

Public Portal User Guide

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*****PLEASE NOTE: THE VERMONT JUDICIARY IS ENGAGED IN AN ONGOING TRANSITION TO ITS NEW CASE MANAGEMENT SYSTEM AND RELATED ELECTRONIC SERVICES. THIS USER GUIDE IS LIKELY TO BE SUBJECT TO FREQUENT UPDATES AND CHANGES. THEREFORE, IT IS RECOMMENDED THAT YOU BOOKMARK THIS GUIDE IN YOUR WEB BROWSER AND DO NOT PRINT OUT HARD COPIES WHICH MAY BECOME QUICKLY OBSOLETE.**

Introduction to the Public Portal

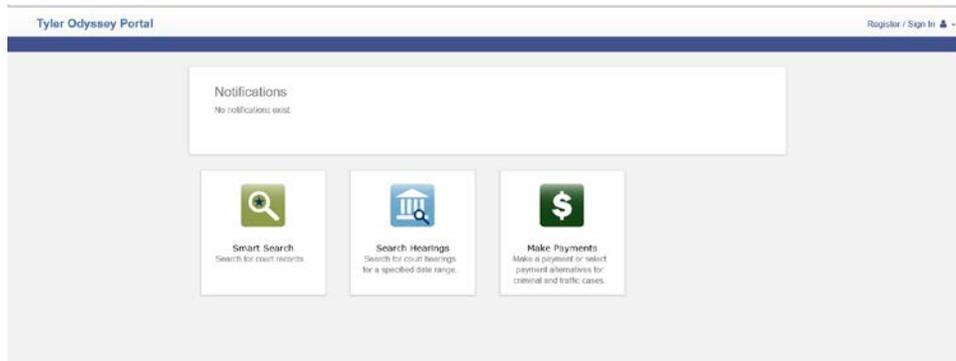
The Public Portal is a web-based platform that offers court users and members of the general public customized role-based access to court records, hearing calendars and other data. The Portal also provides a convenient way to pay court fines online from anywhere on any compatible device.

Anonymous public users may access limited types of case and hearing information. No registration is required for this level of access.

Attorneys, self-represented litigants and others who are entitled to elevated access to particular cases in which they are involved must register as Portal users and submit a request for that access. This is a one time process for each Portal user which provides ongoing elevated access for all subsequent cases in which the person is involved. Detailed instructions are contained in this User Guide.

Section 1: Accessing the Portal

1. To access the Portal, click this link: <https://publicportal.courts.vt.gov/Portal/>
This link can also be accessed from the Court's website at www.vermontjudiciary.org and may be bookmarked on your computer or device.
2. The Portal home page will display, as shown below:

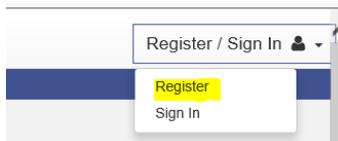


Section 2: Portal Registration

Portal registration is required for access to some types of case data. Elevated access to particular cases is generally granted to case parties, attorneys and others entitled to that access.

Note: Currently only Judicial Bureau case information is available on the Portal. The following information will apply when Superior Court cases become available.

- *Some Civil Division and Judicial Bureau case information may be viewed by anonymous public users without any registration or sign in. However, full access to all data and document images may require registration and approval of elevated access.*
 - *Criminal, Family and Probate case information is not available to anonymous public users. Access is granted only to registered Portal users who request and are entitled to that access.*
 - *Access to Criminal, Family and Probate cases, and full access to public Civil and Judicial Bureau case information will also be available at courthouse kiosk terminals.*
1. To register, click the “Register/Sign In” link in the upper right corner of the Portal home screen and select “Register”.



