



## FAQs for Media Partners FTR Express Access

**Q. Will I still need to fill out the FTR Media Request form or email the Office of Communications to request a digital recording?**

A: No, all requests will go through the Express Access portal.

**Q. Is there a cost to request digital recordings?**

A. No, when prompted in the Express Access portal, please select "Free recording" before completing your order.

**Q. Who can I contact to troubleshoot issues with the Express Access portal?**

A. Please reach out to the Office of Communications for assistance at [CourtPIO@jbazmc.maricopa.gov](mailto:CourtPIO@jbazmc.maricopa.gov).

**Q. How can I obtain case information prior to submitting a request on the portal?**

A. To conduct a case search, please visit: [Docket: Public Access to Court Information](#) If you need additional help locating case information, please contact the Office of Communications for assistance.

**Q. How soon will my request be completed?**

A. Most recording requests are expected to be completed within 2 to 5 business days, depending on volume and submission details. Expedited requests may be available within 1 business day.

**Q. Will I be able to check on the status of my request via the portal?**

A. If you need to check the status of your request, please email ERS at [ERS@jbazmc.maricopa.gov](mailto:ERS@jbazmc.maricopa.gov). Members of the media are encouraged to include "MEDIA" in the **case number field** when placing an order, to differentiate media requests from public submissions. If you need a request completed in less than one business day, enter **PDQ (Please Do Quickly)** in the **Case Title** to alert the Electronic Recording Services (ERS) department.

**Q. Will I be able to request an official transcript using the Express Access portal?**

A. No, Express Access does not include a feature for requesting official transcripts. To obtain an official transcript, you must contact a certified transcriber. The transcriber will then submit the request to the court on your behalf. For detailed instructions on how to request an official transcript, please visit: [Court Electronic Recording Services](#)