

FREQUENTLY ASKED QUESTIONS ABOUT DOCUMENT ACCESS

Q1: *What do I need to do to sign up for document access?*

A: You need to have a current subscription to the Oregon Judicial Court Information Network (OJCIN), formerly known as OJIN OnLine, including a completed OJCIN OnLine user agreement. To open an account, you need to complete and submit the online application form. Start at <http://courts.oregon.gov/OJD/OnlineServices/OJIN/pages/getstarted.aspx>, then respond to information sent by OJD and return a completed user agreement. That subscription permits access to public case register information from the Oregon Judicial Information Network (OJIN), the Oregon Appellate Case Management System (ACMS), and the Oregon eCourt Case Information system (OECI). Document access is available for the OECI system only.

Q2: *Which courts have document access available?*

A: Some documents are available from circuit courts in the following 10 counties: Benton, Clatsop, Columbia, Crook, Jackson, Jefferson, Linn, Polk, Tillamook and Yamhill. Access to documents from the Multnomah County Circuit Court will begin in late May or June 2014.

Q3: *What documents can I see?*

A: In any of the 10 circuit courts using the OECI system, you can see all public documents for which court staff made an entry in the Register of Actions after that court's go-live date. Go-live dates can be viewed at <http://courts.oregon.gov/oregonecourt/Pages/OregoneCourtmap.aspx>. Some documents are available in Portable Document Format (PDF), but many are available in only Tagged Image File Format (TIFF) image. Some portable devices display TIFF images only through use of a mobile application, which is not offered through Oregon eCourt.

Q4: *How do I access documents in public case types?*

A: Go to: <https://publicaccess.courts.oregon.gov/PublicAccessLogin/Login.aspx> and use the 'Help-Quick Reference' link at the bottom of the page.

Q5: *Are there any access restrictions to cases or documents?*

A: Yes. Generally, online access to case information is restricted in case types designated as confidential (e.g., juvenile delinquency, juvenile dependency, civil commitment/mental health, adoption, etc.), as well as cases subject to the federal Violence Against Women Act (VAWA). Access to documents in those case types or in individual cases within those case types also is restricted. In addition, OJD restricts access to documents in all case types that have been sealed

or otherwise are confidential (e.g., information in dissolution cases provided in a Confidential Information Form).

If you have been granted access to confidential case types, then document access includes documents that are available to identified case participants pursuant to statute. The same confidentiality restrictions that apply to the information in paper form on such records also applies to the electronic documents, and you are responsible for ensuring appropriate use of the documents.

All OSB members are permitted online access to VAWA cases and documents in those cases that are not confidential by statute, rule, or court order. If you are unable to view a case in a case type subject to VAWA requirements and need that access, contact OJCIN Online at 800.858.9658 or ojin.online@ojd.state.or.us and provide your Bar number, so that your user profile can be updated. OJD treats the following case types as subject to VAWA: Family Abuse Prevention Act; Elderly Persons and Persons with Disabilities Abuse Prevention Act; Sexual Abuse Prevention Order; Stalking Protective Order; Registration of Foreign Restraining Order; and Punitive Contempt.

Q6: *How do I get access to documents and information in restricted case types?*

A: For juvenile and civil commitment/mental health cases, you need to submit a request for access (and a completed OJCIN Restricted Access Agreement) to OJD. The State Court Administrator's Office carefully evaluates all requests and decides whether to grant electronic access to confidential case types. If you are counsel in a confidential case type and are denied electronic access, you still will receive electronic notices from the court but will need to continue to go to the courthouse for specific information or copies of documents.

Q7: *How do I find out what my access rights are, or ask to change them?*

A: Call 800.858.9658 during regular business hours or send an e-mail to OJIN.Online@ojd.state.or.us.

Q8: *Do I need a subscription to see documents that I have filed in a case?*

A: Documents that you and other parties have eFiled in a case in which you are the lawyer of record remain available for viewing for a limited period of time in the File & Serve system. Using the File & Serve system requires registration, but does not require a subscription. Ongoing access to documents through OECl does require a subscription.

Q9: *How do I add users to my account?*

A: Go to <http://courts.oregon.gov/OJD/OnlineServices/OJIN/pages/techsupport.aspx> and complete the "Request Additional Profiles" form.

Q10: *What does a subscription cost?*

A: Cost information is posted in the "Rates" section at <http://courts.oregon.gov/OJD/OnlineServices/OJIN/pages/getstarted.aspx>

Q11: *What do I do if I have a technical problem with document access?*

A: For technical support, you can call 503.986.5582 or 877.826.5010 between 7 a.m. and 6 p.m. on weekdays, or send an e-mail to ETSDHelp@ojd.state.or.us. We will need your user name (profile), agency name, and contact information (name, phone, e-mail).

Q12: *When will the circuit court in my county have document access?*

A: Document access is available shortly after a circuit court goes live with the OECl system. The rollout schedule is available at <http://courts.oregon.gov/oregonecourt/Pages/index.aspx> at the bottom of the page.

Q13: *How do I know if I am a Designated Government User (or represent one)?*

A: The list of state and local government entities established as Designated Government Users is available at <http://courts.oregon.gov/oregonecourt/Pages/index.aspx>.