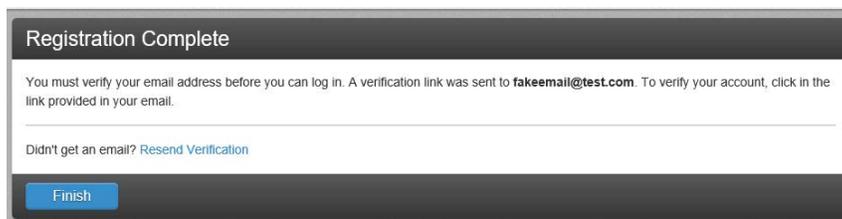
2. The Registration Form screen will open. Complete all required fields (mobile phone & SMS info is optional and may be used for future enhancements) and security verifications.

Note: For non-attorneys who intend to request elevated case access, the email address used in this registration must match one on file for you with the court. If you did not specify your email address on a Notice of Appearance or other court-filed document, you will need to do so before elevated access can be granted.

Registration Form

| | |
|---|--------------------------------|
| First Name | Last Name |
| Email Address | Username |
| Password | Confirm Password |
| Mobile Phone (Numbers Only) | |
| Select Service Provider ▼ | SMS Correspondence Address |
| Select Security Question 1 ▼ | Answer for Security Question 1 |
| Select Security Question 2 ▼ | Answer for Security Question 2 |
| Select Security Question 3 ▼ | Answer for Security Question 3 |
|  | |
| Please retype the characters | |
| <input type="button" value="Next"/> <input type="button" value="Cancel"/> | |

- Click "Next". A message will appear stating that a verification link was sent to the email address you just submitted. You will need to open your email and click on that link to activate your registration.



- After clicking the link, Portal will open again. Select "Sign In" from the upper right corner, and sign in using your new password.

At this point, your registration is complete but you still have only the default level of access that is the same as an anonymous public user. In order to request elevated access based on your role in a case, follow the steps in the next section.

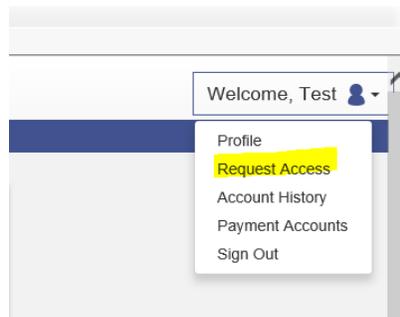
Section 3: Requesting Elevated Case Access

If you are a party or counsel of record in a case, you are generally entitled to access records and documents for that case through Portal. To do so, you will need to request elevated access. This is a one-time procedure which will link your Portal account to your party record in Odyssey and will give you access to all current and future cases in which you are involved. You do NOT need to submit separate requests for every case.

Case parties may request elevated case access regardless of whether they are self-represented or represented by an attorney.

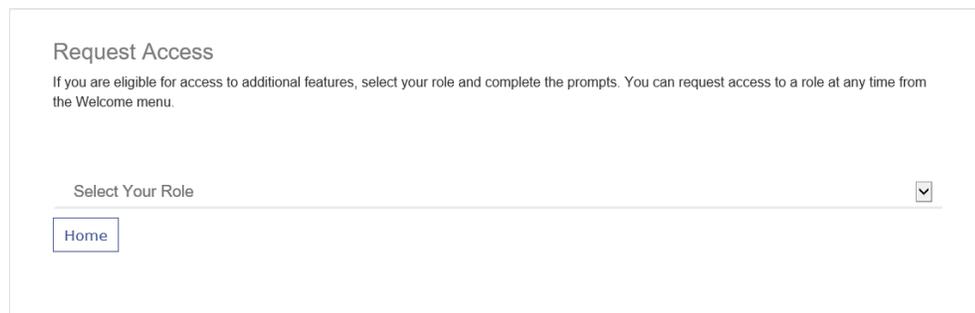
How to Request Access:

1. Log in to Portal with your username (email address) and password.
2. From the dropdown menu in the upper right corner, select “Request Access”.



3. The “Request Access” box opens up. From the drop down menu, select the appropriate role being requested.

Attorneys should select the “Attorney” role. All non-attorneys should select the “Case Party” role.

