How to set-up a self-help computer station

This checklist provides a framework for establishing computer stations for self-represented litigants (SRLs) to use in the courthouse. Because computer stations can be used for different purposes (for example: accessing online resources like interviews to fill out statewide court forms and legal information, e-filing, appearing for a remote court proceeding), this guide provides models for stations that can be for all uses and stations for certain purposes.

Before setting up a station, think critically about your user—what they most often need and ask for—as well as ways to share resources and information from local partners like social service agencies, legal aid, bar associations, public libraries, etc. Further, if your courthouse prohibits cell phones, assess how this impacts and limits the meaningful use of these stations and consider amending your policy to allow cell phones in accordance with the Illinois Supreme Court's Policy on Portable Electronic Devices.

Please send any questions to AccessToJustice@illinoiscourts.gov.

1. Computer Station to Serve All Purposes:

Location		
	☐	Since this station will be multi-functional, locate it in a space that is highly visible, convenient, and accessible
	☐	Consider locating the station close to the clerk's office and/or other resources such as Illinois JusticeCorps fellows, self-represented litigant coordinators, and law librarians
	☐	If possible, offer a desk where people can sit so that they are comfortable and not moving around and make sure it is accessible for users with disabilities; if space permits, provide enough space for several participants to appear remotely at the same time and/or for people to fill out forms, take notes, etc.
	☐	Install prominent signage to advertise the availability of the computer station
Technology		
	☐	Computer (laptop or desktop)
	☐	Web cam
	☐	Headphones (see example of disposable headphones on page 5) with clear labels instructing users on where to plug in headphones or audio input and output source
	☐	Stable internet (either wired or connected to strong, reliable Wi-Fi)
	☐	Printer
	☐	Scanner with clear information on how to use (see examples of labeling/instructions on page 9) that can scan multiple pages of a document into one PDF file
Software and Website Bookmarks or Desktop Shortcuts Saved on the Computer		
	For remote court	
	☐	Zoom application already downloaded
	☐	Remote Court Resources
	☐	Any other court-specific web-based information or resources on attending court remotely
	For e-filing	
	☐	Adobe Acrobat or other PDF reading and editing software
	☐	Restore on reboot software that wipes personal info from computer after session
	☐	Odyssey eFileIL
	☐	E-Filing for Illinois Courts

	☐	[Electronic Service Provider Comparison Chart](#)
	☐	[Manuals on How to Successfully e-file in Odyssey eFileIL (including in Spanish) and videos](#)
	☐	Any other court-specific web-based information or resources on e-filing
	For accessing resources	
	☐	[Approved Statewide Forms](#)
	☐	[Illinois Legal Aid Online](#)
	☐	[Illinois Court Help](#)
	☐	Local website for: • Clerk's office • Sheriff's office • State's Attorney's office • Legal Aid (e.g., Land of Lincoln, Prairie State Legal Aid)
	☐	[Illinois Child Support Estimator](#)
	☐	[Illinois Free Legal Answers](#)
	☐	[Illinois State Bar Association (ISBA) Lawyer Finder and Referral Service](#)
	☐	Any other court-specific web-based information or resources that apply, for example: • Local court's online dispute resolution (ODR) site • Any online fee payment site • Site where litigants can sign up for text message or email reminders • Other court-specific or local web-based information or resources such as local domestic violence advocacy assistance, ways to access rental assistance, food pantries, etc.

