VERMONT JUDICIARY

PUBLIC PORTAL USER GUIDE

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What are the rules, laws and policies that govern the Public Portal, and how can I read those rules? **39**

I still have additional questions or troubleshooting needs- who do I ask? **39**

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

INTRODUCTION TO THE PUBLIC PORTAL

The Public Portal allows you to access court records, hearing calendars, and pay fines online. Court records and documents are also available by going to a courthouse and using a Public Access Terminal. Please note that if you want to file documents into a case, you will need to use a separate website called Odyssey File and Serve. Electronic Filing | Vermont Judiciary. A separate account registration is required for eFiling.

The information that is available online is determined by the role of the user and permissions that have been granted. There are various rules and statutes that constrain what can be made available online to the general public. Most notably, 12 V.S.A. Section 5 prohibits online access to criminal, family or probate cases to anyone without a specific right of access (generally defined as being a party or counsel on the case, or working for an organization that has a Memorandum of Understanding with the Judiciary for data access.)

WHO CAN SEE WHAT?

Anonymous users are users who are not registered or logged into an account with approved elevated access. These users can view limited information on the Portal. Anonymous users do not need to register or sign in to view case summaries (docket sheets) but cannot view document images for Civil Division and Judicial Bureau cases. Anonymous users can't view Criminal, Family, or Probate cases or view documents related to a case. However, additional information that is publicly accessible for Criminal, Family or Probate cases is available at courthouse Public Access Terminals.

Registered users have this role after completing the registration process but prior to being approved for elevated access. This role does not have search capabilities, so searches should be done as an Anonymous user or after being approved for an elevated access role. Hearing schedules for all case types and all counties are still available on the court's website at Court Calendars | Vermont Judiciary.

Case Parties, Attorneys, Law Enforcement, and Agency Representatives who are parties or counsel in a case can access most records and documents associated with the case once they register and are granted an appropriate elevated access role.

Case Parties (Plaintiff, Defendant, Petitioner, Respondent, etc.) will need to have an email address on file with the court to access this information. Parties can include their email address on documents they file with the court. Most commonly filed court forms (complaints, petitions, motions, answers, notices of appearance, etc.) include a place to enter an email address. Case parties will also need to register on the Portal and request permission to access the case, also called requesting elevated access. Registered parties who have elevated access will be able to view information about any cases in which they are involved. See detailed information in further sections in this guide about registering and requesting elevated access.

Attorneys can register on the Portal and request elevated access to the Attorney role which allows them to view case information for cases in which they are counsel of record, but attorneys do not get any broad level of default access to Criminal, Family or Probate cases in which they are not counsel of

record. Some attorneys who work for public agencies may be entitled to an agency-specific access role rather than the standard attorney role. Please note that access may not work for attorneys entered in non-attorney roles like GALs or Interested Parties unless the Helpdesk has set them up with case party as well as attorney access. An attorney who is serving in a non-attorney role on a case and is having trouble accessing that case should contact itsupport@vtcourts.gov to have the proper settings applied to their account.

Agency Representatives include governmental staff members whose agencies have Memorandums of Understanding (MOUs) with the Judiciary that describe the types of cases their staff may access. There are specific roles configured for particular public agencies and organizations. See detailed information below in this guide.

How Do I Get Access?

Please note that it is a two-step process to gain "elevated access" to see case specific information on the Public Portal.

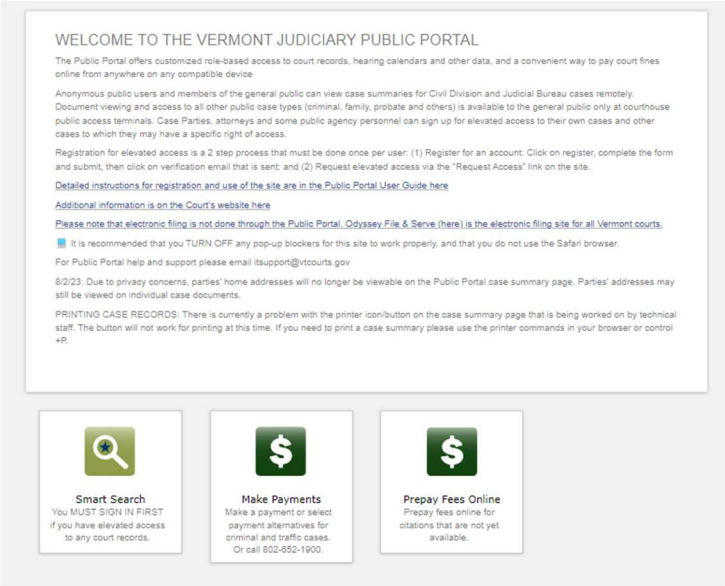
Step 1) Register for a Public Portal account

Step 2) Request Elevated Access through the Request Access function on the site

See below in the following sections how to complete the two-step process.

SECTION 1: ACCESSING THE PORTAL

1. To access the Portal, click this link: Vermont Judiciary Public Portal (vtcourts.gov). This link can also be accessed from the Court's website Public Portal | Vermont Judiciary and may be bookmarked on your computer or device. The Public Portal judiciary page also contains additional information and support videos about using the Public Portal.
2. The Portal home page will display, as shown below:



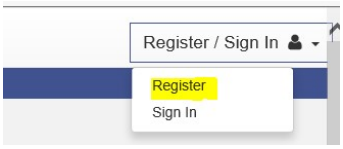
SECTION 2: PORTAL REGISTRATION FOR NEW USERS

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

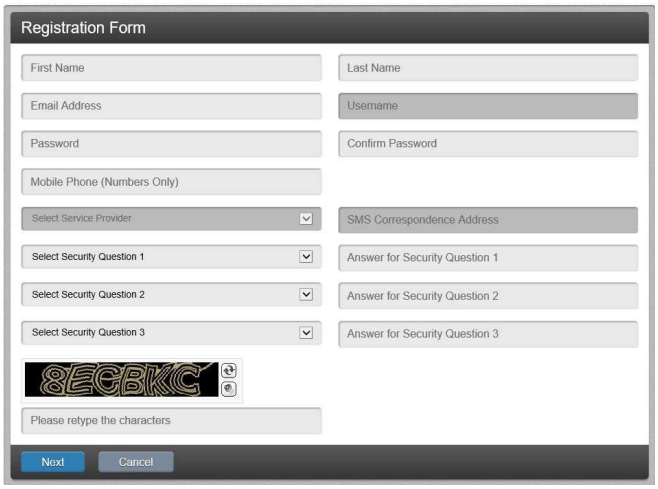
- Some Civil Division and Judicial Bureau case information may be viewed by anonymous public users without any registration or sign in. However, full access to all data and document images requires registration and approval of elevated access. **Document images (filings, orders, hearing notices, etc.) are NOT available to anonymous public users.**
- Criminal, Family and Probate case information is not available remotely to anonymous public users based on statutory restrictions (12 V.S.A. Section 5). 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. See additional information here: https://www.vermontjudiciary.org/news/judiciary-introduces-new-public-access-terminals

HOW TO REGISTER

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

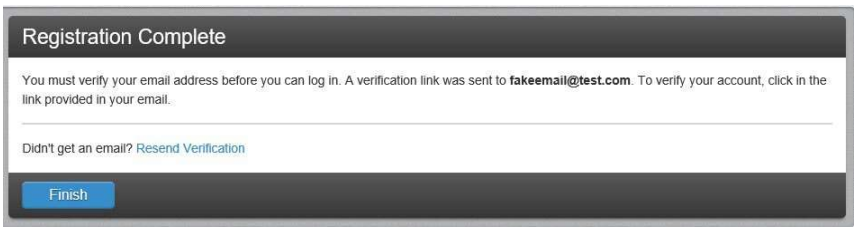


2. The Registration Form screen will open. Complete all required fields (mobile phone & SMS info is optional and may be used for future enhancements but can be skipped now) and security verifications.



3. 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.

4. 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.



5. After clicking the link, Portal will open again. Select "Sign In" from the upper right corner, and signin using your username (email address) and new password.

