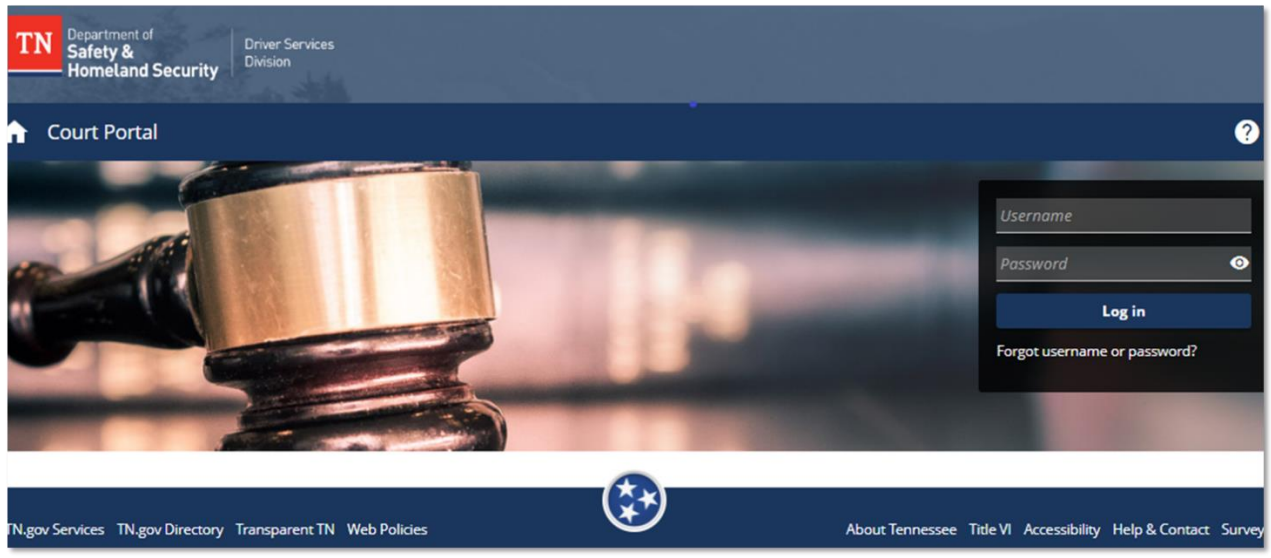




## Court Reporting: E-Services Portal

## Introduction to the Court Access Portal



The Court Portal is designed to give more options and access to courts for submitting records, documents, correcting errors and performing driver inquiries. Most Submissions through the portal will be automatically process reducing the time it takes to report dispositions, violations, and corrections to a drivers record. It is much faster than the traditional methods of sending in Court Action Reports and abstracts via email, fax, or postal mail.

This Document will provide a basic overview and serve as a user guide for the portal and its features regarding document/report processing for court use, searching for driver inquiries, and managing access for individuals in their respective courts.

The portal can be accessed at URL: [https://dl.safety.tn.gov/CourtPortal/\\_/](https://dl.safety.tn.gov/CourtPortal/_/)

### Portal Access

***This portal is used for official court use only. The Department of Safety may take additional steps to verify the court users' credentials depending on information given during the account creation process.*** To request access to the court portal users will need to email [DOSHS\\_court.reporting@tn.gov](mailto:DOSHS_court.reporting@tn.gov). You will receive an email with the DPPA paperwork that needs to be signed and sent back to the DOSHS. When returning the paperwork, please include the user's full name, official email, court ID# and type of access requested. After the account is created you will receive the log in ID and a temporary password.

This email address is also used to answer any general reporting questions regarding the court portal. It is monitored by multiple employees and is the fastest way to get answers to questions.