Printed Materials

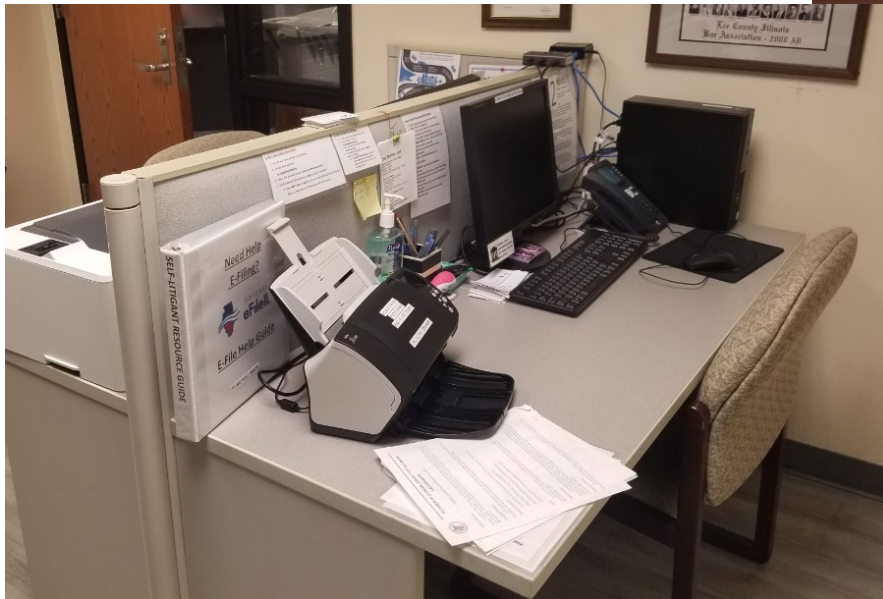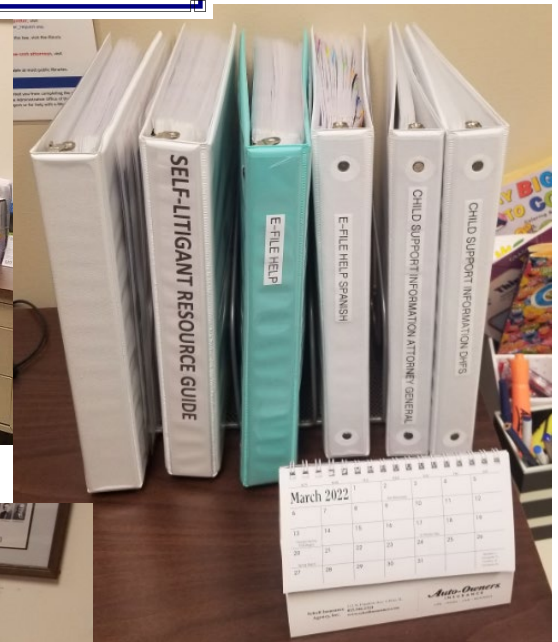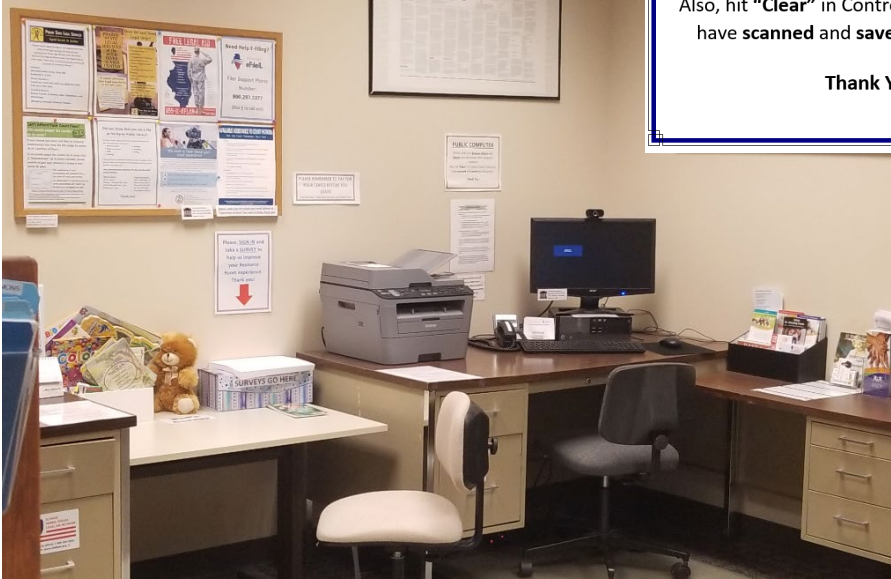|		
	For remote court	
	☐	[Instructions on how to Zoom from a smart phone or computer](#) (available in multiple languages)
	☐	[Attending Court by Phone or Video: Question and Tips for Court Users](#) (available in multiple languages)
	☐	Any court specific instructions on how to find Zoom meeting info, including meeting ID and password, meeting link, or the dial in number in case of tech issues
	☐	Simple instructions on how to mute and unmute, where to plug in headphones, how to get help if there are tech issues, etc.
	For e-filing	
	☐	[Electronic Service Provider Comparison Chart](#)
	☐	[Manuals on How to Successfully e-file in Odyssey eFileIL (including in Spanish) and videos](#)
	☐	Tyler support's contact information for certain technical difficulties, like logging in or finding a case (1-800-297-5377)
	☐	[Certification for Exemption from E-Filing Forms](#)
	☐	Simple instructions on how to use the printer, scanner, and how to get help with using this equipment
	☐	Any court-specific information or resources on e-filing
	For accessing resources	
	☐	[Statewide Request for Interpreter Form](#)
	☐	Court disability coordinator contact information and reasonable accommodation request form (if available)
	☐	Clearly labeled commonly used and/or requested statewide forms such as divorce, fee waiver, small claims, etc.
	☐	Any court-specific or local information or resources such as local domestic violence advocacy assistance, ways to access rental assistance, etc.
	☐	Illinois Court Help sign and business cards