Important: For case parties 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 and do not have any such documents to file, you may complete the eServices Request Form, found at https://www.vermontjudiciary.org/about-vermont-judiciary/public-portal/eservices-request.

For case parties who are representing themselves in court, it is also appropriate to file a new and updated Notice of Appearance by Self-Represented Litigant at any time. This form can be found at: https://www.vermontjudiciary.org/sites/default/files/documents/100-00265.pdf

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. However, logging in to your account at this time will not give you any case searching ability. In order to search, you will either need to search as an anonymous user (without logging in – only limited civil and traffic case data available) or follow the steps below to be approved for elevated access. In order to request elevated access based on your role in a case, follow the steps in section 4.

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. 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.

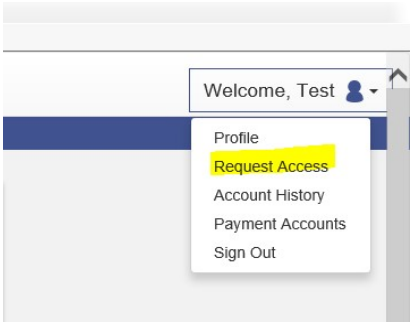
In general, case parties may request elevated case access regardless of whether they are self-

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 – this is for attorneys only at this time.) 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.*

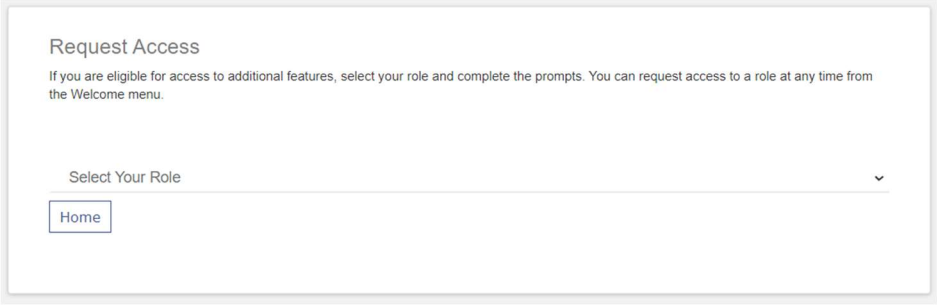
Guardians-Ad-Litem: You do not need to complete an eServices Form or submit an elevated access request. Guardian-Ad-Litem Portal access is managed by the GAL program office. Please contact that office vermontgal@vtcourts.gov for assistance in getting set up with elevated access.

HOW TO REQUEST ACCESS

1. Log in to the Portal with your username (email address) and password.
2. From the drop-down menu in the upper right corner, select "Request Access." The "Request Access" box opens up.



3. From the drop-down menu, select the appropriate role being requested.



4. Complete form and submit.

AVAILABLE PORTAL ROLES

Default System Roles:

- **Anonymous**: Anonymous public users are those who have not registered and signed into portal accounts. Anonymous users may see case summaries for Civil and Judicial Bureau cases only but will not see full case data or document images.

- **Registered:** Registered users with the role of "Registered" have completed an account registration but has not yet requested and been granted any of the elevated access roles below. A user with the role of "Registered" cannot use the search function, but when signed in will have the ability to use the "Request Access" function to seek a higher level of access.

Elevated Access Roles:

These roles are available to select from the "Request Access" menu after registering a Portal account.

- **Attorney**: 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. Access Granted for this role includes full access to all Civil and Judicial Bureau dockets, and full access to all other cases on which the attorney is counsel of record.
- **Legal Admin:** 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. Access connected to one or more attorneys for whom the admin person works is the same as attorney role described above.
- **Case Parties** This role is for self-represented litigants and any other case participants to whom none of the other roles on this list apply and users should select the "Case Party" role. This role gives access to a party's own case(s) in all dockets.
- **GAL:** (Guardians Ad Litem) should select the "GAL" role. GALs should contact the GAL program at vermontgal@vtcourts.gov for questions about the Public Portal. If the GAL is also an attorney, please contact the Helpdesk.
- **SAO:** States Attorneys personnel should choose the "SAO" role. Access to all Criminal, Juvenile, Relief from Abuse, Civil and Judicial Bureau cases. Does not include access to Domestic Family or Probate dockets.
- **DIVERSION:** Diversion Program staff should choose the "Diversion" role. Access to Civil, Criminal, Juvenile Delinquency and Youthful Offender cases. Does not include any Family or Probate cases.
- **OCS:** Staff should choose the "OCS" role Access to all public Family, Criminal, Civil and Probate cases.

- **DefGen:** The Defender General Staff and contractors should use the "DefGen" role. Access is to public Criminal, Civil and Family cases.
- **Agency Access CR:** You should choose this role if your agency specifically has the rights to gain gives access to public criminal and civil dockets as outlined in the agreement with the Vermont Judiciary.
- **Agency Access CRFAM:** You should choose this role if your agency specifically has the rights to gain access to public Criminal, Civil, and Family dockets as well as Juvenile docket as outlined in the agreement with the Vermont Judiciary.
- **Law Enforcement Officer:** Select this role if you are a law enforcement officer or your agency specifically has the rights to gain access to public criminal and civil dockets as outlined in the agreement with the Vermont Judiciary.

Secure roles: These roles are not available to select from the "Request Access" menu but must be administratively assigned by Judiciary Helpdesk staff based on communication with program or agency administrators. If you believe you are entitled to one of these roles, you may email itsupport@vtcourts.gov with an inquiry.

Question: Why isn't the role I need on the "request access" dropdown menu?
Answer: Most likely, it is one of these 3 reasons:

1. It is one of the *secure* roles listed above (if so, contact the Helpdesk).
2. You already have the role assigned to you (when a user already has a role it cannot be requested again).
3. You are seeking a role that is not listed anywhere above and therefore does not currently exist. Public agencies and other organizations who believe they have a valid business need to access court case data may contact the Office of the Court Administrator via this link Data and Information Requests | Vermont Judiciary to inquire about setting up a data access agreement (called a Memorandum of Understanding).

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.

Information for Case Parties:

1. Your email address (the one used for your Portal account) must be on file with the Court in the case listed on the access request. If that email address was included with paperwork such as a summons/complaint, answer/counterclaim, motion or Notice of Appearance then it should be on file and no further actions should be necessary. If your email address is not currently on file,

you may submit an eServices Request Form here E-Services Request For Case Party | Vermont Judiciary which will be added to the case record.

2. 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. You will **not** need to repeat this process for any additional cases.
3. After entering all information, click "Submit." A message will indicate that the request has been submitted.



4. When the request has been reviewed and approved by the Helpdesk 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.

Common reasons for denial of an elevated access request include:

- Email address not on file with the Court
- Not being a listed party in the case referenced in the request
- Not being authorized by an agency administrator for an agency employee role

SECTION 5: RECORDS SEARCH

- Use **Smart Search** to find court recordsor persons associated with a court record.
- Use **Search Hearings** to find court hearings.

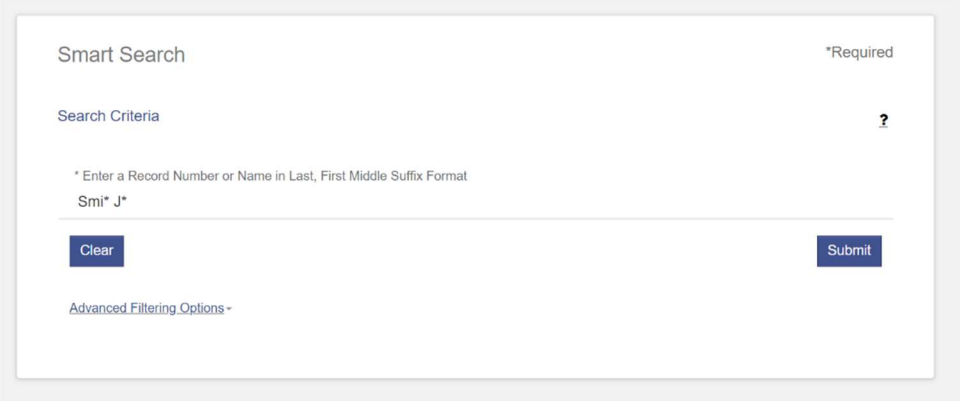
  ***Note*:** This function is not available to anonymous public users, but only to registered users logged in with their own accounts. The Search Hearings function is rights-based so users will only see hearings for cases to which they have a right of access. They will not see complete court calendars for all dockets. Full court calendars may still be viewed on the Court's website at Court Calendars | Vermont Judiciary.

