

OVERVIEW

My Court Portal provides you access to enhanced online services to conduct court business such as:

- Requesting an Extension
- Establishing a Payment Plan
- Making a payment on an existing payment plan
- Paying your case in full
- Submitting Correspondence Electronically
- Submitting Proof of Correction Electronically
- Reserving a Court Date for your Traffic Ticket
- Setting up automated reminders for Pending Matters and Upcoming Hearings

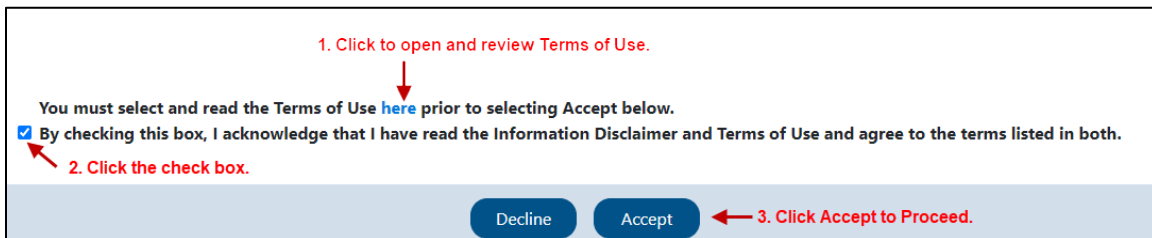
For the best experience using **My Court Portal**, we recommend using the Google Chrome Internet Browser or Microsoft Edge Internet Browser.

To register for a user account with your case / citation number, click on this link: [My Court Portal](#)

INFORMATION DISCLAIMER AND TERMS OF USE

After clicking the link above, the **Information Disclaimer** screen will display.

1. In order to proceed to **My Court Portal**, you must review both the Court's *Information Disclaimer* as well as the *Terms of Use* before proceeding to the application. The *Terms of Use* can be accessed by clicking the link shown below. Once clicked, a new webpage will open in another tab for your review.



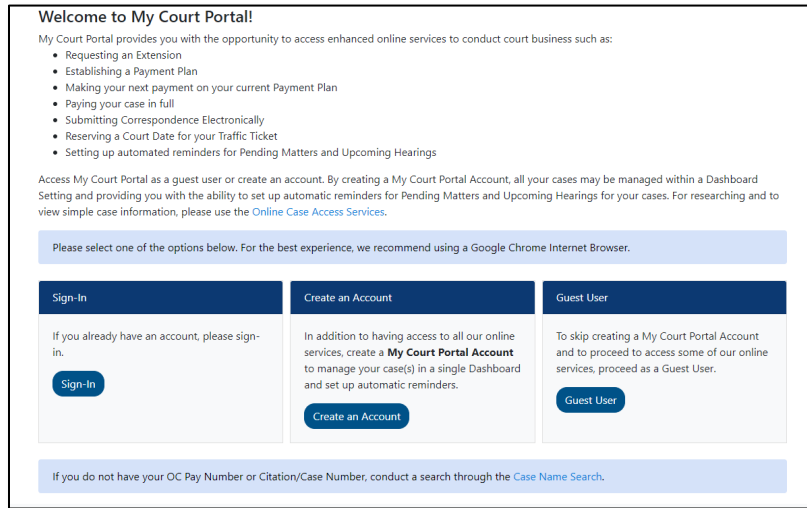
The screenshot shows a user interface for accepting terms. At the top, a red arrow points to a blue link labeled "here" with the instruction "1. Click to open and review Terms of Use." Below this, a text prompt reads: "You must select and read the Terms of Use here prior to selecting Accept below." A checkbox is checked, and a red arrow points to it with the instruction "2. Click the check box." Below the checkbox is the text: "By checking this box, I acknowledge that I have read the Information Disclaimer and Terms of Use and agree to the terms listed in both." At the bottom, there are two buttons: "Decline" and "Accept". A red arrow points to the "Accept" button with the instruction "3. Click Accept to Proceed."