There are four types of access to the Court Portal

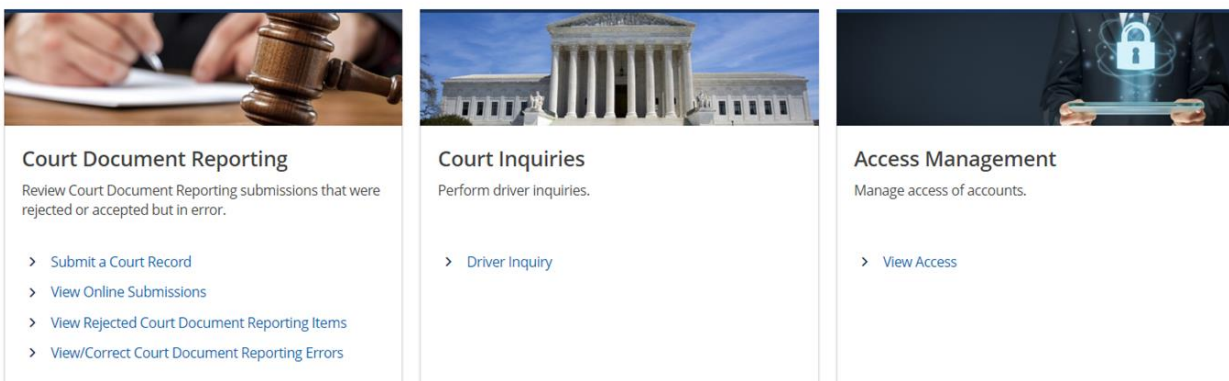
Types of Access:

- **Full Access:** Allows the users to perform every function allowed on the portal.
- **Administrative:** Allows the user access to Court Reporting and Driver Inquiry
- **Court Document Reporting:** Allows access to the Court reporting section only.
- **Court Inquiry:** Allows access to driver inquiries only.

## Court Portal Features/ Modules

The Court Portal consist of three different modules: Court Document Reporting, Driver Inquiry, and Access Management.

🔍 *What are you looking for?*



The screenshot displays a search bar at the top with the placeholder text "What are you looking for?". Below the search bar, there are three distinct modules arranged horizontally. Each module has a header image, a title, a brief description, and a list of actions.

- Court Document Reporting:** The header image shows hands writing on a document with a gavel. The description is "Review Court Document Reporting submissions that were rejected or accepted but in error." The actions listed are: "Submit a Court Record", "View Online Submissions", "View Rejected Court Document Reporting Items", and "View/Correct Court Document Reporting Errors".
- Court Inquiries:** The header image shows the exterior of a classical building with columns. The description is "Perform driver inquiries." The action listed is: "Driver Inquiry".
- Access Management:** The header image shows a person holding a tablet with a glowing padlock icon. The description is "Manage access of accounts." The action listed is: "View Access".

1. **Court Document reporting** is used to submit and review actions from the court. This will be explained in more details on the following slides.
2. **Court Inquiries** is used to look up a drivers account if there are pending actions that need to be performed to be reinstated.
3. **Access Management** is used to manage access of court personnel and their profiles. This is only available to Full Access users.

## Court Document Reporting

Submit a Court Record:

There are seven different options for submission types:

### Submission Type

Please select the type of court record you wish to submit. \*

- Compliance
- Conviction
- Default on Payment Plan
- Failure to Appear
- Mental Health
- Pending Criminal
- Traffic School

1. **Compliance:** This function is used to submit compliances from the court to reverse past actions. Such as submitting a satisfied payment plan on an offense that was recently defaulted on.
2. **Conviction:** This is used to submit any guilty convictions for citations. Such as speeding, stop signs, DUI, failure to provide insurance, etc.....
3. **Default on Payment plan:** Used to submit default on payment plans and enforce revocation of driving privileges.
4. **Failure to Appear:** Used to submit Failure to appear to court violations.
5. **Mental Health:** Used to submit mental health evaluations from mental health institutes (Primarily for handgun permits)
6. **Pending Criminal:** Used to request a pending revocation for default on payment plan involving a criminal conviction. The offense date has to be at least one year from the date of request. Due to legal reasons.
7. **Traffic School:** Used to submit traffic school documentation.

Driver information page:

After selecting the submission type the driver information page will appear:

## Submit a Court Record

Submission Type      Driver Information

---

### Driver Information

State Licensed TN - TENNESSEE	License Number * <i>Required</i>	Date of Birth * <i>Required</i>
First Name	Middle Name	Last Name * <i>Required</i>

Unable to provide either the License Number, Date of Birth, or Last Name.

By checking the checkbox above, I certify that, to the best of my knowledge, I could not provide some of the required Driver Information because of the unavailability of the data. I understand that unauthorized access to this e-Services Court Portal as well as the unauthorized use, misuse, or modification of data accessed by or in transit to/from this e-Services Court Portal constitutes a violation of state and federal laws and is punishable by fines, incarceration, and/or immediate termination of access to this e-Services Court Portal.

