

Public Portal User Guide

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*****PLEASE NOTE: THE VERMONT JUDICIARY IS ENGAGED IN AN ONGOING TRANSITION TO ITS NEW CASE MANAGEMENT SYSTEM AND RELATED ELECTRONIC SERVICES. THIS USER GUIDE IS LIKELY TO BE SUBJECT TO FREQUENT UPDATES AND CHANGES. THEREFORE, IT IS RECOMMENDED THAT YOU BOOKMARK THIS GUIDE IN YOUR WEB BROWSER AND DO NOT PRINT OUT HARD COPIES WHICH MAY BECOME QUICKLY OBSOLETE.**

Introduction to the Public Portal

The Public Portal is a web-based platform that offers court users and members of the general public customized role-based access to court records, hearing calendars and other data. The Portal also provides a convenient way to pay court fines online from anywhere on any compatible device.

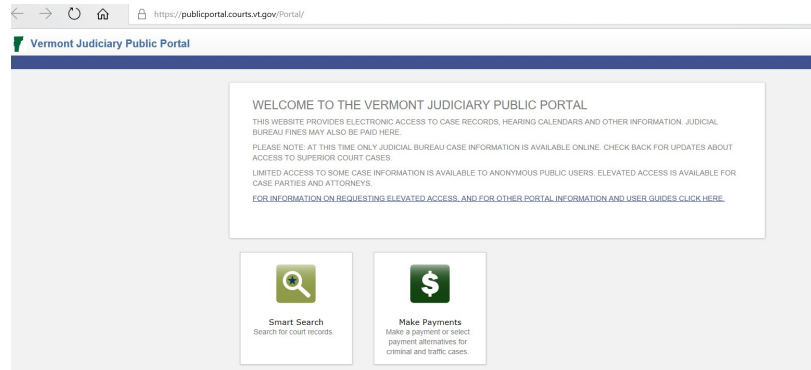
Anonymous public users may access limited types of case information. No registration is required for this level of access.

Attorneys, self-represented litigants and others who are entitled to elevated access to particular cases in which they are involved must register as Portal users and submit a request for that access. This is a one time process for each Portal user which provides ongoing elevated access for all subsequent cases in which the person is involved. Detailed instructions are contained in this User Guide.

Agency personnel may all have access to particular courts and dockets based on Memoranda of Understanding with the Vermont Judiciary. Specific access roles and registration procedures may vary by agency; further details are in following sections of this guide.

Section 1: Accessing the Portal

1. To access the Portal, click this link: <https://publicportal.courts.vt.gov/Portal/>
This link can also be accessed from the Court's website at www.vermontjudiciary.org and may be bookmarked on your computer or device.
2. The Portal home page will display, as shown below:

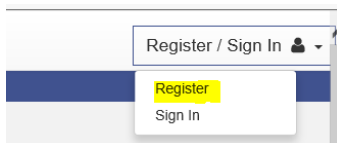


Section 2: Portal Registration for New Users

Portal registration is required for access to some types of case data. Elevated access to particular cases is generally granted to case parties, attorneys and others entitled to that access.

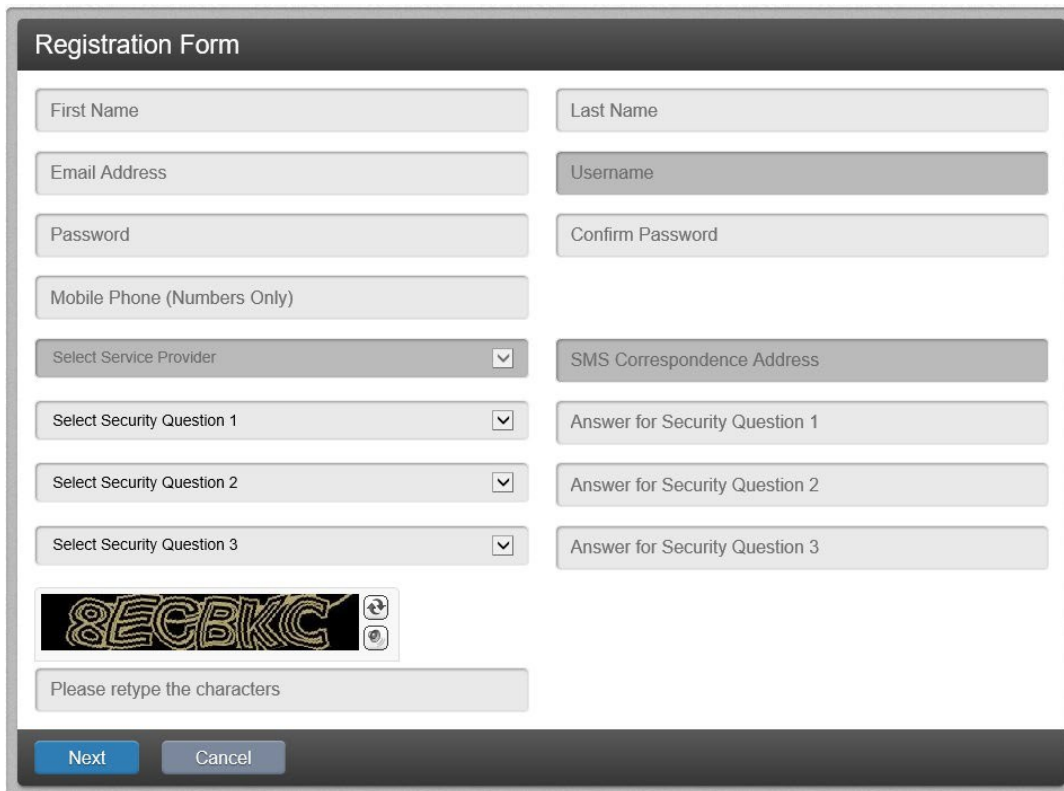
- *Some Civil Division and Judicial Bureau case information may be viewed by anonymous public users without any registration or sign in. However, full access to all data and document images may require registration and approval of elevated access.*
- *Criminal, Family and Probate case information is not available remotely to anonymous public users. Remote access is granted only to registered Portal users who request and are entitled to that access; generally, that includes parties and counsel in the case as well as any others with a specific right of access.*
- *Access to Criminal, Family and Probate cases is available to the public at courthouse public access terminals.*

1. To register, click the “Register/Sign In” link in the upper right corner of the Portal home screen and select “Register”.



2. The Registration Form screen will open. Complete all required fields (mobile phone & SMS info is optional and may be used for future enhancements) and security verifications.

Note: For non-attorneys who intend to request elevated case access, the email address used in this registration must match one on file for you with the court. If you did not specify your email address on an official document filed with the court (eServices Request Form, found at <https://www.vermontjudiciary.org/about-vermont-judiciary/public-portal> or Notice of Appearance – available at courthouses and at www.vermontjudiciary.org), you will need to do so before elevated access can be granted.

