services/probate-matters>

Request for Copies: Probateinquiries@dcsc.gov

Self-represented litigants that require assistance with Probate forms may contact the Probate Self-Help Center at ProbateSelfHelpCenter@dcsc.gov.

Tax Division

Attorneys and self-represented litigants can file documents electronically using Case File Express at <https://dc.casefilexpress.com/Login.aspx>. Self-Represented litigants can file documents in person or email their pleadings or an image of their pleadings to TaxDocket@dcsc.gov and mail a check or money order for their filing fee to D.C. Superior Court, Tax Division, 500 Indiana Ave., NW, Suite 4100, Washington, DC 20001.

For questions, please contact the Tax Division at 202-879-1737 or by email at TaxDocket@dcsc.gov.

You can also contact the Clerk of the Superior Court Office at 202-879-1400 for questions.