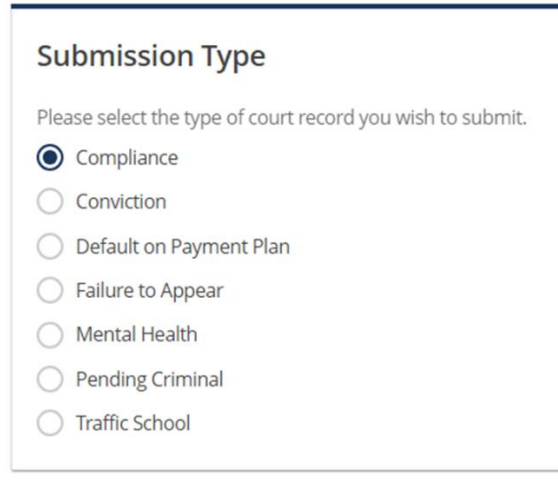
Please ensure that any data gathered is still accurately entered in to the fields.

The driver information page is the same for every submission option listed above. There are three required fields for the driver information. The portal will not allow a user to continue if these fields are not filled out. These are the Driver License Number, Date of Birth, and Last Name. This is the minimum amount of Driver information needed to process most court reports. Without it, the account will not be able to be located or account created.

If only two of the items are available (Such as Last name and date of birth) then check the box for “unable to provide either License number, Date of Birth, or Last Name. The system will let the user proceed and put the item into a batch to be submitted to the Dispositions and Violations unit and the DOSHS to process.

- ***Sometimes there is a back log of work items and may take some time to process.***

## Submitting a Compliance:



**Submission Type**

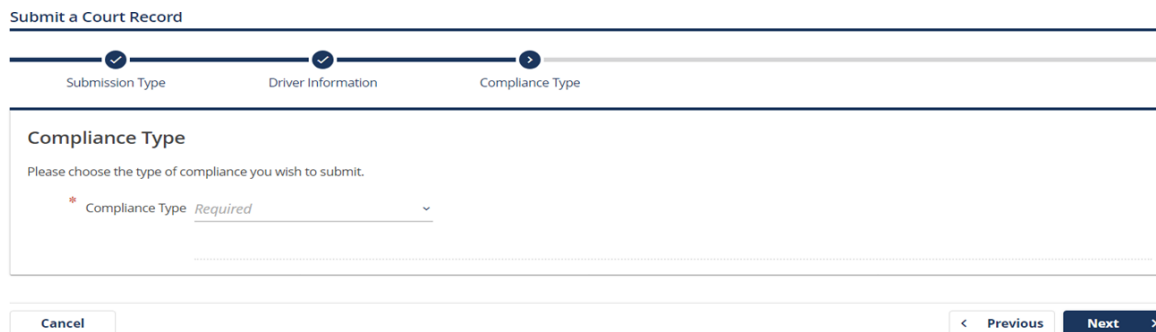
Please select the type of court record you wish to submit.

- Compliance
- Conviction
- Default on Payment Plan
- Failure to Appear
- Mental Health
- Pending Criminal
- Traffic School

This feature allows courts to submit compliance documents through the court portal instead of sending copies of the court action reports to the Dept of safety through email, fax, or snail mail. If the submission is not missing details or contains errors flagged by the system, then the conviction will post automatically to the driver's record.

- ***Some submissions may be flagged by the system and automatically rejected and sent back to the court. These will be found in the rejected list under the submissions tab.***

After submitting the driver's information from the driver's details page, the type of compliance being submitted will appear:



Submit a Court Record

Submission Type ✓    Driver Information ✓    Compliance Type ▶

**Compliance Type**

Please choose the type of compliance you wish to submit.

\* Compliance Type *Required* ▼

Cancel    < Previous    Next >

After selecting a compliance type from the drop-down menu, a brief description will appear under the selection. This describes what action will be taken regarding the driver's record:



### Address

Street \*  
*Required*

---

Street 2

---

City \* State \*  
*Required* *Required* ▾

---

Zip Code \*  
*Required*

---

Depending on the compliance type selected on the previous screen, different items will be available and required to be entered to post to the driver's record. After all required information is populated, the user can submit the compliance to be posted to the driver's account.

