

Frequently Asked Questions for Attorneys

Do I need to register?

Yes. Active members of the State Bar of Texas who are in good standing to practice law and are subject to the disciplinary rules of the State Bar of Texas and Licensed Texas Certified Peace Officers are required to register for the Travis County Online Records Search to access the most current files and documents. The older version of attorney access to records online (AARO) portal will be removed, and accounts will be deactivated with as much notice as possible.

How to register for the new Online Records Search?

Follow the instructions in the [How to Register for Online Records Search Access guide](#).

How long will it take for my access request to be approved?

You should receive a response by email within 5 business days after submitting your request.

Is the Online Records Search free?

The Travis County Online Records Search is free unless you want official/certified/authenticated copies, which cannot be obtained via the Online Records Search. For certified copies, use this link for District Clerk records: [District Clerk Records Request](#).

Documents can be printed and downloaded for no cost. [At this time the documents are not official and do not have a watermark, but a watermark will be added soon with no notice].

Will the new Online Records Search contain all the District Clerk case information and documents?

The Travis County Online Records Search will contain all public documents for civil and criminal cases that are not restricted or sealed. The Online Records Search contains documents:

Family/General Litigation/Government - 2006 to the present; and Criminal – 2008 to the present.

Do the records contain sensitive information?

Documents may contain sensitive information such as bank account numbers, social security numbers, driver licenses, and mailing addresses. Please redact the sensitive information if you are going to show them to anyone else.

How long does it take for the system to be updated with new documents?

The Travis County Online Records Search may take up to 24 hours for new information to be displayed after the clerks have completed their process of inputting the documents into the system.

Who can register for the Online Records Search to access the documents?

Only active members of the State Bar of Texas who are in good standing to practice law and are subject to the disciplinary rules of the State Bar of Texas and Licensed Texas Certified Peace Officers.

What if I have issues signing into the Online Records Search?

You can email districtclerkrecordsSearch.support@traviscountytexas.gov or call (512) 854-9457, x9.

Who should I contact if I need help?

You can email districtclerkrecordsSearch.support@traviscountytexas.gov or call (512) 854-9457, x9.

What if I need an official/certified/authenticated copy of a document?

Official/Certified/Authenticated copies can only be obtained using the District Clerk Records Request form located on the following URL: [District Clerk Records Request](#).

What is the status of a pending Order?

Confirm that you have followed the procedures in the following document: <https://www.traviscountytexas.gov/images/courts/Docs/standing-order-for-submission-procedures.pdf>

If you have already emailed the proposed order, please follow up via the email address in the standing order document.

You may also call the Office of the Judges at (512) 854-9300 and ask to speak to the judicial assistant for the court that has been assigned to the case.

What browsers work?

Google Chrome and Microsoft Edge work.

Internet Explorer does not work, using this browser will result in either a non-response or a false search result.