A screenshot of a web form titled "Request Access". Below the title, there is a paragraph of text: "If you are eligible for access to additional features, select your role and complete the prompts. You can request access to a role at any time from the Welcome menu." Below this text is a label "Select Your Role" followed by a dropdown menu. At the bottom left of the form is a button labeled "Home".

4. Depending on which role you are requesting, you will be asked to provide additional information that will be used by the Portal administrator to confirm your eligibility for elevated access.
 - Attorneys will need to provide their Bar #, and must already be entered as counsel of record in the case(s) to which they are seeking access.
 - Non-attorneys will need to provide a case # and their role in the case.
 - *If you have multiple court cases, you only need to list one. Access will transfer to all other cases linked to your same party record in the system.*
 - *However, for the case listed, you must have already filed a Notice of Appearance or an Online Access Request From listing the same email address used for your Portal account. If you have not yet done this, you will need to do so before elevated access can be granted. Forms are available at www.vermontjudiciary.org.*

Complete the Following

I am a party in case #:
19-FA-00017

Add Next

My role in that case is:
Plaintiff

Add Next

By checking this box, I affirm that the information I am providing to the Court is true and accurate to the best of my knowledge.

Home Submit

5. After entering all information, click “submit”. A message will indicate that the request has been submitted.

Your access request has been submitted.
You will be notified of any status change via email.

Home

6. When the request has been reviewed and approved by the Portal Administrator you will receive a confirmation email. After approval, you should have elevated access to your case(s).

If your request is denied for any reason, you will receive an email explaining the denial and any corrective steps needed.

Section 4: Records Search

- Use **Smart Search** to find court records or persons associated with a court record.
- Use **Search Hearings** to find court hearings

*****Please note when searching on the Portal for Judicial Bureau cases: Judicial Bureau cases display on the Portal as criminal case types. This is due to system requirement when cases utilize offense codes (such as those for speeding and other traffic violations). However, Judicial Bureau cases are in fact civil violations and are not criminal in nature.**

“Sounds Like” Check Box – The “Sounds Like” feature allows you to search for proper names, including business names that sound similar. Select the **“Sounds Like”** check box when entering the search information. This is useful if you are unsure of the spelling of the last name; you may enter the first name and as much as you know to be correct of the last name.

The **Wildcard** feature allows you to search for incomplete names and case numbers in the system. To use the Wildcard feature, type a portion of a name or case number, and then type an asterisk (*) at the end. You must enter at least one character in a first name, three characters in a last name, and four characters in a case number to use the Wildcard feature.

NOTE: You cannot use the Wildcard feature and the “Sounds Like” feature at the same time. **Names are not case sensitive.** You can enter first, middle, and last names in uppercase, lowercase, or a combination of both. The search results are the same.

Smart Search

1. To access **Smart Search**, click the **Smart Search** portlet icon.
2. In **Smart Search**, type a case number or a party name.
 - a. Party names must be in Last, First sequence
 - b. For advanced filtering options, click **Advanced Filtering Options** for more information (see section 5 below).
3. Click **Submit**.
4. A list of results will appear. Click on a case number to view the court record.



Note: if the case for which you are searching does not appear, it may not be available for public viewing or you may not have the appropriate level of access. Please contact JUD.helpdesk@vermont.gov for assistance.

Section 5: Advanced Search Options

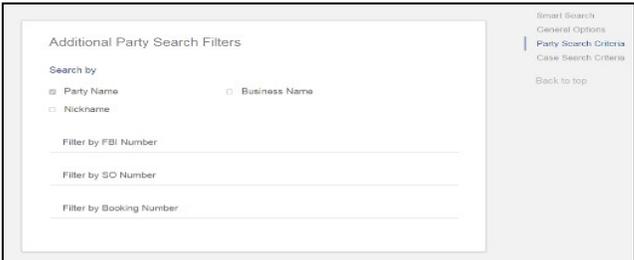
Smart Search allows users to refine their search parameters through **Advanced Filtering Options**. Providing more information through Advanced Filtering Options will narrow your search results.