### Submitting a Conviction:

### Submission Type

Please select the type of court record you wish to submit.

Compliance

Conviction

Default on Payment Plan

Failure to Appear

Mental Health

Pending Criminal

Traffic School

This feature allows courts to submit guilty convictions through the court portal instead of sending copies of the court action reports to the Dept of safety through email, fax, or postal mail.

This function allows for faster processing. If the submission is not missing details or contains errors flagged by the system, then the conviction will post automatically to the driver's record. For submissions missing certain information it will be sent to the dept of safety IP team for processing. If they cannot make the necessary corrections, then it will be sent back to the court.



**Some submissions may be flagged by the system and automatically rejected and sent back to the court. These will be found in the rejected list under the submissions tab.**

After submitting the driver details, a offense code selection will appear:

The screenshot shows a web form titled "Submit a Court Record". At the top, there is a progress bar with three steps: "Submission Type" (checked), "Driver Information" (checked), and "Offense Codes" (active). Below the progress bar, the "Offense Codes" section is displayed. It contains the instruction "Please enter the TCA Code and Action Code of the offense." and two required dropdown menus: "TCA Code" and "Action Code". At the bottom of the form, there are "Cancel", "Previous", and "Next" buttons.

Select the appropriate TCA code and Action code from the drop-down list. The user can search the TCA code list by typing the offense, such as speeding or type the TCA code to filter the results.

Some TCA codes will ask if details are provided. As with speeding when it is asking for details it refers to the speed recorded on the citation. If this information is not available, then select no and it will still allow the user to continue:

This screenshot shows the "Offense Codes" form with specific values entered. The "TCA Code" dropdown is set to "55-8-152 - Speeding". The "Action Code" dropdown is set to "001 - Speeding 1-5(1),6-15(3),16-25(4),26-35(5),36-45(6),46>8". Below these, there is a section titled "Speeding Details Provided" with two buttons: "Yes" and "No". The "Yes" button is highlighted with a blue underline.

After submitting the offense and action code related to the conviction the offense details page will appear:



**Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.**

After all information for the offense is entered, the conviction can be submitted.

---

### Confirmation

Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.

To view your submission, navigate to View Online Submissions on the home page.

OK

## Default on Payment Plan:

### Submission Type

Please select the type of court record you wish to submit.

Compliance

Conviction

Default on Payment Plan

Failure to Appear

Mental Health

Pending Criminal

Traffic School

This is used to submit a record that a driver has defaulted on a payment plan established by the court. Once processed it will put a pending suspension on their license.

- The driver will receive a letter by mail stating that they have 30 days to contact the court to resolve the past due amount or be placed on another payment plan. If compliance is not sent to the Dept of Safety within that 30-day window, the driver's license will be revoked until compliance is made.

After submitting the driver's details an offense codes list will appear similar to when posting a conviction:

### Offense Codes

Please enter the TCA Code and/or Action Code of the underlying offense.

TCA Code \*  
*Required* ▼

---

Action Code \*  
*Required* ▼

Select the underlying TCA and action code for the failure to pay report and continue to the details page.

***Note: Not all offenses can be submitted with a failure to Pay because a payment plan is not allowed for those convictions. Such as DUI. The fines/cost must be paid in full at once for these convictions.***

The offense details page is similar to post a conviction. All required fields are marked with a red asterisk. The main difference is the underlying offense charge and date of offense:

Underlying Offense	Underlying Date of Offense *
M85- Texting while driving	Required 

The Court/ Pay date will be the day that the driver defaulted on the payment plan:

Court/Pay Date *
Required 

After all information is entered the Default on Payment Plan can be submitted.

***Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.***

### Confirmation

Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.

To view your submission, navigate to View Online Submissions on the home page.

**OK**

## Failure to Appear:

### Submission Type

Please select the type of court record you wish to submit.

- Compliance
- Conviction
- Default on Payment Plan
- Failure to Appear
- Mental Health
- Pending Criminal
- Traffic School

This is used to submit a record that a driver has failed to appear to their court date for a citation. ***Some submissions for failure to appear are not able to be submitted because the department of safety does process them or post them to the driver's record, such as failure to appear for a seatbelt violation. These submissions will be blocked by the portal to prevent accidental post to a record.***

After submitting the driver's details, similar to Failure to Pay, the offense codes list will appear:

#### Submit a Court Record

Submission Type ✓ Driver Information ✓ Offense Codes >

##### Offense Codes

Please enter the TCA Code and/or Action Code of the underlying offense.