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** is (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 and three characters in a last name 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.

USING SMART SEARCH

1. To access **Smart Search**, click the **Smart Search** portlet icon.
2. In ***Smart Search***, type a case number or a partyname.

Party names must be in Last, First sequence. (e.g., *Doe, John*). Middle names, suffixes and other parts of names are optional.

- 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.

ADVANCED FILTERING

For advanced filtering options:

1. click **Advanced Filtering Options** (see section 5 below).
2. Click **Submit**.
3. A list of results will appear. Click on a case number to view the court record.

Note: If you apply advanced filters, they will remain applied until you click "Clear" to clear them.

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



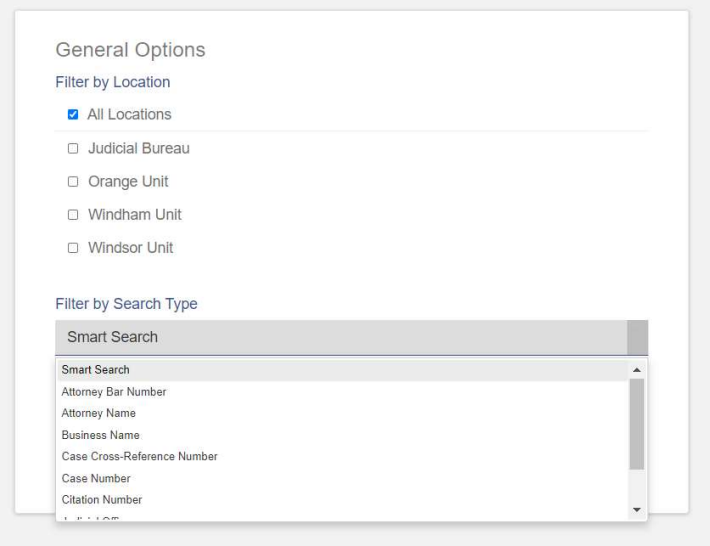
1.

1. Select Location.

   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”).

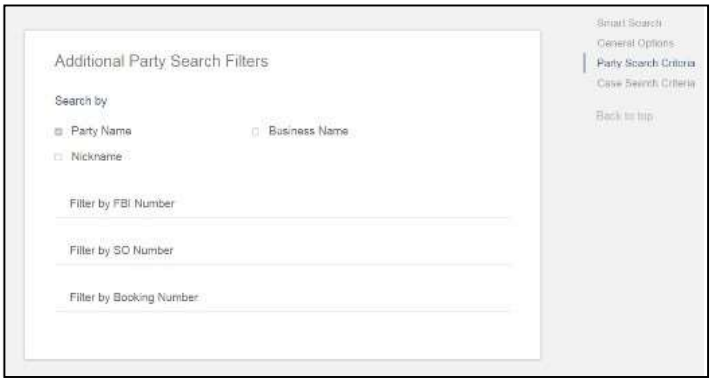
2. Define Search Types.

   You can also define specific search types from the drop-down 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).



3. **Enter 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. Most public agencies and organizations are listed as business.
- 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 misspellings/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. **Enter 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. “Disposed” means a case that is closed and has no current activity. Most other statuses represent some type of unresolved issue or ongoing activity in the case.

   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.

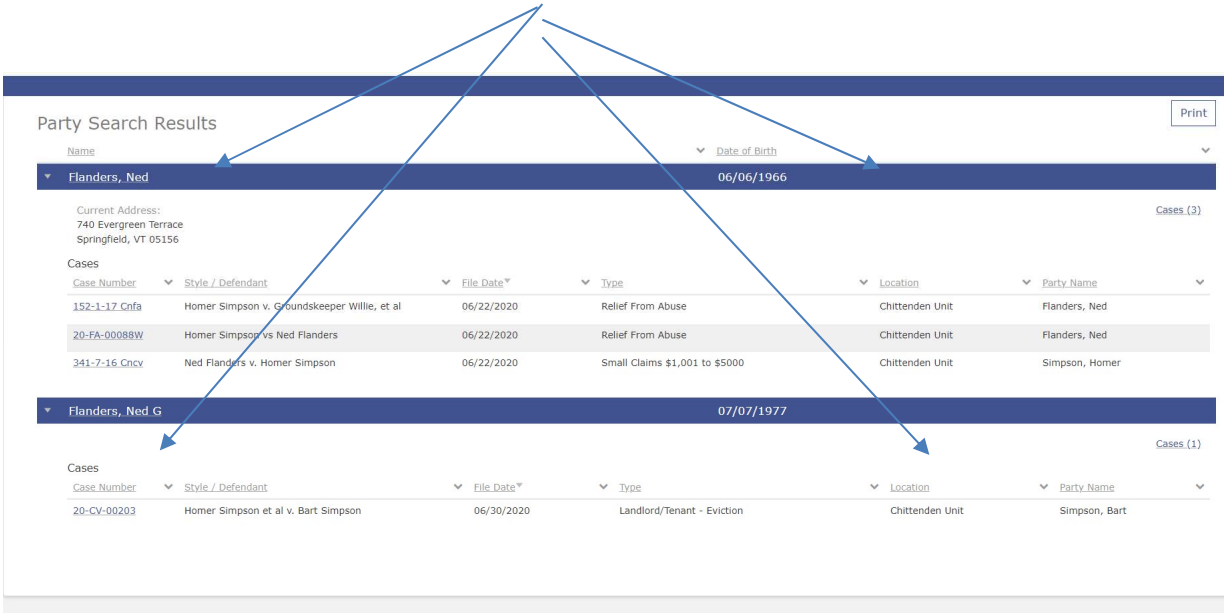
   The Judicial Officer filter is unlikely to produce search results since it requires judicial officers to be “assigned” to a case in the system, which is not part of Vermont’s standard court practices.



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).

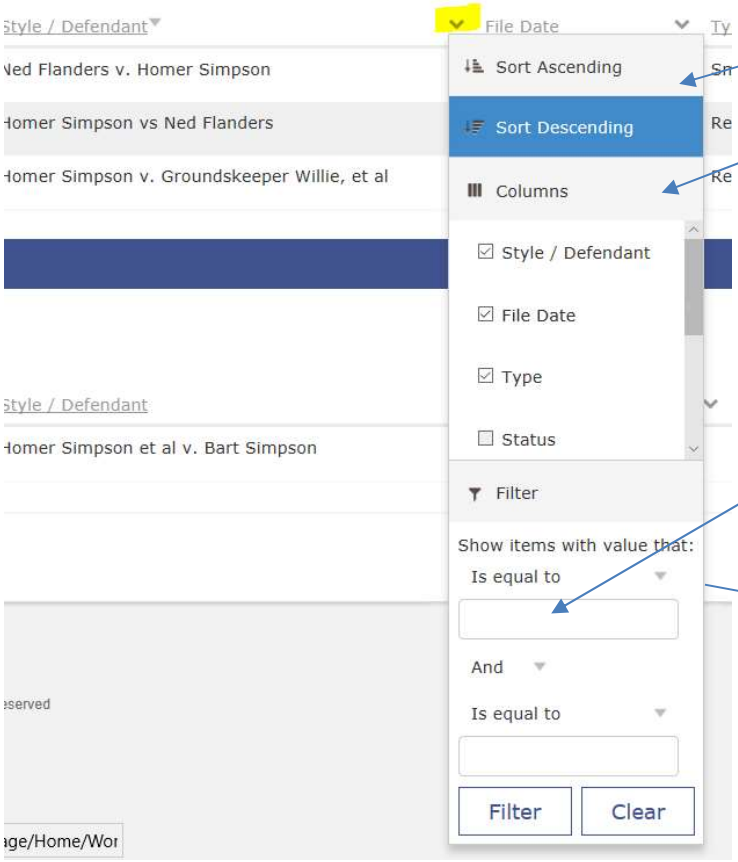
For example, in the image below, a name search for “Ned Flanders” shows 2 different system entities. The first has 3 cases and the second has one. Addresses and dates of birth (when available) are displayed to assist in identifying the correct party when there are multiple results.