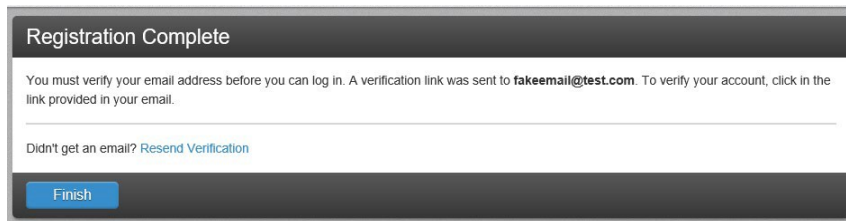


The registration form is titled "Registration Form" and contains the following fields:

- First Name
- Last Name
- Email Address
- Username
- Password
- Confirm Password
- Mobile Phone (Numbers Only)
- Select Service Provider (dropdown menu)
- SMS Correspondence Address
- Select Security Question 1 (dropdown menu)
- Answer for Security Question 1
- Select Security Question 2 (dropdown menu)
- Answer for Security Question 2
- Select Security Question 3 (dropdown menu)
- Answer for Security Question 3
- A CAPTCHA image showing the text "8EGBKIC" with a refresh button.
- Please retype the characters

At the bottom, there are two buttons: "Next" and "Cancel".

- After completing all required fields click "Next". A message will appear stating that a verification link was sent to the email address you just submitted.



The "Registration Complete" message box contains the following text:

You must verify your email address before you can log in. A verification link was sent to **fakeemail@test.com**. To verify your account, click in the link provided in your email.

Didn't get an email? [Resend Verification](#)

At the bottom, there is a "Finish" button.

- IMPORTANT: You will need to go to your email inbox, open the verification email and click on that link to activate your registration. Your account will NOT work until you have done so.**
- After clicking the link, Portal will open again. Select "Sign In" from the upper right corner, and sign in using your username (email address) and new password.

NOTE: Now that you have registered, you will always click "sign in" from now on. You will not be able to register again with the same email address.

At this point, your registration is complete but you still have only the default level of access that is the same as an anonymous public user. In order to request elevated access based on your role in a case, follow the steps in the next section.

Section 3: Users with Existing Tyler Portal Accounts in other State(s)

If you have an existing Tyler Public Portal Account from another state, you do NOT need to re-register with the steps above in Section 2, unless you are seeking to create a new account with a new email address.

To use your existing account, simply log in with your existing username and password. None of the rights and permissions from any other states will transfer; upon initially logging in to the Vermont Portal, you will have no elevated access rights of any type, and should proceed directly with the steps below in Section 4 for requesting any elevated access to which you are entitled.

Section 4: Requesting Elevated Case Access

If you are a party or counsel of record in a case, you are generally entitled to access records and documents for that case through Portal, with some limited exceptions*. To do so, you will need to request elevated access. This is a one-time procedure which will link your Portal account to your party record in Odyssey and will give you access to all current and future cases in which you are involved. You do NOT need to submit separate requests for every case.

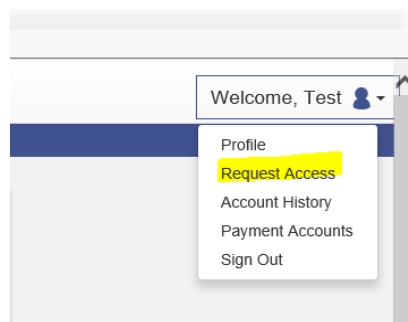
**one exception is that non-attorney parties in Juvenile cases may not access cases remotely, but must appear at a courthouse and file a request to view case records.*

In general, case parties may request elevated case access regardless of whether they are self-represented or represented by an attorney. *Please note that Portal registration and access is entirely separate from eNotices (the program used to send out orders, hearing notices, etc) and is also entirely separate from Odyssey File & Serve (the eFiling program). Even if a represented party registers on the Portal, all notices will still go to their attorney.*

IMPORTANT: For case parties and GALs to be granted elevated access, the process requires first filing an eServices Request Form or a Notice of Pro Se Appearance into your case – see further instructions below.

How to Request Access:

1. Log in to the Portal with your username (email address) and password.
2. From the dropdown menu in the upper right corner, select “Request Access”.



3. The “Request Access” box opens up. From the drop down menu, select the appropriate role being requested.

Request Access

If you are eligible for access to additional features, select your role and complete the prompts. You can request access to a role at any time from the Welcome menu.

Select Your Role

▼

Home

Available Portal Roles: (note, these options may be subject to regular changes and updates during the period of statewide transition to Odyssey)

- [Attorneys](#) should select the “Attorney” role unless they are associated with a government agency entitling them to one of the agency-level access roles below.
- [Legal Support Staff](#) should choose the “Legal Admin” role, unless they are associated with a government agency entitling them to one of the agency-level access roles below.
- [Case Parties](#) (self-represented litigants and any other case participants to whom none of the other roles on this list apply) should select the “Case Party” role.
- [Guardians Ad Litem](#) should select the “GAL” role.
- [States Attorneys](#) personnel should choose the “SAO” role.
- [Defender General](#) staff and contractors should use the “DefGen” role.
- [Other agency staff and organizational users with rights of access based on Memoranda of Understanding \(MOUs\) with the Judiciary](#) should use the appropriate agency role from those below. Consult with a supervisor or administrator if unsure which role to select. Users must be on a pre-approved list provided to the Judiciary by the agency or organization and must select the correct role to which the organization’s users are entitled.
 - [Agency CR](#) – gives access to criminal and civil dockets
 - [Agency CRFAM](#) – gives access to criminal, civil, and family (domestic, RFA and Juvenile) dockets
- [Law Enforcement Officers](#): if only seeking to access the Judicial Bureau scheduling site, choose the “Law Enforcement Officer” Role. If seeking access to both Judicial Bureau scheduling and Criminal Division case info, choose the “Agency CR” role.
- [Law Enforcement Supervisors/Admins](#): for Judicial Bureau scheduling access only, choose “Law Enforcement Admin” Role. For Judicial Bureau and Criminal Division case info, choose “Agency CR” role.
- [Judicial Conduct Board members](#) should use the “JCB” role.

- Depending on which role you are requesting, you may be prompted to provide additional information that will be used by the Portal administrator to confirm your eligibility for elevated access.

Complete the Following

I am a party in case #:

19-FA-00017

Add Next

My role in that case is:

Plaintiff

Add Next

☒ By checking this box, I affirm that the information I am providing to the Court is true and accurate to the best of my knowledge.

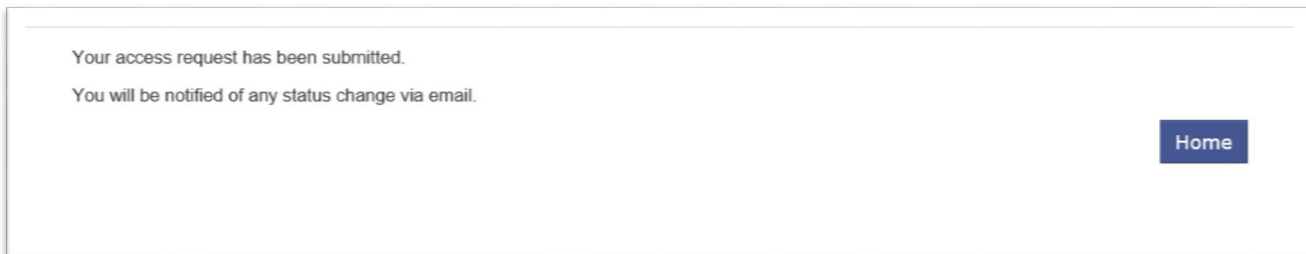
Home

Submit

For GALs using the GAL role and for Self-Represented Litigants and others using the “Case Party” role:

- *For the case listed, you must have already filed a Notice of Appearance (for self-represented parties) or an eServices Request Form listing the same email address used for your Portal account. If you have not yet done this, you will need to do so before elevated access can be granted. Forms are available at courthouses and at <https://www.vermontjudiciary.org/about-vermont-judiciary/public-portal>. These documents are filed with the court, filed into the case like any other case document (NOT sent to the Helpdesk or CAO).*
- *If you have multiple court cases, you only need to list one. Access will transfer to all other cases linked to your same party record in the system.*

5. After entering all information, click “submit”. A message will indicate that the request has been submitted.

A screenshot of a web interface showing a confirmation message. The message text is: "Your access request has been submitted." followed by "You will be notified of any status change via email." In the bottom right corner of the message box, there is a blue button with the text "Home" in white.