Note: not all types of advanced filtering may be available for all courts and all case types.

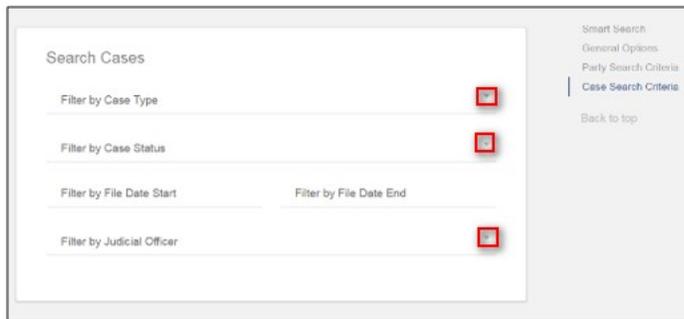
1. Select **Advanced Filtering Options**. The page will expand with additional menus.



2. The **Party Search Criteria** link takes user to the ‘**Additional Party Search Filters**’ window. These filters narrow search results using various personal identifiers.

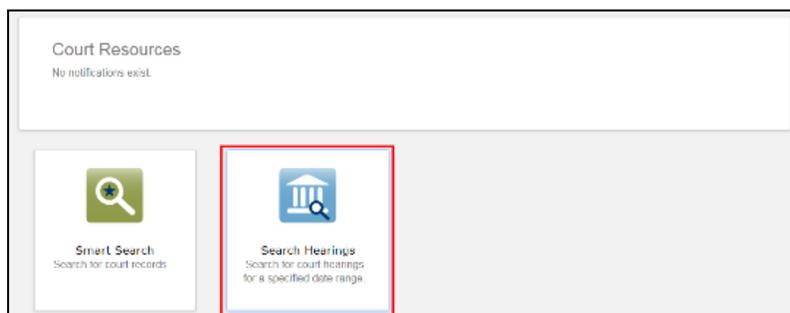


- The **Case Search Criteria** link takes user to the 'Search Cases' window; these filters narrow search results using case specific information.



Section 6: Hearings Search

- To search for a hearing or groups of hearings, click on **Search Hearings** from the Portal home page.



- Use the drop-down boxes to set search parameters and to specify a date range to narrow the criteria.

Note: Not all search filters will be available for all courts and case types.

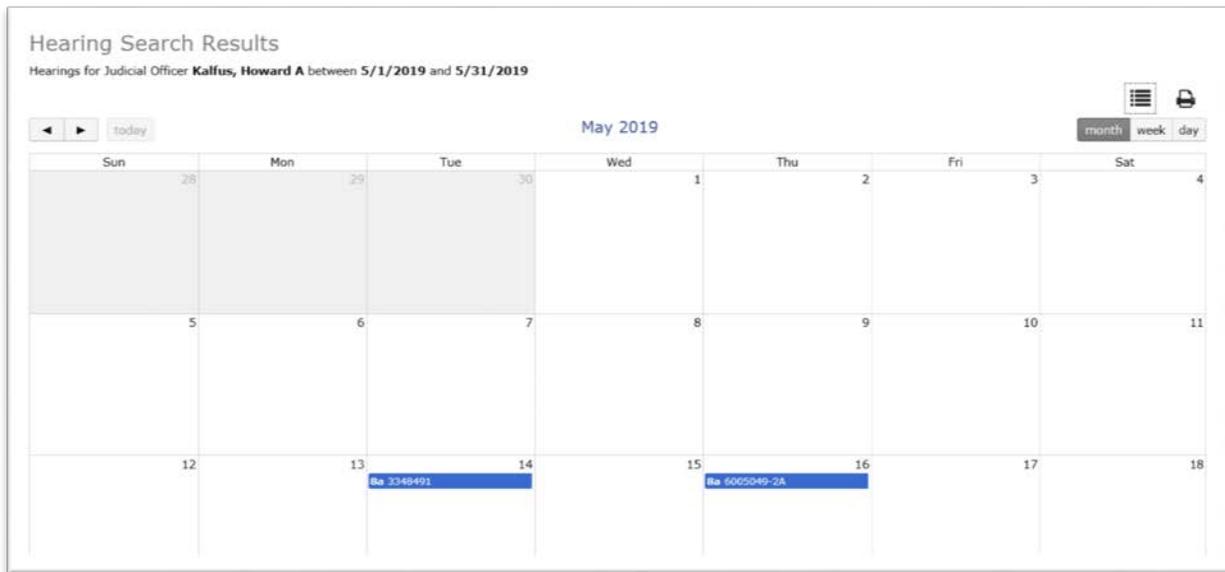
- Select the **Location** that you want to search or choose to search all locations.
- Select the **Hearing Type** for a specific hearing type or you may search for all hearing types.
- Select the **Search Type** to choose how you would like to search. The Search Criteria field will change depending on your selection.

