



ECR Online - FAQs

Clerk of the Superior Court, Pima County

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Last Updated January 1, 2019

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What is ECR Online?

“ECR” is Electronic Court Record. This system is managed by the Pima County Clerk of the Superior Court to provide access to view electronic documents filed in cases in which you are the attorney of record.*

ECR Online will not allow access to restricted, confidential, or sealed cases and/or documents or to Mental Health or Juvenile cases.

One time registration to authenticate user identity is required. For more information, please see the below section “*How do I get access to ECR Online?*”

Copies printed from ECR Online are not considered certified. Certified copies of records must be obtained on paper, either in person or by mail from the Clerk's office.

* Parties in court cases may use the “ECR For Parties” website, which is available on the Clerk of the Superior Court website at www.agave.cosc.pima.gov.



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How do I get access to ECR Online?

https://eclerk.cosc.pima.gov/ECR_Online

ECR Online is a pilot program, for attorneys only, that requires individual access permission from the Clerk of the Court to view electronic documents filed in cases in which you are the attorney of record.*

Access to ECR Online requires that you are registered on the Clerk of the Superior Court's Attorney Registration site available on the Clerk of the Superior Court's website at www.agave.cosc.pima.gov.

After you have registered on the Attorney Registration site, you may request access to ECR Online by sending an email to COC_Webmaster@coc.pima.gov OR a letter to the Pima County Clerk of the Superior Court, 110 W Congress, Tucson, AZ 85701. Please be sure to include the following information:

- The attorney's full name
- The attorney's telephone number

If you are an attorney's assistant, you may include your name and contact information if we are to contact you in order to set up the attorney with access.

Once approved for ECR Online access, a member of the Clerk of the Court I.T. Unit will contact you to set up access.

* Parties in court cases may use the "ECR For Parties" website, which is available on the Clerk of the Superior Court website at www.agave.cosc.pima.gov.



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I can't remember my password.

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Sign in to ECR Online

Username:

Password:

Remember my Username on this computer

Login

[Click Here](#)
If you have forgotten your Username or Password

In order to use this site you must have cookies enabled.

On the ECR Online login page, click the “Click Here” link to access the ECR Online “*Lost Password Recovery System*” page at:

https://eclerk.cosc.pima.gov/ecr_online/Registration/LostInfo.aspx

1. In the Login ID box, enter your ECR Online user name, which you entered when you registered on the Attorney Registration site and which was also used when you were set up with access to ECR Online.
2. In the Email box, enter the same email address that you entered when you registered on the Attorney Registration site and which was also used when you were set up with access to ECR Online.
3. Click “Send”. An email containing your password will be sent to the email address provided.

If you need additional assistance, please call the Pima County Clerk of the Superior Court I.T. Unit Help Desk at (520)724-3535.



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How do I log in?

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Clerk of Court Home Help

Sign in to ECR Online

Username:

Password:

Remember my Username on this computer

Login

[Click Here](#)
If you have forgotten your Username or Password

Wait in Line!?
Not anymore ...

In order to use this site you must have cookies enabled.

After you have been set up with access to ECR Online by the Clerk of the Superior Court I.T. Unit, enter the below information in the ECR Online login page at https://eclerk.cosc.pima.gov/ECR_Online.

Username: Enter the user name you entered when creating your account in Attorney Registration and that was emailed to you when your access to ECR Online was set up.

Password: Enter the password that you entered when creating your account in Attorney Registration or that was emailed to you if you used the "Lost Password Recovery System" page as described earlier in this document.

Once the above two items have been entered, click the "Login" button. After successfully logging in, the Case List page will display (and may take a minute or two to display).



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Trouble logging in?

The screenshot shows the ECR Online login interface. At the top left is the ECR Online logo and the text "ECR Online" and "Clerk of The Superior Court, Pima County". To the right are links for "Clerk of Court Home" and "Help". A red error message is displayed at the top: "* Unable to retrieve user data." and "*User not found." Below this is a banner with a photo of a man at a laptop and the text "Wait in line? Not anymore...". To the right is a "Sign in to ECR Online" form with fields for "Username" (containing "xxx") and "Password", a "Remember my Username on this computer" checkbox, and a "Login" button. Below the form, the text "Invalid Username or Password" is shown in red. At the bottom of the form is a link "Click Here" with the text "If you have forgotten your Username or Password". At the bottom of the page, a message states "In order to use this site you must have cookies enabled." A red double-headed arrow points from the error message to the "Invalid Username or Password" text.

If the ECR Online login information that you entered cannot be validated, a message in red text will appear on the ECR Online login page.

See the above section "*I can't remember my password*" for help retrieving your ECR Online password. If you need additional assistance, please call the Pima County Clerk of the Superior Court I.T. Unit Help Desk at (520)724-3535.