6. When the request has been reviewed and approved by the Portal Administrator you will receive a confirmation email. After approval, you should have elevated access to your case(s) when logged in to your account.

If your access request is denied for any reason, you will receive an email explaining the denial and any corrective steps needed.

Section 5: Records Search

- Use **Smart Search** to find court records or persons associated with a court record.
- Use **Search Hearings** to find court hearings *Note: This function is not available to anonymous public users, but only to registered users logged in with their own accounts.*

*****Searching by Name:** A name search will only return a result if the name is spelled exactly the way it is spelled in the court's case management system. Referencing a court-generated document with the party's name on it is a good starting point, and these tools may also help check for variations in names:

- **“Sounds Like” Check Box** – (available under “advanced filtering options”) The “Sounds Like” feature allows you to search for proper names, including business names that sound similar. Select the **“Sounds Like”** check box when entering the search information. This is useful if you are unsure of the spelling of the last name; you may enter the first name and as much as you know to be correct of the last name.
- The **Wildcard** feature allows you to search for incomplete names in the system. To use the Wildcard feature, type a portion of a name, and then type an asterisk (*) at the end. You must enter at least one character in a first name, three characters in a last name, and four characters in a case number to use the Wildcard feature. The wildcard function will not work for partial case numbers.

NOTE: You cannot use the Wildcard feature and the “Sounds Like” feature at the same time. **Names are not case sensitive.** You can enter first, middle, and last names in uppercase, lowercase, or a combination of both. The search results are the same.



Smart Search

1. To access **Smart Search**, click the **Smart Search** portlet icon.
2. In **Smart Search**, type a case number or a party name.
 - a. Party names must be in Last, First sequence
 - You must include at least partial first and last names: you cannot search from only one name.
 - Searching by Case Number/docket number (if you know it) is usually the easiest and most direct way to find a case. Case numbers may be entered in their existing format: converted cases from pre-Odyssey are searchable with their full docket number including the 4 letters at the end.
 - b. For advanced filtering options, click **Advanced Filtering Options** (see section 5 below).
3. Click **Submit**.
4. A list of results will appear. Click on a case number to view the court record.

*****NOTE: IF YOU ARE UNABLE TO FIND THE CASE OR PARTY FOR WHICH YOU ARE SEARCHING, THERE MAY BE A NUMBER OF CAUSES. PLEASE REFER TO THE “TROUBLESHOOTING” SECTION AT THE END OF THIS MANUAL BEFORE CONTACTING THE HELPDESK OR COURT STAFF FOR SUPPORT.**

Section 6: Advanced Search Options

Smart Search allows users to refine their search parameters through **Advanced Filtering Options**. Providing more information through Advanced Filtering Options will narrow your search results.

Note: not all types of advanced filtering may be available for all courts and all case types.

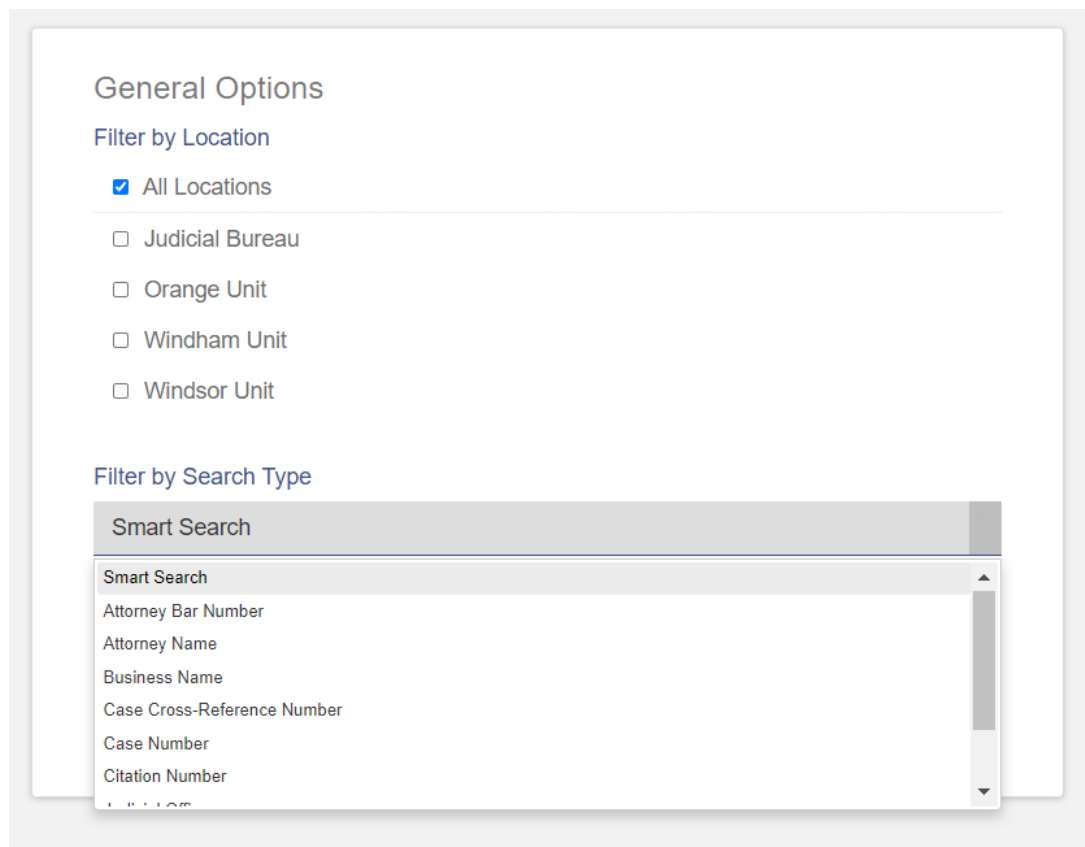
1. Select **Advanced Filtering Options**. The page will expand with additional menus.



The screenshot shows the 'Smart Search' header with a '*Required' label. Below it is a 'Search Criteria' section with a question mark icon. A text input field contains the placeholder text '* Enter a Record Number or Name in Last, First Middle Suffix Format'. At the bottom left, the 'Advanced Filtering Options' link is highlighted with a red arrow. At the bottom right is a blue 'Submit' button.

2. Under “General Options” you can select a single Unit/County or All Locations (*these are the only 2 options currently available- there is no way to search multiple counties at once except with “All Locations”*).