TCA Code  
55-8-116 - Improper Passing(Must Pass Safely) ✓

Action Code  
004 - Improper Passing ✓

#### Submit a Court Record

Submission Type ✓ Driver Information ✓ Offense Codes >

##### Offense Codes

Please enter the TCA Code and/or Action Code of the underlying offense.

TCA Code  
55-9-603 - Seat Belt - 18 And Older-Driver ✓

Action Code  
117 - F04 Violation Of Seat Belt Law As Driver ✓

Cannot be used with Default on Payment Plan / Failure to Appear

As stated above, not all offenses can be used for failure to appear. These will be blocked by the system and will not let the user proceed.

After the underlying TCA and Action code are submitted the user will be directed to the offense details page. Like with Failure to Pay it is similar to submitting a conviction. The main difference is the underlying offense and date. The Court/Pay date will be the date the driver failed to appear to court:

Underlying Offense S93- Speeding	Underlying Date of Offense * Required
Citation Number * Required	Court/Pay Date * Required

After all of the required information is entered, the user will be able to submit the record for Failure to Appear.

***Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.***

**Confirmation**

Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.

To view your submission, navigate to View Online Submissions on the home page.

**OK**

## Pending Criminal:

### Submission Type

Please select the type of court record you wish to submit.

- Compliance
- Conviction
- Default on Payment Plan
- Failure to Appear
- Mental Health
- Pending Criminal
- Traffic School

Used to request a pending revocation for default on payment plan involving a criminal conviction. This will place a pending revocation to the driver's record. To add a revocation to a record due to defaulting on a payment for a criminal conviction, the conviction date should be at least one year before the date of the submission.

After submitting the driver's details, the user will be directed to the details page:

Submit a Court Record

Submission Type Driver Information **TN-DS Quality Assurance**

**Address**

Street \*  
Required

Street 2

City \*  
Required

State \*  
Required

Zip Code \*  
Required

**Pending Criminal Information**

Pending Evaluation Date  
25-Apr-2024

Commence Date  
15-Apr-2024

Override Commence?

Court Case / Docket Number \*  
Required

Date of Offense \*  
Required

Disposition Date \*  
Required

Reason Code \*  
Required

Court  
11011 - Cheatham County GS Clerk

Cancel < Previous Submit

The details page is a lot shorter than the other detail pages. All required fields are marked with a red asterisk and must be filled out to continue.


***Note: Reason code will only give one option, "002-Default on Payment Plan"***





# View Online Submissions

The view online submissions link shows every submission made by the court via the court reporting portal. This can be used to search for a submission to ensure that it was completed on the court's end.



### Court Document Reporting


Review Court Document Reporting submissions that were rejected or accepted but in error.


- > [Submit a Court Record](#)
- > [View Online Submissions](#)
- > [View Rejected Court Document Reporting Items](#)
- > [View/Correct Court Document Reporting Errors](#)

The submissions list will be populated and sorted by the date they were submitted.

Processed

**Search**

Processed From  

Processed To  

Submissions

Date	Title	Name	Account	Account ID	Period
15-Apr-2024	<a href="#">Pending Criminal Submission - SAMPLE</a>	CHEATHAM COUNTY GS CLERK			

If looking for a certain submission, it can be searched for by selecting a certain date.

## Rejected Court Documents

The View Rejected Court Document Reporting Items provide a list of reporting items that were rejected for being invalid or missing necessary information to complete the report.



### Court Document Reporting

Review Court Document Reporting submissions that were rejected or accepted but in error.

- [> Submit a Court Record](#)
- [> View Online Submissions](#)
- [> View Rejected Court Document Reporting Items](#)
- [> View/Correct Court Document Reporting Errors](#)

The items on this list cannot be corrected. In order for these items to be reported, they will need to be resubmitted with the correct information as a new report.

