



OJD Appellate Portal

Password Reset

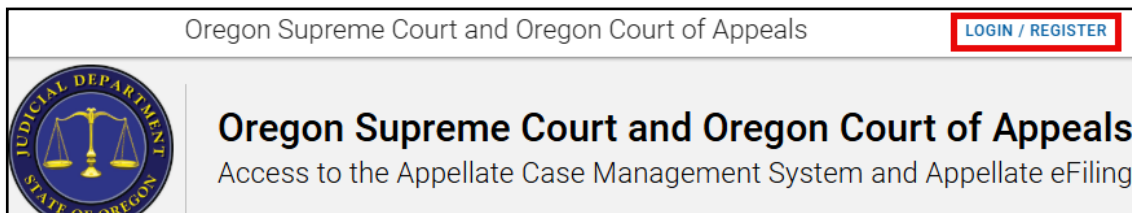
As recently reported, the case management system (C-Track) used by the Oregon Court of Appeals and Oregon Supreme Court, which is cloud hosted by West Publishing Corporation has had some data that was compromised. - For details, please see <https://www.ctracknotification.com> and <https://apps.oregon.gov/oregon-newsroom/OR/OJD/Posts/Post/OJD-secures-case-management-system-after-Thomson-Reuters-reports-data-breach>.

To ensure the security of our system and the information of its users, all user passwords are being reset. While there is no evidence that any user credentials were compromised in connection with this incident, we believe this additional step is appropriate as a best practice for information security and helps ensure OJD systems remain secure.

Note: If you need assistance resetting your password, please contact C-Track Customer Support at **1-800-510-6068**. Representatives from West Publishing Corporation will be available to assist from (Monday through Friday 8:30am to 4:30pm Pacific Time). If you need further assistance, please contact OJD at OJDHELP@ojd.state.or.us.

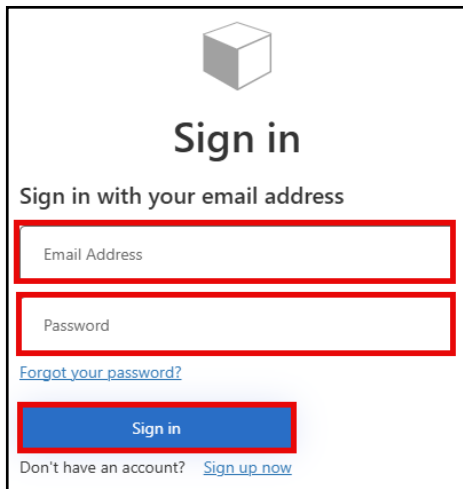
CHANGING YOUR PASSWORD

1. Access the Appellate Portal at: <https://trportal.courts.oregon.gov/portal/home>
2. Select **Login / Register**.



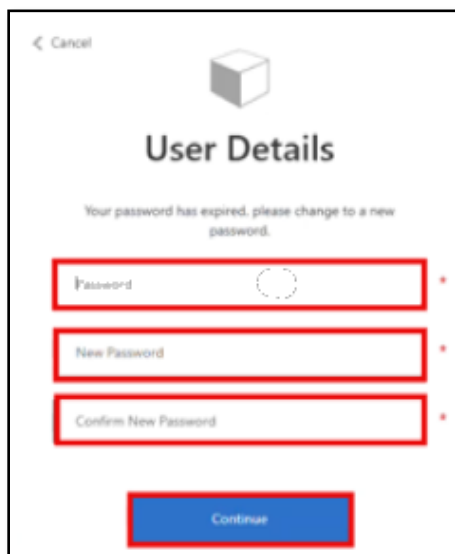
Note: If the Login/Register option is not displayed, expand your window or select a drop-down menu that looks like three horizontal lines to locate it.

3. From the *Sign In* screen, enter your **Email Address** and **Password** then select **Sign In**.



The image shows a 'Sign in' screen. At the top is a 3D cube icon. Below it is the title 'Sign in'. Underneath is the instruction 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password', both highlighted with red borders. Below the 'Password' field is a link 'Forgot your password?'. At the bottom is a blue 'Sign in' button, also highlighted with a red border. Below the button is the text 'Don't have an account?' followed by a link 'Sign up now'.