You can also define specific search types from the dropdown list. Use “Case Number” for the docket number and “Party Name” to search for a litigant. Other search types may be useful for specialized purposes (e.g., attorneys might find it useful to search for themselves by “Attorney Name” or “Attorney Bar Number” to facilitate easy access to all their own cases).



The screenshot displays the 'General Options' section. Under 'Filter by Location', there are four radio button options: 'All Locations' (which is selected), 'Judicial Bureau', 'Orange Unit', and 'Windham Unit'. Below this is the 'Filter by Search Type' section, which features a dropdown menu. The dropdown is currently open, showing a list of search types: 'Smart Search', 'Attorney Bar Number', 'Attorney Name', 'Business Name', 'Case Cross-Reference Number', 'Case Number', and 'Citation Number'. The 'Smart Search' option is highlighted at the top of the dropdown list.

3. **Party Search Criteria** narrows search results using various personal identifiers.

- Select “Business” to search for a business entity or “Party Name” to search for a party.
- Check the “Nickname” button search for aliases/alternate names entered in the system (*Odyssey allows aliases/a.k.a.to be entered for a party but there are currently very few of these entries in cases*).
- Check the “sounds like” button to return search results with similar but different names. This can be a useful way to check for mis-spellings/alternate spellings. *You cannot use both the wildcard (*) and the “sounds like” feature together at the same time.*
- The filters available for FBI Number, SO Number and Booking Number are standard system features but are not currently being utilized by the Vermont Judiciary. Utilizing them will not assist with returning any search results.

4. **Case Search Criteria** filters search results using case specific information.

Filtering by “Case Type” actually means filtering by division (family, civil, etc). There is currently no ability to search or filter by only one or more specific case types.

There is a long list of available case statuses by which to filter if desired. The meanings of some statuses are self-evident, and if more information is needed about what a particular status represents, consult with court staff.

The file date filters will narrow searches to only cases filed within a certain date range. Both a starting and ending date must be entered.

The Judicial Officer filter is unlikely to produce search results since it requires judicial officers to be “assigned” to a case in the system, which is not part of standard court practices.

If you only want to search cases with a particular Active status select that status here (may help avoid getting many unneeded results for old/closed cases). Consult with court staff if unsure when a particular case status is used.

Section 7: Sorting and Filtering Results:

When searching by name, the system may return multiple results. This may be because there are multiple parties with the same name, or the same party who has had multiple cases in different counties and is entered as multiple entities in the system (as a lingering result of case conversion from the legacy system where the databases were county-based, resulting in many duplicate entities).

For example, in the image below, a name search for “Ned Flanders” show 2 different system entities. The first has 3 cases and the second has one. Addresses and dates of birth (when available) are displayed to assist in identifying the correct party when there are multiple results.

Party Search Results

Name

Flanders, Ned

Date of Birth

06/06/1966

Current Address:

740 Evergreen Terrace
Springfield, VT 05156

Cases (3)

Case Number	Style / Defendant	File Date	Type	Location	Party Name
152-1-17 Cnfa	Homer Simpson v. Groundskeeper Willie, et al	06/22/2020	Relief From Abuse	Chittenden Unit	Flanders, Ned
20-FA-00088W	Homer Simpson vs Ned Flanders	06/22/2020	Relief From Abuse	Chittenden Unit	Flanders, Ned
341-7-16 Cncv	Ned Flanders v. Homer Simpson	06/22/2020	Small Claims \$1,001 to \$5000	Chittenden Unit	Simpson, Homer

Flanders, Ned G

07/07/1977

Cases (1)

Case Number	Style / Defendant	File Date	Type	Location	Party Name
20-CV-00203	Homer Simpson et al v. Bart Simpson	06/30/2020	Landlord/Tenant - Eviction	Chittenden Unit	Simpson, Bart

For any system entity with multiple cases listed, such as the first listing above, the viewer can filter and sort results by clicking on the small downward arrow on the right of each column.

Case Number	Style / Defendant	File Date
341-7-16 Cncv	Ned Flanders v. Homer Simpson	06/22/2020
20-FA-00088W	Homer Simpson vs Ned Flanders	06/22/2020

Clicking on the arrow on the column will open up the sort/filter options.

Sort in alphabetical or numerical order

Select which columns of case info to display. There are additional options beyond the columns that display. You change the selected columns, but can only display a total of six at a time (so you will need to uncheck one or more of the default columns to be able to select different ones).

Search for a specific name or keyword. There are various keyword filters from which to select:

- Is equal to
- Is not equal to
- Starts with
- Contains
- Does not contain
- Ends with

Section 8: Accessing and Viewing a Case Record

When you have located a case record you wish to view, click on the blue hyper-linked case number to open up the electronic case summary page.

740 Evergreen Terrace
Springfield, VT 05156

Cases

Case Number	Style / Defendant
341-7-16 Cncv	Ned Flanders v. Homer Simpson
20-FA-00088W	Homer Simpson vs Ned Flanders
152-1-17 Cnfa	Homer Simpson v. Groundskeeper Willie, et al

Case Summary

Case Information

Party Information

Case Events

Note: if an error message displays when attempting to open up the case record, it may be due to lacking the permissions to access the record. Check the troubleshooting section at the end of this guide and/or contact the Helpdesk if you believe it is a record you should have rights to access.

Viewing Case Records: The electronic Case Summary page is designed for viewing online. It displays information similar to a “docket sheet” or “DDR”. The sections of the Case Summary are displayed on the left side and are hyper-linked, allowing users to click and jump to any specific section.

For a printable/downloadable PDF version of the Case Summary, click the printer icon in the upper right corner.

The screenshot displays the Case Summary page for Case No. 343-7-18 Crv. The left sidebar contains a navigation menu with links to Case Summary, Case Information, Party Information, Case Events, Hearings, Service Events, Other Documents, and Financial Information. The main content area shows the following sections:

- Case Summary:** Chittenden Unit, Case No. 343-7-18 Crv.
- Case Information:** Case Type: Small Claims \$1,001 to \$5,000; Case Status: 06/22/2020 Active - Service Due.
- Party Information:** Plaintiff: Flanders, Ned; Defendant: Simpson, Homer; Interested Party: Bob, Sideshow.
- Case Events:**
 - 06/22/2020: Small Claims \$1,001 to \$5,000
 - 06/23/2020: Document(s) Filed; Filed by: Plaintiff Flanders, Ned
 - 06/23/2020: Letter Sent; Sent To: Attorney Legal, Joe; Defendant Simpson, Homer
 - 06/23/2020: Notice to Parties; Recipients: Attorney Legal, Joe
- Hearings:** 07/15/2020: Status Conference (9:00 AM) (Judicial Officer: Kainen, Michael R.)
- Service Events:** 06/22/2020: Service Due of Small Claims Complaint requested by: Flanders, Ned; Simpson, Homer; Issued
- Other Documents:**
 - 06/22/2020: Civil Motion; Motion for Emergency Relief
 - 06/22/2020: Civil Document; Affidavit
 - 06/22/2020: Civil Initial Filing; Complaint

Case Documents are viewable by clicking directly on the small PDF icons next to the document listings. Some documents are attached to specific case events, and others are listed under “other documents”.