- Viewing results:

Results will display in list view, as in the below example for a search by Judicial Officer. To switch to calendar view click the calendar icon in the upper right corner.



Calendar view:



Section 7: Make Payments

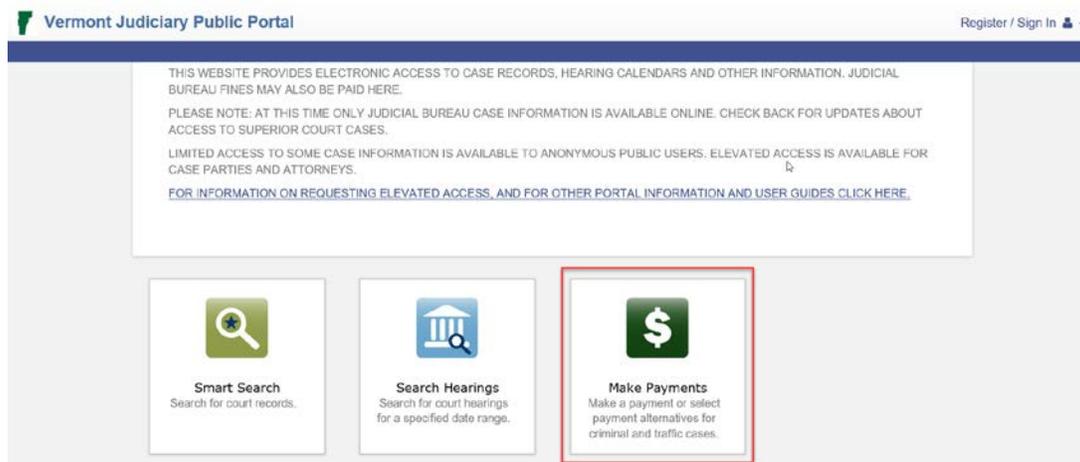
Online payments can be made through the Public Portal for fines owed in Criminal* and Judicial Bureau cases.

Please note: The Portal does NOT accept other types of payments (e.g., filing fees, miscellaneous service fees or money owed to other parties such as child support or civil judgments). For these types of fees please contact the court clerk's office or refer to instructions elsewhere on www.vermontjudiciary.org.

**Also please note: At this time, only Judicial Bureau payments can be accepted through the Portal; payment options for Criminal case fines will become available in conjunction with each court unit's transition to the new case management system - check back for updates and details.*

Steps to make an online payment:

1. Go to the Public Portal at: <https://publicportal.courts.vt.gov/Portal/> and click on "Make Payments".



2. Select Case Lookup Method

There are several different ways to look up a case to make a payment. If you do not find the cases(s) for which you are looking with one search method, it is recommended that you try other search methods as well.