2. The checkbox shown above will now be available for you to acknowledge that you have read the *Information Disclaimer* and *Terms of Use* and agree to the terms listed in both. To proceed, click to check the box. Next, click the **Accept** button. Upon selecting the **Accept** button, you will be directed to the My Court Portal Application page.

Once the *Information Disclaimer* and *Terms of Use* have been accepted, the screen will not display if the user retrieves their My Court Portal account on the same computer or device. Instead, the user will be directed to the My Court Portal Application page.

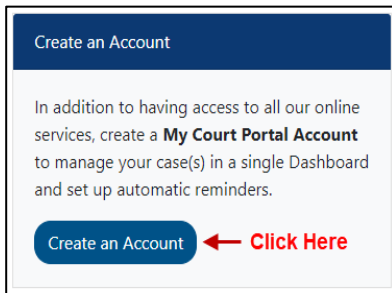
MY COURT PORTAL APPLICATION PAGE

The **My Court Portal** application page displays different options to access the application. To register for a **My Court Portal** account, you must create a *Microsoft B2C Account*. *Microsoft B2C* is often used by other Court or State-wide agencies that have online applications. This means that you may be able to access those online applications with the same sign-in account.

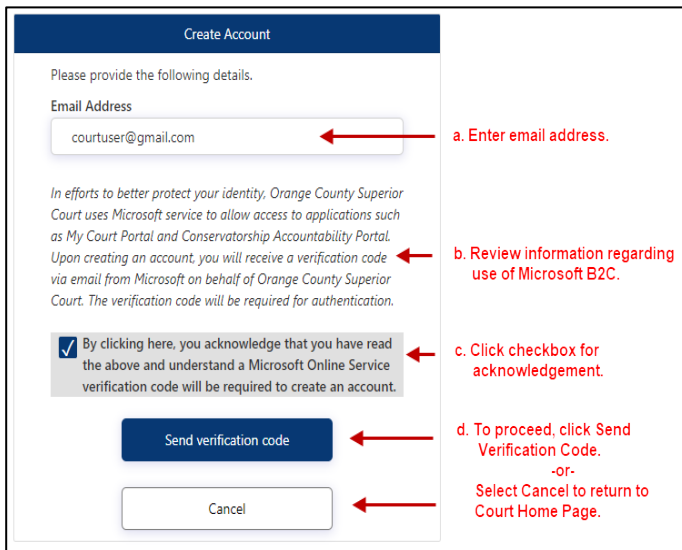


CREATE AN ACCOUNT

1. Click the **Create an Account** button from the **My Court Portal** application page.



2. A new tab will open up, with a **Create Account** box displaying the following detail:

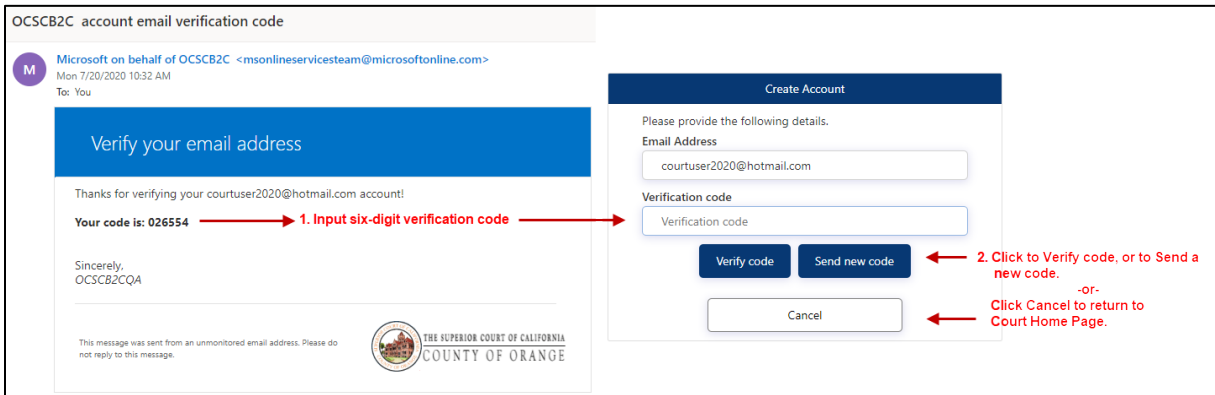


- a. Enter a valid email address in the **Email Address** field.
- b. Review the message regarding the Court’s use of the Microsoft B2C service.
- c. Select the checkbox next to the acknowledgement to proceed.
- d. Click the **Send Verification Code** button. A verification code will be sent to the email address provided. **Please note that the email verification code will be sent from a Microsoft Online Services email address.**