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.



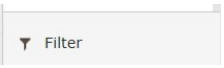
Clicking on the arrow on the column will open up the sort/filter options.



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).

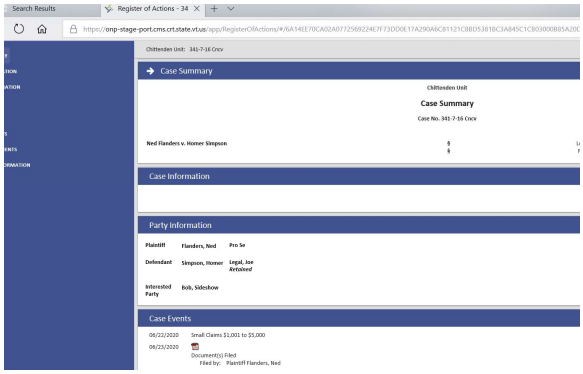
Search for a specific name or keyword. There are various keyword filters from which to select:



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.





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.

If nothing happens when you click the hyperlink, you may need to disable pop-up blockers on your browser. Disabling pop-up blockers is typically done by going to the Settings in your internet browser and then by going to Privacy and Security or to Permissions and then toggling off the pop-up blocker settings.

For Chrome: Settings>Privacy and Security>Site Settings>Pop-ups and Redirects
For Microsoft Edge: Settings>Cookies and Site Permissions>Pop-ups and Redirects

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.





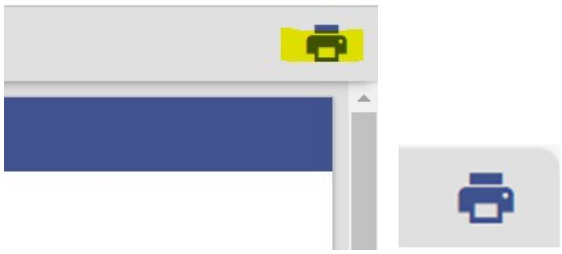
Case Documents are viewable by clicking directly on the small PDF icons next to the document listings. Some documents are attached to specific case events, and others are listed under "other documents."

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.
- Most older documents from the legacy case management system (pre-2020) are not scanned into electronic format and must be viewed in the paper files at courthouses.
- 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.

A PDF icon  indicates a single document attached, and a document/magnifying glass icon  indicates multiple documents attached to one event. For the latter, clicking on the icon opens a Document Selector box.

Printing/Downloading: For a printable/downloadable PDF version of the Case Summary, click the printer icon in the upper right corner: A PDF version of the case summary will open in a separate tab, which can be printed or saved to a person's computer.



If this option is not working to print the case summaries, you will need to print through the browser. For Chrome or Edge, you can go to the three dots at the upper right and select "Print," and then send to the desired printer. Clicking ctrl +P also works for printing on many computers and browsers.

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. Most older documents from the legacy case management system (pre-2020) are not scanned into electronic format and must be viewed in the paper files at courthouses.

Converted cases are searchable 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.



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.

Vermont courts transitioned to Odyssey in 3 separate regional rollouts as follows:

- Judicial Bureau, July 2019
- Windsor, Windham and Orange Counties: March 2020
- Bennington, Rutland, Addison, Chittenden Counties: September 2020
- Franklin, Grand Isle, Lamoille, Orleans, Essex, Caledonia, Washington Counties February 2021
- Supreme Court, July 2021

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

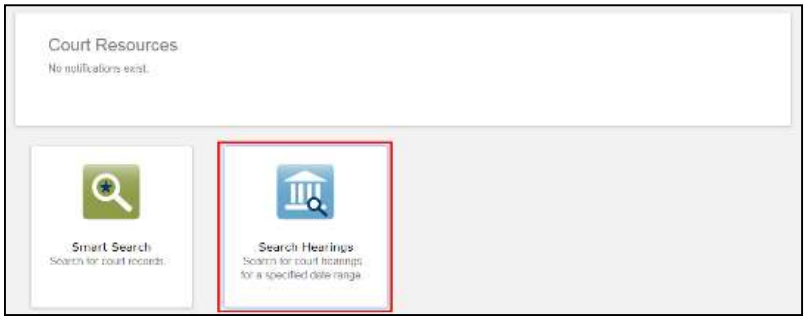
Important Info about Hearings Search:

*This feature is not available to anonymous public users but only to users with elevated access 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 Court Calendars | Vermont Judiciary

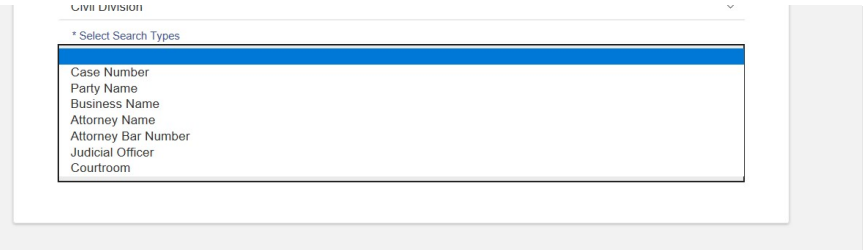
1. To search for a hearing or groups of hearings, click on **Search Hearings** from the Portal home page (must be logged in).



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.

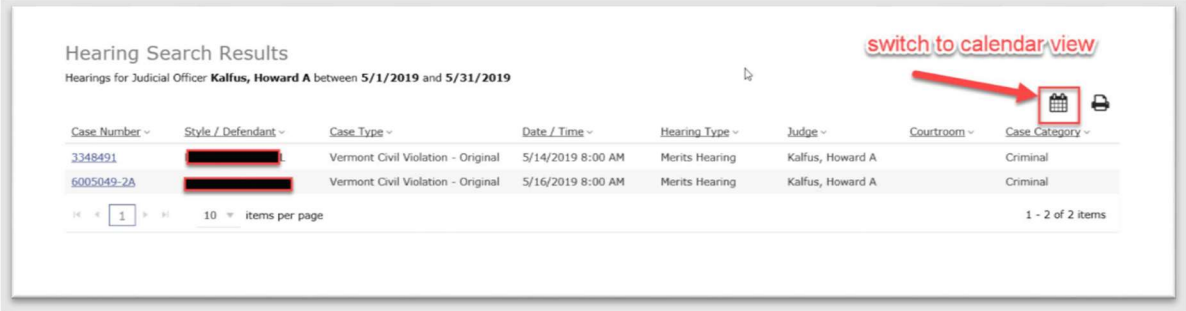
- Select the **Location** that you want to search or choose to search all locations. At this time, the choices are to search for a single county or all counties. There are no current options to select more than one, but fewer than all at the same time.
- Select the **Hearing Type** for a specific hearing 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.
- Select the **Search Type** to choose how you would like to search. The Search Criteria field will change depending on your selection.