Example of a computer station to serve all purposes:

PUBLIC COMPUTER

Please, clear your **Browser History** and **Delete** your documents after using this computer.

Also, hit **"Clear"** in Control Center 4 after you have **scanned** and **saved** your document.

Thank You

2. <u>Computer Station for Remote Appearances:</u>

Location		
	☐	Choose a space that is convenient and accessible but affords some privacy and is away from background noise since that can be picked up during a remote appearance
	☐	Consider repurposing cubicle walls for privacy and background noise cancellation
	☐	If possible, use a desk where people can sit so that they are comfortable and not moving around and make sure it is accessible for users with disabilities; if space permits, provide enough space for several participants to appear remotely at the same time
	☐	Install prominent signage to advertise the availability of the computer station
Technology		
	☐	Computer (laptop or desktop)
	☐	Web cam
	☐	Headphones (see disposable headphones in examples) with clear labels instructing users on where to plug in headphones or audio input and output source
	☐	Stable internet (either wired or connected to strong, reliable Wi-Fi)
Software and Website Bookmarks or Desktop Shortcuts Saved on the Computer		
	☐	Zoom application already downloaded and ready for use
	☐	Remote Court Resources
	☐	Illinois Court Help
	☐	Any other court-specific web-based information or resources on attending court remotely
Printed Materials		
	☐	Instructions on how to Zoom from a smart phone or computer (available in multiple languages)
	☐	Attending Court by Phone or Video: Question and Tips for Court Users (available in multiple languages)
	☐	Any court specific instructions on how to find Zoom meeting info, including meeting ID and password, meeting link, or the dial in number in case of tech issues
	☐	Simple instructions on how to mute and unmute, where to plug in headphones, how to get help if there are tech issues, etc.
	☐	Illinois Court Help sign and business cards

(7/13/2023)

Examples of Computer Stations for Remote Appearances:
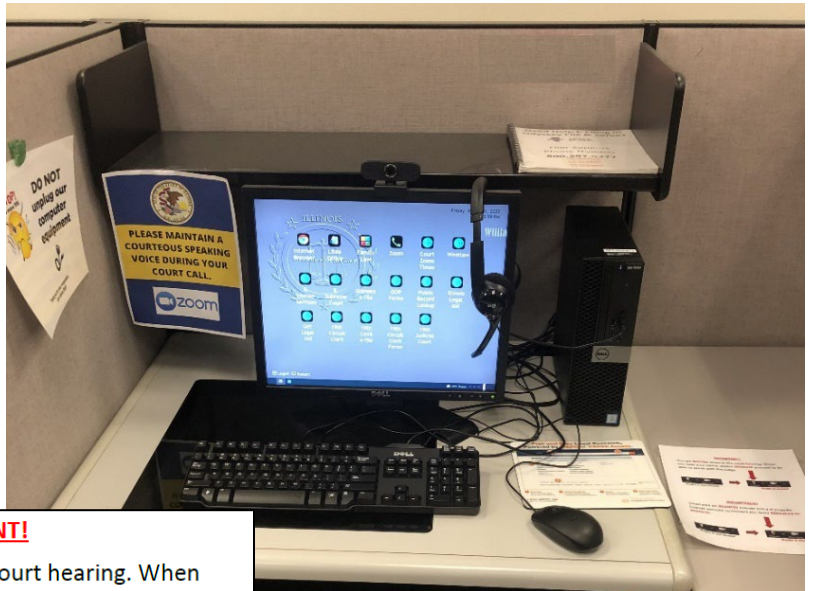
IMPORTANT!