REGISTERED USERS

VERIFICATION CODE

The email you receive from Microsoft Online Services will contain a six-digit verification code. The **Create Account** box will now display a field to enter the verification code you received. **Please check your junk mail folder, if do not receive the email in your inbox.**



To verify your email account:

1. Enter the verification code from the email you received into the **Verification Code** field. **Please note that the verification code expires 5 minutes from the time of receipt of the Microsoft Online-generated email.** To proceed, click **Verify code**. Or, if the verification code was not received or has expired, click the **Send new code** button to generate a new verification code.

ENTER ACCOUNT INFORMATION

Upon successful email verification, the **Create an Account** screen will update, and you will be prompted to enter the additional information below to finish creating your account.

1. Please enter your account information as follows (* indicates a mandatory field):
 - **Password*** - Create a password. The password must be between 8 and 64 characters and contain at least 3 of the following:
 - a lower case letter
 - an uppercase letter
 - a digit
 - a symbol
 - **Confirm Password*** - Reenter the password. This entry must match the password entered above
 - **First Name*** - Enter your First Name
 - **Last Name*** - Enter your Last Name
 - **Street Address*** - Enter your Street Address
 - **City*** - Enter your City
 - **State*** - Select your U.S State or Territory from the dropdown table
 - **Zip Code*** - Enter your Zip Code (five-digit zip code, or five-digit zip code + four-digit delivery code)
 - **Mobile Number** - Enter your ten-digit Mobile Number
2. Underneath the Account Information fields is a statement with links to the Court's *Terms of Use* and *Privacy Policy*. Please open and review both before selecting the checkbox next to the statement.
3. Click the **Create** button to finalize your account.

The image shows the 'Create Account' form. It has a title bar 'Create Account' and a sub-header 'Please provide the following details.' The form contains the following fields: 'Email Address' (filled with 'courtuser2020@hotmail.com'), a 'Change e-mail' button, 'Password' (with a red asterisk), 'Confirm Password' (with a red asterisk), 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), 'Street Address' (with a red asterisk), 'City' (with a red asterisk), 'State' (a dropdown menu with a red asterisk), 'Zip Code' (filled with '99999-9999' and a red asterisk), and 'Mobile Number' (filled with '(555) 555-5555'). At the bottom, there is a checkbox for 'I have read and agreed to Terms Of Use and Privacy Policy' (checked) and two buttons: 'Create' and 'Cancel'.

CITATION/CASE SEARCH - LINK A CITATION/CASE TO YOUR ACCOUNT

Once the account is created, the **Citation/Case Search** screen will display for you to enter the citation/case number listed in the notice you received regarding your remote hearing.

The screenshot shows the 'Citation/Case Search' interface. At the top, a dark blue header contains the text 'Citation/Case Search'. Below this is a light blue instruction bar: 'Enter your OC Pay Number or Citation/Case Number for your Infraction or Misdemeanor case and click the **Search** button to begin the search.' The main form area contains two rows of input fields. The first row has 'Enter OC Pay Number' and 'Enter Citation/Case Number' separated by 'OR'. The second row is titled 'and one of the following (Required)' and contains 'Enter Driver License Number', 'Enter Date of Birth (MM/DD/YYYY)' with a calendar icon, and 'Enter Zip Code', all separated by 'OR'. Below these fields is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'. A 'Search' button is centered below the reCAPTCHA. At the bottom, a link reads 'If you do not have your OC Pay Number or Citation/Case Number click [Case Name Search](#)'.