Note:

- If a particular case document you are seeking is not displayed, it is possible that the court has not yet uploaded the document to the electronic case, or that the document is set to a security level that does not allow access. See troubleshooting section at the end of this guide, and/or contact court staff to confirm the status of the document.
- Anonymous public users will NOT be able to access case documents. Document images are only available to registered users who are signed into their accounts.

Section 9: Viewing “Converted” (Pre-Odyssey) Cases on the Portal:

All existing cases from the previous case management system have been converted over into Odyssey in a limited way.

Converted cases are searchable in Odyssey and on the Public Portal by party names and by the original docket number (including the county and docket letters at the end). Party information, financial balances, filing and disposition dates and a limited set of other data is available as part of a converted case. An official final docket sheet (a.k.a. DDR) from the old system is also attached to each converted case in Odyssey; this document holds the details of the pre-Odyssey case record.

The screenshot shows the Case Events section for a converted case. The event list includes:

- 01/06/2020: Conversion Open (with a PDF icon)

A callout box points to the 'Conversion Open' event, stating: "Docket Sheets containing the record from the previous case management system are viewable on converted cases as documents attached to the “Conversion Open” event, usually the first event in the electronic record."

For cases that are closed/disposed with no current or recent activity in them, the docket sheet may be the only document viewable on the case. Other documents may still be viewed in their original format in the paper files, which can still be requested and inspected at the courthouse.

For cases that began prior to the Odyssey conversion and are still ongoing, additional documents from the original paper file (orders, filings by parties) may have been scanned and attached to the electronic record to assist with resolution of those issues that are still pending before the court.

For non-converted cases (those that began in Odyssey), the electronic record will contain the entire case record, and all case documents should be available on the Portal. These cases have no associated paper files.

So for any cases that have had activity in both case management systems, records exist (and always will exist) in two parts: the pre-Odyssey case (captured on the converted docket sheet and in the original paper file), and the Odyssey case record for any and all activity occurring after the conversion to the new system. This may require printing out both the converted docket sheet and the Odyssey Case Summary sheet (see Sec. 8 above) in order to have a completed printed record of the case.

In all situations above, if you do not see a particular document you are looking for on the case, check the troubleshooting section at the end of this guide, and/or check with court staff to verify the existence and electronic availability of the document.

Section 10: Hearings Search

Important Info about Hearings Search:

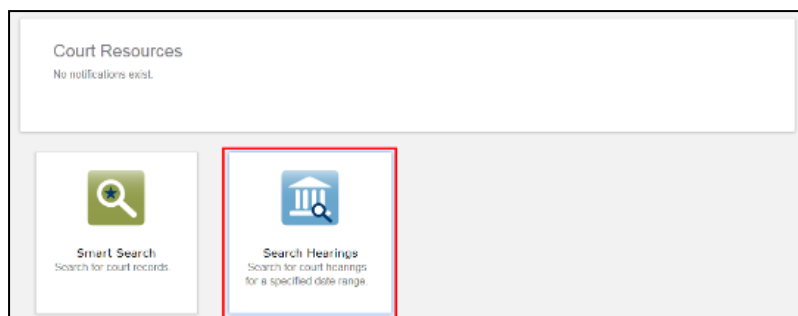
**This feature is not available to anonymous public users but only to registered users logged in with their own accounts.*

** Like Smart Search, Hearings Search is permissions-based, meaning that users will only see hearings in cases they have the right to view and access.*

Therefore, using Hearings Search is NOT the same as viewing a complete court calendar. Cases and hearings that are not viewable based on a particular Portal user's rights will not appear for that user.

Complete court hearing calendars are still available as always on www.vermontjudiciary.org

1. To search for a hearing or groups of hearings, click on **Search Hearings** from the Portal home page (must be logged in).



2. Use the drop-down boxes to set search parameters and to specify a date range to narrow the criteria.

Note: *Not all search filters will be available for all courts and case types.*

- a. Select the **Location** that you want to search or choose to search all locations. *At this time, the choices are to search for a single county or all counties. There are no current options to select more than one, but fewer than all at the same time.*
- b. Select the **Hearing Type** for a specific hearing type or you may search for all hearing types. *"Hearing*

type” actually means division. There is no current function to search only for one particular type of hearing.

- c. Select the **Search Type** to choose how you would like to search. The Search Criteria field will change depending on your selection.

3. Viewing results:

Results will display in list view, as in the below example. Result columns may be sorted and filtered using the same tools as Smart Search results (see Sec. 7 above). To switch to calendar view click the calendar icon in the upper right corner. Click on any blue hyperlinked case number to go in and view that case record.

Hearing Search Results

Hearings for Judicial Officer **Kalfus, Howard A** between 5/1/2019 and 5/31/2019

switch to calendar view

Case Number	Style / Defendant	Case Type	Date / Time	Hearing Type	Judge	Courtroom	Case Category
3348491	[REDACTED]	Vermont Civil Violation - Original	5/14/2019 8:00 AM	Merits Hearing	Kalfus, Howard A		Criminal
6005049-2A	[REDACTED]	Vermont Civil Violation - Original	5/16/2019 8:00 AM	Merits Hearing	Kalfus, Howard A		Criminal

1 - 2 of 2 items

Calendar view:

Hearing Search Results

Hearings for Judicial Officer **Kalfus, Howard A** between 5/1/2019 and 5/31/2019

May 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

Calendar view showing hearings for May 2019. The calendar grid displays dates from Sunday the 28th to Saturday the 18th. Two hearings are highlighted with blue bars: one on Tuesday, May 14th (Case 3348491) and another on Thursday, May 16th (Case 6005049-2A).

Section 11: Make Payments

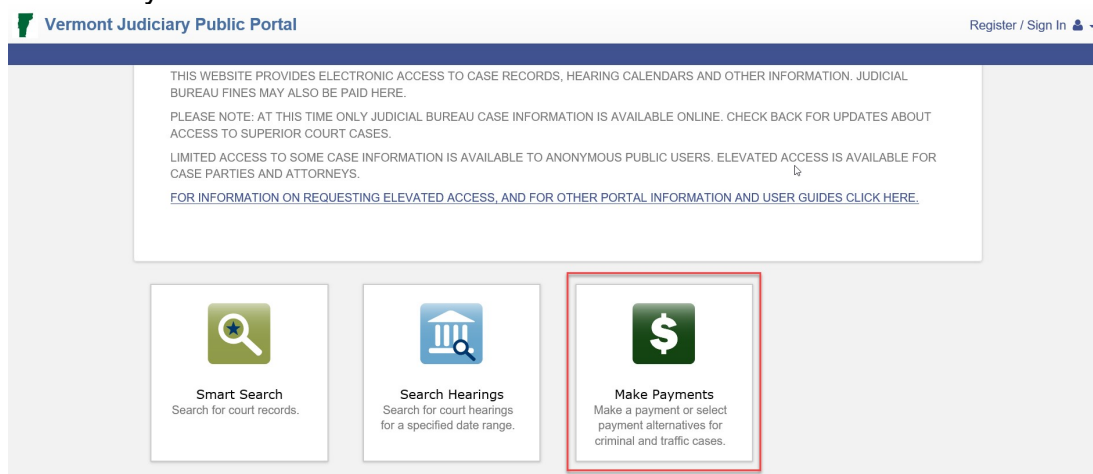
Online payments can be made through the Public Portal for fines owed in Criminal* and Judicial Bureau cases.