***Note: The rejected items will stay in this list, there is no way to remove them.***

The rejected list is sorted by the DATA file and date submitted:

Rejected CDR Items											Export	Filter
First Name	Last Name	DOB	Street	City	State	Zip Code	DLN	Citation #	Docket #	Offense Date		
DOS_79042_20240403024533.txt > 03-Apr-2024												
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		W797010	60093P	28-Nov-2005		<a href="#">Details</a>
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		W745936	52761A	29-Aug-2005		<a href="#">Details</a>
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		V732020	21352A	25-Mar-2002		<a href="#">Details</a>
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		U827810	211122A0030	22-Oct-2020		<a href="#">Details</a>
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		U542100	183181A0095	05-Oct-2018		<a href="#">Details</a>

Users can view the details and see the rejection reason:

#### Additional Information

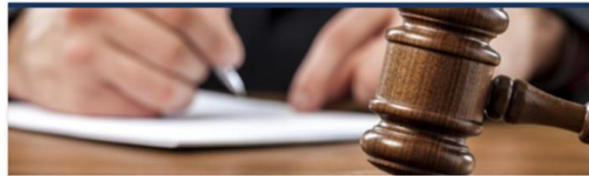
First Name ANGELA	Last Name DEPRIEST	Date of Birth
DLN		
Rejection Reason <span style="border: 2px solid red; padding: 2px;">The offense/activity cannot be determined by the system based on provided input.</span>		
Activity Type From Court	Citation Number V732020	DCN
Disposition Code <span style="border: 2px solid red; padding: 2px;">C</span>	DocketNumber 21352A	Transaction Type <span style="border: 2px solid red; padding: 2px;">2 - FTA/FTP</span>
TCA Number 55-8-152	Offense Date 3/25/2002	
TCA Description SPEEDING		

The items on this list cannot be corrected. For these items to be reported, they will need to be resubmitted with the correct information as a new report. The rejected items will stay in this list, there is no way to remove them.

Exemplified above is a Failure to Appear or Failure to Pay that has the wrong disposition code. FTA and FTP need to have a conviction code of A (Failure to appear) or X (defaulted on payment plan). There for the portal system rejected the submission. This record will need to be resubmitted with the correct conviction code.

## View/Correct Reporting Errors

This list shows items that are missing information preventing the report from being processed. Courts have the ability to make corrections to these items or invalidate them.



### Court Document Reporting

Review Court Document Reporting submissions that were rejected or accepted but in error.

- > [Submit a Court Record](#)
- > [View Online Submissions](#)
- > [View Rejected Court Document Reporting Items](#)
- > [View/Correct Court Document Reporting Errors](#)

The errors list is sorted by DATA File and the date submitted. Users can view the details of the submission to see the reason for the error, then the user can correct or invalidate the record:

CDR Errors												Export	Filter	
First Name	Last Name	DOB	DLN	Street	Address Stat	Zip Code	Citation #	Docket #	Offense Date	Field in Error	Error Reason			
Compliance > DOS_79042_20240403024533.txt > 03-Apr-2024														
RALPH	JONES	06-11-2002	1000000000	5578 COTTAGE		381152302	W664960	52763P	10/3/2005	Date Fines	Error - com	Details	Correct	Invalida
EMMANUEL	MITCHELL	06-11-2002	1000000000	2412 VANDER		38122	Q418176	83391P	12/4/2008	Date Fines	Error - com	Details	Correct	Invalida
CORNELIUS	LOVE	3-11-2003	1000000000	3266 SEMIN		381198645	U500746	180221B00	1/22/2018	Date Fines	Error - com	Details	Correct	Invalida
DESTINY S	WASHINGTON	11-11-2001	1000000000	8321 HUNT		380028453	U810320	211462A01	5/26/2021	Date Fines	Error - com	Details	Correct	Invalida

The details page will give a better description of what the error is. Users can then select to correct or invalidate record from this page:

Drivers License Number	State Licensed		
	TN		
First Name	Middle Name	Last Name	Date of Birth
RALPH		JONES	
Street			
5578 COTTONWOOD RD			
Street 2			
City	State	Zip Code	
MEMPHIS		381152302	
TCA Number	TCA Description		
55-50-338	DRIVERS LICENSE LAW		
Citation Number	Docket Number		
W664960	52763P		
Field In Error	Error Reason		
Date Fines / Costs Paid	Error - compliance from [redacted] where disposition cost indicator = N and there's no paid date		
		<b>Correct Record</b>	<b>Invalidate Record</b>

In the example above, the error is: Compliance from court where disposition cost indicator= N and there's no pay date. There for the record can be corrected by adding the paid date under the correct tab or invalidated because the date is unknown.

