

Oregon eCourt Case Information – FAQs for OJCIN Subscribers

What is Oregon eCourt Case Information?

Oregon eCourt Case Information (OEI) is the system subscriber's use to access circuit court and Tax court case records.

What is OJCIN OnLine?

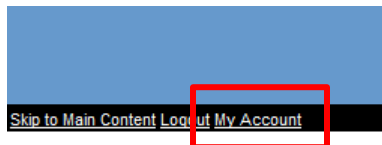
OJCIN OnLine is a paid subscription based service which allows access to both case management systems for the Oregon Courts: OEI (Oregon eCourt Case Information) and ACMS (Appellate Case Management System). It allows you to search for appellate, civil, small claims, tax, domestic, and criminal (including misdemeanor and felony) cases. Some cases are confidential and protected statutorily and therefore not available to the public.

Is my password the same for OEI and ACMS?

Once you have confirmed your subscription, you will be provided with two temporary passwords (one for each system). You will be required to change each of these passwords on your first login and can make them the same at that time.

How can I change my OEI password?

Once you are logged into OEI, click on the "My Account" link on the Navigation menu (the black bar located at the top left of the page), then select Password Change.



How do I request additional OEI usernames and accounts?

Contact the OJCIN OnLine Business office to request new or additional subscriber accounts

- Email ojcin.online@ojd.state.or.us

OR

- Call 1-800-858-9658 (Office hours: M-F 8am-5pm)

Attorney Notices from the court – how will I receive them?

The OEI system automatically generates emails containing links to notices on hearings, trials, and judgment entry's. It is important that attorneys take the following steps to make sure they will receive electronic notices from the courts:

1. The electronic notices will only be sent to the attorney email address on file with the Oregon State Bar (OSB) – *please be sure your email address with the OSB is kept up to date.*

2. Attorneys should make sure that their email program’s security settings will allow links from the five following court email addresses:

Court_Notification@ojd.state.or.us

Hearing_Rescheduled@ojd.state.or.us

Hearing_CANCELED@ojd.state.or.us

Hearing_scheduled@ojd.state.or.us

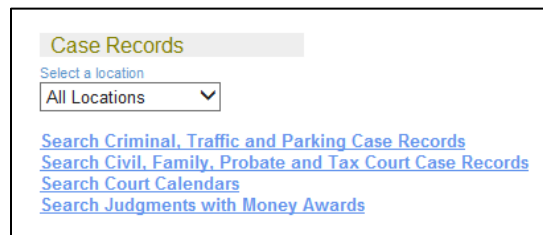
Judgment@ojd.state.or.us

I receive a “Sign On Failed” error when I log in to the Oregon eCourt Case Information system.

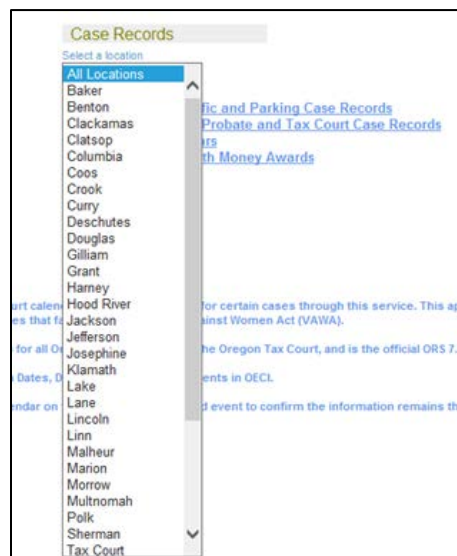
If you have tried all options including to remember that user names and passwords are case sensitive, contact the Oregon Judicial Department Help Desk (ETSDhelp@ojd.state.or.us; 503-986-5582; 877-826-5010).

Can I do a statewide search for cases or do I need to search county by county?

You can search by either option. An “All Locations” is available in the “Select A Location” list on the Case Records page



OR you can use the drop down menu to select a specific county if you know where the case was filed.



What if I can't find the case I'm looking for?

There are detailed instructions and search tips in the "Help – Quick Reference Guide" located at the bottom of the Case Records page. There are several options to choose from and guidance on how to conduct searches.



How do I print case information?

Printing from the Oregon eCourt Case Information system does not require a special command. Use your browser's print command or print icon.

What types of document images are in the Oregon eCourt Information System?

There are two types of images, TIF and PDF. A TIF is a *Tagged Image File*. A PDF is a *Portable Document Format*.

After I click on an image link, why am I asked to select a program to view the file?

In order to view an image (TIF) the computer needs to have a program installed that can open pictures, images, or photos. To view a PDF, the computer needs to have an Adobe program (i.e. Adobe Reader) installed. These types of software programs are available for free through various Internet websites.

Are there any access restrictions to cases or documents?

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).

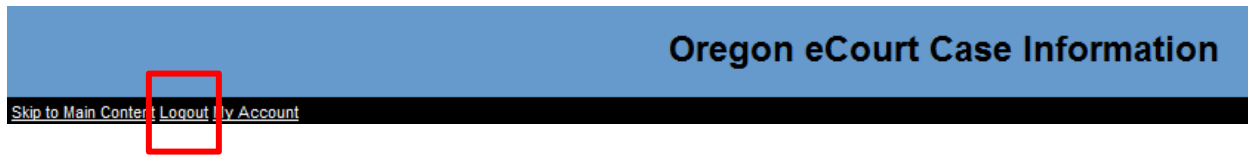
Document access is available for the OECl system only.

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

Call 800.858.9658 during regular business hours (M-F, 8am – 5pm) or send an e-mail to OJCIN.online@ojd.state.or.us.

How do I close my OECl session?

Use the Logout link on the Navigation menu located at the top of the page on the left side. This will clear your search information from the screen.



Is there a User Guide for the new Oregon eCourt Case Information system?

There is a "Help – Quick Reference Guide" link at the bottom of the Sign On page.



Who do I contact if I have additional support questions?

Technical Support:

- ETSDHelp@ojd.state.or.us
 - Include your user name (profile), agency name, and contact information (name, phone, e-mail)
- 503-986-5582 or 877-826-5010
- Office hours: M-F, 7am – 6pm

Subscriber / Business Support:

- OJCIN.online@ojd.state.or.us
 - Include your user name (profile), agency name, and contact information (name, phone, e-mail)
- Toll Free: 800-858-9658
- Fax: 503-986-5856
- Office hours: M-F, 8am – 5pm