Please note: The Portal does NOT accept other types of payments (e.g., filing fees, miscellaneous service fees or money owed to other parties such as child support or civil judgments). For these types of fees please contact the court clerk's office or refer to instructions elsewhere on www.vermontjudiciary.org.

**Note: Payments may only be made on cases to which the Portal user has access rights. Therefore, to pay a criminal fine remotely online, the user must be logged in elevated access (generally as a case party or attorney) to that case. Alternatively, payments may be made by phone via the Judiciary Info Center, in person at a courthouse, or by mail.*

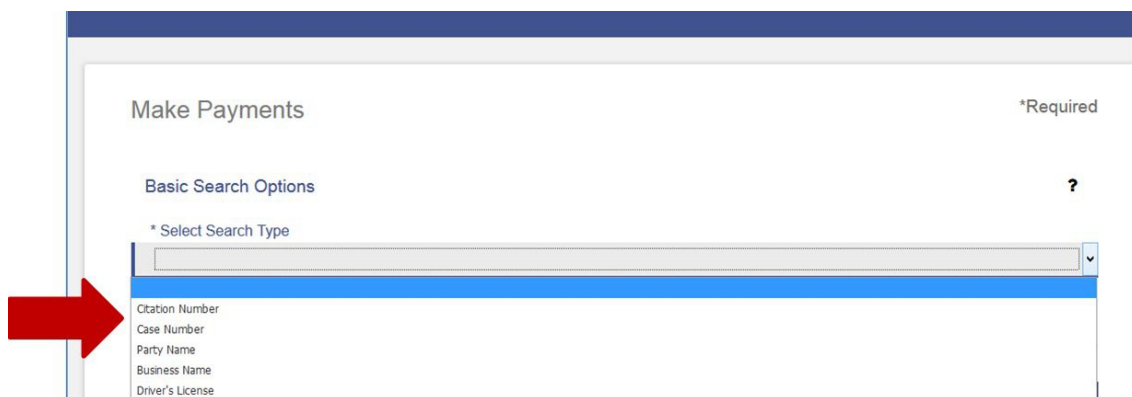
Steps to make an online payment:

1. Go to the Public Portal at: <https://publicportal.courts.vt.gov/Portal/> and click on "Make Payments".



2. Select Case Lookup Method

There are several different ways to look up a case to make a payment. If you do not find the cases(s) for which you are looking with one search method, it is recommended that you try other search methods as well.



Select how you want to look up your case:

- **Citation Number and Case Number**– For Judicial Bureau cases, these numbers will be the same (in other words, the citation number of a ticket is also used as the case number) so either search option will work. For Criminal cases, enter the case # exactly as it appears on your court paperwork.

- **Party Name** – Last Name, First Name, and Date of Birth are required
- **Business Name** – The business name must be entered exactly as it appears on the case. If you are unsure of the spelling you can use a wildcard* search using at least three letters of the business name and an asterisk* (the wildcard) to search for all possibilities beyond that asterisk.
- **Driver's License** – Enter the issuing State and Driver's License Number. This search option is only available if the Driver's License number was entered on the case.

3. Select the case on which you want to make a payment

Check the check box for the case on which you want to make a payment. If your search returned multiple results you will need to select just the case(s) on which you want to pay, and click "Continue".

<input type="checkbox"/>	713	12/26/2018	Stone, Maple	\$125.00
<input type="checkbox"/>	7000012	1/21/2019	Stone, Maple	\$120.00
<input type="checkbox"/>	50001	1/28/2019	Stone, Maple	\$50.00
<input checked="" type="checkbox"/>	3023021	10/28/2017	Stone, Maple	\$25.00
	23 VSA 1007 - Violating local speed limit 1-10 mph			
<input type="checkbox"/>	927	1/23/2019	Stone, Maple	\$20.00

25 items per page

1 - 11 of 11 items

Subtotal: \$25.00
 Transaction Fee: \$0.60
 Total Amount: \$25.60

FOR JUDICIAL BUREAU TICKET FINES: SOMETIMES THERE IS A SIGNIFICANT DELAY BETWEEN WHEN A LAW ENFORCEMENT OFFICER ISSUES A TICKET AND WHEN IT GETS ENTERED INTO THE SYSTEM. IF YOU HAVE FOUND YOUR CASE AND HAVE SELECTED IT AS SHOWN ABOVE, **SKIP TO STEP #5**. IF YOU HAVE NOT FOUND IT THROUGH SEARCHING AND STILL WANT TO MAKE A PAYMENT CONTINUE TO STEP 4 BELOW.

4. Prepayment of tickets not yet in the system*: **If you have located the correct ticket(s), this step is unnecessary, and you may SKIP to STEP 5.**
 - A. If you are unable to locate your Judicial Bureau case through any search methods, it is possible that the ticket has not yet been filed by the law enforcement officer and therefore is not yet in the system. If you have your copy of the ticket and would like to submit payment at this time you may still do so by using the link in the message on the search results screen, as shown below:

If you do not see your citation and would like to prepay fees online [click here](#)

- **Note: the prepayment option is only available for Judicial Bureau cases. There can be no prepayment of fines or fees in Superior Court cases.**

- B. Read the disclaimer that will appear. Check the box indicating that you understand, and click

“Submit”.

fee which will be automatically included and applied with your payment. Please note that credit card payments may take up to three to five business days to process. To avoid an impending suspension, please contact the Judicial Bureau directly at 802-295-8869 or 802-652-1900.

- A digital receipt will be automatically emailed to the email address provided. You will also have the ability to print the

Verify your information.

Information	
Citation Number:	123456789
Payment Amount:	\$162.00
Defendant First Name:	Test
Defendant Last Name:	Filer
Payor Name:	John Doe
Payor Address:	123 Main St, Small Town, VT 12345
Email Address:	testemail@email.com

Terms & Conditions

Online credit card payments will not be received by the court, or applied to a court case, for up to three (3) business days. A digital receipt will be automatically emailed to the email address provided.

If your driver's license is suspended, you must pay a reinstatement fee to the Department of Motor Vehicles in addition to paying all outstanding fines. DO NOT PAY REINSTATEMENT FEES WITH THIS WEBSITE. The Department of Motor Vehicles allows the payment of the reinstatement fee online to suspended drivers.

By processing this payment, you agree to have read the disclaimer, agree to the fees and processing time, and wish to process the payment.

☒ I agree

Cancel Edit information Submit

C. The citation information screen will appear. Enter all required information and “click submit”

Enter your citation information.

Citation Number *
123456789

Re-Enter Citation Number *
123456789

Payment Amount *
\$ 162.00

☒ Individual ☐ Business

Defendant First Name *
Test

Defendant Last Name *
Filer

Payor Name *
John Doe

Name on Credit Card

Payor Address *
123 Main St, Small Town, VT 12345

Include Street, City, State, Zip

Email Address *
testemail@email.com

Cancel Submit

D. You will be asked to verify your information and agree to the terms and conditions. Click “Submit”.

5. Payment Information

The credit card information page will open. The total amount to be charged to your credit card is shown at the top of the screen. Enter all required information for your payment method, and click “Continue”.

