

## 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. If you already have an OJCIN account, complete the Document Access Form at <http://courts.oregon.gov/OJD/OnlineServices/OJIN/Pages/DocAccessRequest.aspx>.

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, Multnomah, Polk, Tillamook and Yamhill.

**Q3: *What documents can I see?***

**A:** In any of the 11 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. Documents migrated from Onbase or laserfiche are not electronically available.

**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).

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.

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).

**Q6: *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](mailto:OJIN.Online@ojd.state.or.us).

**Q7: *Do I need a subscription to see documents that I have filed in a case?***

**A:** Documents that you have eFiled in a case or that have been electronically served on you through the eFiling system remain available for viewing for 180 days 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.

**Q8: *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.

**Q9: *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>

**Q10: *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](mailto:ETSDHelp@ojd.state.or.us). We will need your user name (profile), agency name, and contact information (name, phone, e-mail).

**Q11: *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.

**Q12:** *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>.