### Correcting a Error:

After selecting "Correct Record" the user will be able to see the submission and its errors. The error will become a required field and give the reason of the error again:

Compliance Information		
Citation Number	Court Case / Docket Number	
W664960	52763P	
TCA Number	TCA Description	
55-50-338	DRIVERS LICENSE LAW	
Previously sent as FTA	License Surrendered to Court	THP Arrest Fee Collected
No	No	No
Fines / Costs Paid in Full	Defendant Found Indigent	Disposition Cost Indicator
No	No	No Money
Court Costs	Court Fines	Date Fines / Costs Paid <span style="color: red;">1</span>
61.00	100.00	
Error - compliance from [redacted] court where disposition cost indicator = N and there's no paid date		

From here the user can make the necessary corrections and click submit to complete the submission of the report.

## Invalidating a Record:

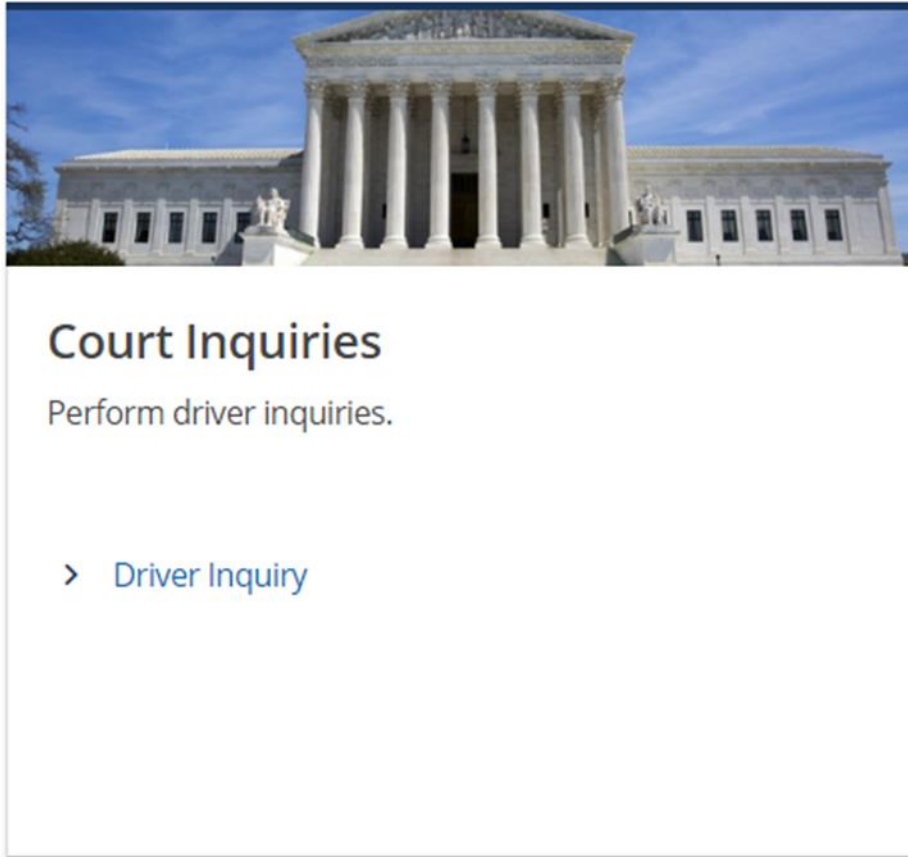
To invalidate an error correction, select invalidate. The original submission will show and if the user clicks next it will provide a dropdown box asking for the invalidation reason:

The screenshot shows a two-step process for 'Compliance Correction'. The first step, 'Invalidate Record', is completed, indicated by a checkmark. The second step, 'Invalidate Reason', is active, indicated by a right-pointing arrow. Below the steps is a form titled 'Select a Reason'. The form contains a text prompt: 'Please select a reason to describe why you are invalidating this record.' followed by a red asterisk. Below the prompt is a dropdown menu labeled 'Required'. The dropdown menu is open, showing a list of reasons: 'Required', 'AAMVA Eligibility Failed', 'Account Not Found', 'Court Rejected', 'Deceased', 'Dismissed', 'Duplicate Activity', 'Image Unreadable', 'Invalid', 'No Image', 'Non Process Court Document', 'Non Processed Violation', and 'Out Of State Driver'. The background of the interface is dark blue with white text.