Transaction Summary - Total Amount: \$217.07

After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

Cardholder Information

Enter the information as it appears on the Cardholder Account. The fields marked with a red asterisk (*) are required fields.

Card Type: *

Card Number: *

Exp Month: * Exp Year: *

CVV Code: * [CVV Help](#)

Name on Card: *
Maximum of 30 characters

Address Type: ☒ US ☐ Foreign

Address Line 1: *
Street address, P.O. box, company name, c/o

Address Line 2: *
Apartment, suite, unit, building, floor, etc.

City: *

State: *

Zip Code: *

[Continue](#)

6. Review Payment: A transaction summary will display. Verify that all information is accurate and then click “Process Payment”.

Transaction Summary - Total Amount: \$217.07

After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

Billing Detail

Card Type	MASTERCARD
Card Number	*****454
Exp Date	01/24
CVV Code	---
Name on Card	Johnny Test
Address Type	US
Address Line 1	123 Main St
Address Line 2	
City	Small Town
State	VT
Zip Code	12345

Terms and Conditions

This is a confidential and secure site that does not disseminate confidential information to third parties. The effective date of the payment is the date that it is submitted. By selecting the Process Payment button you are authorizing the processing of this transaction.

[Back](#) [Process Payment](#)

7. Confirmation and Receipt: a message will display stating that the transaction is complete. This may be printed as the receipt for the payment, and/or you can enter your email address in the field next to the “Email my Receipt” box and then click that box for an emailed copy of the receipt.

Transaction Complete

Your payment was processed successfully. Please allow up to 24 hours for the payment to post and be reflected on your case balance. Please print this page as a confirmation of your transaction.

Cardholder/Case Number	Party Name	Amount Paid
F11111	State, Maple	\$212.99
	Transaction Fee	\$5.67
	Amount	\$217.07

Reference Number: PM105

Disclaimer

By submitting payment, you authorize the State of Vermont to charge the specified credit card for the indicated amount.

Enter email address: [Email My Receipt](#) [Home](#)

Section 12: Resetting a Password

From the Portal home page, click **Sign In** (top right).

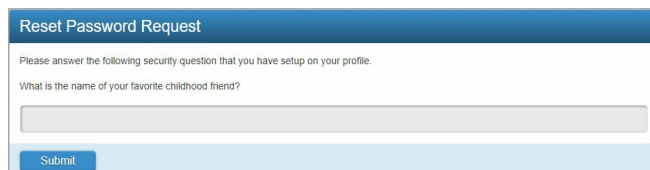
1. Click **Forgot Password**

A screenshot of a sign-in form. At the top, it says "Please sign in to continue". Below this are fields for "Email" and "Password". There is a "Sign in" button. At the bottom, there is a link labeled "Forgot Password" which is highlighted with a red rectangle.

2. From the **Reset Password Request** page, enter your e-mail address as the Username, enter the CAPTCHA characters, and click **Next**.

A screenshot of the "Reset Password Request" form. It has a title bar "Reset Password Request". Below it is a "Username" field. Then, it says "Please retype the characters from the picture" and shows a CAPTCHA image with the characters "84P4DW". There is a "Next" button at the bottom, highlighted with a red rectangle.

3. Provide Security Question response. Click Submit.

A screenshot of the "Reset Password Request" form, showing the security question step. It has a title bar "Reset Password Request". Below it, it says "Please answer the following security question that you have setup on your profile." and "What is the name of your favorite childhood friend?". There is a text input field for the answer and a "Submit" button at the bottom.

4. This will send an automated email to reset the password. Follow instructions in the email.

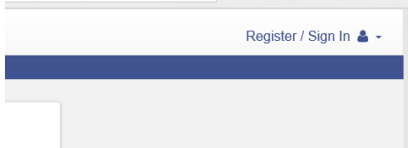
Section 13: Support and Troubleshooting

1. Help - I can't find what I'm searching for on the Portal!

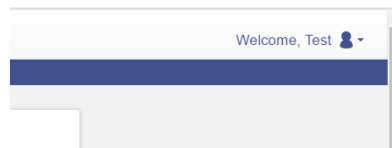
There are a number of possible causes.

- a. *Are you logged into your Portal account?* You must sign in with each session. You should see “Welcome, [username]” in the upper right corner.

Not logged in:



Logged in:



- b. *Does your Portal account have the appropriate level of elevated access to view the record?* Only Civil and Judicial Bureau cases are available (excluding document images) to anonymous public users. All other case types require some form of registration and elevated access. See section 4 above for instructions on requesting elevated access. If unsure whether you have the appropriate access or not, please contact the Helpdesk for assistance.
- c. *If searching by case number, are you entering the complete correct case number?* Older pre-Odyssey docket numbers must be entered in their complete original format including the 4-letter code at the end (e.g. 22-5-20 Wrdm). The newer Odyssey case number format (with the 2 digit year at the beginning: e.g., 20-DM-04200) must also be entered in its complete correct format with no letters at the end. The wildcard search function will not work on case numbers.
- d. *If searching by name, are you entering the complete correct spelling (in Last, First format), and trying variations to check for potential different spellings in the system?* Search results will only return when the spelling and other criteria matches exactly with the record in the Odyssey system. Many party records have been entered over many years, merged, edited and converted into Odyssey retaining whatever spellings and formats were in the old system. Trying different spellings and using wildcard searches and the “sounds like” feature may help locate the right record. If you have any paperwork from the court in the case (e.g. a hearing notice) you can reference that re: how a name prints out. If necessary, check with court staff to verify availability of records and accuracy of search criteria.
- e. *Is the record available?* In some situations the case, party or other information you’re seeking may not be entered in the system yet, or may be set to a restricted security setting that prevents display on the Portal. Check with court staff to verify that the record is available in the system.

2. I can find the right party but not the right case(s).

This likely means that your current elevated access level does not allow viewing of that case, or that the record is not available. Contact court staff to verify that the record is available, and contact the Helpdesk for assistance if you believe it is a record to which you should (but do not) have access.

3. I'm not sure what the case number is.

You can search by party names and other information you do know, such as filing date range, county, or attorneys involved. For public cases, you can also contact court staff to confirm case numbers.

4. I'm looking for a case that has changed venue (moved to a different county) and got a different case number. What number do I use?

Although you may get search results by searching on both the original and the newer case numbers, only the information under the newer case number will be current and updated. If unsure of the correct case number on change of venue cases, please contact court staff.

5. I get a bunch of results with the same name and can't tell which is the right person.

Try using additional search filter criteria (location, case type, etc) to narrow results. If you know the person's date of birth (and if that date of birth is entered in the person's Odyssey record) you can narrow results and filter with that as well:

Date of birth displays in the dark blue bar at the top of each party record. Cases listed underneath are associated with that party.