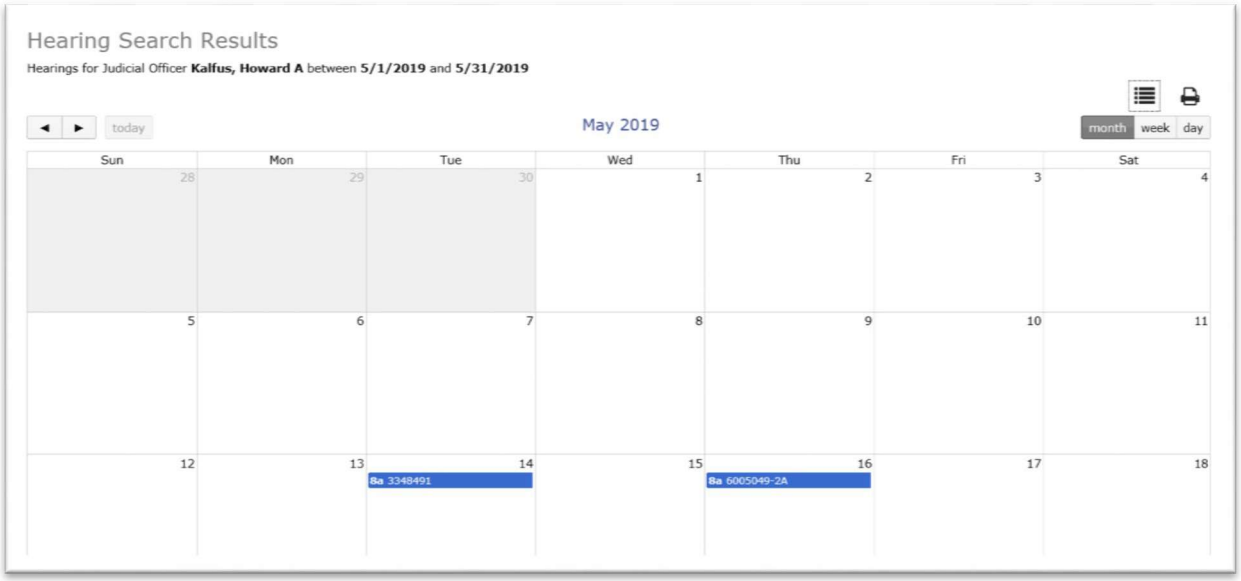
Note: If searching by Judicial Officer (Judge) please note that some judges have multiple listings in the system due to different official judicial roles they perform at different times. It may be necessary to search on each listing separately to obtain complete results.

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.



Calendar view:



SECTION 11: MAKING PAYMENTS

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

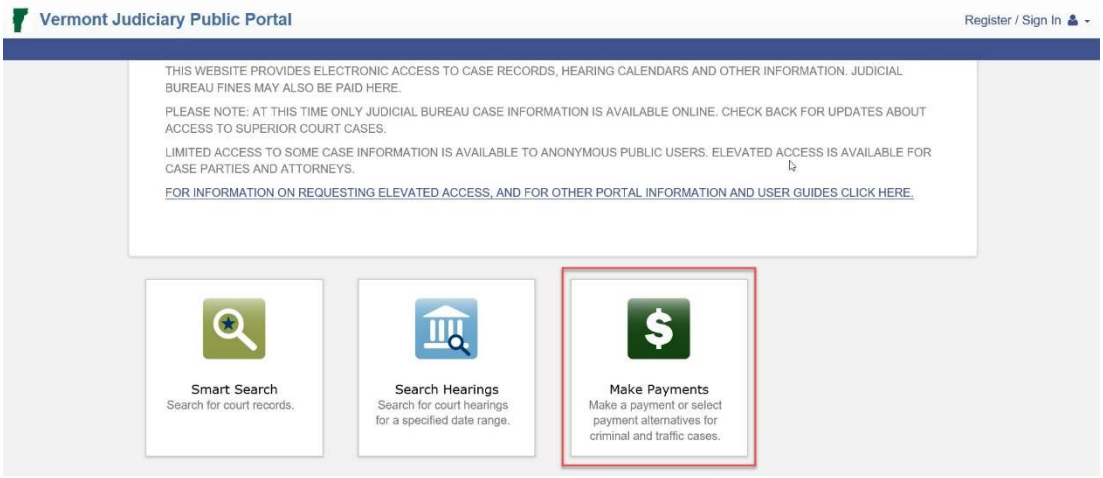
Note: The Portal does NOT accept other types of payments (e.g., filing fees, miscellaneous service fees or money owed to other parties such as child support or civil judgments). These types of payments must be made directly to the court or through the eFiling system.

If you are wishing to just make a payment, you can make payments by phone with the Judiciary Information Center at 802-652-1900, as well as by mail or in person at any courthouse in the state.

Information about payment method alternatives for Judicial Bureau and criminal fines can be found here: Paying Judicial Bureau Fines | Vermont Judiciary

TO MAKE AN ONLINE PAYMENT

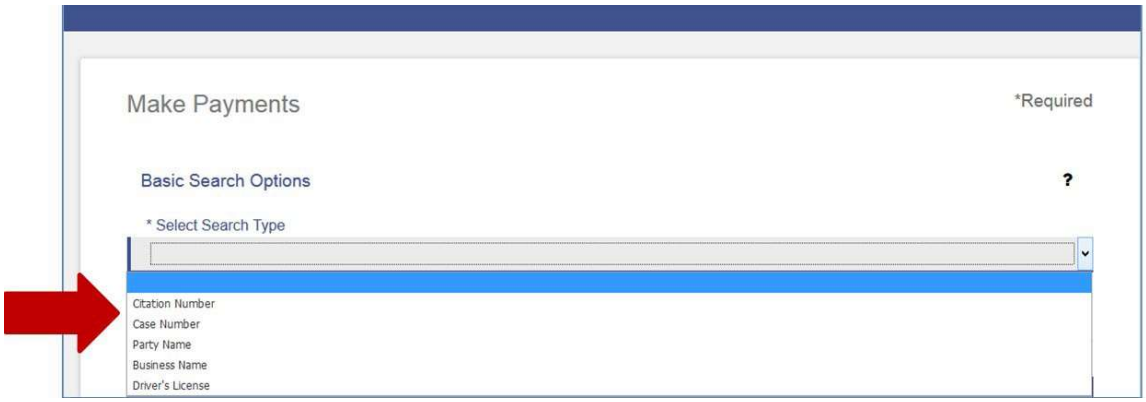
1. Go to the Public Portal at: https://portal.vtcourts.gov/Portal and click on "Make Payments."



**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.

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.



3. 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 number exactly as it appears on your court paperwork.

Party Name: Last Name, First Name, and Date of Birth are required.

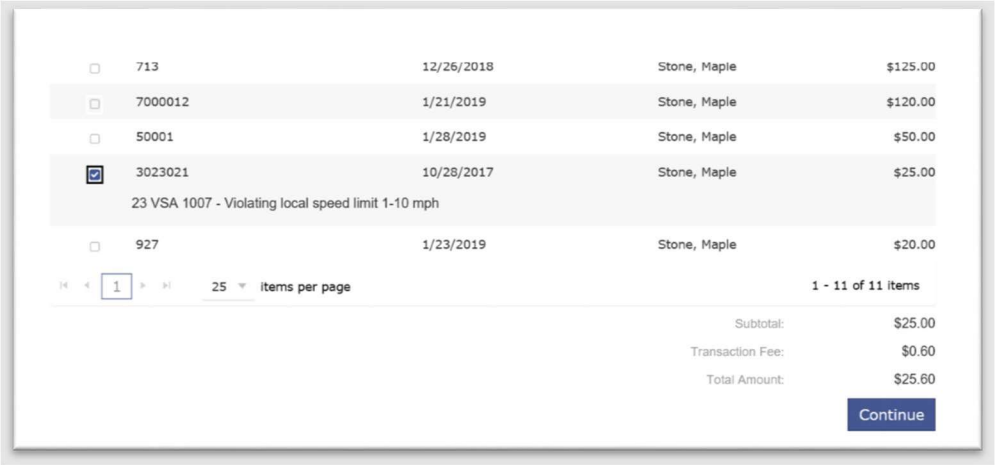
Business Name: The business name must be entered exactly as it appears on the case. If you are

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.

4. 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 submit payment, then click "Continue."



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.

5. 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.