You are **MUTED** when in the court hearing. When you hear your name, please **UNMUTE** yourself to be able to speak with the Judge.

Mute Stop Video → Unmute Stop Video

Audio is not muted   Audio is muted

IMPORTANTE!

Usted está en **SILENCIO** cuando entra al juzgado. ... por favor **REMUEVA EL**

Unmute Stop Video

Audio is muted

PLUG IN EARPHONES HERE

Remote Court Proceedings

Unless you have been ordered by a judge to appear in person today at either 11am or 1:30pm, your case is scheduled for a Remote Court Proceeding via Zoom only. You can attend the Zoom proceeding from a phone, smart phone, or computer at home, or a computer in the Law Library on the 2nd floor.

Zoom Meeting information at www.18thjudicial.org

Call the Circuit Clerk's Office for a copy of your signed order.

Attorneys download signed orders free for seven (7) days.

Enter your courtroom and date, or your case number, and press Search Schedule.

Remote Court Session Schedule

You may join by phone only using this information.

July 22, 2020
Location: 2009
Meeting ID: 84883127232
Passcode: 25733
Phone Only: +1 3126266799 US
            +1 3017158592 US

Click Join Now

You will not receive any email invitations or reminders!

These meetings change every day!

Always check this website for the most current meeting details.

MUTE UNTIL IT'S YOUR TURN TO SPEAK   **UNMUTE** TO SPEAK

ZOOM FROM YOUR SMARTPHONE

Disposable earbuds

(7/13/2023)

3. <u>Computer Station for Accessing Resources:</u>

Location		
	☐	Choose a space that is convenient and very accessible, including for people with disabilities
	☐	Consider locating the station close to the clerk's office and/or other resources such as Illinois JusticeCorps fellows, self-represented litigant coordinators, and law librarians
	☐	If possible, offer additional desk space for people to fill out form, take notes, etc.
	☐	Install prominent signage to advertise the availability of the computer station

Technology		
	☐	Computer (laptop or desktop)
	☐	Stable internet (either wired or connected to strong, reliable Wi-Fi)
	☐	Printer

Software and Website Bookmarks or Desktop Shortcuts Saved on the Computer		
	☐	Adobe Acrobat or other PDF reading and editing software
	☐	Restore on reboot software that wipes personal info from computer after session
	☐	[Approved Statewide Forms](#)
	☐	[Illinois Legal Aid Online](#)
	☐	[Illinois Court Help](#)
	☐	Local website for: - Clerk's office - Sheriff's office - State's Attorney's office - Legal Aid (e.g., Land of Lincoln, Prairie State Legal Aid)
	☐	[Illinois Child Support Estimator](#)
	☐	[Illinois Free Legal Answers](#)
	☐	[Illinois State Bar Association (ISBA) Lawyer Finder and Referral Service](#)
	☐	Any other court-specific web-based information or resources that apply, for example: - Local court's online dispute resolution (ODR) site - Any online fee payment site - Site where litigants can sign up for text message or email reminders - Other court-specific or local web-based information or resources such as local domestic violence advocacy assistance, ways to access rental assistance, food pantries, etc.

| Printed Materials		
	☐	[Statewide Request for Interpreter Form](#)
	☐	Court disability coordinator contact information and reasonable accommodation request form (if available)
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	☐	Illinois Court Help sign and business cards

