

Court.fm FAQs

What is Court.fm?

Court.fm simplifies access to court recordings by providing a browser-based experience for court users and customers. To facilitate this, Court.fm securely streams court content to authenticated users for playback on any device, anywhere. You are no longer restricted to playback in the courtroom or even on the Trial Court network. Court.fm differs to CD-based distribution models by ensuring control of the record stays with the court at all times and all activity is logged in accordance with security standards.

How do I access Court.fm?

For Massachusetts Trial Court personnel, your login details will be emailed to you automatically with a link to the Court.fm website (us.court.fm).

For general users, you can access Court.fm (us.court.fm) from any PC connected to the internet. You will need to create a free account to request audio.

What do I do if I have forgotten my password or my account has been locked?

If you have forgotten your password, you will need to create a ticket from the FTR support portal to unlock your account / reset your password.

What information do I need to provide when requesting a recording?

For best practice, make sure to provide date, time (if unknown enter a wide range, 8:30am – 4:30pm) department, courthouse, courtroom and docket number.

What is a cost waiver?

Before starting a new audio request in Court.fm, you might consider if you are eligible to access your requested recording for free. A 'cost waiver' also known as an Affidavit of Indigency requires a manual application be sent to the court using a court-appointed form, and the court must approve your application.

The application will be assessed independently of the request for a courtroom recording.

If your application has been approved, when making a Court.fm request please select "Yes" under the Cost Waiver section and you will not be charged for access.

What do I do if it will not allow me to submit my request (Submit Request button is gray)?

In order to submit your request, please ensure that you have clicked "Add Date." Once done, this should allow you to submit your request.

If the add date button is also greyed out.

Check the time entered is in the proper format, hh:mm _M (_ could be AM or PM)

I submitted a request, but have not received my audio.

Requests take 24-48 hours to process. If it has been longer than this timeframe or you need to expedite your request, please contact the court, from which the audio was recorded, directly.

I am unable to view my request within my account.

Once a request is made you can immediately view it under the Requests tab in your Account. If you are missing a request that is less than a year old, please contact the court from which the audio was recorded, directly.

My request for audio was denied.

The court clerk will provide a reason for the denial. If you believe this to be in error please contact the court from which the audio was recorded once you have confirmed date, courthouse, courtroom, start/end time of the case are correct.

How do I cancel a request?

We do not cancel or remove requests from Court.fm.

How do I download the audio once my request has been approved?

Audio downloads are not supported by Court.fm. Instead, this application provides a browser-based experience to securely stream court content for authenticated users. If you require the audio file for transcription purposes, once a requestor has been provided access to the recording they may then request a transcript via Court.fm.

Upon completing the transcript request process, an email will be sent to the requestor confirming their details and request, as well as providing them with the Office of Transcription Services Request Form.

The Office of Transcription Services (OTS) will also receive an email providing a unique and traceable download link to the raw FTR files. OTS will then forward an email to a Trial Court approved transcription firm for completion.

How can I share my audio with someone else?

The sharing of audio is not allowed. Instead, have the person create a new account and request the audio.

What do I do if I received the wrong audio?

If you have received the wrong audio or only a portion of your audio, a new request will need to be submitted within us.court.fm.

When re-submitting your request:

Under the Cost Waiver section choose "Yes".

In the comments field add a note that you received the incorrect audio / or you were missing a portion of the audio and to please waive the cost.

If you are still charged for the second request, FTR can provide a refund for one of the charges. A ticket will need to be submitted via the FTR Support Portal, which contains both paid request numbers and details of what was missing or incorrect within the initial request.

What do I do if the audio will not play?

First try using a different web browser to play the requested audio.

If it still will not play or says unavailable, you will need to create a ticket via the FTR Support Portal.