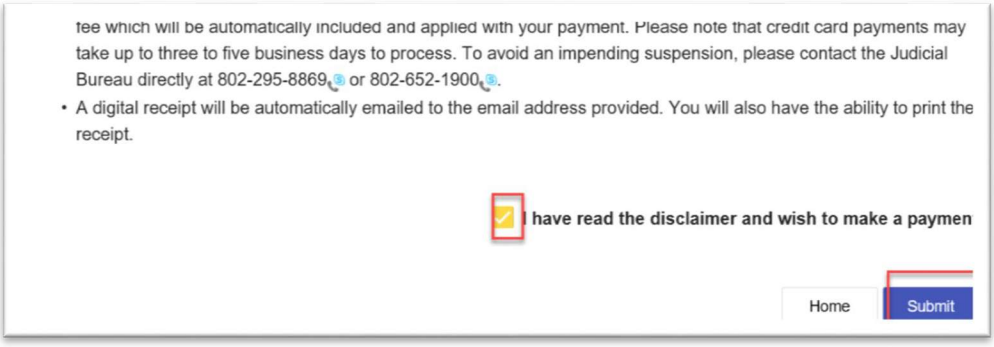
A. If you are unable to locate your Judicial Bureau case through any search methods, it is possible that the ticket has not yet been filed by the law enforcement officer and therefore



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:

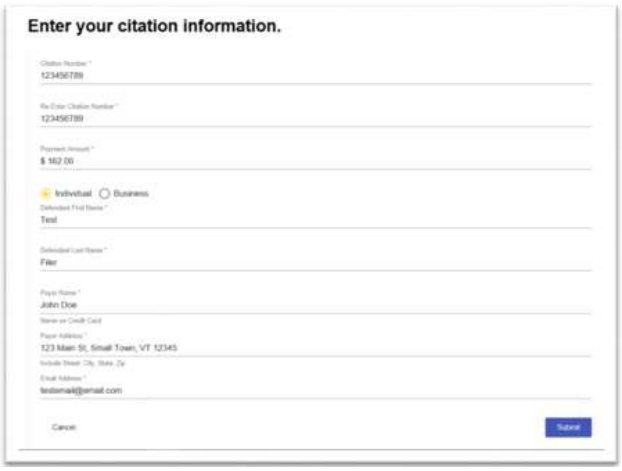
- ***Note***: the prepayment option is only available for Judicial Bureau cases. There can be no prepayment of fines or fees in Superior Court cases.

B. Read the disclaimer that will appear. Check the box indicating that you understand and click "Submit."



C. The citation information screen will appear. Enter all required information and "Submit:"

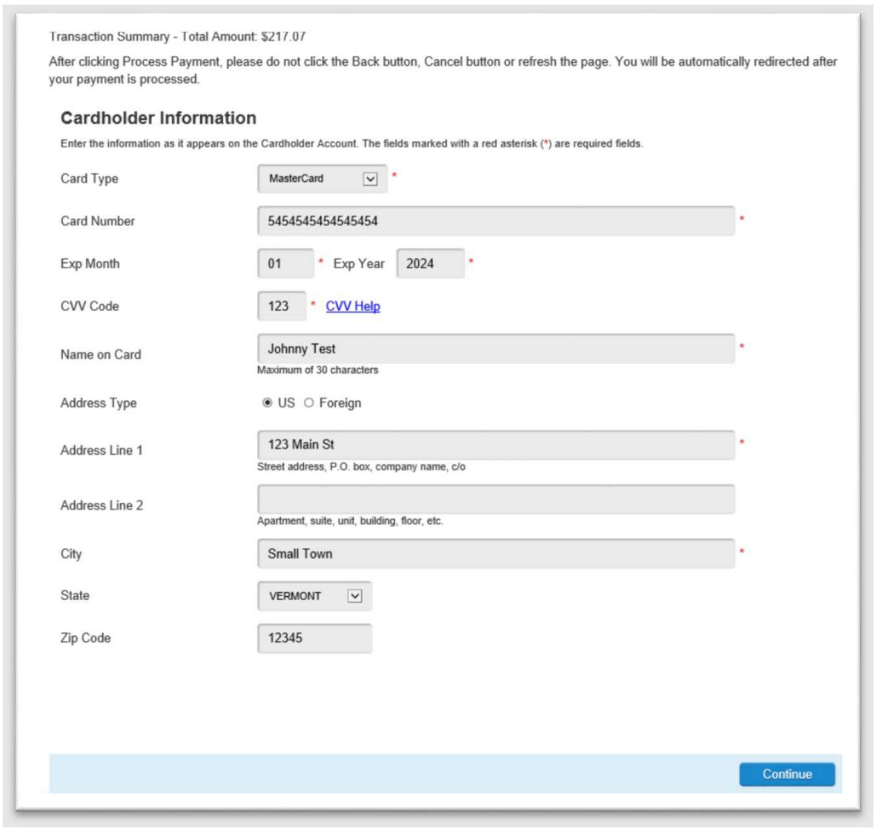




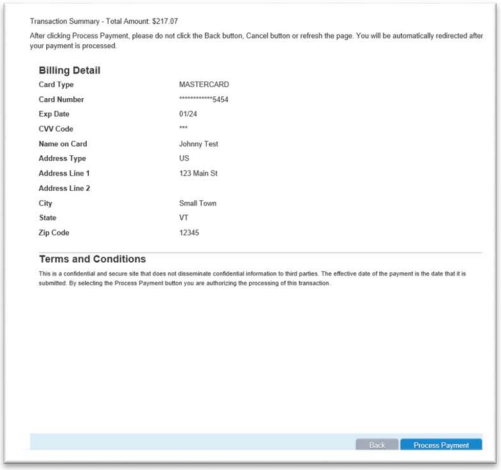
D. You will be asked to verify your information and agree to the terms and conditions. Click "Submit."

6. Payment Information

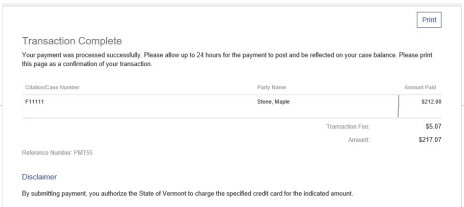
The credit card information page will open. The total amount to be charged to your credit card is shown at the top of the screen. Enter all required information for your payment method, and click "Continue:"



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



8. 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.



SECTION 12: RESETTING A PASSWORD

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

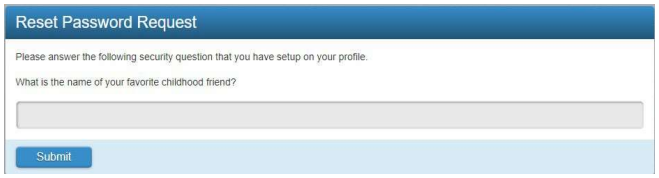
1. Click Forgot Password.