Select the appropriate reason and submit. The record is now invalidated and will no longer be on the error list.

***Note: The error list is also worked by the Dispositions and Violations Unit at DOSHS. As employees complete work items, they will fall off this list. If unsure about a correction, leave it and once an employee gets the item in their work queue, they will either make the necessary correction or reject/invalidate the record. This process could take several days depending on the number of work items. Submissions are processed on a first come first serve basis.***

## Court Inquiries



The court inquiries section allows courts to assist customers on the steps they need to take in order to be reinstated if their license is suspended or revoked.

To search for a driver only three things are required: Their TN Drivers license number, last name, and date of birth. All three items are required:

**Driver Inquiry**

TN License/ID Number *	Last Name *	Date of Birth *
<i>Required</i>	<i>Required</i>	<i>Required</i> 

After searching for the driver, if there is any unsatisfied requirements on the account, it will show up on the inquiry:

### Driver Information

TN License/ID Number 133295356	Customer Name I AM SAMPLE
-----------------------------------	------------------------------

TN-DS Quality Assurance

---

### License Status

Credential	Status	Issue	Expiration
State ID	Valid	19-Mar-2024	12-Jul-2029

---

### Reinstatement Requirements and Instructions

There is an action pending against this driving record that might affect the status of the driver's privileges or change the requirements needed to place this driver in compliance with the law.

Submit verification from the court(s) that all fines and costs have been satisfied for the following criminal offenses:

- Docket No.
- Court Phone
- Location
- Disposition Date

- 123456
- (615) 792-4866
- CHEATHAM
- 4/15/2024

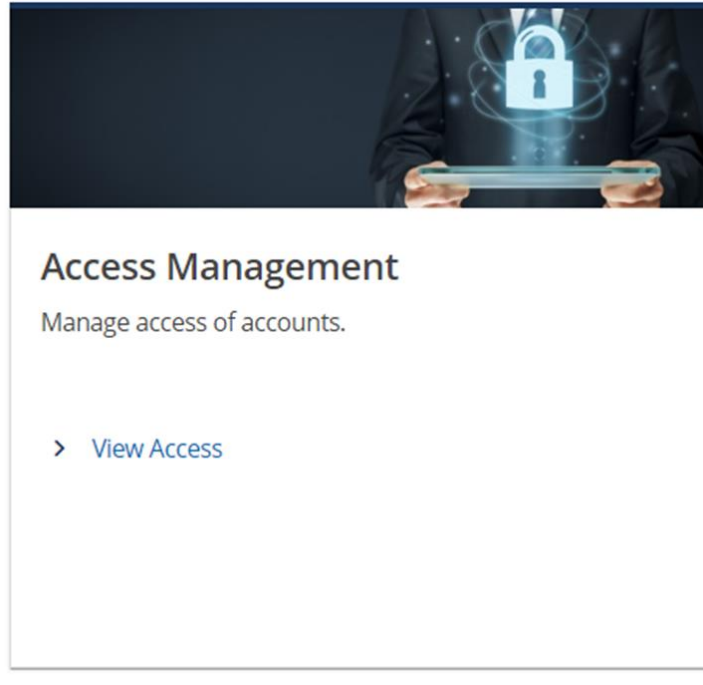
[Print Reinstatement Requirements](#)

The inquiry will show the drivers information, and the reinstatement requirements and instructions on what needs to be completed to be reinstated.

This page can also be printed out for the customer to keep for their own records and guidance.



# Access Management



Access management is available to full access users. This allows these users to modify the user profiles for their respective court.

After clicking view access, a user list will be developed for the users that have log in credentials for their court:



Click the user ID to view the profile. From here the user can manage the user's account.

Here the user can change the access type, reset their password if they are having issues logging in, reset their two-step verification, and deactivate access for users that are no longer affiliated with the court, or do not need access anymore. **Only designated DOSHS employees can create new user accounts for the portal. We will go over portal access for new users next.**