Party Search Results

Name: Simpson, Homer Date of Birth: 06/06/1966

Current Address: Van Down By The River Burlington, VT 12345 Male

Case Number	Style / Defendant	File Date*	Type	Location	Party Name
20-DH-00118	Marge Simpson v Homer Simpson	07/02/2020	Dissolution Contested with No Minor Children	Windsor Unit	Simpson, Homer
20-DH-00257	Homer Simpson v Marge Simpson	07/02/2020	Parentage Contested	Chittenden Unit	Simpson, Marge
20-CY-00203	Homer Simpson et al v Bart Simpson	06/30/2020	Landlord/Tenant - Eviction	Chittenden Unit	Simpson, Bart
20-DH-00108	Homer Simpson v Marge Simpson	06/30/2020	Dissolution Contested with No Minor Children	Bennington Unit	Simpson, Marge
152-1-17-Crfa	Homer Simpson v Groundskeeper Willie, et al	06/22/2020	Relief From Abuse	Chittenden Unit	Flanders, Ned
20-CR-00323	Simpson, Homer	06/22/2020	Felony	Windsor Unit	Simpson, Homer
20-FA-00088W	Homer Simpson vs Ned Flanders	06/22/2020	Relief From Abuse	Chittenden Unit	Flanders, Ned
241-7-16-Crccv	Ned Flanders v Homer Simpson	06/22/2020	Small Claims \$1,001 to \$5000	Chittenden Unit	Simpson, Homer
20-CY-00197	Homer Simpson v Peter Cross	06/16/2020	Landlord/Tenant - Eviction	Bennington Unit	Cross, Peter
20-DH-00102	Marge Simpson v Homer Simpson	06/09/2020	Parentage Contested	Chittenden Unit	Simpson, Homer

Click this small arrow in the upper right to filter and search for only results with a particular date of birth.

6. I see multiple party listings that I know are all the same person!

It is quite possible. Duplicate party/entity records may exist in the system for a variety of reasons. You may need to examine them all to find the record you are seeking. You are encouraged to alert court staff when duplicate entities are found (and when it is 100% certain that they are in fact the same individual), so staff can initiate the process of merging the records if appropriate.

7. The record I want comes up in search results, but I get an error message when clicking on it to open it.

This generally means that your access role does not have the appropriate permissions to view this particular case or case type. Contact the Helpdesk if you believe this is a case or case type to which you should have access.

8. I can find the party and case(s) I'm looking for but not the document(s) I need.

Converted (pre-Odyssey) cases generally have few or no older case documents available to them unless court staff have manually scanned in documents from the paper file. Existing paper records will generally continue to exist on paper and may be viewed at courthouses, though all further docketing in those cases, including addition of newer documents, will happen electronically in Odyssey.

If you are looking for a particular document that you believe should be viewable on a case but is not, please check with staff at the courthouse as to whether an electronic version of that document does exist and whether it is set to the appropriate security level, or whether it has not yet been added to the electronic case record for any reason.

9. I'm a party in a juvenile case (i.e. a parent) – how do I view my case file?

As noted in earlier sections of this guide, court rules restrict online access to juvenile case files. You will need to make a request at a courthouse to view your file – contact court staff for specific procedures.

10. I am trying to view orders and documents in a civil or Judicial Bureau case. I'm told these cases are public and available for anonymous users but I can't open any documents on the case.

Although case information is public in Civil and Judicial Bureau cases, online access to document images is not available for anonymous public users, but only for registered users logged into their portal accounts.

Anonymous public users may view documents in all public case types at courthouse Public Access Terminal locations.

11. I want to view a Criminal, Family or Probate case in which I am not a party. I'm told these are public, but I can't view them on the Portal without a right to elevated access. How can I see a criminal, family or probate case record?

The court is prohibited by statute (12 V.S.A. Section 5) from displaying Family, Probate or Criminal case information online to the general public (anyone without a specific right of access). You may view public Criminal, Family or Probate case records at courthouse Public Access Terminals.

12. I'm not looking for a specific case or document, but just want a report or list of all cases of a certain type filed over a certain date range, or some other report showing statistical case management information.

The Public Portal does not provide this generic reporting capability. Rather, it requires specific search criteria (i.e. a name or case number). For public data requests for reports out of the Judiciary system, inquiry should be made to the Court Administrator's Office. Information is available at <https://www.vermontjudiciary.org/about-vermont-judiciary/records-requests/information-request>.

13. I had an access account to view records in the old systems (VCAS, VT Courts Online). Does this access transfer over to the new system?

No. The systems are not connected and there has been no conversion of user accounts from the old systems. All Portal users must follow the registration steps in this guide to set up new accounts, and must complete the steps for requesting elevated access.

14. I'm not sure which Elevated Access role to request.

After reviewing the information in Section 4 of this guide and, for organizational users, after consulting with a manager, if you are still unsure of the proper role to request, please contact the Helpdesk for further assistance.

15. I need to file something with the court- where do I go for that?

The eFiling system is completely separate and unrelated to the Public Portal. There is no means to submit anything to the court other than a fine payment via the Portal.

To learn about eFiling, to register for free and to begin electronically filing, go to the eFiling site at <https://vermont.tylerhost.net/ofswb> and to the eFiling resources page on the Court's website at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>

16. I'm just looking for a hearing schedule for a courthouse. Where do I find that?

As explained in Section 10 of this guide (Hearings Search), the Public Portal generally does not display complete master hearing schedules for courthouses since all Portal search functions are based on the permissions of the user (so users will only see hearings for cases they have the right to access).

Master hearing schedules for all counties are still available on the court's website at www.vermontjudiciary.org.

17. I'm trying to pay off someone else's court fine and can't locate their record.

Anonymous public users may pull up and pay off any other user's Judicial Bureau fine (traffic and other civil violations). However, to pull up a criminal defendant's fine

and pay it off requires elevated access to that person's criminal case. The defendant themselves may register and request access to the case for the purpose of paying fines, but a third party may not do so. Other fine payment options include paying by phone or by mail.

18. I believe I should be entitled to a different or higher level of elevated access than I have.

Contact the Helpdesk if unsure if you have the correct access level assigned. Access for public agencies and organizations is based on Memoranda of Understanding with the Vermont Judiciary. Questions about such agreements and requests for changes to them should be directed to the Court Administrator's Office.

19. There is something being displayed on the Portal that I believe should not be viewable.

Contact court staff as soon as possible if you believe that a confidential or other restricted case or document is erroneously being publicly displayed. A variety of court rules, statutes and policies govern what types of cases and case information can be publicly displayed online and at courthouses.

20. What are the rules, laws and policies that govern the Public Portal, and how can I read those rules?

An assortment of different rules and statutes are involved in determining whether and how records are publicly available. Vermont Statutes and Court Rules are viewable through the Legislature website at <https://legislature.vermont.gov/statutes/>

Follow the link for "Court Rules" to find applicable rules sections, including the Vermont Rules for Public Access to Court Records.

21. I still have additional questions or troubleshooting needs- who do I ask?

The Judiciary helpdesk provides the primary customer service for Public Portal users. Questions and support requests may be directed to JUD.helpdesk@vermont.gov.

For case-specific questions about docket entries, hearings, orders and other activities in a case (not related to the functioning of the site or the elevated access functions), contact court staff directly.

There is also additional information about the Public Portal available at <https://www.vermontjudiciary.org/about-vermont-judiciary/public-portal>

22. I don't need specific help or support with a Portal problem, but would like to submit comments, feedback or suggestions about the site.

There is a "Public Portal Feedback" form that can be filled out at <https://www.vermontjudiciary.org/about-vermont-judiciary/public-portal>. Feedback is reviewed by staff at the Court Administrator's Office.