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



3. Provide Security Question response. Click Submit.

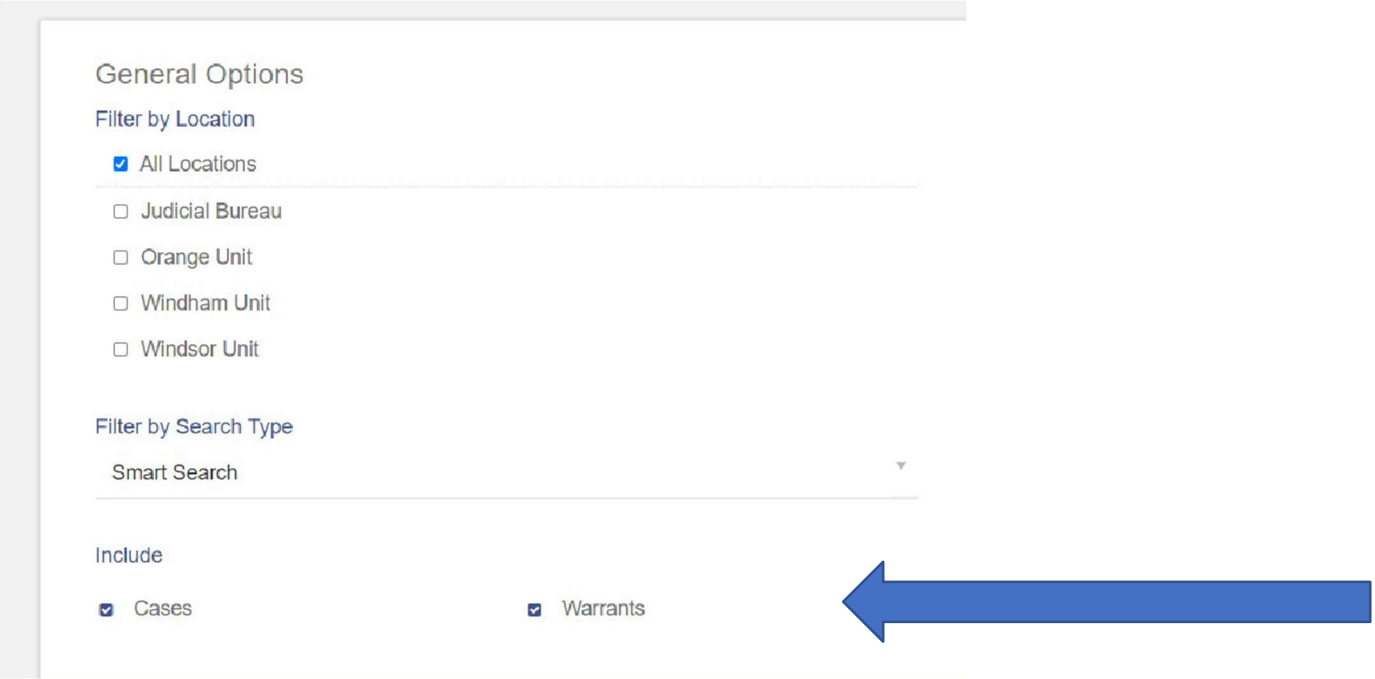


4. This will send an automated email to reset the password. Follow instructions in the email.

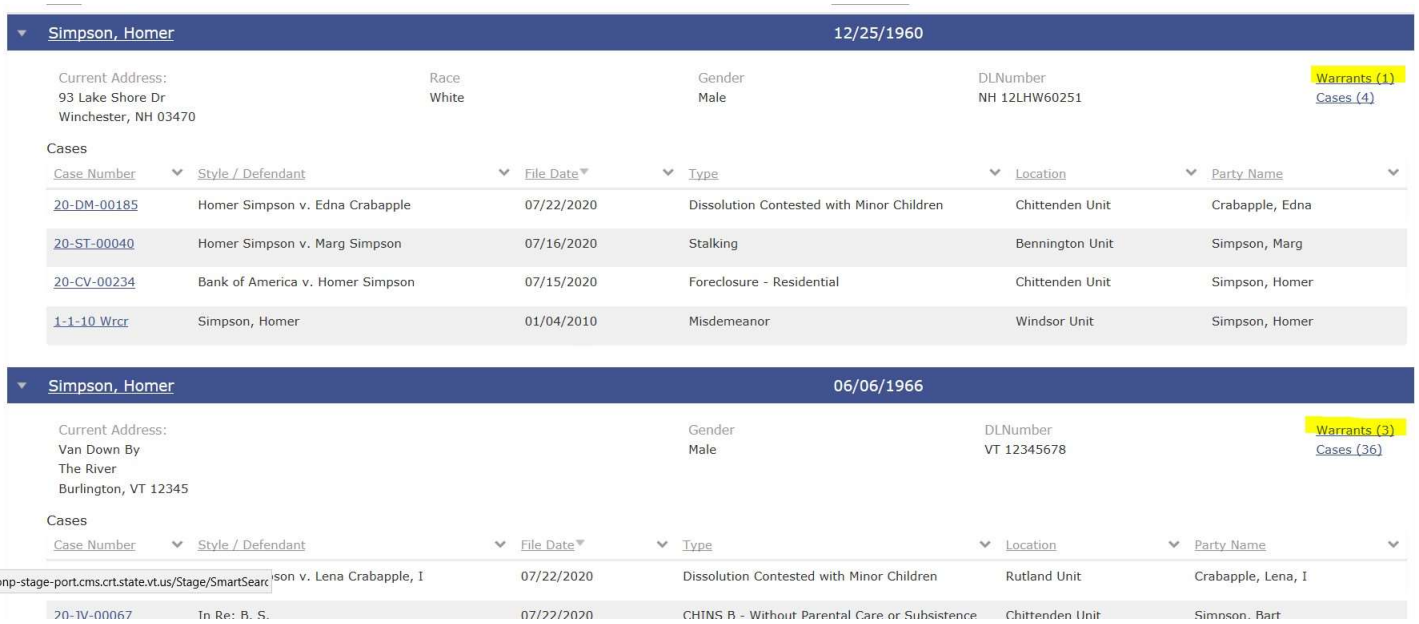
Note: If you do not receive a reset email it may be that you need to check your spam or junk folder. If you do not find the email there, it may be that you are not registered for the Portal. If you are unsure, you can try registering for the Portal to see if the username is registered. If you continue to have problems resetting your password, please contact the Helpdesk.

SECTION 13: WARRANT SEARCHES

The Public Portal includes some enhanced functionality for searching for criminal arrest warrants. For agency user roles (Agency CR, Agency CRFAM, SAO, Defender General and others), there is an option under "Advanced Filtering Options," which should be checked by default, to search for warrants as well as cases.



Name searches will return results for both cases and warrants:



Simpson, Homer — 12/25/1960

Current Address:
93 Lake Shore Dr
Winchester, NH 03470

Race: White
Gender: Male
DLNumber: NH 12LHW60251

Warrants (1)
Cases (4)

Cases

Case Number	Style / Defendant	File Date	Type	Location	Party Name
20-DM-00185	Homer Simpson v. Edna Crabapple	07/22/2020	Dissolution Contested with Minor Children	Chittenden Unit	Crabapple, Edna
20-ST-00040	Homer Simpson v. Marg Simpson	07/16/2020	Stalking	Bennington Unit	Simpson, Marg
20-CV-00234	Bank of America v. Homer Simpson	07/15/2020	Foreclosure - Residential	Chittenden Unit	Simpson, Homer
1-1-10 Wrcr	Simpson, Homer	01/04/2010	Misdemeanor	Windsor Unit	Simpson, Homer

Simpson, Homer — 06/06/1966

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

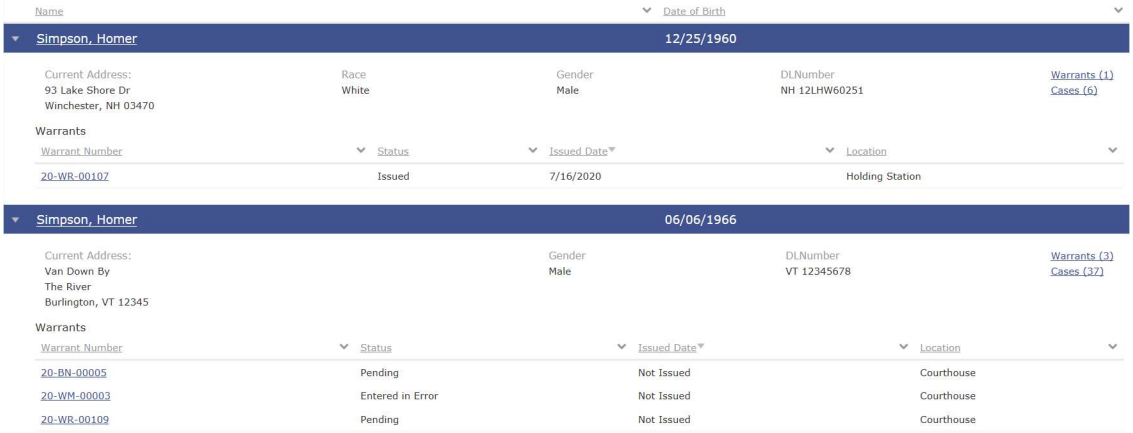
Gender: Male
DLNumber: VT 12345678

Warrants (3)
Cases (36)