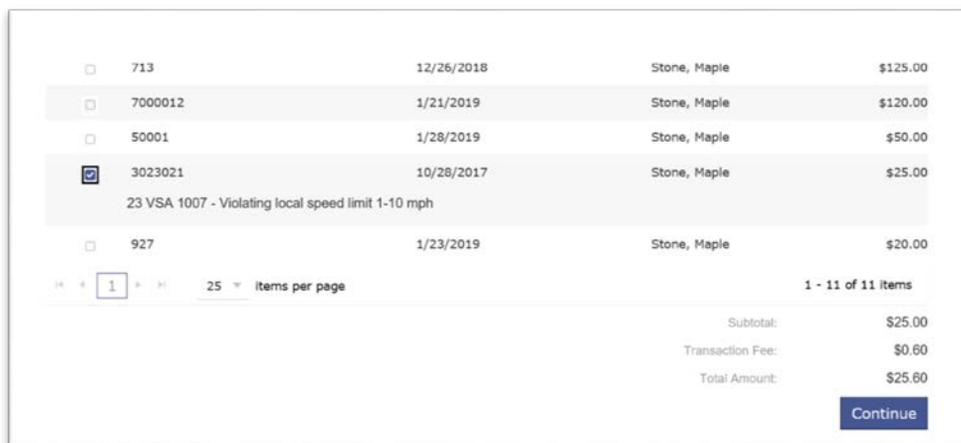
The screenshot shows the 'Make Payments' interface. At the top right, it says '*Required'. Below that is 'Basic Search Options' with a question mark icon. A dropdown menu is open, showing search types: Citation Number, Case Number, Party Name, Business Name, and Driver's License. A red arrow points to the 'Citation Number' option.

Select how you want to look up your case:

- **Citation Number and Case Number**– For Judicial Bureau cases, these numbers will be the same (in other words, the citation number of a ticket is also used as the case number) so either search option will work. For Criminal cases, enter the case # exactly as it appears on your court paperwork.
- **Party Name** – Last Name, First Name, and Date of Birth are required
- **Business Name** – The business name must be entered exactly as it appears on the case. If you are unsure of the spelling you can use a wildcard* search using at least three letters of the business name and an asterisk* (the wildcard) to search for all possibilities beyond that asterisk.
- **Driver's License** –Enter the issuing State and Driver's License Number. This search option is only available if the Driver's License number was entered on the case.

3. Select the case on which you want to make a payment

Check the check box for the case on which you want to make a payment. If your search returned multiple results you will need to select just the case(s) on which you want to pay, and click "Continue".



The screenshot shows a table of cases with columns for case ID, date, party name, and amount. The fourth row is selected. Below the table is a pagination control and a summary section with a 'Continue' button.

| | | | | |
|-------------------------------------|--|------------|--------------|----------|
| <input type="checkbox"/> | 713 | 12/26/2018 | Stone, Maple | \$125.00 |
| <input type="checkbox"/> | 7000012 | 1/21/2019 | Stone, Maple | \$120.00 |
| <input type="checkbox"/> | 50001 | 1/28/2019 | Stone, Maple | \$50.00 |
| <input checked="" type="checkbox"/> | 3023021 | 10/28/2017 | Stone, Maple | \$25.00 |
| | 23 VSA 1007 - Violating local speed limit 1-10 mph | | | |
| <input type="checkbox"/> | 927 | 1/23/2019 | Stone, Maple | \$20.00 |

1 - 11 of 11 items

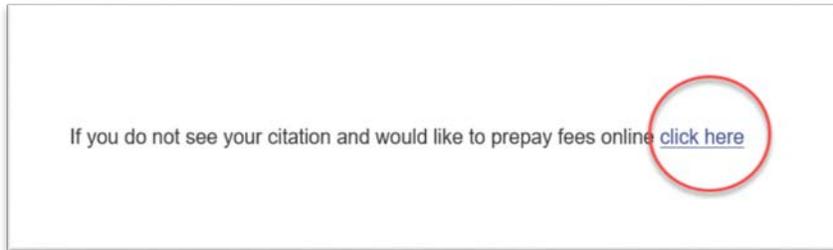
Subtotal: \$25.00
Transaction Fee: \$0.60
Total Amount: \$25.60

