



## Supreme Court

### Help Information

#### Tyler Technologies, Inc. (Tyler)

For eFileRI support, training, and contact information, you may contact Tyler Technologies through the resources listed below or go directly to <https://efileri.tylertech.cloud/OfsEfsp/ui/landing>.

| Resource     | Contact Information                                                                                                                                                                         |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support Chat | Chat with a Tyler support representative online. Support service is available from 9:00 a.m. to 8:00 p.m., Eastern Standard Time, Monday through Friday. Go to <a href="#">Contact us</a> . |
| Email        | Email Tyler's help desk. Support service is available from 8:00 a.m. to 8:00 p.m., Eastern Standard Time, Monday through Friday. Go to <a href="#">Contact us</a> .                         |
| Telephone    | Contact Tyler's help desk at 800-297-5377. Support service is available from 8:00 a.m. to 8:00 p.m., Eastern Standard Time, Monday through Friday.                                          |
| Help Center  | Visit Tyler's Help Center. Go to <a href="#">Contact us</a> .                                                                                                                               |

#### Judicial Technology Center (JTC)

To register for remote electronic access, attorneys shall email the JTC at [helpdesk@courts.ri.gov](mailto:helpdesk@courts.ri.gov), request access to case information, and attach a signed Request for Access to Case Information and Rhode Island Judiciary Data Subscription Agreement. A JTC representative will respond by sending you a username and password. You may change your password once you access your account through the Public Portal.

If the Rhode Island Judiciary's website is unavailable or you are having technical difficulties with the Public Access Portal, please contact the JTC at [helpdesk@courts.ri.gov](mailto:helpdesk@courts.ri.gov).

#### Courts - All questions regarding your case must be directed to the respective clerk's offices.

Supreme Court: [SupremeCourtClerksOffice@courts.ri.gov](mailto:SupremeCourtClerksOffice@courts.ri.gov)

Superior Court: [SuperiorCourtHelpDesk@courts.ri.gov](mailto:SuperiorCourtHelpDesk@courts.ri.gov)

Family Court: [DomesticRelationsHelpDesk@courts.ri.gov](mailto:DomesticRelationsHelpDesk@courts.ri.gov)

District Court:

[2ndDistrictCourtHelpdesk@courts.ri.gov](mailto:2ndDistrictCourtHelpdesk@courts.ri.gov)

[3rdDistrictCourtHelpdesk@courts.ri.gov](mailto:3rdDistrictCourtHelpdesk@courts.ri.gov)

[4thDistrictCourtHelpdesk@courts.ri.gov](mailto:4thDistrictCourtHelpdesk@courts.ri.gov)

[6thDistrictCourtHelpdesk@courts.ri.gov](mailto:6thDistrictCourtHelpdesk@courts.ri.gov)

Workers' Compensation Court: [WorkersCompHelpDesk@courts.ri.gov](mailto:WorkersCompHelpDesk@courts.ri.gov)

Rhode Island Traffic Tribunal: [TrafficTribunalHelpDesk@courts.ri.gov](mailto:TrafficTribunalHelpDesk@courts.ri.gov)