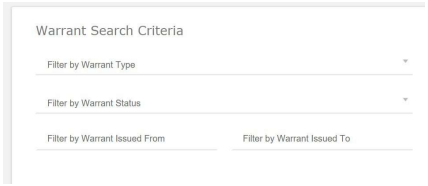
Cases

Case Number	Style / Defendant	File Date	Type	Location	Party Name
://onp-stage-port.cms.crt.state.vt.us/Stage/SmartSearc	son v. Lena Crabapple, I	07/22/2020	Dissolution Contested with Minor Children	Rutland Unit	Crabapple, Lena, I
20-JV-00067	In Re: B. S.	07/22/2020	CHINS B - Without Parental Care or Subsistence	Chittenden Unit	Simpson, Bart

The cases will be listed by default, but the user can click on warrants in the upper right (where highlighted above) to switch to listing of warrants:

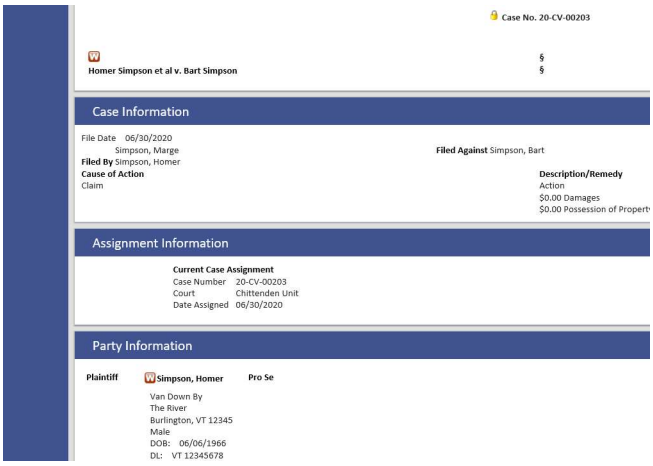


Note: The warrants of **all** statuses appear, not just active warrants. The status is clearly displayed in the Status column, and by clicking on that column the user can filter for a particular status.There is also an option in Advanced Filtering to search for warrants with a particular status:



The status of "Issued" represents an active warrant in the Criminal Division, and the issued date will be displayed. The warrant itself and other entries regarding it will be found within the case from which the warrant originated. Those cases can be found under the person's case listing; the case will likely have a status of "Inactive – Arrest Warrant" or "Disposed VOP Warrant."

Additionally, the warrant icon has been enabled for agency user roles. A red "W," as shown below, displays in both in the case style and the party information next to any party for whom there is a warrant issued.



All law enforcement and others searching for warrants on the Portal should understand that even with this functionality turned on, arrests should not be made solely based on information on the Portal but based on communication with dispatchers and verification through the actual warrant database. The availability of information on the Portal does not represent any changes to current practices and procedures.

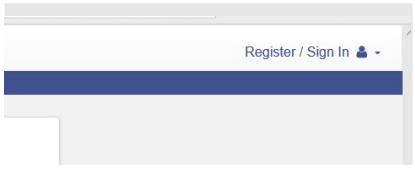
SECTION 14: SUPPORT AND TROUBLESHOOTING

Help—I can't find what I'm searching for on the Portal!

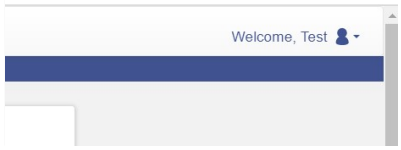
There are a number of possible causes.

- 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:



- 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.

- 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 with dashes and a space before 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) may be entered in its complete correct format (e.g,. 20-DM-04200) or in a "shorthand" version omitting the dashes and middle zero(s) (e.g., 20DM4200). The wildcard search function will not work on case numbers.

- If searching by name, are you entering the complete and correct spelling?
  If searching by name, make sure you are 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.

- 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.

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.

The role I want is not on the drop-down list.

If the role you want is not on the drop-down, it could be that you are already assigned that role and it is therefore not visible as a selection, or that the role is a secure role and you will need to contact the Helpdesk to have it assigned.

I registered for an account and now I have no search buttons when I sign in.

Registered users are not able to utilize search functions as this status is meant to be temporary prior to being approved for elevated access. To search, either do so as an anonymous user or request elevated access and once your request is approved, you will have access to the Smart Search function.

I click on a document and get a message saying, "An issue occurred when attempting to retrieve the document."

This issue typically occurs if documents are linked to several cases and the attorney is not entered on all of the related cases. Court staff can correct this problem by copying, rather than linking documents from one case to another. IF court staff cannot correct the issue please contact the Helpdesk.

What should I do if I have a new and different email address?

If you have a new email address, you will need to create a new account and request elevated access as the Helpdesk is not able to change the original email address/user ID.

I am clicking on a case or a document and nothing happens.

This error is typically caused by pop-up blockers that are preventing the document from opening. It is helpful to disable the pop-up blocker and try to open the document.

What if I want to see a case or document that my Portal role does not entitle me to see?
Certain case information is available at courthouses at the Public Access Terminals, or by requesting copies of records from the court. Information about how to request case records can be found here: [Requests for Access to Court Records | Vermont Judiciary]

I'm not sure what the case number is.

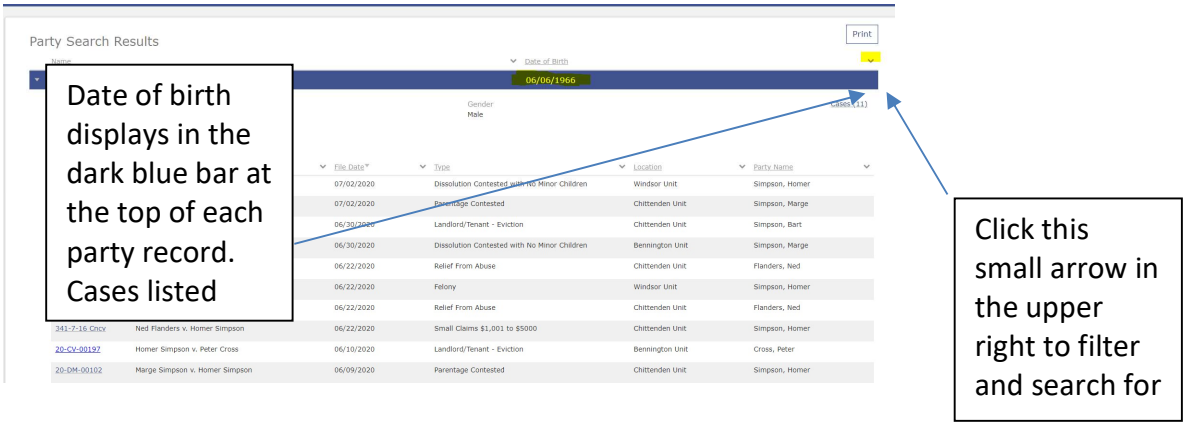
You can search by party names and other information you do know, such as filing date range, county, or attorneys involved. For public cases, you can also contact court staff to confirm case numbers.

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.

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:



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.

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, even though the name or case number appeared on your search results. Contact the Helpdesk if you believe this is a case or case type to which you should have access.

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.

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 with elevated access who are logged into their portal accounts.

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

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.

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.

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.

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.

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 Odyssey File & Serve site Odyssey File & Serve (tylertech.cloud) and to the eFiling resources page on the Court's website at *https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing*

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 Court Calendars | Vermont Judiciary.

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 themself 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. See information at Paying Judicial Bureau Fines | Vermont Judiciary

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

Contact the Helpdesk at *itsupport@vtcourts.gov* if unsure if you have the correct access level assigned. Access for public agencies and organizations is based on Memoranda of Understanding (MOUs) with the Vermont Judiciary. Questions about such agreements including inquiries about new MOUs and requests for changes to existing MOUs should be directed to the Court Administrator's Office here: Data and Information Requests | Vermont Judiciary

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.

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.

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 *itsupport@vtcourts.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*