Continue

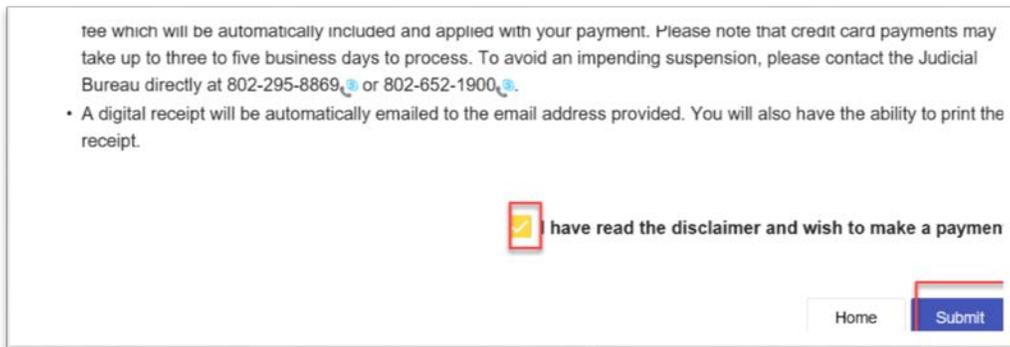
*** IF YOU HAVE FOUND YOUR CASE AND HAVE SELECTED IT AS SHOWN ABOVE, **SKIP TO STEP #5**. IF YOU HAVE NOT FOUND IT THROUGH SEARCHING CONTINUE TO STEP 4 BELOW.

4. Prepayment of tickets not yet in the system: **If you have located the correct ticket(s), this step is unnecessary, and you may SKIP to STEP 5.**

A. If you are unable to locate your Judicial Bureau case through any search methods, it is possible that the ticket has not yet been filed by the law enforcement officer and therefore is not yet in the system. If you have your copy of the ticket and would like to submit payment at this time you may still do so by using the link in the message on the search results screen, as shown below:



B. Read the disclaimer that will appear. Check the box indicating that you understand, and click "Submit".



C. The citation information screen will appear. Enter all required information and "click submit"

Enter your citation information.

Citation Number *
123456789

Re-Enter Citation Number *
123456789

Payment Amount *
\$ 162.00

Individual Business

Defendant First Name *
Test

Defendant Last Name *
Filer

Payer Name *
John Doe

Name on Credit Card

Payer Address *
123 Main St, Small Town, VT 12345
Include Street, City, State, Zip

Email Address *
testemail@email.com

Cancel

D. You will be asked to verify your information and agree to the terms and conditions. Click “Submit”.

Verify your information.

| | |
|-----------------------|-----------------------------------|
| Information | |
| Citation Number: | 123456789 |
| Payment Amount: | \$162.00 |
| Defendant First Name: | Test |
| Defendant Last Name: | Filer |
| Payor Name: | John Doe |
| Payor Address: | 123 Main St, Small Town, VT 12345 |
| Email Address: | testemail@email.com |

Terms & Conditions

Online credit card payments will not be received by the court, or applied to a court case, for up to three (3) business days. A digital receipt will be automatically emailed to the email address provided.

If your driver's license is suspended, you must pay a reinstatement fee to the Department of Motor Vehicles in addition to paying all outstanding fines. DO NOT PAY REINSTATEMENT FEES WITH THIS WEBSITE. The Department of Motor Vehicles allows the payment of the reinstatement fee online to suspended drivers.

By processing this payment, you agree to have read the disclaimer, agree to the fees and processing time, and wish to process the payment.

I agree

Cancel Edit Information Submit

5. Payment Information

The credit card information page will open. The total amount to be charged to your credit card is shown at the top of the screen. Enter all required information for your payment method, and click “Continue”.

Transaction Summary - Total Amount: \$217.07

After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

Cardholder Information

Enter the information as it appears on the Cardholder Account. The fields marked with a red asterisk (*) are required fields.

