

## VIRTUAL COURT KIOSKS

# FREQUENTLY ASKED QUESTIONS

### ***Is it free to use a Virtual Court Kiosk?***

Yes, but printing may have a fee.

### ***What can I do at a kiosk?***

- Go to virtual meetings like online court hearings, job interviews, and doctor visits.
- Look up legal information on websites like TexasLawHelp.org.
- Do legal research. Receive assistance with finding information on your legal matter.
- Get free legal advice if you qualify.
- File forms online.
- Find legal help nearby.
- Scan and print documents.

### ***Can I get legal help at a kiosk?***

Yep! You can get:

Help from Virtual Court Navigators, who can give you legal information and referrals to local legal aid, along with tech help from 8 AM to 5 PM on weekdays.

Free legal advice if you qualify, from 10 AM to 2 PM, Monday to Thursday.

### ***Can I print or scan at a Virtual Court Kiosk? Is there any charge?***

Yes, you can scan there. Scanning is always free.

Printing might have a small cost at some kiosks to cover the cost of ink and paper.

### ***Do I need to reserve a time to use it?***

It depends on the Virtual Court Kiosk host site.

Most sites take walk-ins. It is a good idea to reserve a time to use it if you have a virtual court hearing.

### ***What should I bring to a Virtual Court Kiosk?***

If you have a reservation, make sure to arrive at least 30 minutes early. Arrive with all your papers and documents that you will need to better explain and understand your legal issues.

If you do not have a reservation, bring any papers that might help you better explain and understand your legal issues.

### ***Is there a time limit to use a kiosk?***

If you have a reservation, you usually have 3 hours. The default reservation length can be different at each location.

If you don't have a reservation, use the kiosk as long as you want unless someone else is waiting or someone with a reservation shows up.

### ***What languages do the kiosks support?***

English and Spanish are available now. Vietnamese is coming soon.

### ***Is my info safe at a kiosk?***

Yes, the kiosk doesn't keep your personal info. It wipes everything after you're done.

### ***How is the kiosk free? What is the catch?***

It's funded by grants, mainly from the Texas Access to Justice Foundation, and it's run by the Texas Legal Services Center.

The Texas Legal Services Center is a nonprofit legal aid organization that provides legal advice, advocacy, representation, and education to underserved people across the state.

Both organizations want everyone to have access to legal help, no matter how much money they have.

## GET HELP USING A KIOSK

### **Contact a Virtual Court Navigator**

Call (866) 979-4343 or chat at the kiosk  
Available Monday - Friday, 8 AM - 5 PM.

### **Visit the Support Site**

[kiosksupport.tlsc.org](https://kiosksupport.tlsc.org)

[tlsc.org/kiosks](https://tlsc.org/kiosks)

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