1. To begin, enter the **OC Pay Number or Citation/Case Number** listed on your notice.

This is a partial screenshot of the form, showing the top instruction bar and the first row of input fields: 'Enter OC Pay Number' and 'Enter Citation/Case Number' separated by 'OR'.

2. In addition, you must enter one of the following, your **Driver License Number, Date of Birth or Zip Code.**

This is another partial screenshot of the form, showing the second row of input fields: 'Enter Driver License Number', 'Enter Date of Birth (MM/DD/YYYY)' with a calendar icon, and 'Enter Zip Code', all separated by 'OR'. Below these fields is the reCAPTCHA widget and the 'Search' button.

3. Complete the **Captcha**
4. Click the **Search** button to proceed.

The **My Court Portal** application will validate the information you entered, and will take you to a **Case Verification** screen.


CASE VERIFICATION - VERIFY YOUR CASE INFORMATION

Case details for the OC Pay Number or Citation/Case Number entered in the **Citation/Case Search** screen will populate on the screen, this includes the following case information:

- Defendant Name
- Case Number
- OC Pay Number
- Justice Center/Address
- Case Status
- Pay or Appear By Date
- Violation Date
- Violation(s)/Description(s)

Review the information displayed on the Case Verification screen. If the information is correct, please click the **Verify** button to proceed to the **My Court Portal Dashboard**.

Please note that once you verify this case for your My Court Portal account, it will be permanently attached to the defendant. Only click on verify the information if you are the defendant in this case.



THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE

MY COURT PORTAL - TRAFFIC AND CRIMINAL

FAQ Jason

Case Verification

Case Search > Case Verification

For general information and/or available options for traffic cases, please visit our website at www.occourts.org/general-info or call the court's automated phone system at (657) 622-8459.

Please review the citation/case information shown below. If this is the citation/case number you wish to view, select the **Verify** button to proceed. Otherwise, click the **Back** button to return to previous screen.
Please note that once you verify this case with your CUP user account, it will be permanently attached to the defendant.
Please proceed to complete case verification only if you are the defendant in this case.

| | |
|---|---|
| Defendant Name User, Test | Case Status Open |
| Case Number ABC123456 | Pay or Appear By Date 10/27/2020 |
| OC Pay Number 98765432 | Violation Date 07/13/2020 |
| Justice Center/Address West Justice Center 8141 13th Street Westminster, CA 92683 USA | Violation(s)/Description(s) <ul style="list-style-type: none">• 23123.5(a) VC - Driving while operating a handheld wireless telephone or electronic wireless communications device• 4000(a)(1) VC - No evidence of current registration |

[Back](#) [Verify](#)

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MY COURT PORTAL DASHBOARD

The **My Court Portal Dashboard** displays citation/case information and provides you with various options to manage your case.

The screenshot shows the My Court Portal Dashboard for the Superior Court of California, County of Orange. The interface includes a top navigation bar with the court logo and name, a 'Print Button', and an 'Edit Account' link. The main content area is divided into several sections:

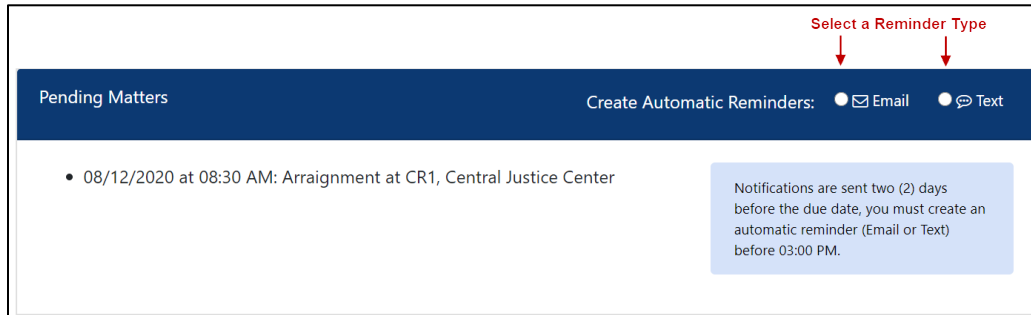
- Dashboard Case Listing:** A sidebar on the left with tabs for 'Active Cases' (showing case number ABC123456), 'Closed Cases', and 'Other Cases (5 Cases Max)'. A 'In Collections' indicator is also present.
- Case Header:** A top section for the selected case, displaying the defendant's name, a 'Print Button', and the case number and OC Pay Number.
- Case Summary:** A section showing the case status as 'Open', the appear/due date as 10/27/2020, and that the case is eligible for traffic school.
- Payment Information:** A section stating that the case does not qualify for online payment plan services and providing the court's contact number (657-622-8459).
- Case Action:** A section with buttons for 'eCorrespondence' and 'Reserve a Court Date'.
- Pending Matters:** A section showing a pending arraignment on 08/12/2020 at 08:30 AM at the Central Justice Center. It includes a note about automatic reminders being sent two days before the due date.
- Enhanced Case Details:** A section with tabs for 'Case Details', 'Defendant Info', 'Past Hearings', and 'Bail/Bond'. It displays court location, co-defendant information, violation date, and a table of violations.

| Count | Section Statue | Offense Level | Description | Plea | Plea Date | Disposition |
|-------|----------------|---------------|--|------|-----------|-------------|
| 1 | 23123.5(a) VC | Infraction | Driving while operating a handheld wireless telephone or electronic wireless communications device | | | |
| 2 | 4000(a)(1) VC | Infraction | No evidence of current registration | | | |

SET A REMINDER FOR YOUR HEARING DATE

You can set an Email or Text reminder to create an automatic reminder for your remote hearing, which will be sent two days before the hearing date.

To create an automatic reminder, navigate to the top bar of the **Pending Matters** section and select either **Email** or **Text** reminders.



SET UP EMAIL REMINDERS

The screenshot shows the 'Automatic Reminders' form. At the top, there is a header 'Automatic Reminders'. Below it, there is a light blue box with the text: 'Automatic reminders are sent 2 days before the due date. Updating contact information for reminders will apply to all existing reminders.' Below this, there is a checkbox that is checked, with the text: 'By checking this box, I authorize the Orange County Superior Court to send me automated reminders regarding payment information and any other pending matters due on this case.' Below the checkbox, there is a text input field for 'Email Address' with the value 'courtuser2020@hotmail.com'. Below the input field, there is a link: 'Click here to change your Email.' At the bottom right, there are two buttons: 'Back' and 'Save'.

The **Automatic Reminders** popup will display.

1. Validate the email listed in the Email Address field is accurate.
2. Click the check box to authorize the Orange County Superior Court to send you reminders.
3. Click the Save button to set automatic reminders. A pop up will display indicating that email reminders were successfully set up.
4. An email will be sent to your email address, confirming you have signed up for reminders.

SET UP TEXT REMINDERS

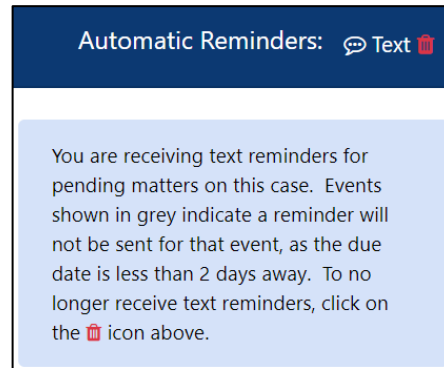
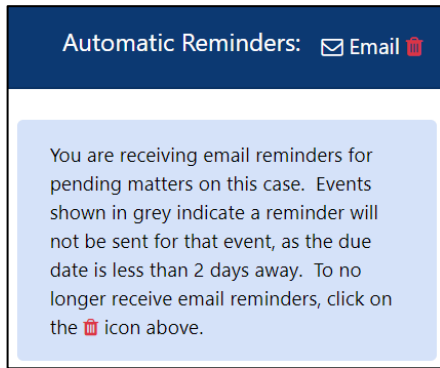
The screenshot shows the 'Automatic Reminders' form. At the top, there is a header 'Automatic Reminders'. Below it, there is a light blue box with the text: 'Automatic reminders are sent 2 days before the due date. Updating contact information for reminders will apply to all existing reminders.' Below this, there is a checkbox that is checked, with the text: 'By checking this box, I authorize the Orange County Superior Court to send me automated reminders regarding payment information and any other pending matters due on this case. SMS/Text Message and data rates may apply.' Below the checkbox, there is a light blue box with the text: 'In order to get reminders notifications from the court, you must provide a valid mobile phone number. Please enter your mobile phone number below and click the **Send Verification Code** button. A verification passcode will be sent to the phone number you have entered.' Below this, there is a text input field for 'Mobile Phone Number for SMS/Text' with the value '(555) 123-4567'. At the bottom right, there are two buttons: 'Back' and 'Send Verification Code'.