Card Type: *

Card Number: *

Exp Month: * Exp Year: *

CVV Code: * [CVV Help](#)

Name on Card: *
Maximum of 30 characters

Address Type: US Foreign

Address Line 1: *
Street address, P.O. box, company name, c/o

Address Line 2: *
Apartment, suite, unit, building, floor, etc.

City: *

State: *

Zip Code: *

Continue

6. Review Payment: A transaction summary will display. Verify that all information is accurate and then click "Process Payment".

Transaction Summary - Total Amount: \$217.07
 After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

Billing Detail

| | |
|----------------|-------------|
| Card Type | MASTERCARD |
| Card Number | *****5454 |
| Exp Date | 01/24 |
| CVV Code | *** |
| Name on Card | Johnny Test |
| Address Type | US |
| Address Line 1 | 123 Main St |
| Address Line 2 | |
| City | Small Town |
| State | VT |
| Zip Code | 12345 |

Terms and Conditions

This is a confidential and secure site that does not disseminate confidential information to third parties. The effective date of the payment is the date that it is submitted. By selecting the Process Payment button you are authorizing the processing of this transaction.

7. Confirmation and Receipt: a message will display stating that the transaction is complete. This may be printed as the receipt for the payment, and/or you can enter your email address in the field next to the "Email my Receipt" box and then click that box for an emailed copy of the receipt.

Transaction Complete

Your payment was processed successfully. Please allow up to 24 hours for the payment to post and be reflected on your case balance. Please print this page as a confirmation of your transaction.

| Citation/Case Number | Party Name | Amount Paid |
|----------------------|------------------|-------------|
| F11111 | Stone, Maple | \$212.00 |
| | Transaction Fee: | \$5.07 |
| | Amount: | \$217.07 |

Reference Number: PMT55

Disclaimer

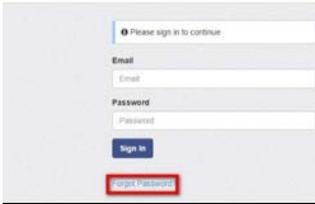
By submitting payment, you authorize the State of Vermont to charge the specified credit card for the indicated amount.

Enter email address

Section 8: Resetting a Password

From the Portal home page, click **Sign In** (top right).

1. Click **Forgot Password**



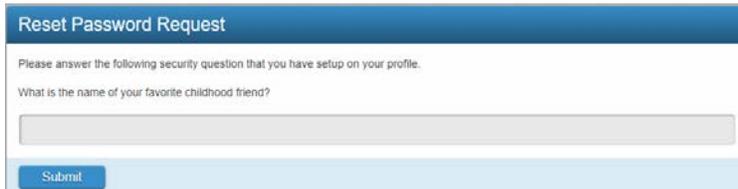
A screenshot of a sign-in form. At the top, it says "Please sign in to continue". Below that are fields for "Email" and "Password". There is a "Sign in" button. At the bottom, a "Forgot Password" link is highlighted with a red box.

2. From the **Reset Password Request** page, enter your e-mail address as the Username, enter the CAPTCHA characters, and click **Next**.



A screenshot of the "Reset Password Request" page. It has a title bar "Reset Password Request". Below it is a "Username" field. Then, it says "Please retype the characters from the picture" and shows a CAPTCHA image with the characters "84P4DN". There is a "Next" button at the bottom, which is highlighted with a red box.

3. Provide Security Question response. Click Submit.



A screenshot of the "Reset Password Request" page. It has a title bar "Reset Password Request". Below it, it says "Please answer the following security question that you have setup on your profile." and "What is the name of your favorite childhood friend?". There is a text input field for the answer. At the bottom, there is a "Submit" button.

4. This will send an automated email to reset the password. Follow instructions in the email.

Additional information is available at www.vermontjudiciary.org .

If you need assistance you may contact JUD.helpdesk@vermont.gov