Examples of Computer Stations for Accessing Resources:
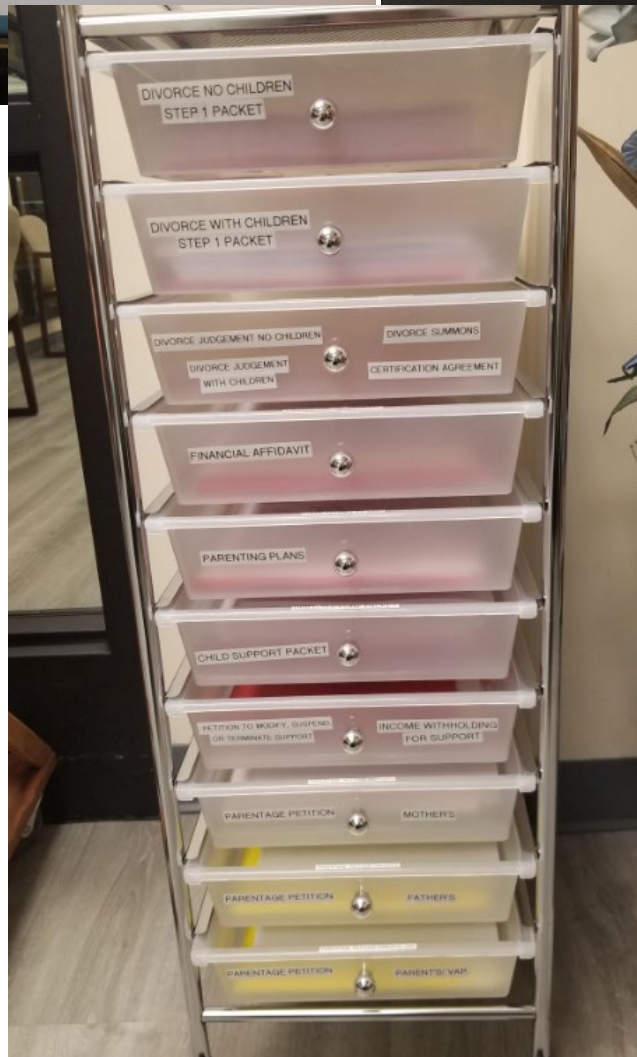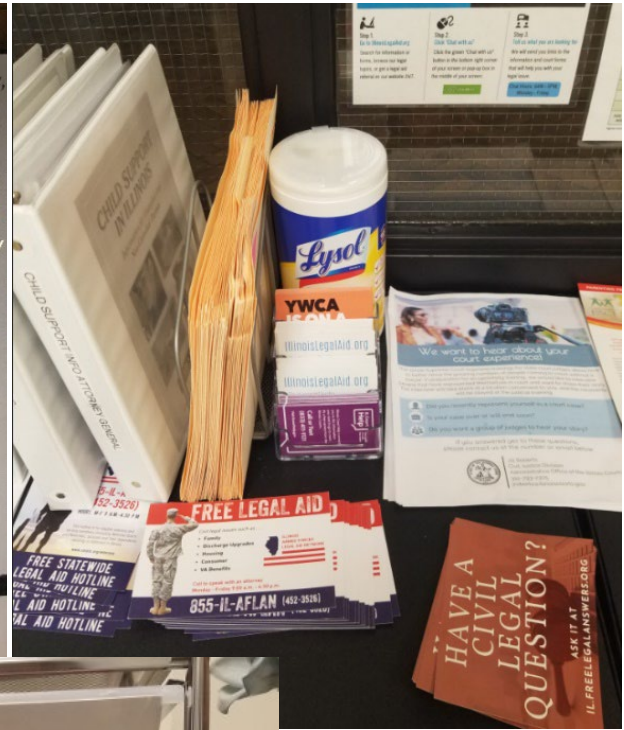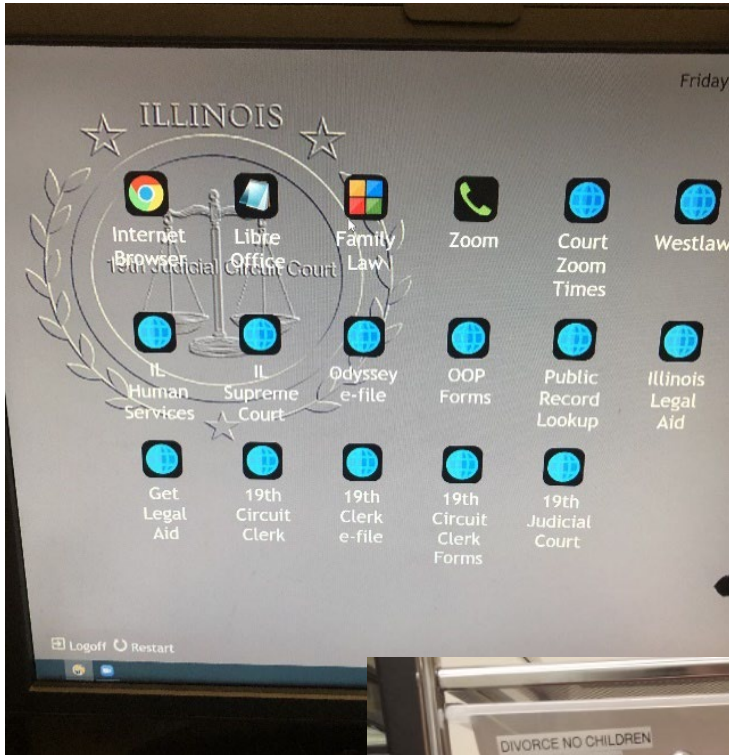
4. <u>Computer Station for E-Filing:</u>

