



## Trellis FAQ

The San Francisco Law Library (SFLL) has a shared-user account to access the Trellis research database. Here are some common questions about general Trellis content, and specifics about how shared-user accounts differ from individual Trellis subscriptions.

### Content Qs:

Does Trellis include trial court documents from federal courts?

No, Trellis covers state trial courts only.

Does Trellis have state criminal law trial court documents?

Yes, some documents from state criminal cases are available, but availability will vary by court.

Does the SFLL's Trellis access include states other than California?

Yes, all states that Trellis covers are included in the SFLL's access. Here is a [map of their coverage](#), and they are always expanding.

Does the SFLL's Trellis account include Court Comparison, Law Firm Intelligence, or the Daily Filing Report?

No, the SFLL does not subscribe to these facets.

### Document Download Qs:

Can I purchase a document from Trellis that is not available for free?

Yes, you can purchase documents from Trellis using your credit card. Trellis charges your credit card only for that single purchase, and then immediately deletes the information.

If you did not receive a document that you purchased, please contact [Trellis' customer support team](#) at [success@trellis.law](mailto:success@trellis.law).

[More information about what documents are available for free on Trellis.](#)

Can I receive a receipt for documents that I purchased?

Yes, but because the SFLL's Trellis access is a shared-user account, when you purchase a document, Trellis does not know to whom to send the invoice. Please email [success@trellis.law](mailto:success@trellis.law) to request a receipt from their customer service associates.

Can I set alerts?

No, that feature is not available via the SFLL's Trellis access because it is a shared-user account.

Can I download or email a batch of documents from search results?

Not yet! Trellis' team is working on adding this feature to shared-user accounts.