



## Administrative Office of the Courts

FOR IMMEDIATE RELEASE

June 11, 2026

New Mexico Courts HelpLine offers assistance to navigate the civil legal system

SANTA FE – A new judiciary-operated information service offers assistance to the public about courts in New Mexico and civil legal matters.

Trained staff with the [New Mexico Courts HelpLine](#) are available six days a week by telephone to provide legal information and answer questions about state courts.

The no-cost service guides people to court forms and rules for filing or responding to lawsuits, self-help videos on legal topics, and other resources for understanding court procedures in civil actions, including landlord-tenant housing disputes, consumer debt matters and family law issues such as divorce and child custody.

The HelpLine does not provide legal advice, such as counseling a person on whether to bring a lawsuit or offering an opinion on how the law applies to an individual's situation. Only attorneys can provide legal advice.

“The HelpLine expands access to justice for the many people who represent themselves in civil court cases without the assistance of an attorney,” said Chief Justice Julie J. Vargas. “Having a reliable source of legal information will help people navigate the complexities of court processes.”

The Helpline is available by calling (855) 268-7804. It is open Monday through Friday, 7 a.m. to 7 p.m., and on Saturday, 9 a.m. to 1 p.m. Assistance is available in English and Spanish, with interpreters available for Diné and other languages.

Although the HelpLine staff cannot offer legal advice, they can provide contact information for providers of low- and no-cost legal services, such as legal aid groups, and inform people about upcoming free legal fairs that offer consultations with volunteer attorneys.

“Help with a court matter is a phone call away,” said Karl Reifsteck, director of the Administrative Office of the Courts, which operates the HelpLine.

“Justice should not depend upon whether a person knows how to navigate the legal system,” Reifsteck said. “New Mexico Courts are working hard to make sure that everyone can easily access trusted information to address a legal problem.”

Many state courts operate self-help centers in their courthouses. The HelpLine expands access to justice by having specially trained court staff available to assist the public during extended business hours, including when courthouses are closed.

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