Location		
	☐	Choose a space that is close to the clerk's office and/or other resources such as Illinois JusticeCorps fellows, self-represented litigant coordinators, and law librarians
	☐	Install prominent signage to advertise the availability of the computer station
Technology		
	☐	Computer (laptop or desktop)
	☐	Stable internet (either wired or connected to strong, reliable Wi-Fi)
	☐	Printer
	☐	Scanner with clear information on how to use (see below examples of labeling/instructions) that can scan multiple pages of a document into one PDF file
Software and Website Bookmarks or Desktop Shortcuts Saved on the Computer		
	☐	Adobe Acrobat or other PDF reading and editing software
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	☐	<u>Odyssey eFileIL</u>
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Printed Materials		
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	☐	Simple instructions on how to use the printer, scanner, and how to get help with using this equipment
	☐	Any court-specific information or resources on e-filing
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Examples of Computer Stations for E-Filing:
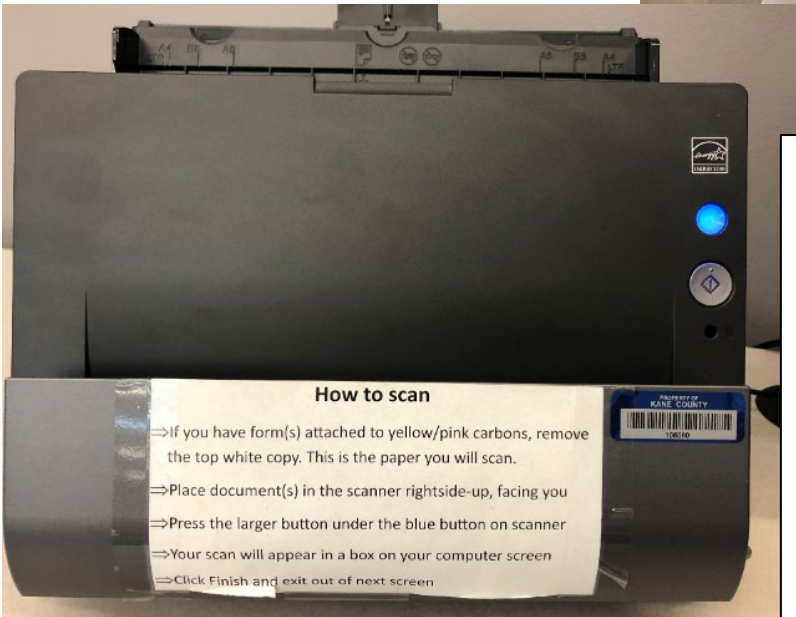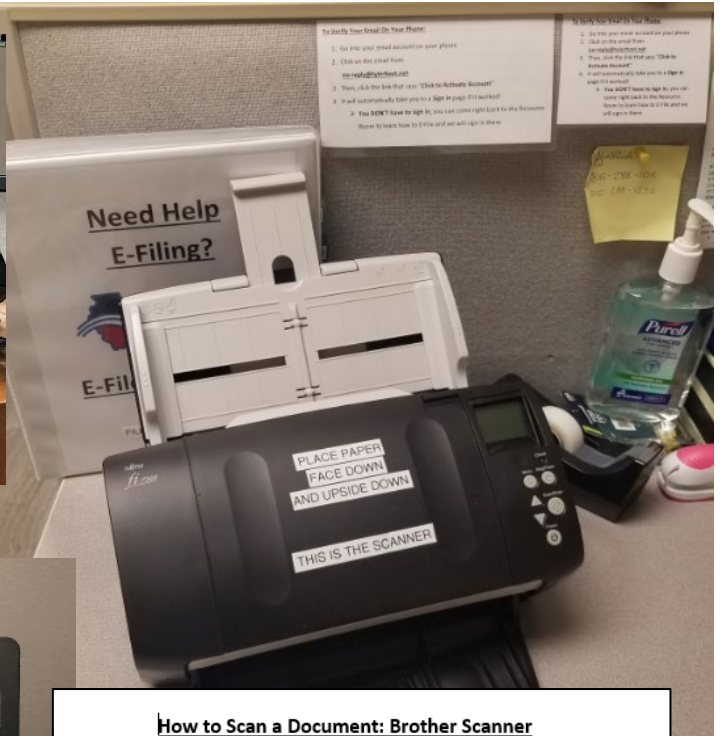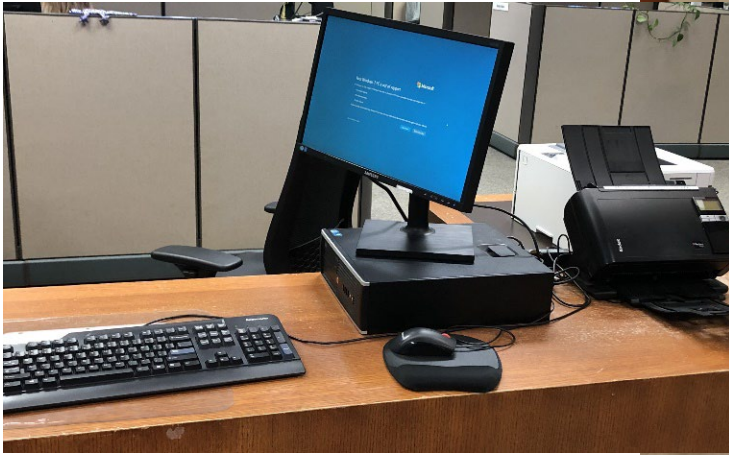
How to Scan a Document: Brother Scanner

This scanner has a touch screen

1. Turn on the scanner by clicking the Power Button on the machine.

2. Click "To PC" Icon

3. Click "To File" Icon

4. Load your documents face down and upside down

   ➢ Can do multiple documents and front and back

5. Click "Start"

6. Click "Ok" on computer

7. Your document is now saved in the Scan folder

Tips: Open your scans to **preview** before you upload to double check for mistakes.

Make sure you **double check** that you have uploaded the correct documents when you are E-filing by checking in the **Summary.**

Please **delete** your scans after you have completed your E-Filing for your privacy. Thank you.

Computer stations should be routinely monitored and maintained to ensure the most up to date information is provided and all the technology-based tools are functioning properly. For instance, the Zoom app and web browser links or shortcuts should be checked to ensure they are updated and working.

Our many thanks to the wonderful court, law library, and circuit clerk staff members at the DuPage, Kane, Lake, Lee, McDonough, McHenry, and Ogle County courthouses.

(7/13/2023)