Oregon eCourt Case Information – FAQs for OJCIN Subscribers

What is Oregon eCourt Case Information?

Oregon eCourt Case Information (OECI) is the system subscribers use to access circuit court and Tax court case records. This system contains case information (Register of Actions) for all Oregon circuit courts and the Oregon Tax Court, and is the official ORS 7.020 register for these courts.
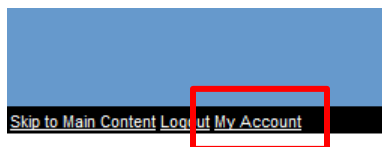
What is OJCIN OnLine?

OJCIN OnLine is a paid subscription-based service which allows access to both case management systems for the Oregon Courts: OECI (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 OECI 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 OECI password?

Once you are logged into OECI, 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 OECI 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 7:30 am – 4:30 pm)

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

Oregon's eCourt system automatically generates emails containing links to notices on hearings, trials, and judgment entries that are sent to the attorneys of record on a case. 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

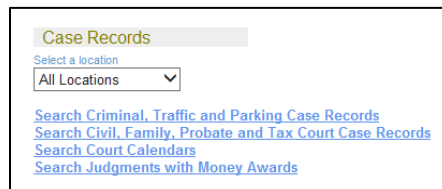   Hearing_scheduled@ojd.state.or.us

   Judgment@ojd.state.or.us

If you are not receiving notices, or if you are receiving notices in error, please contact the court where the case is filed (courts.oregon.gov/courts).

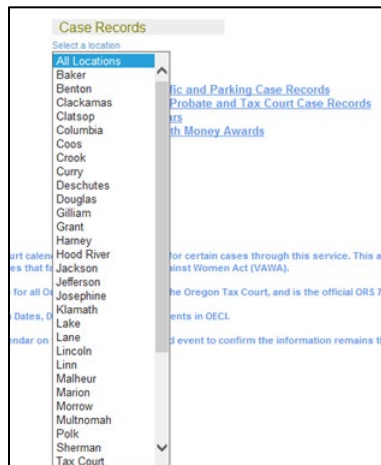## I receive a "Sign On Failed" error when I log in to the Oregon eCourt Case Information system.

Please keep in mind that all usernames and passwords are case sensitive. If you have tried all options, 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 dropdown 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.

Help - Quick Reference | Frequently Asked Questions (FAQs) | Dates, Dispositions, and Other Events | OJD Home | Online Services | OJCIN OnLine | Document Access FAQs

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.

Who qualifies for document access?

Document access is only available to Designated Governmental Users, Oregon State Bar members, and business subscribers with a specific statutory need for court documents.

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.

What documents are available to users who have document access?

Public documents in public case types that were filed on, or after, the circuit court implemented eCourt. eCourt implementation dates are listed here. For more details on document restrictions see "Are there any access restrictions to cases or documents?".

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; Extreme Risk Protection 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).

I am an attorney whose practice includes juvenile dependency and/or juvenile delinquency cases. How can I request access to those cases in OECI?

You may request access to restricted case types by sending an e-mail to OJCIN.Online@ojd.state.or.us. Please include your OJCIN Online account number and/or User ID in the e-mail. Please note that Adoption cases are not available to any users in OECI.

How can I request copies of documents if I don't qualify for document access?

You may request copies of documents directly from the court. Contact information for Oregon's circuit courts can be found on OJD's website at courts.oregon.gov/courts. You will need to provide the court with the case number(s) and the specific document(s) you are requesting.

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, 7:30 am – 4:30 pm) or send an e-mail to OJCIN.online@ojd.state.or.us.

Are there free options for viewing case information?

Circuit courts typically have kiosks available to the public. Those kiosks are located within the courthouse and allow the public to access public documents that have been filed into public cases. For more information related to kiosk availability contact your local circuit court using the contact information provided on OJD's website: courts.oregon.gov/courts.

OJD provides free online access to limited circuit court and Tax Court case information on it's website at https://webportal.courts.oregon.gov/portal. The free online record search allows the public to view the register of actions (e.g. list of parties, hearings, events, dispositions) for all cases that are not confidential, sealed, or are subject to the Violence Against Women Act (VAWA). Documents are not available in the free online records search.

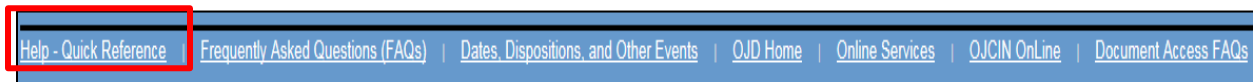## How do I close my OECI session?

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.

Help - Quick Reference | Frequently Asked Questions (FAQs) | Dates, Dispositions, and Other Events | OJD Home | Online Services | OJCIN OnLine | Document Access FAQs

Who do I contact if I have additional support questions?

Technical Support:

- ETSDHelp@ojd.state.or.us
  - o 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
  - o 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, 7:30 am – 4:30 pm