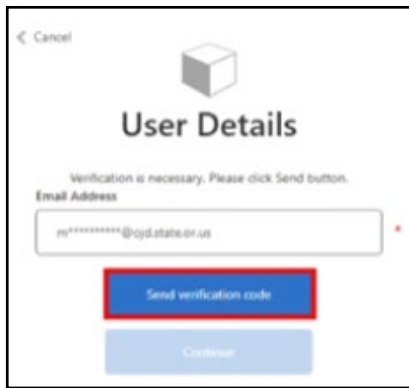
4. The User Details dialog box displays to enter your current and new password. Complete each of the following fields:
- Password (the current password for the account)**
 - New Password**
 - Confirm the New Password**



The image shows a 'User Details' screen. At the top left is a '< Cancel' link. In the center is a 3D cube icon and the title 'User Details'. Below the title is the message 'Your password has expired, please change to a new password.' There are three input fields: 'Password', 'New Password', and 'Confirm New Password', each with a red border and a red asterisk to its right. At the bottom is a blue 'Continue' button, also highlighted with a red border.

5. Select **Continue**.

6. From the next screen, select **Send Verification Code**.



The screenshot shows a mobile app interface titled "User Details". At the top left is a back arrow and the word "Cancel". Below the title is a 3D cube icon. A message states: "Verification is necessary. Please click Send button." Below this is a text field labeled "Email Address" containing "m*****@ojd.state.or.us". A red asterisk is to the right of the field. Below the field is a blue button labeled "Send verification code" with a red border. Below that is a light blue button labeled "Continue".

7. Enter the **Verification Code** and select **Verify Code**.



The screenshot shows the "User Details" screen. The message now says: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this is an empty text field with a red asterisk. Below that is another text field labeled "Verification Code" with a red border and a red asterisk. Below these fields are two blue buttons: "Verify code" (with a red border) and "Send new code". At the bottom is a light blue button labeled "Continue".

8. Select **Continue**.

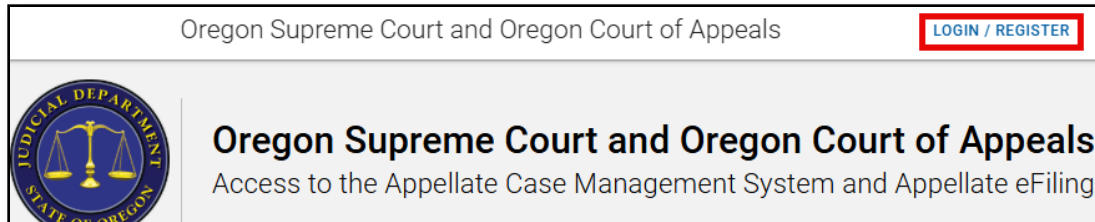


The screenshot shows the "User Details" screen. The message now says: "E-mail address verified. You can now continue." Below this is the same "Email Address" text field with "m*****@ojd.state.or.us" and a red asterisk. Below the field is a blue button labeled "Continue" with a red border and a mouse cursor icon pointing at it.

Congratulations, your password is now reset. You will be returned to the home screen of the Appellate Portal.

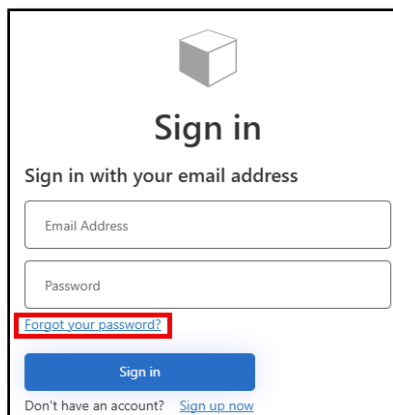
USING THE FORGOT PASSWORD LINK TO RESET PASSWORD

1. Access the Appellate Portal at: <https://trportal.courts.oregon.gov/portal/home>.
2. Select **Login / Register**.

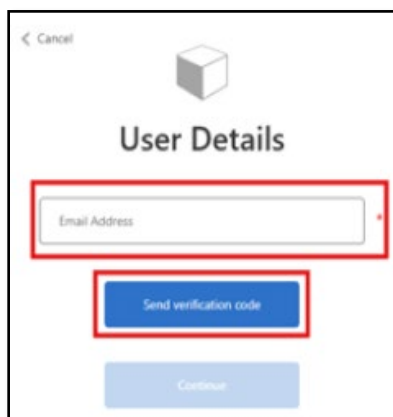


Note: If the Login/Register option is not displayed, expand your window or select a drop-down menu that looks like three horizontal lines to locate it.