The **Automatic Reminders** pop-up will display.

1. Enter your ten-digit phone number in the **Mobile Phone Number for SMS/Text** field.
2. Click the check box to authorize the Orange County Superior Court to send you reminders.
3. Click **Send Verification Code**.
4. A text message containing a verification code will be sent to the mobile number entered and will be active for 5 minutes.
5. The **Enter Verification Code** pop-up will display.
6. Enter the verification code in the **Verification Passcode** field and click the **Verify Code** button or click the **Resend New Code** button to resend the passcode. Once the code is verified, a pop-up will display indicating that text reminders were successfully set up. A text message will also be sent to your phone, indicating you have signed up for reminders.

The screenshot shows the 'Enter Verification Code' form. At the top, there is a header 'Enter Verification Code'. Below it, there is a light blue box with the text: 'A temporary passcode has been sent to the phone number you provided. This passcode will expire within 5 minutes of the request!'. Below this, there is a text input field for 'Verification Passcode*' with the value '643076'. At the bottom, there are three buttons: 'Back', 'Resend New Code', and 'Verify Code'.

The **My Court Portal Dashboard** will update to indicate that you have set up reminders:



REMINDER NOTIFICATIONS

Reminders can be set up for any future due dates or appearance dates for your case. Based on the reminder type you selected, you will receive either an Email or Text notification from the Orange County Superior Court two days prior to your remote hearing date. Please see below the sample notifications.

Your reminder will display the location, however, this is a remote appearance through your personal device (phone / tablet / computer). **DO NOT APPEAR AT THE JUSTICE CENTER.** Follow the instructions for Remote Hearing Instructions for further steps needed for your ZoomGov hearing.

Sample Email Reminder Notification

From: Orange County Superior Court <no-reply@occourts.org>
Sent: Tuesday, April 19, 2022 12:00 PM
TO: [redacted]
Subject: Automated Reminder from Orange County Superior Court

Hello,

This is a reminder for the upcoming hearing(s) scheduled for:

Defendant Name: User, Test
Case Number: ABC123456
OC Pay #: 9XXXXXXX

Hearing: Arraignment, at CR1, 04/21/2022 08:30 AM, Central Justice Center

Please plan to arrive 30 minutes prior to scheduled appointment. For court locations, click [here](#).

IMPORTANT MESSAGE – If your hearing is set in Department CR1, HR1, NR1, or WR1, **DO NOT** appear in person at the justice center. If your case is set for a **Remote Hearing**, refer to the instructions on how to appear for your remote hearing at <https://www.occourts.org/media-relations/criminal-traffic.html>.

To avoid waiting in line, if you are appearing at the Central Justice Center, Santa Ana, please print or electronically display this reminder on the date/time noted to allow entry into the courthouse.

For payment options or to modify existing reminders, log in to your account through [My Court Portal](#) or call the court's automated phone system at (657) 622-8459.

Thank you.

This is an automated email. Please do not reply

Sample Text Reminder Notification

"This is a reminder for case ABC123456, OC Pay. 98765432. Please note your upcoming hearing: Arraignment at CR1, 08/12/2020 08:30 AM, Central Justice Center. Court Location www.occourts.org/locations"