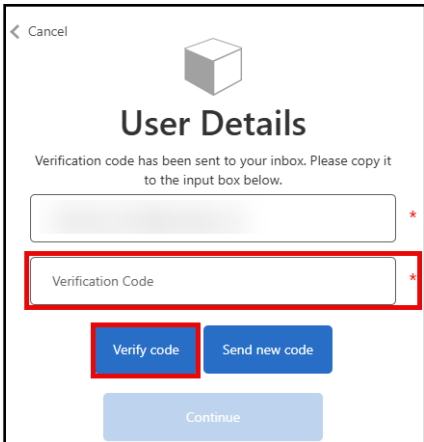
3. From the *Sign in* screen, select the **Forgot your Password** link.



4. On the *User Details* screen, enter your **Email Address** and select **Send verification code**.



5. Enter the code received via email in the *Verification Code* field then select **Verify Code**.



The screenshot shows a mobile app interface titled "User Details". At the top left is a back arrow and the word "Cancel". Below the title is a 3D cube icon. The text "Verification code has been sent to your inbox. Please copy it to the input box below." is displayed. There are two input fields: the first is empty, and the second is labeled "Verification Code" and is highlighted with a red border. Below the input fields are two blue buttons: "Verify code" (highlighted with a red border) and "Send new code". At the bottom is a light blue "Continue" button.

6. Select **Continue** from the next screen displaying your email address.



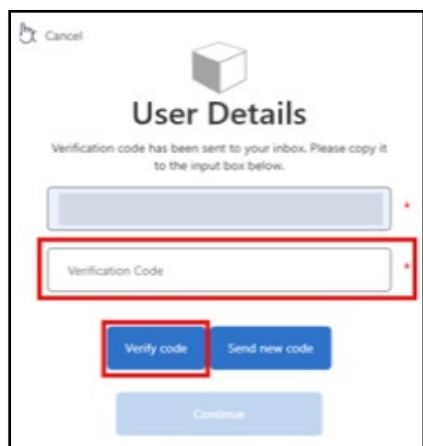
The screenshot shows the "User Details" screen. At the top left is a back arrow and the word "Cancel". Below the title is a 3D cube icon. The text "E-mail address verified. You can continue now." is displayed. There is a light blue input field. Below it are two blue buttons: "Change e-mail" and "Continue" (highlighted with a red border). At the bottom is a light blue "Continue" button.

7. Enter your **Email Address** again and select **Send Verification Code**.



The screenshot shows the "User Details" screen. At the top left is a back arrow and the word "Cancel". Below the title is a 3D cube icon. The text "Verification is necessary. Please click Send button." is displayed. There is a light blue input field labeled "Email Address" (highlighted with a red border). Below it is a blue button labeled "Send verification code" (highlighted with a red border). At the bottom is a light blue "Continue" button.

8. Enter the code received via email in the *Verification Code* field then select **Verify Code**.



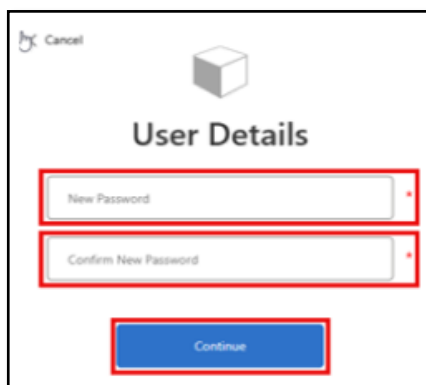
The screenshot shows a mobile app interface titled "User Details". At the top left is a "Cancel" button with a back arrow. Below the title is a 3D cube icon and a message: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first is empty, and the second is labeled "Verification Code" and is highlighted with a red border. Below the input fields are two buttons: "Verify code" (highlighted with a red border) and "Send new code". At the bottom is a "Continue" button.

9. From the screen displaying your email address, select **Continue**.



The screenshot shows the same "User Details" screen. The message now says: "E-mail address verified. You can continue now." Below the first input field is a "Change e-mail" button. The "Continue" button at the bottom is highlighted with a red border.

10. Enter your **new password** in the *New Password* and *Confirm New Password* fields then select **Continue**.



The screenshot shows the "User Details" screen with two input fields: "New Password" and "Confirm New Password", both highlighted with red borders. Below them is a "Continue" button, also highlighted with a red border.

Congratulations, you are now logged into the system under your account.